

With the recommended reduction in quarantine hours, how is that process going?

- Erica: Patrons noticed getting things quicker. They are pleasantly surprised. Staff are comfortable with that. And patrons still comment that they feel we're doing a good job of keeping us safe while providing service.
- Peg: Same as Erica. Patrons notice that things are arriving quicker. Reduction in phone calls is better as far as returning items. Staff is fine with the 48 hours quarantine of materials.
- Dom, Teresa: Ditto on that and the phone call.

With the number of COVID cases breaking records, how are you prepared should staff/you get COVID?

- Virginia: Spent last few weeks with HR issues. Has a positive case but minimal contact. Staff have to be free of symptoms or have a negative test done. She has a flow chart that she uses and a list of what to do that has been adapted.
- Dominic: Patrons who are sick can wait to return items.
- Erica: Gives a shout out to Stephanie and Crandon putting together the staff quarantine document. The flowchart is also helpful. You have to take it case by case. No one has been seriously ill. We work on materials as a case by case. They can either be renewed or people can wrap up the items and then they can be quarantined.

What will factor into whether you offer curbside pickup or close completely? How will what your schools doing factor into this?

- Virginia: It would come down to a staffing issue. If the district closes, we would go to curbside. If we can stay open, we will stay open.
- Vicky: The schools have been closing when they run out of staff. If we run out of staff, we will do the same. If school closes completely, we will close.
- Dom: schools won't factor into it. the library board will make transitions based on staffing
- Erica: ditto
- Teresa: It's a matter of staffing for us. The board feels comfortable with what is happening and would rather not go back to curbside. Staffing could be tricky, so a closure would be more likely than curbside.

- Peggy: We are in line with Rhinelander and Antigo.

With people experiencing sometimes overwhelming COVID fatigue, how are you doing emotionally? How are the staff doing?

- Virginia: Lots of things happening that can be chalked up to COVID brain or people getting sick. Life is going on, and we are all feeling the stress, as well as the rules. My brain is not as sharp.
- Erica: Things are challenging. I'm also very proud of my staff and they are committed to providing great service.
- Peggy: We are doing ok. We still have patrons that won't wear a mask. We are holding our own and staff have been great. They use Friday mornings as regrouping time. More staff meetings have been helping.
- Teresa: Staff seem to be doing well, but they are all suffering brain fatigue and just life that is a lot harder with the environment of covid.
- Erica: and as people start thinking about holidays or lack of holidays, that adds another layer of fatigue.