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**Title: Director's Note: Chelsea District Library Expanding Curbside Services**

These are unprecedented times. How often have you heard that statement lately? The fact of the matter is that we are all struggling to respond to a pandemic that continues to create uncertainty in our day-to-day lives. This uncertainty impacts the library as well. I speak for the staff and board of the Chelsea District Library when I say that it is our fondest wish to return to our pre-pandemic service model. We deeply miss seeing and engaging with you in person. We are heartbroken at not being able to provide a communal space for civic and social engagement. We are sincerely appreciative of your understanding and patience as we continue to serve you—our community—with an abundance of care and caution working to meet your needs in the safest, healthiest way possible.

In the spring, we introduced our *Measured Plan for Reopening the Library* found on our website at [chelseadistrictlibrary.org](http://chelseadistrictlibrary.org). This staged plan is intrinsically tied to the phases of *MI Safe Start: A Plan to Re-engage Michigan's Economy* as well as guidance from the CDC, MIOSHA, the Washtenaw County Health Department, and library advocacy organizations to ensure adherence to community health, safety standards, and best practices in library service during the pandemic.

CDL continues to operate at Stage 3: Curbside CDL and will continue to do so for the short term. Our inability to provide in-person services has not hindered our ability to continue to fulfill our mission to engage, inspire, and equip through evolving services and resources. And what a quick evolution of services and resources it has been! Throughout the late spring and summer, we provided 14,782 books, dvds, and other resources to the community through curbside pickup. Our first-class reference team responded to more than 1,800 reference phone calls and emails. Through Wi-Fi accessed on the grounds of the library and data accessed via our hotspots throughout the community and those we lend out, we provided 18,500 GBs of data crucial to students and people working from home and connecting to each other during this pandemic. More than 21,800 eBook, video, and audio titles were downloaded. We created 130 virtual and remote programs like Music in the Air, CDL Storytime Live, Baffling Bill's Imagine Your Story Magic Show, the Cat Castle Creation Contest and so many more online programs,

book discussions, and storytimes to keep you enriched, educated, and entertained. We kept our summer reading program going strong with 750 participants of all ages, regularly updated the StoryBook Trail, and gave out hundreds of bags of kids' sports equipment in partnership with 5 Healthy Towns.

We continue to strategize ways to provide you with services under Stage 3. To that end, effective the week of October 5, we are "upgrading" Stage 3 services to include laptop checkout available to CDL cardholders for 24-hour loan periods and extension of our Saturday hours until 5 PM. Remember, too, that CDL offers curbside pickup of printed and scanned materials by appointment. Call a librarian at 734-475-8732 ext 219 for help printing and scanning. Also, to arrange a day for pickup of your curbside materials after you receive notification that they are available, please either call 734-475-8732 x.200 or email [checkoutdesk@chelseadistrictlibrary.org](mailto:checkoutdesk@chelseadistrictlibrary.org).

Once again, thank you for trusting your library to respond to the pandemic in the healthiest, safest way we can without sacrificing our commitment to providing you with excellent service. Please reach out to me directly if you have any questions or comments at [director@chelseadistrictlibrary.org](mailto:director@chelseadistrictlibrary.org). We miss you!

About Us: Chelsea District Library is a not for profit organization whose mission is engage, inspire, and equip through evolving services and resources. The Library currently serves 15,010 residents in the Chelsea area including the City of Chelsea plus Dexter, Lima, Lyndon and Sylvan townships. More than 16,000 individuals visit the Library each month. For more information visit [chelseadistrictlibrary.org](http://chelseadistrictlibrary.org).

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