



106 Washington Avenue, Oshkosh, Wisconsin 54901-4985

MEMORANDUM

DATE: December 10, 2020
TO: Oshkosh Public Library Board of Trustees
FROM: Jeff Gilderson-Duwe, Library Director
RE: Proposed revision to Phase One Re-Opening Plan –
Tax Preparation Assistance for Senior Citizens

I ask the Library Board to consider approving a revision to the Phase One Re-Opening Plan that would allow AARP volunteers to assist senior citizens in preparing 2020 tax returns in the Library. The service would be offered to citizens 60 and over and would begin in January 2021.

Because the Oshkosh Seniors Center will be unavailable in 2021, AARP asked the Library to consider allowing space for tax assistance. The library's downtown site, location on a city bus route and access to adequate parking were cited by AARP as benefits to the residents who would potentially use the tax assistance program. AARP typically processes 1,300-1,500 returns per year. While that number would be considerably lower in 2021 because of safety protocols, the service would still be available to an estimated 700 people. According to an AARP representative, service interruptions in 2020 as well as changes to several rules, forms and schedules may also drive the need for assistance.

To meet the need for this service in a way that adheres to the guidelines the board-approved in the Phase One Re-Opening Plan, the following procedures would be implemented:

- Service would be appointment-based
- A maximum of two clients would be served per time slot
- Only the client and spouse (or representative acting as Power of Attorney) will be allowed access during the appointment. No children will be admitted.
- Access to the library building would be limited to a designated space (to be determined)
- Workstations with plexiglass panels will be set up and allow for adequate social distancing
- Areas used by the public will be sanitized between each appointment
- At least one AARP staff person/volunteer will oversee the area during all hours of operation

I believe that entering into this partnership with AARP would provide a much-needed service in our community in a controlled way that limits risk to staff and the public. It would be offered following practices that are consistent with computer access the library has been offering on second floor since we moved into Phase One at the end of July.

"A Library in Every Life"