

The City of West Liberty has been working diligently to re-open City Hall Administration office, parks and recreation facilities and Library services. The City Leadership's approach has been to work with the department's supervisors to allow for a step by step process to gradually re-open services and facilities to ensure the safety of staff and those we serve. Please keep in mind there may be services we will not be able to open due to staffing and the ability to keep customers and patrons safe due to the continued efforts to mitigate COVID-19.

Effective 06/11/2020 City Hall Administration office is now open to the public. When you are in need of being served at City Hall you will find there are steps in place to allow for the safety of customers and staff with keeping the required social distancing, sneeze guards at cashier/administration stations, and hand sanitizer station.

The following steps are in place to receive in person service:

1. Entrance at the 409 N Calhoun Street Door.
2. Enter the building (individual mask preferred but not required).
3. Entrance is a one way in and one way out (exit out north side door)
4. Service is provided to one customer per clerk stations.
5. Prior to entrance to City Hall please verify if other customers are already at the clerk stations. The City will allow one customer per clerk at a time to manage safe distancing between customers. Safe distance markers are in place on the floor to assist customers.
6. One clerk will be available to serve in the lobby, the other clerk will serve with a pass through in the entrance area.
7. There will be no waiting area in the lobby area. If you have scheduled an appointment you will be asked to wait outside or in your car and you will be called on to enter the building.
8. Once you have completed your transaction you (customer) will exit out the north door to side parking lot. Upon exiting the building through this door, you are unable to enter back through this door.

City management highly recommends customer to continue payments transaction by use of the drop off boxes, online or mail. If you can complete your transaction in this manner it will allow the City to minimize customer activity with the continued efforts to protect customers and staff from spread of COVID-19.

City Council meeting 06-16-2020 will have further discussion on the ability to open other City facilities and services. Please look to the West Liberty Public Library or Parks and Recreation's social media and website pages to have up to date information on services they provide and re-open and closure plans.

Thank you, West Liberty, for your continued support and patience during the challenging times of COVID-19.

Lee Geertz
City Clerk