

COVID-19 LIBRARY BUILDING REOPENING: PHASED PLAN

INTRODUCTION

COVID-19 has forced our library buildings to close temporarily, but it has not closed our library. Virtual services continue, developed and provided through the talents and creativity of the library's extraordinary staff.

As we offer these services to our community, we are thinking carefully about what a return to our physical spaces would look like. While we assess our environment and discuss scenarios, there are elements of that environment we do not know and cannot predict including:

- When this phased approach would begin
- How long each phase will last
- Whether we will have to go back to an earlier stage
- Whether we receive guidance from health officials or will have to decide with other units of local government when it is safe to reopen

We do know, however, that a return to physical spaces will not be an immediate return to a pre-pandemic environment. First and foremost, the health, safety, and well-being of our staff members and our patrons have guided and will continue to guide the development of these phases and in large part will determine when we reopen our facilities.

This plan responds to that reality by outlining proposed stages to reopen our facilities and to reintroduce people to our physical spaces, our materials, and in-person services with new health and safety protocols in place. Additional assumptions include the potential for reversion to earlier phases if new infections occur and government mandates to shelter are reinstated. This document, therefore, will continue to be developed as we learn more and is subject to change.

REOPENING PHASES DEFINITIONS

Phase 1

Library building is closed to the public. Staff come in to prepare to reopen the building. Timeframe: two weeks before the Library reopens to the public.

Anticipated date: dependent on local and state assessment of risk.

Context: Stay-at-home order is lifted by state and local authorities. Physical distancing is recommended. Infection risks are still high. Supplies are limited and restocking ability is uncertain.

Summary: Scheduled staff start working onsite (under specific safety procedures) to prepare spaces, collections, and technology for re-opening the buildings. External bookdrop is open and materials from all PrairieCat libraries is accepted. Library building remain closed to the public.

Phase 2

Library begins curbside service. Only staff are allowed in the building. The library is staffed from 9am – 5pm, Monday – Friday. Curbside pickup appointments are available Monday, Wednesday, and Friday from 10am-12pm & 2pm-4pm. Additional curbside times/dates may be added as needed. External book drops are open. Item late fees will be waived. The \$1.00 fee for New DVD checkout will be waived. Items will not be stamped with the due date.

Anticipated Date: dependent on local and state assessment of risk.

Context: Physical distancing is recommended. Infection risks are still high. We have enough supplies to comply with safety recommendations for limited staff, but supply needs and availability are uncertain for larger quantities.

Summary: Provided we have enough PPE, we will start offering curbside pick-up. Patrons can return items to external bookdrop.

Phase 3

Library building reopens to public, but with limited services. Curbside service is still encouraged. The library is open Monday-Thursday (10am-6pm) and Friday-Saturday (10am-3pm). Morning hours for vulnerable patrons are established. The Library closes earlier 2 hours earlier than. Each evening, the staff prepare incoming items for the 7-day quarantine, process all items coming out of quarantine, and prepare the following day's curbside pick-up materials. No reservations for study rooms or meeting rooms are accepted. Adult computers are accessible at socially distant intervals. Teen and Children's

computers remain off. Item Late fees will be waived. All programming will be hosted online. The \$1.00 fee for New DVD checkout will be waived. Items will not be stamped with the due date. Browsing will not be available to patrons. Stacks will be taped off. We will ONLY be accepting debit/credit card payments (NO CASH). Seating is limited and configured to allow for physical distance. Only 1 employee allowed at the circulation desk at a time. RAILS delivery may be reintroduced.

Anticipated Date: dependent on local and state assessment of risk.

Context: Physical distancing is still recommended, but infections risks are declining. Supply needs are predictable, and supplies are plentiful.

Summary: Our intention is to provide access to materials (with holds/materials checkout at the circulation counter offered during specific hours), but not to encourage extended stays or gatherings. While open, there is limited face-to-face staff/public interaction. All programming will remain virtual.

Phase 4

Most library services are reintroduced. There may be limitations on larger group gatherings for meetings and programs. Programming size limited to allow for social distancing. Quiet rooms may be used by 1 person at a time. Senior outreach is still suspended. Book Sale and late fees begin again.

Anticipated Date: dependent on local and state assessment of risk

Context: Physical distancing guidelines have been relaxed to allow for smaller group gatherings. Large group gatherings are still considered a risk.

Summary: Circulation desk is fully staffed. Cash payments are accepted, and all computers are in operation. All seating areas are back on the floor.

Phase 5

Full-Service return to “our new normal”.

Anticipated Date: dependent on local and state assessment of risk.

Context: Infection threat is considered low or non-existent or there is a vaccine.

Summary: Larger group gatherings of all ages for meetings or library programs are allowed in meeting spaces at all locations. Senior outreach and school visits resume.

COVID-19 LIBRARY BUILDING REOPENING: PROCEDURAL DETAILS

HUMAN RESOURCES GUIDELINES

The health and well-being of library staff members is our highest priority. Therefore, the library will reinforce these best practices and guidelines with regard to preventative health measures throughout the phases of reopening the library.

Hygiene Practices: To stop the spread of germs at work.

- Clean your hands often. Wash your hands with soap and water, vigorously rubbing together front and back for 20 seconds. Or use alcohol-based hand sanitizers, rubbing hands until they are dry.
- Cover your mouth and nose when you sneeze or cough. or sneeze into a tissue and then throw it away; use your arm or sleeve to cover if you do not have a tissue.
- Avoid touching your eyes, nose, or mouth. Germs need an entry point, and the average adult touches their face once every three or four minutes.
- Clean shared surfaces and equipment often. Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, copy machines, coffee pot handles, desktops, handrails, microwave buttons, keyboards, and elevator buttons.
- Stay home when you are sick. When you are sick or have flu symptoms, stay home, get plenty of rest, check with a health care provider as needed, and notify the Director as needed. See the *illness practices* below for additional information.

Physical Distancing Practices: To minimize the spread of the disease among the staff.

During the workday, staff members are requested to:

- Avoid meeting people face-to-face. Staff are encouraged to use the telephone, online conferencing, e-mail, or instant messaging to conduct business as much as possible, even when participants are in the same building. Unavoidable in-person meetings should be short, in the programming room where people can sit at least six feet from each other; avoid shaking hands.
- Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
- Do not congregate in work rooms, staff rooms or other areas where people socialize. Keep six feet apart when possible.
- Bring lunch and eat at your desk or away from others (limit staff room to one person and avoid crowded restaurants).

- Encourage staff members to request information and materials via phone and email in order to minimize person-to-person contact. Have the materials and information ready for fast pick-up or delivery.

For outside of workday activities, staff members are encouraged to the extent possible to:

- Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation. Utilize flexible schedules and e-work options as possible.
- Avoid recreational or other leisure classes, meetings, activities, etc., where staff members might come into close contact with others.

Illness Practices: What to do if you or a family member has signs or symptoms indicating illness.

- **Cold, Influenza (Flu)** - According to the Illinois Department of Public Health, other respiratory viruses are currently circulating in Illinois. Fever, coughing, and difficulty breathing as symptoms associated with these viruses. Staff members exhibiting any of these symptoms or other signs of illness should stay home or will be asked to return home. Staff members should not return to work until all signs and symptoms are gone, including being fever free for at least 24 hours while free from medication.
- **COVID-19** - If a staff member has signs or symptoms indicating COVID-19 (fever and/or symptoms of acute respiratory illness), the staff member will be asked to notify Human Resources and seek medical assistance. Staff members who have tested positive for COVID-19, may be asked to submit a doctor's note indicating they are fit to return to duty prior to returning to the library.

SAFETY GUIDELINES

Prior to Phase 1

- Janitor completes a cleaning of the building.
- Staff are trained in safety protocols.

Phase 1

- Staff meetings, if held in person, allow for 6 ft physical distance between participants.
- Masks and gloves are available for staff who need them.
- Staff are scheduled to address the need for distancing in workspaces.

Phase 2

- Hand sanitizer and wipes are provided throughout the library for self-sanitation of hands and surfaces.
- Returned materials are quarantined for 7 days.

- Staff wear proper PPE while working.
- Patrons are required to stay in their vehicle, with the windows up, during curbside service.

Phase 3

- Hand sanitizer and wipes are provided throughout the library for patrons for self-sanitation of hands and surfaces.
- Returned materials are quarantined for 7 days.
- Staff monitor patron behavior to enforce compliance with safety guidelines
- 6 ft distance is marked from service points.
- Plexiglass is installed at service desks and patron computers.
- Seating is arranged to allow for physical distancing.

Phase 4

- Programming Room is configured for smaller groups.

Phase 5

- Return to regular safety practices.

SPACES, SERVICES AND PROGRAMS, COLLECTIONS, TECHNOLOGY

We will coordinate our core services reopening plans/tasks with RAILS and other partner institutions.

Phase 1 Tasks

Spaces

- Cleaning Main Library spaces
- Remove seating from public spaces
- Prepare the Programming Room to hold quarantined items.
- Prepare the vestibule for curbside service. This area will be used to prepare and store holds.
- Ordering, organizing, and distributing required/recommended sanitation supplies in staff and public areas

Services and Programs

- Promoting and expanding digital library (collections, technology, services, programming)
- Verifying residency of new digital accounts
- Answering admin emails and forwarded calls
- Researching and planning virtual programming

- Scheduling staff for Phases 2-5

Collections

- Continue selection and ordering on digital and physical materials
- Receiving, invoicing, cataloging and processing new materials
- Working with RAILS on holds processing setup and workflow for Phase 2
- Check-in, sorting and shelving materials after sufficient quarantine
- Shelf-reading/organizing
- Materials and supplies inventory

Technology

- Providing tech infrastructure and support for staff working remotely and onsite
- SumUp setup.
- Preparing public tech for Phases 2-5

Phase 2 Tasks

Spaces

- Cleaning Main Library spaces
- Prepare staff and public spaces for physical distancing
- Ordering, organizing and distributing required/recommended sanitation supplies in staff and public areas

Services and Programs

- Promoting and expanding digital library (collections, technology, services, programming)
- Verifying residency of new digital accounts
- Answering admin emails and forwarded calls
- Developing and presenting virtual programming
- Curbside service

Collections

- Continue selection and ordering on digital and physical materials
- Receiving, invoicing, cataloging and processing new materials
- Working with RAILS on holds processing setup and workflow for Phase 3
- Check-in, sorting and shelving materials after sufficient quarantine
- Shelf-reading/organizing
- Materials and supplies inventory
- Limited curating materials (by request) for pick-up

Technology

- Providing tech infrastructure and support for staff working remotely and onsite
- Preparing public tech for Phases 3-5

Phase 3 Tasks

Spaces

- Seating is arranged to comply with social distancing guidelines.
- Library stacks are off-limits to patrons.
- Programming Room is used for quarantine of returned materials (RAILS team delivers/pick-ups directly to Storage Room)
- Study rooms are locked.
- Circulation desk is limited to one employee, for social distancing

Services and Programs

- Promoting and expanding digital library (collections, technology, services, programming)
- Answering admin emails and forwarded calls
- Staff assist the public with check-out and technology if physical distance can be maintained
- Developing and presenting virtual programming
- Verifying residency of new digital accounts

Collections

- Allow checkout/pickup of holds
- Curating materials by request for curbside pick-up
- Receiving, invoicing, cataloging and processing new materials
- Check-in, sorting and shelving materials after sufficient quarantine
- Shelf-reading/organizing
- Materials and supplies inventory

Technology

- Offer limited PC stations
- Cashless transactions

Phase 4 Tasks

Spaces

- Signage with guidelines for quiet room use is posted.
- Signage with guidelines for programming room use is posted.
- Toys are reintroduced to the children's spaces.

Services and Programs

- Circulation desk is fully staffed.
- Meeting reservations for small groups are accepted.

- Library programs are planned for small audiences.

Collections

- Curating materials by request for pick-up
- Checking in materials from RAILS deliveries (when service is restored) and other returns after sufficient quarantine
- Receiving, invoicing, cataloging and processing new materials
- Check-in, sorting and shelving materials after sufficient quarantine
- Cleaning discs
- Shelf-reading/organizing
- Materials and supplies inventory

Technology

- Public PCs and copy/scan/print/fax stations are accessible with socially distant intervals

Phase 5 Tasks

- Evaluation of Covid-19 phased plan