



## **IRONWOOD CARNEGIE LIBRARY RE-OPENING PLAN**

The Ironwood Carnegie Library has developed their plan for reopening in 4 phases. If an executive order is in effect, all requirements of the order will be followed if in conflict with this plan. This plan applies only if permitted by law or executive order. It is not intended to change or replace any current employment policies. The Library Director will be able to modify/change the phased plan prior to board approval to allow the Library to adapt to changing conditions and requirements.

### **PHASES**

#### **Phases 1a and 1b BUILDING PREPARATION**

This phase is when we will begin having staff come back into the building to ready the Library for reopening. We will be purchasing required PPE (personal protective equipment), arranging the Library to meet social distancing requirements, taking part in safety training, processing books, etc. Contractors may come into the building at this time to do needed repairs.

#### **Phase 2 – CURBSIDE PICKUP**

This is where we will open with reduced hours and patrons can begin to get books and other materials again. Materials can be reserved online or by calling/emailing and having the staff place the hold. The public can return books, request archive articles, and obtain other limited services.

#### **Phase 3 – LIMITED BUILDING ACCESS**

The Library will reopen the doors to the public with reduced hours. Patrons can make appointments for visits and computer use. A limited number of patrons will be allowed in the building at any given time. Some parts of our Library may not be accessible at this time or may only be accessible by special arrangement.

#### **Phase 4 – IN-PERSON PROGRAMMING, LIMITED ACCESS**

Some services may expand and the possibility of some in person programming will be considered, with proper social distancing requirements taking place. Hours may continue to be modified.

#### **Phase 5 – OPEN FOR REGULAR BUSINESS**

All Library services and programs will resume as usual.

## PLAN

**Our phased reopening plan begins** following the end to any EO requiring stay at home and allowance of services to begin by state and local authorities, state and local health department recommendations, and availability of adequate PPE and cleaning supplies for each phase.

### **Requirements During All Stages.**

A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.

B. Patrons should not enter the Library with symptoms of an infectious disease.

C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.

D. No staff member shall come to work if they are feeling sick. Staff will be required to follow all guidelines and steps contained in the Ironwood Carnegie Library Exposure, Prevention, and Response Plan. Additional safety precautions will be adopted separately, and the staff will be informed.

E. The Library Director shall determine the cleaning protocols for all stages.

**Stage 1a. Staff Returns to Building; Closed to Public** During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

**Building:** Closed to public

**Start:** June 1, 2020 or as determined by Library Director with board approval.

**A. Employees.** Non-essential staff may return to the Library. Shifts will be staggered to ensure social distancing and emphasis will be placed on minimal levels of in-person staff.

### **B. Activities Permitted.**

- Outside maintenance activities including lawn care may resume if permitted by executive order.
- Inside maintenance activities may also resume if permitted by executive order,
- Maintenance and updating of computers.
- The Library will continue providing social media info and/or online programming offsite and onsite.
- WIFI available outside of the building.
- Continuing essential functions conducted onsite.
- PPE Inventory and supply ordering process.

### **C. Social Distancing and Safety Protocols**

The Library Director will begin to create and implement social distancing protocols.

- The staff workspace shall be configured to maintain social distancing requirements of six (6) feet if possible
- Create individual baskets of common work supplies for each staff person.
- Removing or rearranging chairs and tables and computer stations.

- Blocking off areas/furniture.
- Adding sneeze guards and plastic screens.
- Adding signage to indicate waiting areas, six (6) foot spacing, and “traffic control” designations where applicable in order to maintain social distancing possible.
- Implementing social distancing protocols in the Library in anticipation of patrons returning which may include.

**D. Hours of Operation** The Library will not have any public hours of operation.

## **Stage 1b: Staff Returning; Patron In-Person Services Still Suspended**

**Building:** Closed to public

**Start:** June 8, 2020

**A. Employees** All staff are permitted to return to work according to the schedule created by the Library Director. Shifts will be scheduled to ensure social distancing and emphasis will be placed on minimal levels of in-person staff.

**B. Activities Permitted** In addition to previously authorized activities, the Library may include the following activities:

- Staff training regarding social distancing guidelines will be carried out.
- Cataloging, covering books, shelving, weeding, and other Library maintenance functions.
- Testing of new cleaning and service procedures including curbside service, book kits, etc.
- Addressing material backlog and returning all Library materials to home locations, including ILL
- Resume the interlibrary loan process (if possible, following guidance from MCLS).
- Answer phones and respond to patrons’ reference questions.
- Restart book deliveries.
- Empty book drop and disinfect materials as per protocol.
- Develop programming (virtual, online) and summer reading program guidelines

-The Library Director will establish the protocols for quarantine and cleaning of returned materials.

-The Library will address any policy or temporary measures involving fee forgiveness. Currently all materials will be renewed until at least June 22<sup>nd</sup>.

-Library card expirations dates will be addressed. Currently all Library cards expiring after February 1<sup>st</sup> will be extended to July 15<sup>th</sup>.

## **C. Social Distancing and Safety Protocols**

The protocols for Stage 1 will remain in place.

**D. Hours of Operation** The Library will not have any public hours of operation.

### **PROCEDURE FOR DISINFECTING BOOKS**

Bins will be specified for quarantined books and labeled by date. When books are returned to bins or to books drop, staff will:

- 1) Place books into designated quarantine bins while wearing masks and gloves.
- 2) After 72 hours, books will be removed from bin and wiped down completely with disinfecting wipes, alcohol swabs, or methods suggested by state local health departments, CDC, or recommendations by the American Library Association or Library of Michigan.
- 3) Books will be processed back in.
- 4) Books from other libraries may be subject to different disinfecting methods based on their policies.
- 5) Books will be returned to shelf and available for check out.

## **Stage 2: Curbside Pickup and Limited Patron Services**

**Building:** Closed to public

**Possible Start:** 6-11-20 or as determined by Library Director with board approval.

**A. Employees** All staff are permitted to return to work according to the schedule created by the Library Director. Shifts will be scheduled to ensure social distancing and emphasis will be placed on minimal levels of in-person staff.

**B. Activities Permitted.** In addition to previously authorized activities, the Library may include the following activities:

- Curbside pick-up is permitted.
- Book returns are permitted
- Patrons may call for newspaper archive requests via mail/email
- Other low/no contact services may begin during this time including printing, faxing, craft/activity/book kits distribution, etc.

**C. Social Distancing and Safety Protocols.** The protocols for Stage 1 will remain in place. In addition:

- Patrons and staff shall remain six (6) feet apart.
- Patrons shall be required to wear a mask when engaging in curbside pickup.
- The Library shall designate street area for curbside pickup
- PPE-Staff will be required to wear masks in shared workspaces and when performing circulation/customer service. Gloves will be required by staff when cleaning, when handling books for processing, when disinfecting books, and when performing curbside services. Plexiglass shields will be placed between staff and customers at service desk. Procedures for assisting patrons with computer use will be developed. Staff will be encouraged to follow CDC guidelines, to wash their hands often with soap, and not to touch their faces.

**D. Hours of Operation** Board approval. May be modified by the Library Director

Week #1 and #2: Monday, Wednesday, Friday 9am-1pm Tuesday and Thursday 2pm to 6pm

Week 3#: TBD if curbside is determined to be the appropriate continuing service.

### **PROCEDURE: CURBSIDE SERVICES**

**Who:** Library Staff

**Where:** Curbside services will take place on Norfolk Street entrance. Table may be located at end of book ramp or in area within back porch based on weather, etc.

**How:** **Placing hold:**

- 1) Patron calls and asks for staff to place hold for them
- 2) Patron places hold through card catalog
- 3) Patron calls and asks for reader advisory so staff can assist in selection of appropriate books

**Scheduling Pick Up Time:**

- 1) If book is available and pulled at time of patron phone call, pick up time can be scheduled. Patron will also be asked to CALL THE LIBRARY when they arrive at Library for pick up. Explain procedure for pick up\*
- 2) If book is **not** available or staff cannot pull book(s) during call, patron will be informed that we will call them later with a pickup time. Book(s) will be pulled and patron called to schedule pick up time. Patron will also be asked to CALL THE LIBRARY when they arrive at Library for pick up. Explain procedure for pick up. \*
- 3) If book is on hold list, staff will pull book and call patron to set up pick up time. Patron will also be asked to CALL THE LIBRARY when they arrive at Library for pick up. Explain procedure for pick up. \*

*\*if patron does not have cell phone, they will be asked to call prior to leaving their house to come to Library*

- 4) Once a book is pulled, it is immediately checked out to the patron, placed in bag, labeled with patron name and pick up time and placed on hold shelf.

***Staff may be asked to keep a list of all patrons whose books they have pulled during each shift.***

**Procedure for Pick Up:**

- 1) When patron calls upon arrival, they will be asked to remain in their car until their order is placed on pick up table outside.
- 2) Patron can then leave car to pick up order. Staff is required to remain six feet away from patron during any conversation.
- 3) If staff does not recognize patron, we may ask them to leave their Library card and/or driver's license on table, step away, and staff can check identification. It may be helpful to ask patron for their Library card number when they call if you do not recognize the name.
- 4) If patron is unable to leave car due to disability, etc. they will be asked to pop open trunk or roll down window where there is no passenger and staff will put books into vehicle. \*

*\*During phone call, if patron states they cannot leave car, suggest that books be delivered to their home for them. Books will only be delivered if there is a covered porch for them to be left upon. Books will not be brought inside or directly handed to someone.*

**Returns:** Patrons with books to return will be able to place them in bins/containers located by the table or into the book drop after hours. Staff will bring bins in and quarantine area for 72 hours prior to disinfecting and reselling.

All staff will wear a mask when providing curbside services. Each staff member will handle all physical items for a patron on their own (pulling items, checking items out, bagging items for pick up) and will keep track of which patrons they have provided items for. This tracking is internal, and records will only be kept for 21 days. One or more staff members per shift will carry items outside the library and place them on the tables for patron pick up; gloves may be worn for this activity.

### **Stage 3: Limited Building Access**

**Building:** Open by appointment; patrons can call to schedule time to browse stacks, use computers, read newspapers, fax/copying, etc.

**Possible Start: Beginning** 6-25-20 or as determined by Library Director with board approval.

**A. Employees** All staff are permitted to return to work according to the schedule created by the Library Director. Shifts will be scheduled to ensure social distancing and emphasis will be placed on minimal levels of in-person staff.

**B. Activities Permitted** In addition to previously authorized activities, the Library may include the following activities:

- Patrons may enter the Library by appointment but may be limited to specific areas in the Library.
- Patrons may have in-person conversations with Library staff, provided that social distancing and Safety Protocols are followed.
- Patrons will have access to a limited number of computers by appointment only.

**C. Social Distancing and Safety Protocols** The protocols for the prior stages will remain in place.

In addition:

- Patrons will be required to wear masks; the Library may provide masks if supplies are available.
- Patrons must stay six (6) feet away from all staff and other patrons. Social distancing rules apply. The Library will mark places where people are likely to gather in line to identify the proper social distancing.
- A limit on the number of patrons permitted in the Library at a time will be posted, and all others must wait outside the Library.
- Patrons will use their best efforts to come to the Library with the least number of people.
- Computer terminals will be located six (6) feet from any other computer or workstation. The Library will use its best efforts to clean computer terminals between uses.
- Food and beverage are not permitted unless necessary for medical reasons.
- PPE-Patrons Disinfecting station will be available in the front area of the Library by the circulation desk. Once the children/teen room re-opens, we will determine how we can safely make these available in the basement level. Patrons will be asked to wear masks when entering the Library and masks will be provided. Disposable gloves will be provided if requested.

**D. Hours of Operation** Board approval. May be modified by the Library Director.

Week #1: Monday, Wednesday, Friday 9am-1pm Tuesday and Thursday 2p-6pm

Week #2: Monday and Friday 9am-5pm Wednesday 9-12 Tuesday and Thursday 12-6pm

## **Stage 4: Library Open to the Public with Limitations**

**Building:** Open with some possible limitations

**Possible Start:** Beginning July 13th or as determined by Library Director with board approval.

**A. Employees.** All staff are permitted to return to work according to the schedule created by the Library Director.

**B. Activities Permitted.** In addition to previously authorized activities, the Library may open for additional activities:

- Hours of service may be expanded.
- Additional computers *may* be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance.
- Patron may renew expired Library cards.
- The Library Director may open up additional parts the Library building for public use.
- Possible programming that is in-person with attendance limits which help to ensure social distancing.

**B. Social Distancing and Safety Protocols.** The protocols for the prior stages will remain in place.

**D. Hours of Operation** Board approval. May be modified by the Library Director.

Monday and Friday 9am-5pm Wednesday and Saturday 9-12 Tuesday and Thursday 12-6pm

## **Stage 5: Library Open for Regular Business**

- All Library services can resume without restrictions.
- Regular Library Operating Hours resume

## **Staff Training/Health Checks**

During all phases of this plan, staff are encouraged to follow CDC guidelines, to wash hands frequently for 20 seconds with soap and water, and to use hand sanitizer when hand washing is not possible.

PPE including cloth face masks, disposable gloves, and individual supply baskets will be provided to each employee. Training will be provided based on information from OSHA, the State of Michigan, the CDC, the Library of Michigan, the Michigan Library Association, and the American Library Association.

Staff will be responsible for a self-health check prior to each shift.