

Gradual Reopening of Pontiac Free Library Phase I: Testing the Waters (Beginning Tuesday, May 19, 2020)

Considerations for Phase I of reopening:

• **Building.**

What new cleaning procedures need to be established to ensure safety of staff and patrons?

Staff will clean frequently used areas and surfaces such as countertops, door handles, computer keyboards and mice. We will document procedures for cleaning (how cleaned and what product/products are utilized), and dates and times of cleaning. Plastic coverings will cover the keyboards and mice.

How will the library secure cleaning supplies? Supplies will be purchased online from Amazon, WB Mason, and Granger. Delays in delivery may occur due to supply shortages.

Determine what areas of the building will be open and for whom. During Phase I, the library building will continue to be closed to the public. A limited number of staff volunteers will provide curbside pickup services to patrons by appointment.

Determine the capacity of the building to identify the number of staff who can work in the building. Two staff volunteers will be working in the library building, with a third staff person who will be stationed outside in the parking lot in order to facilitate pickup by the handicap ramp..

Establish procedures and schedule for frequent, enhanced cleaning of work and high traffic areas. A deeper cleaning will occur on a weekly basis, and cleaning will occur on the days we are in the building. For example, for Phase I, the library will be open Tuesdays, Thursdays, and Saturdays for a three-hour shift each day. The staff working on those days will clean the areas where they are assigned.

• **Services.** *What services will be offered during Phase I?* The library will offer contactless, curbside checkout to patrons, remote printing and fax services, and the bookdrop will be opened.

What new procedures will need to be developed to govern those services. While the library building will be closed to the public during Phase I, patrons will be able to call and request up to 2 (adult) books, 2 DVDs/CDs, and 5 (children's) books to be checked out for a normal loan period. The patron will need to provide their library card number, and if they don't have it handy, we can look them up and verify their account by confirming their address or birthday. Due dates for all other materials will be extended until July 1st. We will schedule an appointment for pickup using a spreadsheet with appointments in 15 minute increments, and at the appointed time, the patron can walk up or drive into the parking lot and pick up their items which will be in a plastic bag with their name on it and placed on a table in the parking lot. A staff volunteer will be outside, wearing a mask and bringing the bag of items to a table stationed in the parking lot.

Patrons will need to drive into the lot to pick up items from a table, so that the front door will be locked and the bookdrop will be available to take returns while maintaining social distancing.. All staff will be wearing masks and frequently washing their hands and using hand sanitizer. A note will be given to patrons suggesting that all materials will need to be sanitized, either by letting them sit for 48 hours or by wiping them lightly with a disinfectant wipe or spraying with lysol spray. If patrons require printing or faxing, patrons will be instructed to email us the document that needs to be printed or faxed, and they will not be charged during the health crisis.

- **Staffing.** *How will verbal health screening of onsite employees be implemented?* If a staff member is not feeling well, even the slightest bit, they will be encouraged to text or call the directors to inform them, and the staff person will be excused from working. A substitute staff person will be found in this case.

How will staff hours be assigned to ensure equity? Staff will be asked to volunteer to come in to work and will not be expected to work unless they volunteer to do so. If a staff person does not feel comfortable coming in, they will be excused and the directors will understand their situation. All staff will be paid to ensure financial stability and job security.

Where will staff physically work to ensure social distancing? One staff person will be stationed in the director's office to take phone calls and schedule appointments. A second staff person will be stationed at the circulation computer, he/she will retrieve the books requested and then check them out to the patron on their library card. A third staff person will be stationed outside to deliver the bag of materials to the table for pickup.

What accommodations may need to be made for staff in vulnerable populations? Staff in vulnerable populations will be encouraged to not volunteer to work. However, we cannot force them to stay home.

- **Staff hours.** *Consider scheduling staff in teams, having the same group of people work together to reduce exposure.* The same staff members will be scheduled to work with the same people at all times when in the library. The same staff will work one week on and one week off to allow for thorough cleaning in between teams.

Establish policies for verbal health screening of onsite employees. If a staff member is not feeling well, even the slightest bit, they will be encouraged to text or call the directors to inform them, and the staff person will be excused from working. A substitute staff person will be found in this case.

Determine how staff hours will be assigned in accordance with services. Staff will be asked if and when they will be available to work. They will be given the choice whether or not they feel comfortable and safe enough to come to work and, if so, if they can work the scheduled hours. Staff scheduled to work will be given the choice as to which station they prefer in conducting services.

Establish any additional policies necessary to address staff leave necessitated by COVID. Staff will continue to be paid whether on duty or not, in order to ensure financial stability and job security for our treasured staff.

• **Staff and patron safety.** *How will the library provide masks to employees? Any staff who already have masks on hand will be asked to wear their own mask and they will be responsible for washing their own masks. For those staff who do not have masks, we will provide disposable masks for them when the masks we have ordered are delivered.*

How will the library ensure hand sanitizer is available to staff and patrons, in addition to hand-washing supplies? A few bottles of hand sanitizer have been purchased for staff to use until more supplies can be procured.

• **Hours.** *What hours will the library be open? The library will be closed to the public during Phase I, however, curbside service will be provided on Tuesdays 10-1 pm, Thursdays 1-4 pm, and Saturdays 10-1 pm. Patrons may contact the library by phone (401-737-3292) during these hours and by emailing info@pontiacfreelibrary.org , or by sending us a Facebook message.*

• **Signage.** *What notices should be posted at the entrance and in the building? On the floors? In various areas of the building? During Phase I, the library building will be closed to the public but signage will be placed on the front door announcing our curbside services and the hours when that will be available. There will also be a sign outside the building with our phone number and the hours of our curbside pickup service. There will be clearly marked 6 foot intervals for service lines outside the building to indicate where patrons should stand for walk-up curbside pickup. There will also be signs posted for cars entering and exiting the parking lot for curbside pickup and in front of the building for returns. We will also place signs throughout the library indicating handwashing, hand sanitizing, and distancing guidelines.*

• **Communications.** *How will the plan be communicated to the public and local officials? Share long term plan through various channels and specifics of the first Phase. We will make our plans available and post them on our library website and link it on our Facebook page, and announce it in the Warwick Beacon.*

• **Services.** *Determine what services will be offered, and procedures for those services. Physical services may include contactless pickup in the library vestibule or curbside, and printing. The library will offer contactless, curbside checkout to patrons, remote printing and fax services, and the bookdrop will be opened. While the library building will be closed to the public, patrons will be able to call and request up to 2 (adult) books, 2 DVDs/CDs, and 5 (children's) books to be checked out for a normal loan period (3 weeks). Due dates for all other materials will be extended until July 1st. We will schedule an appointment for pickup using a spreadsheet with appointments of 15 minute intervals, and at the appointed time, the patron can drive up, or walk up, into our lot and pick up their items which will be in a plastic bag with their name on it and placed on a table in the parking lot. A staff volunteer will be outside, wearing a mask, informing patrons of the bag of items to a table stationed in the parking lot. Patrons will need to*

drive into the lot to pick up items from a table, so that the front door will be locked and the bookdrop will be available to take returns while maintaining social distancing. All staff will be wearing masks and frequently washing their hands and using hand sanitizer. A note will be given to patrons suggesting to them that all materials will need to be sanitized, either by letting them sit for 48 hours or by wiping them lightly with a disinfectant wipe or spraying with lysol spray. If patrons require printing or faxing, patrons will be encouraged to email us the document that needs to be printed or faxed and they will not be charged during the health crisis. Holds will be turned on gradually as we begin accepting library deliveries, so that patrons can pick up their holds curbside. Patrons will be able to place holds, which will be limited to 5 items during Phase I, and increase to 10 during Phase II, and increase up to 15 during Phase III, and up to 20 and 25 for Phases IV and V. Time will tell as to how long these phases last.

- **Safety.** *Establish policies for wearing of masks, hand hygiene and social distancing.* We will require all staff and patrons to wear masks, wash and/or sanitize hands, and to keep a distance of six feet. We will ask patrons to wear masks, and keep social distance guidelines while picking up materials, whether driving or walking. Materials will be bagged and placed on a table outside in the parking lot.

- **Hours.** *Identify hours for staff and the hours and days library services will be provided, both physical and virtual, as appropriate.* The library will be closed to the public during Phase I, but curbside service will be provided on Tuesdays 10-1pm, Thursdays 1-4pm, and Saturdays 10-1pm. Patrons may contact the library by phone during these hours, by emailing info@pontiacfreelibrary.org , or by sending us a Facebook message. Staff will work one week on and one week off in order to rotate staff shifts.

- **Signage.** *Identify what notices need to be posted and where.* While the library is closed and curbside pickup is provided, notices will be posted on our library door, and on our library website and Facebook page, and the outgoing phone message will announce the notice as well. Signs will be posted directing patrons to pick up materials in the parking lot and drop off materials in the bookdrop out front to ensure social distancing. Notices will also be included with the books suggesting that materials be disinfected before use.

Personal Protective Equipment and Measures Guidelines

- *Masks are required for staff unless they can easily, consistently, and continuously maintain at least 6 feet of distance from other employees for the duration of their shift; masks must be worn in common areas. Employers must provide masks, though employees may provide their own. (Executive Order 20-24)*

- *Vigilant and frequent handwashing must be practiced, especially when interacting with the public, other staff members, or with materials or devices handled by the public or other staff.*

- *Staff workspaces must be set up where possible to keep staff socially distant.*
- *Workspaces and common areas must be cleaned frequently*
- *Staff must be screened for illness with a symptom and risk factor questionnaire (by phone, computer or poster). • Plan for the possibility of a staff member being diagnosed with the virus. The area(s) used or visited by the ill person should be closed for 24 hours or as long as possible*

Cleaning guidelines:

Cleaning High traffic areas and high touch surfaces must be cleaned on a regular basis:

- *Individual workspaces. Clean daily, if space is assigned to a single individual.*
- *Shared work spaces. Clean frequently (delivery, processing)*
- *High touch surfaces. Clean frequently (door knobs, circ areas, computers, self-check, OPACs)*
- *Restrooms. Clean frequently and limit access to ensure social distancing.*

Common work areas to be cleaned frequently:

Break rooms, if open, limited to a single staff member and clean commonly used surface areas following use.

Restrooms for staff – clean surface areas after use.

- *Documentation. Document procedures for cleaning, and dates and times of cleaning. Post cleaning schedule for areas such as public restrooms.*

Phase I: Testing the Water This Phase features contactless pickup and partial restoration of holds for Ocean State Libraries and delivery services from OLIS:

- *Holds restored, up to 5 items per cardholder*
- *Delivery restored, Tuesday through Thursday*
- *Contactless pickup at all libraries with regular loan periods*
- *Online library card applications processed by libraries*

- *Notices in Sierra restored*

Phase I: Testing the Waters Buildings open for staff only

Contactless pickup occurring outside the building.

External contactless pickup of pre-ordered materials (by phone only) (curbside).

Identify space to store returns for 24 hours prior to reshelving. (Program room)

Signage and Traffic Flow for Curbside

- *Service Lines. Clearly mark 6 foot intervals for service lines inside and outside the building.* (Staff person will direct traffic flow into the circular driveway. Materials are placed on a table that will be on the curb in front of the door next to the driveway so that patrons can pull up and reach out to the table to retrieve their order.

Reference Services:

- *Reference and other services are provided remotely.* Patrons may contact the library by phone during these hours, by emailing info@pontiacfreelibrary.org , or by sending us a Facebook message.