

## **Pandemic Interim Service Plan**

This service plan outlines a staged, nonlinear reopening with tiered services levels, to be implemented in response to the changing health conditions presented by Covid-19. This plan is specific to the 2020 pandemic but should serve as a model for future issues, if they arise.

### **Plan Priorities:**

*Staff Safety:* Staff safety is the top priority and is the basis for determining tiers and levels of service. Staff interactions and in-person services may pose a high risk of virus transmission to staff who may be exposed to infected individuals, materials, or surfaces.

*Public Safety:* This plan strives to position the library within the context of community safety and a responsibility to reduce community transmissions. In-person services must be staged and responsive to wider health implications. Service decisions require coordination with city officials and local health officials regarding their impact.

*Defining and Evaluating Essential Services in a Pandemic:* This plan recognizes that services considered as core during normal library operations do not necessarily hold the same priority during a pandemic. It is therefore vital to define which services are critical and assess whether it is possible to provide these services in a way that does not put staff and community safety at risk. It is also imperative to evaluate whether services traditionally provided in person may be transferred online to provide staff and the community with a safer method of access during a pandemic.

### **Staff & Public Safety Considerations**

*Current levels of community health:* This plan is based on local and community health considerations. If the State or Local governmental restrictions are lifted before public and staff safety can be assured, other factors, such as number of new local cases, will be used in determining tiers of services.

*Vulnerable Staff members:* Due to risk factors, some staff or their family members may be at higher risk of complications if exposed to the virus by an infected individual, material or surface.

*Teleworking from an Operational Standpoint:* When appropriate, to the extent possible, teleworking will be allowed.

*Healthy Work Environment:* Operational decisions rely on the ability of staff to meet the safety requirements of a healthy work environment, e.g., availability of PPE, staff health, personal health risks, mental health.

*Social Distancing & Security:* The following considerations regarding social distancing and security will play a significant role in determining tiers of service:

- Ability to restructure physical spaces for social distancing of both staff and the public
- Required safety measures for the public, e.g., no-touch services, encouraging face masks for all visitors, etc.
- Risk factors to staff if there is a need for staff to regulate visitors
- The degree to which current policies (i.e., code of conduct) and security measures sufficiently address potential patron confrontation associated with social distancing regulations
- Liability as an employer
- Liability as a public institution

*Sanitation of Circulating Materials:* This plan will defer to the most current scientific recommendations regarding safe handling of circulating materials.

*Availability of Hygiene Materials and PPE:* In acquiring supplies to support a safe work environment and reduce community transmission, this plan must consider the appropriate availability of PPE for library staff and patrons versus the needs of health care workers and first responders.

*Frequency of Professional Cleaning Services:* In-person services and staff interactions may be limited by the frequency and thoroughness of cleaning services, recognizing that browsing collections and the countless surface areas in a public building may become vectors of virus transmission.

## **Tiers of Service**

*Virtual Services:* Virtual Services may include but are not limited to the digital collections of eBooks, audiobooks, and magazines, on-demand 24/7 learning and research databases, on-demand 24/7 virtual programming, live video-conference programming, chat, email, phone reference services.

1. Sole access point for library services
2. Primary access point for library services with minimal in-person access
3. Supplemental access point for library services (Normal service level).

*Circulation of Physical Items:* Circulation of Physical Items may include but is not limited to providing in-person access to the physical collection, including books, audios and DVDs, as well as educational, activity and take and make kits, book bundles, and devices.

1. No circulation of physical materials
2. No-touch curbside, by appointment (trunk or bench protocols for strict social distancing requirements)
3. Curbside service with moderate social distancing

4. In-building appointments to limit number of persons in the building and maintain social distancing, requiring face masks for all public service staff and requested for all patrons
5. In-building access during designated hours (may require appointments for some tasks and / or have limits on number of persons in the building) with social distancing, requiring face masks for all public service staff and encouraged for all patrons.
6. In-building access during designated hours (no appointments or number restrictions) with social distancing, requiring face masks for public service staff and encouraged for all patrons.
7. "Normal" open hours

*Programming:* Programming includes both staff-directed programs, such as story times and STEAM activities, and self-directed programs, such as Take and Make crafts and summer library reading programs.

1. 100% virtual programming - All programs offered online, either live via platforms such as Zoom or Discord, or on-demand via download or streaming with Facebook, Youtube, etc.
2. Virtual programming and No-touch programming (circulating kits and take-home activities) will be offered. These may include self-directed programs such as Take & Make crafts, activity kits, etc.
3. Limited access programming (attendance by registration, strict social distancing required), possibly with a continued component of virtual attendance - Programs offered live and in-person to small groups with strict social distancing protocol enforced, while virtual programming offered online to larger number of participants
4. No-limits programming - Virtual or in-person programming without the need for social distancing (Normal service level).

*Technology Services:* Technology Services include access to the internet (WiFi), devices (PACs, laptops, and tablets) and staff assistance.

1. 100% virtual - Online tutorials, email, phone, social media, or Zoom assistance
2. All virtual services, plus physical circulation of devices, etc.
3. All of the above, plus in-person use of public computers by appointment with reduced capacity and very limited staff assistance due to social distancing guidelines
4. All of the above, plus in-person use of public computers with reduced capacity and restricted staff assistance due to social distancing guidelines
5. All of the above, plus in-person technology assistance (Normal service level)

*In-person/ In-building Services:* In-person Services refers to services in or outside the library building that require person-to-person interaction between staff and members of the public, with and without social distancing. Examples include face to face reference, readers advisory, tech support, copying, faxing, etc.

1. No in-person services

2. Curbside services - See tiers of service on Circulation of Physical Items and Social distancing requirements
3. In-building services by appointment - May include technology services, access to physical collection, access to other services, with varying levels of social distancing requirements
4. In-building services during designated open hours, without appointment - May include technology services, access to physical collection, access to other services, etc.
5. Normal open hours' access

*Community Outreach / Meeting Rooms:*

1. No outreach programs, including organizational/school visits, home delivery, and no meeting room reservations
2. Limited home delivery and programs offered at alternate locations such as Farmer's Markets as guidelines and social distancing allow
3. Allowance of limited gatherings according to social distancing requirements (Gatherings of 10 or less allowed)
4. All of the above and restricted meeting room usage (Gatherings of 50 or less allowed)
5. Return to normal service

**General Information:**

Initially, all use of library meeting spaces by the public was cancelled. Staff and Board are making decisions regarding opening up these spaces as restrictions are eased. This may be after restrictions regarding gatherings have been lifted as all library meeting spaces were repurposed for office spaces, laptop and WiFi use, storage of furnishings, or quarantining of materials as they are returned. Stage 3 allowed limited use of library meeting spaces by the public. Stage 4 allows for gatherings of up to 20 individuals.

All in-library programming through July 31, 2021 was cancelled and replaced with virtual programming and / or outdoor socially distanced programming where possible. Stage 4 of opening allows for limited in-person, in-library programming with a total in-person gathering size of 20 or less (including library staff and presenters). The library will continue to offer virtual programs and take and make activity kits where appropriate and will also offer hybrid programming to facilitate remote participation as well as small in-person gatherings.

Library programming and outreach activities scheduled to be held at community events or alternate locations will be offered as governmental restrictions and community safety allows.

The reading incentive portion of the Summer Library Programs for all ages followed the normal schedule (June & July for children and teens; June, July & August for adults).

There are options to participate remotely, via curbside service, and / or via physical use of the library based on levels of reopening.

### **Staged Reopening Plan:**

*Stage 0:* Library closed. Staff working remotely, where applicable. All services are Tier 1.

*Stage 1:* Library closed to the public but staff allowed to work onsite and provide curbside service as long as following guidelines for social distancing, group size, safe hygiene, etc.

1. Staff

- a. Minimum of 2 staff working at all times.
- b. No more than 4 people on the floor at one time (less is better)
- c. Additional staff allowed in work only and office spaces / working on projects as long as social distance can be maintained
- d. Must maintain social distance of 6 feet at all times
- e. Must wash or sanitize hands between contacts with materials for different patrons, or changing duties
- f. Must sanitize work area when leaving for another task or for the day
- g. Masks must be worn when opening books for any purpose (check in, repairs, processing, etc.) unless are able to quarantine materials after handling. The length of the quarantine will be determined by the most current reputable recommendations and studies available.
- h. Staff who are exposed to Covid-19 are expected to notify the library director as soon as they are aware of the exposure and should follow the most current CDC guidelines regarding *Public Health Guidance for Community-Related Exposure*. They are required to be tested ASAP if they worked during any time from exposure to notification and will not be allowed back to work onsite until the quarantine period recommended by the CDC guidelines has passed (currently 14 days from exposure). They are also encouraged to be tested on day 14 to insure they are Covid free before returning to work.
- i. Staff who are potentially exposed to Covid-19 through a co-worker will be notified ASAP and will not be allowed to work onsite/ are expected to self-quarantine until the test from the co-worker comes back negative.
- j. Staff who are diagnosed with Covid-19 are expected to follow CDC guidelines regarding self-quarantining and will be allowed back to work onsite based on the most current CDC guidelines regarding *Discontinuation of Isolation for Persons with Covid-19 Not in Healthcare Settings*. For those with symptoms this is currently at least 10 days since symptoms first appeared AND 24 hours fever free and improvement of symptoms. For those without symptoms, this is at least 10 days since the date of their first positive test.
- k. Staff who are not allowed to work onsite due to Covid-19 may work remotely if they have duties that lend themselves to remote work and such is approved by their supervisor. They may use any of their earned benefits (sick leave, vacation, etc.) and may be eligible for unemployment through

the CARES Act. Staff should talk to their supervisor regarding city benefits and contact Iowa Workforce Development or the City of Dyersville for information about unemployment.

1. If it is discovered that someone (staff or public) was in the library while positive for Covid-19, the library will follow guidance provided by the Dubuque County Public Health and / or Iowa Department of Public Health regarding closure, cleaning, testing, etc.
2. Work hours / service hours
  - a. Service hours are determined by staff available, public use of services, and work to be done
  - b. Typical Service hours are: Monday – Thursday 9 to 8; Friday and Saturday 9 to 5; Sunday – 1 to 4 pm Labor Day to Memorial Day - Closed Sundays in summer.
3. Services offered
  - a. Virtual Services – Tier 1
  - b. Circulation – Tier 2
    - Curbside Service hours: M-Th 9:00 am to 7:30 pm and Fri & Sat 9:00 am to 4:30 pm; Sunday closed.
  - c. Programming – Tier 2
  - d. Technology – Tier 2
  - e. In-Person – Tier 1
  - f. Outreach – Tier 1
4. Housekeeping & Logistics
  - a. Signage on doors, webpage, social media and phone indicating level of service and contact information
  - b. All shared spaces sanitized routinely
  - c. See Revised opening routine
  - d. See Revised closing routine
  - e. See Guidelines for Curbside Service
  - f. Janitorial services reduced to twice a week
  - g. Staff work spaces adjusted and staff relocated to ensure social distance
  - h. Markings on floor to identify minimum of six feet adjacent to work spaces
  - i. Hand sanitizer and cleaning supplies located at each workstation.

*Stage 2:* Restrictions reduced, allowing libraries to reopen to 50% capacity or more, with social distancing and / or gatherings of no more than 10. This level of service will only be offered if adequate supplies for disinfecting and sanitizing are available. Members of the public are expected to wash or sanitize their hands upon entering the library and encouraged / asked to wear a mask if they are able. Effective November 18, 2020, all patrons and staff over the age of three must wear masks covering both their nose and mouth at all times when they are in the library, unless they are otherwise exempt from wearing per the Dubuque County Mask Mandate. Implemented: June 3, 2020. The JKPL will revert to Stage 0 or Stage 1 services upon learning that a Covid positive person was within the library premises while considered contagious, based on guidance

provided by the Dubuque County Health Department. The decision to move to less restrictive stages will be made when it is considered safe to do so, following city, county, local and / or federal (CDC) guidelines.

1. Staff: All guidelines from Stage 1 with the following additions or adjustments:
  - a. Must wear masks while on the floor or interacting with others – public or staff (can remove if working in office / staff work area alone but must wear for any public or staff interaction. Those working in office alone should shut door to reduce exposure). Masks may be provided by staff or library.
  - b. Must wear masks when representing the library outside the building such as purchasing supplies or managing a pop-up library. Staff may be allowed to wear a face shield instead of a mask when presenting programs outside the library if visibility of the face is important for programming and social distancing and other safety measures are implemented.
  - c. Must wash or sanitize hands when reporting to work, after returning from a break of any kind, between contacts with materials for different patrons, patrons, and / or changing duties.
  - d. Gloves will be provided for those emptying the drop boxes, upon request. Gloves are single use and must be removed and disposed of properly after use. Preferred option is to wash hands thoroughly before and after emptying the items in the drop box.
  - e. Must sanitize work area when leaving for another task or for the day
2. Work hours / service hours
  - a. Typical service hours unless restricted by reduced staff availability. Adjustments to hours will be posted on social media, website, and facility door / signage as appropriate.
3. Services offered
  - a. Virtual Services – Tier 2
  - b. Circulation – Tier 3 & 4
    - Curbside and Appointment service hours: Monday thru Thursday – 9:00 am to 7:30 pm; Friday & Saturday – 9:00 am to 4:30 pm; Sunday – 1:00 to 3:30 pm
      - 30 or 60 minute (maximum) browsing appointments
      - 15 minute pick up / equipment use appointments
    - Maximum public capacity is 21 (see documentation)
      - Browsing appointments for no more than 10 individuals, may gradually increase as demand warrants and ability to maintain social distancing and capacity guidelines
      - Browsing appointments may include reading newspapers in the library as long as patrons are aware that newspapers cannot be sanitized so they are reading at their own risk
      - A maximum of six members of the public (unless they are all from the same household) will be allowed in the library for any purpose while Dubuque and / or Delaware Counties are considered Red Zones.

- Appointments will be scheduled on the hour and half hour
  - Walk-up appointments allowed during scheduled in-building service hours if space is available
    - LIC will determine if additional patrons may be allowed in
    - Visitors allowed in without an appointment may be limited to less time, depending on those having prescheduled appointments
  - Doors will remain locked
  - Staff will open for patron / family with appointment when they call that they have arrived or ring doorbell.
  - Public will enter through main doors and exit through Hoffman Room side door onto parking lot unless unable to manage steps
  - Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments
- c. Programming – Tier 2
- d. Technology (PAC and Laptops) – Tier 3
- Same schedule for all appointments
    - 30 or 60 min appointments with exceptions for cause when using a laptop (i.e. taking a test that is scheduled for 2 hours); Exceptions will not be allowed when Dubuque and / or Delaware County are in a Red Zone.
  - Maximum capacity – 2 public access computers; 3 laptops; 2 children’s computers
    - Maximum of 2 individuals will be allowed to work on a computer together
    - Computer users are included in capacity counts
    - Computer users are included in the maximum of 6 limit when Dubuque and / or Delaware Counties are in a Red Zone
  - Appointments will be scheduled on the hour and half hour
  - Walk-up appointments allowed during scheduled in-building service hours if space is available
    - LIC will determine if additional patrons may be allowed in
    - Visitors allowed in without an appointment may be limited to less time, depending on those having prescheduled appointments
  - Doors will remain locked
  - Computer stations will be disinfected between each use so 15 minutes must be scheduled between users to allow time for cleaning and drying.
  - Staff will open for patron with appointment when they contact staff that they have arrived
  - Public will enter through main doors and exit through Hoffman Room if they are able



- Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments
- e. Technology (WiFi) – Tier 3
  - Same schedule for all appointments
    - 30 or 60 minute appointments with exceptions for cause (i.e. taking a test that is scheduled for 2 hours); Exceptions will not be allowed when Dubuque and / or Delaware County are in a Red Zone.
  - Maximum capacity – 3 locations identified
    - Maximum of 1 person allowed for location with exceptions for cause (i.e. one person assisting user)
    - Locations for WiFi and Laptop users are very limited so appointments may not be available during all scheduled hours
    - WiFi users are included in the maximum of 6 limit when Dubuque and / or Delaware Counties are in a Red Zone
  - Appointments will be scheduled on the hour and half hour
  - Walk-up appointments allowed during scheduled in-building service hours if space is available
    - LIC will determine if additional patrons may be allowed in
    - Visitors allowed in without an appointment may be limited to less time, depending on those having prescheduled appointments
  - Doors will remain locked
  - Tables will be wiped down between appointments
  - Staff will open for patron with appointment when they contact staff that they have arrived
  - Public will enter through main doors and exit through Hoffman Room if they are able
  - Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments
- f. In-Person – Tier 3
  - Same schedule for all appointments
    - 15 min appointments for faxing, copying etc.
    - 15 min appointments for program logistics
    - 1 hour appointments for use of microfilm machine / genealogy room (when not in use by staff)
    - 1 hour appointments for those seeking study space. NOTE: This would be the same space allocated for WiFi and Laptop users so capacity is very limited

- Offer other services as requested, if staff is available, following the 60 minute maximum for a library visit
  - Maximum capacity
    - Maximum of 2 people together at one time to use copier / printer / fax
    - Maximum of 2 individuals will be allowed to use the microfilm machine / genealogy room together
    - Maximum of 1 person allowed for study appointments, with an exception allowed for cause (i.e. Two people arriving and working together)
    - Maximum of 1 family or similar group for program logistics (Summer Reading, etc.).
    - Copier, study and program users are included in the maximum of 6 limit when Dubuque and / or Delaware Counties are in a Red Zone; Microfilm users are not as that space is not included in capacity calculations and has very limited access.
  - Appointments will be scheduled on the hour and half hour
  - Walk-up appointments allowed during scheduled in-building service hours if space is available
    - LIC will determine if additional patrons may be allowed in
    - Visitors allowed in without an appointment may be limited to less time, depending on those having prescheduled appointments
  - Doors will remain locked
  - Staff will open for patron with appointment when they contact staff that they have arrived
  - Public will enter through main doors and exit through Hoffman Room if they are able
  - Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments.
- g. Outreach – Tier 2
  - No-contact home delivery to homebound may be offered
  - Programs at Farmer’s Markets and other outdoor venues will be held if allowed by State and Local guidelines
  - Presentations and / or programs at typical outreach locations such as Social Center will be offered if those venues are open, wanting programming and if programs can be offered while following guideline for group size and social distancing

#### 4. Housekeeping and Logistics

- a. Signage on doors, webpage, social media and phone message indicating level of service and contact information
- b. All shared spaces sanitized routinely

- c. Sneeze guard provided at public access desk (circulation)
- d. Masks, covering both nose and mouth, are required for all visitors age 3 or older per the Dubuque County Mask Mandate
- e. See Revised opening routine
- f. See Revised closing routine
- g. See Guidelines for Curbside Service
- h. Toilets open to the public with appropriate signage
  - Use with caution / cleaned once daily
  - CDC signage about handwashing
- i. Hand sanitizer located in several places in the library
- j. Janitorial service daily
- k. Public access computers separated by at least 6 feet
- l. Staff work spaces adjusted and staff relocated to ensure social distance
- m. Markings on floor to identify minimum of six feet adjacent to work spaces
- n. Staff should sanitize hands before and after handling money
- o. Staff should wash or sanitize hands before and after touching any shared spaces or equipment such as the copier, fax machine, etc.
- p. Coverings that can be sprayed / wiped will be placed on all public or shared keyboards and mice
- q. All soft seating removed and / or moved with signage that it is not available for use
- r. All items that cannot be checked out will be removed
- s. Public seating provided in the library will be plastic / metal chairs from the Hoffman Room so they can be more readily sanitized. This includes seating for the public computers, WiFi and reading the newspapers. All other seating in the library is prohibited.

*Stage 3A:* Restrictions reduced, allowing libraries to reopen to more capacity, with social distancing and / or small gatherings. This level of service will only be offered if adequate supplies for disinfecting and sanitizing are available. Anticipated implementation date: April 1, 2021, unless there is a spike in cases in Dubuque or Delaware County. The Board of Trustees of the JKPL will determine when / if returning to Stage 1 or 2 is needed at a future meeting.

- 1. Staff: All guidelines from Stage 2
- 2. Work hours / service hours
  - a. Typical service hours unless restricted by reduced staff availability. Adjustments to hours will be posted on social media, website, and facility door / signage as appropriate.
- 3. Services offered
  - a. Virtual Services – Tier 2 & 3
  - b. Circulation – Tier 3 & 5
    - Curbside service hours: Monday through Thursday – 9:00 am to 7:30 pm; Friday & Saturday – 9:00 am to 4:30 pm; Sunday – 1:00 to 3:30 pm

- In Building service hours: Monday through Thursday – 9:00 am to 7:30 pm; Friday & Saturday – 9:00 am to 4:30 pm; Sunday – 1:00 to 3:30 pm
    - Allow visits of no more than 60 minute
  - Maximum public capacity is 21 (see documentation)
    - Control access so don't exceed maximum number of visitors to allow for social distancing and low-risk use
  - Appointments will be scheduled on the hour and half hour upon request
    - Those that have appointments will included in capacity counts for determining when need to restrict access
  - Library is open to walk-in
    - Staff will count patrons as they arrive to keep number of visitors at or below capacity
    - Doors will be locked when / if capacity is reached
    - Visits should be limited to no more than 60 minutes
  - Doors will be unlocked as the default ; locked when capacity is reached
  - Visitors discovering a locked door may return later or ring doorbell to see how soon they might be able to enter
  - Public will enter through main doors and exit through Hoffman Room, if they are able
  - Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments
- c. Programming – Tier 2 & 3
- Most programming will continue to be virtual or self-directed (Take and Make kits)
  - In person programs and gatherings of less than 10 may be allowed if social distancing can be implemented
  - Hybrid virtual program with a few people in person and the program recorded and shared virtually may be offered
- d. Technology (PAC and Laptops) – Tier 3 & 4
- In Building service hours: Monday through Thursday: 9:00 am to 7:30 pm; Friday & Saturday – 9:00 am to 4:30 pm; Sunday – 1:00 to 3:30 pm
    - Maximum of 60 minutes per appointment with exceptions for cause when using a laptop (i.e. taking a test that is scheduled for 2 hours)
  - Maximum capacity – 2 public access computers; 2 children's computers; 3 laptops
    - Maximum of 2 individuals will be allowed to work on a computer together
    - Computer users are included in capacity counts

- If demand for computers justifies, library will add plexiglass barriers at computer area so more PACs can be made available
  - Appointments will be scheduled on the hour and half hour upon request
    - Those that have appointments will be included in capacity counts for determining when need to restrict access
  - Library is open to walk-in
    - Staff will count patrons as they arrive to keep number of visitors at or below capacity
    - Doors will be locked when / if capacity is reached
    - Visits should be limited to no more than 60 minutes
  - Doors will be unlocked as the default; locked when capacity is reached
  - Visitors discovering a locked door may return later or ring doorbell to see how soon a computer might be available
  - Computer stations will be disinfected between each use so 15 minutes must be scheduled between users to allow time for cleaning and drying.
  - Public will enter through main doors and exit through Hoffman Room if they are able
  - Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments
- e. Technology (WiFi) – Tier 3 & 4
- In Building service hours: Monday through Thursday: 9:00 am to 7:30 pm; Friday & Saturday – 9:00 am to 4:30 pm; Sunday – 1:00 to 3:30 pm
    - Maximum of 60 minutes per visit with exceptions for cause when using a laptop (i.e. taking a test that is scheduled for 2 hours)
  - Maximum capacity – 3 locations identified
    - Maximum of 1 person allowed per location with exceptions for cause (i.e. one person assisting user)
    - Locations for WiFi and Laptop users are very limited so use / appointments may not be available during all scheduled hours
    - Users must be included in capacity counts
  - Appointments will be scheduled on the hour and half hour upon request
    - Those that have appointments will included in capacity counts for determining when need to restrict access
  - Library is open to walk-in

- Staff will count patrons as they arrive to keep number of visitors at or below capacity
- Doors will be locked when / if capacity is reached
- Visits should be limited to no more than 60 minutes
- Doors will be unlocked as the default; locked when capacity is reached
- Visitors discovering a locked door may return later or ring doorbell to see how soon a computer might be available
- Tables will be wiped down between appointments / uses
- Public will enter through main doors and exit through Hoffman Room if they are able
- Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments

f. In-Person – Tier 4

- In Building service hours: Monday through Thursday: 9:00 am to 7:30 pm; Friday & Saturday – 9:00 am to 4:30 pm; Sunday – 1:00 to 3:30 pm
  - Maximum of 60 minutes per visit with exceptions for cause
  - 1 hour appointments / access for use of microfilm machine / genealogy room (when not in use by staff)
  - 1 hour appointments / access for those seeking study space. NOTE: This would be the same space allocated for WiFi and Laptop users so capacity is very limited
  - Offer other services as requested and staff is available for no more than 60 minutes.
  - Items that are low risk or can be sanitized and / or quarantined may be available for use (Creation station, Train table, puppets, etc.)
  - Limited table space and seating provided
- Maximum capacity
  - Maximum of 2 people together at one time to use copier / printer / fax
  - Maximum of 2 individuals will be allowed to use the microfilm machine / genealogy room together
  - Maximum of 1 person allowed for study appointments, with an exception allowed for cause (i.e. Two people arriving and working together)
  - Maximum of 1 family or similar group for Summer Library Program logistics.

- Copier, study and SLP users must be included in capacity counts; Microfilm users do not as that space is not included in capacity calculations and has very limited access.
- Appointments will be scheduled on the hour and half hour upon request
  - Those that have appointments will included in capacity counts for determining when need to restrict access
- Library is open to walk-in
  - Staff will count patrons as they arrive to keep number of visitors at or below capacity
  - Doors will be locked when / if capacity is reached
  - Visits should be limited to no more than 60 minutes
- Doors will be unlocked as the default; locked when capacity is reached
- Visitors discovering a locked door may return later or ring doorbell to see how soon a computer might be available
- Public will enter through main doors and exit through Hoffman Room
- Patrons will be expected to follow these guidelines along with the Conduct in the Library Policy. Those violating these guidelines may not be allowed future appointments.

g. Outreach – Tier 2 & 3

- No-contact home delivery to homebound may be offered
- Programs at Farmer's Markets and other outdoor venues will be held if allowed by State and Local guidelines
- Presentations and / or programs at typical outreach locations such as Social Center or schools will be offered if those venues are open, wanting programming and if programs can be offered while following guideline for group size and social distancing.
- Use of meeting spaces will be allowed when / if space is available
  - Availability of spaces is limited
    - Hoffman Room is not available as it is being used for storage of quarantined materials and furnishings
    - Program (game) room is available limited hours as is a designated staff work space
    - Genealogy room is available limited hours as is a designated staff work space
    - Study room is available but is also a location for laptop and Wi-Fi access

4. Housekeeping and Logistics

- a. Signage on doors, webpage, social media and phone message indicating level of service and contact information
- b. All shared spaces sanitized routinely
- c. Sneeze guard provided at public access desk (circulation)

- d. Masks, covering both nose and mouth, are required for all visitors age 3 and older per the Dubuque County Mask Mandate.
- e. See Revised opening routine
- f. See Revised closing routine
- g. See Guidelines for Curbside Service
- h. Toilets open to the public with appropriate signage
  - Use with caution / cleaned once daily
  - CDC signage about handwashing
- i. Hand sanitizer located in several places in the library
- j. Janitorial service daily
- k. Public access computers separated by at least 6 feet or by plexiglass barrier
- l. Staff work spaces adjusted and staff relocated to ensure social distance
- m. Markings on floor to identify minimum of six feet adjacent to work spaces
- n. Staff should sanitize hands before and after handling money
- o. Staff should wash or sanitize hands before and after touching any shared spaces or equipment such as the copier, fax machine, etc.
- p. Coverings that can be sprayed / wiped will be placed on all public or shared keyboards and mice
- q. Minimal seating provided.
- r. Limited access to the Creation Station and other in- library activities may be offered
- s. All public seating provided in the library will be wooden or plastic / metal chairs from the Hoffman Room so they can be more readily sanitized.

*Stage 3B:* The following adjustments to Stage 3 (now referred to as 3A) were implemented May 17, 2021 following the May 11, 2021 JKPL Board Meeting:

- Return to normal scheduled hours except access to public computers (includes AWE and laptops) ends 15 minutes before closing to allow time for sanitizing.
- As Iowa has no capacity guidelines and because the number of people coming in does not seem to be an issue, remove visit / capacity of 21 and stop taking appointments.
- Change the 60-minute time limit per visit restriction to be a librarian decision based on numbers in the library. The restriction is in place to provide more access (based on capacity limits) and less risk (shorter visits mean less risk). With the numbers we have been seeing, most times would not need to enforce a limit however we don't know if that will change once school is out and as we remove the capacity limit This guideline is changed to: "Visitors may be limited to no more than 60 minutes per visit."
- Require masks for all as long as is required by the county (following the mandate); encourage / recommend masks even when no longer a requirement as long as that is the CDC recommendation for nonvaccinated people.
- Require staff to wear masks at all times in public spaces unless are outdoors AND are socially distanced.
- Allow public to reserve / utilize genealogy room and game room (when not in use for staff) for gatherings of no more than 10 individuals. Allow public to reserve /



use study room for groups of no more than 4. Depending on the number of people gathering, social distancing may not be possible in these spaces so it will be up to the person making the reservation to address this issue for their group. Staff will schedule at least 30 minutes between uses to allow for sanitizing. These spaces will be made available incrementally. Study room is already available. Genealogy room will be available starting May 17 - except for Tuesdays from 10 to 4 (or whatever hours Ann needs for processing) as we will keep this designated for processing on that day of the week. As the game room is currently used to store items as well as a secondary staff space, we will work on making this available. Evaluate what it will take to get Hoffman Room available to use. As with computers, use of rooms will end 15 minutes before closing to allow time for sanitizing.

- Stop requirement for staff to sanitize staff workstations between uses as most are vaccinated; however, staff may choose to continue to do so. Because this is a choice, staff taking over the work station will do the sanitizing, not the person leaving.
- Per CDC guidelines for small gatherings, fully vaccinated staff may work within 6 feet of each other so will start moving staff back into regular work spaces. As not all staff are vaccinated or planning to vaccinate, will need to be careful to do this in a manner that doesn't discriminate or identify.
- Move second circ computer back to front desk area. (Spit guard has been added.) Both can be used simultaneously for brief periods of time (no more than 15 minutes) - as stations are not 6 feet apart. Depending on scheduling, staff will be allowed to use this second computer for checking in as time / space allows.
- When logistics allow, move catalog computer from Hoffman Room to back room.
- Review items used by the public that have been stored away and identify those that can be put out and sanitized daily or as used (train table, etc.)
- Consider opening up more table spaces / evaluate seating for what can be sanitized.
- As we do not know who in the public has been vaccinated we will continue with the sanitizing procedures for public spaces but will reduce those for staff only touches and spaces, for example:
  - Only staff turn on / off lights
  - Only staff open door to basement and basement area
  - Shared staff work stations (computer and phone)

NOTE: Since we cannot know who is vaccinated and who is not, we will continue to require staff to wear masks when in public or any shared spaces and request and encourage the use of masks by the public until the CDC is no longer making that recommendation for unvaccinated individuals.

**Stage 4A:** Restrictions reduced, allowing libraries to reopen to more capacity, longer visits, and small and / or socially distanced gatherings and programs. This level of service will only be offered if adequate supplies for disinfecting and sanitizing are available. Anticipated implementation date: **August 1, 2021** unless there is a surge in cases in Dubuque or Delaware County. The Board of Trustees of the JKPL will determine when / if returning to Stage 1, 2, or 3 is needed based on changes in the number of cases at the city, county, state or federal level.

1. Staff:

- a. Must wash or sanitize hands between contacts with materials for different patrons, or changing duties.
- b. Must wear masks at all times in public or shared spaces unless outdoors AND are socially distanced. Exceptions may be allowed for staff leading in-library programming where the visibility of the face is important to the program. In this case, masks can be removed during the program presentation and a face shield worn as an alternative if social distancing can also be maintained.
- c. Staff who are exposed to Covid-19 are expected to notify the library director as soon as they are aware of the exposure and should follow the most current CDC guidelines regarding *Public Health Guidance for Community-Related Exposure*.
- d. Staff who are diagnosed with Covid-19 are expected to follow CDC guidelines regarding self-quarantining and will be allowed back to work onsite based on the most current CDC guidelines regarding *Discontinuation of Isolation for Persons with Covid-19 Not in Healthcare Settings*.
- e. Staff who are not allowed to work onsite due to Covid-19 may work remotely if they have duties that lend themselves to remote work and such is approved by their supervisor. They may use any of their earned benefits (sick leave, vacation, etc.) and may be eligible for unemployment. Staff should talk to their supervisor regarding city benefits and contact Iowa Workforce Development or the City of Dyersville for information about unemployment.
- f. If it is discovered that someone (staff or public) was in the library while positive for Covid-19, the library will follow guidance provided by the Dubuque County Public Health and / or Iowa Department of Public Health regarding closure, cleaning, testing, etc.

2. Work hours / service hours

- a. Typical service hours unless restricted by reduced staff availability. Adjustments to hours will be posted on social media, website, and facility door / signage as appropriate.

3. Services offered

- a. Virtual Services – Tier 2 & 3
- b. Circulation – Tier 3 & 6
  - Curbside service hours: All regular service hours
  - In Building service hours: All regular service hours with exception of computers and rooms being closed 15 minutes before the library closes

- No capacity limits, no time limits, no appointments
  - Masks and social distancing are encouraged
- c. Programming – Tier 2 & 3
- Will continue to offer virtual or self-directed (Take and Make kits)
  - In person programs and gatherings of less than 20 may be allowed in the library if space is available and social distancing can be implemented.
  - Refreshments will not be provided at library sponsored events; however, overall library policy allows for food and drink so visitors may bring their own
  - Hybrid virtual programs with people participating both in person and remotely (via Zoom) and / or in person with the program recorded and shared virtually may be offered
- d. Technology (PAC and Laptops) – Tier 4
- In Building service hours: Regular service hours except computers will be shut down 15 minutes before the library closes
  - Maximum capacity – 4 public access computers; 2 children’s computers; 3 laptops
    - Maximum of 2 individuals will be allowed to work on a computer together
    - Additional computers will be made available if demand warrants and if we can reorganize space to facilitate social distancing, or add plexiglass barriers between stations
  - Appointments scheduled per normal reservation procedures
  - Computer stations will be sanitized between each use so 15 minutes should be scheduled between users to allow adequate time for this process.
- e. Technology (WiFi) – Tier 4
- In Building service hours: All regular service hours with exception of computers and rooms being shut down / closed 15 minutes before the library closes
  - Capacity – No capacity limits
    - Users may access WiFi anywhere in the building they can locate space
  - Work spaces will be sanitized during the day as they are used
- f. In-Person – Tier 4
- In Building service hours: All regular service hours with exception of computers and rooms being closed 15 minutes before the library closes
    - Items that are low risk or can be sanitized and / or quarantined will be made available for use as space and time allow
    - Reduced table space and seating provided

- Single occupancy soft seating will be made available as space and social distancing allow
    - Capacity – No capacity limits
  - g. Outreach – Tier 4
    - Home delivery to homebound may be offered
    - Programs at Farmer’s Markets and other outdoor venues will be held if allowed by State and Local guidelines
    - Presentations and / or programs at typical outreach locations such as Social Center or schools will be offered if those venues are open, wanting programming and if programs can be offered while following guideline for group size and social distancing.
    - Use of meeting spaces will be allowed as space is made available
4. Housekeeping and Logistics
- a. Signage on doors, webpage, social media and phone message indicating level of service and contact information
  - b. All shared spaces sanitized routinely
  - c. Sneeze guard provided at public access desk (circulation)
  - d. Masks, covering both nose and mouth, are encouraged for all visitors age 3 and older per CDC guidelines
  - e. See Revised opening routine
  - f. See Revised closing routine
  - g. See Guidelines for Curbside Service
  - h. Toilets open to the public with appropriate signage
    - i. Use with caution / cleaned once daily
    - ii. CDC signage about handwashing
  - i. Hand sanitizer located in several places in the library
  - j. Janitorial service daily
  - k. Public access computers separated by at least 6 feet or by plexiglass barrier
  - l. Staff should sanitize hands before and after handling money
  - m. Staff should wash or sanitize hands before and after touching any shared spaces or equipment such as the copier, fax machine, etc.
  - n. Limited access to the Creation Station and other in- library activities may be offered
  - o. Most public seating provided in the library will be wooden or plastic / metal chairs from the Hoffman Room so they can be more readily sanitized. Limited single occupancy soft / fabric seating may be provided.

*Stage 4B:* The following adjustments to Stage 4 (now referred to as 4A) were implemented October 18, 2021 following the October 12, 2021 JKPL Board Meeting:

- Chairs at tables are fully available
- Sofas are available for public seating with a minimum of 3-foot distance between furnishings to allow for social distancing.

- Staff may provide prepackaged or sealed snack and beverage items, or items distributed individually, at select library sponsored events. Guests may also bring their own.

***Stage 5: Normal services with the following restrictions and guidance:***

**Masks:** Because we cannot know who is vaccinated, testing positive, or high risk for serious illness with Covid-19, the JKPL will continue to encourage the public and staff to wear masks. If Covid-19 Community Levels for Dubuque and Delaware Counties are Low or Medium, staff may choose not to wear a mask. If the Community Levels for Dubuque and / or Delaware Counties are High, staff are required to wear masks when in public or shared spaces in the building. Members of the public are encouraged to follow the CDC guidelines for masking, including wearing a mask if they have symptoms, a positive test, or exposure to something with Covid-19. Disposal masks will be provided upon request.

Based on the information available regarding the risk for transmission from materials, the JKPL will not typically quarantine items when they are returned or handled by the public. Staff in charge of managing the various collections and services will make reasonable decisions regarding how items should be provided to the public. (For example, the Get Puzzled passive program where adults work on a shared puzzle under the skylight will be offered, and some items may be available to use unrestricted in the Creation Station; but other items, like puppets and toys in the children's area may still be restricted so they can be sanitized or quarantined between use.)

The Library Director will review cleaning and sanitizing procedures that were implemented during the pandemic and adjust those based on current conditions.

The JKPL will continue to provide hand sanitizer at various locations in the facility and plexiglass will remain in place.

**Meeting Room Use and Programming Capacity Restrictions:** The pandemic-based restrictions on capacity for gatherings, meetings and programs in the library facility are removed. Capacity at library sponsored programs, events and activities will be decided by the staff facilitating the program (normal pre-pandemic practice).

**Public Access Computers:** As time allows and demand warrants, computer workstations will be returned to their normal pre-pandemic configurations, unless alternate locations are deemed more appropriate. This includes public access computers, children's computers, and the library catalog computers.

**Furnishings:** As time allows, library furnishings may be returned to their pre-pandemic configurations. Staff will use their judgment in organizing the library space to meet the needs of the patrons.

**Refreshments:** Staff may use their discretion in providing refreshments at library sponsored events.

***Stage 6: Normal services will resume at the discretion of the JKPL Board of Trustees.***

Implemented March 2020

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