

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.

General:

All use of library meeting spaces by the public is cancelled for May, June and July. Staff and Board will make decisions regarding opening up these spaces as restrictions are eased.

All in-library programming for the summer has been cancelled and will be replaced with virtual programming for May, June and July where possible. This includes summer library program events, story time, strength training, etc. If government restrictions are lifted and the virus numbers have dropped enough that public gatherings are safe, in person programs may be offered on a case by case basis.

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 will be planned to run during the normal schedule (June & July for children and teens; June, July & August for adults). There will be options to participate remotely, via curbside and / or via physical use of the library based on levels of reopening.

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 encouraged 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 Make & Take crafts and summer library reading programs.

1. 100% virtual programming - All programs offered online, either live via platforms such as Zoom or on-demand via download or streaming with Facebook, Youtube, etc.
2. Virtual (level 1) and No-touch programming (circulating kits and take-home activities) - 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 may include both access to technology assistance and guidance, as well as the access itself to internet access or device usage.

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 very limited 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

Staged Reopening Plan:

Stage 1: Current status of library closed to the public but staff allowed to work and provide curbside service as long as following guidelines for social distancing, groups 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
2. Work hours / service hours
 - a. Service hours were determined by staff available, public use of services, and work to be done
 - b. Service hours are: Monday – Thursday 9 to 7; Friday and Saturday 9 to 5; Sunday - closed
3. Services offered
 - a. Virtual Services – Level 1
 - b. Circulation – Level 2
 - M-Th 10 am to 7 pm and Fri & Sat 10 am to 4 pm - Curbside Service hours offered
 - c. Programming – Level 2
 - d. Technology – Level 2
 - e. In-Person – Level 1
 - f. Outreach – Level 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, 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. Anticipated implementation date: June 3, 2020

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 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 wear masks while on the floor or interacting with the public (can remove if working in office / staff work area only but must wear for any public interaction. Those working in office only should shut door to reduce exposure). Masks may be provided by staff or library.
 - f. Must wash or sanitize hands when report to work, after returning from a break of any kind, between contacts with materials for different patrons, patrons, and / or changing duties.
 - g. 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.
 - h. Must sanitize work area when leaving for another task or for the day
2. Work hours / service hours
- a. Work hours determined by staff available, public use of services, and work to be done
 - b. Preferred service hours will be a return to regular hours of Monday – Thursday 9 to 8; Friday and Saturday 9 to 5; and Sunday – closed (as closed for the summer anyway)
 - Reasons for this are to allow staff to work their full hours without having to modify their schedule or use their benefits
 - More flexibility for the public to access the library for services
 - c. If not able to return to regular work hours in item b; preferred service hours will be Monday – Thursday 9 to 7 pm; Friday and Saturday 9 to 5; and Sunday – closed
 - Reason for this is consistency with hours we have been offering to the public during this crisis
 - d. If neither of the above is possible due to staff availability, a revised schedule will be developed that will include at least one evening, one morning and some Saturday hours.
 - e. Final schedule to be determined based on staff availability.
3. Services offered
- a. Virtual Services – Level 2
 - b. Circulation – Level 3 & 4
 - 9 am to 1 pm daily - Continue offering curbside only (Staff will use this time to shelve and do other necessary work on the library floor)
 - M-Th 1 to 8; Fr & Sat 1 to 5
 - Offer 30 or 60 minute (maximum) browsing appointments
 - Offer 15 minute pick up / equipment use appointments
 - Maximum public capacity is 21 (see document)
 - Start with appointments for no more than 10 individuals or 3 families, and gradually increase as demand warrants and ability to maintain social distancing and gathering guidelines
 - Appointments will be scheduled on the hour and half hour
 - Doors will remain locked

- Staff will open for patron / family with appointment when they call that they have arrived
 - 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
- c. Programming – Level 2
- d. Technology – Level 3
- M-Th 9:30 to 7:30 (last appointment at 7 pm); Fr & Sat 9:30 to 4:30 (last appointment at 4 pm)
 - Offer 30 or 60 min appointments with exceptions for cause (i.e. taking a test that is scheduled for 2 hours)
 - Maximum capacity TBD
 - Staff need to rearrange furnishings to determine how many computers can offer while social distancing
 - Maximum of 2 individuals will be allowed to work on a computer together
 - Computer users must be included in capacity counts
 - Appointments will be scheduled on the hour and half hour
 - Doors will remain locked
 - Computer stations will be disinfected between each use so at least 15 minutes between appointments should be allowed for cleaning and drying.
 - Staff will open for patron with appointment when they call that they have arrived
 - 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
- e. In-Person – Level 3
- M-Th 9:30 to 7:30 (last appointment at 7 pm); Fr & Sat 9:30 to 4:30 (last appointment at 4 pm)
 - Offer 15 min appointments for faxing, copying etc.
 - Offer 1 hour appointments for use of microfilm machine / genealogy room
 - Maximum capacity
 - 1 person at a time to use copier / printer / fax
 - Maximum of 2 individuals will be allowed to use the microfilm machine / genealogy room together
 - Copier users must be included in capacity counts; Microfilm users do not as that space is not included in capacity calculations as it will only be open by appointment
 - Appointments will be scheduled on the hour and half hour

- Doors will remain locked
 - Staff will open for patron with appointment when they call that they have arrived
 - 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.
- f. Outreach – Level 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 indicating level of service and contact information
 - b. All shared spaces sanitized routinely
 - c. Sneeze guard provided at public access desk (circulation)
 - d. Masks encouraged for all visitors
 - e. See Revised opening routine
 - f. See Revised closing routine
 - g. See Guidelines for Curbside Service
 - h. Toilets closed to the public; may be used for hand washing only. ***
 - i. Hand sanitizer located in several places in the library
 - j. Janitorial service needs will be reviewed to determine if need to include to more frequency and / or request more disinfecting procedures
 - k. Public access computers will be separated by at least 6 feet and / or located in meeting rooms
 - 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 keyboards and mice
 - q. All soft seating will be 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. Reading of newspapers, magazines, etc. in the library will not be allowed; items may be checked out for use at home .
 - t. All public seating provided in the library will be plastic / metal chairs from the Hoffman Room so they can be more readily sanitized.

Stage 2B: Restrictions reduced, allowing libraries to reopen to 50% capacity, 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. Anticipated implementation date: NA

NOTE: Stage 2 may be adjusted to include the following: Visitors allowed in without an advance appointment.

1. Signage will indicate walk-up visitors may call for entrance for any eligible service if we are under capacity;
 - LIC will determine if additional patrons may be allowed in
 - Visitors allowed in without an appointment may be limited to less time, depending on number scheduled to arrive based on appointments

IN PROCESS ...

Stage 3: Restrictions reduced, allowing libraries to reopen to more capacity, with social distancing and / or gatherings of no more than 50. This level of service will only be offered if adequate supplies for disinfecting and sanitizing are available. Anticipated implementation date: Dependent upon State and Local guidelines as well as data showing reduced risk for infection

Capacity Considerations

Email from Mike Tucker about capacity:

Good to hear from you Shirley. This project was built under the 1997 UBC. I don't have one with me, but I do have a 2015 IBC code book which I'll be referencing for occupant load. It will be close enough. I went back and looked at the drawings to determine some basic square footages and this is what I came up with.

Stack space and business areas are 100 sf/person, meeting and soft seating is @ 15 sf/person.

Stack space 4,900 sf

Office space 1,440 sf

= 63 people

Program room 800 sf (This is assuming tables and chairs. If just chairs, the occupant load is 7 sf/person. I'm using 15sf)

Soft seating 1,360 sf

= 144 people

Total occupant 207 people.

50% would be 103 people including staff.

If you need anything else, please do not hesitate to let me know.

Mike Tucker
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BIM Manager
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Thoughts on Capacity:

1. Hoffman Room will be used for staff work and possibly as a second exit so don't include that in calculations
Total capacity is 207 - 50% is 103
Hoffman / program room capacity is 144 so total capacity becomes 63 - 50% is 31
2. Since work areas are limited to staff only, shouldn't count them in calculations
Available capacity is 63
Staff area capacity is 14 so total capacity becomes 49 - 50% is 24
3. Assuming a normal staffing pattern, we should plan for a maximum of 6 staff in the building at one time. (This might be lower, and some will be located in their offices but they would still need to be counted for capacity)
Available capacity is 49
Staffing estimate is 6 so total capacity becomes 43 - 50% is 21