

Glen Lake Community Library

COVID-19 reopening and preparedness plan

June 2020

The library will resume services when allowed by the State of Michigan, as outlined in Executive Order No. 2020-110. Services will likely be restored in phases, with increasing public access as public health conditions improve. All aspects of this plan are based on protecting the health and safety of library patrons and staff.

The library director will have authority to move through this phased reopening at his discretion. The Board of Trustees will be advised of these changes in advance. If conditions warrant, access may be phased back to a more restricted level, based on advisories from public health officials.

This reopening plan, including adjusted services and hours, will be made available to the public via the library's website, social media outlets, and newsletters. The library's telephone answering service will also include updates to services and hours of operation.

These procedures and policies will apply to operations at both the library's temporary service location (12020 S. Leelanau Hwy) and our new facility, when open (10115 W. Front Street).

General requirements

Workplace preparedness

Library operations will meet requirements for safe operations as outlined by Executive Orders from the State of Michigan, guidance from Occupational Safety and Health Administration (OSHA), and recommendations of the Centers for Disease Control (CDC). This includes protocols to limit potential exposure through three primary lines of defense:

- Mandatory use of appropriate Personal Protection Equipment (PPE)
- Social distancing and occupancy limits
- Enhanced cleaning and disinfecting of materials, equipment, and both staff and public areas

Protocols for preventive measures are addressed throughout this document, and in Appendix 1. Response plans for expected or confirmed exposure are outlined in Appendix 2.

Staff preparedness

This plan has been reviewed with all staff members, to ensure all are familiar with the safety protocols and service routines. It is understood that this is a dynamic situation, with an uncertain timeline. Staff will need to be able to adapt to changing work conditions and new challenges. Staff will work with patrons to help them adjust to modified library services.

Personal Protective Equipment (PPE) will be provided for staff: Gloves, masks, and hand sanitizer. Gloves and masks should be reused as much as is practical to ensure that supplies last.

Library administration

If the director becomes unable to fulfill his duties, the assistant librarian may need to assume some duties. In this event, part-time staff and/or substitutes will be recruited. This may also be needed in the event that the assistant librarian is unable to work. If adequate staffing is not possible, services may need to be adjusted accordingly.

Until further notice, meetings of the Board of Trustees will take place online via Zoom teleconferencing. Public notices of these meetings, including access instructions, will be posted on the library website. Meetings will be recorded. Committee meetings will also be via teleconference until further notice.

Reopening Phases

Phase 1: Full time staff returning

All staff members may return to the library to resume their normal duties. Some work may continue to be done remotely.

Staff will wear masks in the building, unless working alone.

Normal work schedules and staff duties will be observed.

Staff will also begin preparing the library for reopening. These tasks will include:

- Cleaning desks, counters, computers, equipment with disinfectants
- Reviewing reserve lists in preparation for Phase 2 and beyond.
- Preparing public notices regarding reopening plans

Volunteers will not be scheduled at this time, and should not be in the building.

The library will be professionally cleaned in preparation for Phase 2.

Public WiFi will remain on and accessible from outside the building at all times, with no password required.

All three book drops – in Empire, Glen Arbor, and Maple City – will remain open to accept returns of materials from the library collection. Items will be handled and processed according to guidelines outlined below.

Phase 2: Curbside service

The library will make arrangements for patrons to reserve and pick up books and media **from the library's local collection**. Reserves can be made via the online catalog, email, or by phone. Staff will assist patrons with use of the catalog as needed.

Staff will receive the requests, check requested items out using the normal due dates, and place them on the hold shelf. Any rental fees due will be left on account, and settled at a later time when in-library services resumes. Patrons will be notified by phone when their reserves are ready for pickup.

Patrons will alert staff that they are at the door, which will remain locked. Librarians will deliver books to patrons, wearing gloves and mask. In the event of inclement weather, patrons will be allowed to enter the building, but only to wait inside the door / entry vestibule, and only if wearing a mask.

Curbside pickup will be available from 10:00 am until 5:00 pm, Monday through Saturday.

MeLCat borrowing may not be available at this time. Requests for titles beyond the library collection may be placed, but may not be immediately filled.

Staff will also continue their normal job duties during this phase, as time allows.

The restroom will not be available to the public.

Printing / copies / fax: will not be available at this time.

Volunteers will not be allowed in the building.

Staff will clean / disinfect the building daily, focusing on high traffic and shared workspaces. The library will be cleaned professionally once per week during this phase.

Public WiFi will remain on and accessible from outside the building at all times, with no password required.

Phase 3: Limited Indoor service

When allowed by the State of Michigan, the library itself will reopen to the public, with social distancing, PPE and personal hygiene requirements, and building occupancy limits as needed. All applicable access requirements and limits will be posted at the library entrance.

Access to collections, services and areas within the library may be impacted:

Reading areas: limited seating to ensure needed social distance

Children's toys, puzzles: will not be available until further notice

MeLCat: available to the extent allowed by the LOM and MCLS

In person browsing: will be allowed, within current occupancy limits

Public computer: available for one user at a time

Book donations: will not be accepted at this time, due to quarantine requirements

The library will return to its normal hours of operation. The library may close for a lunch break on Monday and Saturday, when only one staff member is on duty. This will be at a set time, and be posted on the website, etc. As staffing is increased, in preparation for operations in the new building, any such closures will be discontinued.

Staff will continue to wear PPE when others are in the building. As much as possible, staff will work within their own areas and limit contact. Any shared spaces or equipment will be cleaned / disinfected frequently.

Volunteers may return to assist with shelving and materials handling, if available and willing. They will observe the same safety routines as staff.

Patrons will be required to wear a protective mask to enter the building. Masks will be distributed to patrons as needed, but only as stock allows. Patrons are also encouraged to wear gloves - these will not be provided. Hand sanitizer will be available in various locations in the building.

No more than 6 patrons* will be allowed in the building at one time. Groups of more than two will be discouraged, and may be prohibited, depending on the number of people awaiting entry. Patrons will be asked to limit their time in the library, staying only as long as needed to complete material selection, and brief printing and computer tasks. * NOTE: *this is for operations in the temporary facility, as per guidelines set by the State of Michigan. Occupancy limit will be adjusted for operations in the new library.*

Signage at the front door will remind patrons of social distancing requirements, mandatory use of masks, and other restrictions. Staff will have authority to bar patrons from entry, or to require them to leave the building if they are unwilling to follow these requirements.

Printing, copying, fax and scanning will be available.

The restrooms will be open, cleaned and disinfected regularly. Staff will also continue to clean and disinfect workstations, equipment, and shared spaces on a frequent basis.

Weekly cleaning by a professional will continue.

Phase 4: Increased access to facility and services

As restrictions on public spaces are eased by the State of Michigan, as determined by changing public health conditions, the library will gradually return to normal services. All collections, services, and areas of the library will be accessible, with limitations as required by current public health conditions and state mandates. These may include:

Social distancing: at service desk, seating areas, public computers

PPE: continued use by staff and patrons

Occupancy limits: adjusted according to health conditions and state mandates

In-person programs: type and audience determined by health conditions and state mandates

Cleaning: staff will manage daily cleaning, disinfecting of public & staff areas. Professional cleaning will be done weekly, with periodic "deep-cleaning" as needed.

Normal hours of operation will resume, and staff will perform all routine job duties. Volunteers will assist with shelving and other duties, if willing and able.

MeLCat

The Library of Michigan (LOM) and the Midwest Collaborative for Library Services (MCLS) will determine the timeline for reinstating MeLCat services. This will likely be phased in over time, as more libraries are ready to reengage. The library will publish notices with updates on the status of MeLCat service.

Programs

No in-person programs or presentations will be planned for the foreseeable future. Programs will be hosted online, via Zoom, pending availability of presenters. Events may also be co-hosted with other libraries in the area, so that expenses can be shared and audience reach maximized. This includes children's story hours and summer reading events. When health conditions allow, in-person gatherings will resume, in observance of any applicable limits.

Material handling protocols

All collection materials – books, periodicals, and media – will be handled by library personnel with extreme care to reduce the chance of virus transfer. This will apply as follows in the various phases of material routing:

Acquisitions: new books and media that arrive in sealed packaging will be deemed to be safe, due to time elapsed in shipping. However, staff will wear gloves when handling shipping cartons and envelopes. Items purchased from local vendors, without packaging, should be disinfected with surface cleaners.

Circulation: all items brought to the desk for checkout will be handled by staff with gloves. Patrons will be advised to clean their hands with antibacterial cleaner after retrieving items from stacks.

Returns: all items returned by patrons to the desk will be placed in a quarantine bin for 2 days (48 hours). Bins will be labeled by date, with as many items as possible being collected in each daily bin. After quarantine period, the item will be checked in, with the return date adjusted in the circulation system. Items will then be wiped down with disinfectant, and returned to book cart for re-shelving.

NOTE: in the event that staff recognizes that a returned item is on reserve, the quarantine period may be bypassed, with added care taken in disinfecting the item.

Book drop: will be handled and processed in the same manner as other returns, with a quarantine process, back-dating of return dates, and surface cleaning.

MeLCat: items returned by our patrons will be handled and processed in the same manner. Due to time in shipment, incoming deliveries of MeLCat items will be considered ready for handling, though staff will wear gloves to unpack crates and individual items. All items will be wiped down with disinfectant.

Appendix 1: COVID-19 preventive measures

The library director will be responsible for ensuring that appropriate preventive measures are instituted and observed. Staff and volunteers should direct questions or concerns to the library director. The director will stay informed of changing public health advisories and state and local government mandates, and adjust measures accordingly.

Staff will assist with preventive measures, including monitoring and enforcing library COVID-19 operational policies.

The following procedures will be taken to minimize exposure to and spreading of the COVID virus:

- Maintain distance of six feet between employees, and patrons, to the maximum extent possible, including the use of ground markings, signs, and physical barriers, as appropriate to the worksite.
- Provide non-medical grade face coverings to employees. Use will be mandatory when employees are in the building.
- Encourage employees to practice preventive personal hygiene while in the workplace:
 - **Frequent hand washing** with soap and water for at least 20 seconds. Alternatively, use an alcohol-based hand rub with at least 60% alcohol.
 - **Avoid touching eyes, nose, or mouth** with unwashed hands.
 - **Respiratory etiquette**, which includes covering for coughs and sneezes.
- Provide adequate restroom supplies for staff and patron use (soap, towels) and hand sanitizer at various locations throughout the library.
- Increase facility cleaning and disinfection, especially on high-touch surfaces (e.g., door handles), paying special attention to shared equipment and workspaces.
- Conduct a daily entry screening protocol for all employees entering the workplace, covering symptoms, and suspected or confirmed exposure to people with possible COVID-19. This may include a routine temperature check.
- Review common COVID-19 symptoms, and procedures for reporting and responding to suspected exposure.
- Post public notices regarding PPE, social distancing, and occupancy limits, along with reminders of health self-monitoring and respiratory etiquette guidelines.

Appendix 2: exposure response plan

Library personnel will monitor their health, staying alert for any suspected signs or symptoms of COVID-19. The primary symptoms include:

- Dry cough
- Shortness of breath or difficulty breathing
- Fever (either feeling feverish or a temperature of 100.4 degrees or higher);
- Chills
- Repeated shaking with chills
- Muscle pain
- Headache
- Sore throat
- New loss of taste or smell

Other possible early symptoms are diarrhea, nausea/vomiting, and runny nose. If library personnel experience any of these symptoms, they should report to the library director immediately. If there is any question about an employee's condition, he/she will be sent home until further action is taken.

In the event that an employee or volunteer leaves work because of suspected COVID symptoms, he/she will need to be evaluated by a health care provider before being cleared for return to work. This may require testing for COVID exposure, at the discretion of the health care provider.

If a staff member or volunteer has a confirmed case of COVID-19, the library will do the following:

- Communicate with all staff members and volunteers. The infected employee will not be identified by name.
- Provide the name of any potentially exposed employees or volunteers to the Benzie-Leelanau District Health Department (BLDHD)
- Contact any patrons who may have come into contact with the infected employee during the previous 14 days. This will be determined to the best of the library's ability, based on available internal records.
- Report cases to OSHA as required.
- Thoroughly clean and disinfect all affected staff work areas.
- Consider guidance from the employee's health care provider in determining when he/she may return to work.

Any employee or volunteer who has tested positive will remain quarantined until the BLDHD clears him / her for a return to work.

Employees will not forfeit pay during any COVID-related medical leave, provided that documentation is provided from health care providers and /or the BLDHD.

The library will also respond to inquiries from public health authorities regarding contact tracing of individuals from elsewhere in the community and beyond. All library policies covering patron confidentiality will be observed in such responses.

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