

HOWARD MILLER PUBLIC LIBRARY & COMMUNITY CENTER

COVID-19 RE-OPENING PLAN

PLAN OVERVIEW

The following strategies and procedures are designed to supplement the current Pandemic Illness Response Plan enacted by the City of Zeeland. Additional resources used to inform the following plan are provided at the end of the document.

The plan is presented in five phases. Because there are so many unknown variables, it is impossible to give exact timeframes for each phase. This document will be updated as more information and guidance are available regarding the status of the COVID-19 virus and the appropriate mitigation measures.

PHASE ONE

Phase one may be enacted as soon as the stay-at-home order is lifted and individuals are allowed to return to a physical workplace:

STAFFING

- Staff are allowed to return to the library building to work. Some remote work may be allowed on a case-by-case basis.
- Staff will be divided into shifts to reduce the amount of people in the library building at any one time. Social distancing during the entire shift will be followed to the greatest extent possible.
- Staff will work at one station for the entire shift and will disinfect the work area afterward.

SERVICES

- Staff will be on hand Monday-Friday from 9:00 am – 6:00 pm to answer phone and email inquiries from the public.
- Staff will begin accepting returns of library materials via the outside drop boxes. No book donations will be accepted for the foreseeable future. (see materials handling procedure)
- Digital library cards will be issued via phone or email. These temporary cards are eligible for full access to library materials once the physical building is opened to the public. These cards are currently set to expire on June 30, 2020. If the public is not

allowed in the building after this date, the expiration dates will be extended as appropriate.

- Virtual programming will continue.
- HMPL cardholders will continue to have access to the digital collection through Libby (OverDrive), Hoopla, and RB Digital platforms.
- All patron payments will be conducted online through the portal provided by Lakeland Library Cooperative.
- 24/7 access to wireless internet outside the library building will continue.
- Community Center rental inquiries will be addressed via phone and email during this period. No clients will be allowed entry to see spaces. Photos and video will be provided instead. Clients will be allowed to make room reservations for dates of July 1, 2020 or later based on anticipated meeting/gathering guidelines provided by health and governmental authorities.
- Community Center clients with existing room reservations will be contacted and informed of their event status in accordance with governmental directives and guidelines. Those not meeting the current safe meeting/gathering rules will be given the opportunity to reschedule an event no sooner than July 1, 2020. If the client does not wish to reschedule, all funds paid toward a deposit or the full room rental will be refunded to the client within 2 weeks.

SAFETY

- Staff will adhere to the City of Zeeland's guidelines in completing a health self-evaluation prior to each work shift. If staff members are experiencing symptoms related to COVID-19, they will follow the steps outlined in the city's mitigation procedures.
- Staff will have the option of wearing city issued disposable masks or a reusable cloth mask (to be washed daily). The goal is that each staff member will have a minimum of two cloth masks in case of disposable mask supply shortages. Staff will also be provided with nitrile gloves and aprons to use when handling library materials, money and other items that have the potential to carry the virus.
- Good hygiene measures such as hand washing, sanitizing of work spaces and commonly touched items such as the copy machine, door knobs, handrails and bathroom fixtures will be emphasized. Doors, to the greatest extent possible, will remain open so as to avoid the need to touch door knobs. Staff will also review the proper procedures for removing masks and gloves.
- Train all staff on safe library materials handling (see materials handling procedure) and curbside service protocol (see curbside service procedures).

SPECIAL TASKS

- Install acrylic shields at all service desks.
- Move furniture and/or remove items to promote social distancing and good hygiene when the building is open to the public. Remove all community activity items such as puzzles, adult coloring, children's computers and children's play items.
- Establish markers on the floor for the purpose of social distancing.
- Establish a concierge kiosk in the lobby between the library and the community center. This kiosk should have an acrylic shield and signage indicating the maximum number of people allowed in the library at any one time. Establish social distancing markers in the lobby in the event there is a line to get into the library.
- Create signage on all aisles establishing one-way routes through the stacks (arrows on the floor).
- Move public computers to establish proper social distancing and reset the management software to reduce the number of allowable sessions in one day and the time of sessions to account for increased demand for computers due to unemployment and governmental assistance claims.
- Identify areas that will need to be cleaned and disinfected throughout the day and create a checklist to be used.
- Place tissues and hand sanitizer at every self-serve station such as self-checkouts, patron computers and catalog computers. Place tissues and hand sanitizer at every service desk station.
- Prepare for virtual Summer Reading programs. This can include, but is not limited to, the creation of grab and go activity bags, recording story times and other staff guided programs for uploading to the library's YouTube channel.
- Staff will determine the feasibility and logistics in establishing an outdoor laptop station for public users to access critical services.

PHASE TWO

Phase Two may be enacted no sooner than one-week after enacting the first phase of the re-opening plan. Before Phase Two, the following criteria must be met:

- Limited contact with the public is allowable by governmental authorities.
- Staff is fully trained and well-versed in materials handling procedures and curbside service protocol.

STAFFING

- Social distancing protocol through shift work and established work stations described in Phase One will continue.
- All staff will return to work within the library building to ensure capacity for expanded services to the public.
- Depending on staffing levels and weather conditions, staff may be positioned outside at a temporary station with laptops to provide access to patrons with critical needs such as applying for jobs or unemployment benefits or seeking governmental assistance (food, housing etc.). (see outdoor emergency computer access procedure)
- The hiring process for filling the vacant Page position will resume. In addition, the hiring process for seasonal help will commence.

SERVICES

- All services outlined under Services in Phase One will continue with the addition of the temporary, outdoor laptop station as described in the Staffing section.
- Curbside service will also be provided during library operational hours. Fun on the Run packs will not be available for circulation during this phase. (see curbside service procedures without inter-library loan and with inter-library loan)
- If the library is still operating under Phase Two on June 1, 2020, Summer Reading 2020 will be launched with the Beanstack app. All programming and services related to Summer Reading (regardless of phase) will be provided in a virtual environment through August 8, 2020.

SAFETY

- All safety measures listed in Phase One will continue.
- Staff will review curbside service protocol prior to providing that service.

SPECIAL TASKS

- Any public service preparations listed in Phase One that have not been executed will be completed during this phase.
- A special curbside service staging area will be established on the lower level of the library.

PHASE THREE

Phase Three will be enacted only when governmental and health authorities advise that it is okay to have groups of 50 or more people within a building. All protocols described in Phases One and Two will still be valid (except outdoor emergency computer access and digital library cards) with the addition of the following in the areas of staffing, safety, services and special tasks.

STAFFING

- The concierge kiosk mentioned under Special Tasks in Phase One will be staffed. This person will be responsible for ensuring social distancing in the lobby, monitoring the number of patrons in the library and providing basic directional guidance to patrons seeking specific services.
- Staff will be stationed at self-checkout stations and public computers to ensure proper disinfection of surfaces after each use. When working at this station, staff member may also guide public in maintaining one-way direction within stacks and address basic directional inquiries.
- Staff will be assigned to various work stations throughout the day. Social distancing will still be followed to the greatest extent possible. All stations will be sanitized at shift changes.

SERVICES

- Staff will be available from Monday-Friday from 9:00 am – 6:00 pm to serve the public in the building and through phone/email communication. This will allow for intensive cleaning and disinfecting of the building in the evening and on the weekend.
- Staff will continue accepting library material returns through the external book drop and will begin accepting them via the lobby and in-library. No book donations will be allowed.
- Library cardholders will be able to access physical materials within the stacks in addition to the digital collection. Fun on the Run packs will not be circulated during this phase. Depending on Lakeland Library Cooperative inter-library loan service operations, cardholders may have access to physical materials outside of HMPL's collection.
- Patrons with digital library cards will be notified they can now upgrade their cards to gain access to full privileges and their physical library card. Digital library cards will be changed to expire one month after Phase Three is initiated.

- Physical library cards will be issued according to existing local and Lakeland Library Cooperative policy and procedures.
- Virtual programming will continue. Summer Reading 2020 Grab and Go Bags (creative activity kits to do at home) will be made available to all ages each week.
- Library cardholders will be able to access physical materials in addition to the digital collection. Depending on Lakeland Library Cooperative inter-library loan service operations, cardholders may have access to physical materials outside of HMPL's collection.
- Patron payments will be accepted both online and in-person via cash, check or credit card.
- In-depth reference services (requiring more than 15 minutes of staff time or one-on-one attention) and tech tutoring will be available by appointment. These may be done in-person or online.
- Patrons will have access to public computers within the library building and wireless internet connections (inside and outside building). Sessions will be limited to one hour per day per person. Special consideration and accommodations will be made for those seeking critical resources such as unemployment benefits, applying for jobs, registering for governmental assistance (such as housing and food benefits), creating or updating resumes, attending distance learning classes and working on assignments. All gaming on public computers will be temporarily suspended to allow for access to patrons with critical resource needs.
- Patrons will have access to the copy machine and printer with guidance from a staff member.
- Curbside service will continue.
- Community Center rental inquiries will be addressed via phone and email during this period. Clients will be able to tour rooms, discuss event planning and conduct other Community Center related business by appointment. Room reservations will be allowed for dates of July 1, 2020 or later based on current safe meeting/gathering guidelines from health and governmental authorities.
- Community Center clients with existing room reservations will be contacted and informed of their event status in accordance with governmental directives and guidelines. Those not meeting the current safe meeting/gathering rules will be given the opportunity to reschedule an event no sooner than July 1, 2020. If the client does not wish to reschedule, all funds paid toward a deposit or the full room rental will be refunded to the client within 2 weeks.

SAFETY

In addition to safety measures outlined in Phases One and Two, the following protocols will be enacted to further ensure the safety of both staff and the public.

- As described in the Staffing section, self-checkout stations and public computer stations will be disinfected after each use.
- In partnership with City of Zeeland facilities staff, commonly touched surfaces (such as door knobs, handrails, elevator buttons, service station surfaces and bathroom fixtures) will be wiped down with approved disinfectant hourly during open hours. This will be monitored and verified using a checklist.
- In partnership with City of Zeeland facilities staff, the ventilation rates of heating and cooling systems within the building will be increased to allow for more rapid air exchange.
- The number of patrons allowed in the library at any one time will be limited to $\frac{1}{4}$ of normal occupancy thresholds established by fire code or in accordance with guidance from health and governmental units for the purpose of mitigating virus transmission. As outlined in the Staffing section, a staff member will be stationed at the lobby concierge desk to monitor library occupancy in real time.
- All writing instruments such as pencils or pens will be made available to the public upon request. These items will be given to the person and will not be returned to library staff after use. Staff will instruct patrons to either dispose of the pencil/pen in one of the many garbage cans within the library or to take it home with them.
- Paper based handouts will be removed from public areas. Informational handouts may be shared on a case-by-case basis and may not include anything related to Summer Reading 2020 other than how to access the Beanstack app.
- Community Center activities will be reduced to a limited number of rooms to better manage building occupancy and cleaning/disinfecting activities. The number of activities allowed in a room on any given day will be dependent on staffing levels.

SPECIAL TASKS

- Assess Phase Three implementation with input from various stakeholders and identify any areas for improvement. Make necessary adjustments in accordance with priorities in the following order: safety, staffing capacity and service.

PHASE FOUR

Phase Four will be enacted only when governmental and health authorities advise that it is okay to have groups of 100 or more people within a building. All staffing, service, safety protocols previously enacted in prior phases will be enacted with the following additions:

SERVICES

- In-person programming will be held for small groups not to exceed 25 people with social distancing measures in effect. If basic precautionary measures cannot be assured, programming will revert to a virtual environment.

PHASE FIVE

This phase will only be enacted when COVID-19 is no longer deemed a major public health threat by health and governmental authorities. All operations including library hours, programming, services and outreach will return to the levels prior to the pandemic. The Community Center will be able to house events with the fullest capacity as regulated through fire code. Additional measures involving library materials handling, personal protective equipment (staff and public), heightened levels of disinfection of surfaces and traffic control (social distancing, one-way movement through stacks) will be discontinued.

SOURCES

- Ewen, Linda, *American Libraries*, How to Sanitize Collections in a Pandemic (3/27/2020) <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>
- City of Zeeland, *Pandemic Illness Response Plan* (updated 4/17/2020) <https://www.cityofzeeland.com/DocumentCenter/View/6062/Pandemic-Illness-Response-Plan-41720?bidId=>
- Institute of Museum and Library Services, *Mitigating COVID-19 When Managing Paper-Based, Circulating and Other Types of Collections* (webinar, 3/20/2020) <https://www.imls.gov/webinars/mitigating-covid-19-when-managing-paper-based-circulating-and-other-types-collections>
- Michigan Cooperative Directors Association, *Michigan Public Libraries: Re-opening Considerations after closures during the Covid-19 Pandemic* (4/17/2020) <https://wplc.org/wp-content/uploads/2020/04/MCDA-Reopening-Considerations-for-Public-Libraries-4-17-20.pdf>
- U.S. Department of Labor, *Guidance on Preparing Workplaces for COVID-19* (OSHA 3990-03 2020) <https://www.osha.gov/Publications/OSHA3990.pdf>

MATERIALS HANDLING PROCEDURE

SPECIAL COVID-19 MITIGATION MEASURES

PROCEDURE OVERVIEW

All returned library materials will be handled as if they were infected with the COVID-19 virus. There is no sustainable way to manually disinfect circulating materials within the library environment so time will be the mitigation strategy in this area of operations. This procedure will be followed until new guidance is provided by health and governmental authorities or until the COVID-19 virus is not deemed to be a major public health threat.

LIBRARY MATERIALS RETURN

- Returns of library materials will be accepted 24/7. During library operational hours one staff member will be dedicated to handling materials for two hours at a time. This person will not be assigned to or allowed to work at other posts for the duration of that shift. Staff members working with library material returns will be provided nitrile gloves, a disposable mask and an apron to wear during the shift. At the end of the shift, the staff member will remove personal protective equipment using CDC best practices. All disposable materials will be placed in the designated garbage can in the staff work area. All reusable, washable materials will be placed in the designated laundry bin for cleaning.
- During the shift, all bins (outside, lobby and in-library drop) will be emptied of materials and placed on a cart designated for material returns.
- The cart will contain 3 crates/tubs marked with the current date. One container will be for paper-based materials (no plastic covering) and the second will be for hard-cover books with lamination film on the cover. Finally, the third crate/tub will contain AV materials. Once the containers are filled to capacity, they will be moved to the holding area.
- The holding area will consist of tables and designated spaces for paper, plastic and AV crate/tub storage. The oldest items will be moved to the area furthest away from the other crates/tubs at the beginning of the day to make room for new arrivals. Recently filled containers will be placed in the area closest to the entrance of the holding area.
- Empty crates/tubs will be stored in the holding area to allow for restocking of the materials return cart.

INTER-LIBRARY LOAN INCOMING DELIVERY

- Once inter-library loan services resume, the staff member to work the first shift of library materials return will date the delivery bag tags and will transfer them to the holding area to be sequestered for 3 days.
- Older delivery bags will be positioned as far from the entryway of the holding area as possible and will be kept separate from other library materials being returned.

MATERIALS CHECK-IN (RETURNS AND INTER-LIBRARY LOAN DELIVERY)

- All check-in of library items will take place within the back workroom.
- The designated staff member(s) will wear nitrile gloves and mask to reduce possible virus transmission.
- When checking in items, items will be back-dated to the date on the library crate/tub unless the ILS is programmed to make accommodations for sequestration period. All delivery items will be checked in with the current day's date.
- Materials will be placed on shelving carts or on the holds shelf according to existing procedures.

SHELVING MATERIALS

- All staff handling materials ready to place placed on the library shelves or hold shelf will wear nitrile gloves and mask to reduce possible virus transmission.
- Shelving carts will be disinfected each time they are emptied.

HANDLING MATERIALS USED AND LEFT IN LIBRARY

- Staff will find and gather all library materials thought to have been used and left in the library at least once a day. These materials are to be treated as if they carry the COVID-19 virus and are to be placed in the nearest return bin for processing. Any gloves worn while handling these items are to be disposed of prior to working with any materials that are deemed shelf-ready to avoid cross-contamination.

CURBSIDE DELIVERY PROCEDURES

PROCEDURE OVERVIEW

Curbside delivery has been available to HMPL patrons since November, 2019; however, these procedures will temporarily supersede the original protocol until COVID-19 is no longer considered to be a public health risk. The following procedures are divided into two sections: without inter-library loan service and with inter-library loan service.

WITHOUT INTER-LIBRARY LOAN (ILL) OR ILS GENERATED HOLD SERVICES

These procedures are to be used when ILL services are unavailable and patrons are also unable to place holds on local items.

- Patrons may place requests for no more than 5 items at any given time via phone or e-mail. These items must be on our shelves and not currently checked out to another patron. We are asking patrons to only use one library card per family with a limit of one call to request items per day.
- Staff will complete the form (see following page) gathering patron name, library barcode number, phone number and email. The patron will be notified that all requests placed with library staff by 5:00 pm on a given day will be ready for pick-up after 11:00 am the following day. If this is on a Friday, the delivery would be on Monday. All request forms will be shredded after materials are gathered to protect patron privacy.
- Patrons will only be contacted if there are no requested items available. Otherwise, they will just need to come after 11:00 am the following day to pick-up whatever materials are available.

WITH INTER-LIBRARY LOAN (ILL) AND ILS GENERATED HOLD SERVICES

- Patrons may locate and request library materials held locally at HMPL or other Lakeland Library Cooperative member libraries via the online public access catalog (OPAC).
- When requested materials are ready for pick-up at HMPL, the patron will be notified via an automated telephone service (i-Tiva) or email (if patron has email on record within the ILS).
- Materials will be available for pick-up through curbside service up to 7 days after notice is given.

HOWARD MILLER CURBSIDE SERVICE ORDER FORM

Patron Name: _____

Barcode Number: _____

Patron Phone: _____

Patron Email: _____

Date and Time of Order: _____

Requested Items:

Item #1: _____

Item #2: _____

Item #3: _____

Item #4: _____

Item #5: _____

DELIVERY OF REQUESTED ITEMS

- Patron parks in designated curbside delivery parking spot or adjacent spot if that is not available. Patron will call the library to request curbside delivery.
- Staff member asks patron to provide library card number. If the patron doesn't have the library card, he/she/they must provide the following information: Last Name, First Name, Address and Date of Birth.
- Staff member will locate the materials on the hold shelf and check out the materials to the patron in the ILS. Materials will be placed in a plastic bag.
- Staff member will wear gloves, mask, safety vest and will notify another staff member of he/she is making a curbside delivery.
- Greet the patron from the sidewalk and on the passenger side of the car to keep social distance and ask for ID. Do not handle ID but simply look at it to verify the person is the same as the card holder or a co-signer on a youth card.
- After verifying the person's identity, hand over the library materials and thank them for using curbside service.

OUTDOOR EMERGENCY COMPUTER ACCESS PROCEDURES

PROCEDURE OVERVIEW

The intent of the outdoor emergency computer access is to provide members of the community who do not have any other means of accessing vital services such as unemployment benefits, applying for jobs and accessing food or housing assistance. The following procedures outline the protocol for offering this service.

TEMPORARY COMPUTER ACCESS SET-UP

- If weather conditions allow, two tables will be set-up on the Church Street side of the building with a laptop on each table and a chair for the user.
- The laptops will be powered through outside access points and will utilize the public wireless connection.

STAFFING

- A library staff member will be on hand for the entire time the computer access station is deployed. They will have a radio and a cell phone if not outside with another staff member.
- Staff members will wear masks and nitrile gloves while conducting services at this station and will attempt to keep social distancing in mind when assisting patrons.

PATRON ACCESS

- Any member of the community 18 years of age or older may access one of the computers for the purpose of accessing vital services.
- In order to use the computer, the patron must present current photo ID to be kept by the staff member and returned after the session has concluded.
- Computers will be available for one hour per person and one session per day. In cases of inclement of weather with potential damage to computer equipment or posing a safety hazard, staff reserves the right to close the outdoor computer station.
- Current public computer use policy will apply in outdoor computer usage with the added stipulation that it is intended for accessing vital services.
- All computer equipment, tables and chairs must be sanitized after each use.