Richland Community Library Infectious Disease Phased Reopening Policy and Plan

Policy Statement

The Richland Community Library acknowledges the need to develop and implement a Phased Reopening Plan in response to an infectious disease pandemic during which the Library building has reduced service hours or is closed completely. This phased reopening plan is crucial to safely re-engage staff and patrons.

1. The Library Director will ensure that the plan is created in accordance with public health guidelines from federal, state, and local authorities. These authorities include but are not limited to: the Center for Disease Control, the Occupational Safety and Health Administration, the State of Michigan, and the Kalamazoo County Health and Community Services Department.

2. The Library Director will establish and maintain frequent communication regarding the plan with the Library Board, staff, and patrons as appropriate.

3. The Director is authorized to resume or reduce library services using a phased approach as outlined below. Within the plan, each phase will indicate public services offered and staffing levels within the library building. The plan will also include safety and cleaning protocols and hours of operation.

4. The Library Board authorizes the Director to take any and all actions as required under any Executive Order, or as deemed necessary by the Director in the spirit of this policy, without prior approval from, but with notification to, the Board.

5. The Director is not authorized to take any action that is not lawful or is otherwise inconsistent with the spirit of this policy.

6. A patron may appeal the service restrictions imposed in this Phased Reopening Plan by requesting a hearing as follows:
    a. The appeal must be in writing and state the grounds upon which the appeal is based. The appeal should be addressed to the Library Board President.
    b. The board of trustees shall consider the request at the next regularly scheduled board meeting immediately following receipt of the request.
    c. The person submitting the appeal must personally attend any hearing so scheduled and may make a statement in support of their position. The decision of the library board of trustees is final.
    d. In no case shall the filing of an appeal pursuant to these rules act as a stay of the provisions of this plan.

7. If any provisions in the Phased Reopening Plan policy conflict with other library policies, the provisions in the Phased Reopening Plan policy shall take precedence.

Phases
- **Phase 1:** The only staff members working in the library building are those required to perform essential tasks; all other staff will work remotely to provide virtual customer services and programs.

- **Phase 2:** All staff members will return to work in staggered shifts to prepare the building and materials for contactless public services. Virtual customer services and programming will continue.

- **Phase 3:** Contactless material delivery services are implemented with limited days and times. Virtual customer services and programming will continue.

- **Phase 4:** Library building access is restored to the public observing social distancing and safety protocols. Gatherings may be reduced and there may be reduced access to services and resources. Virtual customer services and programming will continue.

- **Phase 5:** Library will return to full service; special arrangements may still apply.

Phased Reopening Plan
1. Richland Community Library will offer a phased approach to offering services when there is an active pandemic of infectious disease. The Library's movement through the phases of this plan are contingent upon the Governor's Executive Orders, which will provide clarification as to when, and in what order, services may be made available. In addition, the Library will closely follow reopening guidelines, recommendations, and strategies from the Kalamazoo County Health and Community Services Department.

2. Generally, an increase in community transmission level of the infectious disease virus will necessitate a decrease in library services level. When looking to restore services, the Health Department supports a very gradual process to reopen non-essential organizations. Those activities and services which pose the least amount of risk to public health will be prioritized.

3. The Library's ability to procure necessary supplies, such as face coverings, hand sanitizer, hand soap, gloves, and disinfecting spray or wipes must be considered through all phases.

4. During all phases, the Library will continue to monitor conditions and immediately take steps to limit and mitigate any rebounds or outbreaks by restarting a phase or returning to an earlier phase,depending on severity.

Phase I

Public Services

1. Library Building: closed, including the book drop.
2. Physical Materials: due date for all checked out items is extended. Patrons asked to keep all checked out items until further notice.
3. Digital Materials: purchase, promote, and make available as many digital materials and services as possible including eBooks, eAudiobooks, eMedia, and databases.
4. Library Cards: promote online library card applications to allow patrons immediate, temporary access to digital materials. Library cards set to expire during the library's closure period will automatically be extended.
5. Programming: programming transitions to a virtual environment for continued connection with patrons. Programs can include story times, book discussions, and scheduled reference hours online. Program platforms will include the library's social media pages including Facebook and Instagram and the library's website.
6. Customer Service: the library's general email account will be checked daily, voicemail messages will be checked daily, reported library card issues will be mitigated remotely when possible, remote reference hours will be offered.
7. Internet Access: all efforts will be made for hotspot service to continue during the library's closure, public Wi-Fi service will be left on if it can be extended into the parking lot. Social distancing requirements for patrons using public Wi-Fi will be posted.
8. Marketing and Outreach: service and program updates and promotions will be posted on the library's website, Facebook, and Instagram page. Service updates will be posted on the library building's front doors.
9. Library Board meetings will be held virtually, with instructions on how the public can participate posted on the library's website and on the library building's front doors.

Staffing

1. The only staff members allowed in the building are those whose work is required for the library to maintain essential services. This includes the Library Director, Administrative Associate, and Department Heads.
2. Essential services include, but are not limited to, bill approval, payroll processing, picking up mail from the PO box, and building safety checks.
3. All other staff members will work remotely as directed. Permission from the Library Director and Department Head may be given for staff members to enter the building individually for a specific purpose.
4. Any staff member entering the building during this time must review and follow the *General Health Guidelines & Practices* .

Phase II

Public Services

1. Library building: closed, exterior book drop is open.
2. Physical Materials: returned materials will be handled according to the Safe Handling of Library Materials guidelines. Items will be quarantined first, then checked in and reshelved.
3. Services 3-7 as described in Phase I will continue.
4. Marketing & Outreach: the book drop reopening will be announced on the library's website, Facebook, and Instagram pages, as well as on the voicemail message. A sign will be posted on the library building's front doors indicating that the exterior drop is open.
5. Library Board meetings will be held virtually, with instructions on how the public can participate posted on the library's website and on the library building's front doors.

Staffing

1. A minimal number of staff members will work in the building, in staggered shifts.
2. Staff members working in the building will be provided with masks or face shields, gloves, and disinfecting spray or wipes. All staff members working in the building must review and follow the General Health Guidelines & Practices .
3. When handling library materials, staff must review and follow the Safe Handling of Library Materials .
4. Staff members will continue to work remotely as directed.

Phase III

Public Services

1. Library Building: partial opening for contactless service, with limited days or hours of operation, exterior book drop is open.
   a. Contactless pick-up service will be offered to the public on:
      i. Wednesday from 10:00 a.m. - 2:00 p.m.
      ii. Thursdays from 2:00 p.m. - 7:00 p.m.
      iii. Saturdays from 10:00 a.m. - 12:00 p.m.
   b. Staff will work in the building answering phones, taking requests, preparing requests and performing other duties as assigned on:
      i. Tuesday from 10:00 a.m. - 2:00 p.m.
      ii. Thursday from 10:00 a.m. - 2:00 p.m.
      iii. Fridays from 10:00 a.m. - 2:00 p.m.
2. Physical Materials: returned materials continue to be quarantined first, then cleaned, checked in and reshelved. Ordering of physical materials resumes. Contactless pick-up service offered, including holds pick-up. Pick-up service will have limited days and hours of operation and a limit on how many materials can be checked out at one time.
3. Services 3-5, 7 as described in Phase I will continue.
4. Customer Service: phone service will be restored with limited days or hours of service. The library's general email account will be checked daily; remote reference hours will be offered along with phone references with limited days or hours of service.
5. Marketing & Outreach: the contactless curbside service alert will be posted on the library's website, Facebook, and Instagram pages. The voicemail message will be updated to include the curbside option. Directional signs will be posted. Curbside service will be posted on the Richland Township Digital Sign.
6. Library Board meetings may still be held virtually, with instructions on how the public can participate posted on the library's website and on the library building's front doors. If the board meeting is held in person, accommodations will be made for the public to attend.

Staffing

1. A modified, staggered schedule will allow all staff to work in the building while practicing social distancing.
2. Staff working in the building must review and follow the General Health Guidelines & Practices .
3. Staff will continue to self-monitor for illness and stay home when not feeling well.
4. When handling returned library materials, staff must review and follow the Safe Handling of Library Materials .
5. Staff working in the building will prepare for contactless service and prepare the library building for reopening with social distancing measures in place.
6. Some staff may continue to work part of their schedule remotely as directed.

Phase IV
Public Services
1. Library Building: adjusted hours to allow for cleaning. Library will close one half hour early to clean all surfaces. Interior book drop remains closed; and the exterior book drop is open.
   a. **Anyone within the build who is un-vaccinated is asked to wear a mask and maintain social distance protocols**. Children under the age of 2, or anyone with a medical condition, cannot be required to wear a mask.
   b. Staff should make an effort to thank patrons who do wear a mask.
   c. Mask wearing in buildings is not enforceable, as per the Kalamazoo County Sheriff, as certain people cannot wear them. If a patron is not wearing a mask, staff should not confront them about it.
   d. The library will ask that patrons limit the number of people in their family/group that come to the library together. If required, staff will limit the number of people allowed in the building at one time and ask that posted signage and directional traffic flow be respected.
   e. Social distancing floor decals will be installed.
   f. Restroom facilities will be reduced and require a request by patrons for use..
2. Physical Materials: **Returned materials will no longer be quarantined, but rather checked back in upon return and shelved.**
3. Services 3 and 4 as described in Phase I will continue.
   Programming: **Virtual programs will continue. The library will open up to limited attendance, in-person programming that will often require registration.**
4. Customer Service: all service desks will be staffed and outfitted with plexiglass protection shields. Remote contact options including email and phone will continue to be offered and encouraged.
   a. Patrons will be able to make photocopies as needed. **Regular fees will apply.**
   b. Patrons will be able to send faxes as needed. **Regular fees will apply.**
5. Internet Access: public computer stations will be reduced to allow for social distancing (6 feet apart). Time restrictions will be put in place if necessary to allow all patrons timely access. The computer stations will be disinfected between users.
6. Staff will review and follow General Cleaning Procedures throughout the day.
7. Library Board meetings will resume in person.

Staffing
1. Staff that have not been vaccinated will be required to wear masks. **Vaccinated staff will not be required to wear masks.**
2. Staff will continue to self-monitor for illness and stay home when not feeling well.
3. Some staff may continue to work part of their schedule remotely as directed.
4. Volunteers will be allowed to return to volunteer service in the library. **Un-vaccinated volunteers will be asked to wear a mask**. Volunteers must review and follow *General Health Guidelines & Practices* before returning to volunteer service in the library.

Phase V
Public Services
1. Library Building: return to normal hours of operation, internal and external book drops are open.
2. Some restrictions may still apply.

Staffing
1. Staff return to a regular schedule.
2. Staff continue to follow General Health Guidelines & Practices and General Cleaning Procedures as directed.

General Health Guidelines & Practices

All RCL employees must review and follow these guidelines and practices whenever they are working in the library building.

The Library will provide supplies such as hand soap, hand sanitizer, gloves, tissues, a reusable face mask, and face shield.

- Frequently wash your hands with soap and water for at least 20 seconds.
- When soap and running water are unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Wear gloves when handling large amounts of library materials, such as when emptying the book drop.
- Practice good respiratory etiquette, including covering coughs and sneezes with a tissue or the inside of your elbow.
- Wear a mask or face shield when working on the public floor, unless you have a medical condition preventing its use.
- Review and use proper practices in removing your face mask: be careful not to touch your eyes, nose, or mouth when removing the face covering and wash your hands immediately after removing it.
- Practice social distancing with other staff members and the public, staying at least 6 feet apart when possible.
- Do not consume food in public spaces.
- Staff members who travel internationally, or to COVID "hot spots" within the United States, will be asked to self-quarantine for 14 days upon their return.

Keeping Employees Safe

- Self-monitor for COVID-19 symptoms each day using the following Coronavirus Disease (COVID-19) Workplace Health Screening sheet for self-assessment. The Library provides a forehead thermometer for staff use.
- STAY HOME when sick. It is very important to stay home when you are not feeling well. Please speak with your supervisor if you are concerned about available sick time.
- If you develop symptoms of respiratory or other illness while at work, you will be asked to go home. Anyone exhibiting symptoms and unable to leave the building immediately will be asked to self-quarantine in the Local History Room.
- Anyone exhibiting symptoms of COVID-19, or that has been diagnosed with COVID-19, should not return to work until:
    - At least 3 days (72 hours) have passed since symptoms have resolved without the use of fever-reducing medications, and improvement in respiratory symptoms (e.g., cough, shortness of breath) **and**
    - At least 10 days have passed since symptoms first appeared, or since the first positive COVID-19 test, if tested.
- If a staff member tests positive for COVID-19:
    - **Anyone who has been in close contact with the person** should self-quarantine away from others for 10 days since the last day they had contact with that person. If symptoms of respiratory illness develop, they should reach out to their healthcare provider.
    - **Anyone who has not been in close contact with the person** should monitor for symptoms of respiratory illness and remember to practice good social distance, but quarantine is not required. If any symptoms develop they should self-isolate at home and contact their healthcare provider.
- If an employee tests positive, the library may need to close for 24-72 hours to clean workspaces, depending on where in the library that person has recently worked. The library will contact the local health department for cleaning and sanitizing recommendations.

Safe Handling of Library Materials

Library materials are not generally considered a high risk material for transmission of a virus. However, studies have shown that quarantining returned materials significantly reduces the likelihood of virus viability for transmission. Staff should review and follow these procedures when handling returned library materials.

- Staff members handling large quantities of returned library materials, such as when emptying the book drop, must wear a mask or face shield and gloves.
- After handling materials, staff should correctly remove their gloves, see the following how-to, and immediately wash their hands with soap for at least 20 seconds.
- Returned library materials will be quarantined in the Community Room for 24-72 hours as follows:
    - 24 hours for paper/cardboard covers
    - 72 hours for books with plastic covers & Audiobook/CD/DVD cases
- After this quarantine period, the materials will be checked in, cleaned, organized on book carts and reshelved.

General Cleaning Procedures

Examples of frequently touched surfaces and objects that need regular cleaning and disinfection:

- Tables
- Doorknobs
- Light switches
- Countertops
- Handles
- Phones
- Handrails

- Keyboards
- Computer mice
- Barcode scanners
- Cash register
- Chair arms
- Faucets

- Visibly dirty surfaces should first be cleaned with soap and water. Normal routine cleaning with soap and water alone can reduce risk of exposure.
- Use spray disinfectant or disinfecting wipes as needed, especially for high touch, shared items such as service desk phones and computers.
- Public access Internet and catalog computers and should be disinfected between each user; use cleaning solution and a microfiber cloth
- The self check station should be disinfected between each user.
- Book carts should be disinfected at the close of each day.
- The library's janitorial service will be asked to disinfect things such as table tops, doorknobs, handrails, and bathrooms during scheduled cleaning.

Resources

CDC Reopening Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes
https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf

Kalamazoo County HCS Coronavirus Disease (COVID-19) Workplace Checklist
https://www.kalcounty.com/hcs/pdf_files/COVID-19%20Healthy%20Workplace%20Screening%20Checklist%20and%20Tool.pdf

Kalamazoo County HCS COVID-19 Response
https://www.kalcounty.com/hcs/covid19.php

Kalamazoo County HCS Public Health Guidance to Reopen Workforce
https://www.kalcounty.com/hcs/pdf_files/COVID-19%20HCS%20Reopen%20Plan_FINAL%205.11.20.pdf

OSHA Guidance on Preparing Workplaces for COVID-19
https://www.osha.gov/Publications/OSHA3990.pdf

State of Michigan Coronavirus Site
https://www.michigan.gov/coronavirus