

# COVID-19 RESPONSE PLAN FOR BUILDINGS AND SERVICES

Approved by Board of Trustees on Tuesday, April 28, 2020

Updated: Friday, May 29, 2020

## INTRODUCTION

COVID-19 has forced our library buildings to close temporarily, but it has not closed our library. Virtual and digital services continue, developed and provided through the talents and creativity of the library's extraordinary staff. As we commit every day to extend those services to our community, we are thinking carefully about what a return to our physical spaces must consider and include. While we assess our environment and discuss scenarios, there are elements of that environment we do not know and cannot predict, such as when governmental orders to shelter in place and to permit only "essential" services to continue will be lifted. We do know, however, that a return to physical spaces will not be an immediate return to a pre-pandemic environment. First and foremost, the health, safety, and well-being of our staff members and our patrons have guided and will continue to guide the development of these stages and in large part will determine when we reopen our facilities.

This document, *COVID-19 RESPONSE PLAN FOR BUILDINGS AND SERVICES*, responds to that reality by outlining proposed stages to reopen our facilities and to reintroduce people to our physical spaces, our materials, and building-bound services with new health and safety protocols in place. Considerations for each stage include proposed timelines; restrictions and extensions on services, hours, and places; prerequisite needs for supplies and materials; plans for continuation of remote working; and descriptions of how we will determine when we would be ready to move from one phase to another. Additional assumptions include the potential for reversion to earlier stages if new infections occur and government mandates to shelter are reinstated. This document, therefore, will continue to be developed as we learn more and is subject to change.

**In approving this *COVID-19 RESPONSE PLAN FOR BUILDINGS AND SERVICES*, the Board of Library Trustees authorizes the Library's Executive Director and the ED's Leadership Team to execute it, to adjust it as needed according to the most authoritative and reliable information available to them, and to inform the Board of Trustees promptly regarding the time and manner of its execution.**

## REOPENING SERVICE LEVELS

### Summary of Library Service Levels

1

**Contact-free holds pickup, Main Library only.**  
Keep your borrowed items; staggered returns to come. Buildings remain closed to public.

2

**Main Library open with specific capacity limits**  
and some onsite staff for materials, technology support. Public computer use by appointment only.

3

**Dole & Maze reopen.**  
Smaller-scale public meetings and library programs. Study room use only by appointment. Full stacks, special collections access.

4

**Full service restored.**  
Larger-scale public meetings. Larger-scale library programs. Onsite storytime, outreach to preschools.

## **Preparations for reopening buildings**

Library buildings are closed to the public. Virtual services and digital library access continue. Staff come in to prepare to reopen the buildings. **Anticipated date is dependent on local and state assessment of risk. Length of time for preparations is a minimum of two weeks.**

**Context:** Stay-at-home order is lifted by state and local authorities for the Oak Park region. Physical distancing is required. Infection risks are still high. Supplies are limited and restocking ability is uncertain.

## **Service Level 1**

Main Library reopens to provide limited, contact-free access to physical materials (books, movies, and music) through curbside pickup. New materials will be processed. There will be no public access to the building. Materials returns will be gradually accepted using a contact free method and quarantined before check-in. Dole and Maze Branches remain closed. **Anticipated Date is dependent on local and state assessment of risk.**

**Context:** Physical distancing is required. Infection risks are still high. We have enough supplies to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

## **Service Level 2**

Patrons are able to come into the Main Library building for express services. Numbers of people in the building and time spent in the building may be limited. Home delivery resumes for registered patrons. Dole and Maze Branches remain closed. **Anticipated Date is dependent on local and state assessment of risk.**

**Context:** Physical distancing is still recommended, but infection risks are declining. Supply needs are predictable and supplies are plentiful.

**Summary:** Intention is that patron visits are brief and services do not encourage gathering or extended stays. Seating is removed from the public floors. No reservations for study rooms or meeting rooms are accepted and spaces are locked. Computer access may be offered by appointment or will be limited to express stations. Open hours are reduced from our regular schedule to allow for materials to be shelved and holds pulled before the library opens to the public. Specific hours for vulnerable patrons may be established. While open, there is limited face-to-face staff/public interaction. Limited staff assistance on service desks. Home delivery services may expand to include new patrons prioritizing seniors, families of young children, and patrons without internet access. Many staff continue to work from home as much as possible.

## **Service Level 3**

The majority of library services are reintroduced and all locations reopen. There may be limitations on larger group gatherings for meetings and programs. Programs for children in grade school and older

may be offered as well as adult and teen programming, but children must be able to understand and practice safe hygiene and physical distancing. Community engagement and outreach to young children in-person is still suspended. **Anticipated Date is dependent on local and state assessment of risk.**

**Context:** Physical distancing guidelines have been relaxed to allow for smaller group gatherings. Large group gatherings are still considered a risk.

**Summary:** Some seating is re-introduced but configured to allow for physical distance. Study rooms may be used with one or two people. Computers are accessible at socially distant intervals. Desk staff are available on the service desks but only one staff member per desk.

#### **Service Level 4**

Full Service return to "our new normal". **Anticipated Date is dependent on local and state assessment of risk.**

**Context:** Infection threat is considered low or non-existent or there is a vaccine.

**Summary:** Service desks are fully staffed. Device checkouts are permitted and all computers are in operation. All seating areas are back on the floor. Larger group gatherings of all ages for meetings or library programs are allowed in meeting spaces at all locations. The Community Engagement team makes Book Bike visits and attends other outreach events. Visits to preschools and storytimes resume. Art exhibits may be scheduled.

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# PROCEDURAL DETAILS

## HUMAN RESOURCES GUIDELINES

The health and well-being of library staff members is our highest priority. Therefore, the library's Leadership Team created the Safer Working Guide of current best practices for reintroducing services and reopening buildings after COVID-19 closures. The library will reinforce these best practices and safety guidelines with regard to preventative health measures throughout the stages of reopening the library buildings.

## SPACES, SERVICES, PROGRAMS, COLLECTIONS, TECHNOLOGY

### Prior to reopening tasks

LT - Determine Main Library building public hours and access level to physical resources for service level 2.

- We are considering open hours for the public from 10 AM - 6 PM Monday through Saturday with the first hour from 10 -11 AM reserved for seniors and vulnerable patrons. This recommendation is to offer a consistent daily schedule and to allow for time before and after open hours for shelving and other work in the public spaces. Sunday would also be closed for this purpose.

### Spaces

- Clean Main Library spaces.
- Remove all seating from public spaces.
- Prepare staff and public spaces for physical distancing.
- Order, organize and distribute required/recommended sanitation supplies in staff and public areas.

### Services and Programs

- Continue to promote and expand digital library (collections, technology, services, programming).
- Continue to provide remote tech help with digital collections and online resources.
- Continue to verify residency of new digital accounts.
- Continue to answer contact us emails, forwarded calls and chat.
- Schedule staff for Service Levels 2-4.

### Collections

- Continue selection and ordering on digital and physical materials.
- Continue working with SWAN on holds processing setup and workflow
- Conduct materials and supplies inventory.

### Technology

- Continue to provide technology infrastructure and support for staff working remotely and onsite.

## Service Level 1 Tasks

### Spaces

- Areas/furniture that invite gathering that can not be removed are blocked off with caution tape or by other methods.
- Designated areas are used for quarantine of returned materials

### Services and Programs

- Continue to promote and expand digital library (collections, technology, services, programming).

- Continue to answer contact us emails, forwarded calls and chat.
- Continue to provide tech help with digital collections and online resources.
- Continue to develop and present virtual programming.
- Continue to verify residency of new digital accounts and convert digital accounts to full accounts as requested for holds pickup service.
- Co-host/Support virtual community group meetings

#### Collections

- Pull OPPL items on hold for Oak Park cardholders.
- Allow pickup of existing materials available on hold shelf.
- Curate materials by request for pick-up
- Receive, invoice, catalog and process new materials.
- Check-in, sort and shelve materials after sufficient quarantine.
- Continue to conduct materials and supplies inventory

#### Technology

- Possibly offer free small print jobs for pickup.
- Prepare public technology for Service Levels 2-4.

### Service Level 2 Tasks

LT - Determine Maze and Dole public library hours and access to physical resources for Service Level 3.

#### Spaces

- Maze and Dole prepare for reopening.

#### Services and Programs

- Service desks are staffed at the Main Library with one person per service desk.
- Home delivery resumes for registered patrons and may expand to include new patrons prioritizing seniors, families of young children and patrons without internet access.
- Prepare summer reading prizes for mailing, pickup or delivery.

#### Collections

- Continue to receive, invoice, catalog and process new materials.
- Continue to check-in, sort and shelve materials after sufficient quarantine.
- Check in materials from RAILS deliveries (when service is restored) and other returns after sufficient quarantine.
- Continue to conduct materials and supplies inventory.

#### Technology

- Offer several public PC express stations available by appointment only.

### Service Level 3 Tasks

#### Spaces

- Some furniture is reintroduced and placed at safe physical distances.
- Signage with guidelines for study room use is posted.
- Toys are reintroduced to the children's spaces. Toys that cannot be regularly [cleaned and sanitized](#) will not be used.

#### Services and Programs

- Meeting reservations for small groups (size informed by local and state recommendations) are accepted.
- Library programs are planned for small audiences (size informed by local and state recommendations and registration required to be able to enforce limits). Programs for children may be planned for ages 5-7 (with a caregiver) or for Grades 3 and up (children must be able to understand and comply with physical distancing and safe hygiene practices during the program).
- Volunteers may assist with projects that can be done remotely.

#### Collections

- All collections services are fully restored at all locations.

#### Technology

- Public PCs and copy/scan/print/fax stations are accessible with socially distant intervals at all locations.

### Service Level 4 Tasks

- Conduct evaluation of COVID-19 reopening plan.
- Volunteers may resume traditional support services.
- All public technology is fully accessible at all locations.

## RESOURCES INFORMING THIS PLAN

- [2019 Novel Coronavirus \(COVID-19\)](http://www.railslibraries.info) April 24, 2020 Reaching Across Illinois Libraries [www.railslibraries.info](http://www.railslibraries.info)
- [Coronavirus \(COVID-19\) Updates](http://www.ims.gov) April 24, 2020 Institute of Museums and Libraries [www.ims.gov](http://www.ims.gov)
- Coronavirus Disease 2019 (COVID-19) [Resources for Businesses and Employers](http://www.cdc.gov) April 24, 2020 Centers for Disease Control and Prevention, [www.cdc.gov](http://www.cdc.gov)
- [Coronavirus Resources](http://www.ila.org) April 24, 2020 Illinois Library Association [www.ila.org](http://www.ila.org)
- [Coronavirus Resources](http://www.urbanlibraries.org) April 23, 2020 Urban Library Council [www.urbanlibraries.org](http://www.urbanlibraries.org)
- [COVID-19 Information](http://www.swanlibraries.net) April 24, 2020 SWAN Library Services [www.swanlibraries.net](http://www.swanlibraries.net)
- HR Source Coronavirus: Resources for Employers, Sample Forms and Documents, April 24, 2020, [www.hrsorce.org](http://www.hrsorce.org)
- [Pandemic Preparedness | Tools, Publications & Resources](http://www.ala.org) April 24, 2020 American Library Association [www.ala.org](http://www.ala.org)
- [Resources – The Harwood Institute](http://www.theharwoodinstitute.org) April 24, 2020 The Harwood Institute [www.theharwoodinstitute.org](http://www.theharwoodinstitute.org)

## QUESTIONS

**What positions can do the above tasks?** Staff whose work is suspended during certain stages may be reassigned to work on other tasks.

**How many staff can be working in an area at the same time?** Managers will identify the numbers for their service area that allow for physical distancing. Staff will also be trained in how to navigate working together safely in a shared environment.

**What should the shift patterns be to ensure proper social distancing at work?** Create shifts based on service area needs and number of people who can work safely together as indicated above.

**What hours do we need to be open to accomplish the above tasks?** In some stages the library may reduce hours open to the public, so staff can accomplish their work safely such as shelving.

**Examples of tasks that can be done from home?**

- Promoting and expanding digital library (collections, technology, services, programming)
- Answering contact us emails, forwarded calls and chat
- Providing tech help with digital collections and online resources
- Verifying residency of new digital accounts
- Making/sewing masks
- Developing and presenting virtual programming
- Selecting and ordering new materials
- Preparing and sending important communications daily to staff and community members
- Meeting virtually to plan, coordinate, and evaluate our work and its effectiveness

**How will HR help us determine which employees are high risk and need to work remotely or remain off work?** HR will provide managers a list of their staff who are over 60. Managers will have conversations with their staff to determine if they are able to return to work. If staff say they are unable to return to work due to higher risk, and e-work is not available, the manager will instruct the staff member to inform HR and provide their reason. HR will listen to the concerns of staff and then confirm to managers/schedulers to make adjustments as needed.

**What are the necessary supplies and equipment needed for maximum health protection? (Gloves, masks, shields if the public are approaching any desks).** We will rely on CDC guidance for this at each phase.

**What tasks should be linked to the reopening of other institutions?** We will coordinate our reopening plans/tasks with RAILS/SWAN and other partner institutions.

**How do we clean and disinfect library spaces if someone is sick with the virus?**

- Close off areas used by the person who is sick.
- Open outside doors and windows and use ventilating fans to increase air circulation in the area.
- Wait 24 hours before cleaning or disinfecting.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards
- Once an area has been appropriately disinfected, it can be opened for use.

**How is close contact defined for the purpose of contact tracing?**

According to Mike Charley, Public Health Director for Oak Park, it is being within approximately 6 feet (2 meters) of a COVID-19 case for at least a period of 10 minutes; close contact can occur while caring for,

living with, visiting, or sharing a healthcare waiting area or room with a COVID-19 case or having direct contact with infectious secretions of a COVID-19 case (e.g., being coughed on).