

COVID-19 RESPONSE PLAN FOR BUILDINGS AND SERVICES

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

Updated: March 22, 2021

INTRODUCTION

COVID-19 has forced our library buildings to close temporarily, but it has not closed our library. Virtual and digital and safer, contact-free 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. We do know, however, that a return to physical spaces will not be a return to the 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 all our facilities.

This document, *COVID-19 RESPONSE PLAN FOR BUILDINGS AND SERVICES*, responds to that reality by outlining stages toward fully reopening our physical spaces, our materials, and building-bound services with new health and safety protocols in place. Considerations for each stage include 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, is subject to change as we continue to learn about the virus and we adapt accordingly.

In approving this *COVID-19 RESPONSE PLAN FOR BUILDINGS AND SERVICES*, the Board of Library Trustees authorizes the Library's Executive Director (ED) 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.

Service Level 1: Virtual Services only Library buildings are closed to the public. Virtual services and digital library access continue and expand. Designated staff members come to library buildings as needed and permitted by state and local authorities orders.

Context: State or local stay-at-home order. Physical distancing and face coverings are required. Infection risks are very high, therefore the number of positive staff cases and required quarantines may affect the library's ability to offer services consistently. Supplies are very limited and restocking ability is uncertain.

Service Level 2: Limited Access and Services at the Main Library and Library Branches

Patrons are able to come into the Main Library building for limited services. Branch services may be added as the environment changes and improves. Materials returns will be accepted using a contact-free method. Numbers of people in the building and time spent in the building are limited. Home delivery services may resume. **Anticipated date is dependent on local and state assessment of risk.**

Context: Infection risks are considered by authorities to be manageable when safety protocols such as wearing masks maintaining 6 feet distance and short visits are consistently observed. Supply needs

are predictable and supplies are plentiful. Capacity restrictions are loosened as the environment improves. Vaccinations are more readily available.

Summary: Intention is that patron visits are brief and services do not encourage gathering or extended stays. Seating may be limited and designated for brief onsite access to technology or onsite resources . Access to some spaces may be limited. Reservations for study rooms or meeting rooms are dependent on conditions. Staff work primarily remotely and behind the scenes. Open hours are reduced from our regular schedule. Children under 14 must be accompanied by an adult.

Service Level 3: Post-pandemic Service at all library locations.

Post-pandemic service returns to all library locations. **Anticipated date is dependent on local and state assessment of risk and accompanying guidelines.**

Context: Testing, tracing, treatment and vaccinations are widely available throughout the state. Face coverings and physical distancing may still be required.

Summary: Staff assistance at service points is available at all three locations. Collections and technology are fully available. Seating is available throughout the library for extended stays. Study rooms, in person meetings, programming and outreach resumes but may have some capacity limits based on local and state guidelines.

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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 (LT) 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.

- Open hours may be limited and the first hour may be reserved for seniors and vulnerable patrons. This recommendation is to reduce the number of staff in the building and to allow for time before and after open hours for shelving and other work in the public spaces.

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.

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

Spaces (if circumstances improve)

- Some furniture may be reintroduced and placed at safe physical distances.
- Signage with guidelines for study room use is posted as study rooms are made available for public use.

Service Level 3 Tasks

Spaces

- 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 groups (size informed by local and state recommendations) are accepted.
- Library programs resume (size informed by local and state recommendations and registration required to be able to enforce limits).
- Staff are available at service desks to assist patrons.
- Volunteers may assist with projects that can be done remotely.

Collections

- All collections services are fully restored at all locations.
- 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
- [AIHA Reopening Guidance for Libraries](http://www.aiha.org) June 25, 2020 American Industrial Hygiene Association www.aiha.org

- [Coronavirus \(COVID-19\) Updates](http://www.ims.gov) April 24, 2020 Institute of Museums and Libraries 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
- [Coronavirus Resources](http://www.ila.org) April 24, 2020 Illinois Library Association www.ila.org
- [Coronavirus Resources](http://www.urbanlibraries.org) April 23, 2020 Urban Library Council www.urbanlibraries.org
- [COVID-19 Information](http://www.swanlibraries.net) April 24, 2020 SWAN Library Services www.swanlibraries.net

- [Pandemic Preparedness | Tools, Publications & Resources](http://www.ala.org) April 24, 2020 American Library Association www.ala.org
- [Resources – The Harwood Institute](http://www.theharwoodinstitute.org) April 24, 2020 The Harwood Institute www.theharwoodinstitute.org