

2020 COVID-19 Phased Library Services Plan for Mary E. Bartlett Memorial Library

Adopted by the Board of Trustees on June 15, 2020. This Policy is subject to updates and revisions by the Board of Trustees as the pandemic develops.

Although we have been forced to temporarily close our building due to COVID-19, it has not closed our library. Virtual services continue, developed and provided through our extraordinary staff and community partners. We are committed to extend those services to our community, but we must also carefully consider what a return to our physical spaces will include. We continue to assess our environment and discuss possible scenarios, recognizing that 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 an immediate return to a pre-pandemic environment. The health, safety, and well-being of our staff members and our patrons is first and foremost, and has guided and will continue to guide the development of these phases and, in large part, will determine when we reopen our facilities.

This document, COVID-19 Phased Library Services Plan, responds to that reality by outlining proposed stages to reopen our facility and to reintroduce people to our physical space, our materials, and in-building services with new health and safety protocols in place. This policy will be followed in conjunction with the Library's COVID-19 Screening and Safeguard Measures Policy.

Each phase's details include restrictions and extensions on services and hours. Additional assumptions include the potential for reversion to earlier phases if new infections occur and government mandates to stay at home are reinstated.

Reopening Phases

Phase 1 – Library Building closed; No Staff or Minimal Staff in Building

- Library Building is closed to staff and patrons, except for purposes described below under Phase 1.
- Create safety procedures.
- Create signage at entrance (see insurance poster) and throughout building.
- Map out workflow.
- Assemble staff kits – masks, hand sanitizer, mouse, keyboard cover, pens, highlighters, scissors, etc.
- Create how-to videos for staff safety procedures – share prior to staff re-entry.
- Contact the PD with questions on how to handle difficult situations
- Continue virtual programs and digital content service throughout all phases.
- Remove fabric furniture, toys, cushions, etc. - anything that is difficult to sanitize.
- Compliance with Library's COVID-19 Screening and Safeguard Measures Policy.

Phase 2 – Limited Reopening of Building – Limited Services and Staff

Part A – Staff Re-entry and Initial Returns

- Continued compliance with the Library's COVID-19 Screening and Safeguard Measures Policy.

- Send all teleworking staff members training video with proper use of PPE and safety procedures, including workflow, sanitizing practices, and use of staff kits, etc.
- Stagger the schedule to limit the number of people in the building to no more than 3 if possible.
- On day 1 in the building, review training to ensure understanding.
- Cross train everyone to ensure adequate coverage for areas of need.
- Install Lexan plexi shields at circulation desks and ILL desk.
- Allow telework as needed.
- Once staff is acclimated, begin returns process by calling to schedule appointments.
- Patrons drive up to the basement ramp, deposit materials onto rolling cart, and exit
- 1 staff member monitors this process, emptying the cart periodically into date labeled boxes in the basement. Staff must wear gloves when handling returned materials.

All returned items will be stored in the basement for quarantine for at least 72 hours; current recommendation from the North East Document Conservation Center is a 72-hour quarantine period before items can be processed and returned to the shelves. As cited to in “Reopening NH Libraries Task Force Best Practices” Document Version dated 5/20/2020, See: North East Document Conservation Center pamphlet, Emergency Management & Disinfecting Books (4/26/2020): <https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books>; See also: New England Journal of Medicine letter to editor re: surface stability of COVID19 virus (4/16/2020): <https://www.nejm.org/doi/10.1056/NEJMc2004973>

Part B – Curbside Borrowing and Returns

- Continued compliance with the Library’s COVID-19 Screening and Safeguard Measures Policy.
- Curbside hours – Mondays from 2-7, Tuesdays through Thursdays from 10-6, and Fridays from 10-1. Alternate arrangements for pickups may be made as needed to accommodate the needs of our patrons.
- Borrowing requests to be submitted by OPAC, email, or phone.
- Staff will wear gloves and masks while processing curbside requests.
- Once materials are bagged, staff will contact patrons with a pickup date/time. Bags will be labeled with a sticker indicating the date the bag was packed so that patrons receiving the pickup can decide whether to allow quarantine time.
- Patrons can opt to keep materials if they are uncomfortable returning them at this time. Staff will renew as often as is needed until the pandemic is lifted.
- There is no limit on the number of materials allowed per patron, within reason.
- On the day of pickup, patrons will pull up to the entrance of the building, where they will find a closed paper bag labeled with their first name and last initial. Following pickup, patrons will pull forward to the basement ramp to return materials from previous pickups (see Phase 2, Part A for details). Once again, quarantine times will be adjusted as more information is released.

Part C – Appointment Based/Limited Access to the Building for Computer/Printer/Fax Use along with Continued Curbside Service

- Continued compliance with the Library’s COVID-19 Screening and Safeguard Measures Policy.
- Curbside will continue for patrons wishing to borrow or return materials.
- Appointments will be made for limited access to use the patron computers and the copy/fax machine.

- One person will be allowed during each allotted time. (a second person related to the first may accompany as needed).
- Patrons will be required to wear face masks while within the Building. Face masks will be made available to those patrons who do not have one. An accommodation may be afforded to an individual who cannot wear a face mask due to a medical condition or for children who are 2 years of age or younger.
- Computer use will be limited to 30 minutes, with 30 minutes between each appointment to allow the staff time to sanitize the computer, keyboard, mouse, surface of the desk, chairs, and walls after each use.
- Computers will be alternated to allow additional time between patrons.
- Copy and fax machine service available.

Phase 3 – Majority of Library Services Restored

- Continued compliance with the Library’s COVID-19 Screening and Safeguard Measures Policy.
- Full access to the building with continued social distancing recommendations as determined by the governor.
- PPE equipment will be available.
- Physical programs re-introduced slowly with seating arranged to allow for appropriate distancing and no food served.
- Full computer/copier/fax machine use with no appointments needed. (see Computer Use policy for more details)
- Aisles throughout building may be marked with arrows to encourage distancing as needed.
- Reopening of Meeting Room.

Phase 4 – Full Reopening

- Infection risk is considered low or non-existent or there is an effective and widely adopted vaccine for COVID-19.
- All library programs and services are restored following all COVID-19 public health guidelines.
- Consider continuing curbside pick-up for those who request it and some virtual programs.
- Further relax or remove restrictions on computer use, seating, tables. Allow materials returns at service desk and eliminate quarantine period. Reopen use of reading room and begin accepting reservations from outside groups.
- Modifications to the Library’s COVID-19 Screening and Safeguard Measures Policy as deemed appropriate by the Board of Trustees.

Disclaimer: This is a living document that will be revised and amended as new information is released related to both the COVID-19 virus itself, and the response to COVID-19 in our nation, state, and community. At any time, we may need to revert back to an earlier Phase or Part due to safety concerns or actual illness. If

it is determined that a staff member or a patron was in the building and was found to have the COVID-19 virus, the library will be shut down immediately for deep cleaning and appropriate quarantining time.

Resources used in developing this plan include:

World Health Organization (WHO)- <https://www.who.int/>

Centers for Disease Control and Prevention (CDC) - <https://www.cdc.gov/>

New Hampshire Department of Health and Human Services (NH DHHS) - <https://www.dhhs.nh.gov/>

Occupational Safety and Health Administration (OSHA) - <https://www.osha.gov/>

Governor's Economic Re-Opening Task Force - <https://www.nheconomy.com/reopeningtaskforce>

Research Partnership with OCLC (global library cooperative), IMLS (Institute of Museum and Library Services), and Battelle (science and technology research and development company) - <https://www.imls.gov/news/covid-19-research-partnership-inform-safe-handling-collections-reopening-practices-libraries>

"Reopening NH Libraries Task Force Best Practices" Document Version dated 5/20/2020 - http://nhlibrarians.org/wp-content/uploads/2020/05/FINAL-Reopening-NH-Libraries-Task-Force-Best-Practices-5_20_2020.pdf