

St. Charles District Library Guidelines for Reopening After a Pandemic

I. PURPOSE: Michigan public libraries have been closed to the public pursuant to a series of executive orders. The library anticipates that those restrictions will be lifted and the Library may once again resume public library service. This Policy establishes the steps the Library may take and protocols the Library may put in place to protect the library, Staff, and patrons when the Library reopens.

These guidelines are an outline on phasing in the opening of the library after a closure due to a pandemic. They are not intended to answer all questions, but rather are meant to guide staff and to be a fluid, working document as information continues to develop. The library will follow the guidelines set by the State of Michigan and the Saginaw County Health Department.

II. Resuming Library Service. Before reopening to the public or non-essential staff, and during the term of the Reopening Plan, the Library will establish regulations and implement the following:

- A. **Cleaning Protocols:** The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the stages of reopening
- B. **Returned Material.** The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.
- C. **Assess Needs.** The Library Director and Department heads will let to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment
- D. **Social Distancing.** The Library Director will take steps to implement social distancing protocols if required by law or the Reopening Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6)foot spacing, or providing “traffic control” designations, such as arrows showing one-way travel in certain areas of the Library in order to maintain social distancing. The Social Distancing protocols will be established in the Reopening Plan for each stage

- E. Notice to Patrons. The Library Director shall post notices on the door of the Library and on the website to inform patrons of the particular regulations of patron conductor the current stage of the Reopening Plan.

III. **Reopening Stages:** The Library Board adopts the reopening plan attached as Exhibit A (“Reopening Plan”) to this Policy as the basic structure for the reopening stages for public library service. Pursuant to Section IV, the Library Director has authority to modify the Reopening Plan. The Reopening Plan, including any modification by the Library Director, shall govern the use of the Library. Violations of the Reopening Plan may result in suspension of library privileges.

IV. **DIRECTOR’S ROLE; AUTHORITY:** The Library Director (or other person appointed by the Library Board) will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:

- A. Modifications; Reopening Stages. The Library Director may modify in writing any services, safety protocols or other part of the Reopening Plan. The Library Director also may determine when it is an appropriate time to move on to the next stage either in whole or in part.
- B. Staffing Levels. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.
- C. Cancel or Limit Services. Even after the Library reopens and the Library Board approves a Reopening Plan, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and patrons. This includes cancelling scheduled meetings held in any Library meeting rooms. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library’s website.
- D. Library Closure. The Library Director has the authority to close the Library temporarily for a maximum of fourteen (14)days without prior Library Board approval. The Library Director will inform the President of the determination to close and the proposed duration of the closure. If the Library has not been reopened, the Library Board may meet to determine whether the Library Director’s decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director’s determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library’s Service Area. The Library Director will use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library’s website. This Policy assumes the staff will be paid based on their “normal” schedule during the Library’s closure under this paragraph.
- E. *Consultation.* The decision to cancel or limit services, move through the stages of the Reopening Plan, close the Library, or adopt additional protocols may be based on

recommendations made regarding the outbreak by the Centers for Disease Control (“CDC”), local health officials, the Library Board, Michigan Library Association, American Library Association, or other reputable sources.

V. ENFORCEMENT. Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.

VI. RIGHT OF APPEAL. patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10)business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.

VII. APPLICABILITY. Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

EXHIBIT A

REOPENING PLAN

The following is the reopening plan approved by the Library Board (“Reopening Plan”). If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Reopening Plan only applies if permitted by law or executive order. This Reopening Plan is not intended to supersede or change any Library employment policies.

Requirements During All Stages.

- A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- B. Patrons should not enter the Library with symptoms of an infectious disease.
- C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- D. Any requirements for staff safety precautions will be adopted separately and the staff will be informed.
- E. The Library Director shall determine the cleaning protocols for all stages.

Phase 1. Closed to the public.

During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

- A. Employees. Non-essential staff may return to the Library. However, the Library Director will determine who may return and according to the schedule adopted by the Library Director.
- B. Activities Permitted:
 - 1. Landscaping and other outside maintenance activities may resume if permitted by executive order.

2. Inside maintenance activities may also resume if permitted by executive order.
3. The library can continue providing WIFI in the parking lot areas.
4. Continuing essential functions.

Phase #2: Staff returning; patron In-Person Services Still suspended.

All full-time staff are permitted to return to work according to the schedule adopted by the Library Director.

Activities permitted:

1. Updating collections.
2. Updating patron databases
3. Shelving books.
4. Transferring materials to library database to the extent they were stored separately while at home.
5. Answer phones and respond to patrons' reference questions.
6. Review upcoming programs that may need to be cancelled or modified and review any contracts related to such programs.
7. Resume the interlibrary loan process (if practical or possible)
8. Assess whether the Library has adequate masks, gloves, hand sanitizer, disinfecting cleaners, to serve the public and staff.
9. Social distancing and safety protocols. The protocols for phase 1 will remain in place.
10. Hours of operation. The library will not have any public hours of operation.

Phase #3 Curbside delivery and Limited patron services. Library building still closed to the public.

All staff are permitted to return to work according to the schedule adopted by the Library Director.

Curbside delivery and pick up is permitted. Patron orders materials by placing holds in Horizon or call on the phone. We will limit each patron to 5 DVDs and 20 books/magazine/audiobooks per transaction. Makes appointment for pickup time by calling on the phone.

Staff works pull list or pulls materials as requested by phone. Items are checked out to patron and placed in bag, which is stapled shut and patrons name written on it.

At appointment time, staff places bag on top of book drop at rear entrance and waits to make sure patron retrieves it. NO PATRON INTERACTION ALLOW IN PERSON. Only one patron's bag(s) will ever be on the book drop at a time.

Staff will NOT accept returns; ALL RETURNS MUST COME THROUGH BOOK DROP SO THEY CAN BE QUARANTINED.

Social distancing and safety protocols. The protocols for phase 1 will remain in place.

Staff are encouraged to stay home if show any symptoms of COVID19 (or if another person in their house is showing symptoms or has test positive or if they have been exposed to COVID19). Staff will be provided with masks and required to wear them at all times if medically tolerated.

Hours of Operation: The Library board establishes the following as the hours for curbside pickup, but this may be modified by the Library Director:

Curbside service Monday thru Friday 11:00 a.m. to 3:00 p.m.

Phase 4: Reopening Plan for Building (25% capacity)*

Soft seating will be reduced/eliminated. All conference and community rooms will be closed and locked until further notice. Rooms will be used to store extra furniture, quarantined materials, etc. Even number computers will be marked out –of-service to reduce closeness. Tables will have only one chair each. Some tables may be moved to increase space between. Toys and games will remain put away for the time being.

Plexiglas shields will be installed at service desk. Staff should use book carts to block open desk entrances from patrons. Office doors between public and staff spaces will remain closed when not in use. Doors between front foyer and main floor will be propped open to reduce touchpoints.

Patrons requiring computer assistance will only receive as much assistance as the staff can provide by showing on their computer at the desk, or verbally. No PHYSICAL ASSISTANCE will be given to patrons.

Patrons will be required to wear masks; the Library will provide masks if supplies are available. Signs will be posted requesting that patrons wear masks to protect staff, other patrons, and themselves.

Patrons must stay six (6) feet away from all staff and other patrons. Social distancing rules apply. The Library will provide a barrier for in person discussions if a barrier can be obtained.

Only ten (10) patrons will be permitted in the Library at a time, and all others must wait outside the library.

Patrons will use their best efforts to come to the library with the least number of people.

Floor decals or taped X's will be placed on the floor at service desks showing 6-foot distances. Stack aisles will be one-way and tape arrows will be placed on the floor indicating direction.

Computer terminals will be located six (6) feet from any other computer or work station. The library will use it best efforts to clean computer terminals between EVERY use.

Food and beverage are not permitted unless necessary for medical reasons.

In addition to the nightly cleaning, staff will sanitize touch points within the building at least twice daily.

Programming will only exist online or in whatever capacity we can supply to the patron's homes/outside the building with no staff contact.

Hours of operation. The Library Board establishes the following as the hours, but this may be modified by the Library Director: Monday thru Friday 10:00 a.m. to 4:00 p.m.

PHASE #5 – REOPENING PLAN FOR BUILDING (50% capacity)*

Soft seating will be reduced/eliminated. All conference and community rooms will be closed and locked until further notice. Rooms will be used to store extra furniture, quarantined materials, etc. Even number computers will be marked out –of-service to reduce closeness. Tables will have only one chair each. Some tables may be moved to increase space between. Toys and games will remain put away for the time being.

Plexiglas shields will be installed at service desk. Staff should use book carts to block open desk entrances from patrons. Office doors between public and staff spaces will remain closed when not in use. Doors between front foyer and main floor will be propped open to reduce touchpoints.

Appointments can be made by one family at a time for 30-minute appointment to choose their own materials. Patrons who do not need an appointment can request materials at the front desk/over the phone/through our catalog and staff will retrieve them from the Children's area.

The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance.

Patrons requiring computer assistance will only receive as much assistance as the staff can provide by showing on their computer at the desk, or verbally. No PHYSICAL ASSISTANCE will be given to patrons.

The library director may open up additional parts of the library building for public use.

Social distancing and safety protocols will remain in place.

Staff are encouraged and expected to stay home if showing any symptoms of COVID19 (of if another person in their house is showing symptoms or has test positive, or if they have been exposed to COVID19). Staff will be provided with masks and required to wear them at all times if medically tolerated.

In addition to the nightly cleaning, staff will sanitize touch points within the building at least twice daily.

Floor decals or taped X's will be placed on the floor at service desks showing 6-foot distances. Stack aisles will be one-way and tape arrows will be placed on the floor indicating direction.

Signs will be posted requesting that patrons wear masks to protect staff, other patrons, and themselves.

Programming will only exist online or in whatever capacity we can supply to the patron's homes/outside the building with no staff contact.

Hours of operation: The library board establishes the following as the hours, but may be modified by the Library Director: Monday, Tuesday, Wednesday, Thursday, 10:00 a.m. to 5:00 p.m. Friday 10:00 a.m. to 4:00 p.m.

Phase 6: Back to Business as Usual

At this stage, the library can reopen with the same services as normal. All library service can resume without restrictions.

Soft seating will be replaced. All computers will be reopened. Tables will have all chairs again. Toys and games will return to the public areas.

Plexiglas shields may or may not remain, we will have to assess at the time.

The community room and conference rooms will be back in use with normal procedures.

Library programming will return to normal.

*****There are NO timelines to any of the phases as it will depend on what is going on at the current time with health of the community, various Executive Orders, and the guidelines of the Saginaw County Health Department. Phases may not always go in order and we may have to step back a phase at times. *****

Returned items will be quarantined for 96 hours before being disinfected and shelved.

Library will be “readied” for full public reopening. Plexiglas shields will be in place at Service Desk Administrative staff will report to the library to set up signs, shields, gloves, masks, hand sanitizer stations and “holding room” (see below) prior to library being reopened to the public.

Employee Screening, Hygiene & Safety:

Much of the cleaning guidelines and staff hygiene and safety guidelines came from a webinar conducted by the CDC (Mitigating COVID-10 When Managing Paper-Based, Circulating, and Other Types of Collections.) There is a link to a list of EPA suggested disinfectants at [cdc.gov](https://www.cdc.gov).

Staff need to have their temperature taken at the staff door.

- If they have a temperature of 99 degrees or up, they need to go home.
- Staff will be asked a set of questions regarding their exposure to COVID19, if they answer YES to any of the questions, they will be sent home.
- If a staff member is feeling sick, they will be required to stay home and not report to work.

- Staff will wear masks and gloves while working. We will follow guidelines of the Saginaw County health department.
- Currently, the U.S. Centers for Disease Control and Prevention (CDC) discourages all non-essential international travel and recommends a 14-day self-quarantine for all international travelers. In accordance with this guidance from the CDC, the Library will require all employees who travel internationally to self-quarantine for 14 days upon return to Michigan. The Library also reserves the right to require employees who travel to high risk States in the United States to self-quarantine for 14 days upon return to Michigan. The Library will utilize Covid Act Now, <https://covidactnow.org/>, and/or any other resources available to it, to make decisions regarding domestic travel-related quarantine and workplace safety.
- Disposal of PPE: if masks and gloves are disposable, they will be put in a baggy and place in the trash bin in the maintenance room. Staff will be responsible for the cleaning and washing of their face masks if they're cloth material.
- Hand sanitizer will be available for staff and patrons. Staff will have their own personal hand sanitizer dispenser.
- Good hygiene signs will be posted in staff areas.
- Public and staff areas will be cleaned routinely and often throughout the day with disinfectant.
- Restrooms will be cleaned several times per day.

Personal Protection Equipment

We have one cloth, washable mask per employee at this time. Disposable masks are on order, we do not have an estimated delivery at this time. Would like staff to have two (so they can alternate and launder) and a few extras for substitutes.

Six gallons of sanitizer ordered through White Pine Library Cooperative. This will be put in spray bottles and can be used for hands and surfaces, it is 80% alcohol.

Plexiglas shields are being pursued. Waiting for quotes.

Gloves are in stock and have additional gloves on order with the White Pine Library Cooperative. Waiting for delivery. We currently have enough hand sanitizer in stock to reopen.

Social distancing decals will be ordered and placed around the library.

Library Hours

Service hours will be determined, and an optimum amount of staff will be scheduled. Staff hours may be reduced or changed depending on service hours and need. Public hours may be phased in over a few weeks (i.e. open later and close earlier.)

Traffic Control

There may be limits on how many patrons will be allowed in the building at a time. We will follow the guidelines of the health department. Patrons have 30-45 minutes to be in the library (1 hour on public computers—when leave another patron can come in—keep optimum number of patrons in the building at a time.

If number restrictions are in place, we may encourage that only 1 member of a family come into the library.

Look at using one door for entrance, the other for exit only. Directional arrows in place to control flow of traffic

Seating: some chairs would be removed and put in back corner to prevent people from “grouping” up and being too close if social distancing is required.

Changes in services will be communicated to the staff and community. Staff will be trained on new services.

Curbside service will be instituted and ready to roll out before the building is reopen to the public. Curbside delivery will be encouraged and launched as a service point to help with physical distancing.

Online library card application and issuing will be encouraged.

At the point the library opens to the public, good hygiene and physical distancing signs will be in place in the public areas and restroom, these signs may include floor markers on where patrons should stand to wait for assistance at the service desk. The floor marker signs are available from DBI Office Products and Amazon, I will be looking into other price competitive suppliers.

Both staff and public spaces will be reconfigured, as much as possible, to allow for physical distancing. Some public computers may need to be “out of service” to maintain social distancing. Plexiglas shields or dividers may be placed around the patron computers.

A regimen for cleaning computers, monitors, mice after every use will be put in place, as our library instituted after the Swine Flu.

The use of meeting rooms will not be permitted unless physical distancing can be guaranteed, and the number of meeting attendees is 10 or less. Once the meeting rooms fully reopen, we will follow the guidelines of allowable numbers of people in a gathering set by the Governor/health department.

Areas of the building may be cordoned off when we first reopen-for example the small conference rooms. Stacks may be open to two people at a time. The Children's Area may be limited to a few families at a time. Regularly scheduled cleaning of the Children's Area will happen many times throughout the day.

The library will research self-checkout stations to check out most materials.

In-person programming will not happen for at least one month after opening or until physical distancing and the number of people who can gather together are relaxed. Programming will be held online including, but not limited to Summer Reading Program, story times, teen programs, crafts, and book discussions.

Volunteers and Friends of the Library will not be in the building until the library can reopen to the public. Physical distancing will be maintained when we reopen, therefore, we will restrict the number of volunteers in the staff area/nonpublic areas to one at any given time. Library staff will not accept donations of materials for the Friends of the Library for three (3) months after the library fully opens to the public. This will give staff time to become comfortable with the new services offered and to configure the staff area for possible curbside pickup.

Collection development and selection will continue to shift to digital collections, and the budget will shift to further develop digital collections

CLEANING:

Staff will use disinfectant wipes to clean all computer keyboards after EVERY use. Staff will disinfect public computer chairs and area around computers after EVERY use. Staff will disinfect countertop, entry door/bathroom handles and touch points numerous times a day and at the end of every work day.

New cleaning guidelines from pandemic plan (opening & closing):

Staff Member #1

Wipe down with disinfectant wipes or cleaner:

Door handles

Tops/back of chairs

Check-in station

Cart/book truck handles

Any other areas you see fit to clean

Staff member #2 – Service desk staff member

Wipe down with disinfectant wipes or cleaner

Service desk surfaces

Computers

Monitors
Scanners
Mice
Coper/print station
Any other areas you see fit to clean

Staff #3

Wipe down with disinfectant wipes or cleaner: public computers, clean and then clean screens with Windex, catalog computer, clean and then clean screens with Windex

Mice
Any other areas you see fit to clean
Wipe down surfaces while patrolling

Toys

All toys in the children area will remain in the storage room until all restrictions are lifted.

MATERIALS

Returning of items:

- All items must be returned in the 2 drop boxes. No returned items will be allowed to be placed on the counter any more.
- Staff will empty the book drops twice per day (more if needed) and quarantine the items in Friends/Maintenance room.
- At the end of the day, items in drop boxes will be put in quarantined for 96 hours, disinfected, and checked in after quarantine.
- All STC District Library items will have cover/back wiped with disinfecting WIPES.
- Items will be reshelved.

Checkout of items

- Patron will place items on counter barcode side up and slide under the sneeze guard one item at a time. Staff will use to scanner to check out the book and patron can pull book back out towards them. Staff should be able to avoid touching the items.
- Curbside pick-up: patron will be asked to call when they arrive. Staff will take patrons items out to rear parking lot and place items for pickup on top of book return. Staff will step back into the building and wait for patron to retrieve their items. (Items will not be taken out until in tote when patron notifies staff they're in parking lot).

- Loaning items in Building: All pencil holders, staples, and tape dispensers will be removed from counter area; library will not be providing pens, pencils, tape dispensers or staplers to the public during this time.

Interloan (RIDES)

Materials delivered to our building will need some special attention for the protection of both library staff and courier staff. Staff will be required to wear nitrile gloves and mask while processing and working with interloan delivery.

The guidelines are based on CDC recommendations, and may change if those recommendations change.

RIDES delivery service will resume before MeLCat is open for lending and borrowing.

More instructions will be coming – watch the email lists and <https://mcls.org/melcatcovid>.

** Libraries that receive RIDES delivery service directly to their site will need to establish a safe no contact transfer spot. **

For the protection of both library staff and courier staff there will be no direct contact with RIDES delivery drivers.

- Delivery and pick up spots must be near the outside door used by the driver.
- Drivers will not go through the building to deliver to a specific desk or department.
- Drivers will not be using signed manifest sheets.
- All tote delivery and pick up will be from the designated spot.

RIDES courier precautions:

- Current CDC recommendations are posted at each facility.
- Staff required to wear gloves when sorting.
- Drivers required to wear masks & gloves when making deliveries.
- Drivers will not obtain signatures when making a delivery and will not interact with library staff.
- Staff expressing or exhibiting symptoms required to stay home.

Quarantine/cleaning guidelines

- **Materials:**
 - Quarantine books for 24-96 hours
 - *24 hours for paper/cardboard covers
 - *72 hours for mylar plastic covers & CD/DVD cases
 - Do NOT use direct cleaning products unless there is visible evidence of contamination.
 - Do not use liquid disinfectants or cleaning products on items belonging to **another** library. ALL STC DIST LIBRARY ITEMS will be wiped down with disinfecting wipes.
 - UV ray exposure as a means of sterilization is harmful to materials and is not recommended.
 - Quarantine packaging materials a minimum of 24 hours before reusing.

- **Totes**
 - Spray/wipe with either:
 - Household bleach solution (4 tsp bleach per quart water or 1/3 cup bleach per gallon of water), allow 1 minute of contact
 - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

As always, WASH YOUR HANDS!

Patrons

- Can will be require to wear masks. Mask will be provided if needed.
- Food/Beverages – strict not allowed. Will remove Keurig from reading room.

Services

- Copier: staff only will use. Staff will make the copies.

Miscellaneous

- Signage: signs will be needed to restrict access to areas (such as circulation, staff room)
- Information signs should be posted by entrance about how to use library (reminding them of 6 ft. rule, to follow directional arrows, etc.)
- Patrons are not allowed within the Circulation Desk service area.