

Ransom District Library

Plan for Re-opening After the COVID-19 Shutdown

Approved by the Ransom District Library Board of Trustees on 5/19/2020

The Center for Disease Control and Prevention (CDC) recommends that public organizations like libraries re-open to their communities in phases. Ransom District Library intends to follow that recommendation, the phases being dependent on further directives from government, local and national health agencies, social distancing protocols, and critical community needs. The primary consideration in this plan is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform.

In all phases the Library will implement the following:

- Procedures for cleaning and disinfecting common areas
- Procedures for safely handling and quarantining returned materials
- Provision of masks and gloves for staff to wear while working with library materials and the public
- Requirement of staff to practice proper and current hygiene and social distancing protocols
- Requirement of staff to remain at home or return home if showing any symptoms of the COVID-19 virus

Regulations

- I. 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 State of Michigan, and the Health and Community Services departments of Allegan and Kalamazoo Counties.
- II. The Library Director will establish and maintain frequent communication regarding the plan with the Library Board, staff, and patrons as appropriate.
- III. The Director is authorized to resume or reduce library services using a phased approach as outlined in this plan. 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.
- IV. 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.
- V. The Director is not authorized to take any action that is not lawful or is otherwise inconsistent with the intent of this policy.

- VI. A patron may appeal the service restrictions imposed in the phased 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.
 - d. The decision of the Library Board of Trustees is final.
 - e. In no case shall the filing of an appeal pursuant to these rules act as a stay of the provisions of this plan.
 - f. This phased plan to re-open the Library will be made available to the public on the Library website and on Library grounds.

PHASE 1: The Stay-at-Home Order has been lifted/not extended.

Anticipated duration: June 8 – July 5

Access to building and hygiene protocols

- Staff only in building. The number of staff in the building at one time will be limited, and working staff will be situated with the widest possible distancing.
- Staff will be asked to monitor their health for symptoms of COVID-19 and to stay home or return home if they exhibit such symptoms.
- Staff will be asked to take their temperature upon entering the building with a no-contact thermometer provided by the Library.
- Staff will wear masks while in the building and while assisting with material pickups outside of the Library.
- Staff will wear gloves while handling returned materials.
- Frequently touched surfaces will be cleaned once per hour, including desktops, telephones, computer keyboards and mice, cart handles, and door knobs. Staff are asked to clean writing instruments, sink taps, and toilet handles as they finish using them.
- Computer workstations, tables, and chairs in public and staff areas will be arranged or removed to maintain the proper social distancing protocols when the library reopens.
- Some areas of the Library may be cordoned off to prevent public access when the Library reopens.
- Items in the public areas that could spread contagion, such as the coffee maker, games, puzzles, and toys, will be cleaned and placed in storage, if they have not been already.
- Traffic barriers and signage will be set up to facilitate and maintain social distancing when the Library re-opens.
- Temporary sneeze guards will be installed on the circulation desk in anticipation of serving the public upon re-opening.

Library Hours

- For the first full week after the stay-at-home order is lifted, the Library will accept returns only.
- After that first full week, the Library will be open during phase 1 to receive telephone requests and provide outdoor delivery and pickup of materials (curbside service) on:
 - Monday – Thursday 10:00 am – 6:00 pm
 - Saturdays 10:00 am – 3:00 pm
 - Sunday 1:00 pm – 5:00 pm

Physical Materials

- Physical materials may be picked up at the exterior of the building via curbside service.

- Staff will wear masks and gloves while preparing physical materials for pickup.
- Holds will be captured at least once per hour.
- Materials may be requested by patrons by calling or emailing the library. Staff will find the materials, check them out, and package them for pickup.
- Patrons will be asked to arrive at the Library at a scheduled time and place.
- Social distancing and safe hygiene protocols will be maintained at all stages of the exterior pickup service.
- Returned materials will be placed in the exterior book return or alternate cart provided by the Library.
 - No overdue fines will be assessed.
 - Staff will wear masks and gloves while handling returned materials.
 - Incoming materials will be placed on a dedicated book truck and taken to a designated location in the building for quarantine. All materials will be quarantined for 72 hours.
 - The book truck will be disinfected at the end of each day.
 - The circulation desk surface, keyboards, mice, and monitors will be disinfected at the end of each day.

Digital Materials

- Online library card applications will be accepted. As many barriers as possible will be removed for patrons wishing to obtain and use library cards for digital materials.
- Digital collections will be advertised as widely as possible.
- New digital collections will be added when possible.
- Links to low-cost and free online digital collections will be sought and made available to the public on the Library website.

Non-lending Services

- While the building is closed, Library staff will provide readers advisory and general reference services online and over the phone.

Communication

- Frequent updates to the Library's website and social media will be maintained.
- Informational signs will be posted on the Library's front door.
- Information will be sent via the Library's online and physical newsletter.
- Library staff will be available to answer questions via the telephone and website.

Library Board of Trustee Meetings

- If state regulations continue to allow online meetings, the monthly Board meetings will be held via teleconference. Meetings will be posted on the Library website and on the Library front door, with a link to the meeting provided on request.

- If state regulations mandate in-person meetings, the Burchfield Room will be arranged to allow social distancing by participants, who will wear masks. Meetings will be posted on the Library website and front door.

Programs and Events

- All in-person programs and events are cancelled.
- The Library will offer the widest possible range of digital programming via our website and social media to meet the fluid needs of the community.

Meeting Room Use

- All meeting room use is cancelled.

PHASE 2: July 6 Library open to the public, limited number of patrons in building Anticipated duration: 4 to 12 weeks, dependent on community needs and directives

Access to Building

- Staff will continue to maintain all hygiene protocols outlined in Phase 1.
- No more than 30 patrons may be in the building at one time.
- Visits will be limited to 60 minutes or less.
- Patrons will be asked to wear cloth masks as required by state or county government order.
- Some seating areas will not be available for use.
- Patrons will be asked to follow social distancing protocols and signage provided by the Library to help ensure distancing.

Library Hours

- Library hours will continue as listed in Phase 1. The precise schedule has not been determined.

Physical Materials

- Curbside service and hygiene protocols will continue as outlined in Phase 1.
- Returns will be accepted in exterior book drop only.
- Hygiene protocols for returned materials will continue as outlined in Phase 1.
- No fines will be assessed as outlined in Phase 1.
- Magazines will be available for checkout only; newspapers will not be available.
- Donated materials will not be accepted during Phase 2.

Digital Materials

- Access to digital materials will continue to be encouraged as outlined in Phase 1.

Non-lending Services

- Computers
 - The number of available computers will be limited to maintain social distancing.
 - Patron time on the public computers will be limited to 60 minutes per day.
 - Computer use will be intended for essential work only.
 - Staff will not provide in-person assistance at the public computers that violates social distancing protocols.
 - After each use, staff will disinfect computer keyboards, mice, countertop, and chair backs and arms.
- Copier

- The copier may be used by the public.
 - Fees for copies will return to 10 cents per black and white, \$1.00 per color copy.
- Fax
 - All faxes will made by staff.
 - Fees for faxes will return to \$1 per page.
- Notary
 - Notary services will be available beginning July 6th.
 - Social distancing measures will be in place and must be adhered to.
 - Notary services will be by appointment only. There will be no walk-in services.

Communication

- Signage and floor markers throughout the Library will encourage safe hygiene and social distancing.
- Other communication will continue as outlined in Phase 1.

Library board of Trustees Meetings

- If state regulations continue to allow online meetings, the monthly Board meetings will be held via teleconference or online. Meeting notices will be posted on the Library website and in the lobby display case.
- If state regulations mandate in-person meetings, the Burchfield Room or Library Reading Area will be arranged so that all attendees can maintain social distancing. All attendees will wear masks.

Programs and Events

- Library programming will continue to be held online only.

Meeting Room Use

- All meeting room use is cancelled.

PHASE 3: Library open to the Public; number of patrons allowed increased

Anticipated duration: to be determined

- Hygiene protocols from Phases 1 and 2 may be relaxed, dependent on directives from state and county government and health agencies.
- No more than 50 patrons will be allowed in the building at one time.
- Visits may still be limited in duration if determined necessary.
- Patrons may be asked to wear cloth masks, dependent on requirements from state or county order.
- Social distancing will be maintained as required.
- Seating areas will return to normal in reflection of governmental and health requirements.

Library Hours

- Hours will likely return to pre-pandemic schedule
 - Monday – Thursday 10:00 am – 9:00 pm
 - Friday & Saturday 10:00 am – 5:00 pm
 - Sunday 1:00 pm – 5:00 pm

Physical Materials

- Curbside service will continue for patrons who request it.
- Hygiene protocols for approaching the public and handling materials may be relaxed as directed by state and county government and health agencies.
- Returns will be accepted in both exterior and interior book drops.
- All materials will be available for browsing and checkout.

Digital Materials

- Access to digital materials will continue to be encouraged as outlined in Phase 1.

Non-lending Services

- Computers
 - Computers may return to full capacity.
 - Hygiene protocols may be relaxed as directed by state and county government and health agencies.
- Copier

- The copier may be used by the public.
 - Fees for copies will return to 10 cents per black and white, \$1.00 for color.
- Fax
 - All faxes will be made by staff.
 - Fess for faxing will return to \$1.00 per page

Communication

- Signage and floor markers throughout the Library will be removed as hygiene protocols and social distancing rules are relaxed.
- Other communication will continue as outlined in Phase 1.

Library Board of Trustees Meetings

- Library Board of Trustee meetings will be held in either the Library Reading Area or the Burchfield Room. Social distancing and hygiene protocols may be relaxed, dependent on directives from state and county government and health agencies.

Programs and Events

- Small in-person events may be held if permitted.
- In-person events of 50 or more will not be held.

Meeting Room Use

- All meeting room use is cancelled.

PHASE 4: The Library returns to pre-pandemic functioning and procedures, while adapting to any new public health protocols issued by state or county government and health agencies.