

COVID-19 RESPONSE AND PHASED REOPENING PLAN DOWNERS GROVE PUBLIC LIBRARY

INTRODUCTION: COVID-19 has forced the library building to close temporarily, but it has not closed our library. Virtual services continue, developed and provided through the talents and creativity of the library's extraordinary staff. This document, COVID-19 Response and Phased Reopening Plan, outlines proposed stages to reopen our library building. This phased strategy keeps the health and safety of the staff and public as the highest priority of Downers Grove Public Library. In this time, our decisions will be health-driven rather than customer service driven. In addition to compliance with national and state Executive Orders, the library will follow the recommendations of the DuPage County Health Department, Illinois Department of Public Health, and the CDC for staff and public safety.

Caveats and Considerations:

- We don't know when we will implement any phase of this plan.
- We don't know how long each phase will be implemented, if phases may be combined, or if public health recommendations require reverting to a previous phase.
- We don't know if we will receive clear public health guidance for public libraries, or if we will have to rely on the general consensus of public health agencies and others in our profession.
- SWAN is seeking to achieve uniformity in the reopening schedule of its member libraries, so to some extent we may be required to conform to timelines set by SWAN.
- We don't know when RAILS will resume delivery.
- Summer Reading will be planned with all virtual programs. If restrictions ease, in-person programs may be added back at that time.

- Good faith attempts will be made to rotate the in-building staff so that all take turns working in-library and telecommuting. Complete equity of staff time in-library and telecommuting is not possible, given specialization of tasks.
- The Board of Library Trustees approved Fine Free through August 2, both to help those in our community struggling financially as a result of the COVID-19 crisis and to mitigate cash handling concerns.

REOPENING PHASES

General overview of the phased open approach

Phase 1: Return of Materials Only

Library building is closed to the public. Staff come in to prepare to reopen the building. Book drops reopen for materials return.

Date Implemented: Monday, May 4, 2020 (Actual Date: May 4, 2020)

Context: Restore Illinois Phase 2 implemented for our area. Social distancing is recommended. Face masks are required. Infection risks are still high. Supplies are limited and restocking ability is uncertain.

Summary: Library building remains closed to the public. Scheduled staff start working onsite (under specific safety procedures) to prepare spaces, collections, and technology for reopening the building. Staff may work in staff and public areas. Some staff continue to work remotely. Materials return begins. Materials are quarantined for 7 days before being checked in and reshelved.

Phase 2: Curbside Pickup

Library provides curbside service for access to physical materials, with reduced hours. Library building is closed to the public. Staff continue to prepare to reopen the building.

Anticipated Date: Monday, May 18, 2020 (Actual Date: May 20, 2020)

Context: Restore Illinois Phase 2 implemented for our area. Social distancing is recommended. Face masks are required. Infection risks are still high. Adequate supplies are on hand to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

Summary: Curbside pickup service will begin for only those materials available in the library. SWAN holds and delivery may not be available. Reference and readers advisory services continue via phone, email, and chat. Curbside service procedures to be determined by the Circulation Department. Library staff bring materials to the patron's car, checked out, in bags. Staff wear gloves and non-medical masks. Staff in the building are limited and practicing social distancing as recommended by public health officials. Curbside Pickup hours limited. Continue quarantining books for as long as advised. No reservations for study rooms or meeting rooms are accepted. When SWAN unsuspends holds, holds will begin to be filled. Holds will be available for curbside pickup. RAILS delivery may not be available, limiting holds to local items only.

Phase 3: Limited Public Service, Limited Hours

Library reopens to provide access to physical materials, but with reduced hours. Other services are limited or restricted.

Anticipated Date: Monday, July 6, 2020 (Actual Date: July 6, 2020)

Context: Restore Illinois Phase 3 implemented for our area. Social distancing is recommended. Face masks are required. Infection risks are still high. Adequate supplies are on hand to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

Summary: Library reopens to the public, but not to encourage extended stays or gatherings. Patrons may access materials, including self-service holds. Seating is removed from public areas. Access to Kids Room play areas is restricted. No reservations for study rooms or meeting rooms are accepted. Computer access may be offered by appointment only. Open hours may be limited to allow for materials to be shelved and holds pulled before the library opens to the public. Curbside Pickup continues to accommodate vulnerable patrons and patrons not yet comfortable coming into the library. Limits to number of patrons in the building and limits on access to children under 13 without an adult may be established. Fine free through August 2 limits cash handling. Desks are staffed to allow for social distancing. Staff may be assigned to monitor patron behavior to prevent group gatherings and maintain social distance. Staff continue to offer services through chat, phone calls, and emails. Home deliveries may resume on a “no contact” basis.

Phase 4: Restoring Services and Hours

Gradual restoration of library services return to regular hours.

Anticipated Date: Restore Illinois Phase 4 implemented for our area. Social distancing is recommended. Face masks are required. (Actual Date: Implementation Ongoing)

Context: Physical distancing is still recommended, but infections risks are beginning to decline. Supply needs are predictable and supplies are plentiful.

Summary: Open hours gradually return to regular schedule, in keeping with usage patterns and as staffing allows. Visit duration increase incrementally, but extended stays or gathering remain restricted. Age for access by children without an adult returns to 8. Curbside Pickup continues to accommodate vulnerable patrons and patrons not yet comfortable coming into the library. No reservations for meeting rooms are

accepted. Capacity limits and/or other restrictions continue. Seating is slowly reintroduced, configured to allow for physical distance. Computers are accessible at intervals of at least 6 feet. Limited study room use is slowly reintroduced. Reservations for seating, computer sessions, and study rooms required. Access to Kids Room play areas are restricted. Desks are staffed to allow for physical distancing. Staff may wear gloves and non-medical masks.

Phase 5: Large Group Limits Only

The majority of library services are reintroduced. There may be limitations on larger group gatherings for meetings and programs.

Anticipated Date: Restore Illinois Phase 4 implemented for our area and Restore Illinois Phase 5 anticipated. Social distancing is recommended. Face masks are required.

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

Summary: Service desks staffed according to social distancing requirements. Device checkouts are permitted. Most computers in operation. Most seating is back in public areas. Toys return to the Kids Room and play areas are open. Meeting rooms and study rooms available for small group meetings.

Phase 6: New Normal

Service returns to “our new normal”.

Context: Restore Illinois Phase 5 implemented for our area. Infection threat is considered low or non-existent.

Summary: Large group gatherings are allowed in meeting spaces.

STAFF CONSIDERATIONS

Phase 1: Return of Materials Only

- Announce date book drops open or do a “soft opening”
- Open book drops.
- Staff empty book drops daily wearing gloves and non-medical masks and put books in Meeting Room, marked in groups by date.
- Quarantine books for 7 days, then check-in, and reshelve. Other materials may be handled differently, based on the type of material.
- Limited staff in building per day during limited hours, practicing social distancing as recommended by public health officials.
- Continue quarantining books for as long as advised during subsequent phases.

What must be in place before this phase begins:

- Acquire adequate non-medical masks (if possible) and gloves for staff.
- Advise staff on resources to make masks.
- Research and advise staff on best practices for glove use to avoid recontamination via gloves.

Phase 2: Curbside Pickup

- Announce opening of curbside pickup of in-library materials or “soft opening”
- Patrons may be able to pick up books already on hold in building (SWAN dependent). If so, staff calls patrons with holds on shelf before closure to let them know they have materials waiting for them.

- Patrons call, email, or chat to place holds for materials currently on-shelf in the library. Staff answer phones, email, and chat, pull materials, place and trap holds. Circulation Department will create procedure for Curbside Pickup service.
- Reference and readers advisory services continue via phone, email, and chat.
- Patrons contact the library when they are outside. Library staff bring their materials to their car, checked out, in bags. Staff wear gloves and non-medical masks.
- Limited staff in building during limited hours. Curbside Pickup hours limited.
- Patron may place holds or make requests for materials by voicemail or email outside of open hours.
- When SWAN unsuspends holds, holds will begin to fill. Holds will be available for curbside pickup.
- Staff wear gloves and non-medical masks.

What must be in place before this phase begins:

- Acquire adequate paper bags for curbside service.
- Acquire adequate non-medical masks and gloves for staff.
- Advise staff on resources to make masks.
- Research and advise staff on best practices for glove use to avoid recontamination via gloves.

Phase 3: Limited Public Service, Limited Hours

- Patrons may enter building to pick up holds and select materials.
- Seating and toys are not available to public. Access to Kids Room play areas is restricted.
- Limited public computer use will be available.

- Limits on access to children without an adult may be established.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down self-check with antiseptic wipes after each use, if possible.
- Wipe down service desks with with EPA-approved disinfectant at intervals throughout day.
- Wipe down staff phones, computers, and mice with antiseptic wipes between shifts.
- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from service desk.
- Fine Free through August 2, 2020 removes some necessity of cash handling.
- Homebound deliveries may resume on a “no contact” basis such as drop off on porch or in other covered area and pick up of returns.
- Staff wear may wear gloves. Masks are required.

What must be in place before this phase begins:

- Acquire adequate PPE for increased staff working in the building.
- Determine reliable source of antiseptic wipes or viable substitutes.
- Set up procedures for staff monitoring and enforcement of social distancing.

Phase 4: Recovery of Services and Hours

- Phase back toward full staffing. Staff still advised to telecommute for “off desk” work to avoid crowding in staff office space.
- Continued curbside service may impact hours due to staffing availability.
- Soft seating and toys are not available to public. Access to Kids

Room play areas may be restricted.

- Computers will be placed in-service/out-of-service to ensure 6 feet distance between users.
- Gradually reintroduce seating at tables for public use.
- Limits on access to children without an adult may continue.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down tables/chairs with EPA-approved disinfectant after each use.
- Reintroduce study rooms for public use if possible with staff needs.
- Cleaning of high touch surfaces at intervals throughout day.
- Wipe down staff phones, computers, and mice with antiseptic wipes between shifts.
- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from service desk.
- Home Delivery and Satellite Stacks deliveries resume on a “no contact” basis, as allowed by the individual or organization, such as drop off on porch or in other covered area and pick up of returns.
- Staff may wear gloves. Masks are required.

What must be in place be in place before this phase begins:

- Create plan for staff monitoring and enforcing social distancing for people moving around library, especially children/teens.

Phase 5: Large Group Limits Only

- Gradually relax social distancing and cleaning routines and use of non-medical masks, as advised by public health officials.
- Soft seating and toys return to public areas.

- Phase back to full on-desk staffing. Staff may telecommute for “off desk” work to avoid crowding in staff office space.
- Opening use of Meeting, Conference, and Study Rooms to the public occurs when rooms are no longer needed for storage of furniture, social distancing of staff work spaces, etc.

Phase 6: New Normal

- Resume in-person programming for all size gatherings.
- Policies for Phased Reopening Plan no longer in force, including temporary Staff Policies and Procedures for Phased Reopening Plan.