

COVID-19 RESPONSE AND REOPENING PHASING PLAN - DRAFT 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 Reopening Phasing 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. Decisions will be health driven, not customer service driven, as usually guides our decision making. In addition to compliance with national and state Executive Orders, the library will follow the recommendations of the Illinois Department of Public Health and the CDC for staff and public safety.

Caveats and Considerations:

- We don't know when we will start this.
- 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 on our situation, or if we will have to rely on the general consensus of others in our profession.
- SWAN is seeking to achieve some 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/ILDS 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-building and working from home. Equity of staff time in-building and working-from-home is not possible, given specialization of tasks.
- The Board of Library Trustees may consider going Fine Free, 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.

Anticipated Date: Friday, May 1, 2020

Context: Stay-at-home order is lifted by state and local authorities. Physical distancing is recommended. 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 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 4, 2020

Context: Physical distancing is recommended. 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 available for 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. Example: Staff work 9:00am to 5:00pm

Monday, Wednesday, Friday, and Saturday and 1:00pm to 8:00pm
Tuesday and Thursday. Curbside available between 10:00am and 4:00pm
Monday, Wednesday, Friday, and Saturday and 2:00pm to 7:00pm
Tuesday and Thursday. Continue quarantining books for as long as
advised. No reservations for study rooms or meeting rooms are accepted.
When SWAN unsuspends holds and RAILS resumes delivery, holds will
begin to be filled. Holds will be available for curbside pickup.

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, May 11, 2010

Context: Physical distancing is recommended. 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, limited to express stations. Open hours may be limited to allow for materials to be shelved and holds pulled before the library opens to the public. Specific hours for vulnerable patrons, limits to number of patrons in the building, and/or additional limits on access by young children or unattended children may be established. Consider fine amnesty or going fine free to limit cash handling. Desks are staffed to allow for physical distancing. Staff may be assigned to monitor patron behavior to prevent group gatherings and maintain physical distance. Staff continue to offer services through chat, phone calls, and emails. Homebound deliveries may resume on a “no contact” basis. Staff wear gloves and non-medical masks.

Phase 4: Limited Public Service, Regular Hours

Additional library services are added and return to regular hours.

Anticipated Date: dependent on local and state assessment of risk.

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

Summary: Open hours return to regular schedule. Seating is reintroduced but configured to allow for physical distance. Computers are accessible at intervals of at least 6 feet. Access to Kids Room play areas may be restricted. No reservations for study rooms or meeting rooms are accepted. Specific hours for vulnerable patrons and/or other restrictions may continue. 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: dependent on local and state assessment of risk

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

Summary: Service desks are fully staffed. Device checkouts are permitted and all computers in operation. All 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

Full Service returns to “our new normal”.

Context: 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

- Announcement of date returns will begin being accepted in book drops or “soft opening”
- Open book drops.
- Staff empty book drop daily wearing gloves and non-medical masks and put books in Meeting Room, marked in groups by date.
- Quarantine books for 72 hours, then check-in, and reshelve. Other materials may be handled differently, based on the type of material.
- Limited staff in building per day between 9:00 and 5:00 Monday through Friday, 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
- 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 call 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, possibly limited hours. Curbside Pickup hours limited. Example: Staff work 9:00am to 5:00pm Monday, Wednesday, Friday, and Saturday and 1:00pm to 8:00pm Tuesday and Thursday. Curbside available between 10:00am and 4:00pm Monday, Wednesday, Friday, and Saturday and 2:00pm to 7:00pm Tuesday and Thursday.
- Patron requests for materials by voicemail or email outside of open hours will be filled the next business day.
- When SWAN unsuspends holds and RAILS resumes delivery, 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 plastic bags for delivering materials to patrons at door.
- 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 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.
- Express computers only will be available.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down self-check with antiseptic wipes after each use.
- Wipe down service desks with bleach solution 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 amnesty or Fine Free may remove 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 gloves and non-medical masks.

What must be in place before this phase begins:

- Acquire adequate non-medical masks and gloves 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: Limited Public Service, Regular Hours

- Phase back toward full staffing. Staff still advised to do “off desk” work at home to avoid crowding in staff office space.
- Soft seating and toys are not be 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.
- One individual per table, with tables strategically spaced at least 6 ft. apart.
- Consider increasing age limit for unattended children and/or limiting users to those ages 16+ to reduce exposure risks.
- Wipe down computers with antiseptic wipes after each use.
- Wipe down tables/chairs with bleach solution after each use.
- Wipe down self-check with antiseptic wipes after each use.
- Wipe down service desks with bleach solution 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.
- Homebound 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 wear gloves and non-medical masks.

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

- Have plan for staff monitoring and enforcement 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 and gloves, as advised by public health officials.
- Soft seating and toys return to public areas.
- Phase back to full on-desk staffing. Staff may do “off desk time” at home where possible to avoid crowding in staff office space.

Phase 6: New Normal

- When advised by public health officials, resume programming and scheduling of large meeting room.
- Resume “off desk” and “on desk” work in building.