

# **GENEVA PUBLIC LIBRARY DISTRICT**

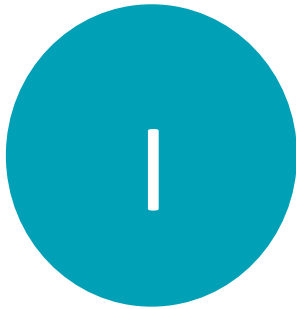
## **COVID-19 Phased Service and Reopening Plan**

Rev. 8.12.20



## Table of Contents

|   |           |
|---|-----------|
| <b>Introduction.....</b>                                      | <b>3</b>  |
| <b>Service Level 1: Virtual Service.....</b>                  | <b>4</b>  |
| <b>Service Level 2: Contact-less Service.....</b>             | <b>6</b>  |
| <b>Service Level 3: Quick Visit Building Service.....</b>     | <b>8</b>  |
| <b>Service Level 4: Stay Just a Little While Service.....</b> | <b>10</b> |
| <b>Service Level 5: Full Library Service.....</b>             | <b>12</b> |
| <b>Appendix 1: Staff Work Guidelines.....</b>                 | <b>13</b> |
| <b>Appendix 2: Human Resources Guidelines.....</b>            | <b>16</b> |
| <b>Appendix 3: Cleaning Guidelines.....</b>                   | <b>18</b> |
| <b>Appendix 4: Communication Plan.....</b>                    | <b>19</b> |



## Introduction

In late winter/early spring 2020, COVID-19 temporarily closed library buildings throughout the State of Illinois and many other states, but this did not stop library service. Geneva Public Library District (GPLD), like other libraries, continues to provide service virtually to the community and support the informational needs of residents by phone, email, online, and text during building closure periods. Creativity, adaptability, and flexibility have been the hallmark traits of our dedicated staff throughout this unprecedented time in history.

As health concerns and the risk of infection escalated in our community, GPLD closed to the public at the end of business on March 13, 2020. Some staff continued to work in the building to plan virtual services and also to pack and make arrangements for moving to a new facility. Upon the issuance of a Stay-At-Home Order by Governor Pritzker on March 20, 2020 (effective March 22, 2020), nearly all staff went home and joined other staff in teleworking.

The Executive Order defined essential service, including construction, and also allowed individual units of government to define essential services needed for the welfare of their constituents and business operations. Completion of the building project that was in the final stages of construction was immediately deemed essential by the Library District. Essential staff resumed work in the building to support the needs of the Library and to ensure continuity of business operations. Other staff continued to telework and support Library operations from home. During this time period the Library moved its base of operations from 127 James St. to 227 S. 7<sup>th</sup> Street.

While the Stay-At-Home Order ended on May 30, 2020 the risk of infection from COVID-19 is still deemed high and many restrictions remain in place. The purpose of this plan is to define service levels for opening the Library at a new location while ensuring the safety of staff and patrons as they visit their new Library for the first time. Service levels are phased to correspond with how COVID-19 is expected to continue to impact our community.

This plan should be used only as a guide. It is intended to follow recommendations from the Centers for Disease Control, Illinois Department of Public Health, and Kane County Health Department. Additionally, the Governor of the State of Illinois issued Restore Illinois, a five-phased plan to reopen the state. While this framework does not provide guidance for libraries it has also been consulted for recommendations available to other industries. GPLD will continue to stay abreast of directives, guidelines, and recommendations from various government sources and health agencies and plan accordingly.

In the event this Phased Service and Reopening Plan conflicts with other Library District policies/procedures, this Plan controls.



## Service Level 1: Virtual Service

**Overview:** This service level is intended to provide service and support to the community in a virtual environment only. Limited staff will be in the building to support facility and operational needs while all other staff telework to support virtual services. Return bins are closed and material due dates are extended. The building is closed to the public, there is no access to collections, and no material movement between libraries or in the community.

### Services available:

- Library building closed to the public
- No physical circulation of library materials
  - All due dates extended
  - No returns accepted
  - No fines or fees
- Access to streaming and virtual collections only
  - Digital only library cards available for residents without cards
  - Expiration of library cards extended
- Virtual call center
  - Service by phone, email, online, and text available all hours of normal library operations or as possible based on staffing levels
- Virtual programming
  - Curated content available via library website and social media channels
  - Staff created content available via library website and social media channels
  - Staff led live programming scheduled at times mimicking in-house programming

### Staffing:

- Essential staff in building only as needed to maintain facilities, systems, and business functions
  - Staff must stay at home if ill and/or self-quarantine as directed
  - Follow all CDC, IDPH, and other guidelines for handwashing, cleaning, social distancing, etc.
  - Cleaning regiments, PPE, and other safety precautions in place
- All other staff follow teleworking plan
  - Work plans created for all teleworking staff
  - Call center rotation implemented for all hours of normal library operations as possible based on available staffing and technology
  - Laptops distributed as needed to accommodate work needs

**Context:**

- Stay at home directive in place
- Infection risk escalating
- Schools and non-essential business closed
- CDC, IDPH, and other agencies recommend movement for essential needs only

# 2

## Service Level 2: Contact-less Service

**Overview:** This service level is intended to provide the community with access to materials without any physical contact between staff and patrons. Service may be provided using the drive-thru window, curbside delivery, and/or vestibule pick-up/drop-off. Staff needed to support these services will work in staggered schedules in order to provide more distance and less contact with one another. The building is closed to the public but collections are accessible with staff intervention. Collection access is likely limited to in-house collections only.

### Services available:

- All level 1 services continue
- Library building closed to the public
- Physical circulation of library material available at drive-thru
  - Material provided to patrons using drive thru window box by appointment
  - Service hours may vary from normal library operations
  - Some collections may not be available (e.g. puzzles, equipment, board books)
  - Limited to GPLD cardholders only
  - Limited to GPLD material only
  - All material circulates for 3 weeks or as directed by SWAN
  - No fines or fees
- Distribution of book club kits
  - Book club bundles circulated to club organizer for distribution and return
  - Vestibule may be used for contactless delivery or return of bundles
- Curated bundles of library resources
  - Book or video bundles based on age (kid, teen, adult) and interest (fiction, non-fiction, etc.) may be available for pickup
  - Vestibule may be used for contactless delivery or return of bundles
- Material returns accepted at external book drop only
  - Due dates extended as needed
  - No fines or fees assessed on any returning material
  - Material quarantined as recommended in designated area
  - PPE worn by staff to handle returned material
    - Discard gloves and wash hands with soap and water after handling material
- Other services available as possible in contact-less environment, examples include distribution of reading logs, take and make craft kits, etc.

**Staffing:**

- Block scheduling for staff as needed to meet service demands
  - Staff must stay at home if ill and/or self-quarantine as directed
  - Follow all CDC, IDPH, and other guidelines for handwashing, cleaning, social distancing, etc.
  - Face coverings are provided and must be used when working within 6 feet of anyone
  - Service captains direct in building work
  - Service captains trained on wellness screening
  - Return to work instruction provided to all staff entering building
  - No trading of days/shifts between building team blocks
- All other staff follow teleworking plan
  - Work plans created for all teleworking staff
  - Call center rotation implemented for all hours of normal library operations as possible based on available staffing and technology
  - Laptops distributed as needed to accommodate work needs

**Context:**

- Stay-at-home directive lifted
- Physical distancing recommended and gathering sizes limited
- Infection risk high
- Schools closed
- Non-essential business open with restrictions
- Supplies may be limited and restocking may be uncertain

# 3

## Service Level 3: Quick Visit Building Service

**Overview:** This service level is intended to provide the community with limited access to collections and computers. The building is open to the public with capacity and/or time limitations. Collection access is likely still limited to in-house collections only and computers will be accessible primarily for self-service. Most staff is working in the building to support operations but some service points may not be staffed. Staggered schedules and physical barriers used as needed to ensure staff safety. Public access to the building may be available by appointment or on a first-come first serve basis. Service hours will be limited.

### Services available:

- All level 1 and 2 services continue
- Library building open with strong limitations
  - Capacity limitations in place according to square footage and other restrictions; reservations may be required or recommended
  - Time limitations may be used to facilitate grab and go access
  - Face coverings or other PPE may be required for entry
  - Service hours reduced
  - Some service desks may not be staffed
  - Patron service provided remotely, with social distancing, and/or with physical barriers between staff and patron
- Circulation of library materials
  - Self-service holds available for pickup in lobby or at drive thru window
  - Some collections may not be available (e.g. puzzles, equipment, board books)
  - Consortium and interlibrary loan materials may be available
  - All material circulates for 3 weeks or as directed by SWAN
  - No fines or fees
  - Wipes or other disinfecting product available at check-out and OPAC stations
- Drive Thru service
  - Material may be retrieved during all open hours; appointment may be required
  - Window may be used in addition to contactless box to distribute or receive material
  - Staff may be required to wear masks and/or gloves for patron interaction and/or distribution of materials
- Material returns accepted at internal and external book drops
  - Due dates extended as needed
  - No fines or fees assessed on any returning material
  - Material quarantined as recommended in designated area not accessible to the public
  - PPE worn by staff to handle returned material



- Discard gloves and wash hands with soap and water after handling material
- Computers, copiers, and printers may be available
  - Social distancing between stations required
  - Wipes or other disinfecting product available at check-out and OPAC stations
  - Equipment routinely cleaned and sanitized
  - No money is exchanged and exact change or credit card required for any pay for use services
- Programming in open air setting may be offered
  - Outdoor programming may be offered, space and weather permitting
  - Social distancing required
  - Gathering sizes must follow recommended guidelines
- Friends Book Nook may be stocked with book sale material
  - Suggested donation box provided
  - No money is exchanged

**Staffing:**

- Block scheduling for staff as needed to meet service demands
  - Staff must stay at home if ill and/or self-quarantine as directed
  - Follow all CDC, IDPH, and other guidelines for handwashing, cleaning, social distancing, etc.
  - Face coverings are provided and must be used when working within 6 feet of anyone and/or interacting with patrons
  - Service Captains direct in building work
  - Team captains trained on wellness screening
  - Return to work instruction provided to all staff entering building
  - No trading of days/shifts between building team blocks
  - Cleaning regiments, PPE, and other safety precautions in place
- Teleworking as needed/permitted
  - Work plans created for all teleworking staff
  - Call center rotation implemented for all hours of normal library operations as possible based on available staffing and technology and may be staffed as in-building/teleworking hybrid
  - Laptops distributed as needed to accommodate work needs

**Context:**

- Physical distancing recommended
- Infection risk declining
- Schools may be closed or open with strong restrictions
- Non-essential business open with less restrictions
- Supplies available but restocking may be uncertain

# 4

## Service Level 4: Stay Just a Little While Service

**Overview:** This service level is intended to provide the community with full access to collections and computers and limited access to other building services and programs. Collection access may include consortium and interlibrary loan materials. Bookable rooms may be available for small groups. Small group programming may be implemented for school aged and above. Nearly all staff is working in the building to support operations and all service points are staffed as needed. Service hours may still be limited and public access to the building will be limited by capacity and/or time as required/recommended.

### Services available:

- All level 1, 2, and 3 services continue
- Library building open with minimal limitations
  - Capacity limitations may remain in place according to square footage and other restrictions
  - Face coverings or other PPE may be required for entry
  - Service hours may vary from normal library operations
  - All service desks are staffed to meet service needs
  - Patron service may be provided remotely, with social distancing, and/or with physical barriers between staff and patron
- Circulation of library materials
  - All in-house and circulating collections available
  - Consortium and interlibrary loan materials available
  - All material circulates for 3 weeks or as directed by SWAN
  - No fines or fees
  - Wipes or other disinfecting product available at check-out and OPAC stations
- Computers available for drop in use and by appointment
  - Social distancing between stations required
  - All equipment cleaned and sanitized after every use
- Small study rooms may be available by appointment
  - Party size limited to room capacity or per gathering guidelines
  - Rooms cleaned after each use
- Individual seating available throughout Library
- Programming may resume
  - In person small group programming may resume
  - Social distancing may be required
  - Gathering sizes must follow recommended guidelines

- Rooms cleaned after every program
- Community engagement activities may resume
  - Delivery of home service materials may be available with contactless delivery
  - Delivery of teacher resource materials may be available with contactless delivery
- Notary service may resume
  - By appointment only
  - No drop in service

**Staffing:**

- Staff scheduled as needed to meet service demands
  - Nearly all staff working in building
  - Block scheduling may be used as needed
  - Evening and weekend rotations resume as needed
  - PICS trained on wellness screening
  - Staff must stay at home if ill and/or self-quarantine as directed
  - Follow all CDC, IDPH, and other guidelines for handwashing, cleaning, social distancing, etc.
- Teleworking on limited basis as needed/permitted
  - Work plans created for any teleworking staff
  - Call center rotation implemented for all hours of normal library operations as possible and may be staffed using in-building/teleworking hybrid
  - Laptops distributed as needed to accommodate work needs

**Context:**

- Small group gatherings permissible
- Infection risk level or decreasing
- Schools may be open with restrictions
- Non-essential business open with limited restrictions
- Supplies available and restocking is not in question

# 5

## Service Level 5: Full Library Service

**Overview:** This service level is intended to provide the community with full access to library service with no limitations. Programming will be available for all ages. All staff will be working in the building to support operational needs at all service points. Full service hours will be restored.

### Services available:

- All level 2, 3, and 4 services continue
- Library building open to public with no limitations
  - Full service hours
  - Patron service available at all contact points
- Circulation of library materials
  - All collections available
  - Consortium and interlibrary loan available
  - Loan rules updated in accordance with patron demand
  - Fines and fees implemented per Board approval
- Computers and equipment available per Library policy
- Bookable spaces available per Library policy
- Seating available in all areas with no restrictions
- Full programming available
- Community engagement visits resume

### Staffing:

- Staff scheduled as needed to meet service demands
  - Evening and weekend rotations resume
- Teleworking on extremely limited basis as needed/permitted

### Context:

- Infection risk low or nonexistent
- Schools and businesses open
- Large gatherings permitted



## Appendix 1: Staff Work Guidelines

Maintaining a safe work environment is our top priority. Learn more about the symptoms of coronavirus by visiting: <https://www.cdc.gov/coronavirus/2019-ncov/symptoms-testing/symptoms.html> and how to prevent getting sick by visiting: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/index.html>. Thank you for taking an active role and helping us all stay safe.

### Preparing to work:

1. Familiarize yourself with all return to work guidelines by reading this document, watching video links, reading linked information, and other training material provided to you via email, Paylocity, etc.
2. Visit the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> and review content
3. Monitor your health by taking this wellness screening:
  - a. Have you felt feverish?
  - b. Do you have a cough?
  - c. Do you have a sore throat?
  - d. Have you been experiencing difficulty breathing or shortness of breath?
  - e. Do you have muscle aches?
  - f. Have you had a new or unusual headache (e.g., not related to caffeine, diet or hunger, not related to a history of migraines, clusters, or tension, not typical for yourself)?
  - g. Have you noticed a loss of taste or smell?
  - h. Have you been experiencing chills or rigors? (Rigors is a sudden feeling of cold with shivering accompanied by a rise in temperature.)
  - i. Do you have gastrointestinal concerns (e.g., abdominal pain, vomiting, diarrhea)?
  - j. Is anyone in your household displaying symptoms of COVID-19?
  - k. To the best of your knowledge, have you or anyone in your household come in close contact with anyone who has tested positive for COVID-19? (Close contacts include household contacts, intimate contacts, or contacts within 6 ft. for 15 minutes or longer (10 minutes or longer for ambulatory care services unless wearing N95 mask during period of contact)
4. Alert your supervisor or Wendy Kmet if you answered yes to any of the wellness screening questions listed above
5. Help stop the spread of germs and stay at home if you are sick. See: <https://vimeo.com/397555880/f803bd73af>

### **Working in the building:**

1. Do not come to work if you are experiencing any of the following:
  - a. Fever: Employees who have symptoms of acute respiratory illness are recommended to notify their supervisor and stay home until they are free of fever (100.4° F [38.0° C] or greater using an oral thermometer), have signs of a fever, and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants)
  - b. Cough
  - c. Sore throat
  - d. Shortness of breath
  - e. Muscle aches
  - f. Unusual or new headache
  - g. New loss of taste or smell
  - h. Chills or rigors
  - i. Gastrointestinal concerns
2. Monitor your health on an ongoing basis while you are at work. Alert your team captain if you begin to feel ill. Team captain will conduct a wellness screening in a private area while maintaining social distance. (The screening will consist of the same questions as listed in the first section of this document.) If you answer yes to any of the questions you will be instructed to go home and encouraged to seek a COVID-19 test at a state or local government testing center, healthcare center, or other testing location and to follow CDC recommended steps
3. You must social distance—this starts from the time you exit your car—remain 6 feet apart at all times; see: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/social-distancing.html>
4. PPE (masks and gloves) will be provided but you are welcome to use your own; wear mask when working in communal areas within 6 feet of another employee; wear gloves as desired for handling materials
  - a. Information on use of face coverings, see: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
  - b. Information on wearing gloves, see: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html>
5. Practice good personal hygiene
  - a. Wash your hands often for at least 20 seconds with soap and water; see: <https://vimeo.com/397555897/8d21b309fa>
  - b. Avoid touching your eyes, nose, and mouth with unwashed hands
  - c. Cover your mouth and nose with a tissue when you cough or sneeze. Use the inside of your elbow to cough or sneeze if you don't have a tissue
6. Clean all high touch surfaces around you every two hours
7. Do not share office supplies
8. Leave all work areas completely free of material at the end of your shift

**Recording work time:**

1. Use Paylocity to record time worked in building
  - a. Clock in and out for time worked in the building per Employee Handbook and Paylocity practices
  - b. Alert your Supervisor if you missed a clock in or clock out
2. Use Excel timesheets to record teleworking time
  - a. Record teleworking hours on days you are working from home and complete fields for indicating assignments and projects
  - b. Record “building hours” on days worked in the building
  - c. If you ONLY work in the building you do NOT need to submit an Excel timesheet
3. Request time off using Paylocity



## Appendix 2: Human Resources Guidelines

If you are experiencing signs or symptoms indicating COVID-19 notify Wendy Kmet immediately and seek medical assistance. Staff who is experiencing symptoms at work will be asked to go home. Staff who has tested positive for COVID-19 may be asked to submit a doctor's note indicating fitness to return to duty prior to returning to work.

On April 1, 2020, the U.S. Department of Labor announced new action regarding how American workers and employers will benefit from the protections and relief offered by the Emergency Paid Sick Leave Act and Emergency Family and Medical Leave Expansion Act, both part of the Families First Coronavirus Response Act (FFCRA). The Department's Wage and Hour Division (WHD) posted a temporary rule issuing regulations pursuant to this new law, effective April 1, 2020.

For more information, visit: <https://www.dol.gov/agencies/whd/pandemic/ffcra-employee-paid-leave>

### **Emergency Paid Sick Leave Act (EPSLA) Guidelines:**

- Full-time and part-time employees may take up to two weeks of paid sick for COVID-19 related reasons, including if the employee is:
  - subject to a federal, state, or local quarantine or isolation order related to COVID-19;
  - advised by a health-care provider to self-quarantine due to COVID-19 concerns;
  - experiencing COVID-19 symptoms and seeking medical diagnosis;
  - caring for an individual subject to a federal, state, or local quarantine or isolation order or advised by a health-care provider to self-quarantine due to COVID-19 concerns;
  - caring for the employee's child if the child's school or place of care is closed or the child's care provider is unavailable due to a public health emergency; or
  - experiencing any other substantially similar condition specified by the Secretary of Health and Human Services in consultation with the Secretary of the Treasury and the Secretary of Labor

### **Emergency Family Medical Leave Expansion Act (EFMLA) Guidelines:**

- EFMLA leave is for a single purpose—inability to work (in person or remotely) because of the need to care for a child under the age of 18 due to a school or child-care facility closure caused by an emergency declared by federal, state, or local authorities related to COVID-19
- Employee must have been employed for 30 calendar days to be eligible
- Employee may take leave to cover absence due to COVID-19 school and child care closures
- First 10 days of leave are unpaid but employee can use other paid leave
- Remainder of 12-week leave period is paid at two-thirds of normal pay rate



To find out if you qualify to use Emergency Sick Leave or to apply for Emergency Medical Leave contact Wendy Kmet.



## Appendix 3: Cleaning Guidelines

### Cleaning procedures:

1. All staff is responsible for cleaning and disinfecting workstation or work area at the start and end of work shift. This includes:
  - a. Wiping down computer equipment (keyboard, mouse, screen, etc.)
  - b. Wiping down phone
  - c. Wiping down all table surfaces
  - d. Wiping down chairs
2. All staff is responsible for cleaning and disinfecting shared equipment, such as computer stations, touch screens, desks, chairs, and carts before and after each use, focusing especially on frequently touched surfaces
3. Team captain/PIC will clean and disinfect all high touch surfaces in the work room every two hours
4. Facilities staff will clean and disinfect all high touch areas in other areas of the building every two hours
5. External janitorial service will clean and disinfect the building per contractual obligations
6. Advanced disinfection protocol will be implemented when an active staff member has tested positive for COVID-19, including:
  - a. Thorough cleaning of the workspace used by the infected individual after the area has been closed off for at least 24 hours following the CDC cleaning and disinfection recommendations
  - b. If multiple staff members in the library are confirmed to have a COVID-19 positive test, the Library may close for a period of at least 72 hours to allow for natural deactivation of the virus followed by a comprehensive disinfection of the building by facilities and/or external janitorial service

### Using the break room:

1. Do not leave food in refrigerator or any area of the building over night
2. Clean up before and after yourself by cleaning and disinfecting surfaces, table, chair, etc. and throwing away all of your garbage
3. Remember to maintain your social distance at all times even when on break
4. Disposal dishes and utensils are available for your convenience



## Appendix 4: Communication Plan

**Overview:** This addendum is meant to guide us from now through our reopening process ensuring that we regularly communicate with our community through our multiple communication channels to keep them informed of Library services as they become available. Channels include GPLD’s website, GPLD eNews, Facebook, Twitter, Instagram, bookmarks or handouts, and postcard mailings.

### Action plan:

1. Generate community interest by sharing new messages as service levels and new offerings become available. Examples include but are limited to:
  - book club service
  - book/movie bundles
  - take and make craft kits
  - seasonal challenge offerings
  - limited self-guided new building tours
  - self-service computer availability
  - self-service holds
  - consortium/ILL materials availability
  - bookable rooms
  - small group programming
2. Manage community expectations by providing clear message about what is and what is not available at each service level
3. Develop sense of security with community by providing information about safety procedures and steps taken to ensure health and wellness
4. Increase effectiveness of communications by using easy to understand visual depictions to correspond with textual directives

### Implementation:

- Update GPLD’s website, and use eNews and social media channels to share these updates
- Create bookmarks/fliers that can be distributed to our drive-thru users. The turnaround time for these items are quick so we could have something new each week. They really enjoy receiving items from us (Summer Challenge logs were a hit).
- Use postcard mailings in place of a print newsletter for greater flexibility
- Provide building signage
- Use Geneva Marquee as available