



Reopening Plan

Due to COVID-19, the library building has been forced to close to ensure the safety of staff and the community. Despite our physical space being closed, the library is still open. Through the amazing efforts and creativity of staff, the library has expanded its digital offerings and created a new line of virtual programming, all with the goal of engaging our community. As we stay committed to connecting to the community virtually, we are also exploring how we can return to providing services from the physical building. There are many factors that go into this, especially the recommendations of public health officials. Every decision and effort that is put forth in bringing services back to the physical building will be made with the health and safety of staff and the community at the forefront and in conjunction with the guidance and recommendation from public health officials.

This plan will address what it will take to reopen our physical space and outline the various stages that will be needed to ensure the health and safety of staff and the community. Each phase consists of services that will be gradually activated, associated expectations for staff, and what is needed to maintain that phase. This plan will involve a combination of staff working in-house and remotely. Every effort will be made to cycle staff so all can take turns working in the building and from home. Although best efforts will be made to ensure this is equal, we must realize that, given the various job responsibilities, this may not be possible. Also addressed are guidelines for handling of materials, social distancing, and hygiene practices.

At this point in time, there is much we do not know. We will not know how long a phase will be active for or when we will be able to transition to the next. Again, these decisions will rely on the recommendations of public health officials and what is best for our community. Having access to a reliable source of supplies and materials is also extremely important. Without a reliable source, it would be imprudent for the library to reopen, only to have to close its doors again when disinfectant supplies run out. Although not directly addressed, there is the possibility of having to move back to a previous phase if public health officials recommend it. With all these unknowns, it should be known that this plan will be ever-changing and adapting in order to ensure the health and safety of everyone. If you are in any way uncomfortable with any of the phases or tasks listed below, please talk to your department head or the library director.

Basic Staff Guidelines

Handling of Materials

1. All employees handling materials or cleaning toys/areas of the library must wear gloves.
2. Returned materials must be set aside in quarantine (seven days) and labeled with date received.
 - a. Seven days is the recommended timeframe by an ongoing study conducted by the Institute of Museum and Library Services (IMLS), Battelle, and RAILS.

3. Newly delivered materials must also be set aside in quarantine (seven days) and labeled with date received.
4. Staff must wear gloves when handling materials, including during checkout, curbside pickup, and home delivery.
5. Masks are mandatory.
 - a. Staff will be provided with two pairs of washable face masks and, if requested, a face shield.

Social Distancing

1. Maintain 6 feet apart.
2. Do not congregate in work areas or the staff room.
3. Staff must wear masks.
4. Limit person-to-person interaction by requesting information via email, phone, or other communication.

Hygiene Practices

1. Clean your hands often with soap and water.
2. Cover your mouth and nose when you cough or sneeze.
3. Avoid touching your eyes, nose, or mouth.
4. Clean shared surfaces and equipment often.
5. Stay home when you are sick.

Opening the Library

Prior to Opening

1. Deep cleaning of building before opening, and enforced sanitization procedures for staff, patrons, and cleaning service when we reopen (i.e. wiping down computer stations, self-checkout, etc.).
2. Continue promotions of digital resources and virtual programming events.
3. Host several staff meetings before reopening.
4. Cancel meeting room reservations and programs through July?

Phase 1: Soft Opening – Staff Only

1. Begin receiving deliveries of newly purchased materials and other deliveries.
2. Begin to organize backlog of materials like newspapers, donations, etc.
3. Staff disinfect/wash toys – toys will not be available until return to normal (Phase 6)
 - a. Determine what to do with cloth-covered toys. Quarantine/wash them/dispose and repurchase.
4. Staffing the library: two to five staff in the building Monday – Friday (9-5), practicing social distancing as recommended by public health officials. Two people normally sitting next to each other will need to spread out and move to a different location (example: Jon and Jeff).
5. Not accepting donations until a return to normal (Phase 6).
6. Duration of Phase 1: as mentioned above, this is uncertain.

What We Need for Phase 1:

- Adequate amount of supplies for handling materials and disinfecting toys: masks, gloves, disinfecting wipes and spray.
- All staff must adhere to basic safety instructions when handling materials and adhere to social distancing.
- Re-assign staff workspaces to ensure social distancing.

Phase 2: Begin Curbside Pickup/Home Delivery of In-House Materials

1. Reopen book drop. Staff empty book drop using the procedure listed above in Handling of Materials section.
 - a. Fine forgiveness on all materials through July.
2. Patrons will be able to pick up materials via curbside pickup, or request home delivery.
3. Patrons requesting materials can request items on library shelf by phone, email, or chat. Availability of items is limited to in-house materials, as it is assumed that RAILS will not resume ILL deliveries.
 - a. Staff will be on-hand to answer phones, answer reference questions, pull materials, place holds, checkout material, and ready materials for curbside pickup/home delivery based on those procedures.
4. For Curbside Pickup, patrons will call/text the library when they have arrived in the parking lot and staff will bring out materials. Specific procedures will be created for Curbside Pickup emphasizing zero contact between patrons and staff.
5. For Home Delivery, staff will organize materials, identify an area where staff can place materials while avoiding interaction. Specific procedures will be created for Home Delivery emphasizing zero contact between patrons and staff.
6. Staffing the library: four to six staff in the building, Monday, Wednesday, Friday, Saturday (1-5); Tuesday, Thursday (5-9). Staff scheduling will be done by teams.
7. Per direction from the Village, flush water lines to wash out any sediment build-up.

What We Need for Phase 2:

- **Stay at Home Order must be lifted or amended to allow us to return to work on a daily basis.**
- **Have access to a reliable supply of disinfectant supplies (wipes and spray), masks, gloves, and hand sanitizer (or a viable substitute as identified by public health officials).**
- **Appropriate containers for Curbside Pick and Home Delivery.**
- **All staff must adhere to basic safety instructions when handling materials and adhere to social distancing.**
- **Ensure proper staff have ability to drive on library's behalf.**
- **Develop new departmental schedules for limited hours in building and remote working.**

Phase 3: Limited Reopening to Public

Phase 3 will allow patrons to enter the building to browse the collection, pick up holds, and for limited computer, copying, and simple scan use. Access to the library will be done by appointment to ensure that building capacity requirements are met, and all appointments will be one hour and limited to one person per day. For available appointment times, patrons can contact the library at 630-773-1699 or email at itascal@itascalibrary.org. The library will continue to offer curbside pickup and home delivery services. Any interested patrons should contact the library to arrange for curbside/home delivery. Library hours during its Phase 3 reopening will be: Monday/Wednesday/Friday/Saturday: 9-5; and Tuesday/Thursday: 1-9. The library may also consider returning to its normal operating hours.

To ensure the safety of all patrons and staff, several precautions will be put into place. Masks will be required by anyone entering the building. If a patron is unable to wear a mask, then alternative services will be provided. Hand sanitizer will be available throughout the building and its use will be recommended before and after any library use. There will be carts available for any items that patrons touch but no longer want and computer/faxing equipment will be wiped down after each use. Please read below for more details.

Computer/Print/Copy/Fax Use

- Five computer stations will be available for use based on social distancing guidelines.
 - Four stations in AS and one in YS – this may be subject to change based on demand and as long as social distancing guidelines are in effect.
 - YS station for youth or parent with children.
 - Four AS stations are: three corners of the AS terminals (excluding the corner station next to the print release station) and the OPAC computer behind the AS service desk (has been converted to computer use).
- Keyboards will have plastic covering for patron safety.
- Hand sanitizer bottles will be placed at each computer station and throughout the building for public use.
- Staff member will wipe down each computer area after every use with disinfectant spray/wipes; this includes copy machine, simple scan station, and print release station.
- Computer assistance can be done by providing social distance assistance or via remote computer assistance.
 - This will be dependent on the comfort level of the staff member and patron. The staff member providing computer assistance must communicate with patron on how they will be providing assistance.
- Wireless printing and curbside pick-up of wireless prints will still be available.

Browsing the Collection

- Carts will be placed throughout the library with signage designating the carts as the place patrons can place items that they touched but no longer want.
 - Staff will periodically wipe these items down with disinfectant and reshelve.

- Consideration may also be made for popular sections of NF to be brought down on carts to allow for patron browsing.
- Access to upstairs will be closed to patrons. Staff only. This is to ensure patron safety by discouraging any lingering and may be revised to allow patron access in the future.
- Hand sanitizer will be available for patron use throughout the first floor.

Welcome Desk & the Public Service Desks

- In order to help assist patrons with the new service model and ensure building capacity limits are followed, a welcome desk will be added to the lobby area.
 - The Welcome desk will remind patrons about masks, hand hygiene, reservation system, and available services.
 - A sign out front will inform patrons: masks are required, hand hygiene is recommended, reservations are required, and that Curbside and Home Delivery are available.
- Plastic barriers will be placed at each public service desk with social distancing decals to identify where a patron should stand for assistance.
- Hand sanitizer bottles will be placed at every public service desk for patron and staff use.

Additional Library Services

- Patrons returning items will be encouraged to use either the outdoor or indoor book returns.
- Staff will recommend that patrons make any payment of fines/FOL purchases online via SWAN account.
- Furniture, toys, and other items will be moved into meeting rooms.
- Programs will continue to be conducted virtually via Zoom.
- Meeting rooms and study rooms are unavailable due to do repurposing. Depending on availability, study rooms may become available for single or two-person use, depending on social distancing. Also, the library will consider alternative meeting spaces for outside groups through virtual options like Zoom.
- Curbside tables will be moved to Southeast seating area.
- Notary and Passport services will return when a procedure is in place that will allow for safety of patrons and staff.
- Reconfigure public service desks to limit exchange of items.
 - Self-checkout station may be moved to ensure proper social distancing.
 - Social distancing markings will indicate appropriate spot for assistance and waiting in line.
- Staff will override blocks and check out items if any fines; if there are fines, patrons will be directed to pay online using credit card.
- Staffing and Scheduling: department heads will work on returning staff to regularly scheduled hours and will incorporate remote working when applicable (when a staff member can perform tasks from home and when social distancing in staff work areas becomes an issue).
 - Shared work areas will need to spread out. Staff will utilize study rooms, upstairs table area to ensure social distancing.
 - Shared lunch areas: two people are allowed in the staff breakroom and when done, staff member must wipe down area. Eating at work areas will be encouraged.

What We Need for Phase 3:

- **Have access to a reliable supply of disinfectant supplies, masks, gloves, and hand sanitizer (or a viable substitute as identified by public health officials).**
- **Set up procedures for staff monitoring and enforcing social distancing.**
- **Transition from team scheduling to modified departmental schedules for limited hours in building and remote working.**

Phase 4: Less Limited Service to the Public

Much of Phase 3 will be in effect, but in Phase 4 the Library begins to open up its community space with specific attention given to social distancing guidelines. Please see below for the specific services that are now available in Phase 4.

1. Time limit for patron library use is increased to two hours per day.
2. Limited number of table and chairs are available for public use.
 - a. Tables and chairs will be spaced at appropriate distance (6 ft.) to ensure social distancing guidelines are maintained.
 - b. Hand sanitizer will be available for patron use.
3. Limited number of study rooms will be made available for individual use.
 - a. Masks must be worn in study rooms as they are shared spaces.
 - b. Hand sanitizer will be available for patron use.
 - c. Time limit for study room use is two hours, even if no one is waiting.
4. The West Meeting Room will be made available for outside group use.
 - a. Outside group use will be limited to 10 or fewer people.
 - b. Furniture will be spaced out according to social distancing guidelines.
 - c. All individuals attending a meeting must wear a face mask.
 - d. Hand sanitizer will be available for patron use.
 - e. Time limit for meeting room use is two hours, even if no one is waiting.
5. Post Labor Day, the Library will resume traditional Sunday hours, 1-5 p.m.
 - a. Consideration to a return to normal library operating hours will be made but dependent on the local health situation.
5. Staffing the library: departmental scheduling continues while being aware of social distancing when it comes to work areas and remote working will be utilized when applicable.

What We Need for Phase 4:

- **Continuation of the allowance of large groups up to at least 50 people by public health officials.**
- **Have access to a reliable supply of disinfectant wipes and spray, masks, gloves, and hand sanitizer (or a viable substitute as identified by public health officials).**
- **Set up procedures for staff monitoring and enforcing social distancing.**
- **Continued use and adjustment of new departmental schedules for limited hours in building and remote working.**

Phase 5: Gradual Transition to “Normal” Walk-In Service

1. Gradual relaxing of social distancing and cleaning routines/use of masks and gloves, as advised by public health officials.
2. Additional relaxing of extended use of the library – open study rooms to small groups of 2-3; gradual return of all furniture.
3. Return to normal library operating hours dependent on the local health situation.
4. Consideration of eliminating time limit for patron library use.
4. Staffing the library: phase back to being at full staff, but still utilize remote working for off-desk work activities to cut down on over-crowding of staff areas.

What We Need for Phase 5:

- **Public officials begin to advise a return to normal; social distancing guideline relaxed, etc.**
- **Adjustment to new departmental schedules for more hours in building and remote working.**

Phase 6: Gradual Transition to Normal Full Service

1. Transition back to no restrictions on use of library.
2. All furniture returned to appropriate places.
3. All computers and tablets available for use.
4. Study rooms and all meeting rooms can begin to accept groups.
5. In-house programming returns.
6. All library services return to normal
7. Staffing: return to full staff, with off-desk activities taking place in the library

What We Need for Phase 6:

- **Public officials allow a return to normal.**