



Phased Reopening Plan Draft 6/5/20
Adopted by Hartland Library Board of Trustees on 6/16/20

The purpose of this plan is:

1. To continue to protect the health and safety of our staff and patrons, and by extension their families,
and
2. To implement the **Mandatory Health and Safety Requirements** as required by the Vermont Department of Health, Centers for Disease Control and Prevention (CDC) Guidelines, Vermont Occupational Safety and Health Administration (VOSHA) and The Vermont Agency for Commerce and Community Development as we re-open library services. The guidelines in this plan are informed by guidance from the Governor's office, VT Department of Libraries, the Institute of Museum and Library Sciences, the CDC, and the Vermont Department of Health.

This is a working document, which will be updated to meet the latest federal, state, and local requirements and guidelines. Some aspects of phases may be combined, postponed or eliminated as the landscape changes. Each subsequent phase includes allowed services from previous phases unless indicated otherwise. Library leadership will determine the appropriate timing of commencement of each phase or part thereof, based on guidelines and available resources.

Unknowns and Caveats:

- We don't know when each phase will start or how long each phase will be in effect.
- We don't know if we will receive clear public health guidance on this, or if we will have to rely on the consensus of others in our profession, or most likely, a combination.
- This plan involves staff gradually coming back into the building to work. Good faith attempts will be made to accommodate working in-building and working from home preferences. However, complete accommodation of preferred staff time in-building and working-from-home may not be possible, given specialization of tasks and services to the public. Staff who self-identify as high risk who do not want to return to in-building work should discuss this with the Director.
- Cleaning services are currently once a week. We will revisit this as information from the state changes.
- If the state or our area sees a second wave of COVID19 and businesses etc. are re-closed or restrictions are re-tightened, the Library will follow State guidelines and use these phases or parts thereof to comply

Phase I: Full Digital

Library Pandemic Response Level: Level III -Temporary Closure (March 17, 2020)

State Mandate: Stay at Home Order in Place

Hours of Operation: None

Materials: Digital Only

Services: Digital Only

Check Out Method: Digital Only

Returns: None, Loan period extended with auto-renewal

Staff in Building: <2 with Advance Approval

Programs: Video and Digital

Phase II: Curbside Pickup

Library Pandemic Response Level: Level III – Temporary Closure (May 5, 2020)

State Mandate: Stay at Home Lifted/Modified

Hours of Operation: Limited (T-F 10-6; Curbside T, W, Th – 11-1 & 4-6)

Materials: Digital Encouraged, Curbside pickup w/ phone and online orders

Services: Digital Only

Check out Method: Curbside Only

Returns: Variable, from no returns (with auto-renewal) to limited outdoor returns.

Staff in Building: Limited, <2 Staff in Building M-F

Programs: Videos, Digital, Make-and-Take Supplies

Curbside Pickup Service (Began May 5, 2020)

For more information about curbside lending, visit
<https://www.hartlandlibraryvt.org/curbside-lending/>

Curbside staff follows all State VOSHA requirements for Work Safe Stay Safe, including daily Health Check-ins with the Health Officer. All other staff continue working from home, with scheduled work at the library as needed in staggered shifts with minimal overlap.

STAFF

- Health Surveys (aka health check-ins) are REQUIRED from each staff person before they go to the library on any given day. Remote check-in is allowed. Staff must review questions and report if they have been out of state in the last 14 days.
- Per State Librarian, Health Surveys are required for any others doing “work” in the library including delivery people and contractors.
- Two staff maximum in building at one time as needed, following the Health and Safety Protocols. Work from home whenever possible with minimal in-library work as needed.
- Required health and safety signage is posted.

- If book return is allowed, staff empty book drop wearing gloves and a non-medical mask and put books in the Meeting room for quarantine. Label with date they can be checked in.

MATERIALS

- Quarantine books for 9 days, then check in, and re-shelve.
- Continue quarantining books for as long as advised during subsequent phases. (As of 6-15-20 waiting for guidance from the materials study in process by a collaboration between IMLS (Institute of Museum and Library Science), OCLC the global library cooperative, and Battelle Memorial Institute, a private non-profit science and development institution. When we have the results of this study, we will adjust the quarantine time for materials.)
- Interlibrary loan could become available during this phase.

MEETING ROOMS

- Not available to the public.

PATRONS

- No patrons or volunteers are allowed in the building.
- Face coverings are required during Curbside pickup.

What must be in place before this phase begins:

- Permission from the State to start Curbside Pickup.
- Research and advise all staff on best practices for glove use to avoid recontamination via gloves.
- Adequate, consistent supply of:
 - Paper bags that can hold approximately a dozen library books each
 - Non-medical masks and gloves for staff.
 - Disinfectant wipes/and or spray
 - Soap and water for hand washing

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Phase III: Limited Services

Library Pandemic Response Level: Level III – Temporary Closure (June 1, 2020)

State Mandate: Social Distancing: No groups above 10 – 25. According to Governor Scott’s mandate on June 1, 2020 (8.4 Indoor Arts, Culture and Entertainment), “curbside is still the preferred method of service” for libraries. See full mandate at end of document.)

Hours of Operation: Limited (T-F 10 – 6 with Curbside 11-1 & 4-6)

Materials: Digital Encouraged, Curbside Pickup w/Phone & Online Orders

Services: Patron visits, by appointment, may resume with restrictions. Copy, Fax, Scan may be offered with restrictions.

Returns: Limited Hours for Outdoor Cart – Could move to 24/7 Book Return

Staff in Building: Limited, <3

Programs: Video, Digital, Make-and-Take Supplies

- Health and Safety protocols and procedures remain as in Phases I and II.
- Post health and safety signage as required.
- Doors and windows will be propped open for added air circulation whenever feasible given weather conditions. This has been discussed with the Town Manager.

Phase IV: Moderated Services

Library Pandemic Response Level: Level II – Moderated Services

State Mandate: Social Distancing, No Groups Above 50

Hours of Operation: Limited Hours to Allow for Mid-Day Cleaning –e.g., 10 – 1 and 3-6. Curbside still offered.

Materials: Digital Encouraged, Stacks on First Floor Open

Services: Copy, Fax, Scan, 30 min. Public Computers. No Toys, Seating, Newspapers, Coffee, etc

Check-Out Method: Touchless Check-Out

Returns: Book Drop open, Set Return Guidelines for Extended Renewal Items

Staff in Building: All Staff Report for Regular Shifts, with Modifications

Programs: Videos, Digital, Make-and-Take Supplies

Health and Safety protocols and procedures remain as in phase 1 -3.

Post health and safety signage as required.

The Hartland Library Board of Trustees will adopt a Mandatory Mask policy for all patrons, staff and others who enter the library during the pandemic, with exceptions for children under 2 and those with precluding medical conditions

The Hartland Public Library Board of Trustees adopted a temporary revised Unattended Child Policy which is in effect during the pandemic. Children **14 years of age and under** must be supervised by a parent, guardian, or responsible party, designated by the parent or guardian, while in the Library.

Note: The State Librarian has stated that unlike restaurants, libraries should NOT track or record patron visits. This would be in violation of the VT Confidentiality statute.

STAFF

- Staff will be scheduled with a combination of work in-library and work from home depending on the open hours.
- Up to three staff in the building during any given shift, during open hours, as long as staff can be one per office only and maintain VOSHA requirements and social distancing.
- Staff must wear non-medical masks.
- Staff will wipe down public computer keyboards, mice, and surrounding table surfaces with antiseptic wipes after each use.
- Staff will wipe down service/work desks with disinfectant solution at intervals throughout the day.
- Staff will wipe down staff phones, computers, and mice with antiseptic wipes between shifts. (Paper towels moistened with disinfectant spray can be used in place of wipes.)
- Staff will refrain from sharing office supplies; if necessary to share, will wipe items between uses whenever possible.

- Doors and windows will be propped open for added air circulation whenever feasible given weather conditions. This has been discussed with the Town Manager.

MATERIALS

- A checkout process to maintain social distancing and minimize shared touching of materials will be developed in concert with the front desk staff.
- Toys, puzzles and stuffed animals will not be available in the Youth area.
- Newspapers and magazines will not be available.
- Seating will be limited by removing and storing furniture in the Meeting room or placing signs on furniture.

PATRONS

- Depending on Governor's orders, we may limit the # of people in the building. Procedures may include having a staff person at the main door to count people as they enter and exit the building; and having a dedicated main desk staff person at all times. Overflow must wait outside, not in the lobby.
- Dedicated hours for high-risk patrons.
- Patrons are required to wear face coverings while in the Library, with exceptions for children under 2 and those with precluding medical conditions.
- Patrons are strongly encouraged to use hand sanitizers at the door before entering.
- Institute social-distancing provisions (6-foot distance between non-household members). Patrons will comply using the honor system as we do not have staffing levels to monitor all patrons throughout the library.
- No unattended children 14 years of age or younger will be allowed in the library.

SERVICES

- Patrons may enter the building to pick up bagged holds and select materials.
- Holds will be placed on a self-service table in bags with patrons' last names (to protect confidentiality).
- Visits limited to 30 minutes.
- Limited computer use by appointment of up to 30 minutes per day for adults, or for one child continually accompanied by an adult from the same household.
- Computer use reservations taken beginning one hour after opening (15 minutes after opening for self-identified high risk patrons) for same day only, on a first come, first served basis.
- Time must be scheduled between computer users for staff to disinfect equipment and area.
- Continue Curbside Service for those who prefer no contact. Designate a day(s) or portion of a day per week as Curbside only.
- Book Sale is closed.
- Self-service copying by donation. No change will be provided. Use a jar on the counter for less money handling by staff.
- No food or beverages allowed. No coffee sales.

MEETING ROOMS

Unavailable to the public; used for material quarantine.

PROGRAMS

Videos, Digital, Make-and-Take Supplies

VOLUNTEERS

Volunteers may return after taking the VOSHA training. Volunteers must adhere to all the same requirements for training and health and safety protocols as regular staff.

What must be in place before this phase begins:

- Floor signs and signs in the stacks, at the Main Desk, and other physical means for social distancing.
- Adequate, consistent supply of:
 - o non-medical masks and gloves for increased staff working in the building.
 - o Non-medical masks for patrons who may not have one with them.
 - o Reliable source of disinfectant wipes or viable substitutes.
 - o Adequate supply of touchless hand sanitizer for patrons.
 - o Sneeze shield for Main Desk (Nancy applied for assistance program through VTLIB)
- Computers placed so that there is a 6-foot gap in between users and patrons walking by.
- No shared headphones. Library or patron will supply individual use ear buds. (Already ordered and received.)
- State Librarian highly recommends limiting access to the stacks, whether by number of people there at the same time or by retail-like movement management, or both.
- Post guidelines and reminders for social distancing around the library.
- Most chairs removed from study rooms.
- Plan and space for maintaining social distancing for programs limited to 10 or fewer people (or whatever number is allowed under Governor's orders and as our space allows.)
- Personal laptops may be used at work tables for a maximum of one hour, with one person per table only.
- Small conference room available for one person, limit of one hour. Staff will disinfect table and chairs between users.

Phase V: Precautionary Measures

Library Pandemic Response Level: Level I – Precautionary Measures

State Mandate: Social Distancing

Hours of Operation: Regular Hours

Materials: Stacks Open

Services: All Services, Limited Toys or Multi-Touch Items, Home-Bound Delivery May Resumes

Check Out Method: Touchless Check-Out

Returns: Book Drop Open, All Materials Deadlines Enforced

Staff in Building: All Staff Report for Regular Shifts

Programs: Small Group Programs of 10 or fewer people. Multiple Sessions If Necessary

- Gradually relax social distancing and cleaning routines and use of non-medical masks and gloves, as advised by public health officials.

- Phase back in full on-desk staffing. Staff will still be strongly advised to do “off-desk time” at home where such work is possible to avoid crowding in staff office space.
- Open study rooms to groups of three or less.
- Children and Youth allowed as per pre-COVID Unattended Child Policy.
- Continue transition to in-person programs, with numbers limited if required by Governor’s order.

Phase VI: Gradual Transition to Normal Full Service

- When advised by public health officials, resume all in-person programming and normal scheduling of meeting rooms.
- Resume full staffing levels with all “off desk” and “on desk” work happening in building.
- Continue to provide hand sanitizer and encourage patrons to practice good hygiene.
- Curbside Service ends unless high risk patrons are still advised to stay home.

This plan has also been informed by the Waterbury Public Library, VT and Pierson Library, VT reopening plans, and the Piedmont, Oklahoma Service Level Table.

Approved on: Thursday, June 18, 2020 - Hartland Public Library Board of Library Trustees

8.4 Indoor Arts, Culture and Entertainment (Effective 6/1)

- Libraries, galleries, museums, theaters and other indoor arts, culture and entertainment organizations are limited to 25% (twenty-five percent) of approved fire safety occupancy; or 1 customer per 200 square feet; or 10 total customers and staff combined, whichever is greater. Operators must post their temporary occupancy limit, and which method was used to determine it, prominently on all entrances. Posting templates are available at accd.vermont.gov.
- Cashless/touch-less transactions are strongly preferred.
- *Curbside pickup remains the preferred method of operation. When possible, organizations should take steps to schedule or stage customer visits, such as waiting in cars or outside, to ensure lower contact operations.*
- Organizations should close or remove high touch entertainment features, including arcades and playgrounds.