



**Westlake Porter Public Library
Reopening Manual
April 30, 2020**

Introduction

The COVID-19 Pandemic has created an unprecedented situation for libraries. We are working to develop safe, consistent practices, and our primary concern is the safety of our staff and of our customers. It is paramount to all the decisions that we are making. We can only minimize risks, and we encourage our customers and staff to make the best decisions for themselves.

While we are putting safety first, we realize that this may result in limited access for some of our customers, especially those customers most impacted by the digital divide.

The Governor has released a timetable for “reopening” Ohio, and we will be following those guidelines as we ease back into providing services to our community.

Preparation for reopening will take place on Saturday May 2nd and Sunday May 3rd. This document will outline how will we prepare for reopening and guidelines for library use once we are open to the public.

Beginning May 3rd all staff will be asked to return to work according their regularly scheduled hours. Select staff may be asked to come in on May 2nd for pre-opening duties. Staff members that do not feel comfortable coming back to work once the library has reopened may use vacation time or request unpaid leave.

At this time, the Café, Book Nook, and Portables will remain closed until further notice.

Section 1 – Timeline

Week of May 3

Emergency plan ends

Employees begin working either in the building or from home beginning Sunday May 3

Workspaces and workflow established

Curbside service possibly begins

Week of May 10 (May 12?)

Possible partial opening of building

Week of May 17

Possible opening of complete building

Programming and Meetings

Large gatherings have not been announced by the Governor as yet

Section 2 – Staffing

Saturday May 2nd will be devoted primarily to cleaning the building. We will rely on a combination of outside vendors such as our carpet cleaners and window cleaners in addition to our building services staff.

Our Regular work week will begin on Sunday May 3rd. Those who are scheduled to work that day will be asked to report to work as usual. Duties may include shelving, straightening, light cleaning, organizing department for proper physical distancing.

Shelving will begin on Sunday May 3rd. To date, all returned materials have been discharged and placed in order on carts and readied for shelving. Shelving all returned material may not be possible due to inadequate room on shelves. Many items will need to remain on carts until the collection right sizes again due to patron checkouts.

Section 3 - Cleaning

Prior to Opening:

Restrooms will be cleaned prior to staff returning and periodically over the two-day prep period using our standard disinfecting cleaning chemicals.

Carpet throughout the building is being cleaned in anticipation of staff returning and will be cleaned the evening of May 3 by our regular carpet cleaning vendor.

Public Service Desks, Tables and other hard services – Anything that can be wiped done with disinfecting cleaners will be cleaned prior to staff returning to work.

Public PCs will all be wiped down prior to opening to the public

It is important to remember that this virus has been shown to be viable for about 24 – 36 hours on hard surfaces and only a few hours on cloth or paper. Since very few areas of the building will have been in contact with a person over the past 6 weeks, this is the best disinfectant.

After Opening:

Building Services will continue to clean according to their normal schedule.

Each department will be provided with disinfectant wipes to use on their work surfaces including counter tops, carts, phones etc. However, at time, we have a limited supply and many cleaning supplies are not in stock to reorder. Therefore, with this in mind, each department needs to develop a protocol for cleaning their work surfaces.

Materials:

- Defining the terms:
 - *Cleaning* refers to the removal of dirt and impurities, including germs, from surfaces. Cleaning alone does not kill germs. But by removing the germs, it decreases their number and therefore any risk of spreading infection.
 - *Disinfecting* works by using chemicals, for example EPA-registered disinfectants, to kill germs on surfaces. This process does not necessarily clean dirty surfaces or remove

germs. But killing germs remaining on a surface after cleaning further reduces any risk of spreading infection.

- With the sheer volume of materials that libraries process, disinfecting is not a viable option nor is it recognized as being particularly effective. Bound items are particularly difficult to completely disinfect and disinfecting the outside of AV cases would not address any contagions on the inside of the case. Discs cannot be disinfected without being damaged.
- UV lights or fogging with disinfectant only disinfects the exposed surfaces and is damaging to library items.
- While measures may be taken such as quarantine, it is a public space, and materials could be reintroduced to the virus when people touch or use the space. It is recommended that the same hygiene processes practiced in other public spaces are utilized in libraries.

EPA and CDC are emphasizing hand washing with soap and water and not touching your face as the most effective measures.

Quarantine

- During this time, measures will be taken to minimize staff handling of potentially contaminated materials as much as possible.
- Items will be quarantined for 72 hours after they are returned to the library. This may be adjusted depending on the Battelle study due out soon.
- Staff would remove items from the drive-up book drop, left in current status, and placed on library carts, boxes, bags, or crates. Gloves must be worn during this process.
- The carts, boxes, or crates could be stored in meeting rooms, conference rooms, study rooms, or other non-public spaces.
- For management of the quarantine, a routing slip can be taped to the cart, crate, or box with the date items were returned and date it was placed in quarantine.
- When we initially reopen, we can expect a deluge of materials returned and a lower than normal percentage of the collections checked out. Once the items are removed from quarantine and checked in, the shelves will be fuller than normal, and some collections may temporarily run out of shelf space. Items may need to stay on carts until room is available to shelve.

Internal Library Return of Materials

- To maintain social distancing, it is best to avoid customers directly handing their returns to staff.
- Customers may place their items in an internal book drop, box/crate, or on a cart.
 - Internal book drop: the internal book drop can be lined with contract grade bags, and then the backs placed in quarantine, or the items can be loaded onto carts/crates/boxes and placed in quarantine
 - Box/crate: The boxes and crates are labeled with date and moved directly into quarantine.
 - Cart: The carts are labeled with the date and moved directly into quarantine without staff having to handle the items.

Section 4 – Physical Distancing and Safety for Staff

The library will follow all Federal, State and Local guidelines as it applies to the number of people in the building.

At this time, the library will not be taking employee's temperatures before entering the building. However, employees must perform daily symptom assessment. Daily symptom assessment should include taking your temperature with a thermometer and monitoring for fever. Also watch for coughing or trouble breathing."

Following with orders by the Governor of Ohio, effective May 3, all Library staff must wear a face covering that covers their mouth and nose at all times while working at the Library. Accommodations will be made for individuals who are unable to wear a face covering due to a medical condition, under direction from a physician. Exceptions will be made for individual staff working alone in an office.

The library will provide gloves, masks, hand sanitizer, and disinfectant wipes for staff to use while on duty dependent on the ability to procure from suppliers. Staff will be allowed to use their own Personal Protective Equipment.

- How to Wear a Cloth Mask Properly | Consumer Reports
- https://www.youtube.com/watch?v=Yc_yKQryMIQ
- How to Correctly Wear Gloves and Masks | The Guardian
- <https://www.youtube.com/watch?v=4xFY3aPF7E4>

Supplies of both cleaning materials and safety supplies are at an all-time low with priority being given to medical facilities and first responders. The inability to obtain needed supplies on an ongoing basis may impact libraries' abilities to reopen.

Circulation Desk stations may be fitted with a plexiglass barrier between staff and patrons. Enough room will be allotted for handing materials around the glass. Queue will be reconfigured to accommodate better physical distancing. Self-checkout stations will be re-organized to allow for physical distancing and to encourage 'non-contact' checkouts (checkouts without direct contact with staff/another person).

Adult and Youth Services will staff each service desk with only one staff member at a time. Options for extending the distance between patron and staff to six feet are being explored.

Our telephone greeting will reflect that, while we are open, we will be following all appropriate Physical Distancing guidelines. Phone call will be routed to office staff in order to allow staff on the floor to provide person to person assistance.

It is recognized that the larger physical distance between patron and staff in any interaction will cause a potential rise in noise levels. Asking patrons to understand this and be accommodating may be necessary.

Staff members who may exhibit symptoms from allergies or other non-virus or contagious sources and are concerned about patron reaction may, upon request, be assigned to non-public facing duties if an opportunity is available. If a library user becomes disruptive or abusive to staff under these circumstances, they will be asked to leave the library.

Section 5 – Physical Distancing and Safety Equipment for Public

We will be asking patrons not to enter if symptomatic. Once we open the building to the public, all Library guests must wear a face covering that covers their mouth and nose at all times while inside the Library. This requirement does not apply to children under the age of 2 or to patrons who are unable to wear a face covering due to a medical condition. We can ask if they have a medical condition, we may not ask what it is.

Public PCs will be spaced further apart either through physically moving them or keeping some off.

Tables in the public area will be spread as far apart as possible. There will be a maximum of one person per 4-top or smaller table and 1 person-per-side/end for 6-top or larger tables while the 6-foot distancing guidelines apply. Exceptions will be made for parents/children from the same household or people that need assistance from others in the same household.

Due to the compact area that patron holds are kept; we will discontinue self-pick up of holds indefinitely. The area will be cordoned off and patrons will need to go directly to a circulation staff member to retrieve their holds. One staff member will be stationed in the holds area to retrieve and hand items to patrons wanting to use the self-check machines.

If and where possible, traffic flow lanes will be established to help keep a proper distance between library users.

Section 6 – Services

Programs and Meetings Rooms - The decision to begin facilitating programs and meetings will be made contingent on protocols set by State and Local government and Health Departments. For example, the Stay at Home Order may be lifted but gatherings of more than 10 number of people may still be discouraged. It is unlikely that we will be able to give a firm date for several more weeks.

Study Rooms – Patrons can book a study room with a limit of only one person per room. When the patron is finished using the room, Adult or Youth Services staff should wipe down the countertop and chair.

Search Ohio and Ohio Link will likely be unavailable for 2-4 weeks after reopening.

Passport Services may be temporarily moved to one of the meeting rooms.

Deliveries to Homebound patrons will begin once it has been determined safe to do so.