PHASE II: STEP 1 – LIMITED SERVICES/FULL-STAFFING (JUNE 29TH -UNTIL FURTHER NOTICE)

Overview:

Building is open to the public with service restrictions (i.e. limit the number of people, time the public can spend in the building, limited services).

- Continue to follow CDC guidance to maintain health of patrons and staff and prevent infectious spread.
- Continue to monitor staff health when reporting to building.
- Continue staff social distancing and use of masks when working in building.
- Continue contactless pickup but begin to re-integrate patrons to the building for browsing and limited services.
- Activities include use of public access computers/copier on a limited basis, limited browsing of collection, and notary services by appointment.
- Programming continues to be virtual/digital.
- Meeting/Programming rooms, bookstore, café, continue to be closed.

Plan:

Reintegrates all staff who can work into the building and restores limited in-person services.

1. Building Access and Use
   a. Staff – All staff, who are able, will be permitted back into the building to support contactless holds pick-up and patron services while continuing to socially distance from others.
   b. Patrons in limited quantities may enter the building.
      i. The number of patrons in the building will be determined using the Methods for calculating social distancing occupant loads as recommended by FEMA.
      ii. During Phase II: Step 1, the recommended occupancy load at any one time would be up to 50% of the first-floor maximum occupancy for comfortable browsing in non-seating areas. (This is approximately 15 persons.)
   c. Traffic patterns in, out, and around the building will continue to be modified.
      i. Directional signage will be purchased and used.
      ii. Entry and exit doors will continue to be separate to avoid patron interaction and exposure.
      iii. Traffic in the aisles and book stacks may be altered.
      iv. Patron traffic will be monitored by staff.
      v. Plexiglass dividers will be used to separate computer users while social distancing is being observed.
   d. Social distancing will be encouraged and monitored by staff.
   e. Masks will be suggested and provided for patrons entering the building during regular browsing hours. Masks will be required of patrons using the library’s services during senior
and other high-risk users during designated hours.

2. Hours of Service
   a. Suggested Library hours:
      Monday: 12:00 PM – 8:00PM
      Tuesday – Thursday: 10:00 AM – 8:00 PM
      Friday: 10:00 AM – 5:00 PM
      Saturday 10:00 AM – 2:00 PM
   b. Seniors and high-risk users:
      Tuesday – Friday, 10:00 AM – 12:00 PM (Masks required)
   c. Library open for browsing with limited services:
      Monday – Thursday, 12:00 PM – 6:00 PM
      Friday – 12:00 PM – 5:00 PM on
   d. Library Closed from 6 PM – 8 PM, Monday – Thursday for shelving/re-shelving and pulling the next day's reserves.

3. Library Services
   a. Meeting rooms will continue to be closed.
   b. Storytime room will not be available for passive activities or storytimes.
   c. YA Room will be available for book browsing only; limited to one patron at a time, or one family at a time.
   d. Cafe will be closed.
   e. Bookstore will remain closed.
   f. Book donations will not be accepted.
   g. Study rooms will remain closed.
   h. Patron browsing - 20 minute maximum.
   i. Patron printing/copying - 20 minute maximum.
   j. Notary services by appointment only.
   k. Technology and device help will continue to be offered by staff via website, email, and telephone only.
   l. Information services will continue to be offered by staff via website, email, and telephone, but in-person information and reader’s advisory services will be practiced in-person while maintaining social distancing.
   m. Patrons may access the computers in the Library for 20-minute sessions, which will be limited in number because of the need for social distancing and frequent disinfection.

4. Materials
   a. Due dates will be returned to the normal loan period requirement as determined by the Circulation Policy. Renewal limits will be re-established.
   b. Library book return continues to be open for returns.
   c. Materials will continue to be quarantined for 72-hrs.
d. Physical materials may be checked out in-person or via self-checkout.
e. Patrons will be asked not to re-shelve materials that they have handled and ultimately do not decide to checkout.
f. Patron holds will continue to be available in a contactless manner but can also be checked out via the circulation desk.
g. Interloan services throughout the State will resume as dictated by NHAIS.

5. **Programming** - Programming will continue to be available via the DPL website, Zoom, and social media platforms only.

6. **Staff**
   a. Work from home in support of library services may continue for staff who are high-risk or have other COVID-19- related issues or concerns.
   b. Best practices for reopening per the CDC will be followed.
   c. Staff who can work will be fully reintegrated into the building, with the following modifications.
      i. Staff will continue to socially distance from one another and patrons.
      ii. Administrative and engineering controls to minimize staff contact with each other and patrons will continue to be used (scheduled hours, relocated workstations, plexiglass barriers, etc.).
      iii. Staff will be required to wear cloth face masks when interacting with other staff and patrons and to wear gloves when handling money and materials returned by patrons.
      iv. Other protective measures will be employed to protect staff from the risk of infection. (Ex. Plexiglass barriers at desks separating patrons and staff, cordons to restrict access, frequent sanitization, etc.)