

SHML Guidelines for Reopening

These guidelines are an outline for phasing in the opening of the library. These guidelines are largely informed by other library plans, modified for our particular situation, and guided by the Michigan Cooperative Directors' Reopening Considerations for Public Libraries. The guidelines reflect the continuing requirements and guidelines affecting libraries put out by the State of Michigan and Lenawee County. They are not intended to answer all questions, but rather are intended to guide staff as a fluid, working document as information continues to develop. The guidelines are not a substitute for staff judgement in particular cases, but they, along with the state and local requirements and guidelines that they reflect, should guide judgement and procedures.

Library services and workflow will change as we determine how to be public facing and serve the needs of the public under the new and changing conditions. Some of these changes may be, more or less, permanent. The staff composition and duties will change because workflow will be different. Staff must be flexible and able to shift job tasks quickly. We will communicate guidelines and progress of plan often to staff and to the public.

The library's ability to meet state and local guidelines and requirements, guided by medical opinion, will determine the shifts from phase to phase. The library director will make the final determination with the board's support and approval when appropriate, according to the board-approved policy, Reopening the Building after a Public-Heath Related Closure.

The phases are:

0. **Pre-opening:** Staff work in the building to ready it for re-opening. Work that can be done at home is done at home. Staff wear face coverings while in shared areas. Programs and content available online.
1. **Vestibule Service:** Staff work in the building to ready it for re-opening. Staff wear face coverings while in shared areas. Collection processing and other work caught-up. Vestibule service begins. Vestibule service will include inter-library loan if and when the service is reinstated. All item returns are to the book drop. This is essentially where we were the week before the mandated closure. With the director's approval, some work, such as live streaming programming preparation and delivery, may continue from home. Programs and additional content available online.
2. **Limited Opening:** Provided adequate public area sanitation supplies and PPE for staff are available, LIBRARY OPEN to public in limited fashion with some areas, particularly hidden areas or areas for social gatherings, such as the auditoriums, restrooms, and public seating areas, remaining closed or limited and with extra precautions in place. Vestibule service remains an option for patrons with requests placed by phone. All returns are to the book drop. As required by reopening orders and guidelines, all staff and patrons will wear face coverings inside the building's shared spaces. Part of the auditorium will serve as a holding area for returned items in quarantine and for furnishings and other items removed to promote social distancing and reduce sanitation requirements. As required by

orders and guidelines related to re-opening, staff or patrons who become ill in the library may be moved to another area of the auditorium to wait for help if they cannot leave on their own. Services for the general public may be provided on a limited schedule to allow for enhanced cleaning. Library hours may vary at the director's discretion. Social distancing accommodations will be in place, such as moving public seating and computers 6 feet apart, limiting the number of people allowed in certain areas at one time, and limiting computer time, so that sanitation may take place between users. With the director's approval, some work may continue from home. No face-to-face programming will be scheduled. Coffee service will remain suspended. Conditions may require a backward move to a prior phase, including closing the building again. Programs and additional content available online.

3. **Less Limited Opening:** LIBRARY OPEN with possible gradual relaxation of limitations above, as allowed by orders and guidelines, at the director's discretion. Public restrooms open provided the ability to adequately monitor and sanitize. Unless specifically reduced and publicly posted, all rules and limitations from Phase 2 apply to Phase 3. The ability to gradually remove limitations will depend on adherence to existing social distancing guidelines, including face coverings. Conditions may require a backward move to a prior phase, including closing the building again, or the re-tightening of a loosened limitation. Programs and additional content remain online.
4. **Closer to Normal:** LIBRARY OPEN. Relaxation of limitations above continue, as allowed by orders and guidelines, at the director's discretion. Unless specifically reduced and publicly posted, all rules and limitations from Phase 2 or 3 apply to Phase 4. Public seating and study areas return. Some face-to-face programming may return with appropriate distancing and sanitation considerations. The ability to gradually remove limitations will depend on adherence to existing social distancing guidelines, including face coverings. Conditions may require a backward move to a prior phase, including closing the building again, or the re-tightening of a loosened limitation. Additional programs and content available online.

Some details:

Once staff are able to return to working in the library, they will report first to clean, disinfect, then shelve items returned during the closure. Staff will wear face coverings (and gloves when advised or desired). During this period, any tasks that can be performed from home should continue to be performed from home.

The library will be "readied" for full public reopening. Plexiglas shields will be in place at the front desk. Staff will set up signs, shields, and a hand sanitizer station prior to library being reopened to the public.

Vestibule service will be instituted and ready to roll out before the building is reopen to the public. Even after re-opening, vestibule service will be encouraged and launched as a service point to help with physical distancing. The library will use the vestibule between the two sets of front doors for this service. This service will operate only while staff are in the buildings. Requested items will remain available for a limited amount of time. Requests will likely have a

maximum limit. Time and item limits may change as this service develops and as the state of the pandemic dictate. **[6/8/2020: Vestibule service will open with a three hold and three checkout limit.]**

[6/8/2020: All items returned to the book drop. Returned items will be quarantined for four days in the auditorium before being shelved and available for checkout again.] We are not allowed to disinfect ILL materials belonging to other libraries, but staff may disinfect the outside of our own items covered in plastic cases, book jackets, or lamination.

Service hours will be determined. Public hours may be phased in over a number of weeks (i.e. open later and close earlier.) Areas of the building open to the public will similarly be phased in over a number of weeks. **[6/8/2020: Library will open June 8 for Phase 1 and June 17 for Phase 2 with the pre-closure schedule. Staff will work pre-closure schedules. Hours and staff schedules may change at the discretion of the director. Hold and checkout limits remain at three per account. Requests by phone for vestibule pick up remain an option for patrons.]** There may be limits on how many patrons will be allowed in the building at a time and to how long a single patron may remain in the library. We will follow the guidelines of the health department. Signs will alert patrons to any number and/or time limits. **[6/13/2020: According to calculations of maximum occupancy based on schedules from the Michigan Building Code and reductions of that occupancy provided in applicable orders and guidelines, the library will limit occupancy during Phase 2 to 10 patrons at a time for all purposes combined. To ensure access, time is limited to 20 minutes for browsing and to 30 minutes for computer use.]**

[6/12/2020: High-risk patrons may make a private appointment to visit the library. Appoints are limited and are available from 9:30 am to 10:30 am Wednesdays and Fridays, beginning June 19. Patrons may make an appointment by calling the library.]

Online library card application and issuing will continue, be encouraged, and remain the norm for the time being. Online-only account holders will be able to use those accounts for vestibule service at least until the library re-opens. To encourage social distancing, once the library re-opens, we will allow patrons to check out materials without handling cards. Have the patron hold the card, while the staffer scans it. Have the patron hold alternative ID, while the staffer checks the photo. Have the patron read identifying numbers, contact info, etc., while the staffer checks the account on the system. Patrons who wish to get library cards will be encouraged to fill out the application on-line, then make an appointment to pick up the card, perhaps using vestibule service. The same procedure would apply to those converting UN-CARDS to regular cards. We will develop a procedure for those lacking internet service access to register for a card over the phone.

At the point that the library opens to the public, good hygiene and physical distancing signs will be in place in the public areas. These signs may include floor markers indicating where patrons should stand to wait for assistance at the front desk. **[6/8/2020: All staff and patrons are required by Executive Order 114 and by the guidelines resulting from the order to wear a cloth face covering while in shared areas of the library building. The library patron**

community includes a number of those identified in high-risk groups. A person's mask protects other people, while the masks on others protect that person. Under the existing rules, the library may legally refuse service to anyone who refuses to wear a face covering, but we will offer continued vestibule service to people without masks, including those medically unable to wear masks. We will also provide a mask to a patron who wants one, as long as supplies last.]

Both staff and public spaces will be reconfigured, as much as possible, or closed to allow for physical distancing. Some public computers may need to be “out of service” to maintain social distancing.

A regimen for cleaning computers, monitors, mice after every use will be put in place, as other libraries instituted after the Swine Flu.

Auditorium rentals remain suspended until further notice. Should the auditorium reopen for rentals, programs, or meetings, we will follow the guidelines for allowed numbers of people in a gathering set by the Governor/health department.

Areas of the building may be cordoned off when we first reopen—for example the auditorium, some public seating, and the public restrooms. Entry will be via the front door only, where the vestibule area will be cleaned and disinfected frequently. Stacks may be open to only a few at a time. The Children's Area may be limited to a few at a time. Toys likely will be removed for a prolonged period and will be only slowly reintroduced to the children's area if they can be easily disinfected.

Suspension of face-to-face programming will continue until further notice. The resumption of face-to-face programming will depend on whether social distancing guidelines limiting the number of people who can gather together are relaxed. Programming will continue online with greater development.

Collection development and selection will continue to shift to digital collections, and the budget will shift to further develop digital collections. Changes in services will be communicated to the staff and community. Staff will be trained on new services.

Staff Hygiene and Safety:

Much of the cleaning guidelines and staff hygiene and safety guidelines came from a webinar conducted by the CDC. ([Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections.](#)) There is a link to a list of EPA suggested disinfectants at [cdc.gov](https://www.cdc.gov).

Staff need to have their temperature taken before each shift. Staff may take temperature at home and self-report. If they have a temperature of 100.4 degrees or up—99.4 on a contactless thermometer—they will need to go home or not report to work in the first place. Staff will wear masks while working. Gloves and frequent hand-washing will be encouraged. Gloves do not replace frequent hand washing. We will follow guidelines of the health department.

Staff must continue to complete the medical screening survey at the beginning of each shift. The survey should be signed by the designated worksite supervisor (cf. EO 2020-114 1b) or lead person on shift, usually the Assistant Director. Designated worksite supervisors implement, monitor, and report to the director on the COVID-19 control strategies the library develops. The worksite supervisor must be available throughout a given shift. When the AD is absent, the senior coordinator will assume the role of supervisor, including the responsibility and authority for all the requirements of designated worksite supervisor as defined by EO 2020-114. The custodian will sign his or her own form. The library director may also sign medical screening forms.

Good hygiene signs will be posted in the staff areas.

Staff and public areas will be thoroughly cleaned before the library re-opens. Once the library begins to re-open, public and staff areas will be cleaned routinely and often throughout the day with disinfectant.

- The vestibule area door handles, outside edges, and lock mechanisms, as well as the book delivery cart and literature rack will be disinfected between patrons when possible or at least every two hours.
- All surfaces on the front desk, including telephones, will be cleaned between patrons when possible and at least every two hours.
- The library will not loan pens, staplers, scissors or other items. Staff may give patron a pen and/or paper but will not accept return of these items.
- Patrons may not use the library phones. If a patron has an emergency, staff may ask for the number and relay information.
- The staff restrooms will be cleaned more often with staff encouraged to clean after themselves.
- Once the restrooms open to the public, increased cleaning will remain the norm with specific guidelines published before opening.

High-risk staff need to make the best and most responsible decision for themselves on whether they will return to work, and they need to share this decision with library administration as soon as possible. Risk may apply to the staff member and/or to staff member's family groups to whom they return after a library shift.

APPENDIX:

Relevant language from the currently prevailing Executive Order (EO 2020-114):

All businesses or operations that require their employees to leave the homes or residences for work must, at a minimum:

- a. Develop a COVID-19 preparedness and response plan, consistent with recommendations in Guidance on Preparing Workplaces for COVID-19, developed by the Occupational Health and Safety Administration ("OSHA") and available here. Within two weeks of resuming in-person activities, a business's or operation's plan must be made readily

available to employees, labor unions, and customers, whether via website, internal network, or by hard copy.

- b. Designate one or more worksite supervisors to implement, monitor, and report on the COVID-19 control strategies developed under subsection (a). The supervisor must remain on-site at all times when employees are present on site. An on-site employee may be designated to perform the supervisory role.
- c. Provide COVID-19 training to employees that covers, at a minimum:
 1. Workplace infection-control practices.
 2. The proper use of personal protective equipment.
 3. Steps the employee must take to notify the business or operation of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19.
 4. How to report unsafe working conditions.
- d. Conduct a daily entry self-screening protocol for all employees or contractors entering the workplace, including, at a minimum, a questionnaire covering symptoms and suspected or confirmed exposure to people with possible COVID-19.
- e. Keep everyone on the worksite premises at least six feet from one another to the maximum extent possible, including through the use of ground markings, signs, and physical barriers, as appropriate to the worksite.
- f. Provide non-medical grade face coverings to their employees, with supplies of N95 masks and surgical masks reserved, for now, for health care professionals, first responders (e.g., police officers, fire fighters, paramedics), and other critical workers.
- g. Require face coverings to be worn when employees cannot consistently maintain six feet of separation from other individuals in the workplace, and consider face shields when employees cannot consistently maintain three feet of separation from other individuals in the workplace.
- h. Increase facility cleaning and disinfection to limit exposure to COVID-19, especially on high-touch surfaces (e.g., door handles), paying special attention to parts, products, and shared equipment (e.g., tools, machinery, vehicles).
- i. Adopt protocols to clean and disinfect the facility in the event of a positive COVID-19 case in the workplace.
- j. Make cleaning supplies available to employees upon entry and at the worksite and provide time for employees to wash hands frequently or to use hand sanitizer.
- k. When an employee is identified with a confirmed case of COVID-19:
 1. Immediately notify the local public health department, and
 2. Within 24 hours, notify any co-workers, contractors, or suppliers who may have come into contact with the person with a confirmed case of COVID-19.
- l. An employer will allow employees with a confirmed or suspected case of COVID-19 to return to the workplace only after they are no longer infectious according to the latest

guidelines from the Centers for Disease Control and Prevention (“CDC”) and they are released from any quarantine or isolation by the local public health department.

- m. Follow Executive Order 2020-36, and any executive orders that follow it, that prohibit discharging, disciplining, or otherwise retaliating against employees who stay home or who leave work when they are at particular risk of infecting others with COVID-19.
- n. Establish a response plan for dealing with a confirmed infection in the workplace, including protocols for sending employees home and for temporary closures of all or part of the workplace to allow for deep cleaning.
- o. Restrict business-related travel for employees to essential travel only.
- p. Encourage employees to use personal protective equipment and hand sanitizer on public transportation.
- q. Promote remote work to the fullest extent possible.
- r. Adopt any additional infection-control measures that are reasonable in light of the work performed at the worksite and the rate of infection in the surrounding community.

Retail stores that are open for in-store sales, as well as libraries and museums, must:

- a. Create communications material for customers (e.g., signs or pamphlets) to inform them of changes to store practices and to explain the precautions the store is taking to prevent infection.
- b. Establish lines to regulate entry in accordance with subsection (c) of this section, with markings for patrons to enable them to stand at least six feet apart from one another while waiting. Stores should also explore alternatives to lines, including by allowing customers to wait in their cars for a text message or phone call, to enable social distancing and to accommodate seniors and those with disabilities.
- c. Except in Regions 6 and 8, adhere to the following restrictions:
 - 1. For stores of less than 50,000 square feet of customer floor space, must limit the number of people in the store (including employees) to 25% of the total occupancy limits established by the State Fire Marshal or a local fire marshal. Stores of more than 50,000 square feet must:
 - A. Limit the number of customers in the store at one time (excluding employees) to 4 people per 1,000 square feet of customer floor space.
 - B. Create at least two hours per week of dedicated shopping time for vulnerable populations, which for purposes of this order are people over 60, pregnant women, and those with chronic conditions, including but not limited to heart disease, diabetes, and lung disease.
 - 2. The director of the Department of Health and Human Services is authorized to issue an emergency order varying the capacity limits described in this subsection as necessary to protect the public health.
- d. Post signs at store entrance(s) instructing customers of their legal obligation to wear a face covering when inside the store.

- e. Post signs at store entrance(s) informing customers not to enter if they are or have recently been sick.
- f. Design spaces and store activities in a manner that encourages employees and customers to maintain six feet of distance from one another.
- g. Install physical barriers at checkout or other service points that require interaction, including plexiglass barriers, tape markers, or tables, as appropriate.
- h. Establish an enhanced cleaning and sanitizing protocol for high-touch areas like restrooms, credit-card machines, keypads, counters, shopping carts, and other surfaces.
- i. Train employees on:
 - 1. Appropriate cleaning procedures, including training for cashiers on cleaning between customers.
 - 2. How to manage symptomatic customers upon entry or in the store.
- j. Notify employees if the employer learns that an individual (including a customer or supplier) with a confirmed case of COVID-19 has visited the store.
- k. Limit staffing to the minimum number necessary to operate.