

Betsie Valley District Library Pandemic Reopening Policy

Adopted June 1, 2020

The Betsie Valley District Library Board will have Library staff implement this Reopening Policy in conjunction with the **Betsie Valley District Library Covid-19 Exposure, Prevention, Preparedness and Response Plan.**

I. Purpose:

Michigan public libraries have been closed to the public pursuant to a series of executive orders due to the COVID-19 Pandemic. The Library anticipates that those restrictions will be lifted and the Library may once again resume public library service. This Policy establishes the steps the Library may take and the protocols the Library may put in place to protect the Library, staff, and patrons when the Library reopens. The Library may revert to any previous step based on conditions and any federal, state, or local restrictions. During all phases, staff are encouraged to follow CDC guidelines, to wash their hands often with soap, and not to touch their faces. The good news about this virus is it is not likely to re-aerosolize (return to the air) once it is on a surface. This means we are able to protect ourselves by washing our hands and not touching our eyes, nose or mouth. This would include handling returned library materials.

II. Resuming Library Service.

Before reopening to the public or non-essential staff, and during the term of the Reopening Plan, the Library will establish regulations and implement the following:

A. Cleaning Protocols. The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the stages of reopening.

1. PPE. Staff will be provided with: Gloves, masks, hand sanitizer, and disinfecting products. Plexiglass sneeze guards will be at the Library's main desk to help reduce the interaction with patrons. Washable masks will be available to patrons to use and keep. Supplies will be replenished as needed.

2. Staff will be trained on effective use of PPE. Staff will keep their masks and will wash and sterilize their masks at home. Staff will put their masks on as they enter the library, using the straps only, and not touch the front of the mask.

B. Returned Material. The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.

C. Assess Needs. The Library Director and staff will meet to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment.

D. Physical Distancing. The Library Director will take steps to implement physical distancing protocols if required by law or the Reopening Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6) foot spacing, or providing “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain physical distancing. The Physical Distancing protocols will be established in the Reopening Plan for each stage.

E. Notice to Patrons. The Library Director shall post notices on the door of the Library and on the website to inform patrons of the particular regulations of patron conduct for the current stage of the Reopening Plan.

III. Reopening Stages.

The Library Board adopts the reopening plan attached as Exhibit A (“Reopening Plan”) to this Policy as the basic structure for the reopening stages for public library service. Pursuant to Section IV, the Library Director has authority to modify the Reopening Plan and to establish related procedures and guidelines. The Reopening Plan, including any modification by the Library Director, shall govern the use of the Library. Violations of the Reopening Plan may result in suspension of library privileges.

IV. Library Director’s Role; Authority.

The Library Director and his/her designee(s) will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:

A. Contact/Spokesperson: The Library Director will be authorized by the Library Board as the main contact/spokesperson for media and public health contacts.

B. Modifications; Reopening Stages. The Library Director may modify in writing any services, safety protocols or other part of the Reopening Plan. The Library Director also may determine when it is an appropriate time to move on to the next stage either in whole or in part, or to revert to a previous stage.

C. Staffing Levels. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.

D. Cancel or Limit Services. Even after the Library reopens, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and patrons. This includes cancelling scheduled meetings held in any Library meeting rooms. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library's website.

E. Library Closure. The Library affirms that they will comply with any federal, state, or local mandates to close the library. In addition, the Library Director has the authority to close the Library temporarily for a maximum of fourteen (14) days without prior Library Board approval. The Library Director will inform the Chair of the determination to close and the proposed duration of the closure. If the Library has not been reopened, the Library Board may meet to determine whether the Library Director's decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director's determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library's Service Area. The Library Director will use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library's website. This Policy assumes the staff will be paid based on their "normal" schedule during the Library's closure under this paragraph, pursuant to Board approval.

F. Consultation. The decision to cancel or limit services, move through the stages of the Reopening Plan, close the Library, or adopt additional protocols which may be based on recommendations made regarding the outbreak by the Centers for Disease Control ("CDC"), State of Michigan, local health officials, the Library Board, Library of Michigan, Michigan Library Association, American Library Association, or other reputable sources.

V. STAFF

A. Comfort level

- Staff are urged to come to Librarian Director Michelle Guerra with any concerns and questions about how the Library will be reopening.
- The Library Board and Library Director will ensure staff return on a timeline they feel comfortable with.

B. Flexibility.

Staff will need to be extremely flexible during this time frame:

- Staff workload, job duties, and schedules will vary according to need.
- Staff can communicate with the Librarian Director, who is available, transparent, and open to staff concerns.
- The Library Board and the Library staff ALL want to succeed, be safe, and lead by example in reestablishing the Library's full services to the community and patrons.
- Each staff member will be provided copies of the Betsie Valley District Library Re-Opening Plan Policy and the Betsie Valley District Library Covid-19 Exposure, Prevention, Preparedness and Response Plan. These documents will be posted in the Betsie Valley District Library Policy Book.

C. Staff Continuity.

- In the event that the Librarian Director becomes unable to fulfill her functions, the Library First Assistant may be asked take over some duties temporarily.
- If the Librarian Director and the Library First Assistant become unable to fulfill their functions, the Library Secondary Assistant may be asked take over some duties temporarily.

V. Public services

A. MeL

- Currently, requesting and the label maker are turned off, meaning NO MeL Work can be done. When things start up again, Mel will reopen in 3 phases.
 - **Phase 1 – Outgoing.**
 - Will begin when 80% of libraries report that MeL staff is returning to work.
 - Check in OUR items that were to be sent to borrowing libraries. This was done already
 - Check in and send out items to their owning libraries. This will take a long time and there will not be enough space in RIDES delivery vans to get things out all at once.
 - Some libraries MAY choose to circulate items that had remained on Holds shelf during this time. BVDL cleared Holds shelf so this will not apply.
 - The Library Director will designate the front entryway as the pickup and drop off area for the RIDES delivery driver to minimize his or her interaction with Library staff and patrons.
 - **Phase 2 – Incoming**

- Bins have been in storage at hubs and will be coming in. Items will be sent back to owning libraries, probably.
- Incoming returns will be processed and quarantined and reshelfed.
- **Phase 3 – Requests turned on**
 - This will happen once the majority of libraries are open and the backlog has been reduced. It could be months before a plan to allow requests is in place.

B. Programming.

- Decreased programming planned for the foreseeable future.
- Staff will work on producing online programs to be available virtually.
- Staff will work on the Summer Reading Program and how to promote with social media and our website.

VI. Building

A. Quarantine area

- The Library will consider the back hall area (near the exit door) to be considered a quarantine zone for anything that needs to decompress for a set period of time (24 hours up to 72 hours).

B. Unavailable services at opening

To be reevaluated weekly

- Meeting rooms.
- MeL.
- In person browsing.
- Computer usage.
- Reading table in main area.
- Book donations.

C. Behavior Policy.

- Patrons will be expected to adhere to the Betsie Valley District Library Pandemic and Reopening Policy. The Library staff will inform patrons that we have masks available for them to use and keep. Staff will protect themselves and, hopefully, be an example of protecting our community with the proper precautions that we are taking.

D. Drop Box procedure.

- The drop box will be checked at the beginning of each day and at the end of the day. Items will be put in a quarantine bin in the quarantine area for 24 to 72 hours.
- Each day, the bin in quarantine will be checked in and shelved. We will have a secondary bin to put in the quarantine area for incoming materials needing quarantine. All returns will be cleaned following CDC guidelines before returning to the shelf. This means that

all plastic, laminated, taped, or solid surfaces must be wiped down. Alternatively, a staff person wearing gloves would use a laptop on a cart to check in items and leave them in quarantine.

VI. Enforcement.

Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.

VII. Right of Appeal.

Patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.

VIII. Applicability.

Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

Exhibit A

Betsie Valley District Library Reopening Plan

The following is the reopening plan approved by the Library Board (“Reopening Plan”). If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Reopening Plan only applies if permitted by law or executive order. This Reopening Plan is not intended to supersede or change any Library employment policies.

Requirements During All Stages.

A. Per the CDC guidelines, Library staff and patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.

B. Library staff and patrons should not enter the Library with symptoms of an infectious disease.

C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.

D. Any requirements for staff safety precautions will be adopted separately and the staff will be informed.

E. The Library Director shall determine the cleaning protocols for all stages.

Stage 1. Closed to the Public.

During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

A. Employees. Non-essential staff may return to the Library. However, the Library Director will determine who may return and according to the schedule adopted by the Library Director.

B. Activities Permitted:

1. Patrons are permitted to return Library materials. The Library Director will establish the protocols for returned material.

2. The Library will address any policy or temporary measures involving fee forgiveness or suspension, library card renewals, issuance of new library cards, or extended due dates for

materials.

3. Review upcoming programs and meeting room rentals that may need to be cancelled or modified and review any contracts related to such.

4. Landscaping and other outside maintenance activities may resume if permitted by executive order.

5. Inside maintenance activities may also resume if permitted by executive order.

6. The Library can continue providing WIFI in the parking lot areas.

7. Continuing essential functions.

C. Physical Distancing and Safety Protocols.

1. The Library Director will take steps to implement physical distancing protocols.

2. The staff workspace and/or work station assignments may be reconfigured to maintain physical distancing requirements of six (6) feet if possible.

3. The Library will begin to implement physical distancing protocols in the Library in anticipation of patrons returning which may include:

a. Removing or rearranging chairs and tables.

b. Assessing what computer terminals may be used.

c. Blocking off areas/furniture.

d. Adding plastic screens.

e. Mark waiting areas to show the six (6) foot spacing.

f. Provide “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain physical distancing.

D. Hours of Operation.

The Library will not have any public hours of operation.

Stage 2. Staff Returning; Patron In-Person Services Still Suspended.

A. Employees.

All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library’s operational needs and the need to maintain physical distancing.

B. Activities Permitted:

1. Updating collections, including collection management functions and resumption of

ordering Library materials.

2. Updating the patron database and resolving account issues.

3. Shelving materials.

4. Information Technology upgrades, migrations, and changes to hardware and software configurations and setups to facilitate the next stages, including making technology purchases that facilitate remote work and physical distancing.

5. Transferring materials and bibliographic records to the Library databases/catalog to the extent they were stored separately while working at home.

6. Assess whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.

C. Physical Distancing and Safety Protocols.

The protocols for Stage 1 will remain in place.

D. Hours of Operation.

The Library will not have any public hours of operation.

Stage 3: Materials Pick Up and Limited Patron Services.

Library Building Still Closed to the Public.

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library's operational needs and the need to maintain physical distancing.

B. Activities Permitted.

In addition to previously authorized activities, the Library may include the following activities:

1. Materials pick up is permitted and the Library Director may explore alternate methods of materials access for patrons.

a. Material Pickup may include Curb-side service. For curb-side service, patrons would call or email Library staff for their requested items from the materials located physically at the BVDL. Staff will select, check out and then prepare the items for the patron by placing them in a plastic bag. When the patron arrives, the patron will call the Library staff to announce their arrival. Staff will deliver the items in a cart or basket to the patron with no physical contact either to them via through their car window or staff will leave their items in a box outside on the front porch for them to pick up.

b. Patrons will be asked to return any items to the drop box themselves to avoid cross contamination.

2. The Library will address any policy or temporary measures involving fine forgiveness or suspension, library card renewals, issuance of new library cards, or extended due dates for materials.

3. Resume the interlibrary loan process (if practical or possible). 4. Answer phones and respond to patrons' reference questions.

C. Physical Distancing and Safety Protocols.

The protocols for Stage 1 will remain in place. In addition:

1. Patrons and staff shall remain six (6) feet apart.
2. Patrons shall be required to wear a mask when engaging in materials pickup.
3. The Library shall mark waiting areas for patrons and other materials pickup issues.

D. Hours of Operation.

The Library Board authorizes the Library Director to determine the hours of operation for materials pickup based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

Stage 4: Limited Opening.

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual daily scheduled hours may vary based on the Library's operational needs and the need to maintain physical distancing.

B. Activities Permitted.

In addition to previously authorized activities, the Library may include the following activities:

1. Patrons may enter the Library but will be limited to a specific area in the Library.
2. Patrons may have in-person conversations with Library staff, provided that physical distancing and Safety Protocols are followed.
3. The Library may provide access by appointment to computers, printer/copier/scanner, and fax machine.

C. Physical Distancing and Safety Protocols.

The protocols for the prior stages will remain in place. In addition,

1. Patrons will be required to wear masks; the Library will provide masks if supplies are

available.

2. Patrons must stay six (6) feet away from all staff and other patrons. Physical distancing rules apply. The Library will provide a barrier for in-person discussions if a barrier can be obtained.

3. The Library will mark places where people are likely to gather in line to identify the proper physical distancing. This includes “traffic.”

4. The Library reserves the right to limit the number of patrons allowed into the Library at a time, and all others must wait outside the Library.

5. Patrons will use their best efforts to come to the Library with the least number of people.

6. Computer terminals will be located six (6) feet from any other computer or work station. The Library will make its best effort to either clean computer terminals and equipment between uses, or provide supplies for patrons to do so.

7. Food and beverage is not permitted unless necessary for medical reasons.

D. Hours of Operation.

The Library Board authorizes the Library Director to determine the hours of operation based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

Stage 5: Library Open to Public With Conditions.

A. Employees.

All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual daily scheduled hours may vary based on the Library’s operational needs and the need to maintain physical distancing.

B. Activities Permitted.

In addition to previously authorized activities, the Library may open for additional activities:

1. Programming that is in-person. Limits may be placed on attendance to maintain physical distancing requirements and per any federal, state, or local regulations.

2. Meeting room use for Library-only sponsored events.

3. The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance.

4. The Library Director may open up additional parts the library building for public use.

C. Physical Distancing and Safety Protocols.

The protocols for the prior stages will remain in place.

D. Hours of Operation.

The Library Board authorizes the Library Director to determine the hours of operation based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

Stage 6: Library Open for Regular Business.

At this stage, the Library can reopen with the same services as normal. All Library services can resume without restrictions.