

**Phased Reopening Plan Draft 6/11/20  
Adopted as a draft by Commissioners on 6/10/20**

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.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. Initial opening of the library building will be done with permission of the Town Manager.

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 general consensus of others in our profession, or most likely, a combination.
* Phases will require additional call back of laid off or reduced hour employees.
* 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.
* It is recommended by the State Librarian to give staff about a week in the building to get things up, running and ready for the public before opening the doors.
* Catamount Library Network is hoping to achieve some uniformity in the re-starting schedule of patron self-holds and Inter-library loans, so we will need to conform to some timelines set by CLN.
* Cleaning services from the custodian are currently once a day, three days per week. Is this adequate? Will bathrooms be open or closed in different phases? More state guidance on this may be needed.
* Something to keep in mind for the summer months. Libraries are often used as cooling stations during heat waves, whether officially or simply as a haven for members of the public.
* The Summer Reading program will occur between June 23 and August 14, 2020. More on the Summer Reading program is discussed at the end of this document.
* Given the need to wash hands frequently and clean and sanitize regularly, if the Library loses water due to the Main Street construction, we will close the building.
* 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: Curbside Pickup and Return of Library Materials**  
  
Curbside Pickup Service (Began May 14, 2020)   
  
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.  
  
<https://www.waterburypubliclibrary.com/curbside-service/>

<https://docs.google.com/document/d/1PeHukoku8O1ZRMsIvPN2E1g48xJsekpBQGdDxlZVW0E/edit>

HOURS

Curbside hours are T and TH 3-6 and SAT 9-12  
Drop box is open 24/7

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, mail carriers, Commissioners who come in as Commissioners not patrons, etc.
* Circulation Assistant’s curbside hours are T and TH 2:30-6 and SAT 8:30-12 with additional hours as needed to maintain a 4 day or less turnaround time for requests, and subject to discussion with the Commissioner co-chairs.
* Two to three 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.
* Post required health and safety signage.
* Staff empty book drop wearing gloves and a non-medical mask and put books in the Sal room for quarantine. Label with date they can be checked in.

MATERIALS

* Quarantine books for 7 days, then check in, and re-shelve.
* Continue quarantining books for as long as advised during subsequent phases.
* No Interlibrary loan available.

MEETING ROOMS

Not available to the public.

PATRONS

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

PROGRAMS

All programming is virtual.

SERVICES

Online, telephone and email support for patrons.  
Curbside Service.  
Drop box is open for returns.

DONATIONS

Accepted on a case-by-case basis.  
  
VOLUNTEERS

Volunteers who request it can be given tasks to perform at home, or if ready, willing and able, can take VOSHA and WPL Health and Safety Training to work in the Library.

What must be in place before this phase begins:

* Permission from the State to start Curbside Pickup.
* Purchase paper bags that can hold approximately a dozen library books each
* Acquire adequate non-medical masks and gloves for staff. Research and advise all staff on best practices for glove use to avoid recontamination via gloves.

**Phase II: Extremely Limited Walk-In Service**  
Health and Safety protocols and procedures remain as in phase 1.  
Post health and safety signage as required.  
The Waterbury Public Library Commissioners adopted 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 Waterbury Public Library Commissioners adopted a temporary revised Unattended Child Policy which is in effect during the pandemic. Children under the age of **14** 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.

HOURS

To be Determined. Reserved first hour for high-risk category patrons.

STAFF

* Staff will be scheduled with a combination of work in-library and work from home depending on the open hours.
* Up to four 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 Facilities 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 not available in the Youth area.
* Patron initiated holds and Inter library loans commence.
* Seating will be limited by removing and storing furniture in the Sal room, or placing sings on furniture.

PATRONS

* Depending on Governor’s orders, we may limit the # of people in the building. Procedures may include instituting our main door for entrance and the lobby door for exit; having adequate staffing levels to maintain a dedicated Help Desk person with back up at all open times; creating a counting mechanism. Overflow must wait outside, not in the lobbies. Town Facilities Manager will provide additional outdoor seating (picnic tables) in the garden area and near the library’s main door (tentative locations)
* Patrons are required to wear face coverings while in the Library, with exceptions for children under 2 and those with precluding medical conditions. Makersphere is providing free masks that are available at the Library.
* Patrons are strongly encouraged to wash hands or use hand sanitizers at the door before entering.
* Institute grocery-store model social-distancing provisions, such as unidirectional aisles, one entrance/one exit door, and one way aisles. Patrons will comply using the honor system as we do not have staffing levels to monitor all patrons throughout the library.
* No unattended children under the age of 14 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 must be limited to 30 minutes.
* Limited computer/iPad 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/iPad 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.
* If staffing levels allow, offer Home Delivery of books to those still practicing Stay Home, Stay Safe due to self-identifying as being in a high risk category.
* Book Sale is closed.
* Self-service copying by donation. No change will be provided. Use a jar on counter for less money handling by staff.
* No food or beverages allowed. No coffee sales.
* Patron initiated holds and Inter library loan commence (If Catamount Library Network is in agreement)

MEETING ROOMS  
Unavailable to the public; used for material quarantine.

PROGRAMS

All programs remain virtual.

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 stack, at the Help Desk and Youth Desk, and other physical means for social distancing.
* Hours will be adjusted to accommodate Courier delivery.
* Acquire adequate non-medical masks and gloves for increased staff working in the building.
* Computers placed in-service/out-of-service 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.)
* Reliable source of antiseptic wipes or viable substitutes. (Custodian will refill spray bottles; case of paper towels ordered and received.)
* Adequate supply of hand sanitizer for patrons. Pump bottles ordered and received. (Discussions ongoing with FOWPL to purchase no-touch stations.)
* Hours will be adjusted to accommodate Courier delivery.
* Almy applied for assistance program through VTLIB for sneeze shield for Youth Desk
* State Librarian highly recommends limiting access to the stacks, whether by # of people there at the same time or by retail-like movement management, or both.

**Phase III: Less Limited Walk-In Service**

HOURS  
To be determined

STAFF

Staff will be scheduled with a combination of work in-library and work from home depending on the open hours.

MATERIALS  
Same as Phase two.

PROGRAMS

Virtual programs will continue with possible addition of in-person programs following the Governor's orders for limit on size of groups and availability of space in the Library.

SERVICES

* Limit patrons to 60 minutes per day of computer/iPad time. If computers are full, patron must wait outside of the Library or come back another time. No reservations needed.
* Personal laptops may be used at work tables for a maximum of one hour, with one person per table only.
* Self-service copying and Book Sale by donation. No change will be provided.

PATRONS

* Visits limited to one hour.
* No groups allowed.
* Patrons are required to wear face coverings while in the Library, with exceptions for children under the age of two and those who cannot due to medical conditions.

MEETING ROOMS

* Sal room unavailable to the public; used for material quarantine.
* Study rooms available for one person, limit of one hour. Staff will disinfect table and chairs will be cleaned between users.
* One individual per work table, with tables spaced at least 6 ft. apart.

What must be in place be in place before this phase begins:

* Have guidelines and reminders for social distancing around the library.
* Most chairs removed from study rooms.
* Plan and space for maintaining social distancing in place for programs limited to 10 people (or whatever number is allowed under Governor’s orders and as our space allows.)

**Phase IIII: Transition to Normal Service**

* 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.
* Open Sal room for patron reservations, subject to any remaining social distancing orders, and if quarantining of materials ends.
* Children and Youth allowed as per per-COVID Unattended Child Policy.
* Continue transition to in-person programs, with numbers limited if required by Governor’s order.

**Phase V: 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.

**Summer Reading Considerations**

Regardless of phase, online registration and logging of reading will be strongly encouraged.  
Weekly website/FB guessing jar and instructions.

If Summer Reading occurs during a Curbside Pickup phase:

* Participants can sign up by phone or online.
* Summer Reading bags with instructions, logs and sign-up prizes can be picked up curbside. If the weather is nice, an outside table can be set up for this purpose.
* Families can place orders for library materials online or by phone.
* The Summer Reading bags will include a grade level-appropriate paper log for each of the 8 weeks. All who can do so will be strongly encouraged to log online. Those with phone but no internet will be encouraged to call in their logs weekly for staff to record online.
* Postcards will be added to the Summer Reading bag for use by those for whom call-in logging is difficult, and postcards can be dropped off in batches in the book drop. Kids will write the number of books or stickers from the logs onto the postcard.

If Summer Reading occurs during Extremely Limited, Less Limited, or Transition to Normal Phases:

* Participants may also sign up at the Help Desk, in addition to by phone or online. They can pick up sign-up prizes and bags with instructions and logs at the Help Desk.
* Families will still be encouraged to place orders online or by phone (with reader’s advisory available), but they can also come into the building and pick out their own books and holds.
* Patrons will still be encouraged to log online or by phone. Weekly postcards can be dropped off in batches at the Help Desk.
* If Summer Reading occurs during Transition to Normal Full Service (Phase 6):
* We will offer a schedule of in-person programs.

OTHER  
  
When youth are finished with their reading logs they can pick out a free book with their parents' help, which will be on a cart. This can be done during any phase.  
  
Virtual programs will be taking place during the entire eight weeks of Summer Reading programming. Depending on how the summer progresses, outdoor family programming may be offered in August. Michelle will be creating weekly craft bags with instructions provided by the Collaborative Summer Library Program.

We will publish a Summer Reading program newsletter in early to mid-June.   
  
Programs planned so far include: weekly story time videos, musical harp video with children’s songs, AB2 in some form each month, and two Dorothy’s List book groups using Zoom in July and August.