

Bent Northrop Memorial Library
Staged Reopening Plan
6/1/20

Purpose: This document is meant to help guide library service operations during the COVID-19 health crisis. It provides different levels of operations that may be provided at different stages as well as provisions on what will be needed to provide each of those service levels. This is a guiding document that will be adapted as needed to more closely reflect the current recommendations and state orders. All library operations must adhere to the orders put forth by the Governor of Vermont.

Our Guiding Principles:

The mission of the Bent Northrop Memorial Library is to offer individuals of all ages a safe, accessible, and empowering environment where learning, enjoyment, cultural and professional needs can be successfully met through materials, programs, services and technologies.

Strategic Plan 2020-2024

Strengthen Community Connections

Goal: Engage across generations and geography to foster a friendly, caring community that brings everyone together.

- Establish a community wide platform for sharing information.
- Increase collaboration with other community organizations.
- Support and participate in community wide gatherings.
- Help preserve the rich history of the town and our people.

Enrich Lives Through Activities and Services

Goal: To offer a broad spectrum of opportunities for continual learning and enjoyment.

- Provide all community members with access to up to date technology and high-speed internet.
- Offer a robust and diverse set of activities for all ages.
- Maintain access to comprehensive collections.
- Continue to provide a welcoming environment.

Phased Reopening Stages

Stage 1: “Stay Home, Stay Safe”

During this stage, in person interactions between staff or patrons are not permitted. Community members are encouraged to stay home, except for “essential” travel.

Operations:

- *Staffing:* 1 staff member allowed in the building each day. All work spaces and high-touch areas to be sanitized when leaving the building.
- *Public Building Access:* No public access.
- *Public Services Provided:* Advertise and help patrons with online resources, virtual programming, remote staff assistance, patron outreach.

- *Book Returns*: Discourage patrons from returning items and extend all due dates. Though we would prefer patrons hold on to their book, some items may still be returned. Quarantine any returned items for a minimum of 3 days before sanitizing, checking in, and reshelving.
- *Curbside Pick-up*: Not available.
- *In Person Programming*: Suspended.
- *Interlibrary Loan*: Suspended.
- *Cleaning*: Professional cleaning services suspended. Staff cleaning as needed and sanitizing work spaces and high touch areas between staff changeovers.

Needed for this Stage:

- Some remote work for all staff.
- Adequate cleaning supplies necessary to sanitize between staff shifts.

Stage 2: “Be Smart, Stay Safe”

During this stage, community members are no longer being told to stay home but public access to the library building is not yet permitted. Social distancing measures and extra health precautions are still in place.

Operations:

- *Staffing*: 1 staff member allowed in the building each day. All work spaces and high-touch areas to be sanitized when leaving the building.
- *Public Building Access*: No public access.
- *Public Services Provided*: Advertise and help patrons with online resources, virtual programming, remote staff assistance, patron outreach, curbside pick-up of library materials, giveaways, and printing orders.
- *Book Returns*: If patrons are healthy, they may return items during business hours. The book drop is closed, but there is a designated plastic bin next to it for accepting returns. This helps reduce immediate staff handling of returned items. The staff member on duty will bring the return bin to quarantine for a minimum of 3 days before sanitizing, checking in, and reshelving items. All due dates are extended.
- *Curbside Pick-up*: Available during business hours. Patrons can request items by phone, email, or facebook message, and choose what day they would like to pick them up. Before handling outgoing material, staff washes hands, then items are sanitized and wrapped/ bagged to be placed on the pick-up cart outside the door.
- *In Person Programming*: Suspended.
- *Interlibrary Loan*: May resume. Follow the same protocols as curbside pick-up for incoming items (quarantine, sanitize, then process) and outgoing items (wash hands, sanitize, pack up).
- *Cleaning*: Professional cleaning services suspended. Staff cleaning as needed and sanitizing work spaces and high touch areas between staff changeovers.

Needed for this Stage:

- Some remote work for all staff.
- Adequate cleaning supplies necessary to sanitize between staff shifts and sanitize incoming and outgoing library materials.

Stage 3: Limited Building Access

During this stage, state orders allow for some access into library buildings. Social distancing and health precautions remain critical.

Operations:

- *Staffing:* 1 staff member in the building each day. Staff to complete a health questionnaire before starting the shift. All work spaces and high-touch areas to be sanitized when leaving the building.
- *Public Building Access:* Limited building access permitted to community members. Maximum capacity (patrons and staff) is 10 people. No services that promote lingering or gathering. Closed off meeting room, no toys out, limited seating available. Computer stations altered to maintain 6 foot distance. Self check-out will be in place. Signage to list maximum capacity and to prevent symptomatic people from entering the library. Signage to encourage social distancing and mask wearing. During open hours, windows and doors will be kept open if possible. Staff will wear masks. Patrons will be encouraged to wear masks and asked to sanitize their hands before passing the circ. Desk.
- *Public Services Provided:* Advertise and help patrons with online resources, virtual programming, remote staff assistance, patron outreach, curbside pick-up of library materials, giveaways, and printing orders. Limited services within the building.
- *Book Returns:* If patrons are healthy, they may return items during business hours. The book drop is closed, but there is a designated plastic bin next to it for accepting returns. There will also be a designated plastic bin inside for people who are entering the library. The staff member on duty will bring the return bins to quarantine for a minimum of 3 days before sanitizing, checking in, and reshelving items. All due dates are extended.
- *Curbside Pick-up:* Available during business hours. Patrons can request items by phone, email, or facebook message, and choose what day they would like to pick them up. Before handling outgoing material, staff washes hands, then items are sanitized and wrapped/ bagged to be placed on the pick-up cart outside the door.
- *In Person Programming:* Suspended.
- *Interlibrary Loan:* Resumed. Follow the same protocols as curbside pick-up for incoming items (quarantine, sanitize, then process) and outgoing items (wash hands, sanitize, pack up).
- *Cleaning:* Professional cleaning services will resume as needed. Staff continue to clean as needed. Staff to sanitize high-touch areas regularly while patrons are in the building, and sanitize work stations before staff changeovers.

Needed for this Stage:

- Some remote work for all staff.
- Adequate cleaning supplies necessary to sanitize between staff shifts, sanitize incoming and outgoing library materials, and sanitize high-touch areas between patrons.
- Hand sanitizer available for patron use at the door.
- Masks available for those who do not have one.

Stage 4: Increased Building Access

During this stage, state orders may allow for unrestricted indoor access, while still taking extra health precautions and maintaining social distancing.

Operations:

- *Staffing:* May resume normal staffing levels in building. Staff to complete a health questionnaire before starting the shift. All shared work spaces to be sanitized at the end of each shift

- *Building Access:* Normal open hours and building access restored. Guidelines may be relaxed to allow for more lingering/ limited gathering. Computer stations and check out procedures will remain altered to maintain 6 foot distance. Signage to prevent symptomatic people from entering the library, encourage hand washing and social distancing, etc. When multiple people are in the building, windows and doors will be kept open if possible. Staff will wear masks and we will recommend patrons do so as well. Hand sanitizer will be available to patrons at the door.
- *Public Services Provided:* Advertise and help patrons with online resources, virtual programming, remote staff assistance, patron outreach, curbside pick-up of library materials, giveaways, and printing orders. The library building is open normal hours with all in-building services available.
- *Book Returns:* If patrons are healthy, they may return items during business hours. The book drop is closed, but there is a designated plastic bin next to it for accepting returns. There will also be a designated plastic bin inside for people who are entering the library. The staff member on duty will bring the return bins to quarantine for a minimum of 3 days before sanitizing, checking in, and reshelving items. Due dates are no longer automatically extended, but can be extended by request.
- *Curbside Pick-up:* Available during business hours. Patrons can request items by phone, email, or facebook messages and choose what day they would like to pick them up. Before handling outgoing material, staff washes hands, then items are sanitized and wrapped/ bagged to be placed on the pick-up cart outside the door.
- *In Person Programming:* May begin to restart small group programming and small meetings in the community room in accordance with current health recommendations.
- *Interlibrary Loan:* Resumed. Follow the same protocols as curbside pick-up for incoming items (quarantine, sanitize, then process) and outgoing items (wash hands, sanitize, pack up).
- *Cleaning:* Professional cleaning services will fully resume. Staff to sanitize high-touch areas regularly while patrons are in the building, and sanitize work stations before staff changeovers.

Needed for this Stage:

- Adequate cleaning supplies necessary to sanitize between staff shifts, sanitize incoming and outgoing library materials, and sanitize high-touch areas for patrons.
- Hand sanitizer available for patron use at the door.
- Masks available for those who do not have one.

Final Stage: Full Public Access Restored

Health crisis is over. No more need for social distancing or added health precautions.

- *Staffing:* Normal staffing levels.
- *Building Access:* Full patron access.
- *Public Services Provided:* All regular virtual and in person services resume.
- *Book Returns:* Patrons may return books inside the library or in the book drop outside of the library. No extra sanitation precautions are necessary.
- *Curbside Pick-up:* Curbside pick-up service ends.
- *In Person Programming:* In full force.
- *Interlibrary Loan:* Up and running. No extra sanitation precautions are necessary.
- *Cleaning:* Professional cleanings are scheduled at normal 1-2 cleanings per week. No extra sanitation precautions are necessary.

Needed for this Stage:

- Budgeted funds to resume full operations.

REFERENCES:

Examples of reopening plans:

<https://library.utah.gov/wp-content/uploads/2020/04/Utah-Libraries-Plan-for-Moving-Towards-Full-Service.pdf>

<https://library.wyo.gov/wp-content/uploads/2020/04/Staged-Reopening-Plan.pdf>

<https://desk.zoho.com/portal/montanastatelibrary/community/topic/example-library-3-library-reopening-plan>

https://mostate.libguides.com/ld.php?content_id=54238284

<http://olc.org/reopening-oh-libraries/> - with downloadable signage

https://libraries.vermont.gov/sites/libraries/files/Misc/Covid/MiltonLibraryPhasedReopeningPlan_Draft.pdf

State Guidelines for Business Operations as of 5/29/20

MANDATORY HEALTH & SAFETY REQUIREMENTS FOR ALL BUSINESS, NON-PROFIT & GOVERNMENT OPERATIONS

All businesses must follow Vermont Department of Health and CDC guidelines:

- Employees shall not report to, or be allowed to remain at, work or job site if sick or symptomatic (fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, sore throat, new loss of taste or smell).
- Employees must observe strict social distancing of 6 feet while on the job. Businesses and non-profit or government entities shall ensure customers observe strict social distancing of 6 feet while on location, to the extent possible.
- Limit the occupancy of designated common areas, such as break rooms and cafeterias, so that occupants maintain strict social distancing of no less than 6 feet per individual. The employer shall enforce the occupancy limit and require employees to wipe down their area after use or shall ensure cleaning of the common areas at regular intervals throughout the day.
- Employees must wear face coverings over their nose and mouth when in the presence of others. In the case of retail cashiers, a translucent shield or “sneeze guard” is acceptable in lieu of a mask. Businesses and non-profit and government entities may require customers or clients to wear masks.
- Employees must have easy and frequent access to soap and water or hand sanitizer during duration of work, and handwashing or hand sanitization is required frequently including before entering, and leaving, job sites.
- All common spaces (when open) and equipment, including bathrooms, frequently touched surfaces and doors, tools and equipment, and vehicles must be cleaned regularly and, when possible, prior to transfer from one person to another, in accordance with [CDC guidance](#).

- Prior to the commencement of each work shift, pre-screening and health survey shall be required to verify each employee has no symptoms of respiratory illness (fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, sore throat, new loss of taste or smell). At the present time non-contact thermometers are in short supply, however employers shall immediately order, and use their best efforts to obtain, thermometers in order to conduct routine temperature checks.
- Signs must be posted at all entrances clearly indicating that no one may enter if they have symptoms of respiratory illness.
- When working inside, open doors and windows to promote air flow to the greatest extent possible and limit the number of people occupying a single indoor space.
- No more than 2 people shall occupy one vehicle when conducting work.
- No symptomatic or COVID-19 positive workers are allowed on site and any worker(s) who have contact with a worker or any other person who is diagnosed with COVID-19 are required to quarantine for 14 days.
- All operations shall designate a health officer on-site at every shift responsible for ensuring compliance with the Executive Order and the Addenda thereto and applicable ACCD Guidance. This person shall have the authority to stop or modify activities to ensure work conforms with the mandatory health and safety requirements.
- All business, non-profit and government operations must use remote work whenever possible.
- All employees, including those already working (except healthcare workers, first responders, and others already trained in infection control, personal protection/universal precautions), must complete, and employers must document, a training on mandatory health and safety requirements as provided by VOSHA, or another training program that meets or exceeds the VOSHA-provided standard. Employers who need translations of the training have one week from the release of the translated training to complete this requirement.
- All businesses that have been closed for 7 or more days during the state of emergency must complete and keep on file a reopening and training plan (businesses with fewer than 10 employees at any physical location are not required to create such a plan, however, they must follow all other guidelines and employees must take the VOSHA training). VOSHA and the Agency of Commerce and Community Development have provided a template at accd.vermont.gov/covid-19/business/restart. The plan must, at a minimum:
 - Adopt a phased approach to reopening which provides sufficient opportunity to operate first in a low density and low contact environment before making the incremental changes needed to accommodate more moderate density activity while continuing to maintain health and safety.
 - Update physical and administrative safety systems to accommodate COVID-19 VDH/CDC/VOSHA guidelines, health monitoring, including temperature checks, cleaning and sanitizing methods and physical distancing measures.
 - Take appropriate measures to protect employees at greater risk of contact by virtue of their occupational role or setting.
 - Businesses with fewer than 10 employees at any physical location are not required to create such a plan, however, they must follow all other health and safety guidelines above including taking [VOSHA training](#).
- For all mass transit CUSTOMERS/ RIDERS (in addition to the mandatory requirement for operators and staff) face coverings are mandatory on public transit conveyances and in stations and terminals.

**ADDITIONAL HEALTH AND SAFETY CONSIDERATIONS FOR ALL BUSINESS,
NON-PROFIT AND GOVERNMENT OPERATIONS**

- Use of shared workspaces, desks, offices, etc. is discouraged to the maximum extent practicable.
- Face-to-face staff meetings should be limited, and physical distancing must be observed.
- Consider staggered work shifts, break times, etc. and expanding hours to reduce number of individuals working together and reduce contact with members of the public.
- To the extent possible, provide access to hand washing and/or hand sanitizer for vendors, and customers.
- Limit staff travel between multiple sites.
- Ensure a safe process to receive supplies and deliveries.
- Consider accommodations for employees at higher risk from COVID-19 infection (as currently defined by the CDC) to work remotely or have a job tasks that minimize public interaction.

BUSINESS CUSTOMER & GENERAL PUBLIC MASK USE

Customers, and the public in general, are encouraged to wear face coverings any time they are interacting with others from outside their household. Businesses may require customers to wear facial coverings over nose and mouth.

Stage 4 Reopening Blurb

We are excited to announce that we will be reopening our library building. Starting on Thursday, June 4th, 2020, we will be open during our normal business hours. Our services will remain limited as we continue to focus on ensuring the health of our community members and staff. We invite you to come in and use our computers and printer and to choose items to borrow, but ask that you use your time inside the library efficiently as we continue to avoid excessive gathering.

The newest update we have received from the ACCD states that curbside pickup is still the preferred method of distributing library materials. We will still be offering this service and encourage you to continue to use this method if it has been working for you. We have been loving getting books into our readers' hands!

What to expect: The current maximum capacity for our building is 10 people and the space will be slightly adapted to promote 6 foot distancing. Our staff will be wearing masks and we will be encouraging you to do the same. If you do not have a mask, we have some available. Our toys have been temporarily tucked away, the community room is closed off, and limited seating is available. We are excited to take this next step forward and we look forward to continuing to serve you.