

T. PANDEMIC POLICIES

1. Pandemic Preparedness Response Plan

Purpose:

To ensure that CCPL is prepared to efficiently provide services during a pandemic.

Procedures:

In the event of a pandemic, the library staff shall follow the Pandemic Preparedness Plan for the City of Central City, along with the guidelines (as listed below) in this response plan.

Phase 1:

- Estimate the impact of a pandemic on CCPL's services.
- Ensure pandemic plans and protocols are in place.
- Update and/or inventory supplies. Order extra amounts as needed.
 - Supplies needed to include: disposable gloves, Clorox bleach, empty spray bottles, Clorox wipes, hand sanitizer, microfiber cloths, masks, and paper towels.
- Develop and maintain current community contact lists.
- Conduct education/training for staff on the Pandemic Plan, infection control, and hand hygiene.
- Communicate with City Government, regarding the possibility of the library closing to the public (with staff still working in building during this closure 9am-5pm M-F). If a closure to the public is recommended by City Government, the Library Director will contact the Library Board President, to obtain approval to proceed.
 - Library Director will communicate upcoming closure of the building with the public via social media, email, flyers on doors, etc.
 - Exterior doors will remain locked during operating hours (M-F 9am-5pm). Signs will be placed on exterior doors, indicating library is closed for pandemic. Signs will include instructions for package delivery (including library phone number for delivery drivers).
 - If appropriate for pandemic conditions: Library Director and staff will arrange for patron curbside materials pickup to begin. Materials to be picked up outside emergency entrance (in alley between post office and library), Monday-Friday 10am-4pm. Patrons may request materials in advance via: phone, email, or through online catalog. Patron will call library a few minutes before picking items up. Materials will be placed in plastic bag with their name on it, inside of plastic locker style tote (by stairs outside emergency entrance).
 - Book drop will remain in use. Items that are emptied out of book drop, must be disinfected, by wiping down with a Clorox/water spray solution

(1:10 ratio). They must also be quarantined in meeting room for as long as the virus remains effective, before being reshelved.

- Waive fines until future date (e.g. 30 days or 60 days), to allow patrons to keep items at home, and not feel necessary to venture out to return them.
- Adjust circulation calendar to future date, so items checked out are given an extended check-out timeframe.
- Contact software company to batch date all current checkouts to extended check-out date.
- Door handles being used, light switches, computer keyboards, computer mice, telephones, etc. will be wiped down in mornings with either the Clorox water spray solution, or with Clorox wipes.
- Staff will practice recommended social distancing standards (5ft-6 ft. away from each other), and any other CDC or Dept. of Health recommended safety procedures while working. They will also wash hands frequently after touching possibly contaminated surfaces.

Phase 2:

Upon receiving notification that a confirmed case of the virus has occurred in Central City:

- The Library Director will consult with the Library Board President prior to making adjustments to the following services:
 - The book drop will be closed (taped shut), so items are not returned in it. A laminated sign will be taped on book drop indicating this. This will also be announced via social media and email.
 - The curbside pickup of materials will be discontinued, to protect library staff and library patrons (due to the increasing danger of materials being contaminated with the virus).

Phase 3:

Upon receiving notification from the City Government that the library is to be closed completely, with no staff on premises (e.g. non-essential services are to be closed):

- Library Director will communicate to Library Board President that library has been directed to be closed.
- Library Director will communicate with the public that the library is completely closed via social media, door signs, and email.
- Library Director will arrange to have mail held at post office and to have packages redirected to City Hall.
- Library staff will make sure that building is secured and proceed to vacate the building.
- Library Director will communicate back and forth with City Hall during the closure, for updates, packages and mail received, etc.
- Library Director will communicate with City Government as to when the library will be able to be reopened and staff will be able to return to facility.

2. **Pandemic Phased Plan for Reopening**

Goal:

To restore services to the community, while protecting the health and safety of staff and library patrons.

Phase 1: Limited Public Service Restored Outside of Building, as Social Distancing Guidelines Relax (No Public Access to Building)

Staff working in the building, with emphasis on social distancing between staff.

Services restored include:

- Re-opening the book drop, with plans to quarantine incoming materials (utilizing tables in library's meeting room).
- Re-starting curbside pickup of library materials.
- Holds and interlibrary loan services restored.

Preparation and procedures for this stage include:

- Library Director will communicate that book drop and curbside pickup services are being restored via social media, email, flyers on doors, etc.
- Library Director and staff will arrange for patron curbside materials pickup to begin. Materials to be picked up outside emergency entrance (in alley between post office and library), Monday-Friday 10am-4pm. Patrons may request materials in advance via: phone, email, or through online catalog. Patron will call library a few minutes before picking items up. Materials will be placed in plastic bag with their name on it, inside of plastic locker style tote (by stairs outside emergency entrance).
- Book drop will be reopened for use. Items that are emptied out of book drop must be quarantined in meeting room for as long as the virus remains effective, before being reshelfed. Amount of time materials will be quarantined is dependent upon the types of materials (paper, plastic, etc.) and also upon the current recommended guidelines (issued by the CDC and the Institute of Museum and Library Services organizations).
- Waive fines until future date, to allow patrons to keep items at home, and not feel necessary to venture out to return them.
- Adjust circulation calendar to future date, so items checked out are given an extended check-out timeframe.
- Staff will be instructed to wear disposable gloves when handling all incoming materials that are to be placed in quarantine.

Phase 2: Building Open to Public With Extra Social Distancing Procedures

- Limited number of patrons allowed in the building (no more than 10 patrons allowed in at one time).
- Limited public seating areas.

- Adequate public sanitation supplies (e.g. hand sanitizer) available throughout the building.
- Early open hours for vulnerable populations on Tuesdays and Thursday mornings at 9:00am-10:00am (one hour before the library normally opens to the public). Vulnerable populations to include the elderly and immunocompromised patrons.
- Number of desktop computer stations decreased (to space out computer users).
- All programming will be of a virtual or to-go type nature (e.g. Summer Reading Program, Pinterest Parties for Adults and Kids (craft kits to-go), etc.).

Preparation and procedures for this stage include:

- Library Director will communicate library reopening via social media, email, flyers on doors, etc.
- Determine if public areas need additional disinfection prior to building opening. Staff will be instructed to wear disposable gloves (and wash hands afterwards) when disinfecting public and staff areas and when emptying book drop/quarantining materials.
- Laptops placed in each of two study rooms (with one chair in each room) to accommodate for decreased number of desktop computers available (due to spacing).
- PS3 gaming system, puppets, and board books all removed from kids' section.
- Establish additional disinfecting procedures for staff to use in public areas (e.g. computer keyboards and computer mice).
- Seating throughout library distanced to encourage social distancing. Bean bag style seating in kids' area removed. Extra chairs and bean bag chairs placed in meeting room, to be stored.
- Reset any changes to due dates/fines implemented during closing.
- Continue to promote online services and continue with planning and implementation of virtual projects/programming.
- Evaluation of points of service, returns, and traffic flow patterns: additional protection needed at circulation desk and youth librarian's desk (in kids' section). Hanging clear plexiglass dividers will be installed at circulation desk and clear plexiglass stands will sit on youth librarian's desk.
- Ensure that staff have supplies to protect them, as well as enable them to do the necessary cleaning/disinfection required to keep everyone safe.

Phase 3: Full Public Service Restored

Buildings completely open to the public with business as usual.

Services restored include:

- Unlimited entry to meeting rooms and facilities.
- Social distancing restrictions in public areas are lifted.
- Public programs restored.
- Volunteers can return to work within building.

Preparation and procedures for this stage include:

- Plan and set-up programs and events.
- Restore any computers and seating removed during social distancing.
- Discontinue quarantining items.
- Library Director will communicate library full-service restoration via social media, email, flyers on doors, etc.
- Celebrate with patrons and staff!