

Emergency Response Policy & Re-Opening Plan

Policy: Approved April 23, 2020

It is the policy of the Library Board of trustees to provide a safe environment for library staff and patrons. In times of a pandemic, the library needs to be flexible in order to make quick decisions and changes to best protect all people involved.

If a Pandemic or other such state of emergency has been declared, the library director will follow Health Department of Northwest Michigan and the State of Michigan Guidelines for operating the library. The director will stay informed of pertinent information through CDC, the Library of Michigan, Michigan Library Association and the Northland Library Cooperative to assist in decision-making.

The library director will follow all safety guidelines laid out in the Workplace Preparedness Plan.

The library director will first contact the president (or designee) of the library board prior to implementation. While the library director will make every effort to discuss operational decisions about the library prior to any changes, the library director will put the safety of the staff and patrons first. The Library Director has the authority to move between the levels of the Plan (see attached) without prior authority of the board of trustees.

If a vaccine or antiviral become available, the library will provide for all staff at no charge.

When making the decision to close and reopen the library, the library director will follow the guidelines from the Local Health Department and/or State Elected officials and may meet the following criteria:

1. Sustained reduction in cases within the community for at least 14 days.
2. The healthcare system has the capacity to withstand a moderate outbreak.
3. Community members have access to efficient testing and public health officials are able to trace contacts
4. The library has access to the necessary materials to maintain high hygiene standards.
5. The library has access to enough staffing to run its core operations.

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Re-Opening Plan

Level IV - Stay at Home Directive – *All Library Buildings are closed to the public.*

On recommendation of elected officials, the director closes library buildings to all public and staff use, except for essential services. Essential services are defined as Payroll, Security of Building and collections, Digital collections and databases, Accounts Payable. Virtual services or other services that do not require direct public contact and can be managed at home will continue. Additional funds will be funneled into the digital services platforms. Book returns may be closed to the public, at the discretion of the library director.

1. Hours: library is closed to patrons and staff, except for essential worker. Virtual programming and social media posts will continue.
2. Staff
 - Notify all Staff – via Slack Chanel and Humanity
 - Staff, at home: All staff take on At Home Tasks – see addendum list
 - Staff, In house: Essential work includes payables, payroll, facility maintenance, technology. Essential workers will be notified as to whom they are.
 - Staff available for pandemic pay: average hours worked of last quarter
 - Some staff may be furloughed
3. Safety: Essential workers will maintain social distancing protocols while in the building.
4. Activities:
 - a. Director will stay in communication with the Board of Trustees.
 - b. Collection Development: focus on digital materials and high demand future releases in physical.
 - c. Mail held at post office – director picks up once per week
 - d. Notify UPS / Fed Ex on where to deliver
 - e. Cancel subscriptions that won't need back issues: PNR
 - f. Cancel RIDES
 - g. Delay holds pickup notices and remove holds lists
 - h. Notify vendors, local agencies, etc... of service changes: City of Petoskey, Crooked Tree Arts Council, Petoskey Chamber of Commerce, Patrons via: Sirsi email, Facebook & Mailchimp, notice on website, notice on Bibliocommons; Northland Library Cooperative.
 - i. Notify Friends of the Petoskey Public Library;
 - j. Room reservations – canceled and organizer notified
 - k. Programs – program facilitator notified, and rescheduled if possible
 - l. Telephone messages changed and updated
 - m. Preparation for Level III

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Level III – Curbside - *Library shifts to curbside pick-up only, with limited hours.*

The Director, with support from the Board of Trustees, will re-instate curbside/delivery service. Opening for curbside is determined by a directive from either the State, or the Health Department of Northwest Michigan, with guidance from MLA and Library of Michigan. Limited staff is allowed in the building. Extra health precautions taken including quarantining incoming materials, wearing gloves whenever handling incoming materials, extra sanitation of touch points, and social distancing.

1. Hours: Mon – Fri: 10am-6pm, Sat: 10-2pm. Other times by appointment.
2. Staff
 - All staff allowed back in the building and will be assigned tasks as needed.
 - Staff may be assigned new and different tasks including switching departments and assisting with sanitizing.
 - All Staff will be scheduled for shifts via Humanity to limit the number of people in each “general area” to a maximum of two at a time, except for circulation, which is allowed three. General areas include Teen, Youth, Circulation (three allowed), Adult, Administration.
 - Staff will self-monitor their health. Staff will stay home if they feel sick. They will be required to complete the health assessment form when they arrive through the back entrance. Thermometers will be provided by the library.
3. Safety:
 - Staff will maintain social distancing protocols.
 - Circulation staff will wear face shields.
 - Staff will maintain excellent hygiene including washing hands and using hand sanitizer.
 - All incoming materials will be quarantined for three days.
4. Activities
 - a. Director will stay in communication with the Board of Trustees.
 - b. Staff will be notified via Slack and Humanity.
 - c. The library sign, website and social page are updated to convey how to use the curbside/delivery pickup.
 - d. Notify vendors, local agencies, etc... of service changes: City of Petoskey, Crooked Tree Arts Council, Petoskey Chamber of Commerce, Patrons via: Sirsi email, Facebook & Mailchimp, notice on website, notice on Bibliocommons; Northland Library Cooperative.
 - e. Change the holds pick up notice to give directions for curbside.
 - f. Book Returns remain open. All incoming materials will be handled with gloves and masks and will be quarantined for a minimum of three days.
 - g. Consideration of implementing home delivery service determined by staff availability.
 - h. Curbside & delivery staff will wear gloves and masks while delivering items in a no contact

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manner. Please see curbside procedures document for details.

- i. Offer “Subject Packs” of books that staff would select for patrons
- j. Room reservations – canceled and organizer notified
- k. Programs – program facilitator notified, and rescheduled if possible
- l. Telephone messages changed and updated
- m. Staff in the building that are not working curbside service will be working on the Pandemic Task List.
- n. Preparation for Level II responses are made

Level II – No Programs or Meetings - *Library shifts to circulation and general material use, and computer use only*

The Director, with support from the Board of Trustees, will determine when to open the building to limited patron use. Determination of when to open is guided by a directive from the State, support of the Health Department of Northwest Michigan, with guidance from MLA and Library of Michigan.

1. **Hours:** Mon – Fri: 10am-6pm, Sat: 10-2pm Appointments will also be taken. Director will consider adjust hours at regular intervals.
2. **Staff**
Staff report to work unless directed otherwise, but with enhanced hygiene and social distancing protocol. Staff with high risk factors may opt to stay home. Staff may be expected to shift responsibilities temporarily. Health department recommendations for proper protocol, include, but are not limited to:
 - a. Staff coming in to the building will self-monitor by checking their temperature prior to leaving their home. Staff who feel sick or have a temperature over 99 will stay home. All staff must complete the health self-assessment at the back door
 - b. All Staff will be scheduled for shifts via Humanity to limit the number of people in each “general area” to a maximum of two at a time, except for circulation, which is allowed three. General areas include Teen, Youth, Circulation (three allowed), Adult, Administration.
 - c. Wearing PPE when working with the public, options: face shields, masks, gloves
 - d. Social Distancing in the library for staff and patrons. Moving of furniture and computers will take place so people cannot sit within 6 feet of each other. Floor markings will be added to support social distancing for queues.
 - e. Cleaning routine will increase – high touch points cleaned at 10 and 3pm by facility manager and throughout the day by designated staff sanitizer. High touch points include doorknobs and push plates, faucets, toilets, computer keyboards, elevator buttons, banisters.
 - f. Cleaning of self-checks – provide alcohol wipes for patron use at each self-check
 - g. Staff will be assigned to one computer at a time and will be responsible for sanitizing the keyboard, mouse, phone and general area at the end of the shift.

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- h. Some staff may be reassigned to other departments and to handle additional cleaning, and patron monitoring.

3. **Safety:**

- Staff will maintain social distancing protocols.
- Staff will be trained on proper use of PPE
- Staff will wear masks and wear gloves when working with incoming materials.
- Face shields or sneeze guards will be utilized at all public service desks.
- Staff will maintain excellent hygiene including washing hands and using hand sanitizer.
- All incoming materials will be quarantined for three days.
- Curbside & delivery staff will wear gloves and masks while delivering items in a no contact manner. Please see curbside procedures document for details.
- Furniture will be moved and stored to allocate 6-foot distance.
- Floor markers will be placed on the floor at queuing areas to mark off six feet.
- Sanitizing wipes will be placed at the self-check machines, with signage asking patrons to sanitize at the end of the transaction.
- Hand sanitizer stations will be placed on all the floors by the main stairs as well as by the main entry. Signage will be included asking patrons to sanitize when they come in and when they leave.
- Patrons will be asked to wear masks in the library. Library supplied masks will be located by all the hand-sanitizing stations. Signage will include the recommendation of wearing a mask.
- Proper hygiene signage will be added in all the restrooms.
- All shared equipment/toys removed from public: staplers, toys, pencils, pens, etc.
- Computer use will be limited to one hour per patron per day. Computers will be sanitized after each use.

4. **Activities**

- a. Director will stay in communication with the Board of Trustees.
- b. Staff will be notified via Slack and Humanity.
- c. Friends of the Library will be notified.
- d. The library sign, website and social page are updated to convey protocol of using the building. Curbside/delivery service will continue.
- e. Notify vendors, local agencies, etc... of service changes: City of Petoskey, Crooked Tree Arts Council, Petoskey Chamber of Commerce, Patrons via: Sirsi email, Facebook & Mailchimp, notice on website, notice on Bibliocommons, Northland Library Cooperative.
- f. Change the holds pick up notice to add the information about using the library.
- g. Book Returns remain open. All incoming materials will be handled with gloves and masks and will be quarantined for a minimum of three days.
- h. Telephone messages changed and updated
- i. The library sign, website and social page are updated to convey the new rules of

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operations.

- j. Once the ability for meetings over 10 people is added, room reservations will open back up.
- k. Telephone messages changed and updated
- l. Patrons will be limited inside the building based on directives from the Health Department or state Executive Order. Staff may be assigned to monitor the doors.
- m. For patron and staff safety, patrons are asked to wear a mask or face covering while in the building. Library will provide masks for those who do not have one.
- n. Continue implementation of virtual program schedule. Begin looking into ways of social distanced in-house programs.
- o. Phone calls to Outreach places to see if/when they are ready for delivery.
- p. Collection Development: digital materials and high demand print
- q. Preparation for Level 1 response.

Level I – Business as Usual, but all staff are on alert.

The Director, with support from the Board of Trustees, will determine when to continue general programming and open the meeting rooms. Determination is guided by directives from the State, support of the Health Department of Northwest Michigan, with guidance from MLA and Library of Michigan.

1. Hours: Mon – Thur 10am – 7pm; Fri 10am – 6pm; Sat – Sun 12:00pm – 5:00pm.
2. Staff:
 - a. All staff back from furlough and hours brought back to effectively cover hours of operation and programming.
 - b. Staff will continue to maintain excellent hygiene practices.
3. Safety
 - a. Maintain an inventory of PPE
 - b. Continue use of hand sanitizer, masks and hygiene posters.
 - c. Continue the added sanitizing of high touch points
 - d. Books no longer quarantined
4. Activities
 - a. Staff re-arrange furniture for added capacity.
 - b. Information and reliable sites continued to be posted.
 - c. Program schedule re-instated.
 - d. All library services are provided as scheduled.
 - e. Staff is informed on general risks and responses, regular training will continue