

# Orion Township Public Library

## Coronavirus Preparedness and Response Plan

(Based on template from the Library of Michigan)

Last Updated: July 16, 2020

Library board last approved: July 16, 2020

Document will continue to be updated with date shown above

**Stage 1 – Beginning June 8, 2020** (After permitted to open or expiration of applicable Executive Orders)  
Library has staff return to building but no public interactions or curbside

### BEFORE BUILDING OCCUPANCY

#### ADMINISTRATIVE CONTROLS

- Director is authorized as the main contact/spokesperson for media and public health contacts.
- PPE requirements for staff
  - Masks to be required (library provided or employee provided) – worn to cover nose and mouth
  - Gloves available (library provided) for tasks that need them, such as cleaning anything and handling returned library materials
  - Hand washing reminders frequently
  - Hand sanitizer available and encouraged
  - Reminders to not touch your face
  - Social distancing, which may require moving employee work areas to be further apart when working the same shift
- Plan staff training on correct PPE usage and practices
  - Videos on MIOSHA website - <https://www.michigan.gov/leo/0,5863,7-336-100207---,00.html>
- Determine staffing needs
  - Maintenance staff return June 8 to clean the building
  - Department heads return June 9 to finalize plan for staff in the building
  - Many staff return on a regular schedule June 10
    - Schedule to allow for social distancing
    - Allow for remote work as possible
- Update employee handbooks/manuals to reflect new policies on employee testing, illness, leave, PPE usage, etc.
  - Determine new policies/procedures
- Employee screening
  - Daily screening questions for staff to report their own health to me using the Clear to Go app
  - Initially only Director will have access to records, department heads may need access to their dept staff data
- Determine policies/procedures for staff who can't or won't wear masks, if required.

- Determine policies for staff that refuse to return because of safety reasons.
- Determine procedures for closing/notification if a Covid-19 infection is reported on site. (See “Positive Case Protocol,” below.)
- Determine how policies are affected by Covid-19 legislation (FFCPA & CARES Acts) and programs that may affect staff taking care of children, older relatives, or who are ill.
- Determine initial activities to be undertaken.
  - Clean building and set up safe environment for staff to return
  - Separate staff work areas as needed to ensure social distancing
  - Handle what is in the building left from March – items on the hold shelf, MeLCat items, items on shelving carts
  - Sort mail that has come in and process periodicals
  - Plan procedures for handling returned materials – quarantine, check-in, messages to patrons
  - When ready (maybe June 10), open return bins for accepting return materials and process returns as planned
- Approval of plan/reopening procedures by Board – special board meeting on June 4 to review phases one and two of this plan
- Board authorization of Director to have on the fly decision making in order to make changes/tweaks to policies/procedures as needed and as situation changes- without a board meeting.
- Determine Contact Tracing response procedures
  - Library Privacy issues/mitigation?

#### ACCESS CONTROLS

- Some staff will continue to work remotely some of the week, as work allows – see new policy
- Review requirements in place via Executive Order and or municipal or health department directive
- Determine and establish any entrance modifications for patrons-one at a time entry, monitored entry, 6’ spacing outside for line/waiting area – to be determined once staff is back in the building
- Determine any building modifications to be made to mitigate Covid-19 (plastic barriers, reconfiguring staff areas, taping the floor, reordering traffic flow for social distancing, signage, blocking areas not initially available to public, storage of children’s’ toys and play items like Legos, maker space items, rearrangement of public computers). Order necessary supplies for these purposes. – to be determined once staff is back in the building
- Determine staff arrival area for purposes of PPE storage and testing or reporting before work.
  - Staff will need to respond to Clear to Go app questions before coming to work
  - Staff will need to wear mask once in the building
  - PPE will be available in the staff lounge
- Prepare work accommodation strategies for staff vulnerable to Covid-19 – Director to handle on a case by case basis

#### SOCIAL DISTANCING

- Determine social distancing requirements in effect by state and local agencies – staff maintain 6ft distance from each other
- Plan how these requirements will work in your library – staff workspaces moved as needed
- Open conversation with law enforcement on enforcement strategies for social distancing and PPE/mask requirements if still in effect – will do once we start to plan for patrons in the building
- Determine Staff procedures on enforcement – for patrons, to be determined

#### HYGEINE

- Determine Staff training on appropriate hand washing and PPE use, disinfection or discard – MiOSHA training videos
- Post appropriate procedures/ information in all restrooms and staff/public areas. (See CDC signage <https://www.cdc.gov/coronavirus/2019-ncov/communication/printresources.html?Sort=Date%3A%3Adesc&Page=2>)

#### SANITATION

- Clean and sanitize building, especially common surfaces, high-traffic areas, bathrooms and break/kitchen areas in accordance with CDC guidance – Maintenance staff to do on June 8 before staff return
- Determine sanitization/quarantine process for returned materials – 72 hours quarantine for returned materials – leave in return bin to quarantine, then checkin, messages to patrons
- Determine adequate staff training on safe handling of sanitization chemicals – Maintenance to take the lead on this - <https://www.osha.gov/stateplans/mi>, <https://www.osha.gov/SLTC/covid-19/standards.html>)
- Flush building water systems in accordance with CDC Guidance – Maintenance will handle <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>

#### PPE

- Determine types of PPE necessary (See OSHA standards) for each work activity.
  - Masks for all
  - Gloves available for handling materials as preferred, but hand washing frequently is also important <https://health.clevelandclinic.org/why-you-shouldnt-wear-gloves-to-the-grocerystore/>
  - Hand washing
  - Hand sanitizer
- Determine staff responsible for replenishing/re-ordering PPE – maintenance staff
- Determine PPE policy/procedure for staff
- Determine PPE policy/procedures for vendors/public
- Will Library provide PPE for public entering without?
- Determine if equipment will be discarded after use or disinfected and re-used
  - Cloth masks – washed and reused by staff at home
  - Disposable masks – discarded
  - Gloves – discarded
  - Face shields – disinfected and reused

- Obtain adequate levels of equipment in proper sizes – initial order done
- Prepare alternative procedures if PPE unavailable for opening or resuming of activities
- Ask employees to bring masks from home if they prefer

#### POSITIVE CASE PROTOCOL & FACILITY CLOSURE

- Board should provide Director with authority to close the library if necessary
- Determine procedure for closure (staff duties, public notice with contact info for questions, media statement with contact info for questions) – department heads to help define procedure with Director, after learning from March closure, Director will be contact for questions/media
- Understand Michigan Contact Tracing protocol consistent with the Library Privacy Act, and devise training/information for staff to follow if they are asked for contact tracing information
- Determine notification policy/procedure for staff and patrons on existence of infection.

#### **Stage 2 – Beginning tentatively June 22, 2020**

Public services without patron access inside library building

#### CURBSIDE AND MAIL DELIVERY SERVICES

##### ADMINISTRATIVE CONTROLS

##### CURBSIDE SERVICE

- Review exterior areas for safest, most efficient area to hold curbside pickup
  - Repurpose 5 handicapped spaces for curbside pickup initially
  - Signage will be posted on those spaces and around the parking lot with directions
- Determine Staffing and Scheduling (consider rotating staff to limit exposure) – Support Services handling the schedule
- Determine Items that can be delivered curbside/items excluded
  - Initially only allowing for: books, movies, video games, audiobooks, and music CDs
- Determine/implement Quarantine Fine Policy – no fines during 72-hour quarantine hold
- Determine process for waiving fines incurred by quarantine process – 3 days free at time of checkin (longer if necessary due to volume of returns)
  - Determine process for postponing holds because of delay caused by quarantine process – items will not be checked in until after quarantine, therefore the holds won't trigger until item is checked in
- Determine Curbside process:
  - Patrons will place holds online or call/email for staff assistance with placing holds
  - When holds are available, patrons receive notice via email or text
  - Patrons drive up and park in curbside space, follow instructions posted to text staff upon arrival with necessary information, using Unique Curbside Communicator software
  - Who has authority to cancel service for weather, etc. – Staff member in-charge in the building at the time (consult with Director as needed)

##### HOME DELIVERY SERVICE

- Patron who cannot use curbside pickup can request home delivery service using form on website – Outreach staff receive and approve
- Process will be the same as curbside up until items are ready for pickup
- Same items that will be lent, with the exception of MeLCat items due to loan periods and delivery schedules
- Outreach staff will deliver on a schedule with routes that make sense for patrons needing service
  - Staff will be paid mileage for delivery, cost depends on demand
  - Staff will be required to use no-contact delivery method and PPE

## ACCESS CONTROLS

### CURBSIDE SERVICE

- Ensure curbside area is appropriately marked and adequate signage is posted to notify public of available services and instructions.
- Notify public of curbside services on website, etc.
- Identify and acquire supplies – bags, stickers
- Implement intake and/or storage procedure for returned materials – patrons must use return bins for material returns

### HOME DELIVERY SERVICE

- Set up online form for patrons to request home delivery service
- Identify and acquire appropriate supplies – bags, stickers
- Implement intake and/or storage procedure for returned materials – large containers to put items in car for return to library

## SOCIAL DISTANCING

### CURBSIDE SERVICE

- Determine or implement staff service protocols:
  - Masks on Drivers – not required
  - Borrowed items in bags
  - Items handed to patrons via bag – set inside open car window or open trunk
  - Labeling protocols – staple checkout receipt and reminder to check due dates on bag
- Implement/determine appropriate staff social distancing protocols for this activity
- Train staff on service protocols

### MAIL DELIVERY SERVICE

- Determine or implement staff service protocols:
  - Drop off items on porch or outside patron door

## SANITATION

### CURBSIDE SERVICE

- Implement Sanitization protocols determined in Stage I, Sanitation

- Maintain adequate trash receptacles
- Implement returned materials sanitization /quarantine protocols as determined in Stage I, Sanitation

#### MAIL DELIVERY SERVICE

- Implement Sanitization protocols determined in Stage I, Sanitation
- Maintain adequate trash receptacles
- Implement returned materials sanitization /quarantine protocols as determined in Stage I, Sanitation
- Determine protocols for re-use or recycling of packaging material. If re-used, determine and implement disinfection protocols consistent with CDC guidance.

#### PPE

##### CURBSIDE SERVICE

- Implement Staff PPE requirements appropriate to this activity as determined by PPE section of Stage 1
  - Masks
  - Gloves if preferred
  - Hand washing/hand sanitizer
- Determine borrowing guidelines
  - Materials allowed: books, movies, videogames, audiobooks, music CDs
  - Limit of 10 items per card
  - Loan periods
    - Movies – 1 week
    - Others – 3 weeks
  - MeLCat items ok once MeLCat holds are allowed again
- Ensure staff is trained on appropriate PPE procedures.

##### HOME DELIVERY SERVICE

- Implement Staff PPE requirements appropriate to this activity as determined by PPE section of Stage 1
  - Masks
  - Gloves if preferred
  - Hand washing/hand sanitizer
- Determine borrowing guidelines
  - Materials allowed: books, movies, videogames, audiobooks, music CDs
  - Limit of 10 items per card
  - Loan periods
    - All allowed materials – 3 weeks
  - MeLCat items NOT allowed for Home Delivery due to loan periods and delivery schedules
- Ensure staff is trained on appropriate PPE procedures.

### Stage 3 – Beginning tentatively July 20, 2020

Initial opening to the public: appointments for computer equipment access

Continue all other new services, including curbside pickup for library materials

Full building access may not happen until September 7, 2020 (tentatively)

#### ADMINISTRATIVE CONTROLS

- Determine hours of service
  - NO “reserved hours” by age or vulnerability (ADA and discrimination issue)
  - Same hours as open before closure (closed on Sundays during the summer, but daytime, evening and Saturday hours as before)
  - Appointments available 10a to 7:30p Monday thru Thursday and 10a to 3:30p Friday and Saturday, with appointments lasting 45 minutes and allowing 15 minutes in between patrons for cleaning
  - Patrons to call staff to schedule appointment – new extension 545
- Implement social distancing requirements (dependent on State and local requirements, CDC guidance, and library determinations or necessity)
- Review State and local requirements and CDC recommendations and if necessary, revise Staff PPE requirements
  - Gloves and shields available for staff cleaning equipment between patrons
- Review State and local requirements and CDC recommendations and devise appropriate Patron & Vendor PPE requirements
  - Masks required and provided for patrons and vendors
- Enforcement procedure – what if patron refuses?
  - Governor’s EO 2020-147
  - Updated code of conduct policy, with appeals process documented
- Determine services to be offered
  - Computer use
  - Office equipment use
    - Printer
    - Copier
    - Fax/Scanner
  - Payment for prints, copies, fax same as before COVID-19
    - Cash required for copier and fax
    - Credit card available for printer
- Determine ill patron policy & procedure
  - Deterrence via signage and promotion of alternate service options for ill patrons
    - Consideration of enforcement limitations (ADA issues, libraries must consult their legal counsel before settling on enforcement plans)
- Prepare cleaning/sanitizing requirements/procedures in line with CDC, OSHA and State requirements
  - Maintenance staff responsible for cleaning/sanitizing daily
  - Librarians/IT staff responsible for disinfecting equipment between patrons

#### ACCESS CONTROLS

- One way in/one way out?
  - Signage at entry doors listing expectations
  - Social distancing markers outside of entry doors
  - Limit number of patrons in at one time
  - Hand sanitizer and masks located just inside the entrance for patrons
- Post signage deterring ill patrons from entering library
  - Board and attorney approved
  - Enforcement procedures (Because of ADA concerns, this requires an attorney's input)
  - Could change dependent on requirements of State/Local health dept.
  - Staff training
  - When to call law enforcement
- Ensure appropriate markers and signage in place within building
  - Including visible notice or new policies for patrons
    - In building
    - Website/Facebook/Social Media
  - Directional and social distancing markers
    - Arrows directing patrons to equipment area in the library (adult services)
    - Marker on floor away from service counters
    - Plexiglass shields
  - ADA accommodations for hearing impaired
    - Writing (have pens available and let patron keep them)

#### SOCIAL DISTANCING

- 6' of distance between patrons & between staff & patrons
  - Computers – only one computer available at each “pod” so 6 patrons and 2 more possible in the makerspace
  - Restrooms
  - Other areas marked off with caution tape for no public access
- Enforcement method – consistent with Code of Conduct policy

#### HYGEINE

- Determine Staff training on appropriate hand washing and PPE use, disinfection or discard
- Post appropriate procedures/ information in all restrooms and staff/public areas. (See CDC signage <https://www.cdc.gov/coronavirus/2019-ncov/communication/printresources.html?Sort=Date%3A%3Adesc&Page=2>)

#### SANITATION

- Plan for surface cleaning
  - Necessary supplies, including additional gloves, etc.
    - Staff training in cleaning and chemical use
  - How often
    - Daily and between patrons
  - Staff responsible for cleaning
    - Public surfaces/counters



- Publicly used resources
  - Computers
  - Keyboards & mice with disposable plastic coverings
  - Printers/Copiers/LDA
  - Restrooms
- Cleaning and sanitizing after each patron's use
- Ensure appropriate supplies (Hand sanitizer, wipes, soap & towels in restrooms), tissues and waste receptacles are placed in correct areas
- Confirm method of replenishment
- PPE re-use of face shields only
  - Sanitation/disinfection – maintenance staff to clean after use

#### PPE

- Purchase
- Replenishment
- Regular review of needs