

## **Richfield Township Public Library Phased Reopening Plan**

This plan seeks to explore several possible reopening scenarios. The primary consideration is maintaining the safety of patrons and staff while providing necessary services that the library is uniquely positioned to perform.

Before any reopening can be considered, the following preparation is required:

- Proper precautionary measures in place such as distancing between patron computers and plexiglass shield for circulation desk.
- Secure staffing and prepare schedule to provide computer access for essential needs. Create new check-in method to replace current computer sign in sheet.
- Secure staff for and schedule hours for curbside pickup. Determine if we can designate a parking spot, possible signage. We may also wish to impose an item limit on checkouts via this method.
- Secure protective masks and gloves for staff.
- Secure adequate stores of disinfectant wipes and hand sanitizer.
- Determine a system to quarantine materials.
- Determine whether a requirement to wear masks should be imposed on the public (acknowledging ADA exemptions) and as such whether we will offer masks to public.

- Schedule for Township Building cleaning/sanitizing of public areas (outside the Library proper).

Please note that all aspects of this plan are flexible and designed to be responsive to changes in guidelines or circumstances.

## Phase One

### Criteria:

1. The governor's stay at home order has been canceled and regional, state and national health officials no longer recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than ten people.
4. The library has access to the necessary materials to administer some essential services.
5. The library has access to enough staffing to run said services.

**Building Access:** Staff may return to work as usual but the Library will still be closed to the public except by appointment.

**Technology access:** Computers are not available at this time. Fax, copy and print services will be available via curbside delivery.

**Materials checkouts:** Curbside contactless pickup only. Patrons may place requests via phone or email, or through our online catalog, allowing a minimum of 2 hours for staff to pull items and check them out to patron. Patrons will either make an appointment to pick up their items or call from the parking lot. Items will be brought out by staff wearing proper PPE, and patron ID will be verified through the vehicle window (or from a distance, if patron is on foot or traveling by bicycle). Bagged items will be placed in the vehicle trunk, if it can be opened remotely, or in through an open window by a vacant seat, with no personal

contact. If patron is not in a car, we will set the bag down and they can pick it up. If patron wishes to designate someone else to pick up their items, we need that person's name at time of request so that we can confirm identification at pickup.

As an ongoing practice, staff will keep a spreadsheet of curbside pickups, appointment schedules and any other customer contacts, with patron confidentiality maintained. These records are internal only and to be referenced should contact tracing become necessary. Records will be destroyed after one month. Accounts will be created for anyone who does not have a card number, to preserve patron privacy.

**RETURNS WILL NOT BE ACCEPTED VIA CURBSIDE SERVICE.**

**Materials Returns:** No in-person return of materials. Items from the book drop will be quarantined as appropriate in accordance with CDC and Library of Michigan recommendations. No late fees will be charged.

Checked-in interlibrary loan items which have been held on site will be returned to the lending libraries. We are not able to place MeLCat requests.

**Notary Services:** Notary services will be available by appointment.

**Programs:** There will be no in-person programs scheduled at this time. Virtual programming may be available.

**Home Delivery:** The Library Board is considering the implications and risks of Home Delivery but it is not available at this time.

**Shared Materials in the Library:** No shared items would be provided, excepting the possibility of public printers being used for critical services and by appointment.

## **Phase Two**

### **Criteria**

1. The Stay at Home Order has been canceled and regional, state and national health officials no longer recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than fifty people.
4. The library has access to the necessary materials to administer some critical services.
5. The library has access to enough staffing to run said services.

### **Additional Preparations Required:**

- Determine appointment hours for patron in-person pick-ups.
- Determine a method to quantify access to the building.
- Develop a procedure for in-building holds pickup that allows minimal staff contact and patron overlap.

**Building Access:** Staff are back to work as usual and patrons are allowed into the Library by appointment only.

**Technology access:** Computers and fax/copy requests will be available by appointment only for work or other essential services. Keyboards on two available public computers will be covered with

press-and-seal or keyboard covers which can be replaced between users, and all public workspaces will be disinfected between appointments. Computer appointments will be offered every 30 minutes, alternating computers (this gives us a window of time to disinfect), with a 45 minute time limit.

**Materials checkouts:** Patrons may place requests via phone or email, or through our online catalog, allowing a minimum of 2 hours for staff to pull items and check them out to patron. Patrons will either make an appointment to pick up their items or call from the parking lot. If patron wishes to designate someone else to pick up their items, we need that person's name at time of request so that we can confirm identification at pickup.

- o Curbside contactless pickup: Items will be brought out by staff wearing proper PPE, and patron ID will be verified through the vehicle window (or from a distance, if patron is on foot or traveling by bicycle). Bagged items will be placed in the vehicle trunk, if it can be opened remotely, or in through an open window with no personal contact. If patron is not in a car, we will set the bag down and they can pick it up.
  
- o In person holds pickup: By appointment or call from parking lot. Items will be bagged and given to patron in a safe manner.

Interlibrary loan requests will be restored whenever the MeLCat system is available. We do not have any control over when that happens.

**RETURNS WILL NOT BE ACCEPTED VIA CURBSIDE SERVICE.**

**Materials Returns:** Rolling cart will be placed in patron area for in-person return of items. These items as well as items from the book drop will be quarantined as appropriate in accordance with CDC and Library of Michigan recommendations. Hard due dates resume.

**Notary Services:** Notary services will be available by appointment.

**Programs:** There will be no in-person programs scheduled at this time. Virtual programming may be available.

**Home Delivery:** The Library Board is considering the implications and risks of Home Delivery but it is not available at this time.

**Shared Materials in the Library:** No shared items would be provided, excepting the possibility of public printers being used for critical services and by appointment.



## **Phase Three: Full-scale reopening**

### **Criteria**

1. The Stay at Home Order has been canceled and regional, state and national health officials have canceled current social distancing and gathering recommendations.
2. The library has access to the necessary materials to maintain high hygiene standards.
3. The library has access to enough staffing to run all of its core operations.

### **Additional Preparations Required**

- Restore computers that had been removed.
- Clear any backlog of quarantined items and return to conventional turnaround on shelving items.
- Restore full in person Library access on an appropriate schedule.
- Determine how programs fit into the spectrum of services going forward and phase them in as appropriate.
- Restore interlibrary loan services.
- Determine ongoing procedures for curbside service.

## **Possible Scenario: Reopening followed by scaling down services or a second closure due to virus**

### **Criteria**

1. The governor and/or regional and state health officials release a second order mandating social distancing or a stay at home order OR
2. The Library is unable to maintain the hygiene or staffing necessary to operate OR
3. A Library staff member or recent visitor with whom staff have had contact tests positive for COVID-19.

### **Services:**

- What service would be accessible would depend on the restrictions inherent to any recommendation. The Library could return to Phase 1 or 2, or revert to a full-scale closure as appropriate.