**Sergeant Bluff Public Library Re-opening Phased Plan**

**Developed by: Tami Coil, Library Director**

**Approved: 06/18/2020**

**Considerations:**

Safety of employees, volunteers and patrons is most important. Most frequent patrons are young children and adults over 60. Our phased plan takes into consideration, since children can spread COVID-19 asymptomatically, and adults over 60 with other comorbidities are most at risk from COVID-19. Our plans take these things into consideration to keep these populations, and ultimately all of our patrons of all ages, safe and healthy.

The phases outlined below will be constantly monitored and could change as the situation changes with the prevalence of cases in the community. For example, if we reach Phase 2, and we have a spike in new cases, we can back down to Phase 1, or close entirely depending on the situation.

The public will be notified via Facebook and other social media, as well as the Sergeant Bluff Public Library website, and the Advocate if and when these phases change.

**Phase 1:** **CURBSIDE SERVICE - July 1**

**Rationale:**

**Phase one will be curbside service with no patrons entering the library space**. Until sufficient cleaning supplies, PPE for everyone is available, and incidence of virus infection goes down in the county, this is the safest way to serve the public. It allows patrons to check items out while maintaining a safe distance. This keeps volunteers who may be vulnerable to the virus a safe distance from patrons, but still allows us to provide services.

**Criteria for starting Phase 1:**

City Approval of city buildings reopening

-Governor approval of libraries in Woodbury County to open (deemed closed as of April 6, 2020) & Phase 1 of Federal Reopen Plan

-Recommendations from ALA and State Library of Iowa

-Easing of physical distancing restrictions

-Curbside pickup allowed at non-essential businesses

-14 days of declining infections and deaths?

**Services During Phase 1:**

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Online services will continue to be available, website resources, Overdrive/Bridges E-book, Audiobook and magazine service will also remain available.

New library card numbers can be requested via the website and account will be set up, patron notified of card number, and they will be able to pick up their card when the library is open for patrons to enter the library space.

Summer reading packets will be available for pick up from a table outside the library starting Monday before the first online session.

-Library closed to public

-Accept returns with cleaning & quarantine protocols, shelve after 1 week.

-Curbside holds pickup with notifications, 10 item limit to start

-Patron assistance via phone, email, chat

-Programs: online only

-Outreach: suspended

-No donations accepted

**Library Hours:**

Initially we will open limited hours based on volunteer availability. These hours may change due to the changing current situation. Illness may be a factor as well. These hours will be relayed to the public via our website, and social media. If there is sufficient time for hours changes, we will also put in the Advocate.

**Needs During Phase 1:**

-Procure PPE masks, gloves, disinfecting wipes, hand sanitizer

-Staff encouraged to wear PPE

-Training: safety and new library procedures

-Signage: safety and directional

-Promotion via website and social media, city

**Employee/Volunteers:**

* Have no more than two employees and/or volunteers in the library together at one time and observe social distancing as much as possible.
* Have appropriate PPE available for employees/volunteers for them to feel comfortable to work in the library.
* Gloves
* Masks
* cleaning/disinfecting solution/paper towels for cleaning available

3. If a volunteer or employee feels ill, running a fever or coughing, they will notify the library director and will be instructed to stay home.

**Patrons:**

* Curbside service will begin. Allow patrons to reserve books online or via phone during open hours, to be picked up outside the library at a designated time.
* Patrons call between certain hours/certain days to reserve books if they do not want to or know how to use the online reservation system. This will prevent a backlog of requests that volunteers/employees will not be able to keep up with.
* Allow patrons to use our Online Patron Access Catalog to reserve their books/movies that will be pulled on the current/next business day. Reports will be checked/pulled every half hour during open hours and books will be pulled, checked out, placed in a bag and labeled for pick up.
* Patrons will be contacted either via text, phone call or email to reserve a time to pick up their items.
* Items will be placed in a bag labeled either with the last name of patron, or the pick up time to denote it is their bag.
* Pickups to be scheduled at least 10 minutes apart to avoid patrons congregating at the same time to pick up materials.
* Books/movies ready for pick up will be placed on a table outside the library a few minutes before scheduled pick up time.

**Phase 2 (July 1)**

**Criteria for starting Phase 2**

-Governor recommendation & Phase 2 of Federal Reopen Plan

-Gatherings of fewer than 50

-ALA & State of Iowa Library recommendation

-Bars, restaurants, and other establishments allowed to serve groups of people

-Non-essential businesses open with limited services

-Similar organizations open (i.e. other metro libraries, science center, schools, youth sports/camps) operating with positive results

**Library Services Available in Phase 2:**

Main library open to the public, browsing allowed - with time limits - 20 minutes?

-Accept returns with continued cleaning & quarantine protocols

-Curbside holds pickup

-In-Library holds pickup, self-checkout

-Checkout desk staffed behind sneeze guard

-Special browsing hours for elderly & immunocompromised the first hour we are open.

-Limit number of patrons in building at a time

-Strongly encourage patrons to wear masks. Require masks if City has policy requiring them in all city buildings.

-Remove or separate furniture

-Computer use with time restrictions, separate computer stations as possible

-Staff utilize “Team Viewer” software to be able to help patrons with computer issues and maintain social distancing.

-Fax, print, copy - by appointment, have employee do the faxing or copying to reduce number of people touching the printer.

-Proctoring tests by appt

-Programs: online only

-Outreach: suspended

-Children’s Area: limited or no learning centers or toys

-Restroom available - will depend on Rec Center policy

-No donations accepted

**Library Hours:**

Employees at library during normal business hours

Open to patrons one hour later than normal opening time, and close one hour earlier than closing time to allow for cleaning/sanitizing, emptying book drop, checking books in, wiping books down, and other necessary preparation. This may change if it is found that it doesn’t take as long at the beginning of the day or end of the day for cleaning.

Staff to maintain social distancing as much as possible.

**Needs for Phase 2:**

-Procure PPE masks, gloves, disinfecting wipes, hand sanitizer

-Staff allowed to wear PPE

-Sneeze guard installed on checkout desk

-Training: safety and new library procedures

-Building supplies: cleaning products, toilet paper, etc.

-Expanded cleaning protocols in place

-Update use recommendations of library, short visits, no large groups, no congregating, encourage masks

-Update policies if needed

-Signage: safety, directional, and distancing cues

-Promotion via website and social media, city

**Concerns in Phase 2:**

-Patron and staff susceptibility to infection

-If staff infected do other library staff quarantine, what are cleaning protocols, does library close for time period?

-Do staff receive special consideration if ill and receive sick time/pay?

-Is public notified if library staff tests positive?

**PHASE 3: Date TBD**

**Criteria to implement:**

-Governor recommendation & Phase 3 of Federal Reopen Plan

-Fewer restrictions but not full services

-Relaxed physical distancing protocols but no large events or gatherings

-Similar organizations or libraries expanding services with positive results

**Library Services in Phase 3**

All above plus:

-Programs: some continue online as possible, limited in-person programming

-Outreach: suspended, possibly resume on case by case basis

-Meeting Rooms available with limited capacity

-No donations accepted

Chairs/furniture returned to library space

Additional computers put back into service

**Library Hours:**

Resume regular open hours for patrons as normal.

**Needs:**

-Procure PPE masks, gloves, disinfecting wipes, hand sanitizer

-Full staff

-Training: safety and new library procedures

-Continued increased cleaning

**Phase 4: Date TBD**

**Criteria for entering Phase 4:**

-No physical distancing limits

-Vaccine readily available

**Library Services:**

All services resume as normal

**Needs:**

-Maintain supplies and cleaning

-Remove sneeze guard from checkout desk