

# Bellaire Public Library

## COVID-19 Preparedness and Response Plan

The COVID 19 virus has had an unprecedented impact on libraries and the communities they serve. This plan seeks to set guidelines dependent on recommendations from local and national health agencies including the CDC, State of Michigan directives, OSHA, social distancing protocols, and critical community needs. The primary consideration in this plan is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform. This plan includes a scaled reopening with an incremental easing of physical distancing measures. Any questions or concerns about these guidelines should be directed to Cindi Place, BPL Library Director.

### **Phase I: Stay Home, Stay Safe**

During the Stay-at-home order the library is closed to the public with only essential staff minimal use needed to take care of administrative duties necessary to keep the library working.

#### **Staff**

- Staff working from home; director at the library limited hours and days only to perform essential duties e.g. bookkeeping, payroll.
- Only director retrieves book drop and processes materials as needed for current situation.

#### **Patrons**

- All public interaction is electronic (telephone, email, social media).
- Automatic renewals in place, all fines waived. Due dates set to later date, determined by current situation.
- Wi-Fi will remain on and accessible to the public.

#### **Building**

- Closed to the public in all aspects except online offerings and virtual programming.
- Cleaning company will perform one cleaning to sanitize all spaces immediately following library closure.

#### **Supplies needed**

- Hand sanitizer, gloves, cleaning supplies

### **Phase II**

During Safer-at-home order, the library staff will begin reporting for limited hours to accommodate returning previously quarantined materials to shelves, organizing library stations, and preparing for curbside service. The library will perform daily workplace health screenings and document the results as laid out by the local health department.

<http://www.nwhealth.org/pubs/04.14.2020%20BUSINESS%20TOOLKIT.pdf>

## **Staff**

- Staff will begin reporting for limited work hours. Schedule may accommodate one staff person in the library at a time, if so warranted. Staff in vulnerable situations excused if they have communicated with the director.
- If staff members are ill or running a fever, they must notify the director that they will not be available to work on any given day.
- Only the director retrieves book drop and processes materials as needed for current situation.
- Telephone answering will be done whenever possible by the director to allow staff time to perform their duties and to minimize exposure to multiple telephone use.

## **Patrons**

- Automatic renewals in place, all fines waived. Due dates set to later date, determined by current situation.
- All public interaction is electronic (telephone, email, social media).
- All returns **MUST** go into the outside drop box. Returns will be quarantined for 48 hours.
- Wi-Fi will remain on and accessible to the public.

## **Building**

- Closed to the public in all aspects except online offerings and virtual programming.
- Signage prepared and installed with new library use rules and regulations.

## **Supplies**

- Hand sanitizer, gloves, cleaning supplies
- Washable facemasks for staff (at least 2 per staff person)
- Posters and signage prepared by the CDC to explain proper social distancing and other safety precautions.
- Signage explaining new library rules and regulations.

## **Phase III**

Once stay-at-home order is lifted, but before in-person public use of the library.

## **Staff**

- Staff will attend a Zoom staff meeting at beginning of week, all staff will be asked to attend. Re-opening procedures will be discussed as well as scheduling staff.
- Staff will return to regular schedule. Staff in vulnerable situations excused if they have communicated with the Director. At this point any staff desiring paid time off will begin using accumulated vacation or leave time.
- If staff members are ill or running a fever, they must notify the director that they will not be available to work on any given day.

- Staff will practice social distancing and will wear masks (provided).
- Holds run hourly and then pulled. All holds called or emailed to acknowledge when ready for pickup.
- Only staff who are comfortable will deliver packages to curbside table and will wear masks and gloves when preparing and delivering the materials.
- Only director retrieves book drop and processes materials as needed for current situation.
- Telephone answering will be done whenever possible by the director to allow staff time to perform their duties and to minimize exposure to multiple telephone use

### **Patrons**

- Library is closed to the public in all aspects except online offerings, virtual programming, and curbside service
- Curbside service offered. Patrons reserve materials by email or telephone, or online hold system (BPL materials only, no interlibrary loan items aka MeL). Patrons call when they arrive at library, staff take out bagged materials and place on table to be retrieved. Limits on materials: 5 regular books and 5 DVDs per order, up to 5 children's materials, and 5 YA materials per order.
- All returns MUST go into the outside drop box. Returns will be quarantined for 48 hours. Patrons will not place returns on table or hand to staff.
- All public interaction is electronic (telephone, email, social media) with the exception of curbside service.
- Automatic renewals in place, all fines waived. Due dates set to later date, determined by current situation.
- Wi-Fi will remain on and accessible to the public.

### **Building**

- Patron seating and computer stations will be adjusted to prepare for social distancing.
- Installation of safety barriers at circulation area.
- Installation of plastic sleeve protectors for computer keyboards.
- All toys, puppets, puzzles will be removed from children's area and stored.
- Post signs on 3 public use computers indicating not available for use to create 6' distance between stations.
- No meeting room use.

### **Supplies**

- Facemasks, gloves, hand sanitizer, sanitizing cleaner
- Plexiglas shields for two circulation station areas
- Plastic sleeve protectors for computer keyboards.
- Storage bins for toys, puppets, puzzles
- Signage for computer area indicating which computers are available

### **Phase IV**

Library open to the public by appointment.

## **Staff**

- Staff will practice social distancing and will wear masks (provided).
- Only one staff person will work in the circulation area at a time and will use the “stand-up” computer station to the left of the circulation area.
- Staff in vulnerable situations will be excused from work if they have communicated with the director. Staff desiring paid time off will continue using accumulated vacation or leave time.
- If staff members are ill or running a fever, they must notify the director that they will not be available to work on any given day.
- Staff will use disinfectant spray to clean protective plastic sleeves on keyboards when patron has ended their computer use.
- Appointments for library use will be kept on a Google Form sheet and staff will monitor appointment schedule to prepare for incoming patrons with reservations.
- Library staff will process returns, taking appropriate precautions (gloves, masks).
- Telephone answering will be done whenever possible by the director to allow staff time to perform their duties and to minimize exposure to multiple telephone use.
- Throughout the day, all surfaces will be sanitized by staff using protocols provided by the Health Department of Northwest Michigan (HDNW).

## **Patrons**

- Appointments for library use can be made on the BPL website, by email ([bellairelibrary@torchlake.com](mailto:bellairelibrary@torchlake.com)), or by calling the library 231-533-8814. Appointments will be available in 30-minute increments beginning at 10am with the last appointment available at 5:30pm. Up to 10 people at a time will be allowed in the building; social distancing and facemask wearing MUST always be in place. The following information will be needed when making appointments (online, by email or telephone):
  1. What time would you like to come in? (Up to 3 options will be requested so we can assign appointments right away. Their first choice might not be available.)
  2. What needs do you have? (choosing books, DVDs, use the computer).
  3. How many people will be coming in? (families, etc.)
- Patrons without reservations may have to wait outside the building until an opening in the schedule becomes available.
- Patrons will be required to practice social distancing and wear facemasks while in the library, either their own or disposable masks provided by the library.
- Continue online offerings and virtual programming.
- Curbside service offered.
- Computer users must sign in (normal protocol), use hand sanitizer prior to use (provided). Computer time will be limited to 15-minute increments. Additional 15-minute increments may be extended (at the discretion of library staff) if no one is waiting to use a computer.
- All fines waived. Holds run hourly and then pulled. All holds called or emailed in will be acknowledged when ready for pickup.

- All returns MUST go into the outside drop box. Returns will be quarantined for 48 hours.
- Wi-Fi will remain on and accessible to the public.

### **Building**

- Library will return to normal summer hours.
- Only 3 public computers will be available for patron use to accommodate social distancing.
- Patron seating and computer stations will remain separated or removed to provide social distancing parameters.
- No meeting room use.
- Cleaning company will resume weekly cleaning, adding time for extra sanitizing of all surfaces.

### **Supplies**

- Facemasks, gloves, hand sanitizer, sanitizing cleaner

### **Phase V**

Our “new normal”. The library is open to the public without reservations yet maintaining social distancing and health/safety precautions including wearing facemasks and using hand sanitizer.

### **Staff**

- Only one staff person will be in the circulation area at a time and will use the “stand-up” computer to the left of the circulation area.
- If staff members are ill or running a fever, they must notify the director that they will not be available to work on any given day.
- 
- Throughout the day, all surfaces will be sanitized by staff using protocols provided by the Health Department of Northwest Michigan (HDNW).
- Staff will use disinfectant spray to clean protective plastic sleeves on keyboards when patron has ended their computer use.
- Library staff will process returns, taking appropriate precautions (gloves, masks).
- Telephone answering can be done by any library staff member.

### **Patrons**

- Continue online offerings and virtual programming, slowing increasing in-person small (less than 10) and/or outside programming, as determined by situation.
- Curbside service continues indefinitely.
- Normal fine structure back in place, due dates reset to normal, holds run and processed as normal.
- Patron seating and computer stations will remain separated or removed to provide social distancing parameters. Computer users must sign in (normal protocol), use hand sanitizer before using computer (provided). Computer time will be limited to one-hour increments. Additional time may be extended (at the discretion of library staff) if no one is waiting to use a computer.

- All returns MUST go into the outside drop box.
- Wi-Fi will remain on and accessible to the public.

### **Building**

- Only 3 public computers will be available for patron use to accommodate social distancing.
- Seating areas returned to pre-COVID arrangement.
- Limited meeting room use, numbers based on health department recommendations.

### **Phase VI**

Library opens with few restrictions.

### **Staff**

- Book drop retrieved as normal, with possible new disinfecting procedures.
- Library staff will process returns, taking appropriate precautions (gloves, masks).
- Telephone answering can be done by any library staff member.
- Staff will continue to process holds, notifying any patron asking for curbside service when their order has been prepared, deliver order to patron vehicle once patron notifies library of arrival in the parking lot.
- Staff will return to normal illness precautions.

### **Patrons**

- Curbside service offered indefinitely during Monday through Friday hours, 10am-6pm.
- Begin offering small in-house programs. Increase program sizes as determined by situation.
- Facemask usage based on recommendations of local health department.
- Social distancing requirements based on local health department recommendations.
- Curbside service offered indefinitely during Monday through Friday hours, 10am-6pm.
- Patron seating and computer stations will return to normal, with sanitizing and health protections still in place indefinitely.
- Book returns made be done by using either the outside drop box or bringing materials into the inside book return area.
- Wi-Fi will remain on and accessible to the public.

### **Building**

- Limited room reservations allowed.
- Patron seating and computer stations will return to normal.

### **Supplies**

- Facemasks, gloves, sanitizing wipes as recommended by the local health department.

NOTE: Interlibrary loan will be available at the discretion of the Library of Michigan and RIDES. We don't anticipate MeL materials being available until possibly the end of the summer.