

## **Johnson Creek Public Library Continued Plan of Action Regarding COVID-19 – Controlled Reopening Phases**

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Contact: Library Director Abby Armour (920) 699-3741

The Johnson Creek Public Library (JCPL) has updated their Plan of Action to continue to communicate with the community their decisions and actions throughout the COVID-19 pandemic. As always, the safety of the employees and the citizens of the community are of utmost importance and this Continued Plan of Action strives to provide the maximum amount of library services while maintaining reasonable safety measures.

### **The Decision Making Process**

The Library Board gives the Library Director permission to reopen and potentially re-close the library in phases, following CDC guidelines as well as rules of the village, county, and state, coordinating with the Bridges Library System, and ensuring the safety of staff and patrons. The following are considerations that will be taken into account when deciding the level of service that the library will be able to offer:

- 1) Orders from the village, county, or state – any plans are contingent upon any laws, guidelines, or emergency orders from governing bodies
- 2) Data – any plans will consider the latest data on transmission, confirmed cases, availability of testing, and continued scientific studies of the virus and disease
- 3) Staffing – any plans will be based on the availability of staff and staff safety
- 4) Personal Protective Equipment – any plans will be made considering the availability of safety and cleaning supplies

### **Levels of Service**

This document refers to the [Wisconsin Public Libraries Reopening Guide](#) published by the Wisconsin Department of Instruction Division for Libraries and Technology. The Badger Bounce Back Plan was rendered moot by the recent [action](#) by the Wisconsin Supreme Court to strike down the extension to the Safer At Home order, and the Wisconsin DPI has created the Reopening Guide to help libraries navigate the process of reopening. Although we are no longer functioning with limits from Executive Orders, COVID-19 still is around and therefore the library will strongly depend on scientific fact and the guidance of the DPI when determining what levels of service the library is able to provide.

For the purposes of controlling the reopening process, JCPL has created service levels that slowly allow the library to reintroduce services but also give guidance if the library needs to decrease services. JCPL may need to decrease service levels if any of the criteria in “The Decision Making Process” section above change significantly. Because of the unpredictable nature of a pandemic, decisions will be based on data rather than fixed calendar dates. This document is to be used as a guide to determine what each service level means locally to JCPL.

## **Core Principles for all Phases as Outlined by the Wisconsin Public Library Reopening Guide**

- 1) Improved procedures for cleaning and disinfecting common areas.
- 2) Require staff to wear masks while administering public services. Encourage the public to wear masks.
- 3) Continuing to allow teleworking where it makes sense from an operational standpoint.
- 4) Encourage or require testing of staff for the virus and/or for immunity to the virus.
- 5) Encourage brief visits and refer customers to the Unattended Child Policy.
- 6) Messaging and plans should be in place to encourage the most vulnerable populations to limit their time in the community and/or allow for service hours that accommodate their needs more specifically. Ill patrons should be discouraged from entering the building.

## **In Case of Exposure**

On February 4, 2020, the State Epidemiologist declared COVID-19 a Category I [reportable disease](#). This means that any suspected case of COVID-19 must be reported immediately by telephone to the patient's local health officer, and a case report must be filed through the Wisconsin Electronic Disease Surveillance System (WEDSS) within 24 hours. Public health intervention then follows. Each suspected or confirmed case of COVID-19 is then investigated, and those with exposure to the patient are assessed for risk.

If JCPL is contacted about someone who is COVID-positive that has been in our facility, whether staff or customers, we will follow any and all instructions from the health department and will close down the library if advised to do so. We will not collect, seek out, or share names or information about library users who have been in our facility unless expressly mandated by the laws of local, county, or state government. JCPL reserves the right to decrease levels of service in response to any exposure.

## **Staff Training and Preparation**

The Johnson Creek Public Library believes that investing time and energy into staff training will create a safer environment for both the staff and customers. Properly trained staff can minimize the spread of the virus and share the facts with customers.

- 1) Hand washing: Staff will be required to watch the [hand washing tutorial](#) produced by Johns Hopkins University. Soap and paper towels will be provided in the staff area and staff will be encouraged to wash their hands frequently as this has been proven to be one of the best ways to [stop disease transmission](#).
- 2) Proper use of face masks and gloves: Staff will be required to wear a mask when in the public spaces of the library and gloves when cleaning. In order to understand how to appropriately use this equipment, staff will be required to watch the [mask and gloves tutorial from The Guardian](#) in order to use proper protocols when using these items. Staff will be discouraged from touching their face, and reminder signs will be posted in the staff workroom.
- 3) Disease transmission: Staff will be required to watch clips "[The Art of the Sneeze](#)" and "[How A Virus Spreads So Easily](#)" from the science television show Mythbusters. Staff will then be required to review the CDC's website on [how COVID-19 spreads](#).

## **Hygiene Materials Needed for All Service Levels**

JCPL will only allow the public into the library if it can obtain the necessary supplies to protect its staff and properly disinfect the building.

- 1) Face masks for staff – the CDC recommends the use of nonmedical masks for use by the public in day to day interactions. Staff will be asked to wear a mask during their shift and will be expected to follow the protocols outlined by the [CDC](#).
- 2) Hand Sanitizer - must have 70% Isopropyl Alcohol. This should be widely available in the building for both patrons and staff.
- 3) Cleaning products for surfaces and building spaces - The SARS-CoV-2 virus in particular can last up to 24 hours on paper and cardboard surfaces and up to 72 hours on plastic surfaces. High touch surfaces will be cleaned twice daily with a product approved for killing human coronaviruses (consult [List N](#)). Appropriate contact time will be observed.
- 4) Gloves - will be provided particularly to clean. Staff will follow the [CDC guidelines](#) on wearing gloves.
- 5) Cleaning Wipes - when and if supply allows for these, they will be made available in high traffic areas for staff. These should be used to routinely clean door handles, counters, and keyboard surfaces.

## **Surfaces That Will Need to Be Cleaned Frequently for All Service Levels**

Cleaning will be completed by staff twice daily.

- Staff Areas: keyboards, mice, and phones
- Entryways: Door handles and handicap door buttons
- Circulation: circulation counter, copier
- Customer: table tops, customer computers

## **Facility Considerations for All Service Levels**

In order to promote physical distancing guidelines and reduce the transmission of SARS-CoV-2, JCPL will make some changes to the facility, specifically in areas where potential exposure time is the longest. No changes shall interfere with accessibility.

- Put up a clear “sneeze guard” in front of the circulation desk
- Mark 6-foot boundaries around circulation desk
- Remove children’s toys and furniture
- Remove the majority of seating and space at least 6 feet apart
- Block access to water fountain. Offer bottled water if requested.

## **Continue Reassessing the Situation**

JCPL will continually monitor the situation and will reassess as needed. JCPL will communicate with the public via its usual media outlets to inform everyone if there is a change.

## Library Service Levels

### **Complete Closure (aligned with Stay at Home Order from March 2020)**

#### Services provided during Stay At Home order:

- Access to wireless internet outside library
- Curbside hold pickup by appointment only
- Virtual programs
- Assistance via email, phone, website chat, and Facebook messenger
- Basic circulation functions such as checking in materials and shelving
- The ordering and processing of new physical library materials

#### Logistics:

- 1) *Entrance and Exit into the Building:* Entrance to the building is restricted to staff.
- 2) *Hygiene materials and procedures:* Staff should procure all the cleaning and hygiene materials in the section above called 'Hygiene materials needed for opening'. Staff must maintain social distancing procedures when in the building.
- 3) *Holds pickup:* Curbside Pick-Up will be held from 10:00 a.m. to 2:00 p.m. from Monday through Friday. An appointment must be made so that staff can ensure spacing between appointments.
- 4) *Materials Handling:* Current studies suggest the virus remains present on plastic surfaces for up to 72 hours and on cardboard and paper surfaces for up to 24 hours. JCPL will quarantine all returned or delivered materials for 72 hours before checking them in.
- 5) *Programs:* Only virtual programs would be allowed under a Stay at Home Order.
- 6) *Internet Access:* The library wifi can be accessed outside, including while sitting in a car in the parking lot.
- 7) *Technology Help:* No technology help except what help can be provided over the phone.
- 8) *Materials Processing and Ordering:* Ordering should be focused on digital materials and high demand future releases for physical items.
- 9) *Book drop and hold materials from other libraries:* Book drop will continue to remain open and will be emptied daily. Items will be immediately put into quarantine for 72 hours.

### **Phase 1 (Groups of 10 people):**

Services Provided in Phase 1: These are services that can be provided in addition to the services listed in the previous phase.

- Due to the small size of the library and typically smaller numbers of visitors at once, JCPL will open for limited hours but with metered access to the building for 10 customers at a time. Based on the Occupancy Calculator provided in the Reopening Guidelines, the library's available public space square footage allows for 15 people in a space at 50% occupancy, and often staff members occupy that space as well. The circulation staff will monitor the number of people in the building and restrict access if too many people are in the building at once.

- Core circulation functions could resume at the front desk, with modifications. Tape on the floor will indicate 6 foot intervals, a Plexiglass sneezeguard will separate the staff from customers, and customers can scan their own library cards.
- In-building hold pickup. Due to small staff size and the configuration of previous curbside delivery, the Curbside Pick-Up will stop. Customers can pick up their items at the circulation desk.
- Access to library collections by the public.
- Access to faxing, scanning, and photocopying services.
- Access to the patron computers with enhanced social distancing and 30 minute time limits. Computer usage will be “independent” at this time because social distancing prevents us from being able to assist in any normal capacity.

Logistics:

- 1) *Entrance and Exit into the Building:* Staff can resume some desk functions, but the number of people in the building would need to be limited through monitoring procedures during open hours. Separate hours for vulnerable populations could be considered. Circulation staff will monitor the number of staff and patrons in the building to maintain this phases’ group limitations.
- 2) *Hygiene materials and procedures:* Staff should continue to procure all the cleaning and hygiene materials in the section above. Staff must maintain social distancing procedures with one another and customers and wear masks when in the public spaces of the library. If staff are in staff only areas they are not required to wear a mask.
- 3) *Materials Handling:* Book drop will continue to stay open. However, all materials returned will be quarantined for up to 72 hours before being made available to the public.
- 4) *Checkouts:* As much as possible, one staff member will be assigned to the circulation desk. This way the keyboard and phone are designated for that one person. Circulation staff will call patrons who have incoming holds during any time that holds notifications are turned off. Circulation staff will not take customer’s library card, but instead scan it and then ask the customer to step back 6 feet as they finish the transaction.
- 5) *Programs:* Only virtual programs will be allowed.
- 6) *Internet Access:* Access to the patron computers with enhanced social distancing. Access to computers would need to be limited in conjunction with imposed capacity limits on how many people are present in the library at any given time.
- 7) *Technology Help:* Technology help would not be provided except in cases where social distancing can be maintained.
- 8) *Materials Processing and Ordering:* Processing can occur if it can be done safely while maintaining social distance in work spaces. It will be time to consider commencing to order more bestsellers and other high circulation new items in preparation for further lifting of gathering or social distancing recommendations.
- 9) *Shared Materials in the Library:* ‘Shared materials’ in their spaces range from office supplies such as staplers and hole punches to equipment like headphones, in-house games and toys. No shared materials would be offered besides public printers and photocopiers.

- 10) *Furniture in the building*: In all public spaces, any social area with furniture will have moved to establish a 6ft space between patrons. Meeting rooms will not be available for scheduling during this phase.
- 11) *Quarantine Area*: The study room will continue to be used as a quarantine area for all incoming library materials. Items will remain there for 72 hours before check in.

### **Phase 2 (Groups of 50 people):**

Services Provided in Phase 2: These are services that can be provided in addition to the services listed in the previous phase.

- Public programs with pre-registration and defined social distancing protocols.
- Allow meeting room to be reserved again. Allow church to gather in meeting room.

### Logistics:

- 1) *Programs*: The library will consider hosting programs geared toward economic development and other critical services only if strong social distancing measures can be employed and only in cases where attendees have pre-registered. Programs such as storytimes will still be disallowed due to the difficulty of enforcing distancing protocols with children.
- 2) *Hygiene materials and procedures*: Staff should continue to procure all the cleaning and hygiene materials in the section above. Staff must maintain social distancing procedures with one another and customers but are not required to wear a mask.
- 3) *Meetings*: Since the public meeting room has a capacity of only 48 people, Phase 2 is okay to allow people to reserve the meeting room again. Allow church to gather in meeting room on Sundays again. Encourage church to clean and disinfect tables and chairs when done with use.

### **Phase 3 (Full reopening):**

Services Provided in Phase 3: A complete reopening will happen upon the recommendation of local, county, and state health agencies when they have used scientific fact to certify that the threat of COVID-19 is no longer a public health emergency.

- Restore any computers that have been removed to accommodate social distancing
- Clear backlog of quarantined items and return to conventional turnaround on shelving items.
- Resume normal business hours
- Restaff and schedule for all operations.
- Bring back toys to children's area and disinfect on regular schedule
- Resume regular in-person programming
- Determine how virtual programs fit into the spectrum of services going forward.
- Ramp up ordering and processing of materials and clear any backlog.
- Reset changes to due dates and patron block criteria changed at the beginning of the crisis. Reset changes made to any collections that were not holdable prior to the crisis.

## Links to Resources from this Document

“Art of the Sneeze – Flu Fiction.” Mythbusters, 4 June 2010.

<https://www.youtube.com/watch?v=Of4sUNWkq60>

Bromage, Erin. “The Risks - Know Them - Avoid Them.” 6 May 2020.

<https://www.erinbromage.com/post/the-risks-know-them-avoid-them>

“COVID-19 Information for Wisconsin Public Libraries.” Wisconsin Department of Public Instruction, 15 May 2020.

<https://dpi.wi.gov/pld/boards-directors/disaster-planning/coronavirus>

Hagemann, Hannah. “Wisconsin Supreme Court Overturns The State's Stay-At-Home Orders.”

13 May 2020. [https://www.npr.org/sections/coronavirus-live-](https://www.npr.org/sections/coronavirus-live-updates/2020/05/13/855782006/wisconsin-supreme-court-overturns-the-states-stay-at-home-order)

[updates/2020/05/13/855782006/wisconsin-supreme-court-overturns-the-states-stay-at-home-order](https://www.npr.org/sections/coronavirus-live-updates/2020/05/13/855782006/wisconsin-supreme-court-overturns-the-states-stay-at-home-order)

“Hand-Washing Steps Using the WHO Technique.” Johns Hopkins Department of Hospital Epidemiology and Infection Control, 26 March 2019.

<https://www.youtube.com/watch?v=lisgnbMfKvI>

“How a Virus Spreads So Easily.” Mythbusters, 8 June 2010.

<https://www.youtube.com/watch?v=UbQ9KI9CgUU>

“How to Protect Yourself and Others.” Centers for Disease Control and Prevention, 24 April

2020. <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html>

“List N: Disinfectants for Use Against SARS-CoV-2.” United States Environmental Protection Agency, 14 May 2020. [https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

[against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

“Show Me the Science – Why Wash Your Hands?” Centers for Disease Control and Prevention,

17 September 2018. <https://www.cdc.gov/handwashing/why-handwashing.html>

“When to Wear Gloves.” Centers for Disease Control and Prevention, 9 May 2020.

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/gloves.html>

“Wisconsin Public Libraries Reopening Guide.” Wisconsin Department of Instruction, 2 June

2020. <https://docs.google.com/document/d/1WGOEwVSGLQnHLMFSBkt0wrRDp1bL5zG0UM>

[oTUkSadEo/preview?pru=AAABcp94C80\\*XAnglCRk\\_s3\\_Yj-h9wH7Hw#](https://docs.google.com/document/d/1WGOEwVSGLQnHLMFSBkt0wrRDp1bL5zG0UM)