

Henderson County Public Library District

Reopen Plan

Phase 1: Return of Materials

- Announce in multiple public outlets that we are accepting materials back via our book drop.
- Staff empty book drop daily wearing gloves and non-medical mask and put books in The meeting room on tables labeled with date.
- Quarantine books for 3 days, then take out, check-in, and re-shelve.
- Have been receiving deliveries of newly purchased books and other purchased supplies.
- Staff wash toy and place in plastic bags and take furniture with cloth covers out of commission.
- Two to four staff in building per day between 9:00 and 5:00 Monday through Friday, practice social distancing as recommended by public health officials. Staff required to wear masks at all times.
- Continue quarantining books for as long as advised during subsequent phases.

What must be in place before this phase begins:

- Stay at Home Order must be lifted for employees not in essential sectors to return to work.
- Acquire adequate non-medical masks and gloves for staff. Research and advise staff on best practices for glove use to avoid recontamination via gloves.

Phase 2: Curbside Pickup of In-Library Materials

- Patrons can pick up books already on hold in building. Staff call patrons to let them know they have materials waiting for them.
- Patrons can call to place holds for materials currently on-shelf in the library. Staff will be on duty to answer phones, answer reference questions, pull materials, place and trap holds.
- Patrons who do not know what specific materials they want can have staff recommend with a phone call with staff and staff can select materials for them.
- Patrons call library when they are outside, and library staff bring their materials to their car, checked out, in bags. Staff wear gloves and non-medical masks.
- Four staff in building between 9:00 and 5:00 Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday with two staff members 9:00 – 5:00 pm.
Patrons call when they arrive at the library: Monday – Friday: 9:00 am – 5:00 pm; Saturday 9:00 am – 12:00pm; and 1:00 pm – 5:00 pm and staff will take out to their car.
- Patrons may request materials by voicemail or email if outside of our open hours and in building staff will respond to these requests the next business day.
- Homebound deliveries using the Bookmobile can resume on a “no contact” basis (i.e., staff member leaves plastic box of materials on porch or other covered area and picks up). Make deliveries every 2 weeks.

What must be in place before this phase begins:

- Acquire adequate non-medical masks and gloves for increased staff working in the building.
- Place items in plastic bags.
- Acquire adequate plastic bags for delivering materials to patrons at door.

Phase 3: Curbside Pickup of Interlibrary Loan Delivery Materials

- Move to this phase once RSA and RAILS re-implement delivery. Hopefully, RSA will ensure uniformity of materials handling for safe delivery.
- Patrons will now be able to place holds online in addition to phoning in requests.
- All other procedures remain as in phase 2.

Phase 4: Extremely Limited Walk-In Service

- Patrons may enter building to pick up holds, select materials, and for limited computer use but will not be permitted to “loiter.”
- Strongly consider grocery-store model social-distancing provisions, such as unidirectional aisles and 2 person per aisle limit.
- Computers will be placed in-service/out-of-service so that there is a 6-foot gap in between users. (Total computers available to public = 6) Because of computer scarcity, limit library card patrons to 2 one-hour sessions and guest pass users to 1 one-hour session per day.
- Patrons will be expected to wipe down computer keyboards, mice, and surrounding table surfaces with antiseptic wipes after each use.
- Staff will wipe down service desks with bleach solution at intervals throughout day.
- Staff will wipe down staff phones, computers, and mice with antiseptic wipes.
- Marks on floor for social distancing while standing in line and for maintaining appropriate distance from circulation desk. If advised, purchase plexiglass screens for Circulation Counter and Circulation Desk.
- Four to six staff in building during any given shift, for normal operational hours (9:00-5:00 Monday through Friday, 9:00-5:00 Saturday).
 - Designate Senior hours only 9:00am-10:00.
- Staff wear gloves and non-medical masks.
- Reliable source of antiseptic wipes or viable substitutes will have to be identified prior to entering this phase.

What must be in place before this phase begins:

- Acquire adequate non-medical masks and gloves for increased staff working in the building.
- Determine reliable source of antiseptic wipes or viable substitutes.
- Set up procedures for staff monitoring and enforcement of social distancing.
- Override of blocks and postponement of collections must be requested and approved through RSA.

- Consider necessity and availability of plexiglass screens for purchase.

Phase 5: Less Limited Walk-In Service

- All of the above, except that patrons will be allowed to remain in building for extended periods of time under the following conditions:
 - o Soft seating and toys will not be available to public.
 - o One individual per table, with tables strategically spaced at least 6 ft. apart.
 - o Patrons will be expected to wipe down their table and chair with bleach solution after use.

What must be in place before this phase begins:

- Have plan for staff monitoring and enforcement social distancing for people moving around library, especially children/teens.

Phase 6: Gradual Transition to Normal Walk-In Service

- Gradually relax social distancing and cleaning routines and use of non-medical masks and gloves, as advised by public health officials.
- Proportionally phase back in full on-desk staffing.

Phase 7: Gradual Transition to Normal Full Service

- When advised by public health officials, resume programming and scheduling of large meeting room.
- At this point, resume full staffing levels work in the building.

Summer Reading Considerations

Regardless of phase, online registration and logging of reading will be strongly encouraged.

- Screen sharing and IM Chat software will be purchased for staff to assist patrons with this process remotely (in addition to regular phone service). Staff can be assigned shifts specifically for the provision of remote service.
 - READsquared
 - Beanstack
- Use weekly digital badges and end-of-summer prize packs full of weekly prizes accumulated throughout the summer instead of weekly prize pickup.

If summer reading occurs during a Curbside Pickup phase (Phase 2 or 3):

- Participants can sign up by phone or online.
- Summer reading folders with instructions and logs can be picked up curbside. If weather is nice, a curbside table can be set up for this purpose.
- Families can place orders for materials online or by phone, including reader's advisory conversations where staff pick materials for the readers in the family.
- The summer reading folders will include a paper log for each of the 8 weeks. All who can do so will be strongly encouraged to log online. Those with phone but no internet will be encouraged to call in their logs weekly for staff to record online. Envelopes will be added to the summer reading folder for those for whom call-in logging is difficult, and

logs can be dropped off in batches in the book drop.

If summer reading occurs during Extremely Limited, Less Limited, or Transition to Normal Walk-In Phase (Phase 4, 5, or 6):

- Participants may also sign up at the Circulation Desk, in addition to by phone or online. They can pick up signup folders with instructions and logs at the Circulation Desk.
- Families will still be encouraged to place orders online or by phone (including reader's advisory), but they can also come into the building and pick out their own books and can pick up holds at the Checkout Desk.
- Patrons will still be strongly encouraged to log online or by phone. Weekly logs can be dropped off, in batches, at the Circulation Desk.

If summer reading occurs during Transition to Normal Full Service (Phase 6):

- We will offer a "bare bones" schedule of log books, take home crafts, and certificates.