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## Staff

### Comfort level

- Please come to Sue, Patti or Eric with concerns and questions about how we will be reopening.
- We will do our utmost to make sure that everyone is able to return on a timeline they feel comfortable with.

### Flexibility

- As the Coop Director's Reopening guidelines point out, we will need to be extremely flexible during this time frame:
  - Our workload, job duties, and schedule are going to be up in the air.
  - Some situations are going to challenge our sense of fairness.
  - Some situations are going to make us feel uncomfortable.
  - Some situations are going to require patience and empathy, even more than our normal routine.
  - Some situations are going to require choices between two "less-than-ideal" options.
- The good news is:
  - It is temporary!
  - You can communicate with Sue, Patti, Thomas, Emily, or Eric. We are all available, transparent, and open to your concerns.
  - The library board, the library administration, the community, the patrons and the team ALL want us to succeed, be safe, and lead by example.
  - We are looking out for you, even when we can't make it perfect.

### PPE

- Staff will be provided with: Gloves, homemade masks (including brown paper bag for storage), sanitizer.
- Staff be trained on effective use of PPE.
  - Staff will keep their masks in brown paper bags in their cars, and put them on as they enter the library, using the straps only, and not touch the front of the mask.
  - Staff may be able to leave masks in laundry basket for overnight cleaning.

### Continuity

- In the event that the director or assistant director becomes unable to fulfill their functions, full time and/or Librarian Assistant 1 positions may be asked take over some duties temporarily.
- Vouchers may be countersigned by Director, Assistant Director, Branch Manager, Head of Circulation, Board members, or the employee responsible for deposits and transmittals.

## Reopening Phases:

### Phase 1: Full time staff returning

- When the Executive Stay at home order is lifted, full time and some Librarian Assistants 1 and 2 (as needed) will return to work to perform administrative tasks, and to prepare for opening. Tasks will include:
  - Cleaning personal desks and workspaces to be ready for regular disinfectant.
  - Cleaning surfaces, decluttering, perform walk-through to address each area.
  - Shelving materials, cataloging materials, checking in and out.
  - Answering phones, providing online reference, creating web content.
  - Laundry for masks, towels, vests.
- Reduced hours (9-5pm, M—F).
- There will be no more than 6 people in the Ludington library at one time. Scottville will have no more than 3 people at once. My Cleaning Lady (Robin Knudsen) may be brought in for regular cleaning duties.
- Phase 1 may last for a few days to a week.

### Phase 2: Curbside service

- After the library has properly prepared for opening, the library will accept book requests **through the Apollo catalog**, via email, text or phone. Library staff will receive the requests, check requested items out and place on hold shelf. Blue bins will continue to circulate between branches. Patrons will use the phone or text Gabbie to alert staff that they are at the door. Librarians will deliver books to patrons without contact.
- At first, we will be able to fulfill holds on titles through the Apollo catalog. Once the rush has passed we may be able to open up to reader's advisory.
- OPENING TO PUBLIC DEPENDANT ON ADEQUATE PPE.
- Reduced hours for staff (9am-6pm).
- Restrooms will remain closed to the public at this time.
- The library will remain closed to the public. Service will only be outdoors.
- Curbside pickup will be available for limited time during the day (11am-6pm Mon – Sat).
- Printing will be available through Library Gear with curbside pickup.
- Staff will wear masks and gloves at this time.
- Staff will be able to accomplish normal library tasks during this time, including cataloging, shelf reading, inventory, projects, and administration.
- There will be no more than 6 people in the Ludington Library at one time, and no more than 3 in Scottville.
- Phase 2 may last for several weeks, depending on when larger numbers are allowed to gather in Michigan. Once 10 people are able to gather, we may consider opening to offering lobby pickup rather than outdoor. Once gatherings are allowable for 50 or more, the library may move to phase 3.

### Phase 3: Extremely limited Indoor service

- The library will attempt to limit contact by restricting certain library activities such as lounging and computer usage, programming, and use of meeting rooms. Library may include Library Assistant 1 & 2, Circulation Clerks, and pages in this phase. Increased precautions will include
  - At first, we might have limited hours similar to earlier phases. We might expand to full hours at some point.
  - Spaced adult computers, limited or no J area computers.
  - No more toys in the J area.
  - Limited or no programming.
  - No lockers, no access to printer room except staff, no access to History Room.
  - Six foot distant markers on floor to indicate spacing.
  - Reduced circulation points.
  - Quarantine for incoming items.
  - Separation of staff, using empty meeting rooms for spacing.
  - Continued PPE usage by staff.
  - PPE usage and/or availability for patrons. Update behavior policy to reflect mask usage for patrons, distancing.
  - Restrooms will be open, cleaned and disinfected regularly.
  - MeLCat service will be limited at first to returning items currently in the system. Requesting will be turned on TBD.

### Phase 4: New Normal

- Once restrictions are lifted, the library will return to mostly normal services, with an eye toward caution and being model citizens in the community. Summer reading program will operate primarily online, large programs will be cancelled or postponed, and the library will continue to focus on how to keep patrons safe until vaccines or herd immunity are available.

## Public services

### MeL

- Currently, requesting and the label maker are turned off, meaning NO MeL Work can be done. When things start up again, Mel will reopen in 3 phases.
  - Phase 1 – Outgoing.
    - Will begin when 80% of libraries report that MeL staff is returning to work.
    - Check in OUR items that were to be sent to borrowing libraries. This was done already

- Check in and send out items to their owning libraries. This will take a long time and there will not be enough space in RIDES delivery vans to get things out all at once.
  - Some libraries MAY choose to circulate items that had remained on Holds shelf during this time. MCDL cleared Holds shelf so this will not apply.
- Phase 2 – Incoming
  - Bins have been in storage at hubs and will be coming in. Items will be sent back to owning libraries, probably.
  - Incoming returns will be processed and quarantined and reshelfed.
- Phase 3 – Requests turned on
  - This will happen once things the majority of libraries are open and the backlog has been reduced. Could be months before a plan to allow requests is in place.

## Programming

- Decreased programming planned for the foreseeable future.
- Many programs are available virtually.
- Continue to host virtual story times, virtual baby time.
- Wandoo reader. Summer reading program.

## Meet up and eat up

- State of Michigan is hoping to have libraries continue to be sites.
- Will work with Mary Jo to determine best practices—most likely “grab and go” lunches.
- Possibly add Scottville branch as a pickup site.

## Unbound

- Will start up once students are back in classrooms.

## Building

### Quarantine area

- LUDINGTON -- The West Shore Bank Room shall be considered quarantine zone for anything that needs to decompress for a set period of time (24 hours).

- SCOTTVILLE – The West side of the community room OR the front lobby, depending on staff workspace needs.

## Unavailable services at opening

To be reevaluated weekly

- Lockers.
- Meeting rooms.
- Local History Room.
- MeL.
- In person browsing.
- Computer usage.
- 3d printing.
- Coffee, soft chairs.
- Book donations.

## Behavior Policy

- We plan on updating the behavior policy to include patron use of PPE. We will be able to enforce masks use by patrons in the same way that we are able to enforce the other expectations.
- HOPEFULLY we will have PPE available for patrons.

## Drop Box procedure

- The large bins will be checked once per day.
- The bin will be moved to the West Shore Bank Room for quarantine (24 hours).
- Each day, the bin in quarantine will be checked in and shelved, then returned to the boiler room to replace the bin going into quarantine.
- **Alternatively, a staff person wearing gloves would use a laptop on a cart to check in items and leave them in quarantine as per Apollo feature.**

## Scripts for staff

- We've updated our behavior policy to include wearing PPE. Please feel to borrow one of our masks, or come back with your own.
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