

# Vienna Public Library

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## Vienna Public Library Phased Plan for Reopening Library Services- COVID-19

The Vienna Public Library has been closed to the public since March 14, 2020 due to recommendations of local, state, and national health and government organizations because of the novel coronavirus pandemic COVID-19. Essential staff have been maintaining facilities and administrative tasks in library locations as needed and observing all recommended health and safety protocols. All staff have been working from home offering a variety of services including but not limited to: online programming such as virtual storytimes; access to digital libraries such as WVReads and Gale Courses; email reference and technology trouble shooting, including updating library patron accounts and pins for access to online services; sharing vital information from community partners and health organizations via online platforms; and logging many hours of webinars and virtual conferences in a continuing education effort to learn more about the current situation as well as gaining valuable insights into library service in general. Throughout the phased plan, vigorous efforts will be made to inform the public of our plans, programs, services and the dates on which each service or program will occur/resume.

The Vienna Public Library, with guidance from the Governor's West Virginia Strong- The Comeback plan and consultation with local health and governing authorities, offers this tentative plan for re-opening services to the people of Vienna.

**Phase One (Week 3 of WVStrong- beginning no earlier than May 11<sup>th</sup>):** Department Heads will report to work for preparation of reinstating limited library services. Staff will report as scheduled on a staggered basis by department. Staff will be in their respective locations between 2-4 days with work from home assignments ongoing for the remainder of the work week. Programming will continue to be delivered online from staff members' homes. All staff will be required to wear a face cover or mask and will have their temperature checked upon entering the library. Face covers and gloves will be provided for staff. Staff may also choose to wear a face cover of their providing. All staff will adhere to the 6 feet social distance guideline. All staff will agree to stay home if they are sick. All staff will be encouraged to continue to follow all health and safety guidelines when outside of the library. If a staff member has a concern about returning to work at their location due to a medical concern, is a member of a vulnerable population, or other reasons they will be accommodated as much as possible and presented with continued work from home options. Staff may also use vacation or sick time during this period if they so choose.

**Preparations for limited library services will include but are not limited to:**

- Installation of clear (plastic) barriers at customer service desks
- Installation of barriers between public access computers
- Preparing a space for returned library materials to be quarantined for a minimum of 48 hours
- Moving or removing library furniture to adhere to at least a 6 feet distance to comply with social distancing guidelines. This includes patron seating and staff work stations.
- Preparing a space in the foyer/air locks for material pick-up by appointment
- Set up cleaning stations throughout building for staff to have easy access to cleaning and disinfecting supplies
- Wifi will remain accessible from library parking lots for public use (homework, telehealth, workforce development, etc)
- Fines will continue to be waived until the Library is open to the public
- Patrons may begin to return materials previously checked out. Materials will be returned to outdoor book drops or designated carts inside the front of the library. Returned materials will be quarantined for a minimum of 48 hours
- Staff will clean high traffic areas regularly and disinfect materials as they are returned.

**Phase Two (Week 6 of WVStrong- beginning no earlier than June 1<sup>st</sup>):** All staff will be in their respective locations between 3-4 days with work from home assignments ongoing for the remainder of the work week. Part-time staff will report as scheduled. Staff will report as scheduled on a staggered basis by department to ensure 6 feet social distancing. Programming will continue to be delivered online from staff members' homes. All staff will be required to wear a face cover or mask and will have their temperature checked upon entering the library. Face covers and gloves will be provided for staff. Staff may also choose to wear a face cover of their providing. All staff will adhere to the 6 feet social distance guideline. All staff will agree to stay home if they are sick. All staff will be encouraged to continue to follow all health and safety guidelines when outside of the library. If a staff member has a concern about returning to work at their location due to a medical concern, is a member of a vulnerable population, or other reasons they will be accommodated as much as possible and presented with continued work from home options at the discretion of the Director. Staff may also use vacation or sick time during this period if they so choose.

**Limited library services will begin. They include but are not limited to:**

- Phone lines will be opened and staff will begin over-the-phone customer and reference services including scheduling material pick-ups, answering questions about patron accounts, technology trouble shooting, and answering general questions (10am-6pm Monday through Friday)
- Patrons may begin to pick-up items that were previously placed on hold by appointment. Patrons may begin to place online holds or make requests over the phone for items currently in stock in the library. Material pick-up will be contactless and take place in the foyer or air lock between the entrance doors (10am-6pm Monday through Friday)
- Library materials will continue to be quarantined for a minimum of 48 hours
- Wifi will remain accessible from library parking lots for public use (homework, telehealth, workforce development, etc)
- Fines will continue to be waived until the Library is open to the public
- Patrons may request over the phone or through email to have documents printed for contactless pick-up in the foyer or designated space in the front of the library
- Fax or notary service may be arranged by appointment as needed and can be accommodated by staff in a safe manner. Patron must call ahead to arrange.
- Staff will clean high traffic areas regularly
- Preparations for the eventual return of the public to the Library will continue if they have not been completed in a previous phase

**Phase Three (To Be Determined; estimated date of June 22<sup>nd</sup>):** All full-time staff will be in their respective locations 3 to 4 days a week with work from home assignments ongoing on as needed basis. Part-time staff will report as scheduled. Staff will report as scheduled on a staggered basis by department to ensure 6 feet social distancing. Programming will continue to be delivered online from either the library or staff members' homes. Community Outreach services and programs may be scheduled and implemented during this phase as need arises and can be safely executed. All staff will be required to wear a face cover or mask and will have their temperature checked upon entering the library. All patrons will be required to wear a face mask or cover and will have their temperature checked upon entering the library. Face covers and gloves will be provided for staff as supplies are available. Staff may also choose to wear a face cover of their providing. All staff and patrons will adhere to the 6 feet social distance guideline. All staff will agree to stay home if they are sick. Patrons will be encouraged to stay home if they are sick. All staff and patrons will be encouraged to continue to follow all health

and safety guidelines when outside of the library. If a staff member has a concern about returning to work at their location due to a medical concern, is a member of a vulnerable population, or other reasons they will be accommodated as much as possible and presented with continued work from home options at the discretion of the Director. Staff may also use vacation or sick time during this period if they so choose.

- Patrons may enter the library to access material and services. Maximum number of patrons allowed in the library at a time will be based on local and state social distancing recommendations and may fluctuate. (Currently 2 people per 1000sq ft or 25 maximum.)

- Patrons may still, and are encouraged to, request contactless material pickup

- Patrons are encouraged to bring their own devices to access the library's wifi.

- Patrons may use public access computers on an as-needed and time limited basis. Computers will have barriers in between and will be assigned to patrons by a staff member to ensure that social distance is maintained in the computer area. Additional safety and cleaning procedures will be implemented and the time given in between patrons to see those tasks carried out

- Library materials will continue to be quarantined for a minimum of 48 hours

- Library furniture will remain positioned at a 6 feet minimum to comply with social distancing guidelines and may be limited

- Patron access to the stacks may be limited. Patrons will be encouraged to place browsed items that they do not wish to check out on a cart so that they can be quarantined with returned items

- Patrons may request documents to be printed for contactless pick-up in the foyer or designated space in the front of the library

- Patrons needing fax or notary service are encouraged to call ahead and make an appointment

- Staff will clean high traffic areas regularly

- No toys/puzzles will be available for play by patrons and their children.

**Phase Four (To Be Determined):** Library open to the public and services offered with a minimum of precautions. All staff report as scheduled. Evening and Weekend hours will resume. Programming will be held in the library with a limited number of attendees (no more than 10). Registration will be encouraged. Patrons may access the stacks. Public access computers continue to be accessible with stringent social distancing guidelines. Masks and face

covers may still be encouraged but not mandated. Seating may be restored as guidelines are amended and lifted.

**Phase Five (To Be Determined):** Library open to the public.

This plan is subject to change and is no means a comprehensive document. All actions planned and implemented will be done so in accordance with local, state, and national health and safety guidelines and recommendations.