

## **Library Reopening Policy**

### **Portage District Library**

- I. **Purpose.** Michigan public libraries have been closed to the public pursuant to a series of orders from the Michigan Department of Health and Human Services. The Library acknowledges those restrictions have been lifted and the Library may once again resume public library service. This Policy establishes the steps the Library may take and the protocols the Library may put in place to protect the Library, staff, and patrons when the Library reopens.
  
- II. **Resuming Library Service.** Before reopening to the public or non-essential staff, and during the term of the Reopening Plan, the Library will establish regulations and implement the following:
  - A. *Cleaning Protocols.* The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the stages of reopening.
  
  - B. *Returned Material.* The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.
  
  - C. *Assess Needs.* The Library Director and Department heads will meet to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment.
  
  - D. *Social Distancing.* The Library Director will take steps to implement social distancing protocols if required by law or the Reopening Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6) foot spacing, or providing “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing. The Social Distancing protocols will be established in the Reopening Plan for each stage.
  
  - E. *Notice to Patrons.* The Library Director shall post notices on the door of the Library and on the website to inform patrons of the particular regulations of patron conduct for the current stage of the Reopening Plan.

- III. Reopening Stages.** The Library Board adopts the reopening plan attached as Exhibit A (“Reopening Plan”) to this Policy as the basic structure for the reopening stages for public library service. Pursuant to Section IV, the Library Director has authority to modify the Reopening Plan. The Reopening Plan, including any modification by the Library Director, shall govern the use of the Library. Violations of the Reopening Plan may result in suspension of library privileges.
- IV. Director’s Role; Authority.** The Library Director (or other person appointed by the Library Board) will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:
- A. *Modifications; Reopening Stages.* The Library Director may modify in writing any services, safety protocols or other part of the Reopening Plan. The Library Director also may determine when it is an appropriate time to move on to the next stage either in whole or in part.
  - B. *Staffing Levels.* The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.
  - C. *Cancel or Limit Services.* Even after the Library reopens and the Library Board approves a Reopening Plan, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and patrons. This includes cancelling scheduled meetings held in any Library meeting rooms. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library’s website.
  - D. *Library Closure.* The Library Director has the authority to close the Library temporarily for a maximum of fourteen (14) days without prior Library Board approval. The Library Director will inform the President of the determination to close and the proposed duration of the closure. If the Library has not been reopened, the Library Board may meet to determine whether the Library Director’s decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director’s determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library’s Service Area. The Library Director will use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library’s website. This Policy assumes the staff will be paid based on their “normal” schedule during the Library’s closure under this paragraph.
  - E. *Consultation.* The decision to cancel or limit services, move through the stages of the Reopening Plan, close the Library, or adopt additional protocols may be based on recommendations made regarding the outbreak by the Centers for Disease

Control (“CDC”), local health officials, the Library Board, Michigan Library Association, American Library Association, or other reputable sources.

- V. **Enforcement.** Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.
  
- VI. **Right of Appeal.** Patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.
  
- VII. **Applicability.** Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

**EXHIBIT A**  
**REOPENING PLAN**

The following is the reopening plan approved by the Library Board (“Reopening Plan”). If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Reopening Plan only applies if permitted by law or executive order. This Reopening Plan is not intended to supersede or change any Library employment policies.

***Requirements During All Stages.***

- A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- B. Patrons should not enter the Library with symptoms of an infectious disease.
- C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- D. Any requirements for staff safety precautions will be adopted separately and the staff will be informed.
- E. The Library Director shall determine the cleaning protocols for all stages.

***Stage 1. Closed to the Public.***

During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

- A. Employees. Non-essential staff may return to the Library. However, the Library Director will determine who may return and according to the schedule adopted by the Library Director.
- B. Activities Permitted:
  - 1. Landscaping and other outside maintenance activities may resume if permitted by executive order.
  - 2. Inside maintenance activities may also resume if permitted by executive order.
  - 3. The Library can continue providing WIFI in the parking lot areas.
  - 4. Continuing essential functions.

- C. Social Distancing and Safety Protocols.
1. The Library Director will take steps to implement social distancing protocols.
  2. The staff workspace shall be configured to maintain social distancing requirements of six (6) feet if possible.
  3. The Library will begin to implement social distancing protocols in the Library in anticipation of patrons returning which may include:
    - a. Removing or rearranging chairs and tables.
    - b. Assessing what computer terminals may be used.
    - c. Blocking off areas/furniture.
    - d. Adding plastic screens.
    - e. Mark waiting areas to show the six (6) foot spacing.
- D. Hours of Operation. The Library will not have any public hours of operation.

***Stage 2. Staff Returning; Patron In-Person Services Still Suspended.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted:
1. Updating collections.
  2. Updating patron databases.
  3. Shelving books.
  4. Transferring materials to Library databases to the extent they were stored separately while at home.
  5. Answer phones and respond to patrons' reference questions.
  6. Review upcoming programs that may need to be cancelled or modified and review any contracts related to such programs.
  7. Resume the interlibrary loan process (if practical or possible).
  8. Assess whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.
- C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place.
- D. Hours of Operation. The Library will not have any public hours of operation.

***Stage 3: Curbside Pick Up and Limited Patron Services. Library Building Still Closed to the Public.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
  - 1. Curbside pick up is permitted.
  - 2. Patrons are permitted to return Library materials. The Library Director will establish the protocols for returned material.
  - 3. The Library will address any policy or temporary measures involving fee forgiveness or suspension.
- C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place. In addition:
  - 1. Patrons and staff shall remain six (6) feet apart.
  - 2. Patrons shall be required to wear a mask when engaging in curbside pickup.
  - 3. The Library shall mark waiting areas for cars and other curbside pickup issues.
- D. Hours of Operation. The Library Board establishes the following as the hours for curbside pickup, but this may be modified by the Library Director:

**Monday-Thursday, 10 AM – 7 PM, Friday, 10 AM-4 PM, and  
Saturday, 10 AM – 2 PM**

***Stage 4: Limited Lobby or Atrium Space Open.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
  - 1. Patrons may enter the Library but will be limited to a specific area in the Library.
  - 2. Patrons may have in-person conversations with Library staff, provided that social distancing and Safety Protocols are followed.
  - 3. The Library will have access to computers for research or to look up and request library material

- C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place. In addition,
1. Patrons will be required to wear masks; the Library will provide masks if the supplies are available.
  2. Patrons must stay six (6) feet away from all staff and other patrons. Social distancing rules apply. The Library will provide a barrier for in-person discussions if a barrier can be obtained.
  3. The Library will mark places where people are likely to gather in line to identify the proper social distancing. This includes “traffic.”
  4. Only \_\_\_\_\_ patrons will be permitted in the Library at a time, and all others must wait outside the Library.
  5. Patrons will use their best efforts to come to the Library with the least number of people.
  6. Computer terminals will be located six (6) feet from any other computer or work station. The Library will use its best efforts to clean computer terminals between uses.
  7. Food and beverage is not permitted unless necessary for medical reasons.
- D. Hours of Operation. The Library Board establishes the following as the hours but this may be modified by the Library Director:

**Open Building Hours:  
Monday - Friday 10:00 AM - 6:00 PM, Saturday 10:00 AM - 2:00 PM.**

**Curbside Service Hours:  
Monday - Friday 10:00 AM - 2:00 PM**

***Stage 5: Library Open to Public With Conditions.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted. In addition to previously authorized activities, the Library may open for additional activities:
1. Programming that is in-person.
  2. Meeting room use for Library only sponsored events.
  3. The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance.

4. The Library Director may open up additional parts the library building for public use.
- C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place.
- D. Hours of Operation. The Library Board establishes the following as the hours but this may be modified by the Library Director:

**Open Building Hours:**

**Monday - Friday 10:00 AM - 6:00 PM, Saturday 10:00 AM - 2:00 PM.**

**Curbside Service Hours:**

**Monday - Friday 10:00 AM - 2:00 PM**

***Stage 6: Library Open for Regular Business.*** At this stage, the Library can reopen with the same services as normal. All Library service can resume without restrictions.

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### **Portage District Library Guidelines for Reopening after a Pandemic:**

These guidelines are an outline on phasing in the opening of the library after a closure due to a pandemic. They are not intended to answer all questions, but rather are meant to guide staff and to be a fluid, working document as information continues to develop.

Library services and workflow will change as we determine how to serve the needs of the public, while keeping both staff and patrons safe. The staff composition and duties will change because workflow will be different. Staff must be flexible and able to shift job tasks quickly. We will communicate guidelines and progress of plan often to staff.

#### **Phases 1 and 2: (Staff Only)**

Once the Stay-at Home order is lifted and staff are able to return to working in the library, a minimum number of staff will report in shifts to ready the library.

Facilities and Administrative staff will report to the library to set up signs, shields, gloves, masks, and hand sanitizer stations. Plexiglass shields will be put in place at all Public Service Desks. Staff spaces will be reconfigured, as much as possible, to allow for social distancing.

Additional staff will then report to check-in, clean, disinfect, and shelve items returned during the closure. Staff who can work from home, until the library is fully open, will be encouraged to do so.

Returned items will be quarantined for a minimum of 72 hours before being handled. Materials will be quarantined in the meeting rooms. Staff will then check-in, disinfect, and shelve the materials.

#### **Phase 3: (Curbside Only)**

Changes in services will be communicated to the staff and community. Staff will be trained on new services.

Service hours will be determined, and an optimum amount of staff will be scheduled. Staff hours may be reduced depending on service hours and need. Public hours may be phased in over a few weeks (i.e. open later and close earlier.)

Curbside service will be instituted and ready to roll out before the building is reopened to the public. Curbside service will be encouraged and launched as a service point to help with social distancing.

Reference Services will continue via email and phone.

Staff who can work from home, until the library is fully open, will be encouraged to do so.

Library will be “readied” for full public reopening.

Public spaces will be reconfigured, as much as possible, to allow for social distancing. Furniture will be moved into the meetings to encourage social distancing and discourage congregating or lingering.

Some public computers may need to be “out of service” to maintain social distancing. Again, Plexiglass shields may be placed around the computers.

The use of meeting rooms will not be permitted unless for library board meeting and storage. Social distancing will be required at the board meeting.

#### **Phases 4 and 5: (Limited Building Access & Extra Precautions)**

Changes in services will be communicated to the staff and community. Staff will be trained on new procedures.

There may be limits on how many patrons will be allowed in the building at a time. We will follow the guidelines of the Kalamazoo County Health Department. We are investigating providing a basket or timer to each individual patron as they enter the library, this will help keep track of the number of people in the building at one time. Patrons will have 30-45 minutes to be in the library. When they leave another patron can come in; keeping an optimum number of patrons in the building at a time.

Some public computers may need to be “out of service” to maintain social distancing. The use of public internet stations will be limited to 30 minutes. Computer stations will need to be disinfected between uses.

The use of study and meeting rooms will not be permitted until further notice. The only exception will be for required library board meetings. Social distancing will be required at the board meeting. Staff will be using web conferencing tools to conduct meetings during this time.

At the point that the library opens to the public, good hygiene and social distancing signs will be in place in the public areas and restrooms. These signs may include floor markers to indicate where patrons should stand to wait for assistance at the Public Service Desks.

Staff will encourage patrons to use self-checkout stations to check out most materials and to return their materials to the outside book drop.

In person programming will not take place for at least three months after opening or until social distancing and the number of people who can gather together are relaxed. Programming will continue online including, but not limited to, Summer Reading Program, storytimes, teen programs, and book discussions.

Volunteers, which includes adults, teens, and Friends of the Portage District Library, will not be permitted in the building until the library can fully reopen to the public. Social distancing will be maintained when we reopen, therefore we will have to restrict the number of people in the library at any given time which will include members of the public, staff, and volunteers.

#### **Phase 6: (Library Open & Full Services Resume)**

Changes in services will be communicated to the staff and community. Staff will be trained on new services.

Once the meeting rooms fully reopen, we will follow the guidelines of permitted numbers of people in a gathering set by the Governor or Kalamazoo County Health Department.

Collection development and selection will continue to shift to digital collections, and the budget will shift to further develop digital collections.

Online library card application and issuing will continue, be encouraged and the norm.