

Winthrop Public Library COVID-19 Phased Reopening Plan May 2020

Winthrop Public Library
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Phase I	Building Access	Public Services	Actions	Policy/ Procedures	Preparation
<p>State and Town approve reopening with guidance.</p> <p>Limited hours (TBD)</p>	<p>Staff allowed in building while practicing safe social distancing. Staggered hours and tasks for staff to reduce contact.</p> <p>Staff work in separate areas.</p> <p>Not open to the public, but regional delivery service may resume on a limited schedule.</p>	<p>Access to Ebooks, E-audiobooks and online databases continues.</p> <p>Staff available to respond to phone calls and email.</p>	<p>Staff training req by state. (Who does this?)</p> <p>Preparation of spaces following social distancing guidelines.1.</p> <p>Removal and/or rearrangement of furniture.</p> <p>2. Social distancing signage.</p> <p>3. Install Plexiglas at public service desks.</p> <p>4. Procure supplies.</p> <p>5. Develop policies and procedures for next phases.</p> <ul style="list-style-type: none"> • Return of materials • Quarantine of materials <p>6. Technical Services staff prepares new materials for patrons.</p> <p>.</p>	<p>Staff must observe social distancing at all times.</p> <p>Masks should be worn while in the building.</p> <p>Determine who and how required cleaning will be done.</p>	<p>Library Director and Assistant Director (management team) work with relevant town departments to develop further plans.</p> <p>Procure supplies</p> <ul style="list-style-type: none"> • PPE • Disinfectant and cleaning supplies • Social distancing signage & floor indicators • Plexiglas

Phase II	Building Access	Public Services	Actions	Policy/ Procedures	Preparation
<p>Staff work routines and schedules established.</p> <p>Limited hours (TBD)</p>	<p>All staff return to work with limited hours/skeleton crew while practicing safe social distancing.</p>	<p>Patrons may place hold requests online for items. May also call or email to make requests.</p> <p>Staff fulfills requests and contact patrons for appointment only pickups.</p> <p>Patrons invited to pick up items at the door. No contact between staff and patrons. Discourage returns, but handle those that do come back.</p>	<p>Setup of staff areas following social distance guidelines.</p> <p>Staff meetings/training. (Training req by state- who can do this?)</p> <p>All shared desks and computers need to be disinfected after each use.</p> <p>Staff empty book drop while wearing gloves and masks.</p> <p>Set up self-checkout station.</p> <p>Develop policies and procedures for upcoming phases as needed.</p>	<p>Staff must observe social distancing at all times.</p> <p>Masks should be worn while in the building.</p> <p>Each staff member will be assigned a designated work area following social distancing guidelines.</p>	<p>The library management team continues to work with town departments.</p> <p>Procure supplies</p> <ul style="list-style-type: none"> • Large sealable plastic bins

Phase III	Building Access	Public Services	Actions	Policy/ Procedures	Preparation
<p>All staff return to work.</p> <p>Increased, but still limited, hours.</p>	<p>All staff return to work with varied hours while practicing safe social distancing.</p> <p>Building closed to the public.</p>	<p>Begin accepting returns via the exterior book drop box.</p> <p>Continue phone and email services to the public.</p> <p>Continue allowing patrons to pick up materials.</p>	<p>Staff meetings/training.</p> <p>Staff will answer phones, answer reference questions, process holds and pull materials and provide reader's advisory services.</p> <p>Develop policies and procedures for next phases.</p> <p>It's important to plan for summer reading virtual programs to replace standard programming.</p>	<p>Staff must observe social distancing at all times.</p> <p>Masks should be worn while in the building.</p>	<p>The library management team continues to work with other departments..</p>

Phase IV	Building Access	Public Services	Actions	Policy/ Procedures	Preparation
<p>Limited in person services restored.</p> <p>Increased, but still limited, hours. TBD</p>	<p>All staff working.</p> <p>Library open for limited walk-in service for the public following state and local guidelines. Use front entrance only.</p> <p>Set special hours for elderly, handicapped, and children, respectively.</p> <p>Enforce time limits for patron access. (TBD)</p> <p>Public bathrooms open?</p> <p>Public seating areas closed off. No toys in the Children's Room. Elevators limited to family or one person at a time.</p>	<p>Continue all services from prior phases.</p> <p>Allow patrons access to:</p> <ul style="list-style-type: none"> • Pick up holds. • Browse for items to check out (limited time). • Limited computer time and photocopy use. 	<p>Staff will continue to provide digital services and all other actions from previous phases that are relevant. .</p> <p>Monitor the number of people in the building.</p> <p>Develop policies and procedures for next phases as needed.</p>	<p>Staff and patrons must observe social distancing at all times.</p> <p>Masks must be worn by staff and patrons.</p>	<p>Library management team continues to work with town management and departments.</p>

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Phase V	Building Access	Public Services	Actions	Policy/Procedures	Preparation
Library open with precautions. Additional hours added.	All staff return to work. Building open to the public following State and Local guidelines. Continue with reduced hours. Continue with special hours for elderly, handicapped, and children, respectively. Limited seating areas open.	Continue all services in previous phases. Allow patrons limited time to: <ul style="list-style-type: none"> • Pick up holds. • Browse for items to check out. • Use computers, copier. TBD	TBD	TBD	The library management team continues to work with the town.

Phase VI	Building Access	Public Services	Actions	Policy/Procedures	Preparation
Restoration of full library services.	Open to all.	Full slate, but may remain cautious about planning large programs.			

Disinfection of Circulating Materials

- Staff to wear masks and gloves when handling circulating materials.
- Establish a dedicated space to quarantine materials.
- Procure large plastic bins with covers for quarantined materials.
- Do not check items in until after the quarantine period. 3 days is now the acceptable time for books.
- Books, DVD's, CD's, magazines should be placed in separate bins, labeled with date closed and date to open.
- Quarantine materials:

Surface: Length of Time:

Metals	5 days
Wood	4 days
Paper	4-5 days
Glass	4-5 days
Plastics	6-9 days

- All returned materials should be placed in a large plastic bin with cover, labeled and dated.
- Once opened, check items in and reshelve as usual.

Procedure for patrons to pick up materials

- Library staff calls patrons to arrange time for pick up.
- Instructs patron to wait at the bottom of the front steps.
- Patron should be told to have their name written on a piece of paper so that staff can see it from inside the door.
- Patron arrives at the appointed time and waits at the bottom of the stairs.
- Staff opens the door, places the bagged items just outside the door and goes back inside.
- Patron may now come up the stairs to retrieve the items they ordered.
- If they have any returns they should place them in the drop box at this time.

Unknowns

- Will the staff be COVID-19 tested? If so, how often?
- Once staff returns, what happens if someone tests positive?
- What if a staff member does not want to return?
- Elevators? One person at a time if not family.
- Limit building access to the front door only??

