COVID-19 Phased Reopening Plan

Due to the pandemic constantly changing and more information and research is being conducted, it's important to have a reopening plan that is flexible and allows for the opportunity to move backwards if needed. The Reopening NH Libraries Task Force Best Practices document, along with the Stay at Home 2.0 Universal Guidelines, were used in the preparation of this reopening plan. During all of the reopening phases the following will be implemented and supplies must be available:

1. The Library will be following the Universal Guidelines provided by the Governor when initiating Stay at Home 2.0. In the event that an employee develops symptoms or determines they had exposure to COVID-19, they are encouraged to stay home and report their status to the Library. This will allow for adjustments to work schedules to be made as necessary.
2. Implement appropriate hygiene procedures for cleaning and disinfecting common areas in the library.
3. Continue to allow teleworking where it makes sense from an operational standpoint.
4. Requiring staff to wear protective gear such as masks and gloves while administering public services.
   a. Fabric and disposable masks can only be worn for one day. Fabric masks should be laundered before using again.
5. Continuing communication with staff, Trustees, patrons/public, Town Administrator and other departments.
   a. Relaying each phase of reopening when needed clearly and concisely with the public.
   b. Communicating risks to all patrons and the public (not just those in the vulnerable population) regarding use of library materials and services.
   c. Reinforcing recommended safety procedures of staff and patrons through use of PPE and other safety precautions.

Phase 1 – Staff allowed access to building

Supplies needed:
- Disinfectant wipes and surface cleaners
- Hand soap and sanitizer
- Face masks
- Gloves
- Sneeze guards installed (John Cafasso will be installing two Plexiglas barriers at the circulation desk starting May 29, 2020)

Schedule:
- Rotating schedule of teams consisting of no more than 4 staff members
- Hours in building:
  - M, W - 9:30 a.m. to 1:30 p.m. (Krissy, Susan, Melissa)
  - T, R - 12 p.m. to 4 p.m. (Wendy, Autumn, Amy, Adam)
  - F- alternate between teams
**Tasks:**

**Facilities:**
- Share duties of cleaning/disinfecting entire library
- Set up staff work stations throughout library to properly social distance
- Prepare and organize quarantine room
  - Tables, plastic bins, disinfecting supplies

**Operations:**
- Implement projects that have been prepped at home- weeding, catalog changes, etc.
- Staff available to answer phone calls, provide remote tech help
- Open outdoor drop box to allow for items to be returned (expected goal of June 15, 2020)
- Disinfect and quarantine returned items for 72 hours and then check them in
- No book donations accepted at this time

**Communications:**
- Update patrons of outside drop box opening on June 15, 2020
- Update patrons when phase 2 will begin (expected goal is July 6, 2020) via email, social media, phone calls to patrons without internet (approximately one week prior to starting)
- Inform patrons that outdoor drop box will remain the only way to return their materials for the foreseeable future
- Utilize outdoor signage to update public of library’s status

**Programming:**
- Continue virtual story time and other virtual programs that are currently offered
- 2020 Summer Reading Program (100% virtual and begins July 6, 2020)
- Share virtual programming from other sources

**Phase 2 – Library closed to the public, curbside pickup begins**

**Supplies needed:**
- Disinfectant wipes and surface cleaners
- Hand soap and sanitizer
- Face masks
- Gloves
- Plastic tote bins or cardboard boxes
- Folding tables
- Paper bags
- Sneeze guard installation nearing completion

**Schedule:**
- Rotating schedule with staff member teams in the building
- Utilize staff work stations throughout library to properly social distance
- Increase of staff hours in the building (same teams)
  o M, W, F - 9:30 a.m. to 3:30 p.m.
  o T, R - 1 p.m. to 7 p.m.
  o F - alternate between teams
- Curbside pickup hours will be the following (can be adjusted as needed):
  o M, W, F - 10 a.m. to 2 p.m.
  o T, R - 2 p.m. to 6 p.m.

**Tasks:**

**Facilities**
- Prep building for opening to the public/ Phase 3
  o Reconfigure library space for patron access (remove furniture, equipment and reduce ability to congregate in groups)
  o Set parameters for patrons accessing the building
  o Create signage inside and outside of building for patrons regarding safety and hygiene measures for entering building
  o Remove any materials that will not be circulated (creation kits, Legos, etc.)

**Operations:**
- Outdoor drop box remains only option for returning items
- Reactivate reserve cart so patrons can request items for curbside pickup
- No-contact curbside pickup (tentative date of July 6, 2020):
  o Place table at end of walkway and put labeled, bagged items on table for patrons to retrieve
  o Provide home delivery for patrons who request this service (same guidelines as current home delivery service)
- Provide printing, faxing, copying services via email
- Inform patrons that only print materials, DVDs, CDs, and videogames will be circulated at this time
- No book donations accepted at this time

**Communications:**
- Update patrons of curbside pickup procedures (approximately one week prior to starting)
- Inform patrons that outdoor drop box will remain the only way to return materials
- Utilize outdoor signage to update public of library status
- Continue to use email newsletter, social media and phone calls to patrons without internet to provide updates, including the move to Phase 3

**Programming:**
- Continue virtual story time and other virtual programs that are currently offered
- 2020 Summer Reading Program (100% virtual)
- Share virtual programming from other sources

Remaining phases will be refined and presented to Trustees when staff are confident and comfortable with how the library is operating with planned limitations and safety precautions.