

MPL COVID-19 Plan - *update August 2020* (LOW level)

Recommended services and procedures through Monday, October 5

When to Transition Staff Back Onsite

- Staff transitioned back onsite week of May 18
- Flexible remote work guidelines approved through the end of the school year. See Work from Home Guidelines.

Leave use for staff when transitioned back onsite

- Allow staff to continue using benefit sick pay if they want to until 12/31/20; follows suit with FFCRA
- Managers handle leave requests as normal prior to COVID-19

Hours of Operation

- Close at 6 pm to allow for thorough cleaning from 6-8 pm (M-R); close at 4 pm (F) to allow for thorough cleaning from 4-6pm; close at 1 pm (Sat) to allow for thorough cleaning from 1-3pm; remain closed on Sunday (May 26-December 31)
 - Staff will be scheduled their normal weekday/Saturday hours; When the library closes, those hours will be focused on covering the cleaning of public areas
 - Staff are responsible for cleaning their personal office area throughout the day
- Determine one entrance area; one exit area for youth area and main portion of library
- Starting May 26, MOD schedule resumes as normal.

COVID-19 Control Methodology & Best Practices

- Development of policies and procedures in response to the pandemic originates from the leveled threat documents, which outlines services, guidelines, and procedures as we navigate this pandemic. See High Threat Level, Medium Threat Level, Low Threat Level, and Lifted Threat Level for more information on the library's response/guidelines
- The City has adopted a Pandemic Response Protocol policy. City employees are advised to refer to the Pandemic Response Protocols Policy for initial guidance on addressing pandemic conditions. All additional guidelines, mandates, and policies overlay on this policy. After review of the policy, the COVID-19 ad hoc committee would like to see a modification for the Executive Director to retain authority over emergency protocol and outbreak decisions. The Executive Director is working with the City on that modification to the policy, and will bring a final copy back to the committee/Library Board when this revision is complete.
- Since we are learning more and more on how the virus is transmitted, less on hard surfaces and more on the airborne aspect, we revised the facilities strategy from the limited UV exposure in the book return room and concentrate on the ventilation sanitization. The new UV lamp exposure lighting system is now in place. The timer has been set for on during all occupied times and twice for 2-hour intervals during unoccupied times (usually 10pm-5am). We have adjusted for any friction and have increased fresh air volume to recirculated air volume. We

have adjusted the exterior dampers to allow for more fresh air exchange without losing A/C efficiency.

- Cleaning/sanitization of HVAC duct works, restroom exhaust vents, all air exchange filters changed.
- Modify HVAC controls to seasonal best practices. Monitor authority recommendations and change as necessary
- Set regular sanitization schedule and staffing for high-traffic public-used areas, M-Th, 6-8pm; Fr, 4-6pm; Sat, 1-3pm
- Increase airflow from outside of building during this time
- Bubblers remain closed through 2020 (reassess in January)
- UV wands have been added to all service desks. UV wands work to sanitize any hard surface, and non-living materials such as masks, with UV light exposure.
- Staff expectation to wash their hands at the start of every hour, with more frequency required for materials staff who regularly handle materials
- Materials returned to carts at the end of the collections stacks will be sanitized before being returned for shelving
- Facilities finished up the sanitization of all the vents. The next full sanitization of the vents in the public and staff areas will be completed by August 1. This full sanitization of the vents includes HEPA filters in all areas as well. This is normally done 4 times a year, and we will be doing it 6-7 times per year now due to COVID-19
 - Full Clean last completed the last week in July: HVAC & filter replacement, all public used areas, all restrooms.
 - The next scheduled full sanitization of the HVAC is Sept 16-18.
- When using a shared computer, staff are expected to wipe down after your shift (service desks, clerk station, AMH, etc.) or after every use (i.e. page station tagging station)
Additional hand sanitizer stations added in high traffic staff work areas (materials workroom, admin entrance off youth, admin entrance off elevator)

Mask/Face Covering Requirement for staff and public

- Anyone in the library shall wear a cloth face covering which fully covers their mouth and nose, beginning on August 3, 2020
- This includes members of the public, vendors, and all employees
- Masks/Facial Coverings will be available to library staff. Library staff may also supply their own face covering which fully covers their mouth and nose
- Members of the public are encouraged to supply their own face covering. Limited face coverings may be available to vendors and members of the public and/or available for purchase
- This policy shall not apply to:
 - Employees within their personal workspace who are able to maintain a physical distance of 6' between themselves and others
 - Children under 2 years old who need to enter the library

- Anyone outdoors who is able to maintain a physical distance of 6' between themselves and others
- Anyone who requires an accommodation under the ADA will be directed to contact the City's ADA Coordinator
- Refusal to wear a face covering:
 - *Staff requirements: Progressive discipline will be pursued for refusal to wear a face covering as outlined in the expectations above. Employee may be sent home without pay.*
 - *Public requirements: It is the expectation for public to wear a mask/face covering within the library building and/or while engaging in onsite library programming. Refusal to wear a mask/face covering may prevent the public member from being able to access library services, including, but not limited to:*
 - *Public computer assistance*
 - *Use of public desktop computers*
 - *Assistance in locating library materials*
 - *Onsite library programming*
 - *Onsite use of library equipment*
 - *One on one library assistance with a library staff member*
 - *Notary services*
 - *Reasonable accommodations will be made as necessary*
- In advance of this requirement going into effect, the management team commits to the following: EML training for staff regarding enforcement of this policy, development and dissemination of boilerplate script support for staff, signage for staff and the public, and dissemination of face coverings to staff members, as needed
- Library management will work with city for alignment regarding enforcement and policy implementation

Staff training on PPE, procedures and equipment for sanitization

- Conduct staff training on proper procedures and equipment essential to safety and lessen exposure to threat
- Completed Early Morning Learning (EML), 8am, & Late Pm, 4pm, for training on PPE, Product Safety, & Procedure conducted by Facilities Manager.
- PPE product safety and procedures are posted above training on interior cabinet along with the sanitizing checklists
- Relax inventory control on PPE. Evaluate staff needs based on threat assessment. Begin stockpiling essential PPE and products for future needs.
- Completed training in June on UV wand sanitization, limiting patrons procedures in the youth department, boilerplate scenarios for handling difficult staff situations, and sanitization training.
- Staff to complete Ryan Dowd's "How to deal with problem behaviors related to COVID-19" webinar training by September 30

Curbside pickup

- Continue to offer during all hours the library is open, including weekends, for patrons who are not comfortable coming into the building or who want to use it for the convenience. A clerk and page will be mic'd to assist with this service during open hours.
- Table will be removed from the self-check area. Instead, a cart will be used in the staff backroom for these materials.
- Patrons will park east of the building in a 5 minute parking area and staff will bring material out to them. Limit to 10 items or less.

Physical Barriers for Staff/Patrons

- Maintain physical barriers at each service point
- Only one staff member scheduled at each service desk to maintain social distancing
- Stanchions for Mezzanine to divide entry/exit into Children's; Stanchions for vestibule/portico to divide entry/exit into main library; Stanchions for main service desk to regulate patron approach; Stanchions for Children's service desk to regulate patron approach; sneeze guards for remote, main, & children's service desks
- Evaluate and modify physical barriers between staff and patrons as appropriate. Lessen or remove according to threat assessments
- Put down big circles that say 'stand here.' Four of these were installed.
- Interior doors are closed once again and resume normal safety procedures for access to the building
- Vendors in library - highly encouraged to wear masks/facial coverings in staff area
 - Location of masks/facial coverings = basket by mail meter; utilize one-time use masks/facial coverings (not cloth masks/facial coverings)
- Masks/facial coverings required for one on one assistance between any combination of staff or patrons, including computer assistance
- Modify remote desk to limit direct contact with patrons, such as adding stanchions or additional Plexiglas
- Plexiglas barrier added in youth workroom between staff workspaces
- Additional Plexiglas barriers added to the front of the first floor service desk and remote desk

Signage within the building for staff and public

- Staff sign created by City of Manitowoc and hung in staff areas
- Marketing signage created and distributed (in-house, website and social media)
 - MASK/FACIAL COVERINGS WORDING: signage and social media campaign will be created to communicate the masks/facial coverings requirements for staff and public
 - GENERAL SIGN WORDING: Please Protect One Another from COVID-19 (x4)
 - Maintain a distance of 6ft
 - Do not enter if you are sick
 - Cover your cough and sneeze
 - Do not gather/linger
 - YOUTH DEPARTMENT SIGN WORDING: (x2)

- For Everyone's Safety:
 - Maintain a distance of 6ft at all times
 - Only 40 people are allowed in the Youth Department at a time
 - Please be courteous to your fellow patrons and limit your visit to 15 minutes when possible.
 - No Toys are available at this time
 - Do not enter if you are sick
 - Cover your cough and sneeze
 - Do not gather/linger
- ENTRANCE ONLY Sign
 - STOP DO NOT ENTER - PLEASE WAIT FOR STAFF ASSISTANCE Sign
 - EXIT ONLY Sign
- Looping video of patron guidelines for use of Library building placed on website and Facebook
- Social Distancing Signage for Sandwich Boards/Easels: Where: Portico, near Main Stairs, entrance to Youth Department, Near Idea Box, Meeting Rooms

Handling of patron library cards, credit cards, money

- Encourage patrons owing fines to pay them online to limit handling of cash
- Ask patrons to lay library cards on the desk, so staff may scan them without handling
- Use tray for money transactions

What to do if people do not abide by guidelines

- If staff, move away. If continued violation, disciplinary actions may be taken.
- What do we do if patrons exhibit symptoms?
 - Put signs on the door to establish expectations
 - Approach and ask to return another day.
 - We can require the patron to leave for the day if it is threatening to staff and patrons; follow Code of Conduct (approved by Mayor and Dept Heads 5-14-20)
 - Medium - Disruptive Behavior - two warnings
- Script/boilerplate for staff when interacting with disgruntled patrons created and distributed (virtual programs, people adverse to social distancing, etc.)
- Additional decision matrix and boilerplate support will be created to support moving to mask/face covering requirement
- Share new guidelines on our website/social media sites for onsite public behavior expectations

Meeting room use

- Meeting Rooms/Study Rooms CLOSED - No requests approved through October.
- Franklin Street meeting room will be locked and full of excess furniture that was moved from floor to allow for social distancing.
- Balkansky Community Room B/C CLOSED for storage. Balkansky Community Room A used for pre-approved library meetings

- Board Room: Staff and One to One Literacy Use Only. Groups of 1-4. Groups must be socially distanced and clean after use.
- Staff are responsible for sanitization of meeting rooms before and after use, or to notify facilities team for sanitization of these rooms prior and after use

Computer Use for patrons

- Remove every other chair to allow for 6ft distancing.
- Turn off monitors and hang out of order signs on computers not being used
- Masks/facial coverings are required for computer assistance between patrons and staff

Idea Box Use

- Close Idea Box for all room use and consider reopening with restrictions in October.

Get IT equipment back from staff

- Receive remote work IT equipment back from employees
- Clean/wipe down all returned IT equipment with a Norwex Enviro cloth
- Add date returned to check out document to help keep track
- If staff need to engage in online meetings and they don't have a webcam and microphone, they can borrow an iPad.
- Staff who want to enable software-based versions of Slack and GoToMeeting on their desk computer can make a request via IT help ticket with IT Technician.

One-to-One Literacy

- Conduct Tutor training and meetings via GoToMeeting.
- Encourage the use of Zoom or GoToMeeting for tutor/learner meetings.
- However, if pairs wish to meet in person, they have the option of meeting in a public outdoor space, or in the Library's Board Room by appointment. If pairs wish to meet in the Board Room, they must abide by the following guidelines:
 - Tutoring pairs may meet in the Board Room with scheduled appointments only during the Library's current hours of operation (Monday-Thursday 9:00-6:00, Friday 9:00-4:00, Saturday 9:00-1:00).
 - Pairs who wish to meet in the Board Room must reserve the space by calling the Literacy Office at 920-686-3026 or by emailing mmeyer@manitowoc.org.
 - Tutoring sessions will be scheduled in one hour and 15 minute increments.
 - **Safety and Hygiene Precautions in the Board Room**
 - Room capacity is two (2). Tutors and learners may not be accompanied by children, friends, or family members.
 - Designated chairs for use that are spaced a minimum of six feet apart.
 - A Plexiglas barrier across the middle of the table.
 - Masks/facial coverings will be worn by all participants. Personal, cloth masks/facial coverings are acceptable. One-time use masks/facial coverings will be available for use as well.
 - Hand sanitizer will be available in the tutoring space.

- Separate holders will be made available for clean and used pens.
- Staff will sanitize areas of contact after room use (chairs, table, pens, door handle, etc.)

Volunteers

- Volunteer services reinstated on a limited basis.
- Inform volunteers of health and safety guidelines and expectations.

Homebound Services

- Homebound services to individuals living in their own homes will be determined on an individual basis. Contactless drop off and pickup of collections will be practiced.
- Determine facilities' restrictions for accepting collections. Prioritize contactless drop off at these locations.

Donations

- Donations will not be accepted. This will be reassessed in October.

Services to the Public

- No onsite programming allowed through July 31; all programming transitioned to online offerings
 - Onsite programs allowed starting August 1. Social distancing and masks/facial coverings are required for all attendees. One-time use masks/facial coverings may be provided for any attendee who does not have a masks/facial coverings. (See **Mask/Facial Covering Requirement for staff and public** section for full outline of these expectations)
 - Registration for onsite programming is required.
 - Onsite programming will be planned on a month by month basis depending on community need and staff discretion taking into account cost/benefit analysis. Priority is given to online programming.
 - The programming space will be sanitized before and after the event.
 - Based on social distancing, here are the maximum individuals, including staff, allowed in each programming space:
 - Board Room = 6 people
 - Balkansky Community Room A = 9 people
 - Balkansky Community Room B = 6 people
 - Balkansky Community Room C = 2 people
 - Franklin Street Room = programming not allowed as this room is being used for storage
- SRP will be offered onsite and via mobile app and website platform; registration begins June 1
- Coffee cart removed until we enter LIFTED threat level
- Online tutorials and promo of our online resources
- Delivery of MCLS materials continues five days weekly

- Due dates resume their normal process/timeline beyond June 1
- Normal fine limits are put back in place
- Card privilege extended until September 1
- Hold pick up dates resume normal hold pick up dates beyond June 15
- WISCAT ILL requests can be submitted once again starting August 3
- Patrons are still permitted to use library phones to make essential outgoing calls. General use is discouraged. If a patron needs to use the phone, staff will follow these guidelines:
 - Wipe the phone handset/receiver with a bleach wipe
 - Dial the phone number for the patron and ask the patron to keep the conversation very brief
 - Wipe the phone handset/receiver with a bleach wipe when the patron is done with their call

Youth Department Procedures: Limiting Patrons

- One entrance w/sign(only one main door open), and one exit w/sign (door next to Balkansky Community Room)
- Hand sanitizing station outside entrance
- A staff member at a table in the Mezzanine, at least 6ft from the entrance & exit with a clicker and a headset
- If we meet the legal limit of 40 people (including staff), we would put a stanchion in front of door and not allow more patrons to enter
- Any other patrons would have to wait outside the doors (6 ft away) until someone comes out OR the staff member would offer to go grab materials for that patron
- Suggested time limit posted on signs (15 minutes?)

Toys in children department

- Toys restricted in the department until further notice. Large toys will be temporarily stored in Balkansky Community Room. See Phase Plan below.
- Enhanced cleaning schedule of toys developed.
- No tech toys or board games in the department (see Phase Plan below)
- No Wii (See Phase Plan below)
- Remove couch, cabin furniture, and all toys to encourage social distancing
- Toys will be restricted in the youth department for those which are able to be sanitized regularly
- Toy Library (See Phase Plan below)
- Flannel Checkouts (See Phase Plan below)

Teen Area Restrictions:

- Furniture spaced for social distancing
- No board games available until further notice
- No Xbox available until further notice

Youth Dept. Toy/Services Phases: Reassess timelines mid-July based on CDC social distancing guidelines

Phase I (Through August 3)

- No Toys
- No Tech Toys/Board Games
- No iPad Station
- No Wii
- Limited Socially Distanced Computers
- Allow ukulele checkouts

Phase II (Begin Monday, August 3)

- Toy Library Open
- Limited Socially Distanced Computers
- 1 AWE Computer
- 1 iPad
- Flannel Checkouts resume

Phase III

- Limited Selection of Tech Toys & Board Games (Easily Cleaned)
- Toy Library Open
- Flannel Checkouts allowed
- Wii
- Limited Socially Distanced Computers
- 1 AWE Computer
- 1 iPad
- Cabin/furniture restored

Phase IV – LIFTED Level

- iPad Station Reinstated
- Toys in Department (decide if we need to limit/have cleaning schedule in place)
- Flannel Checkouts allowed
- Wii
- Toy Library Fully Open
- All Computers
- All AWE Computers