

# MPL Medium Threat Level Actions

*The information included in this document is intended as a guideline for Library staff regarding services and expectations at each level as we navigate this pandemic. The Library Board retains full authority to make additional revisions or additions in alignment or counter to these guidelines.*

**Definition: Library is closed to the public but not to staff; staff are able to work in the building; no onsite programming is being offered.**

## Resources, Guidelines, and Information for Medium Threat Level

- Guideline for defining medium threat level: federal, state, or local government entity either declares lockdown/shelter in place order or suspends non-essential services, but government entities and/or Library Board allow for continuation of limited, essential library services in accordance with amended restrictions.
- Metrics to determine movement to this Threat Level:

**Shift to MEDIUM Threat Level:** when the following criteria are met:

- Utilize the following data points:
  - Manitowoc County data on a two-week rolling period
  - Number of Active Cases
    - Burden = Very High
    - Activity Level = Very High
  - Staff Capacity at MPL
    - Below 70% (142 available desk staffing hours) in-person desk staffing level
  - **Informational Use only:** Health Care capacity within Manitowoc County
    - Health Care Capacity = at or above 85% capacity
- Utilize the following site to compile the data points: <https://www.dhs.wisconsin.gov/covid-19/disease.htm>
- Staff could enter and exit the building to obtain materials, and begin the transition to working in the building again.
- Normal checkout procedures could not be managed under this restriction. Some versions of curbside pickup could be instated with strong limits on staff contact to allow access to physical items.
- Only virtual programs could be offered under this guideline.

- In-person outreach visits and outreach programs should not occur.
- Staff can answer reference and technology questions by phone and email. They can also provide technology help through online videos.
- Collection Development ordering should remain focused on digital materials. Popular physical materials may be considered for purchase in preparation for reopening. Processing can occur if it can be done safely while maintaining social distance in workspaces.
- Continue rationing of essential custodial supplies and PPE.
- Prepare for transition to LOW threat level by modifying systems, adding in physical barriers, preparing proper PPE and sanitizing practices, and modifying furniture/space accessibility based on best recommendations.
- Update PPE (personal protective equipment), sanitization practices, and available products to onsite staff. Provide training materials on the handling of PPE and other items.
- Be aware of local governmental orders related to COVID-19.
- Do not allow symptomatic people to work onsite. Send them home if they arrive at work and do not allow them to return until cleared by a medical provider. Encourage testing of staff for the virus and/or for immunity for the virus, but it is not required.
- Discourage workers from sharing phones, desks, offices, and other work tools and equipment if possible. Instruct employees to sanitize shared workplace items before and after each use.
- Ensure employees who become sick while traveling understand that they should notify their supervisor and promptly call a health care provider for advice if needed.
- Cooperate fully with any state of local health department contact tracing efforts.
- Remind staff about Telehealth option through our health insurance [www.doctorondemand.com](http://www.doctorondemand.com).
- Pandemic resources will be shared with staff as applicable.
- John Hopkins map tracking resource for COVID-19:  
<https://www.arcgis.com/apps/opsdashboard/index.html#/bda7594740fd40299423467b48e9ecf6>
- Adhere to CDC guidelines for reducing disease transmissions:
  - CDC guideline recommendations regarding hard surfaces: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/prevention.html>. The virus is being transferred from person to person primarily, not from hard surface to person.
  - CDC recommendations regarding face coverings in response to COVID-19: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>
- Encourage staff to take advantage of mental and emotional support services as needed:
  - The Optum Emotional Support Help Line at 866-342-6892 is free of charge and available to anyone.
  - EAP Information: reminder that the EAP is available 24 hours a day for all employees and family members residing in their households. To contact the EAP, call (800) 236-3231 or visit the EAP website.

## Services Offered to the Public

	MPL Action Plan	Status <i>(update February 2021 through Monday, March 1)</i>
Public Outreach	<ul style="list-style-type: none"> <li>Answer patrons' questions by phone or email.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Install exterior signage on updated date changes.</li> </ul>	Completed as of 10.16.2020
	<ul style="list-style-type: none"> <li>All in-person field trips and outreach visits are canceled.</li> </ul>	Virtual outreach visits may still occur.
	<ul style="list-style-type: none"> <li>Fine free check-in until we are one-week past transitioning to LOW level.</li> </ul>	Fines resume June 1 per LARS
	<ul style="list-style-type: none"> <li>Additional money diverted from physical materials into purchasing e-materials for the public, via Overdrive.</li> </ul>	Ongoing
	<ul style="list-style-type: none"> <li>Extend due dates and fine limits until we reach LOW threat level.</li> </ul>	Due dates resume their normal process/timeline beyond June 1; LARS determined
	<ul style="list-style-type: none"> <li>Card privileges extended until one week past reaching LOW threat levels.</li> </ul>	Card privileges in place starting September 1 per LARS
	<ul style="list-style-type: none"> <li>Hold pick up dates extended one week past reaching LOW threat level.</li> </ul>	Normal hold pick up dates resume June 15 per LARS
	<ul style="list-style-type: none"> <li>Staff will contact programming providers and cancel or seek to modify programs.</li> </ul>	Not necessary this time due to all programming already transitioned to online
	<ul style="list-style-type: none"> <li>Maintain Wi-Fi access that patrons can use outside the building.</li> </ul>	Ongoing; staff are pursuing adding two outdoor wireless access points near the parking lot and 8 <sup>th</sup> Street to increase patron internet access. Additionally, staff is exploring a cloud-based printing option either onsite or at a nearby public location that would give patrons easier access to printing services.

**Commented [JL1]:** Recommendation to stay at Medium Threat Level at COVID committee meeting 1.13.21

	<ul style="list-style-type: none"> <li>Curbside Pick-Up Committee meets to discuss tweaks to curbside procedures prior to roll out of this service.</li> </ul>	Complete 10-15-20
	<ul style="list-style-type: none"> <li>Homebound Services allowed, with restrictions and additional safety precautions</li> </ul>	<ul style="list-style-type: none"> <li>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.</li> <li>Delivery volunteers will pick-up collections at the Franklin Street door.</li> <li>Determine facilities' restrictions for accepting collections. Prioritize contactless drop off at these locations.</li> </ul>
	<ul style="list-style-type: none"> <li>One to One Adult Literacy allowed, with restrictions and additional safety precautions</li> </ul>	<ul style="list-style-type: none"> <li>Conduct Tutor training and meetings via GoToMeeting.</li> <li>Encourage the use of Zoom or GoToMeeting for tutor/learner meetings.</li> </ul>
	<ul style="list-style-type: none"> <li>Appointment based access to computers onsite, as staffing allows</li> </ul>	<ul style="list-style-type: none"> <li>Not recommended due to safety risks; see separate recommendation regarding this service option</li> </ul>
	<ul style="list-style-type: none"> <li>Hours of Operation may be reduced for sanitization and staff capacity – Curbside Services</li> </ul>	<ul style="list-style-type: none"> <li>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 - Dec 31)             <ul style="list-style-type: none"> <li>Staff will be scheduled their normal weekday/Saturday</li> </ul> </li> </ul>
<b>Access and Resources</b>		

		<p>hours; When the library closes, those hours will be focused on covering the cleaning of public areas</p> <ul style="list-style-type: none"> <li>○ Staff are responsible for cleaning their personal office area throughout the day</li> <li>○ Modified hours approved until further notice per Board; will be extended as soon as it is safe and feasible to do so</li> </ul>
	<ul style="list-style-type: none"> <li>● Curbside pick-up allowed for materials.</li> </ul>	Developed procedures; ongoing; curbside service procedures for printing of materials has been developed and is being offered to patrons effective 10-22-20; at 30% staff capacity, curbside services will no longer be feasible
	<ul style="list-style-type: none"> <li>● Cancel all meeting room bookings. All meeting room use is restricted and current use is canceled.</li> </ul>	Done
	<ul style="list-style-type: none"> <li>● Place signs on doors explaining access to the materials.</li> </ul>	Complete 10-16-2020
	<ul style="list-style-type: none"> <li>● Idea Box will be closed to the public until we reach LIFTED level.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Suspend use of coffee cart until we reach LIFTED level.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Volunteer services suspended; volunteers are not permitted in building.</li> </ul>	General volunteers will not be utilized for in-building work, but they may perform volunteer services outside on the grounds. Manager permission may be granted on a case-by-case basis for

		the Volunteer Coordinator to request assistance from a specific volunteer or volunteers.
	<ul style="list-style-type: none"> <li>Restrict access to the building for ALL public.</li> </ul>	Done
	<ul style="list-style-type: none"> <li>UV lights will be used inside ventilation exhausts to try to reduce the risk of airborne transfer. When the building is occupied the lights will run all the time. When unoccupied, they will run twice for 3 hour periods.</li> </ul>	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.
	<ul style="list-style-type: none"> <li>Market modifications of library services to the public. Work to raise awareness of the curbside pick-up option.</li> </ul>	Complete
	<ul style="list-style-type: none"> <li>Install exterior signage on updated date changes.</li> </ul>	Complete
	<ul style="list-style-type: none"> <li>All in-person field trips/outreach visits are canceled.</li> </ul>	Virtual outreach visits may still occur.
	<ul style="list-style-type: none"> <li>Material donations are not accepted until we reach LIFTED threat level.</li> </ul>	Material donations will not be accepted through March 31, 2020. This will be reassessed every three months. However, the Volunteer Coordinator is authorized to accept material donations at her discretion.
<b>Programming</b>	<ul style="list-style-type: none"> <li>Onsite programming postponed or canceled. Promote remote programming online, on radio, and on podcast.</li> </ul>	
	<ul style="list-style-type: none"> <li>Online programming through Facebook Live, Facebook Premier, and Facebook videos.</li> </ul>	
	<ul style="list-style-type: none"> <li>Use Streamyard to go live on Facebook and Youtube at the same time.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Online tutorials and promo of our online resources.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Online reading programs, through Beanstack.</li> </ul>	
<b>COVID Positive Patron</b>	<ul style="list-style-type: none"> <li>• If a patron calls and discloses that their household has been told by a doctor to quarantine because of a positive test for COVID, please assure them that we will work with them on due dates for their library material. Please ask them what date the doctor gave them to quarantine until. Then go into their account and give all of their material <i>a new due date of the <b>day after</b></i> the quarantine has been lifted. This will allow them to remain in their homes safely and return library material without accruing library fines.</li> </ul>	
<b>Staffing Expectation/Guidelines</b>		
	<b>MPL Action Plan</b>	<b>Status</b>
<b>Onsite Work</b>	<ul style="list-style-type: none"> <li>• Schedule an early morning learning sessions to discuss best cleaning practices.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Staff will transition from working remotely exclusively to working onsite. Some staff may not return to site, and the telecommuting project list is still available for them.</li> </ul>	Remote work list has been updated October 2020. Remote work approved on case by case basis with flexible hours. See Work from Home guidelines. IT help tickets should be submitted for any technology needs.
	<ul style="list-style-type: none"> <li>• Maintain sanitization and sterilization procedures.</li> </ul>	Remind staff of onsite best practices, sanitization, and PPE with this transition
	<ul style="list-style-type: none"> <li>• Processing of new materials may resume onsite; cataloging, processing, and circulation, may resume.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Provide curbside pickup for materials. Develop a schedule to staff the curbside pickup.</li> </ul>	

	<ul style="list-style-type: none"> <li>● Maintain exterior returns, pick list, and cataloging.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Modify staff shift work to accommodate changes in sterilization procedures and extra cleaning.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Staff work on interdepartmental City projects as approved.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Develop onsite internal project list, and maintain remote projects for those not comfortable with returning to the building.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Staff will contact programming providers and cancel or seek to modify programs.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Committee meetings will continue to be held virtually through remote conference software.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Reschedule, cancel, postpone, or transition onsite meetings to video conference meetings.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Delivery of materials resumes between system libraries.</li> </ul>	
<b>Staff Guidelines</b>	<ul style="list-style-type: none"> <li>● Staff are allowed to take leave up to their regular hours each week; sick, vacation, float, unpaid or (if applicable) FFCRA leave.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Idea Box equipment available for staff use- both in and out of building, with permission. This is not open to the public.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Provide training materials on the handling of PPE and other items.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Provide regular updates to employees to let them know what to expect.</li> </ul>	



<ul style="list-style-type: none"> <li>• Dress code is set to Casual while at this level.</li> </ul>	
<ul style="list-style-type: none"> <li>• Maintain sanitization and sterilization protocols. Set date for modifications to areas cleaned and procedures used.</li> </ul>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Staff expectation to wash their hands at the start of every hour, with more frequency required for materials staff who regularly handle materials</li> <li>• To reduce the exposure of toilet plume (aerosol spread) of possible COVID-19 contaminants through flushing; the smaller, single-use STAFF restrooms will have posted notices notifying staff to leave at least 10 seconds of unoccupied time before entering the restroom. This will give sufficient time for the majority of airborne contaminants to settle and significantly reduce the amount of exposure. In conjunction, public or multi-use restrooms will have their flush pressure reduced by 1/3 to facilitate the decrease of toilet plume where interrupting a public restroom from service would prove difficult</li> <li>• Set regular sanitization schedule and staffing for high-traffic public-used</li> </ul>

	<p>areas, M-Th, 6-8pm; Fr, 4-6pm; Sat, 1-3pm</p> <ul style="list-style-type: none"> <li>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)</li> </ul> <p>Additional hand sanitizer stations added in high traffic staff work areas (materials workroom, admin entrance off youth, admin entrance off elevator)</p>
<ul style="list-style-type: none"> <li>Maintain HVAC controls and best practices according to threat assessments.</li> </ul>	<ul style="list-style-type: none"> <li>Modify HVAC controls to seasonal best practices. Monitor authority recommendations and change as necessary</li> <li>Increase airflow from outside of building during this time</li> <li>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 November 10. 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 <ul style="list-style-type: none"> <li>Full Clean: HVAC &amp; filter replacement, all public used areas, all restrooms.</li> </ul> </li> </ul>

		<ul style="list-style-type: none"> <li>○ The complete cleaning/sanitizing of the HVAC ventilation system dates are: May 23, July 1, Aug. 14, Sept 30, Nov. 10, Dec 30, 2020. Cleaning will continue every seven weeks until further notice.</li> </ul>
	<ul style="list-style-type: none"> <li>● Set regular informational and instructional communication updates to staff.</li> </ul>	Weekly newsletter updates from Director
	<ul style="list-style-type: none"> <li>● Staff are not allowed to travel outside the state for any conferences or training.</li> </ul>	
	<ul style="list-style-type: none"> <li>● Make video conferencing and online communication tools accessible for staff.</li> </ul>	Done
<b>Mask Requirement for Staff (Phase 2)</b>	<ul style="list-style-type: none"> <li>● <i>Anyone in the library shall wear a cloth face covering which fully covers their mouth and nose.</i></li> <li>● <i>This includes members of the public, vendors, and all employees.</i></li> <li>● <i>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.</i></li> <li>● <i>This policy shall not apply to:</i> <ul style="list-style-type: none"> <li>○ <i>Employees alone within their own personal workspace</i></li> <li>○ <i>Employees utilizing the following spaces individually:</i> <ul style="list-style-type: none"> <li>▪ <i>Board Room, Staff Conference Room, ILL/Homebound, Processing/Acquisitions, Children's Workroom, Staff Breakroom,</i></li> </ul> </li> </ul> </li> </ul>	Board approved until further notice and will be repealed as soon as it is safe to do so.

**Commented [JL2]:** Recommend change to "every seven weeks" instead of constantly updating HVAC cleaning dates at COVID meeting 1/13/2021.

	<p><i>Materials Workroom, and/or Balkansky Community Room</i></p> <ul style="list-style-type: none"> <li>○ <i>Children under 2 years old who need to enter the library.</i></li> <li>○ <i>Anyone outdoors who is able to maintain a physical distance of 6' between themselves and others.</i></li> <li>○ <i>Anyone who requires an accommodation under the ADA will be directed to contact the City's ADA Coordinator.</i></li> <li>● <i>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.</i></li> <li>● <i>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.</i></li> <li>● <i>Library management will work with city for alignment regarding enforcement and policy implementation</i></li> </ul>	
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Transition to Medium Threat Level	
	MPL Action Plans
Transition from Remote Work to Onsite	<ul style="list-style-type: none"> <li>● Employees who have a fever or other symptoms of COVID-19 will not be allowed to work onsite.</li> <li>● When returning to work, employees will be expected to follow social distancing practices, and will be advised to wash hands.</li> <li>● Place posters at the entrance to your workplace and where employees are likely to see them.</li> <li>● Assign cleaning and sanitation tasks to employees, provide any training needed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Open all interior non-restricted area doors to prevent tactile exposure for staff and outside contractors/delivery services.</li> <li>• Maintain regular communication planning with management and dissemination of information to staff including determining frequency and medium used to share information.</li> <li>• Improve IT infrastructure, complete hardware and software updates, update website.</li> <li>• Restrict access points of entry into building. Quarantine areas as necessary such as shared breakroom or offices of quarantined individuals. Restrict/limit access to number of restrooms used by staff.</li> <li>• Set regular information/instructional communications updates to staff.</li> <li>• Set controls and access to all custodial supply, including PPE. Ration Supplies to onsite staff only, and increase purchase schedules for restock.</li> <li>• Update MCLS Enterprise with date of closures.</li> </ul>
<b>Building Preparations</b>	<ul style="list-style-type: none"> <li>• Schedule exterior deliveries, vendor/contractor project work. Set schedule to reduce cross-exposure.</li> <li>• Notify inspection/certification vendors of limited access.</li> <li>• Set modified schedule for recertification/inspections to reduce amount of people in the building at a time.</li> </ul>

**For Possible Consideration in the Event of a Staff Member being Symptomatic and/or Testing Positive for Coronavirus**

**Employees should refer to the City of Manitowoc Pandemic Response Protocols Policy.**

**These additional steps, beyond the Pandemic Response Protocols Policy, may be taken by the management team depending on the progression and the situation.**

- If someone shares an office, even if not identified as close contact, require a period of time for remote work to monitor symptoms.
- Require masks for onsite employees during the quarantine period of a positively-tested employee.
- Close breakroom and encourage staff to bring cold lunches with ice packs, and food that doesn't need a microwave.
- Consideration may be given to telework, if work and staff allows.
- For two or more positive staff tests, work with local hospital to set up onsite staff testing at the library. This will depend on the hospital's availability and resources.