

The LaSalle Public Library is a municipal library that serves a population of about 9600 people. We border the City of Peru and share a township high school with the communities of Peru, Oglesby, and Tonica. Including myself, I have 5 full-time staff and 3 part-time library clerks plus a part-time maintenance person. All of the staff members are either in a vulnerable age category and/or have an underlying health condition.

On **Saturday, March 14, 2020**, I instructed my staff to put up a sign on both doors reading:

In order to help stop the spread of COVID-19 virus, the building will remain closed to the public until further notice.

None of us could have imagine what would lie ahead in the coming weeks. Like many of you, we continue paying staff through the end of March and continued into mid-April. Staff that could work from home did so as long as they had internet signal. Poor internet is another issue many of us face in a rural area. My board president and I would check the building regularly. We kept our book drops open. My board president empties the book drops every day while putting items into quarantine in our Library's only study room. Based on the information from Health officials and what we were hearing on the news, we did not feel that it was safe for staff to be working in the building during their regular scheduled hours and in close proximity to each other.

All of that changed in mid-April after a conversation with the City's Financial manager. He informed me that the City had laid-off all of its part-time workers and strongly recommended that the Library doing the same. Additionally, he "strongly" advised that if they could not work a regular schedule, that the full-time people be laid off as well. I had to bring 3 of my 5 full-time staff members back plus 2 part-time staff in order to save their jobs. I split my time in the building as well as working from home due to underlying medical condition. My staff are great. The ones working in the building worked to weed the collection, answer questions over the phone or via email and other special projects that we never had time to do. One of my full-time and part-time staff members (mother and daughter duo) worked from home transitioning all of our programming to an online format. Prior to COVID-19, we were getting ready to launch our Project Next Generation grant on robotics. We worked with the Illinois State Library to

be able to convert our in-person sessions to provide courses online. We had 12 participants complete the course and are anxious for us to begin our next online programming on weather.

After not meeting for two months, our Library Board met once again at the end of May. During that meeting the board approved a plan of service called "*Putting the Public back into LaSalle Public Library.*" It included an outline for curbside service as well as allowing people back into the building by appointment only. Since staff duties would be changing and we wanted to protect the health of both staff and the public, the Board approved operational assignment agreements for library staff. At the time these agreements were drafted we had the following staff issues related to COVID-19 were occurring and reflected in the documents:

1) Staff who refused to wear masks.

2) Staff who would not contact the director when they were in the building after hours.

3) Staff who were going on vacation. Their vacation plans involved flying on airplane and staying in states where COVID cases were on the rise.

Our plan of service is a living document and one that is constantly changing as the COVID crisis continues. To date, we have the following occurring:

1) All staff wear masks when in the building and when two or more people are gathered.

2) Staff work between the hours of 9 am to 5pm Monday through Friday. Myself and another staff member also work 9 am to 1pm on Saturday.

3) We have expanded our curbside service to allow pickups 5 days per week and on Saturday mornings.

4) We had started doing browsing and computer appointments for the public. However, the numbers of cases of COVID began rising in our town and county, coupled with some staffing issues (staff needed time-off and one member was sick) so now until after Labor Day, we have suspended browsing and computer appointments.

5) In lieu of computer appointments, we are doing on-demand printing. If a person needs to print and needs to be on the computer to access their document, I let them into our meeting room to use one of the three public access computers we have set-up down there. After they are finished, I wipe down the keyboard, mouse, chair and table with a Clorox wipe. After the area is dry, I put press-and-seal wrap on the keyboard. The wrap gets changed after each person.

6) Once all my staff is back from vacation and they do not need to quarantine, I hope to have enough available staff to start a door bell service at our meeting room door. Our meeting room/computer lab would have regular scheduled hours. When someone needs to use a computer, print, copies or fax, they just need to ring a digital door bell (that I have rigged to be portable) and a staff member would come and assist them. Again, this is a numbers game and we can only accomplish this if I have available people to help or I can clone myself!

As stated on the signs we placed on the doors on March 14th, our building will be continued to be closed to the public to help stop the spread of COVID-19. But that does NOT change our commitment to providing library service to the public. Although this time of COVID has had a lot of pain and sorrow, it also has provided libraries the opportunity to reimagine themselves and demonstrate their importance to the communities. Thank you to the Illinois Library Association for the creation of the Small Rural Libraries Forum and for hosting this program...because we are all in this together!

Putting the Public back into LaSalle Public Library

At **5pm on Saturday, March 14, 2020**, the LaSalle Public Library building closed to the public until further notice to assist in the prevention of the spread of the COVID-19 virus. While the COVID-19 has forced our library building to close temporarily, it has **NOT** closed the library. Virtual reference, access to E-Resources from the Library's website, maintenance of the Library's collection, building and computer network, grant writing and other administration duties are among some of the activities Library staff have undertaken either at the building or remotely during the building closure. Here is a detailed list of duties and services:

- E-Book, E-Audio Books, and other e-Resources available in OMNI and E-Read Illinois. Since March, we have been offering LaSalle and Tonica Residents a temporary digital library card that gives them access only to these resources.
- Access to Full-text articles in EBSCO. This database has been used heavily by students and teachers for remote learning assignments.
- Genealogist, historians, teachers, and students can do research by using Heritage Quest Online.
- We are keeping our WIFI available 24/7 for people to use at either entrance to the Library. Work is being done to boost the WIFI signal in our parking lot, so people can access the Internet safely from their vehicles.
- We are working on providing online learning programs available to the public through the Library's website and Facebook. These programs are in the development stages, but we hope to have some program opportunities in June/July of this year.
- We are in the beginning phases of digitizing the photo collection found in the Alwin C. Carus Local History Room.
- We are 1 of 3 public libraries in the State of Illinois that will be providing an online learning opportunity teaching robotics to youth ages 11 to 14 using awarded grant funds from Illinois Secretary of State, Jesse White's initiative called Project Next Generation. Registration is currently going on for *Rolling with Robotics* which is slated to begin on Monday, June 8, 2020.
- Collection of the Community Survey about the Value of Libraries is ongoing and has over 300 respondents. Staff have assisted the Director with tabulating surveys. **The online survey submissions will discontinue on Saturday, May 30, 2020.**
- Staff are reading and weeding the book collection. Reading the collection means that they are putting books back in their proper order. About 7% of the collection was inaccessible because the items were shelved in the wrong location. Additionally, staff are weeding the collection by taking damaged or non-circulating material and deleting them from the Library's automation system known as PrairieCat (PCat). By weeding the collection and deleting records out of PCat, the Library will realize some savings in the future. For

each item in our collection we pay for an item record which cost about .17 cents and since we are not adding new items yet, we should realize some cost savings in FY21 and 22.

- After significant research and training as well as gaining access to proper PPE (masks and gloves) and cleaning materials, the Library staff has begun to decontaminate the items returned in the book drop and the DVD collection.
- Building maintenance includes: painting the outside railings, plumbing issues, cabling and installing an additional WIFI access point for the parking lot, weekly cleaning of staff areas, and shampooing of all the carpets.

Finally, Library Board and Staff have been working on plans and preparations to allow the gradual use of the building by the public. Public safety is paramount and great thought and research have gone into reopening planning and staging. This document is a living and evolving with each day as we learn more about the COVID-19 virus and how it is transmitted by humans as well as Library materials such as DVD cases or mylar plastic book covers. Any proposed plans will need to be flexible and adjusted as needed according to the most authoritative and reliable information available.

CURBSIDE PICKUP AND DELIVERY

The first step in “putting” the public back into the Library building is a carefully designed curbside pickup and delivery service that will allow patrons to have access to the library’s books and other materials. Beginning on **Wednesday, May 20th**, a pilot program to allow for limited testing of curbside pickup and delivery service. Official announcements of Curbside Pickup and Delivery can **NOT** be announced until after the Library Board meets on **Wednesday, May 27, 2020 at 7pm**. As of this time, the anticipated official date for curbside pickup and delivery is **Monday, June 1, 2020**.

Key aspects of curbside pickup and delivery service:

- During the beginning weeks, these services will only be available to **existing LaSalle Public Library Cardholders**.
- Only books from the LaSalle Public Library’s collection will be available. Delivery of items from other libraries has been suspended until further notice.
- LaSalle Public Library cardholders will be able to check-out **3 books from the collection**. Depending on book request demand, patrons may only be able to check-out **3 books per week**. DVDs and books on CD will begin circulating only after those are cleaned and are deemed safe. The target date for this will be some time in **mid- or late-June**. When DVDs and books on CDs begin to circulate, **only 2 DVDs can be checked-out one time per week**.

- All **returned** materials will be returned in the outdoor book drops. The book drops will be checked **at least 1 time** per day. Anyone retrieves materials from the book drop must wear a mask and gloves.
- Fines will not be charged for the time period between **March 14th and May 31, 2020**. At their board meeting on **Wednesday, May 27th**, the Trustees will decide if and for how long overdue fines on materials will be suspended.
- All returned materials will be quarantine in the Library's study room located on the 2nd floor for a **minimum of 7 Days**. For materials in plastic cases like DVDs and books on CD and have mylar book covers **maybe quarantine up to 14 Days**.
- On **Wednesday, May 20th**, Library staff will be calling patrons to schedule pick-up or delivery for existing holds made prior to the closure. Patrons will be able to schedule times **between 10 am and 2pm on Thursday, May 21st and Friday, May 22nd for either pick-up or delivery**.
- Beginning **Tuesday, May 26th** between the hours of **10 am and 2pm**, patrons can call the Library at **815-223-2341** to place holds on up to **3 Adult** books and up to **4 Children's Books** that are available in the Library building. Patrons will be asked to provide their **name, address, Library barcode, phone number and birthdate**. They also need to list the title/author of the books they are seeking. ***If the requested books are unavailable, patron must list alternative titles or genera's which staff will use to find substitutes.*** Staff will use the **INTAKE FORM** found on the **S: drive** of the Library's network to document phone requests for books.
- Beginning **Tuesday, May 26th**, patrons will be able to email requests to bookrequests@lasalle.lib.il.us. Up to **3 Adult** books and up to **4 Children's Books** can be requested. The books that are available are the ones in the Library building. In book request emails, patrons need **to list their name, address, Library barcode number, phone number and birthdate**. They also need to list the title/author of the books they are seeking. ***If the requested books are unavailable, patron must list alternative titles or genera's which staff will use to find substitutes.***
- Once books are pulled, a staff member will call the patron to set-up either a curbside pick-up or a delivery at home. **PLEASE NOTE: *Delivery at home can only be made to those homes within the City limits of LaSalle.*** Those existing cardholders who live in Tonica will need to utilize the curbside pick-up option. For Tonica residents, we **may** consider mailing items.
- For curbside pick-up, the following procedure will be utilized:
 - a) Staff member must wear a mask and gloves. Apron, goggles and face shield will be made available. Staff will be trained on PPE protocol by viewing the RAILS webinar at the following link:

<https://www.railslibraries.info/events/181992>. Staff will need to log-into the RAILS website to view this webinar. Once the webinar has been watched, staff will sign a waiver stating 1) they will wear gloves and masks when working with the public and handling of materials, 2) they have viewed and understand the information in the PPE webinar, and 3) agree to participating in curbside service.

- b) After pulling the patron's requested books, a staff member will call the patron to schedule a pick-up time.
- c) When patron arrives, they will enter at the east entrance to driveway/book drop which is off 3rd St./Rt. 6. **Please either pull up to the orange cones placed by the Library's book drop and park your car.**
- d) As demand increases and more pickups are schedule the staff may switch to pick-ups in the parking lot. When the patron arrives, they will enter at the east entrance to driveway/book drop which is off 3rd St./Rt. 6. Please park in the assign parking space number which will be on the west side of the parking lot.
- e) With the use of orange cones and dry erase boards, patrons will be instructed on where to stop, park and open their vehicle trunk. **Car windows must remain closed at all times.**
- f) Either at the cones or in the parking space, patrons will be asked to stop and put the vehicle into park. Next, they will open the trunk of the vehicle. ***If you must get out of your vehicle to open the trunk, please do so and return to your car after opening the trunk.*** If you do not have a trunk or truck bed, materials may be placed in the **back seat on the passenger side of the vehicle.**
- g) A staff member will come out with your materials to your **CLOSED** driver side window. Please show them your picture ID or Library card thru the **CLOSED** window so they can confirm it matches the name on the materials. The staff member will place the materials in your trunk and close it.
- h) Materials will be placed in unused plastic bags along with Library announcements and an explanation of due dates and return policies. Staff will be able to find Notices about DUE DATES and other Library materials on the Library's S: drive. Since items will need to be quarantine when they are returned for **at least 7 days, items will have a due date of 2 weeks from date of check-out.** However, on the patron's account online in PCat, the due date will be **3 weeks.** The extra **7 days** will be added for quarantine.
- A walk-up pick-up option is being developed. There will be a space outline in chalk where the patron will find their bag items at the appointed time. Where the square will be is still being determine, but a possible spot would be the

bench outside the 3rd St./Rt. 6 entrance because it would be covered from rain and it is filmed on the security cameras.

- For those patrons who are homebound, the delivery option will be selected.
- Once books are pulled, a staff member will call the patron to set-up a delivery time preferable when the patron is at home. Delivery times will vary on days and will be between the hours of **10 am to 4:30 pm**. Books will be placed in an unused plastic bag. When the staff member arrives for the delivery, they will ring the doorbell or knock on the door and place the bag on the step. If patron has texting capabilities, the Library staff member can text them to let them know that the bag has been delivered.

LIMITED COMPUTER USE:

- Target start date (*dependent upon Governor Executive orders and advice of local Health Officials*) will be in mid-to late-June.
- Will be by appointment **only**.
- 15 to 30-minute time-slots
- Must be age 18 or older
- Only 1 person per computer
- Up to 3 computer stations will be available for use in the Library's meeting room.
- All patrons must wear a mask or face covering before gaining entrance to building and to computers set-up in meeting room. If persons have a medical reason for being unable to wear mask, they must provide a doctor's note.
- Limited staff assistance will be available. In the beginning days of this service, the Library's Director will be the staff member on duty.

HUMAN RESOURCE GUIDELINES: including hygiene practices, physical distancing practices, illness practices.

ATTACHMENT A—LIBRARY CLERK AGREEMENT

ATTACHMENT B—MAINTENANCE ENGINEER AGREEMENT

ATTACHMENT C—YOUTH SERVICES PROGRAM LIBRARIAN AGREEMENT

ATTACHMENT D— COMMUNICATION AND PROJECT NEXT GENERATION(PNG) TECHNICAL MENTOR AGREEMENT

SAFETY GUIDELINES FOR THE BUILDING: including installation of sneeze guards at HELP desks, rearranging of furniture and limits of person allowed in the building. Also, the Library's Director is looking into self-check-out stations. The Youth Services Librarian had a great recommendation on how we could do self-check-out with

our existing equipment. Plans will need to be coordinated together for the installation of the sneeze guards and the self-check-out equipment.

RESOURCES CONSULTED IN THE DEVELOPMENT OF THIS PLAN:

Center for Disease Control and Prevention—COVID-19:

<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>

RAILS COVID-19 resources for Libraries: <https://www.railslibraries.info/issues/178451>

Illinois Heartland Library System COVID-19 resources for Libraries:

<https://www.illinoisheartland.org/covid19>

COVID-19 Updates from the Institute of Museums and Library Services:

<https://www.imls.gov/coronavirus-covid-19-updates>

COVID-19 Research Partnership to Inform Safe Handling of Collections, Reopening Practices for Libraries: <https://www.imls.gov/news/covid-19-research-partnership-inform-safe-handling-collections-reopening-practices-libraries>

About COVID-19 from the Illinois Department of Public Health:

<http://www.dph.illinois.gov/topics-services/diseases-and-conditions/diseases-a-z-list/coronavirus/symptoms-treatment>

Restore Illinois from the Illinois Department of Public Health:

<http://www.dph.illinois.gov/restore>

Response about Stay in Shelter Orders from Phil Lenizi:

<https://www.illinoisheartland.org/covid19/update032720-legal-opinion>

Coronavirus Resources from the Illinois Library Association and Daily Updates from ILA: <https://www.ila.org/advocacy/covid-19-resources>

Response to COVID-19: Bigger than a Building Campaign:

<https://www.ila.org/advocacy/bigger-than-a-building>

American Library Association: Pandemic Preparedness—Tools, Publication & Resources: <http://www.ala.org/tools/atoz/pandemic-preparedness>

Webinars:

RAILS—PPE use for Library Staff—May 8,2020

RAILS/IHLS--Everything a Trustee needs to know during COVID-19—May 14, 2020

RAILS—Legal Issues of Staff Reductions—May 21,2020

RAILS—Returning to Work—May 21, 2020

NNLM—Class: Making Sense of Numbers: Understanding Risks and Benefits—May 19,2020

United for Libraries—Working Together on Planning, Policy and Legal Issues for Reopening a Public Library: The Board, the Attorney and Librarian—May 15,2020

Association of Rural and Small Libraries (ARSL)—Roundtable Discussion—every Thursday in April and May

ALA—Using Social Media Listening to Adapt Your Library for COVID-19—May 6, 2020

NNLM—How PubMed Works—May 5, 2020

News Literacy Project—Countering Misinformation in a Crisis: Making Sense of Science during COVID-19—May 5, 2020

News Literacy Project—Digital Forensics—How to Fact Check like a Pro—April 30,2020

NNLM Putting the Self back in Self-care—April 28,2020

PC Member Update—COVID-19—April 27,2020

PC Delegates—April 29, 2020

West of 47 Meeting—April 22, 2020

COVID-19 and Collections Care—April 17,2020

RAILS Member Update—April 16, 2020

PC Members Meetup—COVID-19 Concerns—April 15, 2020

Advocacy for Your Library During a Crisis—April 15, 2020

RAILS Online Roundtable—School Library Tech Tips—April 8,2020

Library 2.0—Coronavirus—March 26,2020

Listservs:

ARSL Listserv

RAILS Director's Only Listserv

DRAFT 1—5-16-20 cms

DRAFT 2—5-18-20 cms & jw

DRAFT 3—5-27-20 cms, jw, and dmb



LaSalle Public Library

www.lasalle.lib.il.us

305 Marquette Street ↗ LaSalle, Illinois 61301 ↗ Phone (815) 223-2341 ↗ Fax (815) 223-2353

Operational Assignment for Summer/Fall 2020

Job Duties for include:

- Calling patrons/returning patrons phone call regarding book requests/information requests.
- Pulling books for book requests.
- Calling and scheduling curbside pick-up times.
- Placing items in trunk or back seat of patron's vehicles requested Library materials.
- Processing and sanitizing the books that have been returned.
- Serving as a door greeter at the Rt.6/3rd St. entrance to ensure the public is wearing a mask, be shown where hand sanitizer is available.
- Other duties as assigned related to your position.

Safety Precautions to be followed:

- Complete PPE training and wear mask/face cover and gloves when handling **returned** materials. **Optional:** wearing of gloves when "pulling" of materials for patron book requests. Gloves and masks will be provided by the library. Staff will have access to face shields and aprons.
- **If more than 2 people are present, masks will be worn.** All employees will abide by 6-foot social distancing guideline. All employees should wash hands as often as possible. If you are unable to wash hands, please use hand sanitizers. As long as hand sanitizer and/or other cleaning products are available to be purchased, the Library will provide these supplies.

- All returned library materials will be quarantined for **7 days** in the Library's study room. Depending upon recommendations from the Illinois State Library and RAILS library system, quarantine time may be extended to 14 days.
- If staff have to enter the building after **5pm on week days** and **anytime on the weekend**, they are to either call or text the Library's Director at **618-317-6696** to let them know when they enter the building and when they leave the building. This will remain in effect until the Library reopens to the public on a regular scheduled basis.
- If staff member travels outside the state or travels by airplane, they need to inform the Library's Director of their travel plans. The employee and Director will refer to local Health authorities for guidance on number of days for self-isolation. At present the number of days for self-isolation is **14 days**.

Failure to comply with these safety protocols will cause the need for disciplinary action by the Library's Director. The following procedures will be followed:

- **1st violation** of safety protocols will result in a verbal warning from the Director and *may* include sending the employee home for the remainder of the work day with no pay.
- **2nd violation** of safety protocols will result in a written warning that will be on file in the employees work record as well as being sent home for the remainder of the work day with no pay.
- **3rd violation** of safety protocols *may* result in the termination of the employee. Director and Library Board President will meet with the employee to discuss the violation and termination.

Please read and sign the following agreement below:

I, _____ understand and am willing to work the operational assignments during the **Summer/Fall of 2020**. I understand that I am not being forced by my employer, LaSalle Public Library, to participate to in such work. **I also agree to and understand that, I will not come to work if I am feeling ill, have a temperature, have any symptoms that could/would infect another employee.**

Employee Signature/Date

Director Signature/Date