



Wheaton Public Library 2020 Reopening Plan – WORKING DRAFT – NOT FINAL

Summary

The Coronavirus pandemic (COVID-19) crisis became a reality to Illinois in March 2020. With mounting numbers of Illinoisans being infected, Governor Pritzker issued an Illinois stay-at-home order effective through April 7, 2020. With pandemic numbers increasing, a second stay-at-home order was issued through April 30, 2020. It was the goal of each stay-at-home order to stop the spread of COVID-19. Public libraries were defined in the stay-at-home order as non-essential and therefore were advised to close.

Wheaton Public Library

Wheaton Public Library (WPL) closed its doors on March 16, 2020 and its book returns on March 18, 2020. While the physical library closed its doors, the management team immediately began to build up a newly designed and operated Virtual Library. To date, the entire library staff works remotely from their homes to provide Virtual Library services such as reference, storytimes, digital content, economic stability information, webinars, Zoom programs, childcare tools, literacy tools and more. The Executive Library Director, Deputy Director, IT Manager, Business Staff and Facilities Manager all maintain the building and business operations and are allowed to enter the physical building for short periods of time. The IT Manager continues to participate in a cooperative group of public libraries who are producing personal protective equipment (PPE), using the library's 3D printer, for the local hospitals.

In mid-April, as the COVID-19 pandemic appeared to begin to plateau, discussion began on how Illinois and the rest of the world would slowly reopen. With no vaccine in sight and social distancing still critical, it is important to reopen slowly. The library management team began discussions on how to reopen WPL. Using the wording from businesses such as Starbucks, it was determined that WPL will **monitor and adapt** to the stages of COVID-19 as it determines the readiness of each reopening phase. The factors that will determine the reopening are:

1. Status of the Health Crisis
2. Issuance of Science and Facts
3. Guidance from the City of Wheaton
4. Guidance from the Library industry
5. Library Operational Readiness

Planning

Adapting to the health crisis and monitoring the status of expert advice from the health authorities, Wheaton City/School/Park District and Illinois stay-at-home orders, WPL has had to consistently work hard as a team to move forward with purpose and caution. Decisions such as establishing timelines, procedures, policies and phases to safely reopen the Library will be done carefully and slowly. Because WPL cannot operate safely as it did prior to the pandemic, changes to protocols, procedures and policies will need to occur. The Library Board of Trustees and management team will do its best to adhere to the transparency of moving amended policies and procedures forward. The health and safety of the library users and staff will be the most important factor at all times. As the COVID-19 pandemic is monitored, it is **critical** that it is understood that WPL will be prepared to reverse to **any** of the early phases of the reopening plan or even shut down in the event of an increase of COVID-19 spread, government mandates, or other unforeseen circumstances.

Reopening Phases

The Reopening Plan responds to the current COVID-19 reality by outlining proposed phases to reopen the Library and reintroduce staff and library users to the physical spaces, materials, and building-bound services with new health and safety protocols in place. This document is a fluid document and will **only** include proposed timelines; restrictions and extensions on services and hours; needs for supplies; plans for continuation of remote working; and descriptions of how staff and the Board of Trustees will determine readiness to move from one phase to the next as they are needed. Below are some general lists of what is known, what is not known and what is needed:

What We Do Know:

- Safety shields or sneeze guards are needed for human interaction during customer service transactions.
- Appropriate personal protective equipment (PPE) is needed for staff.
- Clean and concise signage is needed for all points of service.
- Marketing and social media needs to be consistent and timely
- Virtual Library service continues
- Curbside service plan needs to be finalized– procedures, policies, staff training, signage, safety protocols
- The Library will not reopen to the public until RAILS delivery being resumes service.
- The book returns will remain closed until safety guidelines for quarantining materials are in place.

What is not Known:

- When the reopening will happen for both staff and public.
- The time-frame for each reopen phase.
- If the Library will receive clear public health guidance.
- If adequate supplies of gloves, masks and cleaning supplies will be available.
- When RAILS delivery resumes delivery service
- How long materials need to be quarantined.
- When to resume vendor delivery safely.
- How to safely exchange currency.

Temporary Policy Changes Needed

- Days of Service
- Hours of Service

Staff

The Reopening Plan will involve some staff coming back to the physical building while others work remotely from home to continue Virtual Library service. It will be the goal to bring the entire staff back to the physical library; however, a rotation may have to occur of staff working in the building and from home. It will be the determination of the department head/supervisor as to which staff will work from home and who will need to report to the physical building.

Reopening Plan - Phases 1 and 2

Phase 1 will consist of the staff returning to the library building. Staff schedules will adhere to the recommended guidelines from health and government authorities. Some staff will continue to work from home to continue Virtual Library service. No materials will be brought into the building. Staff will be educated on health safety using signage and guidelines given by department heads and supervisors on social distancing and use of masks. All materials currently inside have not been exposed to the outside since March 16, 2020 and therefore are deemed to be safe. During Phase 1, staff will resume Polaris training, shelve and handle materials, perform circulation duties, develop curbside service procedures, prepare library for potential soft reopening and other tasks as necessary.

Phase 2 will consist of all the staff returning to the building. Shifts will be scheduled so the mandated numbers of people will be adhered to. Additional staff will be educated on health safety using signage and guidelines given by department heads and supervisors on social distancing and use of masks. Virtual Library service will be done in the building, curbside pick-up and material return will begin, book returns will remain closed and material quarantine procedures will start. Phase 2 will **only** occur if health and material guidelines are in place for how to quarantine materials.

Phase 3 will not occur until RAILS delivery service resumes and WPL is ready to reopen to the public. During Phases 1 and 2, the management team will monitor and adapt Phase 3 as needed before it is released for approval.

Phase 1: Limited Staff Return to Library; No Public in Building

Time: May 4, 2020

Context: Stay Home Order Lifted, Strict Social Distancing in Place, and PPE are Limited

Supplies: Masks, hand sanitizer, COVID-19 safety posters for staff

- Maximum of 10 staff members at any one time, on each floor.
- Book returns remain closed.
- Staff will adhere to the all safety guidelines as necessary.
- Begin receiving deliveries of newly purchased books and other purchased supplies.
- No donations accepted.
- No public in building.
- Curbside Service guidelines will begin to be developed.
- Polaris training will resume with some staff members.

Phase 2: Expanded Staff Return; No Public in Building; Curbside Returns

Time: May 11, 2020

Context: Assumes Stay Home Order Lifted, Strict Social Distancing in Place, Gatherings 10 or Less and Supplies are Limited; Assumes material safety guidelines are in place.

Supplies: Gloves, masks, hand sanitizer, COVID-19 safety posters for staff, vests for curbside service, bins for materials quarantine, plastic wrap for material quarantine area, cones for parking lot

Staff return to full regular hours, however, depending on positions, may continue to work some shifts from home doing Virtual Library service.

- Curbside curbside returns start.
- Quarantine books for 7 days in the Arts and Culture Area.

Department Guidelines

Phase 1 and Phase 2, Part 1 : Curbside Returns

PHASE 1 – Limited Staff Return to Library; No Public in Building

Context: Stay At Home Order Lifted, Strict Social Distancing in Place, Gatherings Limited to XXX and PPE Supplies are limited

Supplies: Masks, hand sanitizer, COVID-19 safety posters for staff

Circulation Department

All circulation staff back in the building

- No incoming materials from the public
- Book returns remain closed
- Number of staff in the building will be determined by health and government mandates
- Social distancing guidelines by health authorities followed
- Safety health signage posted in appropriate staff areas
- Staff temperatures administered if health and City guidelines dictate
- Hand washing by all who enter and exit the building is required
- Meal breaks – no WPL utensils or dishes allowed
- Adhere to all PPE guidelines by health authorities

Hours

- Flexible based on Department Head approval and operational needs

Workflows:

- Shelf materials
 - Shelf-read
 - Perform circulation duties as assigned
 - Library card registration
 - Polaris training as needed
-

Adult Department

Work from Home:

- Virtual Library staff scheduled On Desk
- Selectors building carts
- Reader's Advisory Blog submissions
- Staff creating screencasts for Tech classes/information

In the Building:

Staff can use study rooms for social distancing if necessary

- Limited staff in the building
 - Selectors who use Baker and Taylor to be trained on placing orders
 - Interlibrary Loan personnel to determine policies and procedures (with Resource Sharing Dept)
 - Serials policies and procedures finalized, then check-in and processing can start
 - Mail and Supplies Ordering
-

Youth Department

Work from home:

- Virtual Library continues
- Continuation of regularly scheduled virtual programming
- Addition of special virtual programs

- Continuation of Make at Home activities
- Continuation of Daily Challenges and craft videos
- Continuation of At Home Reading Challenge

In the Building:

Staff can use study rooms for social distancing if necessary

- Limited Youth Services staff back in the building
- Selectors who use Baker and Taylor to be trained on placing orders
- Removal and deep clean of all toys and activities in the Youth Services Department (move to EC programming room)
- A/V materials already in the building are shelved

Hours:

- Flexible based on Department Head approval and operational needs

Teen Department

Staff can use study rooms for social distancing if necessary

Virtual Library continues

- Virtual Programs
- Virtual Teenspace moderation
- Creating Videos
- Responding to questions and queries via email

Staff occasionally back in the building

- Coordinate schedules to avoid being in the teen office at the same time

In Library:

- Evaluating supplies
- Selectors who use Baker and Taylor to be trained on placing orders
- Polaris training

Hours:

- Flexible based on Department Head approval and operational needs

Community Engagement Department

Work from home:

- Virtual Programming continues
- Social Media maintenance and updates continues
- Library communication to public (press releases, etc.) continues

In the Building:

Staff can use study rooms for social distancing if necessary

- Limited staff back in building, based on Department Head approval

Technical Services Department

All Technical Services staff back in the building.

- Training from Polaris on how to place electronic orders
- Train cataloging assistant to catalog with Polaris
- Begin to place orders for materials
- Catalog and process new materials
- Re-catalog and re-case British Series on DVD
- Social distancing will be implemented with work stations. The board room can be used if necessary.

Tech Center

All Tech Center staff back in the building.

Staff can use study rooms for social distancing if necessary.

- Learn Polaris checkout/checkin procedures
 - Create video tutorials on using library equipment
 - Simple Scan
 - Photo Scanner
 - Document Scanner
 - VHS to DVD recorder
 - Become familiar with new STEM kits and other new Tech2Go
 - Electronic hand-held magnifiers
 - Microscope
 - Science kits
-

Marketing Department

Staff works both remotely and in building as needed

- Create necessary signage for all phases
 - Continue to create Virtual Library PR material
 - Summer Reading Program
 - Continue to work on Social Media design
 - Work with all departments on special projects as assigned
-

Administration

All administration staff back in the building
Facilities Manager back in the building

Department Guidelines - Phase 2, Part 2 : Curbside Pickup & Returns

- Phase 2:** Expanded Staff Return; No Public in Building; Curbside Pickup & Returns
- Time:** TBD based on Governor Stay At Home Orders and Phases
- Context:** Assumes Stay At Home Order Lifted, Strict social distancing in Place; Gatherings xx or less and PPE supplies are available; Assumes material guidelines are in place.
- Supplies:** Gloves, masks, hand sanitizer, COVID-19 safety posters for staff, vests for curbside service, bins for materials quarantine, plastic wrap for material quarantine area, cones for parking lot
-

Circulation Department

Staff:

- All circulation staff back in the building.
- Book returns remain closed
- Number of staff for in-house staff determined by health and government authorities
- Social distancing guidelines by health authorities followed
- Safety health signage posted in appropriate staff areas
- Staff temperatures administered if health and City guidelines dictate
- Hand washing by all who enter and exit the building is required
- Meal breaks – no WPL utensils or dishes allowed
- Adhere to all PPE guidelines by health authorities

Workflows:

- Reactivate holds in Polaris (Dawn)
- Pick-list service starts
 - Run picklist & pull items before pickup hours.
 - Encourage patrons to place place holds and pick up next day.
 - Limit holds to 10/15 per person?
 - Patrons should not come to Library until hold email/text is received.
 - Pick up directions communication need to be clear
- Holds
 - All holds checked in on the Hold Shelf & move to wire racks.
 - Patron calls for hold pickup – staff verifies barcode or name.
 - Checkout Hold material to patron, place in bag, staple receipt to bag.
 - Staff delivers hold material to patron – place item in trunk or on ground near car.
 - Phone duties are alternated amongst staff
- Begin material quarantine for books returned via the curbside service
 - All materials put in designated bins
 - Bins housed in the Arts/Cultural Area for XX hours
 - After quarantine period completed materials can be re-shelved
- Library card registration
- Polaris training as needed

Curbside Service:

Hours TBD

Staff TBD

Guidelines

- Use parking spaces right of the sidewalk in the middle of the lot. (Staff member will be able to stay on the sidewalk)
- Patrons call – give us their barcode # or verify name and address.
- Staff member takes holds to Patron (Put on Ground, or in Trunk, or hand to Patron).
- No book returns from curbside – direct Patrons to return materials using outside bins.
- Staff stationed outside to direct traffic.
- No donations of any kind are accepted.

Signage

- Sign for Patrons – Where to Park & Phone # to call telling us they are here.
- Use parking spaces right of the sidewalk in the middle of the lot. (Staff member will be able to stay on the sidewalk).

Adult Services Department

All staff back in the building

- Virtual Library continues, with the addition of telephone reference in-house
- Staff will take care to follow social distancing guidelines. Accommodations may need to be made at Reference Desk and office spaces.
- Continue with Polaris Training as needed.
- Complete Baker and Taylor training and resume ordering print materials
- Set up Book Discussion Area and create discussion questions
- Combine Paperback and Hardcover fiction (Circulation task? If so, assist when needed)
- Assist Circulation with Pick-list and curbside service.

Youth Department

All staff back in the building

- Virtual Library and virtual programming continue with the addition of telephone reference in-house
- Continue with Polaris Training as needed
- Complete Baker and Taylor training and resume ordering print materials
- Assist Circulation with Pick-list and curbside service.
- Additional readers advisory training for Youth Services staff
- Reorganize parts of Youth Services collections (Beginning Readers, Illinois Awards, Large Print, etc.)

Hours:

- Flexible based on Department Head approval and operational needs (social distancing at service desks, virtual programming, assisting with curbside service, etc.)

Teen Department

All staff back in the building

- Virtual Library continues
- Virtual programming planning
- Resume ordering print materials
- Continue Polaris training as needed
- Assist circulation with curbside services as needed
- Organize Teenspace
 - Display shelves
 - Seating

Hours:

- Flexible based on Department Head approval and operational needs (social distancing at service desks and in office, virtual programming, assisting with curbside service, etc.)

Community Engagement Department

All staff back in the building

- Virtual Programming continues
- Social Media maintenance and updates continues
- Library communications with public (press releases, etc.) continues

Hours: Flexible based on Department Head approval and Virtual Programming needs.

Technical Services Department

All staff back in the building

- Staff continues to work on projects outlined in Phase 1
- Assist with curbside service

Tech Center

All staff back in the building

- Staff continues to work on projects outlined in Phase 1
- Assist with curbside service

Marketing Department

Staff works both remotely and in building as needed

- Create necessary signage for all phases
- Continue to create Virtual Library PR material
- Summer Reading Program
- Continue to work on Social Media design
- Work with all departments on special projects as assigned

Administration

All administration staff back in the building

Facilities Manager back in the building