



February 13, 2021

To: Plymouth District Library Board

From: Carol Souchock, Plymouth District Library Director

Re: Service Update and Reopening Plans

Reopening Plan:

Based on the improved COVID-19 counts in our area we are planning on reopening the library on March 1, 2021. This adjustment will follow our Reopening Plan (attached). We will be moving from our current stage 3 Curbside Pickup and Limited Patron Services (Building Closed to the Public) to stage 4 Grab and Go Services (Limited Building Access).

Our plan is to open the main floor for public access on March 1 and then open the other floors in stages. The next floor to reopen will be the upper level which will be followed by the lower level. The timing on when the other floors will reopen will be determined by staffing availability and limitations. Our organization, like others, continues to experience staffing challenges as staff are required to remain at home for the safety of all due to COVID-19 quarantine or isolation requirements.

Grab and Go services will limit visitors to one hour in the building per day for computer use and material pickup. Materials will be available from the other floors and curbside service will continue.

Per current state requirements occupancy will be limited to 30% of occupancy. This occupancy limit applies to both the staff and the public.

For now, the library will be open the following hours:

Monday – Thursday 12 – 7 pm

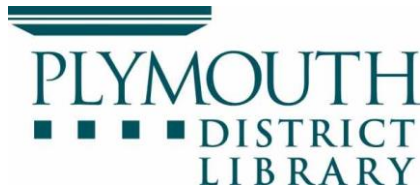
Friday and Saturday 10 am – 5 pm

During these hours we will provide browsing of the main floor, material requests from the upper and lower levels, reference and technology access and curbside material pickup from the porch.

Staff will be working in the building from 9 am – 9 pm. Doing so will allow them to process curbside material requests which are expected to remain in high demand.

Current Curbside Service:

Curbside material pickup demand remains strong and patrons can currently schedule appointments for 48 – 72 hours in advance.



Library Reopening Policy
Plymouth District Library

- I. **Purpose.** Michigan public libraries have been closed to the public pursuant to a series of executive orders. The Library anticipates that those restrictions will be lifted and the Library may once again resume public library service. This Policy establishes the steps the Library may take and the protocols the Library may put in place to protect the Library, staff, and patrons when the Library reopens.
- II. **Resuming Library Service.** Before reopening to the public or non-essential staff, and during the term of the Reopening Plan, the Library will establish regulations and implement the following:
 - A. *Cleaning Protocols.* The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the stages of reopening.
 - B. *Returned Material.* The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.
 - C. *Assess Needs.* The Library Director and Department Heads will meet to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment.
 - D. *Social Distancing.* The Library Director will take steps to implement social distancing protocols if required by law or the Reopening Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6) foot spacing, or providing “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing. The Social Distancing protocols will be established in the Reopening Plan for each stage.

- E. *Notice to Patrons.* The Library Director shall post notices on the door of the Library and on the website and may post notices on the Library's social media to inform patrons of the particular regulations of patron conduct for the current stage of the Reopening Plan.

III. Reopening Stages. The Library Board adopts the reopening plan attached as Exhibit A ("Reopening Plan") to this Policy as the basic structure for the reopening stages for public library service. Pursuant to Section IV, the Library Director has authority to modify the Reopening Plan. The Reopening Plan, including any modification by the Library Director, shall govern the use of the Library. Violations of the Reopening Plan may result in suspension of library privileges.

IV. Director's Role; Authority. The Library Director (or other person appointed by the Library Board) will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:

- A. *Modifications; Reopening Stages.* The Library Director may modify in writing any services, safety protocols or other part of the Reopening Plan. The Library Director also may determine when it is an appropriate time to move on to the next stage either in whole or in part.
- B. *Staffing Levels.* The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.
- C. *Cancel or Limit Services.* Even after the Library reopens and the Library Board approves a Reopening Plan, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and patrons. This includes cancelling scheduled meetings held in any Library meeting rooms. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library's website.
- D. *Library Closure.* The Library affirms that they will comply with any federal, state, or local mandates to close the library. In addition the Library Director has the authority to close the Library temporarily for a maximum of fourteen (14) days without prior Library Board approval. The Library Director will inform the President of the determination to close and the proposed duration of the closure. If the Library has not been reopened, the Library Board may meet to determine whether the Library Director's decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director's determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library's Service Area. The Library Director will use

reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library's website. This Policy assumes the staff will be paid based on their "normal" schedule during the Library's closure under this paragraph, pursuant to Board approval.

- E. *Consultation.* The decision to cancel or limit services, move through the stages of the Reopening Plan, close the Library, or adopt additional protocols may be based on recommendations made regarding the outbreak by the Centers for Disease Control ("CDC"), local or state health officials, the Library Board, Michigan Library Association, American Library Association, or other reputable sources.
- V. **Enforcement.** Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library Director or his/her designee shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.
- VI. **Right of Appeal.** Patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.
- VII. **Applicability.** Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

EXHIBIT A

REOPENING PLAN

The following is the reopening plan approved by the Library Board (“Reopening Plan”). If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Reopening Plan only applies if permitted by law or executive order. This Reopening Plan is not intended to supersede or change any Library employment policies.

Requirements During All Stages.

- A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- B. Patrons should not enter the Library with symptoms of an infectious disease.
- C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- D. The Library Director will provide requirements for staff safety precautions and the staff will be informed.
- E. The Library Director shall determine the cleaning protocols for all stages.

Stage 1. Closed to the Public.

During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

- A. Employees. Non-essential staff may return to the Library. However, the Library Director will determine who may return and according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person.
- B. Activities Permitted:
 - 1. Landscaping and other outside maintenance activities may resume if permitted by executive order.
 - 2. Inside maintenance activities may also resume if permitted by executive order.
 - 3. The Library can continue providing WIFI in the parking lot areas.

4. Continuing essential functions.
5. Online services and programming may be provided to the community.
6. Answering phones, messages (voicemail, email, and chat), based on the hours as determined by the Library Director.
7. The Library will address any policy or temporary measures involving fee forgiveness or suspension, library card renewals, issue of new library cards, or extended due dates for materials.
8. Review upcoming programs and community room use that may need to be canceled or modified and review any contracts associated with programs/community room use.

C. Social Distancing and Safety Protocols.

1. The Library Director will take steps to implement social distancing protocols.
2. The staff workspace may be configured to maintain social distancing requirements of six (6) feet if possible.
3. The Library will begin to implement social distancing protocols in the Library in anticipation of patrons returning which may include:
 - a. Removing or rearranging chairs and tables.
 - b. Assessing what computer terminals may be used.
 - c. Blocking off areas/furniture.
 - d. Adding plastic screens.
 - e. Mark waiting areas to show the six (6) foot spacing.
 - f. Provide “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing.

D. Hours of Operation. The Library will not have any public hours of in building operation.

Stage 2. Online Services Expanded. Building Closed to the Public

- A. Employees. Non-essential staff may return to the Library according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person. Telework remains available, depending on Library staffing needs and the ability to work from home. Every

effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library's operational needs and the need to maintain social distancing.

- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
 - 1. Updating collections including the purchasing of materials.
 - 2. Updating patron databases and resolving library card and account issues.
 - 3. Information technology upgrades, migrations, and changes to hardware and software configurations to facilitate the next stages, including making technology purchases to facilitate telework and social distancing.
 - 4. Review upcoming programs that may need to be cancelled or modified and review any contracts related to such programs.
 - 5. Provide online programming
 - 6. Assess whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.
- C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place.
- D. Hours of Operation. The Library will not have any public hours of operation.

Stage 3: Curbside Pickup and Limited Patron Services.
Library Building Still Closed to the Public.

- A. Employees. All staff may be permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person. Telework remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library's operational needs and the need to maintain social distancing.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
 - 1. Curbside pickup is permitted, and the Library Director may explore other methods of providing materials to patrons.
 - 2. Use of porch for meetings by community groups with limitations.

3. Answering phones live and responding to patrons' reference questions and materials needs.
- C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place. In addition:
1. Patrons and staff shall remain six (6) feet apart.
 2. Patrons will be provided an appointment pickup time for curbside services.
 3. The Library shall mark waiting areas for cars and other curbside pickup issues.
 4. Patrons will be required to wear masks while engaging in materials pickup.
- D. Hours of Operation. The Library Board authorizes the Library Director to determine the hours of operation for materials pickup based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

Stage 4: Grab and Go Services, Limited Building Access.

- A. Employees. All staff may be permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person. Telework remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library's operational needs and the need to maintain social distancing.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
1. Patrons may enter the Library but will be limited to a specific area in the Library.
 2. Patrons may have in-person conversations with Library staff, provided that social distancing and Safety Protocols are followed.

3. The Library will provide limited access to computers and printers. Time limits for computer usage will be enforced. Appointments to use the computers may be required.
 4. The Library may provide copiers, scanners, and fax machines. Appointments for use may be required.
 5. Patrons are permitted to return Library materials. The Library Director will establish the protocols for returned materials.
 6. Shelving library materials.
 7. Resume the interlibrary loan process (if practical or possible).
- C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place. In addition,
1. Patrons will be required to wear masks; the Library will provide masks if supplies are available to those who do not have a mask.
 2. Patrons must stay six (6) feet away from all staff and other patrons. Social distancing rules apply. The Library will provide a barrier for in-person discussions if a barrier can be obtained.
 3. The Library will mark places where people are likely to gather in line to identify the proper social distancing. This includes “traffic” areas.
 4. Occupancy limits may be established by the Library Director. If the Library reaches its occupancy, patrons may be required to wait outside the Library.
 5. Patrons will use their best efforts to come to the Library with the least number of people and be considerate of other patrons waiting to enter.
 6. Computer terminals will be located six (6) feet from any other computer or work station. The Library will make its best efforts to either clean computer terminals between uses, or provide supplies for patrons to do so.
- D. Hours of Operation. The Library Board authorizes the Library Director to determine the hours of operation based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

Stage 5: Library Open to Public With Conditions.

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can

telework or must work in-person. Telework remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library's operational needs and the need to maintain social distancing.

- B. Activities Permitted. In addition to previously authorized activities, the Library may open for additional activities:
1. Programming that is in-person. Limits may be placed on attendance to maintain social distancing requirements and per any federal, state, or local regulations. Online programming may continue to be provided.
 2. Meeting room use priority for Library sponsored events.
 3. Meeting room use by community groups with limitations.
 4. The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance. Time limits for computer usage may be enforced.
 5. The Library Director may open up additional parts the library building for public use.
- C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place.
- D. Hours of Operation. The Library Board authorizes the Library Director to determine the hours of operation based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

Stage 6: Library Open for Regular Business. At this stage, the Library can reopen with the same services as normal. All Library service can resume without restrictions.

**RESOLVED BY THE PLYMOUTH DISTRICT LIBRARY BOARD OF TRUSTEES
6/16/2020**