

Northville District Library Return to Onsite Public Service Plan
& Covid-19 Preparedness and Response Plan

July 24, 2020

I. COVID-19 Case Tracking

As of this writing, the following number of COVID-19 cases has been reported in Northville and Northville Township

<u>Location</u>	<u># of Cases</u>	<u>% of Population</u>	<u># of Deaths</u>	<u>Change in cases since previous week</u>
Northville	54	<1%	3	+1
Northville Township	179	<1%	25	+7
Totals	233	<1%	28	+8

Source: Wayne and Oakland County Health Departments, please note that due to the City of Northville being located in two counties, data is obtained from both counties.

The level of transmission of the virus in the Northville communities is low. The case numbers should be recorded and revised on a weekly basis to help to determine the appropriate service level for the NDL.

II. Service Level Definitions

Level 1

***Virtual Northville District Library
Estimated Timeline: June 8-14***

Objective: Continue with virtual service to the public and prepare the building for return of staff and patrons

Patron Service

- Continue with online service to public

Internal Operations

- Some staff present in the building to prepare space for social distancing, quarantine of materials, return of materials and curbside service, etc.

- Department Heads to determine staff who should work in the building during this period; Working at home is still encouraged when possible
- Staff will be trained on correct use of PPE
- Staff wears PPE as applicable; Masks will be required. The Library will provide staff with masks. Staff can wear their own masks if they wish provided there is adequate coverage for their nose and mouth
- Onsite staff is screened for COVID-19 symptoms daily and those who appear to have a fever, cough or shortness of breath will be sent home. A daily manager in-charge will be designated to conduct the screening each day staff is present in the building. The screening questionnaire to be used is included in the appendix section of this document
- Common areas of the building used by staff such as lunchroom and restrooms will have to be cleaned during the day. Steve Hoppens will be doing this four days a week. A Computer Page will be designated to perform on the day Steve is not available. A cleaning checklist will be developed
- Director is designated as the main spokesperson for media and public health contacts
- Business Operations Specialist is designated as the person responsible for ordering and replenishing PPE materials
- Post PPE Training materials in staff workrooms, break rooms and the bathrooms
- Drinking fountains and coffee station will be covered
- Daily flush all sinks and toilets in order to get fresh water into the building
- Designate area for health questionnaire pickup
- Designate area for PPE pickup- carts outside mailroom
- Review MiOSHA Re-Opening Checklist
- PPE materials should be discarded after daily use. Special trash receptacles will be designated for discarding of these materials. Ordinary trash bins should not be used for this purpose
- Elevator limited to transporting of 2 persons at one time

Notes: Some staff workstations may be located in other areas of the library and some staff duties may change.

Workstations, keyboards, telephones, handrails, desks, other employees work tools/equipment, bathroom fixtures, counters and doorknobs should be among those areas considered to be high-touch hard surfaces.

No use of overtime, extra pay or substitute employees will be authorized without prior approval of the director or assistant director.

Level 2

Curbside NDL

Estimated Timeline: June 15-July 5

Objective: Begin Curbside service to the public and return staff to building

Patron Service

- Continue with online service to public
- Rollout contactless curbside delivery of materials to the public
- Allow for return of library materials in bins outside of the library only during open hours, which will be Monday-Friday, 10:00 a.m. to 5:00 p.m. The Carlo Room and the Drop Box Room will serve as quarantine areas for materials. Per CDC recommendations, books, DVDs, CDs, video games and other hard plastic materials will be quarantined for 72 hours. Drop boxes inside and outside will remain closed. Fines will not be issued for materials that became overdue between March 8 and August 31, 2020
- Begin telephone service to patrons- at least two librarians and one Circulation Clerk will be designated for this function
- When hold functionality is restored in the online catalog by TLN, patrons will be able to place local holds on collection items

Internal Operations

- Staff wears PPE as applicable
- Onsite staff is screened for COVID-19 symptoms daily and those who appear to have a fever, cough or shortness of breath will be sent home
- Additional staff reporting onsite to work
- Staff working hours from 8:30 to 5:00 p.m. Monday-Friday
- Department Heads work to stagger employee shifts onsite. For eligible positions: working at home can be scheduled on a rotational basis
- Due to fact that most of the NDL' s volunteers are older and considered to be more vulnerable to COVID-19 exposure, no volunteers will be onsite
- Frequent cleaning of commonly touched surfaces with disinfectant. Steve Hoppens to perform this function four days per page; a Computer Page will do it one day a week
- Administrative Staff to consult with Northville Police Department for training on enforcing patron adherence to PPE guidelines
- Librarians, Computer Pages, and Circulation Staff to take online de-escalation training
- At least one Department Head to be in building daily. Director and Assistant Director can count in this category
- Elevator limited to transporting 2 persons at a time

- PPE materials should be discarded after daily use. Special trash receptacles will be designated for discarding of these materials. Ordinary trash bins should not be used for this purpose
- Print and AV materials ordering can begin again
- Hold TLN/MelCat delivered materials for 48 hours before staff interacts with them

Notes: Some staff workstations may be located in other areas of the library and some staff duties may change.

Workstations, keyboards, telephones, handrails, desks, other employees work tools/equipment, bathroom fixtures, counters and doorknobs should be among those areas considered to be high-touch hard surfaces.

No use of overtime, extra pay or substitute employees will be authorized without prior approval of the director or assistant director.

Level 3

Grab and Go NDL

Estimated Timeline: July 6- TBD

Objective: To provide limited onsite service to the public with minimal opportunities for the congregation of groups of people

Patron Services

- Continue with online and telephone public service
- Continue contactless curbside delivery of materials
- Online library card applications will continue
- Allow for return of library materials in bins outside of the library only during open hours, which will be Monday-Saturday, 10:00 a.m. to 5:00 p.m. The Carlo Room and the Drop Box Room will serve as quarantine areas for materials. Per CDC recommendations, books, DVDs, CDs, video games and other hard plastic materials will be quarantined for 96 hours. Drop boxes inside and outside will remain closed
- Library is available for public usage for browsing and checking out materials only. No meeting, study room, or local history room usage. Those areas not in use by staff will be closed and locked
- 2-3 public computers will be available to patrons in 45-minute segments with reservations required. Cleaning will be done after each use
- One online catalog station available on each floor
- Removal of AWE stations
- No loan of headphones or other returnable computer accessories
- Any loaned office supplies such as pencils and paper will NOT be returned

- Floor will be marked with social distancing decals near service desk
- Remove all flyers and brochures from the service desks
- Public seating area is reduced by 95%
- No toys in the Youth area
- No staff outreach visits- use virtual methods instead
- All in-person programming events are cancelled. Programming is provided online only
- Technology help to the public provided by telephone or online
- Encourage use of self-check machine with frequent cleaning
- Level 2 work scheduling continues although public service hours will now be 10:00-5:00 p.m., Monday-Saturday
- Patrons will be asked to wear facemasks inside the library as applicable. Masks can be provided to the public on a request-basis
- Patrons showing visible signs of illness will be asked to leave the library
- Governor Whitmer is only allowing libraries to operate at 25% of their total capacity. For the Northville District Library, this translates as a maximum of 40 patrons in the building at any one time.
- COVID-19 Prevention Signs will be posted in the public areas of the library
- Elevator limited to transporting two persons at a time
- Drinking Fountains to remain closed
- Coffee station to remain closed
- Public Bathrooms to have some stalls closed in order to promote social distancing for patrons
- Flyers in the building, press releases, website and social media postings will be produced in order to educate the public of the changes being put in place at the Library to prevent infection

Internal Operations

- Staff wears PPE as applicable
- Staff will continue to be screened for COVID-19 symptoms
- Social distancing for staff continues
- Service Desks Configured for Social Distancing
- No volunteers onsite
- Frequent cleaning of high-touch hard surface. Steve Hoppens and Computer Pages to perform this duty
- PPE materials should be discarded after daily use. Special trash receptacles will be designated for discarding of these materials. Ordinary trash bins should not be used for this purpose
- At least one Department Head to be in building daily. Director and Assistant Director can count in this category
- Staggering of staff shifts and working at home options will continue on a rotational basis

Notes: Workstations, keyboards, telephones, handrails, desks, other employees work tools/equipment, bathroom fixtures, counters and doorknobs should be among those areas considered to be high-touch hard surfaces.

No use of overtime, extra pay or substitute employees will be authorized without prior approval of the director or assistant director.

Some staff workstations may be located in other areas of the library and some staff duties may change.

Level 4

Six-Foot NDL

Estimated Timeline: TBD

Objective: To increase level of service to public while still maintaining recommended public health measures

Patron Services

- Level 3 service levels continue
- Hours expanded to Monday & Wednesday 10:00 to 9:00 p.m., Tues, Thursday, Friday and Saturday: 10:00 a.m. to 5:00 p.m.
- Returns Drop box reopened both inside and outside
- Additional public computers can be made available to the public with appropriate social distancing in place
- Awe stations can start to be made available
- Local History Room can reopen with a maximum of 2 visitors at a time
- Staff outreach can begin in a limited capacity; care should be taken to avoid large groups
- Technology help to the public can be performed with social distancing
- Increase online catalog computers on each floor
- Drinking Fountains can be reopened
- Coffee station can be reopened
- Quarantine of materials to continue along with curbside service
- Online programming only
- No outside meeting room usage
- Public seating restored to 60%
- Public Elevator limited to transporting 2 persons at a time
- Flyers in the building, press releases, website and social media postings will be produced in order to educate the public of the changes being put in place at the Library to prevent infection

Internal Operations

- Volunteers can return in designated areas with social distancing and PPE as applicable
- Staff wears PPE as applicable
- PPE materials should be discarded after daily use. Special trash receptacles will be designated for discarding of these materials. Ordinary trash bins should not be used for this purpose
- Frequent cleaning of high-touch hard surface. Steve Hoppens and Computer Pages to perform this duty
- At least one Department Head to be in building daily. Director and Assistant Director can count in this category
- Staggering of staff shifts and working at home options continue on a rotational basis
- Staff screening relaxed but it will be stressed to staff not to report work if they are sick.

Notes: Workstations, keyboards, telephones, handrails, desks, other employees work tools/equipment, bathroom fixtures, counters and doorknobs should be among those areas considered to be high-touch hard surfaces.

Some staff workstations may be located in other areas of the library and some staff duties may change.

No use of overtime, extra pay or substitute employees will be authorized without prior approval of director or assistant director.

Level 5

The NDL is Back!

Objective: To restore full hours and services to the public

Estimated Timeline: TBD

Patron Services

- Restoration of full hours and services
- Toys to be put back in the Youth Department
- Used book donations began to be accepted again; Friends Store can reopen
- Meeting and Study Rooms can be used again, although large groups may be discouraged depending upon local health conditions
- Curbside service can continue as a regular NDL service
- Service desk configured for more-patron friendly encounters; some preventative health measures may be retained

- In-person programming to be returned although capacity limits may be put in place
- Flyers in the building, press releases, website and social media postings will be produced in order to educate the public of the changes being put in place at the Library to prevent infection

Internal Operations

- Staff wears PPE as applicable
- PPE materials should be discarded after daily use. Special trash receptacles will be designated for discarding of these materials. Ordinary trash bins should not be used for this purpose
- Staff workstations return to their original locations
- Quarantines of materials to end
- All employees working onsite
- Staff will still be asked not to come to work if they are sick
- Determine what frequent cleaning should be continued on a permanent basis

III. Service Restoration Timelines

Governor Whitmer is allowing public libraries to begin onsite service again on June 8, 2020.

All timelines are tentative and are subject to local health conditions being appropriate for public contact.

IV. Implementing Service Levels

The Northville District Library Board will approve the return to service plan, but will delegate authority to the administrative staff to determine movement between service levels and to make changes to it as dictated by operational needs. The Board will be informed of any such changes at its monthly meeting and will be able to offer its input.

The Director, Assistant Director and Department Heads will meet weekly to assess local health conditions and to determine if the NDLC is ready to move up to the next service level, needs to maintain a level, or step down a level. Relevant personnel will be engaged to make changes to the building to prepare for next service movement.

V. PPE Materials to Procure

- Plastic Shields for Service Desks
- Plastic face shields
- Cloth Masks

- Gloves
- Soap (preferably anti-bacterial, but not required per CDC guidelines)
- Hand Sanitizer
- Computer wipes
- Sanitizing wipes- 70% alcohol
- Facial tissue
- Large bins for returned materials
- More trashcans for public areas
- Disposable towels
- Disposable keyboard and mice covers
- Designated trash receptacles for the disposal of PPE

Note: All cleaning products should meet EPA criteria for use against COVID-19

VI. Areas of Planning Responsibility

Quarantine of Materials: Judy McIntosh

Curbside Service: Judy McIntosh

Patron Communication: Karen Fehl

Online Programming: Caryn Bartone and Wendy Mutch

Telephone Reference: Caryn Bartone and Wendy Mutch

IT Infrastructure: Michael McEvoy

Coordination with Dunn-Rite Maintenance: Laura Mancini and Carla Eggert

Supplies Acquisition: Carla Eggert and Laura Mancini

Building Preparation: Carla Eggert, Laura Mancini, Michael McEvoy, Karen Fehl

PPE Training: Maureen Simari

VII. Workplace Concerns

A. Safety and Prevention

Signs will be posted to remind staff and patrons to frequently wash their hands, cover coughs and sneezes, and social distance.

Staff will also be reminded that they should stay at home if they are sick.

Patrons may choose not to comply with requirements to have masks or leave the building if they are showing signs of illness. Northville Police Department and library's attorney will be consulted for guidance on this issue.

All vendors who need to be inside the library building to perform contracted work will be required to wear masks.

Administrative Staff will meet with Dunn-Rite Maintenance to discuss cleaning and disinfection protocols. Dunn-Rite will be responsible for the deep cleaning of the library while it is closed. Frequently touched surfaces will also be cleaned throughout the day by Library staff. Such areas include:

- Door handles,
- Counter-tops
- Telephones
- Public Computers
- Public Copy Machines
- Bathroom Fixtures: toilets, faucets and sinks
- Light switches
- Self- Check Machines
- Public Service Desks
- Elevator buttons

Staff will be asked to minimize the sharing of office supplies. Staff will be responsible for cleaning their own workstations and will be provided with the necessary supplies to accomplish this task.

The Library Director is designated as the COVID-19 On-Site Coordinator, who will implement, monitor, and report infection control strategies. In the event of the Director's absence, this role is delegated to the Assistant Director. In the event of the absence of both the Library Director and the Assistant Director, this function will be delegated to the Librarian-In-Charge.

All Northville District Library Employees will be required to attend a COVID-10 training session that will cover the following:

- Workplace infection-control procedures
- Proper use of Personal Protective Equipment
- Steps the employee must take to notify the Northville District Library of any symptoms of COVID-19 or a suspected or confirmed diagnosis of COVID-19
- How to report unsafe working conditions

All public service desks will have physical plexiglass barriers and floor markings to promote and ensure proper social distancing between library patrons and staff.

B. Human Resources

It will likely be stressful for the staff to return to work. Extra care will need to be given to demonstrate that management views their safety as critical. Flexibility on shifts and worksites should be stressed as applicable. Staff should be reminded that there is much they can do to help prevent the spread of the virus. Counseling workshops to be provided by Bright Spot Counseling. We are all in this together and we will work together to address concerns as they arise.

Employees who are taking care of children, older relatives or other immunocompromised individual in their households may be eligible for leave under the FFCPA & CARES Acts

Employees with Pre-Existing Conditions are encouraged to speak with their physicians to determine if it is appropriate for them to return to work. If their physician does not recommend a return to work, the employee should provide appropriate documentation to their supervisor. Opportunities for Family Leave, Short-Term Disability and other leave of absences can be explored. Employees can utilize their leave bank in conjunction with any of the above options. Work from home might also be available to employee in this category depending upon the nature of their job duties and the recommendation of their physician

Employees with pre-existing conditions who do report to work are strongly encouraged to use PPE materials and practice social distancing as applicable to their condition.

Staff members who need accommodation are requested to speak with their supervisors. Supervisors will notify administrative staff accordingly.

C. Staff Members Diagnosed with COVID-19

Wayne County Health Department will have to be contacted and employee will be registered with them.

NDL will work with Wayne County Health Department Officials to determine which other employees or vendor personnel should be sent into a 14-day quarantine. Current guidelines indicate any one who is in a closed environment such as an office or meeting room at a distance of less than 6 feet for 15 minutes or more are to be quarantined. Such individuals will be urged to get in touch with their medical care providers and to self-quarantine for 14 days.

The infected staff member will not be allowed to report back to work until they are symptom free for 10 days and at least 3 days since recovery. The NDL will continue to monitor CDE guidelines for timelines as to when it is appropriate for COVID-19 infected employees to return to the workplace and will modify its plan accordingly.

Staff members will be told if they have been directly exposed to a co-worker or vendor with COVID-19 symptoms within 24 hours of the Library receiving notification of a confirmed diagnosis. Due to privacy laws, the name of the exposed person cannot be shared. Any contractors who may have come in contact the infected staff member will also be notified within 24 hours of notification of a confirmed diagnosis.

In the event an employee is diagnosed with COVID-19, the NDL will have to be closed for a period of time for cleaning and disinfection. The NDL will use the *Cleaning Disinfection Standards for Community Facilities* published by the Centers of Disease Control as its safety protocol. NDL will work with Dunn-Rite Maintenance and the Wayne County Health Department as needed to complete this work.

D. Classification Exposure Risk

OSHA risks scale would place the NDL as a whole at Medium or Low Exposure Risk to the virus

The following NDL position classifications have a Lower COVID-19 Exposure Risk:

- Processing Page, Technical Services Clerk
- Employees in this category have minimal occupational contact with the public and other co-workers

The following NDL position classifications have a Medium COVID-19 Exposure Risk:

- Director, Assistant Director, Head of Technology, Head of Youth Services, Head of Adult Services, Facilities Assistant, Computer Page, Public Relations Associate, Librarian, Circulation Clerk, Shelving Page, Computer Page, Business Operations Specialist, Senior Support Clerk, IT Page, Technology Coordinator
- Employees in this category have occupational contact with the general public and other co-workers

VIII. Special Concerns

N95 masks are also not available for ordering as of this writing. Only first responders currently have access to these resources. KN95 masks were purchased in the interim. This is the Chinese version of the N95 and the FDA

has approved some versions for use in the United States. These masks will be prioritized for those staff members with pre-existing conditions.

Some staff members may not be able to wear masks for religious or medical reasons. Staff members will be offered the use of face shields and depending upon the nature of the duties may perform different functions or work different shifts

IX. Employee Requirements:

- Complete health screenings each day you work onsite in the building
- Maintain six feet social distancing from other co-workers and patrons as possible
- Wear masks when social distancing is not possible
- Wash hand frequently and use hand sanitizer
- Sanitize your own work station twice daily; cleaning materials to be provided by NDL
- Enter and exit the building only through the staff entrance. If more than one staff member is entering the building at one time, a distance of six feet should be maintained between them
- Conduct meetings and other gatherings where social distancing is not possible online
- Complete NDL COVID-19 Training and Prevention programs
- Avoid sharing tools, office supplies and other equipment as much as possible
- Wear gloves when items are shared or handed to patrons
- DO NOT Report to Work if you are ill

X. Source Documents:

AIHA: Reopening Guidance for Libraries

Centers for Disease Control and Prevention: Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019

Centers for Disease Control and Prevention: Cleaning and Disinfection for Community Facilities: Interim Recommendations for U.S. Community Facilities with Suspected/Confirmed Coronavirus Disease 2019

Institute of Museum and Library Services (IMLS), Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections

Library of Michigan: Public Library Re-Opening and Coronavirus Preparedness and Response Plan Template

Michigan Cooperative Directors Association: Michigan Public Libraries: Re-opening Considerations after closures during the COVID-10 Pandemic

MIOSHA: COVID-19 Guidelines for Offices: Workplace Safety and Health

Occupational Safety and Health Administration: Guidelines on Preparing Workplaces for COVID-19

Wayne County Guide to Workplace Exposures

Wayne County Local Health Department Order #20-02

Wayne County, Public Health Division: COVID-19 Workplace Toolkit

Appendix:

Employee COVID-19 Screening Questions:

Since your last day of work have you had any of the following?

- A new fever or sense of having a fever?
- A new cough that you cannot attribute to another health condition?
- New shortness of breath that you cannot attribute to another health condition?
- A new sore throat that you cannot attribute to another health condition?
- New muscle aches that you cannot attribute to another health condition or that may have been caused by a specific activity?
- New symptoms of diarrhea that you cannot attribute to another health condition or something you ate?
- Have you been exposed to someone with a confirmed diagnosis of COVID-19 within the last 14 days?
- Have you travelled via airplane internationally or domestically in the last 14 days?

Should a manager receive an affirmative response to any of these questions, they will direct the employee to leave the library and contact their medical professional for follow-up. A touch less thermometer will be available if needed to verify temperature. The employee in question will be required to stay at home for seven days from the onset of symptoms. For COVID-19 exposure, the stay at home period will be 14 days from the time of exposure and 10 days since the onset of any symptoms.