

## **Strict Social Distancing Service Level (Curbside Pickup)**

### **Operating Priorities:**

1. Protecting the safety of public and employees by taking steps to prevent potential contamination and transmission.
2. Communicating known risks and recommended protective measures.
3. Providing exceptional customer service/services responsive to requests and needs of the community.
4. Ensuring access for all residents.
5. Communicating and promoting all services, especially digital and virtual, widely.

### **At this service level, the Library will:**

1. Follow best practices for hygiene and health and frequency of cleaning and disinfecting.
2. Continue to allow teleworking where it makes sense from an operational standpoint.
3. Design/redesign services to offer the most protection to the public and the library staff.
4. Prohibit book (and other things usually accepted) donations.
5. Require staff to wear PPE for their own and public protection when in the building. And provide education for staff in the building on safe and healthy use of PPE.
6. Implement screening procedures for staff entering building.
7. Maintain SDS for all cleaning/sanitization agents; train staff in the building on safe use.
8. Prepare for changes to the physical plant and additional supplies that will be necessary for staff and public safety at future service levels.

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### **Communications:**

1. Frequent communication with employees, public, Library Board of Trustees, Town Administrator, Health Officer, about steps being taken to prevent spread of COVID-19.
2. Communicate expectations to employees in the building on steps to take to prevent spread of COVID-19.
3. Post extensive signage on health policies and best practices, especially the need for social distancing.

### **Readiness Actions and Supplies needed in order to implement Strict Social Distancing services and procedures:** See attached checklist.

### **STRICT SOCIAL DISTANCING (some businesses/services re-open):**

**Building and Interior Spaces Accessibility & Hours:** Building closed to public; restrooms limited to one person at a time and cleaned daily; no use of double doors separating library from town offices.

**Staff:** Limited staff presence as scheduled by library director (no more than 3 staff members at one time); remote work should be continued at the discretion of library director; no sharing of work spaces in use which must be at least six feet apart; training on cloth face coverings, other PPE, and cleaning/sanitization agents when staff member first returns to building; full screening procedures whenever staff enters building.

**Furniture, Shelving, Surfaces:** Limited, PPE-protected access to collections; all surfaces in used areas cleaned thoroughly between staff visits; regular sanitation of high to moderate touch surfaces at least every two hours.

**Materials: Handling/Circulation:** Curbside pickup and return allowed under strict scheduling and procedures; quarantines in effect.

**Materials Ordering and Processing:** Place orders for new/popular materials; accept public requests; staff using PPE can do minimal processing/cataloging in the library and/or remotely at the discretion of the library director; institute touchless receiving of deliveries if possible.

**Programs:** Only virtual programs will be created or shared.

**Internet Access:** Public wi-fi available outside of the library building.

**Technology Help:** Via phone, email, or virtual conference as staff work hours permit.

**Outreach:** Through electronic, virtual means and phone calls.

**Shared Materials in the Library:** Staff will not share supplies or equipment and will wear PPE.

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Anticipated supplies needed will include (but not be restricted to):

- Anti-viral cleaning agents
- Anti-viral wipes and dispensers
- Refills for wall-mounted hand sanitizer dispensers
- Cleaning supplies appropriate & safe for different types of materials
- Touchless disposal containers
- Hand-washing supplies
- Masks (staff)
- Gloves: non-latex
- Signage (outside)
- Packaging for item distribution and/or collection for curbside service
- “Caution” tape, other methods of physical direction for outside service

Anticipated supplies needed for future service levels that should be addressed now:

- Plexiglass or other clear barriers separating staff and public at customer service points
- Item collection or distribution drops (outside and inside)
- Retractable belt barriers, other physical direction tools for inside library
- Self-check kiosk hardware, wiring, peripherals, software, furniture
- Floor decals for information, spacing
- Staff workstations that adhere to social distancing standards
- Touchless soap and paper towel dispensers; if possible, faucets.

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How the library between levels of service (forward or backward) will be determined by the Library Board of Trustees.

**Moving between service levels: dimmer switch approach**

If these things are true, possibly move forward; if not true, possibly revert.

1. No increase of known cases in community.
2. Healthcare system remains able to withstand a moderate outbreak.
3. Accessibility of testing.
4. Necessary materials and staffing to maintain high hygiene standards.
5. Necessary modifications to physical plant for employee and public safety.
6. Enough staffing to run all core operations in the next or current service level.