

COVID-19 LIBRARY ACTION PLAN

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INTRODUCTION

COVID-19 has forced our library to change how we serve patrons, but it has not closed our library. Virtual services continue, developed and provided through the talents and creativity of the library's extraordinary staff.

As we offer these services to our community, we are continually evaluating the information received from the CDC, Illinois Department of Public Health, and Cook County Department of Public Health. While we assess our environment and discuss scenarios, there are elements of that environment we do not know and cannot predict including:

- How long each phase will last
- Whether we will have to go back to an earlier phase
- Whether we will leapfrog to a more open phase

We do know, however, that any change will not be an immediate return to a pre-pandemic environment. First and foremost, the health, safety, and well-being of our staff members and our patrons have guided and will continue to guide the development of these phases and in large part will determine when we reopen our facilities. We will be guided by local health officials and the [REALM Project](#) when determining when to move to different phases.

This plan responds to that reality by outlining proposed phases to open or close the physical building depending on information received from public health officials and while in discussion with other units of local government. We appreciate the patience the community has shown us in these trying times and look forward to continuing to provide materials, programs, and services to meet your needs while keeping you and everyone that works here safe.

PHASES

PHASE 1: STAFF WORKING REMOTELY

Summary: The building is closed and there is a stay in place order for the region or state. Most work is done remotely, with a few staff coming in for essential operations.

Restore Illinois: This phase aligns with Phase 1 of the [State of Illinois' Reopening Plan](#).

Considerations: COVID-19 is rapidly spreading. The public health response relies on dramatic mitigation measures to slow the spread of the virus and prevent a surge that overwhelms the health care system. Glenview Northbrook Coronavirus Joint Task Force agencies will work to move in concert whenever possible.

STAFF

- Finance and Maintenance work periodic shifts on site for essential operations
- Maker Services Staff work in the Collaboratory when necessary to create PPE
- All other staff work remotely

MATERIALS

- eResource ordering only
- No print ordering
- Magazine and Newspaper Deliveries are paused

SERVICES

- Remote phone and email service
- Virtual Programming

BUILDING

- Building closed to patrons and most staff
- Bookdrops closed
- Prep begin for physical distancing in the building

PHASE 2: STAFF WORKING REMOTELY, ESSENTIAL STAFF IN BUILDING

Summary: The building is closed and there is a stay in place order for the region or state. Most work is done remotely, with a few staff coming in for essential operations.

Restore Illinois: This phase aligns with Phase 2 of the [State Reopening Plan](#).

Considerations: The rise in the rate of infection is beginning to slow and stabilize. Hospitalizations and ICU bed usage continue to increase but are flattening, and hospital capacity remains stable. Glenview Northbrook Coronavirus Joint Task Force agencies will work to move in concert whenever possible.

STAFF

- Finance and Maintenance work periodic shifts on site for essential operations
- Maker Services Staff work in the Collaboratory when necessary to create Personal Protective Equipment PPE
- Technical Services staff come in once a week for receiving items and invoicing
- All other staff work remotely

MATERIALS

- eResource ordering only
- No print ordering
- Newspaper Deliveries are paused
- Magazines still arriving, but not being processed

SERVICES

- Remote phone and email service
- Virtual Programming

BUILDING

- Building closed to patrons and most staff
- Bookdrops closed
- Prep begin for physical distancing in the building

PHASE 3: LIMITED STAFF, CURBSIDE

Summary: The first step in reopening the library is getting it set back to rights. At the start of this phase, Circ staff will be allowed to work in the building in small numbers in order to check in and shelve. TS staff will be allowed in for receiving, cataloging, and processing. Other department staff will be allowed in at some point during this phase if needed. We will start offering [curbside pick-up](#). We will also start allowing patrons to bring items back into the building. Once we have curbside up and running, and provided it is safe to do so, we will start allowing some of the public service staff in the building to work.

Restore Illinois: This phase aligns with Phase 3 of the [State Reopening Plan](#).

Considerations: Stay-at-home order is lifted by state and local authorities/Physical distancing is recommended. Infection risks are still high. Supplies are limited and restocking ability is uncertain. Glenview Northbrook Coronavirus Joint Task Force agencies will work to move in concert whenever possible.

STAFF

Step 1

- Maintenance, TS, and Circ staff come back in shifts
- IT continues working in the building along with up to 2 people from Admin
- Maker Services Staff work in the Collaboratory when necessary to create PPE
- Other staff continue working remotely

Step 2

- Other staff may come to the library to pick up items

Step 3

- Certain other staff come in periodically and work in shifts

MATERIALS

Step 1

- Outside Vendor deliveries resume
- eResource ordering continues
- No print ordering
- Magazine processing begins
- Newspaper Deliveries resume
- All displays are taken down and reshelfed
- Quarantine shipments and returned items

Step 2

- High demand physical item ordering begins including Lucky Day and Popular Picks (but these titles will be made holdable to Northbrook patrons until the building is open)

Step 3

- Weeding begins

SERVICES

Step 1

- Continue remote phone service
- Programming remains virtual

Step 2

- [Curbside checkouts](#)
- Patrons place holds by phone
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Step 3

- [Homebound](#) and Books on Wheels can resume

- Allow 3D printing to Northbrook residents with curbside pick-up
- Allow Take and Make and program supply pick-up with curbside
- ILL can resume
- CCS Holds can resume Offer printing with curbside pick-up

BUILDING

Step 1

- Building closed to patrons and most staff
- Bookdrops still closed
- Prep continues for physical distancing in the building

Step 2

- Bookdrops opened at certain times (M-F 9-5)

Step 3

- Bookdrops open
- Live streamed performances in the building will be evaluated on a case by case basis

PHASE 4: MODERATE STAFF, BUILDING OPEN

Summary: Once we open up the building to patrons, we will be providing access to materials, but not encouraging extended stays or gatherings.

Restore Illinois: This phase aligns with Phase 4 of the [State Reopening Plan](#). We will also follow the [DCEO Guidelines](#) that pertain to libraries.

Considerations: Physical distancing is recommended. Infection risks are still high. We have enough supplies to comply with safety recommendations for public and staff, but supply needs and availability are uncertain for full hours. Glenview Northbrook Coronavirus Joint Task Force agencies will work to move in concert whenever possible.

STAFF

- Maintenance, TS, Circ, and Public Service staff work in the building
- IT continues working in the building along with certain people from Admin
- Remainder of staff work remotely

MATERIALS

- Ordering resumes as normal for print and digital
- Lucky Day and Popular Picks are made non-holdable
- There will be limited displays
- Continue to quarantine shipments and returned items
- Weeding continues

SERVICES

Steps 1-2

- Phones answered in the library and remotely
- Programming remains virtual
- [ILL, Curbside continues](#); Holds available for pick-up through curbside only; no in building pick-ups
- [Homebound](#) and Books on Wheels can continue
- Copier, Fax, Computer service begins
- Northbrook Patrons wishing to use the Collaboratory can make appointments to visit; Collaboratory remains closed to drop-ins.
- [Northbrook patrons may make appointments to use computers and study rooms](#)

Step 3 (move to when we determine we have the capacity)

- [ILL, Curbside continues](#)
- Phones answered in the library
- Programming with fewer than 50 people resumes; all other programming remains virtual
- Holds available for in building pick-up and same day trapping by phone
- Non-Northbrook patrons may make appointments to use computers and study rooms
- Friends may offer outdoor book sale(s)

BUILDING

Step 1

- Patrons in the building are monitored to ensure there aren't too many people
- Building open for limited hours, with special hours for vulnerable populations
- All Stacks are open to allow for physical distancing
- No tables or chairs available to patrons
- Study Rooms for single use occupancy available by appointment
- Physical distancing measures are in place throughout the library

Step 2

- Building open for limited hours, with special hours for vulnerable populations
- Study room usage by maximum 2 people allowed

Step 3

- Building open for regular hours, with special hours for vulnerable populations
- Study room usage allowed
- Meeting room bookings for Civic allowed

BRIDGE: PREP TO RETURN TO PRE COVID-19 SERVICES

Summary: Vaccines are available and the state is preparing for us to reach Phase 5 in the near future, but recognizes that we need to ease into a full reopening.

Restore Illinois: This phase aligns with the Bridge Phase of the [State Reopening Plan](#).

Considerations: While metrics in the Bridge Phase might be reached, the state may elect to refrain from moving forward if other data shows it is not advisable. We may choose to also hold back on moving forward even if the state does.

BUILDING

Step 1

- Increase Max Capacity to 200
- Allow 2 people per table
- Set up YS patron computers
- Put out additional seating
- Back to regular (69) hours

Step 2

- Increase Max Capacity to 250
- Add more tables and chairs
- Arts Commission Art Displays restart
- Allow 3 people per table
- Answer phones 100% in building

Step 3

- Increase Max Capacity to 300

PHASE 5: RETURN TO PRE COVID-19 SERVICES

Summary: Phase 5 means a vaccine is readily available and we are well on our way to reaching herd immunity. But we still have safety guidelines in place and are still taking appropriate precautions to stay safe.

Restore Illinois: This phase aligns with Phase 5 of the [State Reopening Plan](#).

Considerations: Infection threat is considered low or non-existent. All other governmental agencies in Glenview/Northbrook are back up and running at full strength.

STAFF

- All staff work in the building

MATERIALS

- Displays are allowed
- Donations are allowed

SERVICES

- Start some small in person programming in the building
- Start some larger in person programming in the building
- Volunteers are welcomed back

BUILDING

Step 1

- Friends of the Library Bookshop reopens
- Remove time limits on library visits
- Add back all remaining tables and chairs
- Allow max occupancy for study rooms

Step 2

- Outside room bookings and are allowed with restrictions
- Set up YS Craft table
- Start 1:1 in person Tech help
- Open Collaboratory for drop-in use

Step 3

- Put out toys/ manipulatives/ legos in YS

Questions

As we implement the reopening plan, we will continue to refine and adjust our response to these remarkable times. We welcome feedback and questions about the plan. Contact us at 847-272-6224 or feedback@northbrook.info.