

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
-

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

PHASE 5: RETURN TO PRE COVID-19 SERVICES

Summary: We made it! We are back to fully offering all of our collections, programs, and services in person!

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 again!
- Book quarantining ends!
- Donations are allowed!

SERVICES

- All services returned to pre COVID-19 levels
- All programming is in person
- Volunteers are welcomed back

BUILDING

- Outside room bookings and study room bookings are allowed
- Physical distancing measures are removed from the library
- Toys, iPads, etc are put back on the floor
- Friends of the Library Bookshop reopens
- Arts Commission Art Displays restart

Reclosing

WHEN COUNTY OR STATE PULLS BACK

Summary: If the state or county pulls back into an early phase or tier, we will pull back to the applicable Phase and Step in our plan. Currently, when looking at the Mitigation Plan:

- Tier 1 applies to Phase 4, Step 1
- Tier 2 applies to Phase 4, Step 1
- Tier 3 applies to Phase 3, Step 3

Restore Illinois: This phase aligns with the [State Reopening Plan](#). We will also follow the [Mitigation Plan](#) that supplements the Restore Illinois plan.

WHEN STAFF CAPACITY IS NOT SUSTAINABLE

Summary: If we do not have enough staff to keep the building open or enough staff that are well enough to provide services, we will move to close the building and focus on core services which are:

- Returns
- Phones
- Downloadable ordering
- Curbside
- Homebound
- Printing through curbside

Other services may be offered depending on whether we have staff that can work remotely to provide them. We will move back to the phase we were at when there is sufficient staff capacity to do so.

Restore Illinois: This phase aligns with the [State Reopening Plan](#). We will also follow the [Mitigation Plan](#) that supplements the Restore Illinois plan, but our overarching concern will be focused on the ability to sustain enough staff to keep the building open.

Considerations: This must take into account numerous factors and will be decided as things change in terms of staff availability.

STAFF

- Maintenance, TS, and Circ staff work in the building
- Other staff may be called in to assist in fulfilling core services
- IT continues working in the building along with certain people from Admin
- Remainder of staff work remotely

MATERIALS

Core

- Downloadable ordering continues

If Possible

- Physical item ordering may continue depending on circumstances

SERVICES

Core

- Phones answered remotely M-F 9am-9pm, F 9am-6pm, Sa 9am-5pm, Su 1-5pm
- [Curbside continues](#)
- Printing through curbside for patrons
- Returns

If Possible

- Programming remains virtual
- Remote technology help
- [Homebound](#) and Books on Wheels can continue

BUILDING

- Building closed to patrons and most staff
- Bookdrops open

SAFETY

LIMITING RISK EXPOSURES

THE THREE "C'S"

The best way to protect yourself and your family from COVID-19 and other respiratory illnesses is to practice the 3 C's:

CLEAN:

- Wash hands frequently with soap and warm water or use hand sanitizer if soap is not available. Staff will be provided opportunities throughout their shift to wash their hands
- Disinfect frequently touched surfaces like doorknobs, microwaves, refrigerators daily.

COVER:

- Cover coughs and sneezes with a tissue or your elbow. At the first sign of illness, contain.
- Keep a distance of 6 feet from others at all times whether indoors or outdoors.

CONTAIN:

- Stay home when sick. Stay away from healthy people.
- Self-isolate as much as possible to keep your germs from spreading to others in your household.

STAFF TRAINING

Before coming back into the library, all staff must complete the [Safety Trainings](#) and be certified to come back to work.

MONITORING FOR SYMPTOMS

All individuals need to be aware of how they are feeling and self-monitor for symptoms of COVID-19 and other illnesses. When you are sick, stay home, get plenty of rest, check with a health care provider as needed, and notify Human Resources as needed. All employees will complete a health screening before coming in to work each day. If an individual is exhibiting symptoms of being ill, the employee will remain at home. Staff members who have tested positive for COVID-19, may be asked to submit a doctor's note indicating they are fit to return to duty prior to returning to the library.

PHYSICAL DISTANCING

All employees shall be required to implement physical distancing practices. Physical distancing is described as proactively taking steps to avoid congregate settings, and mass gatherings, and maintaining distance (a minimum of 6 feet) from others when possible. The shaking of hands should be avoided at all times when physical distancing.

Avoid meeting people face-to-face. Staff are encouraged to use the telephone, RingCentral, e-mail, or GChat to conduct business as much as possible, even when participants are in the same building. Unavoidable in-person meetings should be short, in a large meeting room where people can sit at least six feet from each other. Eliminate unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.

Departments are responsible for identifying physical spaces or times of day that result in congregate situations and address them accordingly. Possible solutions to discouraging congregate situations include but are not limited to, staggering meal breaks, start and end times, removal of chairs, utilizing multiple entrance and exit points and appropriate physical distancing markers on the floor. We are making the following modifications to the building to comply with physical distancing:

- Computers will be placed in-service/out-of-service so that there is a 2-computer gap in between users.
- Marks on floor for physical distancing while standing in line and for maintaining appropriate distance from service desks and at key intervals throughout the library

- All soft seating, toys, and ipads are removed
- Computer and table chairs replaced with Grey spec chairs for easier wipe down
- ½ the table chairs are removed to ensure physical distancing
- Doors are left open whenever possible to allow people to pass through without touching
- Hand sanitizer stands are placed at key areas throughout the library

PERSONAL PROTECTIVE EQUIPMENT (PPE)

The Northbrook Public Library will provide appropriate PPE based on each individual's department and risk exposures. [OSHA](#) has identified four occupational exposure risk categories and their corresponding PPE. Library positions fall under the Medium or Low Exposure Risk categories.

- Very High Exposure Risk: Healthcare workers performing aerosol-generating procedures on known or suspected COVID-19 patients.
- High Exposure Risk: Medical transport workers moving known or suspected COVID-19 patients in enclosed vehicles.
- Medium Exposure Risk: Require frequent and/or close contact with people who may be infected with COVID-19, but who are not known or suspected COVID-19 patients.
- Low Exposure Risk: Jobs that do not require contact with people known to be, or suspected of being, infected with COVID-19 nor frequent close contact with the general public.

Positions requiring PPE based on their risk exposure category will be provided with the appropriate training.

Face Coverings

As long as face coverings are required by state and local orders, they are to be worn by individuals while working in open areas at the library. Additionally, requirements of members of the public to wear face covering while in the library will follow State guidance.

Cloth face coverings should:

- Fit snugly but comfortably against the side of the face
- Be secured with ties or ear loops
- Include multiple layers of fabric
- Allow for breathing without restriction
- Be able to be laundered and hung dry without damage or change to shape

The Library will provide masks for staff, but staff may choose to wear their own provided they conform to the above guidelines. Some staff may need to wear N95 masks due to underlying health conditions or because of vulnerable people in their homes. While typically reserved for healthcare workers, staff may wear N95 masks if the need warrants it.

All staff shall wear masks when working in the building. Staff may remove their masks while working in their offices provided that the mask is removed safely. Paper bags are available to staff for mask storage.

Replace the mask with a new one as soon as it is damp or visibly soiled. It is the responsibility of the staff member to clean their mask after each shift.

Eye Protection

Eye protection has been made available to all individuals working in the library and may be used at their discretion.

Gloves

OSHA suggests that workers in the medium risk exposure category may need to wear additional PPE such as gloves based on the hazards of the task at hand. Any staff working with materials should wear gloves. It is not recommended individuals in a Low Exposure Risk category wear gloves, unless a specific task warrants it. If gloves are used, they should be [properly removed and disposed](#) of after the task has been completed and hands should then be cleaned .

All staff will wear gloves or regularly sanitize their hands anytime they are interacting with any materials. Gloves should also be worn when using communal equipment such as the copier, poster printer, postage machine, etc. Gloves should be removed after

each task or interaction is complete and proper hand sanitization should take place before a new pair of gloves is put on.

Examples:

- ILL using the postage machine
- Checking Out Items for a Patron
- Using the Copier

HANDLING MATERIALS

NEW MATERIALS

When we receive items we have ordered from vendors, they will be quarantined before opening. When opening, staff will wear gloves or sanitize hands regularly. Gloves will be disposed after they have opened all the boxes in a day. If more come, they will use new gloves.

EXISTING MATERIALS

Returned items will be placed in quarantine before being checked in. When checking in, checking out, shelving, or pulling books, staff must wear gloves or regularly sanitize their hands.

CLEANING

Clean shared surfaces and equipment often. Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, copy machines, coffee pot handles, desktops, handrails, microwave buttons, keyboards, and elevator buttons. Clean workspace surfaces at least once a day, more if possible. Best Quality Cleaning will wipe down all high touch surfaces every evening.

SUPPLIES

Departments and individuals are to take steps to minimize the sharing of papers and writing instruments. Documents can be emailed or shared electronically and writing utensils will be removed from public service desks and staff will bring their own from their work stations.

COMMUNAL FOOD & GATHERINGS

Individuals are not allowed to eat in the staff lounge and are encouraged to eat in an office or in one of the provided study rooms. Communal food, including homemade goods are not allowed. Individually wrapped items may be brought in and shared. Staff should not congregate in work rooms, staff rooms or other areas where people socialize.

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.