

NORTHBROOK PUBLIC LIBRARY



# REOPENING PLAN



NORTHBROOK  
PUBLIC LIBRARY



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# INTRODUCTION

COVID-19 has forced our library building to close temporarily, but it has not closed our library. We continue to offer vital services, developed and provided through the talents and creativity of the library's extraordinary staff.

As we offer these services to our community, we are thinking carefully about what a return to our physical spaces would look like. 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 stage
- Whether we receive guidance from health officials or will have to decide with other units of local government when it is safe to reopen

We do know, however, that a return to physical spaces 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*<sup>1</sup> when determining when to move to different phases.

This plan responds to that reality by outlining proposed stages to reopen our facilities and to reintroduce people to our physical spaces, our materials, and in-person services with new health and safety protocols in place. Additional assumptions include the potential for reversion to earlier phases if new infections occur and government mandates to shelter are reinstated. This document, therefore, will continue to be developed as we learn more and is subject to change.

1 <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

# NORTHBROOK PUBLIC LIBRARY



# REOPENING PLAN

<b>PHASE 1</b>	<ul style="list-style-type: none"><li>• Building and bookdrops closed</li><li>• Virtual programs offered</li></ul>	
<b>PHASE 2</b>		
<b>PHASE 3</b>	<ul style="list-style-type: none"><li>• Virtual programs offered</li><li>• Bookdrops open (with restrictions)</li></ul>	<ul style="list-style-type: none"><li>• Homebound deliveries resume</li><li>• Curbside pickup available</li></ul>
<b>PHASE 4</b>	<ul style="list-style-type: none"><li>• Building open (special hours with safety restrictions)</li><li>• Virtual programs offered</li></ul>	<ul style="list-style-type: none"><li>• Copier, fax, computer services resume</li><li>• Friends Bookshop offers outdoor sales</li></ul>
<b>PHASE 5</b>	<ul style="list-style-type: none"><li>• Building staffed and open with regular hours</li><li>• In-person programs resume</li></ul>	<ul style="list-style-type: none"><li>• Study and Meeting room reservations available</li><li>• Friends Bookshop reopens</li></ul>

# 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.

### Actions

#### 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.

### Actions

#### 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
- Prepare for physical distancing in the building

## PHASE 3: Limited Staff, Curbside

### Summary

At the start of this phase, Circulation staff will be allowed to work in the building in small numbers in order to check in and shelve. Technical Services 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 pickup. 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 and physical distancing continues to be 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.



## Actions

### Staff

#### Step 1

- Maintenance, Technical Services, and Circulation staff come back in shifts
- IT continues working in the building along with up to two people from Administration
- 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

- Deliveries resume
- eResource ordering continues
- No print ordering
- Magazine processing begins
- Newspaper Deliveries resume
- All displays are taken down and re shelved
- Quarantine shipments and returned items

#### Step 2

- High demand physical item ordering begins including Lucky Day and Popular Picks.
- Lucky Day and Popular Picks items are available for holds by Northbrook Patrons

#### Step 3

- Weeding begins

## Services

### Step 1

- Begin accepting returns
- Continue remote phone service
- Programming remains virtual

### Step 2

- Curbside checkouts
- Patrons place holds by phone
- Interlibrary Loan can resume
- CCS Holds can resume

### Step 3

- Homebound and Books on Wheels can resume

## Building

### Step 1

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

### Step 2

- Bookdrops opened at certain times (Monday-Friday, 9am-5pm)

### Step 3

- Bookdrops open

## 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.<sup>1</sup>

### 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.

### Actions

#### Staff

- Maintenance, Technical Services, Circulation, and public service staff work in the building
- IT continues working in the building along with certain people from Administration
- Remainder of staff work remotely

#### Materials

- Ordering resumes as normal for print and digital
- Lucky Day and Popular Picks are not available for holds
- There will be no displays
- Continue to quarantine shipments and returned items
- Weeding continues

1 <https://dceocovid19resources.com>

## Services

### Steps 1-2

- Phones answered in the library and remotely
- Programming remains virtual
- Interlibrary Loan, Homebound, Books on Wheels, & Curbside pickup continue
- Copier, fax, and computer service begins
- Patrons wishing to use the Collaboratory can make appointments to visit; Collaboratory remains closed to drop-ins
- Friends of the Library Bookshop may offer outdoor book sale(s)

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

- Programming with fewer than 50 people resumes; all other programming remains virtual

## Building

### Step 1 (Move to when it is deemed safe by health department)

- Patrons in the building are monitored to ensure maximum capacities are maintained
- Building open for limited hours with special hours for vulnerable populations
- Physical distancing measures are in place throughout the library
- No tables or chairs available to patrons
- Computers available by appointment
- Study Rooms for single use occupancy available by appointment
- Stacks are a combination of open and closed:
  - Adult Fiction, Adult Non-Fiction, and New Multimedia items are browsable
  - Youth Services, Multimedia, Magazines, & Newspapers are closed to patrons

### Step 2

- Building open for limited hours, with special hours for vulnerable populations
- Study room usage by 2 people allowed
- Additional stacks may open with directional signage to allow for physical distancing

### Step 3

- Building open for regular hours, with special hours for vulnerable populations
- Study room usage allowed
- Meeting room bookings for Civic room 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 and Northbrook are back up and running at full strength.

### Actions

#### 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

# 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

## Inside the Library

### Staff Training

Before coming back into the library, all staff must complete the Safety Training 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 are 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, eMail, or Google Chat 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 chairs that are easier to clean
- Tables and 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 at the library and physical distancing cannot be maintained or guaranteed. 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 when they must get within 6 feet of another staff member, vendor, or patron. Staff may remove their masks while working in their offices provided that the mask is removed safely and put in a storage container.

Masks should not be hung around the neck, left on desks, or hung up, but instead should be properly removed and stored in a safe sterile container. 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.

The CDC recommends putting it in the washing machine on the hottest setting the mask can handle. Here is an article on how to clean your cloth mask from *Popular Science*.<sup>1</sup>

<sup>1</sup> <https://www.popsci.com/story/diy/face-mask-sterilizing-sanitizing-guide>

## **Eye Protection**

Eye protection has been made available to all individuals working in the library. Individuals working in the low exposure category, such as office workers are not required but may choose to wear eye protection. Individuals working directly with patrons will be required to wear eye protection.

Eye protection shall be worn when staff are working with patrons directly. Staff may choose to wear either goggles or a face shield. Face shields and goggles will be cleaned by staff and can be stored either at the library or can be brought home.

## **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 will be required to 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 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:**

- 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. Gloves will be disposed after they have opened all the boxes in a day. If more items arrive, staff will use new gloves.

### **Existing Materials**

Returned items will be placed in quarantine placed in quarantine before being checked in. When checking in, checking out, shelving, or pulling books, staff must wear gloves. Gloves should be changed after each checkout. For check-ins and pulling books, gloves should be changed out hourly. When shelving, gloves should be changed after each cart.

### **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 discouraged from utilizing the staff lounge and are encouraged to eat at their workstation or in one of the provided study rooms. For the foreseeable future, communal food, including homemade goods are not allowed. Individually wrapped items may be brought in and shared. When individuals eat at their workstation, they should focus on eating their food and immediately washing their hands and sanitizing their work area. 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](mailto:feedback@northbrook.info).

