![Idaho Commission for Libraries logo]

Re-opening: a phased-in plan for operations and services during the Covid-19 pandemic

The re-opening of public facilities, including libraries, should be carried out in phases which parallel plans put forth by state and local government under the advisement of state, regional, and local health districts.

Phases for re-opening -- moving from being closed to the public to normal operations
Phase 1 -- Facility closed for an extended period of time (telecommuting, essential business ops, virtual)
Phase 2 -- Open with no public access (continue above with addition of curbside service)
Phase 3 -- Open with social distancing restrictions (continue above with limited in-building service)
                  -- Pre-open phase for cleaning and social distancing guides and procedures
Phase 4 -- Open with fewer social distancing restrictions
Phase 5 -- Open and back to (the new) normal—with pivot to longer-term planning for the new normal

Governor Little's plan to reopen Idaho, Idaho Rebounds: Our Path to Prosperity may be found at:
https://rebound.idaho.gov/stages-of-reopening/

Goals for a re-opening plan from the Center for Disease Control's Interim Guidance for Businesses and Employers
- Reduce transmission among employees
- Maintain healthy business operations
- Maintain a healthy work environment and a healthy public space

Plan components:
- Personnel and patron behavior
- Programs and services
- Facilities management/Operations

Reducing transmission and maintaining healthy business operations (Goal 1 and 2)

Actively encourage sick employees to stay home. Separate employees (via policy) who:
- Show symptoms
- Have family with symptoms
- Are considered high risk (keep ADA/HIPPA-type information in mind)

Consider have legal counsel review amended sick leave policies.

Educate employees about how they can reduce the spread of the disease.
Downloadable posters and other sources of information from the CDC are available:
https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html

Possible action steps to help encourage sick employees to stay home and to educate employees:
- Implement flexible sick leave and supportive policies using local health department resources as guidance.
- Inform staff about policies and strategies for keeping well.
- Support health by providing appropriate PPE and sanitizing products.
- Allow well employees to stay home to care for sick family members.
- Consider giving advances on sick leave or implementing sick leave donation policies.
- Consider relaxing the standard requirement to provide a doctor's note after three days.
- If sick leave isn't offered, then consider implementing emergency non-punitive sick leave policies.

Assess essential functions
- What are your core services and how can they be implemented in a social distancing environment?
  - Collection services -- Safe handling procedures and staff and patron safety are imperative
    - Holds
    - Borrowing and lending rules (circ, ILL, resource sharing, cooperative agreements, bookdrop, increased loan periods, no fines)
    - Book return and quarantining items (a physical space on the shelf or in boxes/tubs/sacks. See ICfL's Covid-19 page for Working Safely)
      - Curbside pickup
        - Remember asymptomatic transmission
  - Programming -- In accordance with current restrictions on group meetings
    - Storytime
    - Summer Reading
  - Computer access (cleaning rituals; consider remote access to provide assistance to patrons)
  - Outreach (When should outreach to vulnerable populations resume and will it be managed differently?)
  - Meeting room space (Can you safely limit, according to current state/local guidelines, the number of people congregating?)
  - Access to facility (Will you restrict the number of people allowed in the building? If so, how? Will you amend your patron behavior policies (or institute emergency policies) to require social distancing or other safety etiquette practices? Consider running by legal counsel.)
- How will you staff for core services? Consider cross-training.

Determine how you will operate if absenteeism spikes
- Implement plans to continue essential business functions
- Prepare to implement flexible workplace and leave policies
  - Review actions taken during the initial non-essential closings- what worked and what is sustainable?
- Cross-train employees to perform essential functions to ensure continued operations if key staff are absent
  - Consider updating your succession manual and procedure-related documents

Consider establishing policies and practices for social distancing – based on guidelines
- Flexible worksites (telework) may continue to be needed
- Flexible work hours (staggered shifts) – (Should key staff be working together?)
- Increase physical space between employees at the worksite
  - Stagger shifts based on the primary duties of the employees
- Increase physical space between employees and customers

- Physical guides and barriers
- Remove chairs
- Manage computers, including removing some keyboards to encourage social distancing between computers
- Mark the floor at 6-foot intervals
- Implement flexible meeting and travel options
  - ZOOM
- Downsize operations
- Deliver services remotely: Online resources, reference, storytimes, bookclubs
- Deliver products through curbside pick-up and delivery

Maintaining a healthy work environment (Goal 3)

Consider improving the air quality by
- Increasing ventilation rates
- Increase percentage of outdoor air that circulates into the system

Support good hygiene and respiratory health for all
- Provide tissues and no-touch disposal receptacles
- Provide soap and water and hand sanitizer (60% alcohol)
  - Place in multiple locations in staff and public areas
- Consider placing relevant posters at the facility entrance and staff areas
  - See https://www.cdc.gov/coronavirus/2019-ncov/communication/index.html

Perform routine environmental cleaning and disinfection
- Routinely clean and disinfect all frequently touched surfaces
  - Be systematic and develop a routine -- your staff and the public will appreciate it
- Discourage workers from sharing equipment
- Provide disposable wipes so commonly used surfaces can be wiped down between uses
- Consider taking some things off the floor for a while -- VR headsets, toys, puppets…

Perform enhanced cleaning and disinfection after persons suspected/confirmed to have COVID-19
- Will you close the building to clean?

Resources:

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The Texas State Library and Archives describes potential phases for reopening in a COVID Communications plan:
https://www.tsl.texas.gov/sites/default/files/public/tslac/ld/workshops/webinars/COVID/TSLAC_COVID_Communications_for_Libraries_Resource.pdf

The components in this plan are based on the Center for Disease Control and Prevention's Interim Guidance for Businesses and Employers to Plan and Respond to Coronavirus Disease 2019 (COVID-19): https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html.