



**WILLARD LIBRARY
PANDEMIC PREPAREDNESS AND RESPONSE PLAN
October 22, 2020**

Development of Preparedness and Response Plan

These guidelines are an outline on operation of the library during a national, state or local pandemic. This plan was developed using best practices and guidance from the Occupational Safety and Health Administration, Centers for Disease Control and Prevention, and state and local public health recommendations. The Library Administration commits to staying abreast of guidance from federal, state, and local health agencies, and actively considering how to incorporate those recommendations and resources into workplace-specific plans.

Classifying Worker Exposure Based on Job

Pursuant to the OSHA Guidance, it is reasonable to classify library workers who interact with the public as being at Medium Exposure Risk. A Medium Exposure workplace is one that requires frequent contact between employees and the general public. A more detailed SARS-COV2 Preparedness and Response Plan with details on the Engineering and Administrative Controls, Hygiene and Disinfection, and Personal Protective Equipment required by MiOSHA can be found [here](#).

**STEPS THE LIBRARY IS TAKING TO REDUCE RISK
OF EMPLOYEE AND GUEST EXPOSURE**

EMPLOYEES

Any staff member who is ill, exhibiting symptoms, or has a member of their household who is ill or exhibiting symptoms is encouraged to stay home. Employees should continue to use the methods agreed upon for reporting illnesses. In addition, if an employee is diagnosed with COVID-19, or is experiencing COVID-19 like symptoms, notification to their supervisor or Library Administration is required. In the event a staff member becomes ill on the job, they will be isolated until they are able to leave the building safely.

The library has developed a screening tool for staff and contractors for use upon reporting to work or visiting the library. This screening tool is completed before entering the library and includes questions regarding the principal COVID-19 symptoms identified by state health experts, exposure to an individual with COVID-19, and a positive diagnosis of COVID19.

Employees who are unable to pass the screening tool are provided information on available benefits and CDC recommendations on quarantine and/or isolation. The library does not

discipline or retaliate against any employee who stays home and stays safe due to a COVID-19 related situation.

The Library Administration commits to regular evaluation of the screening tool and updates as necessary when new information becomes available. If a new pandemic illness is determined the screening tool will be updated with the related symptoms.

Workplace

All staff work areas are evaluated to ensure compliance with the latest health guidance. Supplies and setup will be maintained by the facilities and maintenance team.

- PPE available for staff use: Cleaning supplies, masks, gloves, and tissues
- Workstations will be rearranged to meet physical-distancing requirements
- Phones, work spaces, and shared tools are cleaned with designated cleaning supplies at shift changes.
- Shields will be installed on high-interaction, public-service points
- Worksite supervisors have been trained to implement, monitor and report on the pandemic related control strategies.

Staffing will be adjusted as needed during pandemic response and may include use of staggered scheduling, telecommuting and virtual meetings as appropriate. All staff scheduling will remain dynamic and will be determined in response to library needs.

Library Collections and Material Handling:

Library collections will be evaluated based on current research regarding the risk of transmission on specific material types and use. Some collections may be temporarily removed from use if it is determined they may increase the likelihood of transmission between guests. Materials returned by guests will be quarantined for up to 96 hours before library staff inspect and check-in material.

All staff handling materials will be provided gloves and face masks.

Absenteeism

Library Administration evaluates staffing plans in case of high levels of staff absenteeism due to illness. Minimum staffing levels necessary to provide services and a service priority list to aid in decisions have been developed and are reviewed regularly.

In the event that the library is limited due to staff availability these services will be prioritized:

- Assistance with digital library products
- Access to online library card registration
- Reference assistance by phone, email, and chat
- Curbside pickup of available material
- In-library circulation of materials
- Books by Mail

- Access to computers in the library.

In the event that the library is limited due to staff availability these services will be unavailable:

- One on one services, such as (but not limited to): Notary, Book-A-Librarian
- Access to the Lower Level
- In building services at the Helen Warner Branch
- Dedicated staffing at the Media desk
- In-person programming.

Positive Infection Confirmed

In the event that the library is notified of a confirmed case of COVID-19, or other pandemic related illness, in an employee the Library Administration will take the following steps, as outlined by the CDC:

- Communicate with necessary staff
- Assess need for closure, implement closure for if needed
- Coordinate with Calhoun County Health Department, State of Michigan
- Assess risk and trace contacts
- Facility must be thoroughly cleaned
- Extend closure if deemed necessary.

GUESTS

Where there is conflict between this policy and the Patron Code of Conduct, this policy overrides the Patron Code of Conduct. Any changes in the Code of Conduct will be posted for guests in the lobbies of both library locations.

The library requests members of the public to stay home if they are ill, exhibiting symptoms, or sharing a household with someone who is ill. Use of protective personal equipment, such as a mask or facial covering, that are currently recommended by public health experts will be required for entry.

If a guest visits the library without currently recommended personal protective equipment, such as a mask, or exhibits symptoms of illness, the library may not deny service. The library may:

- Accommodate the individual
 - Library staff can offer the use of personal protective equipment, such as a mask, as equipment is available.
 - Library staff can offer to retrieve items for the guest in order to provide access to library materials.
 - Library staff can offer to complete necessary tasks for the guest, such as fax a document, retrieve a print job, provide printed account information.

If reasonable accommodations can not be met without entry to the library building, library staff may:

- Isolate the individual
 - Library staff may request that the guest use a specific computer and/or table that can be easily cleaned upon departure

- Library staff may provide requested library services within a specified area that is not frequented by other library guests or staff.

If library services are unable to be provided in an isolated manner, library staff may:

- Protect staff and facilities with use of personal protective equipment, physical distancing measures and disinfectants
 - Library staff can use PPE when working with the public
 - Library staff may limit close contact with individuals. Close contact is defined by health officials as being within 6 feet of an individual, for more than 10 minutes.
 - Library staff may provide service behind a point of service shield
 - Library staff may use necessary disinfectants, such as hand sanitizer and disinfecting wipes on surfaces or shared objects.

Hours of Operation

Willard Library and the Helen Warner Branch may limit open hours to the public. Hours will be communicated with staff, posted on the library website, and all social media channels when adjustments are made in response to new information.

Library Building Use

Library Administration may implement measures that limit, reduce, or adapt library services as necessary. The measures will be in response to current community transmission risk and recommendations by health experts.

- Physical distancing measures:
 - Reduced occupancy limits
 - Entrances and exits may be closed or limited to one-way traffic to reduce congestion
 - The lobby area may be closed to reduce congestion
 - Public computer terminals may be staggered to increase space between guests
 - The number of available chairs/tables will be evaluated regularly and adapted as needed.
 - Guests will not be allowed to congregate in groups and must adhere to physical distancing requirements.
 - A 6-foot guideline has been marked at areas where lines often form
 - Point-of-service shields have been installed on public service desks
 - Use of meeting rooms will be evaluated consistent with available information and guidelines. Meeting rooms may be closed at any time if deemed necessary.
- Time limitations on in-library visits
- Face masks or other coverings will be required based upon public health recommendations
- Community shared toys, puzzles, games, newspapers, magazines, and other resources may be unavailable

Library Services - Buildings Closed

Library buildings may close as deemed necessary by public health recommendations. Minimal library services may be continued during closure if appropriate safeguards are in place. These services may include:

- Curbside delivery of on-hold material
- Information services via phone, email and chat
- Technical assistance via phone, email and chat for electronic library materials

Programming

To adhere to physical distancing recommendations and to reduce the risk of community transmission, the library will not offer large-group, in-person programming during a pandemic. The library will offer a variety of programs through several virtual methods and evaluate participation on an on-going basis. In-person programming may be offered when the community transmission rate has decreased.

Positive Infection Confirmed

If a visitor to the library has a reliable confirmation of a positive case of COVID-19, or other pandemic related illness, Library Administration will:

- Communicate with necessary staff
- Coordinate with the Calhoun County Health Department and State of Michigan
- Evaluate need to close based on health department recommendations
- Assess risk and trace contacts

MAINTENANCE

Schools, Workplaces, and Community Location guidelines set by the CDC

<https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>

PHASED OPERATIONS

Library operations during any time of pandemic, or similar public health crisis, may fluctuate in response to current conditions. The following phases of operations highlight the possible services available and unavailable during each situation. The library may move between phases as deemed necessary by current conditions, recommendations from public health experts, and with coordination with the Board of Trustees.

Phase One

Willard Library employees are Safe at Home

- Virtual programming
- Staff work remotely.

Phase Two

Administrative and Maintenance staff onsite

- Assess current conditions
- Consult opening plans and determine next steps

- Determine what additional key staff needed to complete reopening tasks (maintenance, contractors, IT, finance, etc.)
- Determine schedule (if needed) to ensure physical distancing and safety or key staff to work on-site
- Along with key staff, complete reopening needs required before additional staff enter
- Determine scheduling shifts for support staff
- Provide training for staff
- Update unions on current conditions, portions of opening plan complete, and proposed schedule. Readjust if needed.
- Conduct department meetings to update staff
- Provide updates for the public

Buildings remain closed to guests; limited number of staff on-site:

- Limit the number of staff working in the library. Priority during this time is processing materials.
- Consult reopening plan for public and determine next steps
- Complete reopening needs required to prepare for public use
- Determine options for public services:
 - Continuation of online programs
 - Curbside pickup of holds
 - Reference staff available for call-in questions/hold requests
- Determine schedule needs for offering limited public services:
 - Support staff
 - Librarians
- Update unions on current conditions, portions of reopening plan specific to the public, and proposed schedule. Adjust if needed.
- Conduct department and/or all-staff meetings to update staff
- Provide any specific training to staff regarding new procedures/policies.

Phase Three

Buildings remain closed to guests; Curbside service is available in response to closed buildings;

Prepare buildings for guests

- Limited public services are available and staffed:
 - Curbside pickup
 - Assistance by phone
- Completion of reopening tasks for public opening
- Updates for the public

Phase Four

Buildings open to guests with limitations on gatherings; curbside service is available in response to limited access to buildings; limited access to services:

- Limited public services are available and staffed:
 - Curbside pickup
 - Assistance by phone

- Limited time visits to the library
- Completion of reopening tasks for public opening
- Updates for the public

Phase Five

Buildings open to guests; current state and local recommendations in place:

- Buildings open to public with guidelines found in the reopening plan
- Weekly meetings with union groups
- Weekly updates to staff
- Updates for the public

Sources used to verify OSHA and CDC recommendations:

<https://www.osha.gov/Publications/OSHA3990.pdf>

<https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>