



WNPL Phased Building Reopening Plan

EXECUTIVE SUMMARY

Illinois libraries were forced to close their physical doors per the March 2020 **Stay at Home** executive order of Governor Pritzker due to the COVID 19 virus. Due to the creativity and ingenuity of staff, we have been able to offer a wide variety of virtual offerings. However, we realize how critical it is for the community we serve to offer physical services again. To that end, we are working extremely hard to find the best method to reopen our doors to the public, when it is safe to do so and in accordance with the orders of the Governor's **Restore Illinois** plan.

This plan outlines phases for reopening the building and restoring physical services, each dependent on recommendations from health officials, social distancing protocols and critical community needs. The primary consideration in this plan is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform.

Implementation of services such as curbside delivery are being considered carefully, with great attention to staff and patron safety, Personal Protective Equipment (PPE), safe material handling, social distancing and logistics of the physical building in regard to traffic, accessibility, compliance and other factors. Because items in libraries are borrowed and then returned to the library, there is an added layer of precaution needed. We will create best practices based on the results of research by the Institute of Museum and Library Services regarding the virus's viability on library materials.

The plan's eight phases begin with deep cleaning and sanitation of facilities and materials; reactivating ordering and processing; contact-free holds pick-up and phone reference; accepting, disinfecting and quarantining new returns; lobby holds pick-up; express walk-in service; limited walk-in service; and return to normal service.

Staff will be required to complete a safety orientation prior to returning to the library, including the proper use of mask and gloves, proper handwashing techniques, and social distancing guidelines. Staff will be grouped in teams in each library department. Teams will be scheduled during different shifts to avoid contact with each other. Communication between different departments will be done by phone call or other electronic methods.



Phase 1: Preparation of Facilities and Returned Materials; limited/scheduled staff in building under the direction of the Head of IT and Facilities and the Head of Circulation

Sanitation and Health Protocol purchases made in required quantities

Facilities deep clean performed and Regular Maintenance Schedule determined

Facility changes made to provide for social distancing

Materials that were returned prior to closing the book drops and that have been quarantined, are checked in, and re-shelved (process and staffing under direction of Head of Circulation)

Phase 2: Receiving/Processing/Ordering of Materials; limited/scheduled staff in the building

Hours of Operation: TBD

New materials that were received prior to closing the library and have been quarantined are received and processed

Outside vendor protocols are established and communicated

Systems are put in place to:

- Restart deliveries
- Accept deliveries
- Quarantine deliveries
- Process/catalog delivered items
- Order materials
- Move materials between staff and departments



Phase 3: Curbside, Contact free Pick-up of Holds and Phone Reference available; limited/scheduled staff in building

Hours of operation: TBD

Hold items pulled, patron contacted, items checked out to patron, items put in marked bags

System and staffing in place for contact free delivery of materials to patron

Adult and Youth Services staff provide phone reference and readers' advisory

Phase 4: Return of Materials--opening the building book drop (excludes remote book drops); limited/scheduled staff in building

Hours of Operation: TBD

Systems in place to process returned materials

- Staging area for quarantine
- Quarantine schedule with signage
- Delivery of items from book return to quarantine area
- Equipment cleaning

Phase 5: Circulation/Lobby Area Open: patrons may enter building to pick up holds (mask required); limited/scheduled staff in building

Hours of Operation: TBD



Phase 6: Express Walk-In Service: patrons may enter building to pick up holds and select and check out materials (mask required); no loitering allowed

Hours of operation: TBD

Plan in place for crowd control and staff monitoring and for the enforcement of social distancing as patrons move around the library

Phase 7: Limited Walk-In Service: patrons allowed to remain in building with social distancing and limited seating available

Hours of operation: TBD

Business Center open

Quiet Reading Room open

Study rooms open

Plan in place for staff monitoring and enforcement of social distancing as patrons move around the library

Phase 8: Return to Normal Service and Hours of Operation; all areas of the library open

Resume programming and the scheduling of meeting rooms

Resume full staffing levels with off desk and on desk work happening in the building