

Warren-Newport Public Library Pandemic Response Procedures

Last updated: 3/13/20

Level I: Precautionary Health Measures

1. Cleaning & Supplies

- A. Purchase additional cleaning and disease prevention supplies.
- B. Provide tissues, disinfectant wipes, and hand sanitizer to staff and in public areas.
- C. Offer staff gloves, to be used if desired. As appropriate, recommend use by staff who handle many materials.
- D. Perform additional routine cleaning, as needed, of all frequently touched surfaces in the library, such as workstations, countertops, and doorknobs.
- E. Provide staff with additional disinfectant wipes for quick disinfection.
- F. Staff should contact Facilities if an area needs to be thoroughly cleaned.

2. Work Adjustments

- A. Government authorities may recommend that persons returning from an infected area of the world self-quarantine for a period of time. Library employees are required to follow those recommendations. Absences for this purpose will be excused.
- B. Any employee presenting symptoms consistent with the outbreak will be asked to return home and/or refrain from coming to work.
- C. Review documentation of departmental procedures and/or departmental cross training so others can take over for sick employees.

3. Communicate to the Public

- A. Share official sources for health information with patrons.
- B. Recommend that patrons and staff with symptoms not enter the building.
- C. Promote healthy habits, such as handwashing.
- D. Promote online library services.

4. Communicate to Staff

- A. Share this Pandemic Response Procedure.
- B. Encourage staff to receive appropriate vaccinations.
- C. Emphasize that staff should stay home when sick and follow respiratory etiquette and hand hygiene.
 - 1. Wash hands frequently with warm, soapy water for at least 20 seconds.
 - 2. Cover mouth with tissues whenever you sneeze, and discard the used tissue in the trash.
 - 3. Avoid close contact with people who are sick with respiratory symptoms.
- D. Advise traveling staff to check the CDC's Traveler's Health Notices.
- E. Promote healthy habits.

Level II: Moderated Services

In the event that an official source declares a pandemic, the library will respond according to the official recommendations of the CDC, the Lake County Health Department, and/or other appropriate public health authorities. The responses to the recommendations may include any or all of the following:

1. Service Adjustments

- A. Create social distancing by reducing the number of public seats and increasing the distance between them and by limiting the number of patrons in the library at one time.
- B. Reduce or suspend services. Public health authorities may advise that libraries and other gathering places minimize or entirely suspend situations where numerous individuals congregate in relatively confined spaces. In such cases, the Executive Director may suspend some or all:
 1. Library programming
 2. Public meeting room use
 3. Bookmobile service
 4. Deliveries to homebound, nursing homes, retirement centers, schools, and daycares
 5. Holds processing
 6. Service desk assistance
- C. Review and prepare options for emergency library services as necessary

2. Work Adjustments

- A. Cancel all library-related travel to areas under a CDC Traveler's Health Notice Warning Level 3 (Avoid Nonessential Travel).
- B. Reconsider library-related travel to Level 2 areas.
- C. Adjust work schedules so that fewer people are working in close proximity to one another.
- D. Adjust volunteer work schedules as affected by service adjustments.

3. Communicate to Public

- A. Continue communications as in Level I. Messages should explicitly state that service reductions are being done to slow down disease transmission.
- B. Share messages outlining adjustments to services; adjust to include pointers to official sources of info about the pandemic across all digital communications channels.
- C. Contact affected program registrants, meeting room users, study room reservations, etc. and notify of service adjustments.
- D. Remind public that because the Library has eliminated fines, they do not need to return items while they are not feeling well.

4. Communicate to Staff

- A. Executive Director to monitor and coordinate responses among health authorities, schools, villages, and other governmental units and coordinate the Library's responses with theirs.
- B. Encourage staff to wear gloves when handling materials.
- C. Review and update the staff emergency notification system list to ensure information is current, and remind staff to update their contact information in Paylocity.

Level III: Temporary Closure

1. Service Adjustments

- A. During the course of a pandemic, the Executive Director may temporarily close the Library buildings under one or more of the following conditions:
 - 1. Public health authorities advise, request, or order such a closure
 - 2. District 50, District 56, and/or District 121 school districts close
 - 3. Public visitation is too low to warrant keeping the buildings open
 - 4. Staffing levels are too low to operate the Library
 - 5. Any other conditions that prevent the library from operating the facilities safely and effectively
- B. Emergency Closing Guidelines apply.
- C. Extend due dates.
- D. Close drop boxes and post closed signs.
- E. Inform vendors and delivery services that we are closed and not accepting deliveries
- F. Notify RAILS.
- G. Notify after-hours cleaning company.
- H. Notify vending company.

2. Work Adjustments

- A. Staff and volunteers are to refrain from reporting to work in person.
- B. Staff are not required to remain “on call” during an extended closure.
- C. The Head of Information Technology and Facilities will continue to work remotely to monitor building and systems conditions.
- D. The Head of Communications will continue to work remotely to communicate with the public.
- E. The Executive Director and Management Team will continue to work remotely to coordinate responses among staff and with the Library Board of Trustees.

3. Communicate to the Public

- A. Post an alert message on the website and ECC (Emergency Closing Center) indicating that the library is closed.
- B. Post library closed message on the front door of the main library.
- C. Continue to share official sources for health information and library service updates with patrons via digital communications channels.

4. Communicate to Staff

- A. The Executive Director to continue to monitor and coordinate responses among authorities, schools, villages, and library.
- B. The Executive Director to approve “emergency closing” pay for staff and decide the duration depending on the length of the library closure.

Finally, should the situation call for a more nuanced response than is outlined here, the Executive Director and Board may adjust the library’s response to meet emerging needs.