

Grand Island Public Library
 COVID-19 Operational Plan Elements for Virus/Infection Control
 June 24, 2020 Revision
 Steve Fosselman, Library Director

As the Grand Island Public Library restores its services after closure in mid-March 2020 due to the COVID-19 pandemic, our goal is to do so in gradual, measured steps in a manner that does not jeopardize the health and safety of our employees and the community we serve. Our steps coincide with Directed Health Measure (DHM) phases established by the State of Nebraska for Central District Health Department (CDHD). The steps of reopening are as follows:

1	May 26, 2020	Recall of 13.0 FTE laid off employees bringing the library workforce up to 18.0 FTE for the remainder of the fiscal year
2	May 28, 2020	Reopening of book drop on a scheduled basis to be posted
3	June 3, 2020	Establishment of short-term outdoor curbside service for pick-up of reserved materials (will be replaced by drive-up window service when demand lessens)
4	July 1, 2020	Reopening of library building for limited services/limited schedule as per Phase 2 CDHD DHM
5	TBD	Increased services as per Phase 3 CDHD DHM
6	TBD	Normal services as per Phase 4 CDHD DHM

We did not reopen our building during DHM Phase 1 and instead reopened our book drop and established an outdoor curbside service. The Library and City Hall are having an unannounced soft opening of our buildings on June 29, with the announced reopening on July 1.

To lessen the spread of COVID-19, this operational plan adopts the following protocols for library management, building maintenance staff, all employees, and our patrons. Resources as appropriate for our purposes include City Hall’s Action Plan (attached), DHM and CDC directives and guidance, library industry best practices and library staff continual review and improvement. Standard operating procedures are being developed for certain portions of our Operational Plan.

PROTOCOLS FOR EMPLOYEES

Employee Wellness.

Stay home if you aren’t feeling well and follow standard reporting protocol.

Every employee reporting to work will receive a non-contact infrared thermometer check and verbal symptom check for:

- Cough
- Shortness of breath or difficulty breathing
- Fever
- Chills
- Muscle pain
- Sore throat
- New loss of taste or smell

Employees who have COVID-19 symptoms will be sent home as per City Administrator's "Continuity of Operations Plan - Employees - Pandemic Update" (additional clarification in red).

Employee who is sick

If an employee is sick, the employee should stay home and use medical leave while they are sick. **For any contagious illness (i.e. fever, flu)**, an employee should not return to work until they have been symptom free for two (2) days. If an employee is sick for more than three (3) working days, the employee shall submit a request for FMLA protection paperwork by contacting the Benefits Division of the City Human Resources Department.

Employee who is quarantined

If an employee is required or recommended to self-quarantine due to a direct COVID-19 exposure, the employee shall follow the self-quarantine instructions and use medical leave. If the duration of the quarantine is greater than three (3) working days the employee shall submit FMLA protection paperwork by contacting the Benefits Division of the Human Resources Department. If approved by the department director (or designee) employees may work from home.

The following sections are as per CDC guidelines at <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>.

Employee suspected or confirmed to have COVID-19

In most cases, you do not need to shut down your facility. But do close off any areas used for prolonged periods of time by the sick person:

- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- During this waiting period, open outside doors and windows to increase air circulation in these areas.

Follow the [CDC cleaning and disinfection recommendations](#):

- Clean dirty surfaces with soap and water before disinfecting them.
- To disinfect surfaces, use [products that meet EPA criteria for use against SARS-Cov-2](#), the virus that causes COVID-19, and are appropriate for the surface.
- Always wear gloves and gowns appropriate for the chemicals being used when you are cleaning and disinfecting.
- You may need to wear additional personal protective equipment (PPE) depending on the setting and disinfectant product you are using.

In addition to cleaning and disinfecting, employers should determine which employees may have been exposed to the virus and need to take additional precautions:

- Most workplaces should follow the [Public Health Recommendations for Community-Related Exposure](#).

- Critical infrastructure workplaces should follow the guidance [Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#).

Sick employees should follow [CDC-recommended steps](#). Employees should not return to work until they have met the criteria to [discontinue home isolation](#) and have consulted with a healthcare provider and state or local health department.

If an employee is confirmed to have COVID-19, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA).

Employee exposed but not showing COVID-19 symptoms

Employees may have been exposed if they are a “close contact” of someone who infected, which is defined as being within approximately 6 feet (2 meters) of a person with COVID-19 for a prolonged period of time:

- Potentially exposed employees who **have** symptoms of COVID-19 should self-isolate and follow [CDC recommended steps](#).
- Potentially exposed employees who **do not have** symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.

All other employees should self-monitor for symptoms such as fever, cough, or shortness of breath. If they develop symptoms, they should notify their supervisor and stay home. See [Public Health Recommendations for Community-Related Exposure](#) for more information.

Delay of several days in discovering an employee’s COVID-19 diagnosis

- If it has been **less than 7 days** since the sick employee used the facility, clean and disinfect all areas used by the sick employee following the [CDC cleaning and disinfection recommendations](#).
- If it has been **7 days or more** since the sick employee used the facility, additional cleaning and disinfection is not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.
- Other employees may have been exposed to the virus if they were in “close contact” (within approximately 6 feet or 2 meters) of the sick employee for a prolonged period of time.
 - Those who have symptoms should self-isolate and follow [CDC recommended steps](#).
 - In most workplaces, those potentially exposed but with no symptoms should remain at home or in a comparable setting and practice social distancing for 14 days.
 - Critical infrastructure workers should follow [Implementing Safety Practices for Critical Infrastructure Workers Who May Have Had Exposure to a Person with Suspected or Confirmed COVID-19](#). A critical infrastructure worker who is symptom-free and returns to work should wear a face mask at all times while in the workplace for 14 days after last exposure. Employers can issue facemasks or can approve employees’ supplied cloth face coverings in the event of shortages.

- Employees not considered exposed should self-monitor for symptoms such as fever, cough, or shortness of breath. If they develop symptoms, they should notify their supervisor and stay home.

Employee Workplace Assignments.

- Whenever possible, telework opportunities will be arranged if employees' assignments allow.
- Staggered work and lunch times will be scheduled whenever possible to relieve congestion in clocking in and out.
- Employees will be assigned to as few areas of the library as necessary each day to limit exposure to several employees, and if assigned to a desk will not trade duties until phones, computers and other high-touch objects have been cleaned and sanitized.
- Office layout/design will be altered whenever possible to maximize social distancing.
- Employees are encouraged to spend time outdoors during breaks and lunches. Use of the breakroom is to be limited with that employee cleaning and sanitizing all surfaces and objects after each use.

Regular Employee Safety Review. Supervisors will regularly work with their employees on the basics and beyond.

- Train in proper hand-washing, masking and gloving techniques.
- Encourage workers to stay home if they are sick.
- Review and practice CDC's [coughing and sneezing etiquette](#).
- Encourage community spread precautions while not at work.
- Discuss latest CDHD, State, and CDC guidance reviews.
- Review state and national library best practices.

Hand Hygiene. Employees are required to regularly practice hand hygiene and avoid touching the face, particularly the eyes, nose, and mouth. Patrons are highly encouraged to make use of hand sanitizing stations throughout the library.

CDC recommends employees protect themselves from respiratory illness with everyday preventive actions, including good [hand hygiene](#). Employees should wash hands often with soap and water for at least 20 seconds, or use a hand sanitizer that contains at least 60% alcohol if soap and water are not readily available, especially during key times when persons are likely to be infected by or spread germs:

- After blowing one's nose, coughing, or sneezing
- Before, during, and after preparing food
- After using the toilet
- After touching garbage
- Before and after the work shift
- Before and after work breaks
- After touching objects that have been handled by customers

Cleaning and Sanitizing Routines. The library will follow all CDC guidelines as listed in their publication [Cleaning and Disinfecting Your Facility](#). More frequent cleaning and disinfection will be performed based on level of use. These include surfaces and objects in the library's most visited public places, tables, doorknobs, light switches, countertops, handles, desks, phones, self-checkout machines, keyboards, toilets, faucets, sinks, etc.

Employees using shared resources such as copy machines should wipe down touched surfaces after use.

Employees are responsible for their own work spaces and service desks.

Building maintenance staff are responsible for employee common areas, restrooms, and public use spaces.

The following sections are as per CDC guidelines at <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>.

Safe use of cleaning chemicals

Follow [safe work practices when using cleaning chemicals](#):

- Always wear gloves appropriate for the chemicals being used when you are cleaning and disinfecting. Additional personal protective equipment (PPE) may be needed based on the setting and product you are using.
- Never mix household bleach with ammonia or any other cleaner.
- Make sure that employees know which cleaning chemicals must be diluted and how to correctly dilute the cleaners they are using.
- Employers must ensure workers are trained on the hazards of the cleaning chemicals used in the workplace in accordance with OSHA's Hazard Communication standard ([29 CFR 1910.1200](#)).
- Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method, and contact time.

Procedures if closed-down due to confirmed COVID-19 instance in facility

- Follow CDC guidance for [cleaning and disinfection](#).
- Wait 24 hours before cleaning and disinfecting to minimize potential for exposure to respiratory droplets. If 24 hours is not feasible, wait as long as possible.
- Open outside doors and windows to increase air circulation in the area.

Cleaning staff should clean and disinfect all areas including offices, bathrooms, and common areas, focusing especially on frequently touched surfaces.

- Clean dirty surfaces with soap and water prior to disinfection.
- Next, disinfect surfaces using [products that meet EPA's criteria for use against SARS-Cov-2](#), the virus that causes COVID-19, and that are appropriate for the surface.
- Follow the manufacturer's instructions for all cleaning and disinfection products for concentration, application method, contact time, and required PPE.

Operations can resume as soon as the cleaning and disinfection are completed.

Masks and Face Shields. Employees are required to wear cloth face coverings or face shields while in the same room or vicinity of other employees or patrons. Employees at service desks must be masked prior to approach of patrons.

Disposable Gloves. Employees are encouraged to NOT wear disposable gloves in the general course of their work and instead to rely on frequent hand washing or hand sanitizer, and avoiding touching the

face. Employees are required to wear gloves when taking materials out of quarantine from the book drop, sanitizing materials and surfaces, and other sustained activities that might otherwise require constant hand washing.

Supplies Stockpile. Sufficient protective, cleaning and disinfecting supplies will be available at all service desks, work areas and public access areas as needed each day. The library will maintain a sufficient reserve of two weeks' quantity of all necessary supplies to accommodate the needs of employees and patrons during all phases of this plan.

Contactless Transactions. Transactions among employees and between employees and the public are to be done without direct touch of each other, and to the extent possible without being in contact with the same object at the same time. An example would be placing a book on a counter, backing up, and allowing a patron to handle the book. Another example would be scanning the library card without taking it from the patron. Encourage the use of paperless workflow where appropriate.

Social Distancing. All employees and patrons are required to maintain a distance of at least six feet between themselves and all others (with the exception of parent/child or patron/caregiver). Floor markings to guide spacing at least six feet apart will be installed wherever practical.

Employee Meetings. Internal work teams can meet physically in open, well-ventilated spaces continuing to maintain a distance of 6 feet apart and wearing cloth face coverings. Zoom meetings should be scheduled whenever there are external participants or when presentations can't be projected and participants need to share a computer/monitor. Continue to eliminate all non-essential travel.

HVAC Systems. Guidance from the American Society of Heating, Refrigerating, and Air-Conditioning Engineers (ASHRAE) [Guidance for Building Operations During the COVID-19 Pandemic](#) will be followed to enhance air exchanges in the building and increase outdoor air ventilation as conditions allow. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.

PATRON SERVICE PROTOCOLS

Library Schedules Subject to Change. On a regular basis the library director or designated staff person will determine and publicize the upcoming dates and durations of the following areas of service. Even beyond our phased reopening plan, some areas might not be open while others are open for the overall effectiveness of library operations as well as the safety of staff and public.

Book Drop

- a) May 27 through June 10: 9:00 am – 6:00 pm Wednesdays
- b) June 13 through June 30: 9:00 am – 6:00 pm Wednesdays and 9:30 am to 12:30 pm Saturdays
- c) Starting July 1: Same as building hours

Pickup Service

- a) June 3 through June 30: 9:30 am to 5:30 pm Monday-Friday and 9:30 am to 12:30 pm Saturday (west side)
- b) Starting July 1: Same as building hours (north side)

Building

- a) Starting July 1
- | | |
|-----------------|-------------------|
| Monday – Friday | 9:30 am – 6:00 pm |
| Saturday | 9:30 am – 1:00 pm |

The first hour of operation each day is reserved for senior citizens and patrons with health concerns.

Limited Capacity. Upon reopening, the library will enforce a building capacity not exceeding 70 patrons (not including staff) which is $\frac{1}{4}$ occupancy for areas that will be available for patron use. On a regular basis the library director or designated staff person will assess staff workforce levels and other circumstances to determine if a lower capacity needs to be posted and enforced to assure the health and safety of our employees and the community we serve.

Limited Duration of Visits. Patrons may use the library once each day for up to one hour.

Supervision of Minors. Children 14 and under need to be with an adult at all times.

Limited Functions. To lessen the spread of COVID-19, building spaces will concentrate on individual library services. Upon reopening of the building, several “library as community center” functions will be unavailable at this time:

- Meeting rooms
- Commons/lobby area including vending machines and restrooms/drinking fountains
- Study rooms
- Friends Book Sale (no donations will be accepted until further notice)
- Group use
- All multi-party gatherings
- Children’s discovery/play area elements
- Makerspace
- Teen gaming
- Study tables/chairs
- Newspapers

Certain functions will also be limited:

- Seating is limited for senior citizens upon request.
- A reduced number of socially-distanced public access computers are available to adults and teens only with a one hour limit per day.
- Newest issues of magazines will be available for checkout instead of in-library reading.
- One single-stall public restroom is available in the Children’s Section for children and parents, and another one is available on the east side of the library for teens and adults. The multi-stall restrooms in the lobby will not be made available.
- The Heritage Room is available by appointment only with a one hour limit per day.
- Grounds are limited to vehicle (including bicycle) movement, curbside, drive-up and parking functions; and pedestrian entrance/exit only. In order to expedite social distancing and unimpeded access for library visitors, these exterior surfaces including lawn and gardens, building columns and walls, bicycle racks, and walkways are not intended as seating or gathering spaces.

Unavailable areas will be posted as such and blocked off as much as possible. Unavailable furniture will either be put in storage or posted as unavailable for use.

Library visitor/patron general COVID-19 screening. A staff member will welcome patrons in the lobby area at the beginning of their library visit. Along with providing general information, the staff member will ask each patron three screening questions:

- 1) Have they returned from international travel within the past two weeks? If so, we will require they quarantine for 14 days upon returning to Nebraska.

- 2) Have they tested positive for COVID-19 or have the following symptoms-fever of 100.4 F. or above, or a sudden onset of a cough or sudden onset of shortness of breath? If so, we will require they home-isolate, unless isolated in a health care facility, for a period of no less than ten (10) days from the date of the first-positive test or onset of symptoms.

- 3) Have they had close contact - within 6 feet for at least 10 minutes - of a person who tested positive or someone with the following symptoms: fever of 100.4 F. or above or sudden onset of a cough or sudden onset of shortness of breath? If so, we will require they wait 10 days from symptom onset, plus 72 hours symptom free before visiting the library.

Patrons have the option to provide their name and contact information at the Welcome Desk log book. This information will be used in the event contact tracing is necessary.

Social distancing and hand hygiene practices should be followed while visiting the library. Patrons are also highly encouraged to follow masking practices. Cloth face coverings may prevent people who don't know they have the virus from transmitting it to others.

Service Desk Acrylic Guards. Service desk interactions between employees and patrons may need to be conducted in close proximity, and will be done via see-through barriers with bottom transaction openings. Patrons not wearing masks MUST stay socially distant in order for library staff to assist them unless an acrylic guard is in place.

Signage and Social Distancing Barriers. Easy to understand signage will be placed throughout the library explaining safety procedures and rules to patrons, and throughout staff work areas. Whenever possible, objects will be used as social distancing barriers.

Code of Conduct Enforcement. The library has a Code of Conduct policy stating that "Activities and behaviors that are disruptive, that unreasonably interfere with another patron's use and enjoyment of the library, and that are detrimental to the health, safety and welfare of patrons and staff and to the efficient operations of the library for the benefit of its patrons, are not permitted." COVID-19 related rules will be enforced through this policy.

Changing COVID-19 Conditions. During any phase of reopening, the library and City of Grand Island will assess changing COVID-19 conditions and take appropriate action to either move forward with reopening or scale back operations if needed.

Employee and Patron Safety. Any concerns about safety should be reported to a supervisor. Follow-up on all safety matters will be posted on the library staff blog.