The executive director reopens the library building and services while in communication with the Library Board of Trustees and local authorities and also in response to recommendations and directives from the CDC, WHO, federal, state and local government agencies.

Note: Specific details about protocols and procedures for phases are often finalized during the planning while in the previous phase. For example, final decisions about services in Phase 3 will be made while planning in Phase 2 based on the environmental conditions at that time. The items below are listed for inclusion in the planning process.

We enhance the community and create opportunities through services, programs, and materials.

**Essential Service Priorities**
- Digital access to materials and Parking Lot Wi-Fi
- Virtual Member Assistance (Phone, email, chat)
- Circulation of Held Materials thru Drive-up
- In-person Member Assistance
- Access to Computers/Internet
- Full Collection Browsing
- Study Rooms / 1-1s
- Programs, Meeting Room Use, Outreach: Small (Less than 50)
- Programs, Meeting Room Use Large (Greater than 50)

**SUMMARY PHASE 1: STAFF OCCUPANCY ONLY**

**Pandemic Response Transition: Level One → Level Two**

**Conditions**
The stay-at-home order is lifted by state and local authorities. Physical distancing and gathering limits continue to be recommended.

**Operational Goals**
Goals for this phase include preparing the building for occupancy, checking in and shelving of returned materials, receiving and processing deliveries, and preparing facility and computers for staff and eventual member use. Service to members would continue to be access to digital materials, virtual programs and assistance via email, chat and telephone communications.

**Considerations**
The availability of safety/protective supplies that coincide with the current health recommendations may dictate the timeline of this phase. Staff would be transitioned from
remote to onsite work schedules as priority of duties and health guidelines allow. Staff would follow current guidelines for quarantine/sanitization of returned materials.

**SUMMARY PHASE 2: DRIVE-THRU CIRCULATION SERVICES ONLY**

**Conditions**
Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

**Operational Goals**
Goals for this phase include circulating materials via the drive-thru. Other services to members would continue to be access to digital materials, virtual programs and assistance via email, chat and telephone communications.

**Considerations**
The availability of safety/protective supplies that coincide with the current health recommendations may dictate the timeline of this phase. Staff would follow current guidelines for quarantine/sanitization of returned materials. Staff would be transitioned from remote to onsite work schedules and duties as health guidelines allow.

**SUMMARY PHASE 3: PUBLIC SERVICES AREAS OPEN / MODIFIED**

_Pandemic Response Transition: Level Two → Level Three_

**Conditions**
Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

**Operational Goals**
Goals for this phase include opening the main library and branch to the public, with seating and computer layouts modified to comply with social distancing and gathering guidelines. Services include: circulating materials, access to digital materials, virtual programs and assistance via email, chat and telephone communications. Service points may be modified to include reduced staffing, signage and/or alternative protocols to encourage appropriate social distancing.

**Considerations**
The availability of safety/protective supplies that coincide with the current health recommendations may dictate the timeline of this phase. Staff would follow current guidelines for quarantine/sanitization of returned materials. Staff would be transitioned from remote to onsite work schedules and duties as health guidelines allow. Study Rooms/1-1 appointments available as protocols allow. There would be no meeting room rentals or onsite programs in this phase. Launch Pad and Branch services would be implemented based on current guidelines.
SUMMARY PHASE 4: PUBLIC SERVICES AREAS / ALL ACTIVITIES

Conditions
Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals:
Goals for this phase include previous services in addition to reintroduction of toys or hands-on crafts/activities and use of volunteers. Homebound services would be introduced as appropriate given current guidelines.

Considerations
Furniture layouts and service point protocols may be adjusted based on current social distance/gathering guidelines. There would be no meeting room rentals or onsite programs in this phase.

SUMMARY PHASE 5: ALL PUBLIC SERVICES AREAS / SMALL GROUPS

Conditions
Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals
Goals for this phase include previous services in addition to reintroduction of small programs, outreach activities and meetings room rentals (less than 50 people in attendance).

Considerations
This phase may not be needed if superseded by social distancing/gathering guidelines at the time.

SUMMARY PHASE 6: FULL SERVICES OPEN
Pandemic Response Transition: Level Three → Level Four/Five

Conditions
Physical distancing and gathering limits continue to be recommended and dictate the level of service that can be provided.

Operational Goals
Goals for this phase include previous services in addition to reintroduction of large programs, outreach activities and meetings room rentals (more than 50 people in attendance).
DETAILED REOPENING PLAN

Transitioning from total closure may take place in phases as local and state guidelines dedicate.

DETAILED PHASE 1: STAFF OCCUPANCY ONLY

Staff Occupancy Only Operational Goals
- Check-in/shelve materials
- Receive and process deliveries
- Plan for next phase of services being provided
- Continue any virtual services and assistance being provided.
- Implement any IT projects needed before re-opening (hard drive installations, re-imaging items used by staff, etc.)
- Prepare/reset facility for occupancy by staff and members
- Transition staff back to the main library as operational goals dictate and within social distancing guidelines and available PPE.
- Consider how to best protect staff and members from exposure.

Considerations
- Public health authorities guidelines, advice or requests.
- Multiple area schools/summer camps open/closed status.
- Public visitation is too low to warrant keeping the buildings open.
- Staffing levels are too low to operate the library.
- PPE availability
- Any other conditions that prevent the library from operating the facilities safely and effectively.

Checklist Prior to Staff Occupancy
- Analyze/acquire availability of protective/cleaning supplies needed for this phase.
  - Explore options for creating PPE in Launch Pad or staff make at home
  - Inventory of available PPE currently owned
  - District 214 can provide 25 face shields week of April 20
- Create schedules of who should report/when (Management Team)
  - Priority of duties:
    - Checking in Materials
      - Current plan is to implement a 72-hour quarantine before any materials are shelved or checked out again.
    - Shelving Materials
      - Schedule staff/ determine social distancing layout
      - Branch shelving timeline?
PANDEMIC REOPENING PLAN DRAFT

■ Processing Deliveries
  ● Where to set-up for efficiency/social distancing
  ● Create a schedule for staffing the front door to allow deliveries in
    (monitors and/or Circulation staff?)

■ IT Prep
■ Facility Prep
  ○ Consider priority of duties/staggering of schedules and locations including
    capacities
    ■ Staff can be scheduled from 7 am - 9 pm M-F, Weekend times to be
      determined.
    ■ Consider manager coverage schedules
      ○ Local/state gathering/social distancing guidelines may impact
      ○ Staff onsite must have an operational need to be in the building
      ○ Consider how to avoid people sharing workstations/phones/etc
      ○ Consider staff lounge directives
  ● Develop health related protocols for staff (symptoms to monitor, when to stay home,
    mask use, responses if a staff member is diagnosed, etc.)
    ■ Training should include when to use PPE, what PPE is necessary, how to
      properly don (put on), use, and doff (take off) PPE, and how to properly
      dispose of PPE
    ■ Encourage self monitoring (thermometers)

■ Adjust HVAC settings (Manager of Facilities and Safety)
■ Adjust lighting schedules (Manager of Facilities and Safety)
■ Inform vendors (USPS, UPS, Fedex, and Amazon) to restart deliveries and any delivery
  changes needs.
■ Notify additional vendors and adjust services as needed (Manager of Facilities and
  Safety):
  ○ Complete Cleaning
  ○ Floor Mats
  ○ Waste Management
■ Notify vending company (Business Manager)
■ Notify post office (Business Manager)
■ Finalize and implement quarantine of materials plan (materials quarantined for 72 hours
  prior to check-in) This would include Branch items and e-devices.
■ Connect with CCS related to materials being returned at this time.

Staff Communication Prior to Staff Occupancy Only
■ Operational Goals of Staff Occupancy Only
■ Staff schedules of who should report/when/where
■ Share material quarantine procedure
■ Share Social Distancing at Work recommendations as needed.
  ○ Share touchless tips (how to clock in using keycard to punch keys not hands)
■ Share prepared health directives
■ Projected next phase plans as they are developed.
Communication to Public During Staff Occupancy Only
- We’re getting ready to re-open! Staff are preparing the library to bring our services back to you. Following the guidance of local and state agencies…
- Website, social media,
- Signage: front door, Branch as needed
- Continue to share official sources for health information and library service updates/offerings with members via digital communications channels
- Record new phone message
- Consider signs to cover windows in Circulation (Census banner by induction unit? Something over the drive-thru window like “We are preparing to serve you soon” and to discourage people knocking, waving, asking for help.)
- Information about next stage as developed, including how the library is managing safety precautions for people and materials.

Cleaning During Staff Occupancy Only
- Twice daily wipe down of common surfaces with medical grade wipes.
- Once a day wipe down with medical grade wipes of: door handles, paper towel dispensers, restroom handles, etc.
- If a staff member becomes ill, Facilities staff should complete a thorough cleaning of their workspaces (wiping down keyboard, phone, cart handles, etc).
- Implementation of any needed materials sanitation as determined by Circulation and Materials Services Manager.
- Staff wipe down their workspaces daily.

DETAILED PHASE 2: DRIVE-THRU CIRCULATION

Operational Goals for Drive-Thru Circulation
- Circulate held materials via the drive-thru
  - Processing CCS materials as appropriate
  - Continuing to quarantine materials as appropriate
- Continue member assistance via email, chat, and telephone communications
- Develop Homebound mail delivery option
- Continue virtual services
- Transition additional remote staff to main library as appropriate
- Plan for next phase of service

Checklist Prior to Drive-Thru Circulation
- Analyze availability of cleaning/protective supplies needed for this phase.
- Notify CCS / Adjust catalog hold and location settings (Materials Services Manager)
  - This should include adjustments made to suppress hold notifications for items that need to be quarantined before recirculation.
  - Develop plan for materials due back on June 1 (or adjusted date)
  - Picklist should focus on local holds unless directed otherwise by CCS
DRAFT

PANDEMIC REOPENING PLAN DRAFT

○ Determine hold notification messages
○ Consider modifying hold notice wording as needed
○ Message can be added to the “Items Out” on the library catalog to say something like “Items out will be checked in 3 days after they have been returned.”

● Notify RAILS with services updates
● Notify RAILS to restart delivery/pick-up of materials as appropriate
● Establish and train staff on current protocols for staff handling of materials and interactions with staff/members (social distancing, protective equipment, shared spaces, shared supplies, etc.)
● Check-in/shelve bulk of returned materials and implement any necessary sanitization methods established in Phase 1.
● Ensure all items on hold shelves remain unexpired for at least seven days after drive-thru is open.
● Consider methods to increase efficiency and reduce contact at drive-thru checkout.
● Prepare and communicate staff schedules/duties
● Coordinate phone and menu options
● Update Call Center
● Consider status/communication to members with online registration cards that have not yet verified ID/proof of address in person.
● Consider timing of transitioning to online registration as originally envisioned (without full barcode and full access to electronic resources)

Staff Communication Prior to Drive-Thru Circulation
● Timeline for implementation
● Schedules and duty expectations
● Health related directives from the previous phase.
● Projected next phase plans as they are developed.

Public Communication During Drive-Thru Circulation
● Place holds and pick up materials! (May or may not include materials from other CCS libraries)
  ○ No longer want holds you have placed? Here is how to delete those from your account...
● Items due June 1 (or adjust) can be returned at any time (to avoid all at once)
● Hours may be reduced
● Website, social media,
● Front door, Branch signage as needed
● Continue to share official sources for health information and library service updates/offerings with members via digital communications channels
● Check your library accounts, most materials have been checked in by this point (when appropriate).
● Direct people to specific locations for drop off to reduce drive-thru lines.

Cleaning During Drive-Thru Circulation
PANDEMIC REOPENING PLAN DRAFT

- Twice daily wipe down of common surfaces with medical grade wipes.
- Once a day wipe down with medical grade wipes of: door handles, paper towel dispensers, restroom handles, etc.
- Wiping down of extraordinary surfaces (outdoor bookdrop handles, elevator buttons, stair rails, new book shelving edges, etc).
- If a staff member becomes ill, Facilities staff should complete a thorough cleaning of their workspaces (wiping down keyboard, phone, cart handles, etc).
- Implementation of any needed materials sanitation as determined by Circulation and Materials Services Manager.
- Staff wipe down their workspaces daily.
- Staff wipe down service points at the beginning of each shift.

DETAILED PHASE 3: OPEN PUBLIC SERVICES AREAS WITH MODIFIED ACTIVITIES

Pandemic Response Level Two → Level Three Transition

Operational Goals for Open Public Services Areas - Modified

- Library and Branch open to the public
  - Space/furniture/ may be modified for current protocols/distancing guidelines
  - Occupancy/gathering procedures may be instituted for current protocols/distancing guidelines
- Circulate all materials (continuing to sanitize as directed/appropriate)
- Staff all service points
- Consider providing computer/printing access
- Study Rooms/1-1 appointments available as protocols allow
- Continue virtual services
- All staff working from main library or Branch
- Plan for next phase of service
- No volunteers
- No toys or hands on crafts/activities provided
- No programs or meetings
- Explore Homebound options for mail delivery
- Explore Launch Pad options

Checklist Prior to Open Public Services Areas - Modified

- Analyze availability of cleaning/protective supplies needed for this phase
- Prepare and communicate staff schedules/duties
- Establish current protocols for interactions with staff/members (social distancing, protective equipment, gathering or occupancy protocols, touchless transactions, customer service suggestions to encourage new protocols, etc.)
  - Include public messaging about this during planning
- Modify public spaces for any social distancing, gathering or occupancy protocols
  - Service points:
    - Consider physical barriers between service points and members
PANDEMIC REOPENING PLAN DRAFT

- Consider using rope-and-stanchion systems to keep customers from queueing or congregating near work areas
  - Signage that instructs individuals waiting in line to remain 6 feet back from work areas may bolster the effectiveness of this engineering control? Consider these in multiple languages / may be able to purchase
- Consider scheduling more breaks/rotating staff more often to give staff opportunity to wash their hands
- Have hand sanitizer/hand wipes available for staff at service points
  - Consider limiting number of users in the building at a time
    - Set hours for vulnerable populations?
    - Reserve a spot ahead?
    - How to staff for this situation (reorganization of some staff duties)
  - Remove or spread out furniture or chairs as needed
  - Remove or spread out computers as needed
    - Remote reservations or all first-come first serve if we are limiting numbers of people in the building/areas
    - Physical barriers if computers are “across” from each other?
    - Establish cleaning protocols between users if computer use resumes
  - Appointment based services as needed to limit capacities (computers, etc.)
  - Explore additional cleaning measures on touchscreen surfaces
    - Provide wipes at checkout machines
  - Consider what shared supplies remain available
  - Some suggestions here are from the OSHA resource linked below.
    - Consider limiting number of users in the building at a time
      - Set hours for vulnerable populations?
      - Reserve a spot ahead? Can computers be reserved online? Or do we just make it all first come/first serve?
      - How to staff for this situation (reorganization of some staff duties)
      - Encourage use of check-out units (anything we can do to make these easier to use? Blocks we can remove?)
        - Provide wipes at self-checks for members to wipe down units
    - What is the status of area schools/summer camps?

- Train current protocols for interactions with staff/members (social distancing, protective equipment, gathering or occupancy protocols, etc.)
- Turn on and test public computer access
- Update Call Center
- Consider if all collections circulate, based on cleaning protocols implemented.
- Evaluate what we’ve learned…what have we been doing that we should continue?
- Develop procedures/schedule for staff posted at the front door to ensure people are wearing masks/face coverings while in the building and also to implement any developed procedures to make people wearing masks/face coverings, to communicate/process the limit of occupancy in the building.
Staff Communication Prior to Open Public Services Areas - Modified

- Timeline for implementation
- Schedules and duty expectations
- Current protocols for health directives, social distancing/gathering guidelines, customer service and related procedures
- Staff clean their workspaces daily and wipe down service points at the beginning of each shift.
- Projected next phase plans as they are developed.

Cleaning During Open Public Service Areas - Modified

- Twice daily wipe down of common surfaces with medical grade wipes.
- Once a day wipe down with medical grade wipes of: door handles, paper towel dispensers, restroom handles, etc.
- Wiping down of extraordinary surfaces (outdoor bookdrop handles, elevator buttons, stair rails, new book shelving edges, etc).
- If a staff member becomes ill, Facilities staff should complete a thorough cleaning of their workspaces (wiping down keyboard, phone, cart handles, etc).
- Implementation of any needed materials sanitation as determined by Circulation and Materials Services Manager.
- Staff wipe down their workspaces daily.
- Staff wipe down service points at the beginning of each shift.

DETAILED PHASE 4: OPEN PUBLIC SERVICES AREAS / ALL ACTIVITIES

Operational Goals for Open Public Services Areas / All Activities

- Previous Goals plus
  - Resume volunteers
  - Resume toys or hands on crafts/activities
  - Resume Homebound options as appropriate
  - Resume The Launch Pad Services as appropriate
  - No programs, outreach or meeting room use

Checklist Prior to Open Public Services Areas - All Activities

- Prepare timeline
- Establish and train for current protocols (health, social distancing and customer service)
- Prepare hands on activities as appropriate, updating cleaning protocols as needed
- Analyze availability of cleaning/protective supplies needed for this phase.
- Re-evaluate need for and staffing of Chat Service.

Staff Communication Prior to Open Public Services Areas - All Activities

- Timeline for implementation.
- Schedules and duty expectations.
PANDEMIC REOPENING PLAN DRAFT

- Current protocols (health, social distancing/gathering guidelines and related procedures).
- Projected next phase plans as they are developed.

Cleaning During Open Public Service Areas - All Activities
- Same as previous phase.

DETAILED PHASE 5: OPEN PUBLIC SERVICE AREAS - SMALL GROUPS

Operational Goals for Open Public Services Areas - SMALL GROUPS
- Previous goals plus
  - Small programs, meeting room use, outreach (less than 50 members in attendance)

Checklist Prior to Open Public Services Areas - Small Groups
- Prepare timeline
- Establish and update staff with current protocols (health, social distancing, and customer service) and adjust space/procedures as needed.

Staff Communication Prior to Open Public Services Areas - Small Groups
- Timeline for implementation.
- Schedules and duty expectations.
- Current protocols for health, social distancing and customer service guidelines and related procedures.
- Projected next phase plans as they are developed.

Cleaning During Open Public Service Areas - Small Groups
- Same as previous phase.

Public Communication During Open Public Service Areas - Small Groups
- Share upcoming programs and meeting room use

DETAILED PHASE 6: FULL SERVICES
Pandemic Response Transition: Level Three → Level Four/Five

Operational Goals for Full Services
- Previous goals plus
  - Large programs, meeting room use, outreach (more than 50 people in attendance)

Checklist Prior to Full Services
- Prepare timeline
- Establish and update current protocols for interactions with staff/members (health, social distancing, and customer service) and adjust space/procedures as needed.
Staff Communication Prior to Full Services
● Timeline for implementation.
● Schedules and duty expectations.
● Current protocols for health, social distancing, and customer service guidelines and related procedures.

Cleaning During Full Services
● Same as previous phase.

Public Communication During Full Services
● Share upcoming programs and meeting room use availability

RESOURCES
Check these sites often for current recommendations.

● OSHA Guidelines for retail organizations
● CDC Cleaning Guidelines
● CDC Guidelines for Protecting Yourself and Others from COVID-19
● CDC How to Wear a Face Covering
● SHRM Coronavirus Resources
● Guidelines for Workplaces
● Possible Training: https://www.lrng.org/southern-new-hampshire-university/playlist/preventing-illness-at-work

COMMON CLEANING:

Service Desks & Staff Work stations
Counter surfaces
Keyboards & Mice
Phone receivers and buttons
Chair arms
Stair Rails

Public Areas
Tables, carrels and countertops
Chair arms & top of chair backs
Top corners of carrels
Keyboards & Mice
Print release station screens/pen
Scan station monitor
Study Room Tables and chairs
Touch screens (iPads/Promethean)
Restroom door handles and keys

**HEIGHTENED CLEANING**
Elevator buttons (inside and out)
Paper towel dispensers
Door handles
Bookdrop handles (outside)
Cart handles
Water fountain press bars
Staff keys/water glasses
Shopping basket handles
Cabinet doors and handles in staff areas

**DEEP CLEANING**
If one or more staff members become ill with pandemic illness – consider hiring an ISSA Certified cleaning company.

Possibilities:
JAN-PRO of Northern Illinois 136 Shore Drive Burr Ridge, IL 60527 (630) 468-1920

ServiceMaster by Pletz
PROVIDING JANITORIAL SERVICES IN CRYSTAL LAKE (847) 960-3312

Jani-King of Chicago 1100 E. Woodfield Rd. - Suite 101 Schaumburg, IL 60173 (847) 619-3800

Stratus Building Solutions 100 N. Waukegan Rd Ste 211, Lake Bluff, IL 60044 (224) 433-5484