

Hanson Public Library Covid-19 Reopening Plan

This plan outlines four phases of service, each dependent on input from local, state, and federal agencies as they examine risks versus community needs. The primary consideration is the safety of the community and the Library staff while seeking to provide services that the Library is uniquely positioned to perform. The Library must reopen gradually and safely. Each phase will occur only as allowed by local and state guidelines, and as approved by the Board of Library Trustees. It is essential to remain flexible as local health data is monitored, allowing for the fact that an increase in Covid-19 cases may mean the library fluctuates between phases, as directed by local and state officials.

In any phase, the Library will implement the following:

- Follow procedures for cleaning and disinfecting the building, particularly high-touch surfaces such as service desks, restroom fixtures, door handles, telephones, printers, and keyboards.
- Make hand sanitizer stations available to the public and staff.
- Provide staff with protective gear such as facial coverings and gloves.
- Continue to allow staff to wear protective gear such as facial coverings and gloves while managing public services after such requirements have lifted.
- Protective screens installed at service desks.
- Continue the option of allowing staff to work remotely.
- Communicate clearly with staff and the public regarding what Library services are available and how to access those services.
- Place social distancing markers at 6 foot intervals and specify directions for the flow of traffic both outside and within the building.
- Move or block off furniture and modify staff work areas to adhere to social distancing recommendations.
- Waive late fees until further notice.
- Until further notice, the Library will:
 - Suspend public use of meeting rooms.
 - Postpone all in-house programming.
 - Prohibit the public from holding tutoring sessions in the Library.
 - Remove toys, puzzles, games, and similar equipment from children's areas.
 - Suspend acceptance of material donations.
- In all phases, patrons and staff will be expected to follow current state and local safety guidelines.

Phase 1

- Library is closed to the public; all or most staff report to work; institute alternating staff schedules if necessary.
- Contactless curbside pickup offered; strict adherence to social distancing and facial covering requirements will be followed.
- External bookdrop open; items quarantined before being put back into circulation.
- Virtual programs continue to be offered.

- Assistance provided to patrons via phone, email, and video conferencing.

Preparation:

Secure protective gear and other necessary equipment; determine staff schedules; develop a procedure for curbside pickup and managing bookdrop quarantine; ready building for future public access according to social distancing guidelines.

Phase 2

- Library reopens to the public but with limited occupancy, services, and spaces, and possibly with modified or reduced hours, following the guidance of the Hanson Board of Health and the state plan “Reopening Massachusetts, May 18, 2020”.
- Staff limit the number of patrons in the building and strongly encourage patrons to limit to one family member per visit; may need to institute a time limit on patron visits if waiting times for library entrance develop.
- Possibly establish specific hours for high risk populations.
- Core circulation tasks performed; other services are limited or restricted.
- Contactless curbside pickup, virtual programming, and remote assistance continue.
- Returned items continue to be quarantined.
- Limited face-to-face interaction between staff and the public.
- Remote staff continue to support virtual services: remote reference, virtual programming, and discrete projects as assigned.

Preparation:

Determine hours for public access; develop a method for monitoring building occupancy; decide which services can be offered safely and which will need to be restricted, particularly use of computers and fee-based services such as printing, copying, faxing; create appropriate signage.

Phase 3

- Occupancy limits increase; slowly reinstate public hours if previously reduced.
- Families welcome to visit together.
- Phase in full desk coverage and additional services.
- Use of public computers for scheduled limited amounts of time.
- Returned items still remain quarantined before being circulated.
- Gradually reintroduce seating and furniture.
- Broaden access to computers and printing.
- Continue virtual programming and remote assistance, but consider expanding in-person staff assistance if it's deemed safe to do so.
- Allow patrons to call ahead to pick up materials inside.
- Possibly continue contactless curbside pickup in a limited capacity for certain individuals who are still concerned about coming inside the building.

Preparation:

Revise hours of public access; establish methods for safely offering services before they are reintroduced and prioritize services to determine which ones will resume before others; determine if additional supplies or equipment are needed to restart services; modify signage accordingly.

Phase 4

- Services resume according to a “new normal”.
- No occupancy restrictions.
- In-house programming offered.
- Meeting rooms open again for public use.
- Reset access changes made to digital services.

Preparation:

Develop a long-term plan with safeguards for properly cleaning the building and maintaining proper hygiene practices; return the Library to its original layout; plan in-house programs; communicate to patrons any changes to services that are different to what was offered prior to Covid-19.

Adopted by the Board of Library Trustees
June 15, 2020