

# Brown County Library



# PANDEMIC REOPENING PLAYBOOK

2020

# Pandemic Reopening Playbook

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A pandemic is an outbreak of a disease that occurs over a wide geographic area and affects an exceptionally high proportion of the population.

As this is a fluid and rapidly changing situation, this plan for reopening BCL services may be altered. Below is a sequence of chapters for the reopening of BCL services.

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## Prologue:

**Community Conditions:** Stay-at-home order is in place; no curbside pickup allowable. Essential workers report to shifts. Physical distancing is recommended. [Community Conditions were based on the Wisconsin Safer at Home Order and corresponding Badger Bounce Back Plan which were overturned on May 13, 2020 by the Supreme Court.]

## Service Adjustments

- ❖ Library buildings and Bookmobile are closed to the public
- ❖ Register new library card accounts online
- ❖ Suspend Meeting Room/Think Tanks reservations
- ❖ Suspend Volunteer service hours
- ❖ Suspend all outreach initiatives
- ❖ Suspend all “in person” programming; shift all offerings to online
- ❖ Monitor book drops, quarantine returned materials
- ❖ Increase purchasing in e-content
- ❖ Suspend due dates, fines, holds reserve/pick-up

## Work adjustments

- ❖ Increase frequency of disinfecting of high-touch surfaces
- ❖ Staff workspaces are spread out to accommodate physical distancing
- ❖ PPE distributed to all staff
- ❖ Conduct weekly branch/department staff meetings via MS Teams/Webex

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## Chapter 1:

**Community Conditions:** Stay-at-home order is in place; curbside pickup allowable with conditions. Essential workers report to shifts. Physical distancing is recommended. [Community Conditions were based on the Wisconsin Safer at Home Order and corresponding Badger Bounce Back Plan which were overturned on May 13, 2020 by the Supreme Court.]

### Service Adjustments

- ❖ Scheduled contactless pickup service offered at Ashwaubenon, Central, Kress, and Weyers-Hilliard locations
- ❖ Fulfill holds requests and transit items between locations via BCL staff
- ❖ Library buildings and Bookmobile are closed to the public
- ❖ Register new library card accounts online
- ❖ Suspend Meeting Room/Think Tanks reservations
- ❖ Suspend Volunteer service hours
- ❖ Suspend all outreach initiatives
- ❖ Suspend all “in person” programming; shift all offerings to online
- ❖ Donated materials are not able to be accepted
- ❖ Monitor book drops, quarantine returned materials
- ❖ Increase purchasing in e-content
- ❖ Suspend due dates and fines

### Work adjustments

- ❖ Increase frequency of disinfecting of high-touch surfaces
- ❖ Staff workspaces are spread out to accommodate physical distancing
- ❖ PPE distributed to all staff
- ❖ Conduct weekly branch/department staff meetings via MS Teams/Webex

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## Chapter 1.5:

**Community Conditions:** Stay-at-home order is lifted. Infection risks are still high. Physical distancing is recommended. [Community Conditions were based on the Wisconsin Safer at Home Order and corresponding Badger Bounce Back Plan which were overturned on May 13, 2020 by the Supreme Court.]

### Service Adjustments

- ❖ Scheduled contactless pickup service offered at Ashwaubenon, Central, East, Kress,
- ❖ Pulaski, Southwest, Weyers-Hilliard, and Wrightstown locations
- ❖ Fulfill holds requests and transit items between locations via BCL staff
- ❖ Library buildings and Bookmobile are closed to the public
- ❖ Register new library card accounts online
- ❖ Suspend Meeting Room/Think Tanks reservations
- ❖ Suspend Volunteer service hours
- ❖ Suspend all outreach initiatives
- ❖ Suspend all “in person” programming; shift all offerings to online
- ❖ Donated materials are not able to be accepted
- ❖ Monitor book drops, quarantine returned materials
- ❖ Increase purchasing in e-content
- ❖ Suspend due dates and fines

#### 1. Work adjustments

- a. Increase frequency of disinfecting of high-touch surfaces
- b. Staff workspaces are spread out to accommodate physical distancing
- c. PPE available to all staff
- d. Conduct weekly branch/department staff meetings via MS Teams/Webex

## Chapter 2 (June 29)

**Community Conditions:** Physical distancing is still recommended, but infection risks are declining. [Community Conditions were based on the Wisconsin Safer at Home Order and corresponding Badger Bounce Back Plan which were overturned on May 13, 2020 by the Supreme Court.]

### Service Adjustments

- ❖ Computer usage available by appointment; limited technology help may be available under restrictions.
- ❖ Scheduled contactless pickup service offered at Ashwaubenon, Central, East, Kress,
  - Pulaski, Southwest, Weyers-Hilliard, and Wrightstown locations.
- ❖ Fulfill holds requests and transit items between locations via BCL staff.
- ❖ Library buildings and Bookmobile are closed to the public for browsing.
- ❖ Register new library card accounts online.
- ❖ Suspend Meeting Room/Think Tanks reservations.
- ❖ Suspend Volunteer service hours.
- ❖ Suspend all outreach initiatives.
- ❖ Suspend all “in person” programming; shift all offerings to online.
- ❖ Donated materials are not able to be accepted
- ❖ Monitor book drops. Quarantine items returned through the bookdrops for 72 hours. Delivery items will not longer need to be quarantined.
- ❖ Suspend due dates and fines.

### Work adjustments

- ❖ Maintain frequency of disinfecting of high-touch surfaces
- ❖ Staff workspaces are spread out to accommodate physical distancing
- ❖ PPE available to all staff
- ❖ Conduct weekly branch/department staff meetings via MS Teams/Webex

### Guidelines

- ❖ Although not required, it is strongly recommended that patrons wear a face mask when visiting BCL facilities
- ❖ All BCL visitors must observe appropriate physical distancing as defined by the CDC (6 feet) with the exception of a household group. Household groups are any group of two or more people who enter the building as a socially undistanced unit, whether it be family members or friends.
- ❖ Patrons must cover their face when coughing or sneezing. On the advice of Brown County Health department, patrons experiencing symptoms of

coronavirus such as coughing, fever, and/or difficulty breathing should not visit the library and will be asked to leave.

- ❖ The Library is open for computer use only. Prolonged socializing is not permitted.
- ❖ Patrons requesting technology help will be required to wear a mask.
- ❖ Public restrooms and bubblers will not be available at this time.
- ❖ Food and drink in the library are prohibited during this time.
- ❖ Patrons must obey signage regarding restricted access to areas.
- ❖ Failure to comply with these rules may result in a loss of library privileges.

### **Signage**

- ❖ New behavior guidelines will be posted near the entrance to each BCL facility.
- ❖ Floor markers will assist patrons in following appropriate physical distancing.

### **Computer Access**

- ❖ All patrons must make a reservation to use a computer. Reservations can be made via phone, email, or walk up during posted computer access hours. Netloan will be disabled for public access but will be utilized by staff to make the reservations. There will be a 15 minute buffer between reservations to provide time for staff to disinfect the computer.
- ❖ Each service desk will have a supply of masks for patrons if a patron requests one.
- ❖ Prior to starting a reservation, a patron should be informed of the new guidelines.
- ❖ Each location will have a staff member stationed at the door. That staff member will be responsible for checking patrons in for a reservation, as well as monitoring occupancy.
- ❖ Computers will be set up on tables near entrances to each facility. Each location can use up to 50% of their available computers, provided they can be appropriately monitored by staff and physically distanced.
- ❖ Reservations are open to all patrons regardless of age. There will not be a separate area for children's computers. When making a reservation for a child, staff should verify if an adult will also need their own reservation or if they will be working with the child.
- ❖ We encourage a single user per computer but will allow for two users if needed.
- ❖ Reservation will be for one hour.
- ❖ Patrons may only sign up for 1 slot per day. Staff have the ability to override this on a case by case basis.
- ❖ Computer access will not be restricted based on the type of usage provided that usage is allowed within our policies.
- ❖ Privacy screens will be removed from all public computers. Screen resolution will be increased to 125% to allow staff to provide assistance from the appropriate distance when help is requested.
- ❖ There will be no charge for printing. Patrons will be restricted to twenty free prints per day.
- ❖ Computers, as well as work spaces, will be disinfected by staff after each use.

- ❖ In order to provide technology help, staff will be provided with laser pointers. In addition, staff will be able to remote access any public computer to provide appropriately distanced assistance using Bomgar.
- ❖ Public service desks will have wireless mice and keyboards that can be used to assist at public computers. Each public computer will have an additional USB cable in order for staff to plug their wireless components into in order to provide technology help.
- ❖ Signage will be posted at public computers with information on options for technology assistance. Signage will also include guidelines for patrons and an overview of what services staff are able to provide.

## **Hours**

- ❖ Central Library hours: Tuesday/Thursday 2-6:30pm, Wednesday/Friday/Saturday 10am-2:30pm.
- ❖ Ashwaubenon, East, Kress, and Weyers-Hilliard hours; Monday/Wednesday 3-6:30pm, Tuesday/Thursday/Friday 10:30am-2:00pm
- ❖ Pulaski, Southwest, Wrightstown hours; Mondays 3-6:30pm, Thursdays 10:30am-2pm. Pick up and computer appointments would take place at the same time.
- ❖ Computer users' reservations may extend later than the posted hours, however walk in appointments will not be able to start later than the times indicated.

## **Staff**

- ❖ Staff will be provided scripts for how to make reservations, explain service restrictions, and answer questions about further chapters.
- ❖ All desks will be adapted with Plexiglas sneeze guards to provide a barrier between staff and patrons. In some locations Plexiglas will be temporarily relocated to create service spaces for staff to assist patrons near the computers. These barriers will be placed back on service desks when chapter 3 begins.
- ❖ All staff must wear a face mask when working with the public or must be behind the Plexiglas barriers. If a staff member is on the floor, they will also be provided a face shield to wear if they would like further protection.
- ❖ Staff must wear gloves when handling materials brought in from outside the library. This includes materials handed to them by patrons, books, as well as library cards.

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## Chapter 3 (July 15):

**Community Conditions:** Physical distancing guidelines have been relaxed to allow for smaller gatherings. Large gatherings still a risk. [Community Conditions were based on the Wisconsin Safer at Home Order and corresponding Badger Bounce Back Plan which were overturned on May 13, 2020 by the Supreme Court.]

### Service Adjustments

- ❖ Controlled, limited # of patrons permitted in buildings for holds pick-up, check-outs, computer usage (see below). Capacity based on building size and occupancy guidelines.
  - Occupancy numbers up to 25% per building (this includes staff in public areas)
    - WH 33
    - Kress 21
    - Ash 15
    - East 9
    - SW 11
    - Wri 8
    - Pul 7
    - Central 76
      - LHGSC 9
  - Reduced to 13% in October 2020
- ❖ Print and photocopy resumes as self-service. Faxing and scanning will also be available. Discontinue free print service.
- ❖ Computer usage available by appointment as outlined in chapter 2; limited technology help may be available under restrictions during open hours. Limited walk up appointments may be available.
- ❖ Scheduled contactless pickup service offered at Ashwaubenon, Central, East, Kress, Pulaski, Southwest, Weyers-Hilliard, and Wrightstown locations, is decreased to specified hours per location.
- ❖ Resume regular due dates, fines, holds reserve/pick-up service.
- ❖ Self-check stations will be available for patron use. Cotton swabs will be available for patron use with self-check. Alcohol wipes will be available near all self-checks. Patrons are encouraged to wipe touch points prior to using. Hand sanitizer will be available near each self-check station.
- ❖ A staff member will be stationed at the entrance to each location to welcome guests, provide an overview of guidelines, and count number of patrons to ensure we do not exceed occupancy.
- ❖ All seating beyond the seating required for computer access and a few additional chairs is removed from patron use.
- ❖ Each circulation desk will be limited to one cash register. Patrons should be



- ❖ encouraged to use the self-checks for fine payments when possible.
- ❖ Waltco will resume delivery to all locations except Denmark.
- ❖ Bookmobile is closed to the public.
- ❖ Register new library card accounts online and in person.
- ❖ Suspend Meeting Room/Think Tanks reservations.
- ❖ Friends Book Sale volunteers permitted at Central. All other volunteer service hours suspended. Friends volunteers will be requested to wear masks. They will be asked to avoid staff spaces when possible.
- ❖ Suspend all outreach initiatives.
- ❖ Suspend all “in person” programming; shift all offerings to online.
- ❖ Donated materials are not able to be accepted
- ❖ Monitor book drops. Quarantine items returned through the bookdrops for 96 hours. As of November 12, 2020 this quarantine period has been reduced to 48 hours per updated information from DPI.

### **Work adjustments**

- ❖ Increase frequency of disinfecting of high-touch surfaces- Embed cleaning schedule into this document from reopening plan that HR approved
- ❖ Staff workspaces are spread out to accommodate physical distancing.
- ❖ PPE available to all staff.
- ❖ Plexiglass barriers at all public service desks.
- ❖ Conduct regular branch/department staff meetings via MS Teams/Webex.
- ❖ To accommodate patrons, central staff will resume parking outside of library lot.

### **Guidelines**

- ❖ Although not required, it is strongly recommended that patrons wear a face mask when visiting BCL facilities
- ❖ All BCL visitors must observe appropriate physical distancing as defined by the CDC (6 feet) with the exception of a household group. Household groups are any group of two or more people who enter the building as a socially undistanced unit, whether it be family members or friends.
- ❖ Patrons must cover their face when coughing or sneezing. On the advice of Brown County Health department, patrons experiencing symptoms of coronavirus such as coughing, fever, and/or difficulty breathing should not visit the library and will be asked to leave.
- ❖ Patrons with health concerns or in high-risk categories are encouraged to visit the library within the first hour opened and to wear a mask.
- ❖ The Library is open for computer use and selecting materials/check out/holds pick up only. Prolonged socializing is not permitted.
- ❖ Patrons requesting technology help will be required to wear a mask.
- ❖ Public restrooms will be available. Bubblers (water fountains) will not be available at this time. Only one person per restroom per time. Exceptions can be made for families or caretakers. Staff are not expected to police restroom use. Restroom access will only be available on 1<sup>st</sup> floor at the Central Library.
- ❖ Food and drink in the library are prohibited during this time.
- ❖ Patrons must obey signage regarding restricted access to areas.

- ❖ Failure to comply with these rules may result in a loss of library privileges.

### **Signage**

- ❖ Updated behavior guidelines will be posted at the entrance to each BCL facility as well as around the library.

### **Hours**

- ❖ Libraries are open limited hours.
- ❖ Central: Mon/Wed 10am-5pm, Tues/Th 1-7 pm, Fri 10am-3pm, Sat 10am-1pm
- ❖ Branches: Mon/Wed 1-7pm, Tues/Th/Fri 10am-3pm, Saturday hours at branches (10am-1pm) will not include computer access.
- ❖ Pulaski, Southwest, Wrightstown hours; Mondays 3-7pm, Thursday 10am-2pm

### **Staff**

- ❖ Staff will be provided scripts for how to monitor occupancy, explain service restrictions, disrupt groups that gather, and answer questions about further chapters.
- ❖ Plexiglas sneeze guards will remain in place at all service desks to provide a barrier between staff and patrons.
- ❖ All staff must wear a face mask when working with the public or must be behind the Plexiglas barriers. If a staff member is on the floor, they will also be provided a face shield to wear if they would like further protection.
- ❖ Staff must wear gloves when handling materials brought in from outside the library. This includes materials handed to them by patrons, books, as well as library cards.

## Chapter 4 (staggered roll out based on staffing at each location, starting in April):

**Community Conditions:** Physical distancing guidelines have been furthered relaxed. Large gatherings still a risk. [Community Conditions were based on the Wisconsin Safer at Home Order and corresponding Badger Bounce Back Plan which were overturned on May 13, 2020 by the Supreme Court.]

### Service Adjustments

- ❖ Controlled, limited number of patrons permitted in buildings for holds pick-up, check-outs, and computer usage (see below). Capacity based on building size and occupancy guidelines. Meeting rooms have their own occupancy numbers and are not included here.
  - Greeting/rover roles may be discontinued or reduced.
  - Occupancy numbers up to 50% per building (this includes staff in public areas)
    - WH 66
    - Kress 42
    - Ash 30
    - East 18
    - SW 22
    - Wri 16
    - Pul 14
    - Central 152
      - LHGSC 18
- ❖ Computer usage available via desktops (laptops will be considered for public use when available)
  - Technology assistance provided with safety restrictions.
  - Computer reservations available for up to 2 hours per person per day system wide.
  - Reservations made online with walk appointments also possible. Buffers between appointments are eliminated.
  - Disinfectant wipes provided as a self-service to patrons in order to clean a computer before use. Keyboards will no longer be wrapped with protective wrap.
  - Additional computers included where available in public spaces provided they maintain BCL safety guidelines.
  - YS designated computers considered when staffing and safety allows
- ❖ Scheduled contactless pickup service offered at Central (via pickup window). Branches maintain limited contactless pick up as feasible.
- ❖ Due dates: 21 days. Fines are active. Holds continue at 14 days until neighborhood locations open more hours.
- ❖ Interlibrary Loan service fully restored.
- ❖ Fulfill holds requests and transit items between locations via Waltco.
- ❖ Bookmobile Community Stops resumed for holds pick up and limited

browsing; additional Bookmobile Outreach stops considered on a case by case basis.

- ❖ Deposit collection deliveries resumed.
- ❖ Register new library card accounts online and in person.
- ❖ Public access to meetings rooms at Kress and Central resumed. Other meetings rooms are unavailable due to BCL usage. Patrons reserving spaces are expected to monitor for appropriate occupancy.
  - Occupancy for full meeting space is 12, 6 for one side of meeting space
  - Central Auditorium occupancy is 30
  - Limited seating and tables provided.
  - Reservations limited to 2 hours.
  - Fees waived for meeting spaces.
  - Signage regarding masks required included in space. Failure to follow rules will results in loss of privileges.
- ❖ Available Think Tanks offered.
  - Occupancy for each space is 2
  - Limited seating and tables provided.
  - Reservations limited to 2 hours.
  - Disinfectant wipes provided as a self-service to patrons in order to clean a room before use
  - Signage regarding masks required included in space. Failure to follow rules will results in loss of privileges.
- ❖ Most public seating unavailable at this time outside of meeting spaces and computer areas with the exception of limited chairs provided for those with mobility issues needing a moment of respite.
- ❖ Pamphlets and fliers permitted at service desks as approved through the Community Engagement Manager. Bulletin Board posters also permitted on a limited basis as approved through the Community Engagement Manager. Displayed Items are Library specific or promote complimentary community services or organizations.
- ❖ Limited volunteer service hours permitted on a case by case basis but will count toward occupancy. Admin approval required.
- ❖ Limited outreach activities allowed as deemed safe and appropriate.
- ❖ “In person” indoor programming suspended; online programming supported.
  - Outdoor programming may be considered at a later date with specific guidelines.
- ❖ Donated materials are not able to be accepted
- ❖ Quarantine of returned materials eliminated. Indoor book return with AMH available at WH and Central.

### **Work adjustments**

- ❖ Maintain frequency of disinfecting of high-touch surfaces
- ❖ Staff workspaces are spread out to accommodate physical distancing
- ❖ PPE available to all staff
- ❖ Plexiglass barriers at all public service desks
- ❖ Conduct regular branch/department staff meetings via MS Teams/Webex when possible. Small in-person meetings are permitted provided they follow all safety guidelines.

## Guidelines

- ❖ Patrons are required to wear a face mask when visiting BCL facilities unless they have a health exemption. BCL cannot ask for proof of exemptions.
- ❖ All BCL visitors must observe appropriate physical distancing as defined by the CDC (6 feet) with the exception of a household group. Household groups are any group of two or more people who enter the building as a socially undistanced unit, whether it be family members or friends.
- ❖ Patrons must cover their face when coughing or sneezing. On the advice of Brown County Health department, patrons experiencing symptoms of coronavirus such as coughing, fever, and/or difficulty breathing should not visit the library and will be asked to leave.
- ❖ The Library is open for computer use and selecting materials/check out/holds pick up only. Prolonged socializing is not permitted.
- ❖ Patrons requesting technology help will be required to wear a mask.
- ❖ Public restrooms will be available. Only one person per restroom per time. Exceptions can be made for families or caretakers. Staff are not expected to police restroom use. Restroom access will only be available on 1<sup>st</sup> floor at the Central Library.
- ❖ Bubblers (water fountains) will not be available at this time however touchless water bottle filling stations at Central, Kress, WH, and SW will be available.
- ❖ Food in the library is prohibited during this time.
- ❖ Patrons must obey signage regarding restricted access to areas.
- ❖ Failure to comply with these rules may result in a loss of library privileges.

## Signage

- ❖ Updated behavior guidelines will be posted at the entrance to each BCL facility as well as around the library.

## Hours

- ❖ Libraries are still slightly reduced from full hours.
- ❖ KR, WH
  - MON-WED: 10am – 7pm
  - THU-FRI: 10am – 5pm
  - SAT: 10am – 4pm
- ❖ ASH, EAS
  - MON-WED: 10am – 7pm
  - THU-FRI: 10am – 5pm
  - SAT: 10am – 2pm
- ❖ CEN
  - MON-THU: 10am – 7pm
  - FRI: 10am – 5pm
  - SAT: 10am – 4pm
  - SUN: CLOSED
- ❖ LHG
  - MON & TUES: 1pm – 5pm
  - WED: 1pm – 7pm
  - THURS & FRI: 1pm – 5pm
  - SAT: 1pm(?) – 4pm
  - SUN: CLOSED
- ❖ Pulaski, Southwest, Wrightstown

- MON: 3pm – 7pm
- THURS: 10am – 2pm
- When staffing levels permit, open to full hours

### **Staff**

- ❖ Plexiglas sneeze guards will remain in place at all service desks to provide a barrier between staff and patrons.
- ❖ All staff must wear a face mask when working with the public. Staff should utilize the Plexiglas barriers to maintain safety when working with the public. Staff are provided face shields to wear if they would like further protection.
- ❖ Staff may wear gloves if they prefer when handling materials brought in from outside the library. This includes materials handed to them by patrons, books, and library cards. All staff are expected to avoid touching their face. Hand washing after handling items from outside the library and after each desk shift is expected.