

This presents a draft plan for gradual reopening of library service from the C.H. Booth Library. Dates and activities may change over time and the library may move forwards and backwards among the stages depending on the state of the community.

Stage 1 - Fully Closed to public and staff

Facility on lockout (permission required to enter). Director, maintainers, Executive Assistant work in the library to extent permitted by law and prudent. Other staff work from home to the extent possible and only come in when necessary. Duration: 3/16 – ~ 5/20¹.

Stage 2 –Closed to public, limited staff working in library

Procure supplies, tools, equipment needed. Arrival of these expected to take a long while. All staff contributed to a document concerning facility needs.

Facility on lockout. Staff shifts staggered / organized to maximize distancing & avoid contact. In some cases multiple staff are in building for safety reasons. Considerations include staff using different entrances and kitchen facilities, etc.

Virtual programs replace existing live ones to the extent possible.

Duration: 3/27 – ~ 5/20.

Stage 3 – Materials begin to be returned

Portable On Demand Storage units internally sectioned off to separate materials by date of return. Designate book carts as library interior or exterior.

From patrons directly into bins / boxes in the PODS. Mark bins by date specifically for quarantine purposes.

- A. Patrons can return directly to PODS (preferred)
- B. Patrons with mobility issues may need assistance
- C. If after hours, patrons may return to book drops. Staff transfer to PODS/quarantine.

New book drop opened mid-June.

3-day minimum quarantine of materials. Staff wipe down with diluted bleach solution. Restock.

Currently employed staff trained, rotated into library to process returns in shifts. Plan for advocacy & advertising materials implemented (bookmarks, signage etc.). Include an evening and/or a half-day Saturday to accommodate patrons unable to be served during business hours. Provided there is adequate advocacy material developed, this will be a fine-free time.

¹ Any and all dates mentioned subject to Executive Orders and local guidance from Health, Selectman, etc.

Staff dress in bright clothes to direct cars in rear parking lot.

Duration: ~ After May 20th and ongoing.

Stage 4 – Curbside service

Will require recall of laid off staff, training on sanitation and, eventually, nonconfrontational protocols. Staff work closer together as needed / prudent. Staff training provided.

Service operates out of Main Street door with tech and human supports as needed. Patrons with physical limitations will be accommodated in handicap lot. Patrons call upon arrival, staff then bring bagged/banded items to tables. Severe or inclement weather may cancel the service due to probable damage to the materials. Pop up canopies used.

Patrons request materials by any means: the catalog's holds process, calling, chat, text, email.

Patrons collect requested items during set hours to be decided with two-hour notice (e.g., between 11-1 and 3-5 / by appointment). Alternate / extended coverage as weeks progress. Constant assessment for future needs.

Other staff duties will develop from this time (e.g., reader's advisory, creation of advocacy materials, etc.)

Duration: ~ 5/20 – ongoing.

Stage 5 – 'Light' outside service with book trucks, light tables, handouts.

Patio, front lawn. Limits on numbers of patrons. Use of canopies to prevent weather damage. WiFi extended deep into parking lot.

Duration: Begins ~6/20 (dates are for planning purposes only).

Stage 6 - Closed Stack Service, Building Partially Open

Staff working closer together as needed / prudent in areas closed to public.

Patrons have access to lower hallway for self-service pickup, browsing popular materials. Lower hallway locked to interior. Sliders provide no-touch entry. Meeting room locked. Bathrooms locked. Staff work inside children's vestibule area and up into the library. Patrons can make requests, staff obtain items and provide services as possible, use of patio for no-touch service. One supervisory librarian works inside children's alcove.

Curbside service continues as needed / for patrons with mobility issues.

Duration: Completely unknowable from this point on. Until state/local guidance permits the next stage and the Director approves. The library needs to prepare for cyclical shut down and reopening as subsequent pandemic waves sweep through the area.

Stage 7 - Open with distancing restrictions

Furnishings that encourage lingering removed. Library open limited hours with limited staffing.

Curbside service halted? Possible 'senior citizen' hours.

Precautions (e.g., every other public computer kept turned off, no chairs at tables, then 1 chair per table etc., no in-person public programs). Patio open for WiFi

Duration: Until there is a vaccine that is working and widely available.

Stage 8 - Transition to Normality

In-person public programs return with restrictions on size and other factors. Chairs and tables return. Public computers are more fully available. Old book drops discarded, new book drop opened

Open questions:

Stage 4 – 5: Fax service, photocopier availability. Move smaller copier from the 2nd floor down to the lower hallway with data hookup. Princh / honor box.

Princh helpful: Mobile printing service. Patron pays remotely via app or online and picks up print job as they would pick up their holds.

Training modules for staff & volunteers:

1. Safety and sanitation
2. Communicating with visitors about COVID precautions
3. Reassuring people who are worried
4. Handling people who are non-compliant
5. A fail-safe option to alert staff to unusual situations
6. Prohibiting entry into the facility for non-essential visitors
7. Interviewing approved visitors about their current health condition, recent travel history