

## **Mondovi Public Library Phased Reopening**

### **Phase One**

The library reopened to the public on June 1<sup>st</sup>, 2020 with modifications.

- **Library Hours**
  - The library will be open for business regular or limited hours at the discretion of the Library Director and Library Board of Trustees.
- **Returns**
  - All returns must be put into the outside book drop. No returns will be accepted at the circulation desk or directly by a librarian.
  - Materials will be taken out and placed into a “returns quarantine” area for 48 hours, or as determined by the Winding Rivers Library System and the Department of Public Instruction, before check in.
  - There will be no overdue fines at this time.
- **In the Library**
  - No more than 10 people will be allowed in the library at one given time, this number includes staff.
    - A green or red sign will be placed in the front door. When green, customers may enter as we have not reached capacity, when red we ask customers to wait until someone leaves the building.
  - All persons will be encouraged to practice social distancing, including standing six feet from another person and other health department recommendations.
  - Customers are encouraged to limit their trips to the library. This means we encourage one person per household come to obtain materials from the library, and that they take out a variety of items to require fewer trips to the library.
  - The library will allow browsing of shelves and conducting business but will not allow people to “hang out” at the library. Hanging out includes reading the paper/a magazine/a book; playing games on the computer or tabletop; sitting around on a personal device; studying; etc.
  - The Library will not be offering the use of a public bathroom.
  - Staff and customers are encouraged but not required, unless by state or local order, to wear a mask when in the library. Actions have been taken to ensure social distancing protocol and sanitization procedures are in place, therefore, wearing masks is optional, but still recommended.
  - Any customer or staff member who appears to be sick will be asked to leave the library and return when they are feeling better. The Library reserves the right to make the determination on whether or not a person appears to be sick.
  - All brochures, fliers, bookmarks, etc. will be taken down inside the library.
  - Limited, if any, acceptance of cash or check payments for fines or fees will be accepted at this time. Customers who choose may pay fines or fees online with a credit card through the online catalog. Our fine limit for checking materials out will be waived on overdue fines only when we are not accepting direct payments.
- **Checking Out Materials**

- *Inside the Library*
  - Customers can browse the library collection to make selections. When they come to check out, staff will not be taking their materials or library card from them, instead we have rearranged our circulation desk to temporarily make it more “self-serve”. The scanner will be facing the customer, who will then scan their card, and the barcodes of their items when indicated by the librarian. Any renewals or other account information will be handled on the computer by the librarian. This will be done to reduce cross contamination by handling of items.
- *Curbside Pick-Up*
  - Those who do not yet feel comfortable coming into the library to browse for items may still request items for curbside pick-up. We will not require appointments for curbside pick-up, but customers are advised to call the library when they arrive to make sure they are noticed by staff.
- **Holds**
  - *Requesting Items*
    - We encourage customers, when possible, to use the online catalog to place holds and request materials. It is a better and more efficient way to prepare your items.
    - Customers who are unable to use the online catalog may contact the library via email or phone call to request items.
  - *Hold-Shelf Pick-Up*
    - Items on hold will temporarily be placed behind the circulation desk. This will be done to ensure fewer people are handling the materials. Customers with a book on hold may ask for that item at the circulation desk or may call ahead to request curbside pick-up.
- **Computer/Internet Use**
  - The library will only be allowing the use of one desktop computer and one laptop computer station. Appointments can be made to use the computers by phone, email or in person. If there is no appointment the computers can be used on a first come first serve basis. All computers must be sanitized between users.
  - There can be no “gathering” around the computer stations. Only one person may be on the computer at any one time.
  - Technology help including but not limited to help on the computers or using a personal device will be limited in order to practice social distancing and when at all possible will be conducted virtually or over the phone.
- **Printing/Copying/Faxing**
  - The library will still offer printing, copying and faxing services. Please note that these machines cannot be fully sanitized due to damage that may incur on the screen from cleaning. Therefore, these services are now “at your own risk” and we discourage unnecessary use.
- **Programming**
  - All programming in person is cancelled until further notice.

- When possible, virtual or at-home programming will be provided as an alternative.
- **Cleaning**
  - Every hour high-touch surfaces such as the circulation desk, door handles, railings, etc. will be sanitized by staff.
  - The library will be cleaned daily after closing.

**The Library will continue to open gradually when it is practically and responsibly possible. We will prioritize the health of staff and the community by using guidance provided by the state, Winding Rivers Library System, Department of Public Instruction, Buffalo County Health Department, and local officials. We will be data-driven, not calendar-driven, so we do not have specified dates for further opening phases at this time. Should it become unsafe for customers or staff to continue in-person services, further modifications may be put into place.**

**If the Library has been exposed to COVID-19 through customers or staff:**

- The library will close for 48 hours and CDC disinfection recommendations will be performed:
  - CDC Guidelines:
    - Wait 24 hours before cleaning or disinfecting, if 24 hours is not feasible, wait as long as possible.
    - Clean and disinfect all areas used by a person who is sick.
    - Vacuum space if needed

## Phase Two

The library will move into Phase Two when the Wisconsin Department of Health and Human Services have declared that Buffalo County is at Medium Activity Level according to the COVID-19 Disease Activity Map and the level has been at or below Medium Activity Level for two weeks or 14 days.

- **Library Hours**
  - The library will open for its regularly scheduled hours.
- **Returns**
  - All returns must be put in the outside book drop. No returns, unless in large quantities (30+ materials) will be accepted at the circulation desk or directly by a librarian.
  - Materials will be taken out and placed into a “returns quarantine” area for 48 hours, or as determined by the Winding Rivers Library System and the Department of Public Instruction, before check in.
- **In the Library**
  - No more than 25 people will be allowed in the library at one given time, this number includes staff.
    - A green or red sign will be placed in the window by the front door. When green, customers may enter as we have no reach capacity; when red we ask customer to wait until someone leaves the building.
  - All persons will be encouraged to practice social distancing, including standing six feet from another person and other health department recommendations.
  - The Library will allow customers to read the newspaper within the library.
    - Customers must come up to the circulation desk to ask for the newspaper. They must also use hand sanitizer before touching the newspaper. It shall be understood that the library cannot sanitize a newspaper and that the customer is taking a risk by reading it.
  - The Library will allow people to work in the library provided they are social distancing.
  - Pleasure reading inside of the library will be discouraged and limited when possible.
    - Customers may sit and read magazines in the library if there are less than 15 people in the building including staff. Once they are finished reading the magazine, it will be placed in quarantine for 72 hours before going back on the shelf.
  - Customers may still call ahead to reserve a computer.
    - We are not allowing the playing of videogames, watching movies/videos, etc. on the public computers at this time. The public computers will be reserved for “business”.
  - Brochures and fliers may be requested at the circulation desk for customers to take home and keep.

- Cash or check payments for fines or fees will be accepted but customers are encouraged to pay online with a credit card through the Library's online catalog whenever possible.
- All toys, games, and puzzles in the children's area will be put away or for take-home only use.
- **Checking Out Materials**
  - *Inside the Library*
    - Customer can browse the library collection to make selections. When they come to check out at the circulation desk, when possible, staff will not be taking their materials or library card from them. Instead, we have arranged the circulation desk to temporarily make it more "self-serve". The scanner will be facing the customer, who will then scan their library card, and the barcodes of their items when indicated by the librarian. Any renewals or other account information will be handled on the computer by the librarian. This will be done to reduce cross contamination by handling of items.
  - *Curbside Pick-Up*
    - Those who do not yet feel comfortable coming into the library to browse for materials may still request items for curbside pick-up. We will not require appointments for curbside pick-up, but customers are advised to call the library when they arrive to make sure they are noticed by staff.
- **Hold**
  - *Requesting Items*
    - We encourage customers, when possible, to use the online catalog to place holds and request materials. It is a better and more efficient way to prepare your items.
  - *Hold-Shelf Pick-Up*
    - Items on hold will temporarily be housed behind the circulation desk. This will be done to ensure fewer people are handling the materials. Customers with a book on hold may ask for that item at the circulation desk or may call ahead to request curbside pick-up.
- **Computer/Internet Use**
  - The library will only be allowing the use of one desktop computer due to the fact social distancing cannot be enforced when customers are using both desktop computers. Laptops may be borrowed at the circulation desk and used around the library provided users are practicing social distancing.
  - Appointments can be made to use the computers by phone, email or in person. If there is no appointment, computers will be on a first come-first serve basis.
  - All computers and laptops will be sanitized between users.
  - "Gathering" around computer stations is discouraged.

- Technology help including but not limited to help on the computers or using a personal device will be done only when social distancing and best practices can be enforced.
- **Printing/Copying/Faxing**
  - Printing, copying and faxing will continue as normal. The buttons on the copy machine will be sanitized regularly but the library cannot guarantee the machine is fully sanitized and therefore customers are to be aware using these services is “at your own risk”.
- **Programming**
  - Small programs will occur only when social distancing can be enforced, the library is not at risk of reaching ‘capacity’, and there is little to no sharing of materials. Examples of small programs may include Knits ‘n’ Knots and Book Group. Registration may be required to attend small programs.
  - Outdoor programs will be provided when possible to a larger range of persons as it is easier to enforce social distancing and internal air is not circulating. Registration may be required to attend outdoor programs.
  - Passive programs will continue for all ages in order to best protect staff and customers. Passive programs may include “Grab and Go” kits, self-directed activities, or around-town programming.
  - Virtual Programs will occur when social distancing cannot be enforced and program cannot be conducted passively.
- **Cleaning**
  - The library will sanitize all high-touch surfaces such as door handles, the circulation desk, railings, etc. between groups of customers entering and exiting the library.
  - All computers will be sanitized between users.
- **Special Accommodations**
  - If a customer is at higher risk and needs to take extra precautions, they may contact the library to schedule time outside of normal business hours to visit the library and utilize its resources. It is encouraged that these individuals use curbside pick-up for materials and call for special accommodations when needing to use the computer, etc.

**If at any point the Wisconsin Department of Health Services increases Buffalo County’s Disease Activity to High or Very High, Phase One will immediately be reimplemented with the following adjustments.**

- In order to reduce confusion, the Library will remain open for normal operating hours.
- Any state or local order will supersede these guidelines unless library guidelines are stricter.

**If the Library has been exposed to COVID-19 through customers or staff:**

- The library will close for 48 hours and CDC disinfection recommendations will be performed:
  - CDC Guidelines:
    - Wait 24 hours before cleaning or disinfecting, if 24 hours is not feasible, wait as long as possible.
    - Clean and disinfect all areas used by a person who is sick.
    - Vacuum space if needed