

Agenda
Grand County Public Library
Board of Directors
Special Meeting
Wednesday, May 20, 2020, 4:30 pm
Held virtually on Zoom
Moab, UT

Public Notice is Hereby Given that there will be a special meeting of the Grand County Public Library Board of Directors on Wednesday, May 20th, 2020 at 4:30 pm virtually on Zoom. [To call-in: Dial \(669\) 900 6833 Meeting ID: 886 1996 7250 Password \(if needed\) 133328](tel:6699006833)

- I. Call to Order
- II. Citizens to be Heard
- III. New Business
 - A. Discussion and Recommendation of a Grand County Public Library Phased COVID-19 Response Plan to the Grand County Council for Review / Approval (Action Item – Mailed)
- IV. Director’s Report
- V. Future Agenda Items
 - A. Board applicant interviews
 - B. Election of Board Officers
- VI. Closed Session (if needed)
- VII. Adjournment

Please Note: The next Library Board meeting is scheduled for Thursday, July 9, 2020 at 5:30pm.

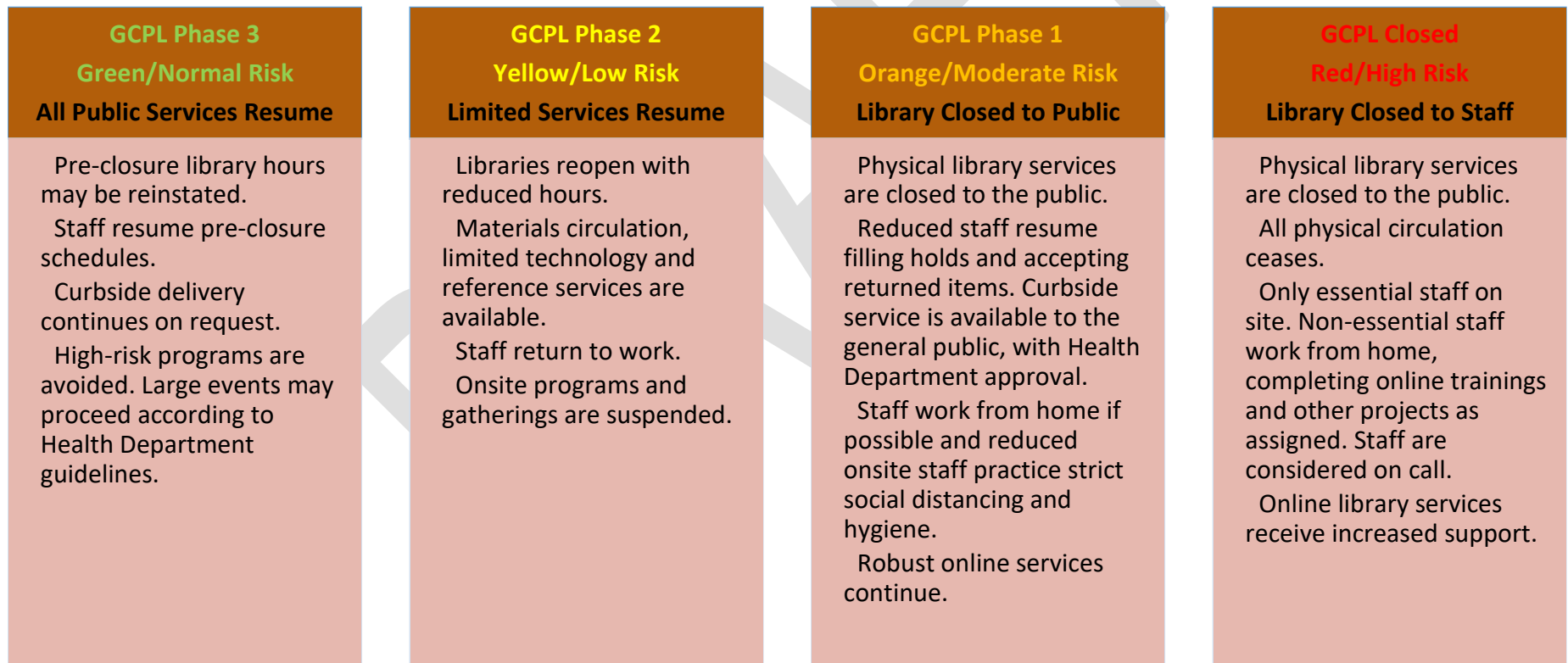
At Grand County Public Library Board meetings, the public may be heard on any agenda subject. The number of persons heard and the time allowed each may be limited at the sole discretion of the Chair.

Requests for inclusion on an agenda must be received by 5:00 p.m. the Thursday prior to a regular Library Board Meeting and 48 hours prior to any Special Meeting. Request forms are available at the library’s circulation desk and completed forms should be returned to the Library Director.

Those with special needs requests wishing to attend Library Board meetings are encouraged to contact the Library two (2) days in advance of these events. Specific accommodations necessary to allow participation of disabled persons will be provided to the maximum extent possible. Requests, or any questions or comments can be communicated to: (435) 259-1111.

GRAND COUNTY LIBRARY PHASED PUBLIC SERVICES MODEL - OVERVIEW

This model outlines a plan for a phased approach to the various services the library provides. The phases identified are tailored to the specific needs of the Grand County Library but they are informed by the Phased Health Guidelines of Utah Leads Together 2.0. The model intends to provide a framework for the agile movement between phases to comply with any public health orders that may arise, including a regression to earlier phases.



	GCPL Phase 3 Green/Normal Risk All Services Resume	GCPL Phase 2 Yellow/Low Risk Limited Services Resume	GCPL Phase 1 Orange/Moderate Risk Library Closed to Public	GCPL Closed Red/High Risk Library Closed to Staff
Maintaining Staff and Patron Safety	<p>Libraries are open to the public with regular hours.</p> <p>Normal staffing resumes, but work from home is encouraged when appropriate.</p> <p>Staff observe personal protective measures (e.g., stay home when sick, handwashing, and respiratory etiquette). Face coverings are not required.</p> <p>Staff regularly disinfect frequently touched surfaces. Hand sanitizer is available for staff and public use.</p> <p>Building occupancy returns to pre-closure levels and will no longer be metered.</p> <p>All seating areas, play areas, and study rooms are available to the public.</p> <p>Library meeting rooms are available to the public, but room occupancy may be limited according to Health Department guidelines.</p>	<p>Libraries are open to the public with reduced hours to allow for additional cleaning and shelving materials.</p> <p>Normal staffing resumes, but work from home is encouraged when appropriate.</p> <p>Staff strictly observe social distancing and personal protective measures (e.g., stay home when sick, handwashing, and respiratory etiquette). Face coverings are required for all staff and patrons.</p> <p>Staff disinfect frequently touched surfaces after each use whenever possible. Disinfectant wipes and hand sanitizer are available at multiple locations for staff and public use.</p> <p>Building occupancy is limited and entry is metered by a staff member. The appropriate number allowed is 2 people per 1000 sq.ft. of public space.</p> <p>Patrons who are exhibiting symptoms will not be allowed in the library. They may utilize curbside service to pick up materials.</p> <p>Patrons are welcomed into the library for browsing, checking out materials, and limited public computer use by appointment. All seating areas and play areas will be made unavailable.</p>	<p>Libraries are closed to the public.</p> <p>Non-essential staff return to work on site in reduced numbers. Staff who are unable to work from home should be given priority for onsite work. Staff should continue to work from home if possible.</p> <p>Staff strictly observe social distancing and personal protective measures (e.g., stay home when sick, handwashing, and respiratory etiquette). Face coverings are required for all staff.</p> <p>Custodians and other staff disinfect all surfaces after each use whenever possible. Disinfectant wipes and hand sanitizer are available at multiple locations for staff use.</p> <p>Staff are assigned separate areas for work, as well as separate (unshared) workstations, when possible. Workstations may need to be removed or relocated to allow for effective social distancing. Any shared workstation must be cleaned between users.</p>	<p>Libraries are closed to the public.</p> <p>Only essential staff are allowed on site. Non-essential staff work from home, completing online trainings and other projects as assigned. Staff are considered on call.</p> <p>Staff strictly observe social distancing and personal protective measures (e.g., stay home when sick, handwashing, and respiratory etiquette). Face coverings are required for all staff.</p> <p>Essential staff visit building daily to ensure safety and security.</p>
Circulation of Materials	<p>Regular circulation procedures resume.</p> <p>Returned materials quarantine is discontinued.</p> <p>Curbside delivery of items continues to be available on request.</p>	<p>Circulation procedures resume with limited staff involvement. Patrons are asked to use self-check stations exclusively.</p> <p>Returned materials continue to be quarantined per IMLS guidelines.</p>	<p>Resumption of any circulation service, including curbside pickup, is contingent upon approval by the Health Department.</p> <p>Holds processing is reinstated. As each item is checked in, automated</p>	<p>All physical circulation of materials ceases. Book drops are closed and patrons are notified through email and social media not to return materials until resumption of circulation is announced.</p>

		<p>Patrons are able to physically browse the collections and check out their own items. Staff will disinfect self-check stations regularly and hand sanitizer will be available at self-check stations.</p> <p>Staff will maintain 6 foot distance from self-checks.</p> <p>Curbside pickup remains an available option for all patrons.</p> <p>The library will not be accepting cash payments at this time. Staff will avoid handling any item belonging to a patron, including library cards, IDs, or personal devices.</p>	<p>messages and email notifications to individual patrons are triggered. Holds messaging is changed to instruct patrons to visit the library's website for directions.</p> <p>Book drops are open and returns are accepted. Initially, a "soft opening" without publicity will allow staff to control workload and ensure effective materials quarantine.</p> <p>Returned items are quarantined according to IMLS guidelines. After this period, items are checked in, cleaned, and shelved.</p> <p>Curbside pickup of items is available. Holds orders will be individually bagged and available for patrons to retrieve during scheduled hours.</p> <p>Patrons will be directed to place any return items in the outside book drop. Donated materials will be handled the same as returns.</p>	<p>Due dates are postponed until after expected resumption of circulation. Donations of materials will not be accepted.</p> <p>Essential staff visit building daily to gather and quarantine any abandoned materials.</p>
Technology Guidelines	<p>Regular technology services will resume, with increased disinfection of surfaces. Disinfectant wipes and hand sanitizer will be readily available for patron use.</p>	<p>Technology services will be available for public use at a reduced level. Computer session time limit will be reduced to 45 minutes. Extensions will be available at the discretion of staff.</p> <p>Some public access catalog computers may be removed from service depending on location. Patrons will be encouraged to access the catalog on their personal devices. Public courtesy phone will be removed from view but may be available on request.</p> <p>Scanner/copier will be available with hand sanitizer and regular cleaning.</p>	<p>Chromebookss and hotspots are distributed to staff without sufficient internet access at home.</p> <p>Technology services may be requested by patrons but will only be available remotely. Curbside pick up procedures could be used for printed materials if necessary.</p> <p>WIFI will remain active in building, and may be accessible externally to the public.</p>	<p>Chromebooks and hotspots are distributed to staff without sufficient internet access at home.</p> <p>WIFI will remain active in building, and may be accessible externally to the public.</p>
Programming Guidelines	<p>Small-group programming resumes with adequate protective practices (e.g. hand sanitizer available, toys or</p>	<p>Library programming should be limited to passive or individually packaged take-home activities.</p>	<p>All in-person programs are cancelled or postponed.</p> <p>Online programming is increased.</p>	<p>All in-person programs are cancelled or postponed.</p> <p>Online programming is increased.</p>

	<p>supplies sanitized after each program).</p> <p>Large-group programming may resume in accordance with Health Department guidelines for large gatherings.</p> <p>Staff are encouraged to employ strategies to allow high-risk individuals to participate in programs, including offering hybrid online/in-person programs.</p> <p>Programs which have previously required materials to be submitted to the library (like Summer Reading) will be restructured.</p>	<p>Non-passive programming will continue to be primarily online.</p>		
Outreach and Partnership	<p>Outreach and partnership activities will resume, but large events will be reassessed for compliance with Health Department guidelines for large gatherings.</p> <p>Kid's Café will return to pre-closure service model with increased cleaning and disinfection of surfaces.</p>	<p>In-person outreach may resume, but staff will not host or attend large group events.</p> <p>Continue distribution of Utah Food Bank Kids' Café meals (pick-up only).</p>	<p>All in-person outreach is cancelled or postponed. Partners are notified of library closure.</p> <p>Continue distribution of Utah Food Bank Kids' Café meals (pick-up only).</p>	<p>All in-person outreach is cancelled or postponed. Partners are notified of library closure.</p> <p>Distribution of Utah Food Bank Kids' Café meals may be offered for pick-up only to help address community food insecurity.</p>
Maintaining Staff Morale	<p>Managers and supervisors communicate with staff regularly to give updates, answer questions, and receive feedback. Regular meetings proceed in person or online as scheduled. Online meetings are encouraged.</p> <p>Staff may be concerned about increased level of contact with the public. Review personal protective practices and virus transmission information.</p> <p>Managers and supervisors should foster a sense of normalcy, but continue to monitor for and be responsive to indicators of unusual staff stress and refer staff to Employee Assistance Program as needed.</p>	<p>Managers and supervisors communicate with staff regularly to give updates, answer questions, and receive feedback. In-person meetings are allowed with appropriate social distancing.</p> <p>Staff may be concerned about increased level of contact with the public.</p> <p>Expectations should be clear regarding staff roles in monitoring patron social distancing.</p> <p>Staff may need assistance in adjusting their customer service standards around safe practices.</p> <p>While good customer service is encouraged, safety is the top concern.</p>	<p>Managers and supervisors communicate with staff daily to give updates, answer questions, and receive feedback.</p> <p>Managers and supervisors ensure that all staff are connected to online staff trainings. Online team-building activities are encouraged.</p> <p>Managers and supervisors should ensure that all staff have a thorough understanding of personal protective practices, including social distancing, hygiene, and monitoring for symptoms.</p> <p>Managers and supervisors should ensure that each staff member has the tools and direction needed for meaningful work, on site or from home.</p>	<p>Managers and supervisors communicate with staff daily to give updates, answer questions, and receive feedback.</p> <p>Managers and supervisors ensure that all staff are connected to online staff trainings.</p> <p>Managers and supervisors should continue to monitor for and be responsive to indicators of unusual staff stress. All staff should review Employee Assistance Program resources.</p>

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DETAILED RECOMMENDATIONS FOR STAFF

MAINTAINING STAFF AND PATRON SAFETY

GCPL CLOSED / RED / HIGH RISK—LIBRARY CLOSED TO PUBLIC AND STAFF

SOCIAL DISTANCING

- Library Management Team coordinates an effort to obtain masks. Managers will get a count of masks needed for staff members.
- Library Management Team coordinates recommended cleaning/disinfecting solutions and purchases supplies to facilitate social distancing measures.
- Managers will review safety guidelines and work to create schedules and project assignments to maintain social distancing for return to onsite work.

GCPL PHASE 1 / ORANGE / MODERATE RISK—LIBRARY CLOSED TO PUBLIC

PURCHASES/MATERIALS NEEDED

- Minimum 2 masks per staff member. Full-time staff may need 4 masks (2 per day).
- Measuring tape, 6' dowel, or 2 yard-sticks per branch to facilitate managers in assigning or closing off workspaces as needed to maintain social distancing.
- Sanitizing wipes/solutions (TBD). Library Management Team reviews options that may be available and not irritating to staff.

SOCIAL DISTANCING

- Managers and supervisors implement new staff schedules to facilitate the following of social distance guidelines. Staff who can work from home should continue to do so.
- A manager or supervisor will always be present whenever staff are scheduled to work. The manager or supervisor will act as Safety Officer, conducting brief health checks and reinforcing observance of social distancing and personal protective practices.
- To effectively social distance, Library Management Team will determine the best way to create shifts that limit how often a majority of the staff is in the building at once. Keep in mind choke points, such as hallways, and doorways where staff regularly walk and must navigate around each other.
- Managers and supervisors use measuring tools to ensure workstations are at least 6 feet apart.
- Projects, including inventory, are assigned using social distancing guidelines.
- Staff wipes down desk surfaces, keyboards, computer mouse, and telephone when arriving and leaving the workstation.
- Staff wears masks when social distancing is not feasible. Staff will change to a clean mask should they touch the front of the mask or remove it to eat or drink. Mask guidelines may necessitate shorter shifts in the building.
- Supervisors assign staff to specific workstations for their shifts whenever possible.
- Staff will wear masks and use hand sanitizer before and after every patron curbside interaction.
- Managers/supervisors schedule specific staff members to answer phones to avoid cross-contamination.

RESTROOMS

- Library staff wipe down bathroom surfaces and commonly touched surfaces regularly.
- Restroom doors should be propped open to facilitate handwashing and prevent bottlenecks at other available sinks.

GCPL PHASE 2 / YELLOW / LOW RISK—LIMITED PUBLIC SERVICES RESUME

PURCHASES/MATERIALS NEEDED

- Hand Sanitizer and/or Disinfectant Wipes. Minimum 6 refillable pumps – 2 at circulation, 1 at reference, 1 at the computers, 1 at the exit, 1 in Kid’s Room. Must be kept in sight of staff members to prevent theft. Consider attaching the bottles to something heavy/bulky to deter theft.
- Painters tape and chalk. For creating 6 ft waiting line spacing for entrance to library and assistance at circulation, reference, teen, and kids desks. 1 60 yard roll should last ~2 weeks.
- Caution Tape. To cordon off seating areas (recommended to gather all public seating together and store in meeting rooms).
- 70% Isopropyl Alcohol (a.k.a. rubbing alcohol) for cleaning touchscreens and technology where acidic cleaners are harmful. It can be in wipe form or use reusable cloths in sealable containers to reduce loss due to evaporation.

SOCIAL DISTANCING

- Staff will wear masks at all times when working with the public and with coworkers when social distancing is not feasible. Staff will change to a clean mask should they touch the front of the mask or remove it to eat or drink. Mask guidelines may necessitate shorter shifts in the building.
- Library staff will meter the number of patrons entering the building, up to 2 people per 1,000 square feet of public space. Total number of people allowed in the building must take into consideration the number of staff.
- Patrons will be required to wear a face covering to enter the building.
- Library will station a staff member at the entrance to meter the patrons’ entrance and exit. These staff members will also encourage each patron to follow social distancing guidelines while in the building. Patrons will wait outside to avoid proximity to patrons exiting the building.
- Computer use will be by appointment only.
- Chalk or tape lines will be added to sidewalks to keep patrons at least 6 feet apart while waiting for entrance to the library.
- Tape lines will be added to the floor at checkout and reference desks to keep patrons waiting to be helped at least 6 feet apart. Workstations or other areas of the checkout and reference desks may be closed off to keep waiting lines separated by more than 6 feet.
- Patrons who are exhibiting symptoms will not be allowed to enter the library. They may utilize curbside pickup for materials. Patrons who do not exhibit symptoms until they are in the library (coughing) will be asked to leave and to utilize curbside pickup for materials.
- While we are allowing browsing, we do not want patrons to come and stay; managers should ensure seating areas are moved/consolidated/cordoned off.
- Staff wipes down desk surfaces, keyboards, computer mouse, and telephone when leaving a workstation.
- Staff is encouraged to role-play possible interactions with customers, including circulation, reference, customer service, technical assistance, and behavior management situations.

HOURS OF OPERATION

- Public Hours: 9:00 am to 5:00 pm, Monday-Friday.
- Reducing open hours ensures Maintenance Worker has time to clean all public surfaces while library is closed and can maintain social distancing with library staff and patrons.
- All library staff may need to assist with cleaning and sanitizing surfaces, in coordination with the Maintenance Worker.
- Shelves will complete shelving during closed hours. It will be impossible to shelve while maintaining social distancing with patrons browsing.
- At this time, the Library Management Team doesn't feel the library needs to create special hours for age groups, however, staff metering entrances may make exceptions for the elderly or others unable to stand in a line.

RESTROOMS

- Library maintenance worker will wipe down bathroom surfaces daily, including all handles, sinks, faucets, soap dispensers, hand dryers, handicap rails, and changing tables.
- Library should consider propping open the doors to public multi-stall restrooms where privacy can be maintained.
- Single stall restroom doors should be propped open when not in use to facilitate handwashing and prevent bottlenecks at other available sinks.
- Consider adding additional paper towel dispensers to restrooms where doors cannot be propped open or having hand sanitizer dispensers outside of restrooms.

MEETING/STUDY ROOMS

- Library will use meeting rooms as space for quarantining materials.
- Study Room will be by appointment only for proctored tests. Study Room surfaces (tables, chairs, light switches, door handles) will be wiped down after each use.
- Patrons will not have access to additional equipment or whiteboard markers during this phase.

CUSTOMER MANAGEMENT

COMPUTER USE

- Rotate computer appointments around 3 areas – two adult computer banks + one teen computer bank (scanner computers will be 4th area but will not count in the rotation, therefore only one scanner reservation may be made each day). Each computer will not be used for 72 hours once it has been used.
- Create a google sheet by date, appointment time, and computer station including if patron needs a scanner. Ask patron library card number at the time the appointment is made. Make sure they have an up-to-date 24532 library card. If they do not, issue a new card over the phone and have it available for them to pick up at their appointment. If patron has a 245329 card – change to a 245320000 card that they can pick up at their appointment (these must be tracked so that Overdrive accounts can be merged).
- Permit 45-minute computer sessions per appointment so that appointments can be made on the hour to facilitate social distancing.

- Public printer will be removed. Staff will place printouts on counter maintaining 6 foot distance from patrons.

CIRCULATION

- We cannot guarantee patrons will only touch the items they will check out. Similarly, grocery stores are not disinfecting items that a customer touches but doesn't purchase. We can create and post recommendations for disinfecting items at home. "While we are ensuring our items are clean when we shelve them, we cannot guarantee that another patron hasn't touched an item while browsing. Consider leaving items in their bag for three days or carefully wipe covers with a disinfectant wipe. To avoid damaging items, please do not spray them with disinfectant spray."
- Open self-check stations must be at least 6 feet apart.
- We are unable to accept cash at this time.
- Circulation staff will look, but not touch, library cards.
- Library staff will disinfect self-checks after each use and have hand sanitizer available.
- Permit 30-minute browsing sessions.

REFERENCE

- Use physical items to create 6 feet barriers at reference desks.
- Staff will offer to collect items from the shelf -OR- give the patron call numbers. Staff and patrons will not go to the shelf together.
- Staff will not touch patron's phones or tablets to aid them with apps or downloadables.
- Available catalog computers (OPACs) will be at least 6 feet apart/away from other desks/seating. Staff will wipe down OPACs hourly.
- Staff will have very limited ability to offer one-on-one computer assistance but will create materials to help with common computer questions. Patrons will be allowed to have more than one person at a computer if they came/are working together.

GCPL PHASE 3 / GREEN / NORMAL RISK—ALL PUBLIC SERVICES RESUME

SOCIAL DISTANCING

- Library may cease patron metering.
- Seating areas are reopened in keeping with current recommendations on social distancing.
- Most self-checks and public computers will be available for use again while maintaining recommended social distancing.

HOURS OF OPERATION

- Pre-closure library hours may be reinstated.

RESTROOMS

- Library may consider continuing to prop open the doors to public multi-stall restrooms where privacy can be maintained.
- Single stall restroom doors should continue to be propped open when not in use to facilitate handwashing.

MEETING/STUDY ROOMS

- Library Meeting Rooms may be booked by the public again, but library will limit the number of patrons according to health department guidelines on gathering restrictions.
- Study room may be booked without restrictions on social distancing.

CUSTOMER MANAGEMENT

- Staff may resume pre-closure reference and circulation services, including handing out new library cards, walking patrons to materials, etc.

CIRCULATION PROCEDURES

GCPL CLOSED / RED / HIGH RISK—LIBRARY CLOSED TO PUBLIC AND STAFF

- All physical circulation of materials ceases. Patrons are notified through email and social media to not return materials until the resumption of circulation is announced.
- Due dates are postponed until at least 2 weeks after expected resumption of circulation.
- Essential staff visits building daily to gather and quarantine any abandoned materials.
- Arrangements may need to be made to receive returned items in special circumstances. If so, items should be collected without physical contact and immediately quarantined without being checked in.
- Curbside pick up of Kid's Cafe sack lunches may be available to address community food insecurity. Meals will be individually bagged and placed on a table for patrons to retrieve during scheduled times. A staff member will wear a mask when delivering items to the table.

GCPL PHASE 1 / ORANGE / MODERATE RISK—LIBRARY CLOSED TO PUBLIC

CURBSIDE SERVICE

Holds processing is reinstated. As each item is checked in, automated messages and email notifications to individual customers are triggered. Holds messaging is changed to instruct customers to visit Library website for curbside pick up and material return directions.

Book drops are open and returns are accepted. Initially, a “soft opening” without publicity will allow staff to control the workload and ensure effective materials quarantine. One book drop will be closed with appropriate signage to ensure returned items are immediately quarantined for 3 days. This period is longer than the [CDC recommendations](#), but we are going to err on the side of caution. After 3 days, items are checked in, wiped with isopropyl alcohol, and shelved.

Curbside pick up of items is available. Holds orders will be individually bagged and placed on a table for patrons to retrieve during scheduled times. A staff member will wear a mask when delivering items to the table. Waiting line will be chalked daily. Patrons will be directed to place any return items in the open book drop.

Curbside pick up of Kid's Cafe sack lunches is available. Meals will be individually bagged and placed on a table for patrons to retrieve during scheduled open times. A staff member will wear a mask when delivering items to the table.

GCPL PHASE 2 / YELLOW / LOW RISK—LIMITED PUBLIC SERVICES RESUME

- Quarantining of returned items continues.
- Curbside delivery is highlighted during this phase to reduce how many people are coming into the building to ensure patrons have options where they feel safest.

GCPL PHASE 3 / GREEN / NORMAL RISK—ALL PUBLIC SERVICES RESUME

- Regular circulation procedures resume and quarantine of items are discontinued.
- The library will resume taking cash.
- Curbside delivery of items continues to be available on request.

TECHNOLOGY GUIDELINES

TECHNOLOGY RECOMMENDATIONS SUMMARY

	RED HIGH RISK	ORANGE MODERATE RISK	YELLOW LOW RISK	GREEN NORMAL RISK
COURTESY PHONE	Not Available	Remove phone from public access.	Request only. Clean between uses.	Return to service w/ periodic cleaning.
MOBILE DEVICES	Not Available	Available via curbside pick up only. Item is quarantined and sanitized upon return.	Item is quarantined and sanitized upon return.	Return to service with periodic cleaning.
PRINTING SERVICES	Not Available	To prepare for Yellow Phase: Set up queuing/tape floors/ install signs/train staff on new process.	Patrons can print but staff will not accept cash. Payment by self pay box only. Frequent cleaning of equipment.	Return to normal printing procedures. Frequent cleaning of equipment.
PUBLIC COMPUTERS	Not Available	To prepare for Yellow Phase: Evaluate layout and remove ~2/3 of PCs from service while maintaining 6' distancing between workstations. Remove keyboards/mice from out-of-service PCs. Set system parameters to 45-minute sessions. Alternate computer banks to allow 72 hours between use.	Encourage use of self-serve stations to limit handling of patron cards. Staff prohibited from 1:1 contact with patrons at PCs. Assistance must be rendered at a distance while respecting patron privacy. Frequent cleaning of equipment.	Return balance of PCs to service and maintain frequent cleaning.

PHASED PUBLIC SERVICES MODEL at the County Library

USB THUMB DRIVES	Not Available	Not Available	Clean between each use.	Clean between each use.
PUBLIC ACCESS CATALOGS (OPAC's)	Not Available	To prepare for Yellow Phase: Close all stations except for those that can be monitored by reference staff. Remove keyboards/mice from unused OPACs. Set up queuing/tape floors/ install signs/Label Clean & Used pencil cups.	Staff prohibited from 1:1 contact with patrons at OPACs. Customers are encouraged to access the catalog on their devices.	Return balance of OPACs to service and maintain frequent cleaning.
SCAN/COPY SERVICES	Not Available	To Prepare for Yellow Phase: Set up queuing/tape floors/ install signs.	Payment by self-pay only. Staff prohibited from 1:1 contact with patrons at copy/scan. Assistance must be rendered at a distance while respecting patron privacy. Frequent cleaning of equipment.	Maintain frequent cleaning.
SELF-CHECKOUT	Not Available	To Prepare for Yellow Phase: Remove as many self-check stations from service as required to maintain 6' minimum distancing from each other and from staffed stations. Set up queuing/tape floors/ install signs.	Staff prohibited from 1:1 contact with patrons at self-checks. Equipment is cleaned after each use.	Return all self-checks to regular service. Frequent cleaning of equipment.
WIFI	Wherever accessible from exterior of building.	Wherever accessible from exterior of building.	Accessible. Patrons encouraged to use WIFI with personal devices for account access while in building. Patrons will only be allowed in building during appointment time.	Return to normal services.

TECHNOLOGY—ADDITIONAL NOTES

Staff should use approved cleaning agents for all technology service points. Touch screens, monitors, keyboards, mice, and other hardware should only be cleaned with a 70% isopropyl alcohol solution to prevent damage.

PUBLIC COMPUTERS AND PRINTING SERVICES

Self-service reservations will be available for public use, with regular disinfection and hand sanitizer available.

Cash payments will not be accepted.

Staff should not provide any technical assistance that compromises their ability to maintain a 6-foot distance from the customer but should consider patron privacy (passwords and other personal information) when working with them at a distance. Due to the reduced availability of public computers, staff may need to limit session time extension requests.

PROGRAMMING GUIDELINES

GCPL CLOSED / RED / HIGH RISK—LIBRARY CLOSED TO PUBLIC AND STAFF

- All in-person programming is canceled.
- Digital programming is increased, including online storytimes, discussion-based programs for teens and adults, and programs (e.g. Summer Reading).
- Digital programming platforms are used to ensure online security and consistent customer experience.
- Digital programming is highlighted on the website, email blasts, and social media.

GCPL PHASE 1 / ORANGE / MODERATE RISK—LIBRARY CLOSED TO PUBLIC

- All programs listed above are continued.

GCPL PHASE 2 / YELLOW / LOW RISK—LIMITED PUBLIC SERVICES RESUME

- Digital programming options are continued and refined.
- Toys and manipulatives are withdrawn from public use.

GCPL PHASE 3 / GREEN / NORMAL RISK—ALL PUBLIC SERVICES RESUME

- Hybrid programs, in which customers can attend at the library or via digital formats, are encouraged to ensure the inclusion of at-risk individuals.
- Programs begin again with size limitations. The number of attendees allowed should be determined by considering the age of the audience, the size of the room, and the type of activities involved. Activities should be designed to avoid close interaction or shared handling of materials. Size limitations should be enforced.
- Library may offer play programming, but toys and materials should be sanitized after each program. Hand sanitizer should be readily available.
- Large group programs (more than approximately 50 people) are not encouraged.

OUTREACH AND PARTNERSHIPS

BEST PRACTICES FOR ALL PHASES

Stay in contact with our partners. Assess their individual needs and situations, and anticipate how the library might support them.

Continue to represent the library in community meetings. Many organizations are holding virtual meetings and would welcome library participation.

Always observe the recommended personal protective practices. If best practices are not being followed, withdraw from physical participation in the meeting or event.

Be open to new partnerships but intentionally assess their importance. Library resources, including staff time, are limited and should be spent on partnerships with strong potential for mutual benefit.

Be flexible, creative, and agile in response to evolving outreach models. Many current practices will need to be reassessed for safety and priority, including participation in fairs, festivals, and expos. Whatever our new normal looks like, the library is an integral part of our community and will continue to offer resources, expertise, and support to our partners.

MAINTAINING STAFF MORALE AND RESILIENCE

BEST PRACTICES FOR ALL PHASES

Engage in regular and transparent communication. Managers and supervisors should be in close contact with staff: giving updates, answering questions, and receiving feedback. Staff, team, committee, and other regularly scheduled system meetings should continue to be held, in the appropriate forum(s). Remind staff of the Employee Assistance Program (Bloomquist) and other resources.

Facilitate meaningful work for staff whether in building or working from home. Coordinate appropriate work from home activities, ensure staff has needed tools, resources, and connectivity.

Create a safe work environment, as well as a sense of safety. Ensure staff has a thorough understanding of how the virus is (and isn't) transmitted. Make sure they are aware of personal protective practices and are following them. Review these with staff as work situations change and talk through any alterations in practices to help staff feel safe and understand alterations.

Engage in team-building and foster a sense of connection among staff. Participate in team-building activities with appropriate social distancing or through virtual platforms, as appropriate. Staff should be reminded of thank you notes from patrons and other recognition opportunities.

BEST PRACTICES FOR LOW- AND NORMAL-RISK PHASES

Help staff adjust their customer service standards around safe practices. Ensure staff understand their role monitoring and enforcing customer social distancing. While good customer service is encouraged, safety is the top

concern. If customers are resistant to the recommendations, staff should consult a supervisor and not directly confront the patron.

Foster a sense of normalcy, but monitor for and be responsive to indicators of unusual staff stress. Remind staff of the Employee Assistance Program and other resources. Work with staff to address concerns and difficulties.

DRAFT