

Woonsocket Harris Public Library Phased Reopening Plan

The Woonsocket Harris Public Library's plan for reopening is based on Rhode Island's phased plan for reopening the state's economy, [Reopening RI: Charting the Course](#). Guidance was also provided by the RI Office of Library and Information Services that counsels libraries to "...proceed on a gradual, strategic and phased approach that balances the needs of the community with the health and safety of library workers and those they serve." Other resources consulted were provided by RI Executive Orders, the RI Department of Health, RI Commerce Corporation, RI Department of Business Regulations, RI Department of Labor and Training and the Centers for Disease Control and Prevention.

Reopening the Woonsocket Harris Public Library

Throughout all phases of the plan, the following protocols will remain in place: social distancing, the wearing of masks, frequent hand-washing and use of hand sanitizer, and constant and thorough cleaning. We will coordinate our progress through the phases along with the state. **The general strategy for resuming service is outlined below, but Phases II and III depend on stable or decreasing coronavirus statistics.** Library administration will stay up to date on the Governor's Executive Orders issued by the State of RI, on the guidance of the Office of Library and Information Services and by consulting the RI Department of Health website at <http://www.reopeningri.com/> on a weekly basis or whenever notified of new guidance.

Phase I: Testing the Water

- The library building will remain closed to the public with the following services offered:
 - Curbside delivery/contactless pickup of pre-ordered items; holds and delivery will be reinstated on a limited basis.
 - Items returned in the book drop only; quarantined for up to 72 hours before checkin.
 - Reference services in all departments provided by phone and email.
 - Printing of documents provided for patrons through contactless pickup or mail.
 - Virtual programming will continue.
 - Technology help provided by email or phone.

Phase II: Navigating the Way

- The library building will remain closed to the public, with a few exceptions for in-person appointments, as listed in the following services offered:
 - Curbside delivery/contactless pickup for pre-ordered items will continue; holds and delivery will be increased.

- All materials returned in the book drop only; quarantined for up to 24 hours before checkin.
- Notary services provided in the building, by appointment only, with screening and social distancing protocols in effect.
- Printing of documents provided through contactless pickup, by mail, or in the building, by appointment only, with screening and social distancing protocols in effect.
- Technology help provided by email or phone.
- Virtual programming will continue; outdoor programs may be offered.

Phase III: Picking Up Speed

- The library will open some areas of the building to the public, capacity limits will be defined and monitored and the following services will be offered:
 - Circulation services will resume with contactless transactions.
 - All materials will be returned in the book drop only; quarantined for 72 hours before checkin.
 - Limited browsing is allowed but traffic flow is strictly controlled with social distancing protocols clearly marked.
 - The Reference Department will be open for reference services, Notary services and photocopying.
 - The Children's and Young Adult Departments will be open for reference services and limited browsing.
 - Limited access to computers via appointment and with social distancing and heightened cleaning protocols in place.
 - Virtual programming and outdoor programming continue.
 - Limited in-person library programming with strict social distancing and cleaning protocols in place.
 - Curbside delivery/contactless pickup will be available, but limited to two days per week, at the patron's request.

Woonsocket Harris Public Library Phased Reopening Procedures

General Safety Procedures for Staff

- Staff will be screened daily using the [Reopening RI Covid-19 Screening Tool](#). The screening tool will be posted at the time clock. Staff members will self-assess daily and by clocking in will agree

that they are symptom free and do not meet any of the risk factors as outlined in the screening tool.

- Staff are required to wear masks unless they can easily, consistently, and continuously maintain at least 6 feet of distance from other employees for the duration of their shift; masks must be worn in common areas. Employers must provide masks, though employees may provide their own. ([Executive Order 20-24](#)).
- Staff will practice vigilant and frequent handwashing, especially when interacting with the public, other staff members, or with materials or devices handled by the public or other staff.
- Staff workspaces must be set up where possible to maintain social distancing protocols.
- Staff must frequently clean their own workspaces and common areas after use.
- One staff member will be designated to receive deliveries and social distancing protocols will be maintained. Deliveries will be limited to a designated drop off area in the building and delivery persons must be wearing a mask to enter.
- Should a staff member test positive for the virus, library administration will contact the RI Department of Health at 401-222-8022 or 211 after hours for information on contact tracing and further instruction; quarantine affected sections of the building for virus containment; and arrange for disinfecting of affected sections of the building. The area(s) used or visited by the ill person will be closed for 24 hours or as long as possible. ([CDC FAQ](#)).
- All staff will be trained on all necessary procedures and protocols before reopening.

Curbside/Contact-free Delivery Procedures During Phase I & II

- Service will begin on May 18, 2020. Staff will call patrons with items on the hold shelf and arrange for pickup by scheduled appointment Monday through Friday between 10am-12pm or 2pm-4pm. Exceptions can be made to accommodate specific needs. If the patron is not reached and a message is left, patrons should be directed to call 401-767-4126.
- Appointments will be scheduled every 20 minutes. A log recording patron contact and pickup will be kept for each phone call. If a patron has limited mobility, staff should be informed when the appointment is scheduled to make arrangements for alternative pickup.
- Library staff will be scheduled for short term shifts at the circulation desk to fulfill holds. Staff will check out the items to the patron, disinfect the materials, place the items in a new bag and label the bag with the patron's name, the pickup date and pickup time. A receipt listing each item checked out and the due date for each item will be attached to the outside of the bag. The labeled bags will be kept on a table near the vestibule until the patron retrieves the materials.
- A staff member will be assigned to monitor pickups. The items will be placed on a specified table in the vestibule. Patrons will be directed to a designated parking space. One representative,

wearing a face mask, will be allowed to enter through the first set of vestibule doors while the second set of doors remains closed.

- After this transaction, the assigned staff member will disinfect the table and prepare for the next pickup, if necessary.
- If materials are not picked up during the scheduled appointment, patrons will need to reschedule pickup by calling 401-767-4126.
- On May 18, 2020, Ocean State Libraries will reinstate limited holds and limited delivery. The above procedure will be followed for this service. We will also take phone and online requests for items available in our collection. Those requests will be filtered through the Reference, Children's and Young Adult departments. Staff members in these departments will take the requests, pull the items, and bring them to a designated holding area at circulation. Circulation staff will then begin the previously outlined process by calling to schedule pickup appointments.
- Reference, Children's, and Young Adult staff should be available to answer phone calls, check frequently for phone messages, and check the Google form for online requests.
- The time frame from the request to the initial phone call to the patron should not be more than 3 business days. Items should be pulled and processed in a timely manner.

Procedures for Notary, Printing and Copying Services During Phase II

- Notary, printing and copying services in the building by appointment only will begin on June 22, 2020. They will be offered on Tuesdays and Thursdays from 12 pm - 2 pm.
- Reference staff will schedule the appointments by phone or email. During the scheduling of the appointment, a staff member will inform the patron of the state mandated screening procedure and health guidelines. When scheduling, allow up to 30 minutes for Notary appointments, and 15 minutes for printing and copying. Patrons should be told to bring \$1 bills and quarters for printing and copying as we will not be changing large bills.
- These services will be offered in the large program room. The room capacity, per Rhode Island Department of Health guidelines, is ten people. Two staff members will be in the room during this time. Patrons will come in through the side entrance so as not to interfere with the curbside pickup.
- Directional signage will be placed outside the building. The traffic flow will be clearly delineated and marked for social distancing inside and outside the building.
- A checklist poster informing of library safety protocols will be available at the entrance.
(<https://reopeningri.com/wp-content/uploads/2020/06/Required-entry-signage-for-all-businesses-06.19.20.pdf?189db0&189db0>)
- A hand sanitizing station and paper masks will be available.

- Tables will be set up with the necessary equipment for Notary services and printing. The copy machine will be moved to the program room.
- For Notary appointments, reference staff will follow the RI Secretary of State guidelines for Notarizing While Social Distancing (<https://www.sos.ri.gov/divisions/notary-public/>). A plexiglass partition will be set up on a 6ft table for signing documents. Each person signing will have a separate pen. Pens, tables, and door handles will be sanitized after each use.
- Reference staff will do all copying and printing. We will charge 25 cents per page for printing. There will be a cash box where patrons will deposit their printing payment.
- Three wifi laptops and a wifi printer will be set up. One 6ft table with two laptops will be set up for patron use. One patron will be seated at a time. Laptops will be used alternately to provide time for sanitizing and cleaning equipment and table between uses. The third laptop will be used by staff for remote assistance.
- We will use the coin box for the copy machine at our usual prices. The patron will deposit the bills or quarters into the copier coin box and press the coin return button when done, if necessary. A staff member will place the document to be copied into position and press any other buttons necessary for copying. The copier and the coin box will be sanitized between each use.

Procedures for Outdoor Programs During Phase II and III

- An appropriate area on the library grounds may be used for programs.
- Program capacity will be limited to fifteen people with social distancing and health guideline protocols in place.
- Library equipment and chairs used during outdoor activities will be sanitized before and after each use.

Procedures for Opening the Building During Phase III

- Beginning Monday, July 27, 2020 the library will be open Monday, Tuesday, Thursday, Friday--9:00 a.m. to 12:00 p.m. and 2:00 p.m. to 5:00 p.m. and Wednesday--10:00 a.m. to 12:00 p.m. and 2:00 p.m. to 6:00 p.m. The book drop will be open Monday through Friday.
- Patrons entering the building will be screened and asked to leave their name, phone number and time of entry for contact tracing. They will be reminded that masks are required to enter and to adhere to social distancing protocol. They will be directed to their desired department by a staff member monitoring the front entrance. When capacity is reached, patrons will be asked to wait until someone leaves.

- Plexiglass and plastic barriers have been installed at all service desks and all browsing areas that may not allow for six feet of physical distancing.
- Traffic patterns and allowance for six feet of physical distancing in all waiting areas and computer areas will be clearly delineated.
- Limited browsing will be allowed with traffic patterns clearly delineated. Patrons will be asked not to return browsed items to the shelves. Carts/receptacles will be provided for such items to allow for quarantining and disinfecting.
- All necessary signage will be posted at the entrance and within the building.
- A checklist poster informing of library safety protocols will be available at the entrance. (<https://reopeningri.com/wp-content/uploads/2020/06/Required-entry-signage-for-all-businesses-06.19.20.pdf?189db0&189db0>).
- Hand sanitizer is readily available at the entrance and in each department. The public restrooms will be available and stocked with soap and paper towels.
- The building will be thoroughly cleaned each morning before opening, and between the hours of 12:00 and 2:00 p.m. each day.

Procedures for Circulation Services During Phase III

- A maximum number of 17 patrons will be allowed in the circulation and DVD, Fiction, Paperback, Music CD, Audiobook and Large Print areas for checkout and browsing.
- All devices necessary for the circulation transaction, barcode scanner, receipt printer, desensitizer, will be out-facing to the patron. The patron, with direction from the staff member who will be controlling Sierra from the staff computer workstation, will scan their card and their items, then run their items over the desensitizer. The staff member will finalize the transaction and the patron will take their receipt.
- The staff will not accept any cash transactions. Patrons will be directed to pay any outstanding fees via credit card through their Sierra account.
- Patrons will be notified that faxes can only be sent via the self-service fax machine with payment via credit card.
- All work areas and devices will be cleaned between each circulation desk transaction.

Procedures for Reference Services During Phase III

- A maximum of 5 patrons will be allowed into the reference department. Normal reference transactions will take place at the reference desk. As there is no browsing in the nonfiction collection, reference staff will fulfill those patron requests.

- Reference staff will do all photocopying. Patrons must have small bills or quarters as staff will not make change. The patron will deposit the bills or quarters into the copier coin box and press the coin return button when done, if necessary. A staff member will place the document to be copied into position and press any other buttons necessary for copying. The copier and the coin box will be sanitized between each use.
- Notary services will be conducted in a separate area of the reference department. For Notary appointments, reference staff will follow the RI Secretary of State guidelines for Notarizing While Social Distancing (<https://www.sos.ri.gov/divisions/notary-public/>). A plexiglass partition will be set up on a 6ft table for signing documents. Each person signing will have a separate pen. Pens, tables and chairs will be sanitized after each use.

Procedures for Computer Use During Phase III

- Computers will be available by appointment only. The reference department will schedule all computer appointments in the Envisionware system. Each patron will be allowed one 30 minute session per day.
- There will be eight computers available to the public in the reference area computer lab. To meet maximum capacity in the computer lab area, four will be occupied at a time. To allow for proper cleaning and sanitizing, appointments will alternate between computer workstations. Each computer will be scheduled with 30 minutes available, 30 minutes not available.
- Technical help will be provided by staff using the Quick Assist software.
- Keyboards and mice will be rotated out on a regular basis to allow for sanitizing.

Procedures for Children's Services During Phase III

- A maximum of 10 patrons will be allowed into the children's department. Preschool children will not be counted toward the maximum.
- Browsing will be allowed in the children's fiction collection only. Children's staff will fulfill any requests for other children's materials.
- Virtual programming will continue for children and families. Activity packs that complement virtual programs will be distributed either during in-person visits or via curbside delivery per patron preference.
- Outdoor programming may be added following the procedures outlined above.
- The summer reading program will be conducted virtually using Beanstack. Various book bags and grab bags will be distributed to participants either during in-person visits or via curbside delivery per patron preference.

Procedures for Young Adult Services During Phase III

- A maximum of 4 patrons will be allowed into the young adult department.
- Browsing will be allowed in all young adult collections.
- Virtual programming will continue.
- Outdoor programming may be added following the procedures outlined above.
- The summer reading game will be conducted virtually using Beanstack. Various prizes will be distributed to participants either during in-person visits or via curbside delivery per patron preference.

Curbside/Contact Free Delivery Services During Phase III

- Curbside/Contact Free delivery services will be available on Tuesdays and Thursdays from 10:00 a.m. to 12:00 p.m. and 2:00 p.m. to 4:00 p.m. Appointments will be scheduled every 20 minutes.
- Patrons may request curbside delivery by phone only at 401-767-4126.
- Curbside delivery will be set up in the large program room.
- Circulation staff will check out the items to the patron, disinfect the materials, place the items in a new bag and label the bag with the patron's name, the pickup date and pickup time. A receipt listing each item checked out and the due date for each item will be included. The labeled bags will be kept on a table in the program room until the patron retrieves the materials.
- A staff member will be assigned to monitor pickups. When the patron arrives the staff member, wearing a mask and gloves, will deliver the items to the patron's car.