

# Vose Library

## COVID-19 Policy and Procedures

Effective January 18, 2021

### POLICY

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In order to ensure the health and safety of library staff, volunteers, and patrons, the Vose Library mandates strict adherence to both the Maine DECD and Maine CDC Guidelines. The Library will use the *COVID-19 Prevention Checklist Public Library Guidance Document*, provided by the Maine State Library (MSL) and Governor Mills, to maintain compliance with all health regulations specified for public libraries. This policy will govern all procedures for each of the service levels provided by the Library.

The latest COVID-19 information and operating guidance will be maintained on a MSL webpage dedicated for this purpose. Vose Library's COVID-19 Policy and Procedures will be regularly updated to reflect the most current guidance from the MSL and State of Maine.

The Library will operate according to Service Levels determined by the Library Board and will be aligned with public health guidance and recommendations issued by the State of Maine. These Service Levels, which define the services provided by the library and the level of patron access, include the following:

**Service Level 1:** Book Drop Open

**Service Level 2:** Volunteers Scheduled to Perform Specific Library Tasks

**Service Level 3:** Curbside Pickup

**Service Level 4:** Two-Tiered Approach: By Appointment Only and Limited Capacity Opening

**Service Level 5:** "Normal" Reopening to Public

## GENERAL COVID-19 SAFETY PROCEDURES

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The following safety procedures are to be followed at all times when the library is operating at Service Levels 1-4.

### STAFF SAFETY CONSIDERATIONS FOR WORKING AT THE LIBRARY

Staff should consider whether they can work safely in a facility if they (or anyone they are in close contact with) have any of these conditions. The Library Director or Library Assistant should discuss potential risks for individuals with the following:

- People 65 or older
- People of all ages with underlying medical conditions, particularly if not well-controlled including:
  - People with chronic lung disease or moderate to severe asthma
  - People who have serious heart conditions
  - People who are immunocompromised: Many conditions can cause a person to be immunocompromised, including cancer treatment, smoking, bone marrow or organ transplantation, immune deficiencies, poorly controlled HIV or AIDS, and prolonged use of corticosteroids and other immune weakening medications
  - People with severe obesity (body mass index [BMI] of 40 or higher)
  - People with diabetes
  - People with chronic kidney disease undergoing dialysis
  - People with liver disease

### STAFF USE OF BUILDING – GENERAL SAFETY PROCEDURES

#### 1. Required Personal Health Screening

Each scheduled staff person, including volunteers, must conduct a personal health screening before coming in to work at the library, monitoring possible COVID symptoms including, but not limited to:

- cough/throat issues;
- possibility of fever;
- shortness of breath;
- loss of taste or smell;
- close contact with another person exhibiting any of these symptoms or under quarantine;
- travel outside of state in accordance with the timeframe determined by the Governor

At the start of each shift, staff persons will be required to provide a signature that verifies they have conducted a personal health screening before entering the building. If the staff person is exhibiting possible COVID symptoms, or if any of the above conditions applies, they must notify the Director or Library Assistant, and not come in to work/volunteer.

- a) Volunteers call/text Volunteer Coordinator
- b) Volunteer Coordinator call/email/text the Director
- c) If ill, the Library Assistant call/email/text Director
- d) If ill, the Director call/email/text Board President
- e) See pp. 6-7 in the American Industrial Hygiene Association (AIHA)– the recommended source of the REALM project; a study supported by the Maine State Library, for step-by-step instructions should a member of the library staff test positive for COVID-19.

- a. Director should inform Town Manager/EMA Director should any library staff test positive for COVID-19: 207.785.3658 /townmanager@union.maine.gov

## 2. General Safety Procedures

Each staff member must receive training in and adhere to the following safety measures at the library:

- a) **Entering and exiting the building:**
  - i) Each staff person must check that the entrance has been locked and secured after entering and/or exiting the building
- b) **Personal health screening:**
  - i) Provide a signature at the start of each shift that verifies that each individual staff person has conducted a personal health screening before entering the building. (Refer to Item 1, Required Personal Health Screening).
- c) **Hand sanitation/washing:**
  - i) Each staff member must sanitize or wash hands upon entering the building and before leaving the building. Sanitization supplies to be located in front foyer, or hands may be washed in restroom. Staff should be informed as to locations of sanitization supplies such as tissues, trash cans, hand soap, hand sanitizer, disposable wipes.
  - ii) If a staff person leaves a task or specific area, hand sanitization/handwashing is required.
  - iii) Staff shall avoid touching of face.
- d) **Social distancing and mask use:**
  - i) Library staff must maintain a 6-foot distance from other staff members in the building whenever feasible.
  - ii) Each staff member must put on a mask or cloth face covering before entering the building. Masks must be worn inside the building at all times except to allow for eating and drinking.
    - (a) Masks must have two or more layers to help stop the spread of COVID-19.
    - (b) Masks must be worn over the nose and mouth and secured under the chin.
- e) **Training in safe handling procedures for all library materials:**
  - i) All returned library materials are to be quarantined per the guidelines provided by the Maine State Library.
- f) **Sanitizing library equipment and shared materials:**
  - i) If keyboards are utilized, each staff person will be assigned to a specific keyboard and will be required to sanitize the keyboard, monitor, and desk area using disinfecting wipes before use and at the end of their shift.
  - ii) If phone use is necessary, each staff person will be assigned to a specific phone which must be sanitized using disinfecting wipes before use and at the end of their shift.
  - iii) Minimize shared use of equipment and materials to the extent feasible; any shared equipment/materials to be sanitized by staff person after use. This may include phones, keyboards, bathrooms, and shared materials such as scissors, tape, stapler, etc.
  - iv) Each staff member will be responsible for sanitizing the restroom after their personal use, and only one restroom will be available to staff.
- g) **Safe Handling of Interlibrary Loan (ILL) materials (Service Level 3+):**
  - i) Refer to procedures for Service Level 3, Curbside Pickup. All incoming ILL materials are to be quarantined per the guidelines provided by the Maine State Library. Staff handling ILL materials must wear gloves.

## SERVICE LEVEL-SPECIFIC PROCEDURES

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In addition to the General COVID-19 Safety Procedures, additional procedures must be followed, depending on the Service Level the Library is operating under. These additional procedures are described in this section.

### SERVICE LEVEL 1: BOOK DROP OPEN

#### **Public Services**

1. Book drop opened for patrons to return *books only*, to prevent breakage of AV materials. Begin accepting DVDs and audio books in Service Level 2.
2. Wifi access to be available from the library parking lot.
3. Digital reading materials available on Vose Library website (CloudLibrary).
4. Library programming may be cancelled/postponed or shifted to a virtual setting. The preferred method of programming is virtual through the use of Zoom.
5. Library buildings are closed to patrons at this time.

#### **Staffing**

1. Only Director and/or Library Assistant in the building at one time to carry out library basic operations. No volunteers are to work in the library at this time.

#### **Procedures**

1. Post on roadside sign/Facebook/library website that Book Drop is open.
2. Director and/or Assistant will begin to check Book Drop every day or two and begin the quarantine process. Gloves must be worn when handling Book Drop items.
3. Before being checked back into the collection, all Book Drop Items will be quarantined per the guidelines provided by the Maine State Library.
4. Tables placed in front area of library near magazines and labeled by genre to hold books in quarantine. Items will be laid out separately (non-stacked) and a calendar will be used to indicate the quarantine expiration date.
5. Proper glove removal/disposal guidelines must be followed once Book Drop items have been properly placed in quarantine. Hands must be thoroughly washed after glove removal and before moving on to any new task.

## SERVICE LEVEL 2: VOLUNTEERS SCHEDULED TO PERFORM SPECIFIC LIBRARY TASKS

### **Public Services**

1. Book drop opened for patrons to return books, DVDs and audio books.
2. Wifi access to remain available from the library parking lot.
3. Digital reading materials available on Vose Library website (CloudLibrary).
4. Library programming may be cancelled/postponed or shifted to a virtual setting. The preferred method of programming is virtual through the use of Zoom.
5. Library buildings are closed to patrons at this time.

### **Staffing**

1. Five regular volunteers (and two alternates) will be recruited for weekly work at the Library. Only one volunteer and the Director and/or the Assistant will be allowed in the building at any one time, for a maximum of two people in the building at once.
2. Library Board approves volunteers entering the building to perform library tasks.
3. Each volunteer must agree to the *Vose Library COVID-19 Policy and Procedures* and must provide a signature, date and time each time they enter the building to verify compliance.
4. Each volunteer will be scheduled for a specific period of time, and tasks will be assigned and supervised by the Director or Assistant.
5. Access to the collection will be allowed only to the Director, Assistant and/or the scheduled volunteer until the Library moves into Service Level 4.
6. A trained volunteer may come in to cover books, as necessary, when specified by the Director or Assistant. Once covered or labeled, these items must be placed in quarantine with the other quarantined library items, before they may be checked in for patron use.

### **Procedures**

1. Follow procedures items 1-5 as noted in Service Level 1.
2. Audio books and DVDs placed in book drop are to be placed in padded envelope or box by patron to reduce possibility of breakage.

## SERVICE LEVEL 3: CURBSIDE PICKUP

### Public Services

1. Curbside pickup services begin – patrons will be able to order Vose Library materials, excluding electronic gear such as hotspots (in order to keep all electronics from the book drop upon their return) following the procedures described below.
2. Interlibrary Loan (ILL) services to be made available pending resumption of ILL van delivery services within the state.
3. Book drop remains open for patrons to return books, DVDs and audio books.
4. Wifi access to remain available from the library parking lot.
5. Digital reading materials available on Vose Library website (CloudLibrary).
6. Library programming may be cancelled/postponed or shifted to a virtual setting. The preferred method of programming is virtual through the use of Zoom.
7. Library buildings remain closed to patrons at this time.

### Staffing

1. Refer to staffing procedures 1-6 noted in Service Level 2.

### Procedures

1. Library preparation for curbside pickup:
  - a) Set up facility and conduct training procedures for curbside pickup in accordance to state guidelines using *COVID-19 Prevention Checklist Public Library Guidance* provided by the Maine State Library.
  - b) The date that the library will begin offering curbside pickup will be carefully determined and once posted, may be subject to change.
  - c) Post specific patron guidelines at library entrance, on the library Facebook page, library website, and send out a Mail Chimp newsletter to explain how the curbside pickup process will work.
  - d) Director will contact Maine Infonet to request local patron access to MILS and the Vose collection only. This process is expected to take approximately 72 hours to set up.
2. Curbside Pickup procedures
  - a) Patrons may order library materials through the MILS site (Vose Library collection only – no ILL to start) or by email or phone, and will be limited to 5 items per library card. All items will have a 4-week due date.
  - b) Ordered items will be pulled during a regular shift, bagged and labeled for patron, and placed in a designated spot near the entrance.
  - c) Patron will be emailed or called to let them know that their items are ready for pick up and given the “open schedule”.
  - d) Patron must call the Library when they are parked in front of the Library.
  - e) Patron must remain in car while bagged items are brought out to curbside and placed on a table or other designated spot (or in trunk if patron is unable to exit vehicle). Only one person will be allowed in the pick-up area at any one time.
  - f) Patron must return all items to the Book Drop – items may not be handed off directly to a person.
  - g) Curbside delivery person and/or patron may not linger or come in close contact with one another.
  - h) Curbside delivery person must sanitize and wash hands upon return to the building.
  - i) Book Drop procedures will be followed for all returned items before check-in or return to the collection is possible. Refer to Service Level 1 for Book Drop procedures.
3. Obtaining a Library Card
  - a) Patrons without a library account who wish to obtain a card must call or email the Director to set up an appointment for a Zoom call or to visit the Library to provide personal information required

for a card application via a front window. The patron must provide appropriate I.D. and/or proof of residency (such as a utility bill) which can be shown through the glass in the front-door entryway, during a Zoom call or via email (scanned image). The application will be filled out by the Director or Library Assistant and the information will be entered into Sierra. The Director will provide the patron with the Library card number and such cards will be stored in a designated place until items are ordered, at which time the card can be given to the patron with their pick-up order.

4. Interlibrary Loan procedures

- a) Incoming ILL materials to be quarantined for 72 hours.
- b) Refer to the most recent COVID-19 documents issued by the Maine State Library for further up-to-date guidance on safe handling and quarantining of ILL materials.

## SERVICE LEVEL 4: LIMITED NUMBERS OF PATRONS IN BUILDING WITH TIME CONSTRAINTS

### Public Services

1. Library building opens to patrons in limited numbers with time constraints. Social distancing measures will be implemented and masks must be worn by all patrons.
  - a) Masks must have two or more layers to help stop the spread of COVID-19.
  - b) Masks must be worn over the nose and mouth and secured under the chin.
2. Book drop remains open for patrons to return books, DVDs and audio books. (Refer to Service Level 2 for book drop procedures).
3. Curbside pickup services continue – patrons will be able to order library materials following the procedures noted in Service Level 3.
4. Wifi access to remain available from the library parking lot.
5. Digital reading materials available on Vose Library website (CloudLibrary).
6. There will be no access to public computers in Service Level 4. Access to circulation computer will be available with safety precautions in place.
7. Library programming may be cancelled/postponed or shifted to a virtual setting. The preferred method of programming is virtual through the use of Zoom.

### Staffing

1. Two to three people (inclusive of personnel and volunteers) in the building at any one time.

### Procedures

#### **TWO-TIERED APPROACH:**

**FIRST - BY APPOINTMENT ONLY** – first tier of Service Level 4 to be implemented until personnel and volunteers demonstrate a comfort-level with patrons inside the library (at least 4 weeks). Limit the number of patrons in the library at any one time to 1 patron or one family pod not to exceed 5 people (not including 2-3 staff members). When patrons request an appointment they will be issued a time slot that is specific to visiting the Children’s Room or Adult Room.

**THEN – LIMITED CAPACITY OPENING** – second tier of Service Level 4 to be implemented once the first tier has been successfully completed. Limit the number of patrons in the library at any one time to 5 patrons (not including 2-3 staff members) according to the square footage guidance issued by the State of Maine. Adults may visit the library with children (children count toward the total number of 5 patrons at any one time).

1. Patrons
  - a) Inform patrons of COVID-19 policies and procedures in advance, using website, newsletters, newspaper, signage, etc.
  - b) Use posters and signage in the library to remind patrons and staff of physical distancing at entrance, checkout areas, computers, counters, etc. Publicize that the library has been cleaned and all items quarantined since the closing.
  - c) Encourage patrons to limit who they bring into the library, particularly children (one person per family or one family pod not to exceed 5 people at a time during BY APPOINTMENT ONLY; adults may visit the library with children during LIMITED CAPACITY OPENING).
  - d) Children count in the number of people allowable in the building.
  - e) Patrons may spend up to 20 minutes in the library to reduce possible transmission of COVID-19.
  - f) Physical distance between patrons and library staff supported by taping off 6 feet distance from counter, mark outside waiting area, and other areas to avoid a gathering.

- g) Do not let patrons in library staff areas. Use retractable gates or other structures to make sections unavailable.
  - h) Minimize shared touch surfaces such as tablets, pens, library cards, receipts, etc.
  - i) Go fine free to limit cash transactions, but when items are considered lost, request payment from patrons according to library policy.
  - j) Personnel and volunteers will perform all printing/copying for patrons, after receipt of originals in electronic form only (no hard copies will be accepted). Patrons shall be notified that each sheet typically costs \$.10 and monies can be collected through the book drop process (then quarantined for 3 days). No change provided. Patrons may pick up their copies via curbside pickup process.
2. Lending Services – In Library
- a) Support 6 feet of physical distance between patrons and library staff by taping off a counter checkout area and waiting line with 6-foot intervals marked.
  - b) Follow a closed stack model for magazines. Patrons must ask for assistance.
  - c) Don't serve coffee, food or /snacks.
  - d) Consider circulation desks, checkout scanning equipment, tables, and public access computers as “hot spots” with high touch surfaces in confined areas. Staff checking out library materials should wear gloves and clean barcode scanners, as well as other equipment used prior to the end of each shift
  - e) Should patrons bring items such as reusable bags for books/items, they should be placed in the basket provided at the door and only used at the end of the transaction to transport items or if no transaction, taken home with the patron.
  - f) Staff should wear gloves or sanitize their hands before returning library cards, books, other library materials or cash to patrons. Libraries may use bags for this purpose as well.
  - g) Do not share pens, paper or other materials. Follow a “touch and take” process for writing utensils used by patrons. If a patron touches a pen, they should be encouraged to take the pen with them. If the pen is left behind, it should be placed in quarantine for 24 hours and/or cleaned with a cleaning wipe.
3. Public Access Computing
- a) With the exception of the circulation computer, there will be no access to public computers during Service Level 4.
  - b) Ensure social distancing for patrons when using the circulation computer by removing chairs and providing appropriate signage.
  - c) The laptop used for circulation purposes shall be cleaned using cleaning wipes in between patron use
4. Library Buildings
- a) Temporary plexiglass barrier installed to supplement physical distancing where appropriate in the library based on procedures for check-out and circulation desk configuration.
  - a) Make it very clear to patrons if certain areas of the library are off limits (on laminated procedure doc).
  - b) Arrange furniture and any seating to ensure social distancing. Move chairs to quarantine areas, or otherwise make them unusable, to eliminate sitting and congregating.
  - c) Signage posted relating to patron behavior (on laminated procedure doc.)
  - d) Doors/Entrances – signage, (5) baskets (with laminated procedure doc inside) to keep the count at the required number of people per sq. footage. (5 patrons allowed + 2-3 staff)
  - e) Clean and disinfect high touch surfaces (e.g. countertops, door handles, keyboard covers, phones) in the workplace, often. See: CDC Workplace Guidance: *Cleaning and Disinfecting your Facility*.
  - f) Restrooms
    - i) Reserved for staff only (sign on door).
    - ii) Maintain signage promoting proper hand washing and sanitizing of the bathroom after each visit.
    - iii) Bathrooms professionally cleaned on a regular basis

## SUMMARY OF SERVICE LEVELS

| SERVICE LEVEL              | 1                                   | 2   | 3   | 4  | 5   |
|----------------------------|-------------------------------------|---|---|--|---|
| <b>Description</b>         | Book Drop Open                      | Volunteers Scheduled to Perform Specific Library Tasks        | Curbside Pickup   | Limited Numbers of Patrons in Building with Time Constraints<br>Two-Tiered Approach:<br>By Appointment Only AND Limited Capacity | Normal Reopening to Public                        |
| <b>Book Drop</b>           | Open - books only                   | Open - books, DVDs, audiobooks                                | Open - books, DVDs, audiobooks                                | Open - books, DVDs, audiobooks   | Open - books, DVDs, audiobooks                    |
| <b>Curbside pickup</b>     | Not available                       | Not available   | Available   | Available  | Not available (discontinued)                      |
| <b>Wifi access</b>         | Available in parking lot            | Available in parking lot                                      | Available in parking lot                                      | Available in parking lot and building  | Available in parking lot and building             |
| <b>Digital materials</b>   | Available on Library website        | Available on Library website                                  | Available on Library website                                  | Available on Library website   | Available on Library website                      |
| <b>Library Programming</b> | Cancelled/postponed or virtual      | Cancelled/postponed or virtual                                | Cancelled/postponed or virtual                                | Virtual Only   | In-person may resume, no limits                   |
| <b>Interlibrary Loan</b>   | Not available                       | Not available   | Available pending van service resuming                        | Available pending van service resuming   | Available   |
| <b>Library Building</b>    | Closed to patrons                   | Closed to patrons   | Closed to patrons   | Limited patrons with time constraints  | Unlimited patrons, no time constraints            |
| <b>Staffing</b>            | 1-2 Paid staff only (no volunteers) | At least 1 paid staff plus volunteers (maximum of two people) | At least 1 paid staff plus volunteers (maximum of two people) | At least 1 paid staff plus volunteers (maximum of three people)  | At least 1 paid staff plus volunteers (unlimited) |

## Resources

[American Industrial Hygiene Association \(see pp 6-7 in Reopening Guidance for Libraries\)](#)

[Cleaning and Disinfecting your Facility](#) (CDC)

[COVID-19 Information for Maine Libraries](#)

[COVID-19 Prevention Checklist Public Library Guidance Document](#) (May 2020)

[COVID Quarantine Guidance and Best Practices for Maine Public Libraries](#) (October, 2020)

[It's Time to Talk About COVID-19 and Surfaces Again](#) - an article with considerable focus on libraries

[Square Footage Guidance Issued by the State of Maine State](#)