



LIBRARY REOPENING POLICY

1. **Purpose.** Michigan public libraries have been closed to the public pursuant to a series of executive orders. The Library anticipates that those restrictions will be lifted and the Library may once again resume public library service. This Policy establishes the steps the Library may take and the protocols the Library may put in place to protect the Library, staff, and guests when the Library reopens.
2. **Resuming Library Service.** Before reopening to the public or essential/nonessential staff, and during the term of the Reopening Plan, the Library will establish regulations and implement the following:
 - A. *Cleaning Protocols.* The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the stages of reopening.
 - B. *Returned Material.* The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.
 - C. *Assess Needs.* The Library Director and Managers will meet to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment.
 - D. *Social Distancing.* The Library Director will take steps to implement social distancing protocols if required by law or the Reopening Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6) foot spacing, or providing "traffic control" designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing. The Social Distancing protocols will be established in the Reopening Plan for each stage.
 - E. *Notice to Guests.* The Library Director shall post notices on the door of the Library and on the website to inform guests of the particular regulations of guest conduct for the current stage of the Reopening Plan.
3. **Reopening Stages.** The Library Board adopts the reopening plan attached as Exhibit A ("Reopening Plan") to this Policy as the basic structure for the reopening stages for public library service. Pursuant to Section IV, the Library Director has authority to

modify the Reopening Plan. The Reopening Plan, including any modification by the Library Director, shall govern the use of the Library. Violations of the Reopening Plan may result in suspension of library privileges.

4. Director's Role; Authority. The Library Director will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:

A. *Modifications; Reopening Stages.* The Library Director may modify in writing any services, safety protocols or other part of the Reopening Plan. The Library Director also may determine when it is an appropriate time to move on to the next stage either in whole or in part.

B. *Staffing Levels.* The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.

C. *Cancel or Limit Services.* Even after the Library reopens and the Library Board approves a Reopening Plan, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and guests. This includes cancelling scheduled meetings held in any Library meeting rooms. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library's website.

D. *Library Closure.* The Library Director has the authority to close the Library temporarily for a maximum of fourteen (14) days without prior Library Board approval. The Library Director will inform the President of the determination to close and the proposed duration of the closure. If the Library has not been reopened, the Library Board may meet to determine whether the Library Director's decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director's determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library's Service Area. The Library Director will use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library's website. This Policy assumes the staff will be paid based on their "normal" schedule during the Library's closure under this paragraph.

E. *Consultation.* The decision to cancel or limit services, move through the stages of the Reopening Plan, close the Library, or adopt additional protocols may be based on recommendations made regarding the outbreak by the Centers for Disease Control ("CDC"), state, county and city requirements, local health officials, the Library Board, Michigan Library Association, American Library Association, or other reputable sources.

5. Enforcement. Guests may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in this Policy, the Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any guest receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.

6. Right of Appeal. Guests may appeal a decision to remove a guest or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.

7. Applicability. Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

EXHIBIT A REOPENING PLAN

The following is the reopening plan approved by the Library Board ("Reopening Plan"). If an executive order is in effect, all elements of the executive order will be followed and the executive order will control if there is a conflict. The Reopening Plan only applies if permitted by law or executive order. This Reopening Plan is not intended to supersede or change any Library employment policies.

Requirements During All Stages.

- A. Per the CDC guidelines, guests with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- B. Guests must not enter the Library with symptoms of an infectious disease.
- C. The Library shall provide notice on the Library doors of the guest responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- D. The Library Director will provide requirements for staff safety precautions and the staff will be informed.
- E. The Library Director shall determine the cleaning protocols for all stages.

Phase 1. Virtual Services. Building Closed to the Public.

During this stage, the Library will be closed to the public either by executive order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

- A. Employees. Essential staff may return to the Library. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person.
- B. Activities Permitted:
 1. Landscaping and other outside maintenance activities may resume if permitted by executive order.
 2. Inside maintenance activities may also resume if permitted by executive order.
 3. The Library can continue providing WIFI in the parking lot areas.
 4. Continuing essential functions.
 5. Virtual services and programming may be provided to the community.
 6. Answering phones, responding to guests' emails and responding to guests' reference questions based on hours determined by the Library Director.
- C. Social Distancing and Safety Protocols.
 1. The Library Director will take steps to implement social distancing protocols.
 2. The staff workspace shall be configured to maintain social distancing requirements of six (6) feet if possible.
 3. The Library will begin to implement social distancing protocols in the Library in anticipation of guests returning which may include:
 - a. Removing or rearranging chairs and tables.
 - b. Assessing what computer terminals may be used.
 - c. Blocking off areas/furniture.
 - d. Adding plastic screens.
 - e. Marking waiting areas to show the six (6) foot spacing.
 - f. Provide "traffic control" designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing.

D. Hours of Operation. The Library will not have any public building hours of operation.

Phase 2. Virtual and Return Services. Building Closed to the Public.

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person. B. Activities Permitted:

1. Updating collections.
2. Updating guest databases.
3. Shelving books.
4. Transferring staff files to Library databases to the extent they were stored separately while teleworking.
5. Answering phones, responding to guests' emails and responding to guests' reference questions based on hours determined by the Library Director.
6. Reviewing upcoming programs that may need to be cancelled or modified and review any contracts related to such programs.
7. Assessing whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.
8. Virtual services and programming may be provided to the community.
9. Guests are permitted to return Library materials. The Library Director will establish the protocols for returned material.
10. Processing returned materials.
11. Resume the interlibrary loan process (if practical or possible).

C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place.

D. Hours of Operation. The Library will not have any public building hours of operation.

Phase 3: Drive-up Window and Locker Services. Building Closed to the Public.

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person.

B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:

1. Drive-up Window and Locker Services is permitted.
2. Guests are permitted to return Library materials. The Library Director will establish the protocols for returned material.
3. The Library will address any policy or temporary measures involving fee forgiveness or suspension.

C. Social Distancing and Safety Protocols. The protocols for Stage 1 will remain in place. In addition:

1. Guests and staff shall remain six (6) feet apart.
2. Guests will be provided an appointment pick-up time for drive-up window and locker services.
3. The Library shall mark waiting areas for locker pick-up services.

D. Hours of Operation. The Library Board establishes the following as the hours for drive-up window and locker services, but this may be modified by the Library Director: Monday – Thursday 10am-9pm, Friday & Saturday 10am – 6pm and Sunday 12pm – 6pm.

Phase 4: Grab & Go Services. Limited Building Access/Minimal Public Contact

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person.

B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:

1. Guests may enter the Library but will have limited access to areas of the Library.
2. Guests may have in-person conversations with Library staff, provided that social distancing and safety protocols are followed.
3. The Library will have limited access to public computers for guests to do research or to look up and request library material. Time limits for computer usage will be enforced.

C. Social Distancing and Safety Protocols. The protocols for the prior stages will remain in place. In addition,

1. Masks: Guests will be required to wear masks in the Library (if required by Executive Order). The Library will provide masks if supplies are available.
2. Social Distancing: Guests must stay six (6) feet away from all staff and other guests. Social distancing rules apply. The Library will provide a barrier for in-person discussions if a barrier can be obtained.
3. The Library will mark places where people are likely to gather in line to identify the proper social distancing. This includes drive-up window "traffic," and pick-up of holds at lockers.
4. Occupancy: Limits may be established by the Library Director. If the Library reaches its occupancy, guests may be required to wait outside the building. NPL is 59,314 sq. ft. Only the number of people (including employees) equal to 4 people per 1,000 sq. ft. of patron floor space will be permitted in the Library at a time, and all others must wait outside the Library.
5. Limit Groups: Guests will use their best efforts to come to the Library with the least number of people.
6. Computer terminals: Terminals will be located six (6) feet from any other computer or work station. The Library will use its best efforts to clean computer terminals between uses. Guests will have access to disinfecting materials for sanitization of personal work spaces. Time limits for computer usage will be enforced.

7. Signs: The Library shall create a sign or pamphlet to inform guests of the following:

- Library's practices during a particular phase and the precautions the Library is taking to prevent infection.
- Instructing guests of their legal obligation to wear a mask when inside the Library (as long as mask is required by an Executive Order). Informing guests not to enter the building if they are or have recently been sick.

8. Training: In addition to training required in previous phases, the Library shall train employees regarding how to manage symptomatic customers upon entry or in the Library.

D. Hours of Operation. The Library Board establishes the following as the hours for Grab & Go Services, but this may be modified by the Library Director: Monday – Thursday 10am-9pm, Friday & Saturday 10am – 6pm and Sunday 12pm – 6pm.

Phase 5: Library Open to Public With Limited Usage Conditions.

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can telework or must work in-person.
- B. Activities Permitted. In addition to previously authorized activities, the Library may open for additional activities:
 - 1. Programming that is in-person; Virtual programming may be provided.
 - 2. Meeting room use for Library only sponsored events.
 - 3. The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance. Guests will have access to disinfecting materials for sanitization of personal work spaces. Time limits for computer usage will be enforced.
 - 4. The Library Director may open up additional parts the library building for public use.
- C. Social Distancing and Safety Protocols. The protocols for the prior phases will remain in place.
- D. Hours of Operation. The Library Board establishes the following as the hours for open to the public with limited usage conditions, but this may be modified by the Library Director: Monday – Thursday 10am-9pm, Friday & Saturday 10am – 6pm and Sunday 12pm – 6pm.

Phase 6: Library Open for Full Service. At this phase, the Library can reopen with the same services as normal. All Library service can resume without restrictions.

Approved by the Novi Public Library Board of Trustees: May 28, 2020

Amended: June 25, 2020
