

## COVID-19 REOPENING PLAN: PHASED APPROACH

### INTRODUCTION

While the COVID-19 pandemic has forced us to close our building temporarily for public health and safety, the library's extraordinary and dedicated staff have been working diligently throughout this time to continue providing digital services to the public, including virtual programming, reference and chat services, and access to eBooks, downloadable audiobooks, e-magazines, streaming movies and TV, and online databases. As we commit every day to extend those services to our community, we are thinking carefully about what a return to our physical spaces must consider and include. While we assess our environment and discuss scenarios, there are elements that we do not know and cannot predict, such as when governmental stay-at-home orders will be lifted, when prohibitions on public and private gatherings will be eased, when infection risks will decline, and when necessary supplies will become more readily available. We do know, however, that a return to physical spaces will not be an immediate return to a pre-pandemic environment. First and foremost, the health, safety, and well-being of our employees and patrons have guided—and will continue to guide—the development of these phases, and in large part will determine when we reopen the library to the public.

This document responds to that reality by outlining proposed phases to reopen the library building and to reintroduce people to our physical spaces, our materials, and building-bound services with new health and safety protocols in place. Each phase's details include anticipated timelines; restrictions and extensions on services, hours, and places; prerequisite needs for supplies and materials; plans for continuation of remote working; and criteria we will use to determine when we would be ready to move from one phase to another. Additional assumptions include the potential for reversion to earlier phases if new infections occur and government mandates are reinstated. This document, therefore, is subject to further change and development as we learn more and the situation evolves.

**In approving this plan, the Library Board of Trustees authorizes the Library Administrator, Assistant Administrator, and Leadership Team to execute it, to adjust it as needed according to the most authoritative and reliable information available to them, and to inform the Board of Trustees promptly regarding the time and manner of its execution**

### GENERAL GUIDELINES

- Phases advance using *if-then* logic. Necessary context/conditions must exist in order to enter a given phase. If these criteria are not met, advancement to the next phase will not occur. Therefore, all anticipated dates are likely to change.
- Primary contacts for determining whether specific conditions exist to advance phases may include:
  - Library Board
  - Village of Tinley Park
    - [Pat Carr, Assistant Village Manager & Director of EMA/911 Communications](#)

- [Cook County Department of Public Health](#)
  - [Cook County Department of Emergency Management and Regional Security](#)
  - [Will County Health Department & Community Health Center](#)
  - [Illinois Department of Public Health](#)
  - [Illinois Governor's Office](#)
  - [U.S. Department of Health and Human Services, Centers for Disease Control and Prevention](#)
- Coordination with SWAN and RAILS will be necessary to advance phases where context/conditions require holds processing and interlibrary loan deliveries to be reactivated.

## PHASE 1

Library building is closed to public and staff. The majority of staff work remotely, although some staff may have to come in to complete necessary tasks.

### CONTEXT/CONDITIONS

Stay-at-home order in effect by state and local authorities. Infection risks are high. Physical distancing is strongly recommended, with public and private gatherings of no more than 10 people prohibited by executive order. Supplies are scarce, and restocking ability is uncertain. All SWAN holds and RAILS delivery services are suspended.

### ANTICIPATED DATE

Effective since the library building closed on Monday, March 16, 2020.

### SUMMARY

Library building is closed to the public and staff. Staff work remotely to provide virtual and digital services to the community. Some staff (under specific safety procedures) may need to enter the library building to perform necessary tasks.

## PHASE 2

Library building is closed to the public. Staff come in to begin receiving returned materials through the external book drops during limited hours. Some staff may continue to work remotely.

### CONTEXT/CONDITIONS

Stay-at-home order modified by state and local authorities. Physical distancing remains strongly recommended, with public and private gatherings limited to no more than 10 people. Infection risks are still high, but the healthcare system has the capacity to withstand a moderate outbreak. Supply inventory is limited but available to comply with safety recommendations and perform Phase 2 tasks, and restocking ability remains uncertain but improving. All SWAN holds and RAILS delivery services may remain suspended.

### ANTICIPATED DATE

Dependent on local and state assessment of risk and satisfying phase context/conditions. Approximate timeframe could be two to three weeks after the state and local authorities modified stay-at-home order takes effect. (*Current Target Date: Tuesday, May 12, 2020*)

## **SUMMARY**

Library building remains closed to the public. Scheduled staff start working onsite (under specific safety procedures) to reopen the external book drops during limited hours and quarantine returned materials. Scheduled onsite employees may work in staff and public areas. Some staff may continue to work remotely.

## **PHASE 3**

Library building is closed to the public. Staff continue to come in to receive returned materials through the external book drops and begin providing curbside pickup and contactless delivery of local holds. Staff also prepare to reopen the building for Phase 4. Some staff may continue to work remotely.

## **CONTEXT/CONDITIONS**

Stay-at-home order further lifted by state and local authorities. Physical distancing remains strongly recommended, with public and private gatherings limited to no more than 10 people. Infection risks are still high, but the healthcare system has the capacity to withstand a moderate outbreak. Supply inventory is sufficient to comply with safety recommendations and perform Phase 3 tasks, and restocking ability is uncertain but improving. SWAN releases local holds. RAILS delivery services remain suspended.

## **ANTICIPATED DATE**

Dependent on local and state assessment of risk and satisfying phase context/conditions. Approximate timeframe could be one to two weeks after state and local authorities further lift the stay-at-home order. (*Current Target Date: June 2020*)

## **SUMMARY**

Library building remains closed to the public. Scheduled staff working onsite (under specific safety procedures) start providing curbside pickup and contactless delivery of local holds, and prepare spaces, collections, and technology for reopening the building. Scheduled onsite employees may work in staff and public areas. Some staff may continue to work remotely.

## **PHASE 4**

Library building reopens to provide public access to physical materials, but with reduced hours. Other services are limited or restricted. External and internal book drops are open during limited hours. Some staff may continue to work remotely.

## **CONTEXT/CONDITIONS**

Physical distancing is recommended, with public and private gatherings limited to no more than 50 people. Infection risks are still high, but the healthcare system has the capacity to withstand a moderate outbreak, access to efficient testing is available, and public health officials are able to trace COVID-19 contacts. Supply inventory is sufficient to comply with safety recommendations and perform Phase 4 tasks, and restocking ability is uncertain but improving. Supply inventory is sufficient to comply with safety recommendations for public and staff, but supply needs and availability are uncertain. RAILS delivery services may remain suspended.

## **ANTICIPATED DATE**

Dependent on local and state assessment of risk and satisfying phase context/conditions. Approximate timeframe could be one to two weeks after state and local authorities increase public and private gathering limit.

## **SUMMARY**

The library building reopens to the public with the intention to provide access to physical materials, with possible self-service holds/materials pickup in the lobby offered during specific hours. Seating and gathering areas in the public spaces are removed, blocked off, or restricted in order to discourage extended stays. No reservations for study rooms or meeting rooms are accepted. Limited computer access may be offered but with restrictions and physical distancing. Open hours are reduced to allow for materials to be shelved and holds pulled before the library opens to the public. Specific hours for vulnerable patrons may be established. While open, there is limited face-to-face staff/public interaction, with an emphasis on using self-checkout stations. Staff assist primarily through chat, phone calls, and emails. There may be limited patron access to the open stacks. A minimum of one staff (maximum two) will be positioned at each public service desk, while many staff continue to work remotely.

## **PHASE 5**

Additional services reintroduced gradually as the library begins returning to normal, regular hours. Majority of staff begin to work onsite.

## **CONTEXT/CONDITIONS**

Physical distancing is still recommended, and limitations on public and private gatherings not exceeding 50 people may still exist. Mandates requiring the wearing of protective facial coverings in public spaces is lifted. Infection risks are declining, with a sustained reduction in new COVID-19 cases within the community for at least 14 days. The healthcare system has the capacity to withstand a moderate outbreak, access to efficient testing is available, and public health officials are able to trace COVID-19 contacts. Supply inventory is plentiful to comply with safety recommendations and perform Phase 5 tasks, and restocking ability is predictable and stable. RAILS delivery services may have resumed.

## **ANTICIPATED DATE**

Dependent on local and state assessment of risk and satisfying phase context/conditions. Approximate timeframe could be one week after (1) mandates requiring the use of protective facial coverings in a public space have been lifted or (2) after state and local health organizations report 14 consecutive days of sustained reductions in new COVID-19 cases within the community, whichever of those two happens last.

## **SUMMARY**

Some seating may be reintroduced but configured to maintain physical distancing. Study rooms may reopen, but with occupancy and time limitations that support physical distancing and allow for sufficient intervals between use. No reservations for meeting rooms are accepted. Copying, scanning, and faxing services may resume if physical distancing and disinfecting schedules can be maintained. Curbside pickup and delivery services may gradually reduce or be prioritized to vulnerable community members only as infection risks decline. Traditional programming and technology classes for small groups may

begin as physical distancing limitations ease and infection risks decrease, but only under strict guidelines and limitations and in areas where 6 ft distancing can be maintained. Conversion station and digital media lab may be available on a limited basis. Public service desks may be fully staffed.

## **PHASE 6**

Full services gradually reintroduced as a return to a “new normal” following the COVID-19 pandemic.

### **CONTEXT/CONDITIONS**

Physical distancing is no longer strongly recommended, and limitations on public and private gatherings have been fully lifted. Infection risks are low to nonexistent or a vaccine has been developed and widely available. The healthcare system has the capacity to withstand an outbreak, access to efficient testing is available, and public health officials are able to trace COVID-19 contacts. Supply inventory is plentiful to comply with safety recommendations and perform Phase 6 tasks, and restocking ability is predictable and stable.

### **ANTICIPATED DATE**

Dependent on local and state assessment of risk and satisfying phase context/conditions. Approximate timeframe could be within one week upon meeting context/conditions criteria.

### **SUMMARY**

Remainder of seating and furniture is reintroduced, with little to no concern about physical distancing. Study rooms and meeting rooms reopen fully. Traditional in-person programs for larger groups resume. All pre-pandemic library services gradually reintroduced. Full bookmobile service resumes, allowing the public onboard the vehicle.