

## **A Phased Approach for Reopening Chattanooga Public Library - 2020**

This phased approach is dependent on factors such as recommendations from local and national health agencies, social distancing protocols, and critical community needs. We do not anticipate returning to pre-COVID “normal” for some time. The safety of the staff and the public is of the utmost of concern, and we plan to move forward slowly and methodically.

### Anticipated Issues:

- We are seeking assistance to manage staff who will be reluctant to return to work. We have already had questions in this regard for the following reasons:
  - Underlying health conditions
  - Age
  - Fear and anxiety
  - Simply want to work from home

Library management will prepare staff to return to work reminding them that the library’s mission is to serve the public, but we will need HR and Legal assistance on how best to proceed.

### Notes:

- Avondale is not included in this Plan as we are awaiting YFD opening protocols.
- Ongoing construction at the Downtown Library building may impact service delivery options
- Due to the popularity of much of our online programming, we will continue these programs after we return to normal programming services. Additionally, we will strongly consider continuing other online services that were implemented during this closure
- Physical distancing, ½ capacity, frequent building cleaning, hand hygiene, wearing cloth masks, gloves, aprons and daily temperature screenings continue in all Phases unless determined by the Health Department to no longer be necessary.

### Preparing to Open (April 28 - May 8)

- Staffing Needs - Determine staffing needs at each location.
  - Level needed while able to maintain social distancing guidelines
    - Staff needed at all locations for Curbside Pickup and processing of materials (Avondale not included as we must adhere to YFD opening protocols)
- Order PPE Supply of all materials to maintain high hygiene standards for staff and public. Deep clean buildings.
  - Masks (recommend providing masks to the public)
    - Gloves (while not a requirement by the Governor’s Plan, the library will require staff to wear gloves and follow strict handwashing guidelines due to staff exposure to high risk populations and interaction with materials)

- Cleaning Supplies and spray bottles
- Plexiglass Shields for Reference and Circulation desks
- Aprons that can be cleaned with bleach and re-used
- Medical grade keyboards and mice that can accommodate ongoing cleaning
- Thermometers (recommend checking temps of staff and public)
- Evaluating Standards - Determine procedures to maintain safety of staff and public at all times:
  - Staff wearing protective gear
  - Masks available for public if requested
  - Routine checks for standards
  - Cleaning standards outlined for all areas
- Identify signage needs and map out 6' distances in staff and public areas
- Identify needs to deliver curbside service
  - Branded tent
  - Book trucks
  - Drive up and walk up
- Begin to order print and viewing material for circulation. Receive and process new materials
- Identify a book quarantine area at each location for returned material with procedures and protocol
- Prepare ½ of public access computers for public use and develop procedures
- Online Programming - Continue the virtual programming that began during the stay-at-home period.
- Staffing needs for continuing in the library and/or at home
- Telecommuting - Continuing to allow teleworking, when it makes sense from an operational standpoint
- Assistance to Patrons - Email, Chat and Phone service extended.
- Continue telecommuting service through email, chat and phone service

### **Phase I (date to be determined)**

- All locations would begin Curbside Pickup except Avondale
- Open all outside book drops
- Clear hold shelves of hold material not picked up prior to closing. Contact patron to see if they still want the item and if so arrange for curbside pick-up
- A request to the public to begin returning their borrowed materials to any location.
- Limited staff in all buildings to process returned materials
- Re-open delivery and pick up of materials between locations
- Online Programming - Continue the virtual programming that began during the stay-at-home period.
- Staffing needs for continuing in the library and/or at home
- Telecommuting - Continuing to allow when it makes sense from an operational standpoint
- Assistance to Patrons - Email, Chat and Phone service

### **Phase II**

- The 1st floor of the Main Library will be open to the public

- There will be only one entrance and one exit both of which will be monitored by staff to ensure we do not exceed recommended numbers and can adhere to the 6' Rule
- Access to public computing at Downtown location only. Access reduced to ½ of available terminals, ½ of normal time limit, and guest passes used to maintain fair access--first come, first served.
- Staff can provide limited assistance with computers if interaction is less than 10 minutes
- Online Programming - Continue the virtual programming that began during the stay-at-home period.
- Staffing needs for continuing in the library and/or at home
- Telecommuting - When it makes sense from an operational standpoint
- Assistance to Patrons - Email, Chat and Phone service extended.
- Return phones to connect back to locations except Avondale

### **Phase III**

- All branches open to the public and add the 3rd Floor (Local History) at the Main Library
- Browsing for check out, issuance of library cards, printing, fax, notary services and photocopying made available
- Begin cash handling
- Expand public computing access
- Online Programming - Continue the virtual programming that began during the stay-at-home period.
- Telecommuting - Significantly drop this ability

### **Phase IV**

- Extend all services. Face-to-Face programming, 4th Floor maker space, meeting rooms, public space (people can enter and stay in the building).
- Online Programming - Continue the virtual programming that began during the stay-at-home period.
- All staff return to work