

PHASED REOPENING PLAN

HIGHLAND PARK PUBLIC LIBRARY PLANS FOR OPERATION DURING COVID-19 2020

The phased reopening plan for Highland Park Public Library is based largely on the document *Best Practices for Reopening New Jersey Libraries*, developed by LibraryLinkNJ's statewide Task Force on Post COVID-19 Alignment, Trends, and Strategies (TOPCATS). The approaches outlined in this plan also take into consideration information and guidelines published by the American Library Association (ALA), Center for Disease Control (CDC) and the Northeast Document Conservation Center.

This plan is meant to be a living document, regularly evaluated and revised throughout the reopening transition. Execution of this plan by the Library Director under the authority of the Library Board of Trustees will abide by all applicable Executive Orders issued by the NJ Governor, and any decision to move between phases will be based on official state and local assessment of risk, Borough guidance, and library readiness. All phases will be implemented with the health and safety of the public and staff as top priorities.

Under an Executive Order by NJ Governor Murphy, libraries are to remain closed to the public until at least June 15, and possibly until July. This order also prohibits curbside pickup.

Phase 1 - Library Closed

This phase allows the library to comply with public safety and health directives, in coordination with Borough government offices. The library closed to the public and staff was instructed to work remotely during the outbreak of COVID-19 under NJ Governor's Executive Order 107.

Phase 2 - Prepare for Opening

This phase positions the library to begin preparations that allow for the return to work prior to opening the building to the public for limited services.

Phase 3 - Operate with Limited Services

This phase allows the library to resume some operations and services using cautionary steps, while continuing many remote services during the transition.

Phase 4 - Operate with Expanded Services

This phase allows the library to expand operations and increase in-person services, while keeping physical capacity at a minimum, and continuing many remote services during the transition.

Phase 5 - Operate in a New Normal

This phase prepares the library for an extended period of public health disruption and provides opportunity for additional in-person services.

Approved by the HPPL Board of Trustees -- June 10, 2020

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Phase 1 - Library Closed

This phase allows the library to comply with public safety and health directives, in coordination with Borough government offices. The library closed to the public and staff was instructed to work remotely during the outbreak of COVID-19 under NJ Governor's Executive Order 107.

Safety & Security

The library is closed to reduce human-to-human contact and the transmission of disease.

Library Operations

- Library building closed
- Require library staff to stay home and work remotely if possible, based on organizational needs, with limited building access for duties related to essential library functions
- Arrange for regular building walk-throughs and checks by appropriate personnel
- Eliminate public access to the building or physical materials
- Book drops are closed and patrons are asked not to return library materials
- Due dates are extended indefinitely and fines are waived or temporarily dismissed
- Expiration dates on library cards are extended until further notice
- Hold pick-up dates on items are extended until further notice
- Provide online library card access
- Suspend deliveries of materials, subscriptions and mail as necessary
- Communicate with staff and Borough officials regularly
- Meetings of the Board of Trustees are conducted remotely following N.J.S.A.10:4-8(b)

Services, Programs & Customer Support

- Virtual programming is developed and promoted
- Digital materials and services are evaluated and promoted
- Resources are compiled and prominently shared, specifically with relation to new information needs during a time of public crisis
- Ensure the accessibility of wireless internet access in the areas immediately outside the library building
- Communicate with the public regularly to provide customer support through virtual reference channels, including social media, online newsletter, and the library's website

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Phase 2 - Prepare for Opening

This phase positions the library to begin preparations that allow for the return to work prior to opening the building to the public for limited services.

Safety & Security

- Prepare the building for the return of staff by using safety protocols and providing products recommended by the Borough and health officials
- Require staff to wear appropriate PPE (i.e. face masks) and maintain social distancing as per CDC recommendations and/or local and state orders
- Communicate cleaning schedule and procedures, with a focus on regularly disinfecting heavily-shared materials and high-touch surfaces
- Require staff to clean/sanitize shared workspaces (shared computers, phones, etc.)
- Create a long-term plan for more frequent cleaning of the building
- Limit the use of staff kitchen to two at a time, maintaining social distancing
- Arrange for sneeze guards and/or other barriers for public service points
- Clean and prepare book drops, and arrange space for quarantined materials
- Prepare [materials management plan](#), including procedures for quarantining and handling returned library materials--to be revised as each phase evolves
- Require staff training in properly handling personal protective equipment and CDC-recommended hygiene, as well as in safety protocols, particularly with regard to shared workspaces and materials handling. Training will be provided thorough reading material and videos.

Library Operations

- Library building remains closed to the public
- Staff works on adjusted, staggered schedule in the building, combined with staff hours continuing to be remote as determined by organizational needs
- Create schedule and prepare for self-service pick-up of HPPL items (pulling materials from shelves, packaging, labeling, contacting patrons, etc.)
- Fees for placing/picking-up holds are suspended and evaluated
- Gradually reinstate deliveries of materials, subscriptions and mail as appropriate
- Gradually resume ordering of books and materials, particularly anticipating high-demand
- Review appropriate library policies and update for approval by Library Board of Trustees
- Communicate with staff and Borough officials regularly
- Meetings of the Board of Trustees are conducted remotely following N.J.S.A.10:4-8(b)

Services, Programs & Customer Support

- Virtual programming is provided, and digital materials and services are promoted
- Ensure the accessibility of wireless internet access in the areas immediately outside the library building
- Communicate with the public regularly through social media, online newsletter, the library's website, signage, and phone calls/email to provide customer support, reference resources, and information about library services

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Phase 3 - Operate with Limited Services

This phase allows the library to resume some operations and services using cautionary steps, while continuing many remote services during the transition.

Safety & Security

- Require staff to wear appropriate PPE and maintain social distancing as per CDC recommendations and/or local and state orders
- Ensure that staff spaces and public spaces are arranged to comply with social distancing
- Continue to prioritize regularly disinfecting heavily-shared materials and surfaces
- Implement materials management plan from Phase 2

Library Operations

- Library building remains closed to the public
- Re-evaluate staff in-person schedule based on organizational needs
- Maintain telework option to limit the number of people on-site at a time
- Draft plan for opening the building for the public in preparation of Phase 4, which will include arranging spaces to comply with social distancing, swapping fabric chairs for plastic meeting room chairs that can be cleaned more easily, and blocking off areas of the building that will be closed to public access
- Communicate with staff regularly, maintaining social distancing regulations for small gatherings, and continuing larger staff meetings virtually
- Meetings of the Board of Trustees are conducted remotely following N.J.S.A.10:4-8(b)

Services, Programs & Customer Support

- Open outdoor book drop to accept returns according to a pre-set schedule
- Provide access to HPPL's physical collection and items-on-hold via contactless pickup:
 - Open holds to be placed online or by email and phone without any fees
 - Establish pre-set schedule for pick-up
 - Limit the number of items for pick-up
 - Limit the number of people who may pick-up items at one time
 - Provide written procedures for all staff--to be revised as appropriate
 - Ensure clear instructions and signage for effective communication with patrons
- Continue to encourage use of digital materials
- Develop a readers advisory plan, including offering pre-packaged bundles
- Continue virtual programming, even if programs are recorded/streamed from inside the library, with no live audiences
- Develop contactless grab-and-go craft kits/activities for all ages
- Ensure the accessibility of wireless internet access in the areas immediately outside the library building
- Communicate with the public regularly through social media, online newsletter, the library's website, signage, and phone calls/email to provide customer support, reference resources, and information about library services
- Develop a schedule to increase availability of virtual and/or phone reference assistance

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Phase 4 - Operate with Expanded Services

This phase allows the library to expand operations and increase in-person services, while keeping physical capacity at a minimum, and continuing remote services during the transition.

Safety & Security

- Prepare the building for the public
- Require staff to wear appropriate PPE and maintain social distancing as per CDC recommendations and/or local and state orders
- Evaluate long-term cleaning schedule and procedures
- Limit the number of people in the building using recommendations from health officials
- Require members of the public entering the building to wear face coverings as per CDC recommendations and/or local and state orders
- Provide distance markers where lines form
- Ensure that workspaces and public spaces are arranged to comply with social distancing and to minimize extended gatherings

Library Operations

- Open buildings to the public with limited hours of operation
- Open outdoor book drop to accept returns according to a pre-set schedule
- Re-evaluate staff in-person schedule based on organizational needs, and continue to stagger shifts to limit unnecessary extended interaction
- Communicate with staff regularly, maintaining social distancing regulations for small gatherings, and continuing larger staff meetings virtually
- Assess management of fines, due dates and holds pick-up
- Assess management of inter-library loans and reciprocal borrowing
- Fully resume book and materials purchasing, cataloging and processing
- Meetings of the Board of Trustees may be held on-site

Services, Programs & Customer Support

- Provide access to public computers with consideration given to scheduling appointments, and ensure that equipment is disinfected after each use
- Provide limited access by the public to stacks and collections (create parameters for access including floor tape to designate social distancing and one-way signage or one-person-at-a-time access for aisles)
- Continue to encourage call-ahead and online holds and/or librarian-selected materials
- Encourage options for self and staff-assisted check-outs
- Continue to encourage contactless pickup for physical books and materials
- Continue to encourage use of digital materials
- Continue to offer a variety of virtual and contactless programming opportunities
- Continue to ensure the accessibility of wireless internet access
- Communicate with the public regularly through social media, online newsletter, the library's website, signage, phone calls/email, and other virtual platforms to provide customer support, reference resources, and information about library services

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Phase 5 - Operate in a New Normal

This phase prepares the library for an extended period of public health disruption and provides opportunity for additional in-person services.

Safety & Security

The library follows public health directives for cleaning of surroundings, wearing masks and other PPE, and social distancing.

Library Operations

- Open building and book drop to the public with regular hours of operation
- Ensure that work areas and seating adhere to social distancing guidelines
- Re-evaluate materials management plan from Phase 2
- Re-evaluate guidelines for in-person programming and meeting room use
- Review current and/or temporary library policies and procedures

Services, Programs & Customer Support

- Resume in-person programming following social distancing guidelines
- Resume in-person and virtual customer support