

**Bedford Public Library**  
**Re-opening Phased Plan During COVID-19**

The Town of Bedford and the Library Board of Trustees are committed to providing a high level of service for the community, while also prioritizing the health and safety of our employees. Many of our services are now being conducted virtually. The goal of the Re-opening Phased Plan is to maintain the safety of the library staff and focus on offering basic library services as appropriate.

**Building**

Library closed to the public and only Director and Assistant Director and minimal staff allowed in the building. DPW and Facilities Manager check on building daily and cleaners continue cleaning after staff out of the building. No public allowed in the building. Under the direction of the Facilities Manager and with prior notice of the director, outside workers allowed in the building using safety precautions (example, HVAC technicians) or when no staff in the building.

**Staffing**

All staff working from home. Minimal staff in the building with safety precautions, social distancing of 6 feet at all times, gloves when handling materials, face masks when appropriate when working near other staff. All staff working on projects to enhance library services including training and virtual meetings in small groups or full staff meetings to coordinate efforts.

**Services**

Continue to offer as many services as possible remotely. Including: answering reference questions via phone call backs or email, programming through interactive online platforms or webinars, book discussion groups, children's activities, reader's advisory suggestions, assisting patrons with downloading eBooks or eaudiobooks, training videos to help patrons access resources, contacting patrons who may be isolated, offering April Reading Challenge online.

**Communication**

Staff- Director continue to meet with Department Heads individually weekly via phone calls, weekly department head meetings via Zoom or other platform. Full staff meetings as needed via Zoom, weekly gathering of all staff to check in via Zoom, email, phone calls, set up various communication channels on Slack for staff to collaborate on projects together.

Public- website updates of virtual events and programs, website blog for adults, teens and children, weekly newspaper article, weekly electronic newsletter emailed out to 1,000 subscribers through Mail Chimp, regular social media posts (Facebook, Instagram, Twitter), updates twice daily for adults and daily for teens and children, PSAs on BCTV, notices on doors, chalkboard at road.

Trustees-weekly email updates.

**Employee Safety**

Minimal staffing. Provide soap and water for frequent handwashing, hand sanitizer, gloves, and face masks when working near others. Post signs on proper handwashing and information about wearing

masks properly. Make sure social distancing of at least 6 feet possible in work areas. Quarantine materials for 72 hours before checking in and shelving. Cleaning company sanitize each evening and work on systematically deep cleaning areas throughout building.

## **Phase 1**

### **Building**

Library closed to the public. Director and Assistant Director allowed in the building and minimal staff as directed by Director and Assistant Director. DPW and Facilities Manager check on building daily and cleaners continue cleaning after staff out of the building. No public allowed in the building. Under the direction of the Facilities Manager and with prior notice of the director, outside workers allowed in the building using safety precautions (example, HVAC technicians) or when no staff in the building.

### **Staffing**

Staff allowed to work in the building selected hours. All safety precautions must be adhered to: social distancing of 6 feet at all times, gloves when handling materials, face masks when appropriate when working near other staff. All staff working on projects or meeting in groups need to not exceed 10 people and distances of 6 feet apart must be maintained.

### **Services**

Book drop open for returned materials. Curbside pick-up of materials with no contact with the public. Answer telephone in the library. Offer reader's advisory for selection of materials for pick up. Prepare for mailing items to homebound patrons. Continue to offer as many services as possible remotely including: answering reference questions via phone call backs or email, programming through interactive online platforms or webinars, book discussion groups, children's activities, reader's advisory suggestions, assisting patrons with downloading eBooks or eaudiobooks, training videos to help patrons access resources and contacting patrons who may be isolated. No donations of materials will be accepted.

### **Communication**

Staff- Director continue to meet with Department Heads individually weekly via phone calls, weekly department head meetings via Zoom or other platform. Full staff meetings as needed via Zoom, weekly gathering of all staff to check in via Zoom, email, phone calls, set up various communication channels on Slack for staff to collaborate on projects together. Small meetings in library with social distancing of 6 feet.

Public- website updates of virtual events and programs, website blog for adults, teens and children, weekly newspaper article, weekly electronic newsletter emailed out to 1,000 subscribers through Mail Chimp, regular social media posts (Facebook, Instagram, Twitter), updates twice daily for adults and daily for teens and children, PSAs on BCTV, notices on doors, chalkboard at road.

Trustees-weekly email updates.

### **Employee Safety**

Follow the Safer At Home Universal Guidelines and daily health screening of all employees.

## **PHASE 2A**

### **Building**

- Library re-opens for materials browsing and pick-up on a reduced schedule for 1 hour by appointment
- Include some special hours for seniors or at risk individuals.
- Total number of patrons in the building at one time is limited on each level.
- Physical changes are in place (plexiglass barriers on public service desks, signage, stanchions for queuing up at circulation, etc...).
- No water fountain.
- Bathrooms limited to 1 at a time or 1 family unit.
- Timeframe is TBD.

### **Staffing**

- All staff allowed to work in the building with appropriate work station distancing.
- All safety precautions must be adhered to: social distancing of 6 feet at all times, gloves when handling materials coming into the building going into quarantine, face masks when appropriate when working near other staff.
- All staff working on projects or meeting in groups must maintain social distancing of at least 6 feet.

### **Services**

- All service desks are staffed.
- Book drop open for returned materials and contact free pick-up of materials continues.
- Open requests for GMILCS and delivery between libraries resumes.
- Books by mail continues for homebound patrons.
- Patrons are allowed to enter the building for the selection of materials and consult with staff but no seating is available.
- Computer stations are available by appointment and limited in time to 1 hour. All stations spaced at 6 feet apart. Staff can assist at desk or at a 6 foot distance.
- Meeting/quiet study rooms are not available.
- All library programming is delivered virtually with the exception of outdoor programming.

### **Communication**

- Website, newsletter, social media and additional signage.

### **Employee/Patron Safety**

- Continues as in previous phases.
- “Wear a facemask” and health check reminders on signage at entry points.
- Assign a staff person as safety officer to monitor compliance of customers.
- Additional cleaning measures in place for high touch areas every 2 hours. Checklist for staff regular cleaning. Wipe down area after each customer.

- Library closes for an incremental period to allow time for enhanced cleaning and restocking shelves (2hrs.)
- Quarantine materials for 72 hours before checking in and shelving.

## **PHASE 2B (Current Phase)**

### **In addition to items in PHASE 2A**

#### **Building**

- Library open for materials browsing and pick-up on a reduced schedule without appointments.
- Include some special hours for seniors or at risk individuals.
- Total number of patrons in the building at one time may increase and is monitored.
- Timeframe is TBD.

#### **Services**

- Patrons are allowed to enter the building for the selection of materials and consult with staff but no seating is available.
- Computer stations are available by appointment and limited in time to 1 hour. Meeting/quiet study rooms are not available.

## **Phase 3**

#### **Building**

- Library resumes more extensive schedule of open hours.
- Some seating introduced but spaced to allow for social distancing.
- Some special hours for seniors or at risk individuals may continue.
- Quiet Study may be used for one or two people at a time.
- Meeting rooms are not available.
- Total number of patrons in the building at one time may remain limited within current guidelines for distancing.
- Timeframe is TBD.

#### **Staffing**

- Continues as in previous phases.
- Face masks continue to be worn while in the building unless no longer recommended by health officials.

#### **Services**

- All previous services continue.
- All library programming continues to be delivered virtually in keeping with the restrictions on the size of gatherings.

#### **Employee/Patron Safety**

- Continues as in previous phases.

- Adjustments may be made to procedure of quarantine of materials.

#### **Phase 4**

##### **Building**

- Library resumes full services.
- All library services are restored in consultation with local and state public health guidance.
- Library is open regular hours with full staffing.
- All library seating is restored. All computer services are restored.
- Meeting rooms are made available.
- Accepting donations of materials may be considered.
- Timeframe is TBD.

##### **Services**

- All library services resume.
- Live programming by library staff resumes.

Note: These re-opening phases are guidelines for a phased re-opening and are subject to change as needed and recommended by public health professionals and the ability of the library staff to meet the criteria at each phase.

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Library Director