



Safe Reopen Plan

Best Safety Practices

Lawrence Marble

Auburn Hills Public Library

Auburn Hills Public Library 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.

- Per the CDC guidelines, patrons 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 of 100.4 degrees F, or signs of a fever without the use of fever-reducing medications.
- Patrons should not enter the Library with symptoms of an infectious disease.
- The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- Any requirements for staff safety precautions will be adopted separately and the staff will be informed.
- The Library Director shall determine the cleaning protocols for all stages.

Phase 1. Building Preparation-Closed to the Public (May 1 - June 12)

- Plexiglas shields will be in place at all Service Desks
- Public computers will be decreased and spaced out minimum 6 ft.
- Laptop checkout will be in place
- Hand sanitizer stations and disinfectant wipe tower will be put in place
- Floor decal signs in place reminding to distance from one another
- Public spaces will be reconfigured to allow for physical distancing.
- Public and staff areas will be cleaned routinely throughout the day
- Restrooms both staff and public will be cleaned several times per day.
- Study-room will be used for anyone who exhibits COVID symptoms. The room will be closed for 24 hours, if used, and will be professionally cleaned.

Activities Permitted:

1. Limited staff may be allowed to work in the building with Library Director's approval.
2. Continue essential functions; payroll, pay invoices, collection development etc.

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.

Hours of Operation.

1. The Library will not have any public hours of operation.

Phase 2. Staff Preparation-Staff Return (June 8 - June 12)

- All staff will be allowed in building until reopening to the public
- All staff will be required to wear mask when out in public areas
- Staff who have a fever of 100.4 degrees or higher will need to go home
- Staff hours may be reduced or changed depending on service hours and need.
- Only one staff member on service desks at one time once open to the public.
- Curbside service will be instituted and ready to roll out before the building is reopened
- Support Services staff will continue to empty book return using gloves
- Materials with protective covers will be disinfected with Clorox wipes
- All returned materials will be quarantined for a minimum of 48 hours.
- Pages will wear gloves to shelve materials as added precaution
- Staff will need to assist in cleaning/disinfecting throughout the day
- Volunteers and Friends of Library not allowed in building until open to public
- Precautions and changes to duties will be presented and discussed via virtual meetings.

Activities Permitted:

1. Updating collections.
2. Shelving books.
3. Answer phones and respond to patrons' reference questions.
4. Review upcoming programs that may need to be cancelled or modified.
5. Resume the interlibrary loan process (if practical or possible).
6. Assess whether the Library has adequate (Personal Protection Equipment).

Social Distancing and Safety Protocols.

1. The protocols for Stage 1 will remain in place.

Hours of Operation.

1. The Library will not have any public hours of operation.

Phase 3. Curbside Service (Begins June 15)

- Building closed to the public
- Focus will be on safety for both staff and patrons
- Staff will collect and package materials in a safe manner
- Staff will wear PPE when delivering materials to pickup area
- Staff will deliver materials to a designated area with a drop off table
- Patrons will arrive at their scheduled time to pick up materials
- There will be no face to face interaction with public
- Returned materials will be required to go into outside drop box
- Returned materials will be quarantined for a minimum of 72 hours before recirculating, based on current CDC guidelines for library materials.

Employees.

1. All staff are permitted to return to work
2. PPE safety protocol in place: masks, gloves when needed.
3. Protocols will be followed according to the schedule adopted by the Library Director.

Activities Permitted.

1. Curbside delivery service if permitted.
2. The Library Director will have established the protocols for returned material.
3. The Library will address any temporary measures involving fee forgiveness.

Social Distancing and Safety Protocols.

1. The protocols for Phase 1 will remain in place.
2. Patrons and staff shall remain six (6) feet apart during curbside pickup.
3. Patrons will be encouraged to wear a mask when engaging in curbside pickup.
4. The Library shall mark waiting areas for cars and other curbside pickup issues.

Hours of Operation.

1. Curbside pickup hours will be determined by the Library Director.

Phase 4: Grab and Go (Begins July 10)

- Curbside service will continue Monday- Saturday
- Limited patrons will be allowed in the building based on 25% occupancy limits determined by the Auburn Hills Fire Marshall.
- A greeter may be stationed in the entry hall to help promote social distancing
- Public will be required to wear mask based on the current order in place by the State of Michigan and Oakland County. The library will provide face coverings if supplies are available.
- Patrons will be encouraged to use self-check stations.
- Computer and printing, services will not be available in this phase
- Quiet Reading room, study rooms and meeting rooms will be closed during this phase
- Seating will be blocked off to limit public time in building during this phase

Employees.

1. PPE safety protocol remains in place: masks, gloves when needed, shields.

Activities Permitted.

1. Public bathrooms will be available for use
2. Water bottle filling station will be available for use

Social Distancing and Safety Protocols.

1. The protocols for the prior stages will remain in place.

Hours of Operation.

1. The Library Director will determine the hours of operation for a slow open.

Phase 5: Open to the Public with Conditions (TBD)

- Curbside service will continue Monday- Saturday
- Limited patrons will be allowed in the building at one time, based on the current CDC social distancing guidelines.
- Public will be required to wear mask based on the current order in place by the State of Michigan and Oakland County.
- Carts will be placed around the stacks for unwanted materials patrons may have touched
- Online library card application and issuing will continue and be encouraged.
- Meeting rooms will not be rented to the public until further notice.
- Meeting rooms may be used for small gatherings under 10 for the following internal meetings; Library Board, Historical Society and Friends of the Library but, will need to follow any social distancing guidelines.
- Study rooms will be limited to a maximum of two occupants at one time.
- Book donations will not be accepted until further notice
- All programming will continue online throughout the summer and into the fall based on social distancing guidelines. In-house programming might not resume until 2021.

Employees.

1. All staff are permitted to return to work.
2. PPE safety protocol remains in place: masks, gloves when needed, shields.

Activities Permitted.

1. Virtual programming allowed.
2. Limited computers will be open for public use.
4. All computer terminals will be located six (6) feet apart.

Social Distancing and Safety Protocols.

1. The protocols for the prior stages will remain in place.

Hours of Operation.

1. The Library Director will determine the hours of operation for a slow open.

Phase 6: Full Service- Library Open for Regular Business (TBD)

At this stage, the Library can reopen with the same services as normal. All Library service can resume without restrictions.

Ongoing Staff Hygiene and Public Safety:

The following process will be repeated throughout the day based on the current CDC guidelines:

Clean surfaces and objects using disinfecting wipes. Always wear gloves appropriate for the chemicals being used for routine cleaning and disinfecting. Follow the directions on the disinfectant label for additional PPE needs. When you finish cleaning, remember to wash hands thoroughly with soap and water.

Public Areas:

- Door handles
- Handicap buttons
- Staircase railing
- Vending machines
- Self-checks
- Metal carts
- Drinking fountain and water bottle filling station
- Any other areas you see fit to clean

Service Desk Areas:

- Service desk surfaces
- Computers
- Monitors
- Scanners
- Mice
- Copier and printers in staff area
- Any other areas you see fit to clean

Public Computers:

- Public computers
- Catalog computers
- Copier, Scanner/Fax and Print Release station
- Technology Lab computers
- Awe game computers
- iPads
- Mice
- Any other areas you see fit to clean

Curbside Procedure

Patron Responsibility:

- Patrons can either call or use the online catalog to order materials
- Only materials that can be returned in the outside drop box will be available
- Curbside pick-up will be available:
 - Monday-Thursday 11 am – 7 pm
 - Friday-Saturday 11 am – 5 pm
- Patron holds will be placed on a table for pick-up at a designated area.
- Patrons will be reminded to stay 6 feet apart from other possible patrons
- Patrons will be encouraged to pay late fees online through The Library Network

Youth and Adult Services Responsibility:

- Handle all reference request via; phone, chat or email
- Print hold lists from Carl and pull materials twice a day
- Offer patrons alternative options if items are missing or damaged.
- Take collected materials to the Circulation Desk to be processed

Support Services Responsibility:

- Scan items and print hold slips
- Schedule a pickup day/time using Assabet
- Shelve holds on hold shelf in alphabetic order
- Print out hold pickup schedules twice a day from Assabet
- Check out materials on the scheduled pickup days
- Package materials in paper bags with name clearly marked
- Wearing gloves and mask, take the materials out to the patron at their scheduled time.
- Forward **all** reference calls to either adult or youth departments
- Circulation will process and oversee all materials received through the TLN delivery

Pick-up Process:

- Staff will take shifts to be the designated lobby person
- Hold pick-up will be in 15-minute increments for social distancing
- Designated staff will place hold on a table for patron pick-up
- Patrons will have been instructed to maintain distance from other patrons
- Patrons must pick up hold during their scheduled window
- An allowance will be allowed if patron is running late up to 24 hours
- Holds not picked up will be returned to Circulation to reschedule pick-up

Return Process:

- Materials must be returned through the outside drop box
- Circulation staff will wear glove to empty materials and check them in
- Wipe down all items with Clorox wipes with the exception of paperbacks
- All items will then be quarantined for no less than 72 hours before being shelved
- Gloves will be worn as added protection when shelving materials
- Any items that have a hold attached to it will also be quarantined
- Circulation staff will call patron telling them when they can pick-up the hold

Patron's Questions and Concerns Example Questions

How long are you closed?

The AHPL is closed until further notice. Beginning June 15, phases for reopening will begin starting with curbside pickup service.

I have a question. Who can I talk to?

Beginning Monday, June 15:

- Staff will be available Monday-Thursday, 11am-5pm and Friday-Saturday 11am-5pm
- Phone at 248-370-9466
- Online: <https://www.ahplibrary.org/connect/contact-us/>
- Send us a message on our social media sites

Will you host programs, classes and room rentals?

No, not in person, however, AHPL will provide a summer full of virtual programs. For more information regarding programming, visit the online calendar at <https://www.ahplibrary.org/>

What do I do with my library materials?

Please return materials in our outside return slot located on the side of the building. Returned items will be quarantined for 24 hours based on CDC guidelines.

Is AHPL receiving materials from other TLN (The Library Network) or MeLCat libraries?

No, not at this time.

Can I place items on hold by calling the Library or by using the online catalog?

Yes. Beginning June 15, only AHPL items will be available for hold at this time.

I want to access the online catalog or use digital resources but I do not have a library card.

Residents of Auburn Hills, Oakland University or OCC student and those who work in Auburn Hills, can apply for a card on our website at <https://www.ahplibrary.org/online-library-card-application/>

Can I drop off donations?

No. We will not be accepting donations at this time.

Can I buy materials from the Friends of the Library Book Nook?

No. The Book Nook is closed at this time.

Who do I talk to about room rentals?

There will be no meeting room rentals until further notice.

Will the Library be doing outreach?

No. The Library has suspended outreach services until further notice.

What types of digital services are available?

We have e-books, audiobooks, magazines, and streaming. These can be accessed through Overdrive, Libby, RBDigital, and Hoopla by visiting us online at <https://www.ahplibrary.org/digital-library/>