

Preparing and Implementing Tools to Re-Open Post Quarantine

May 19, 2020



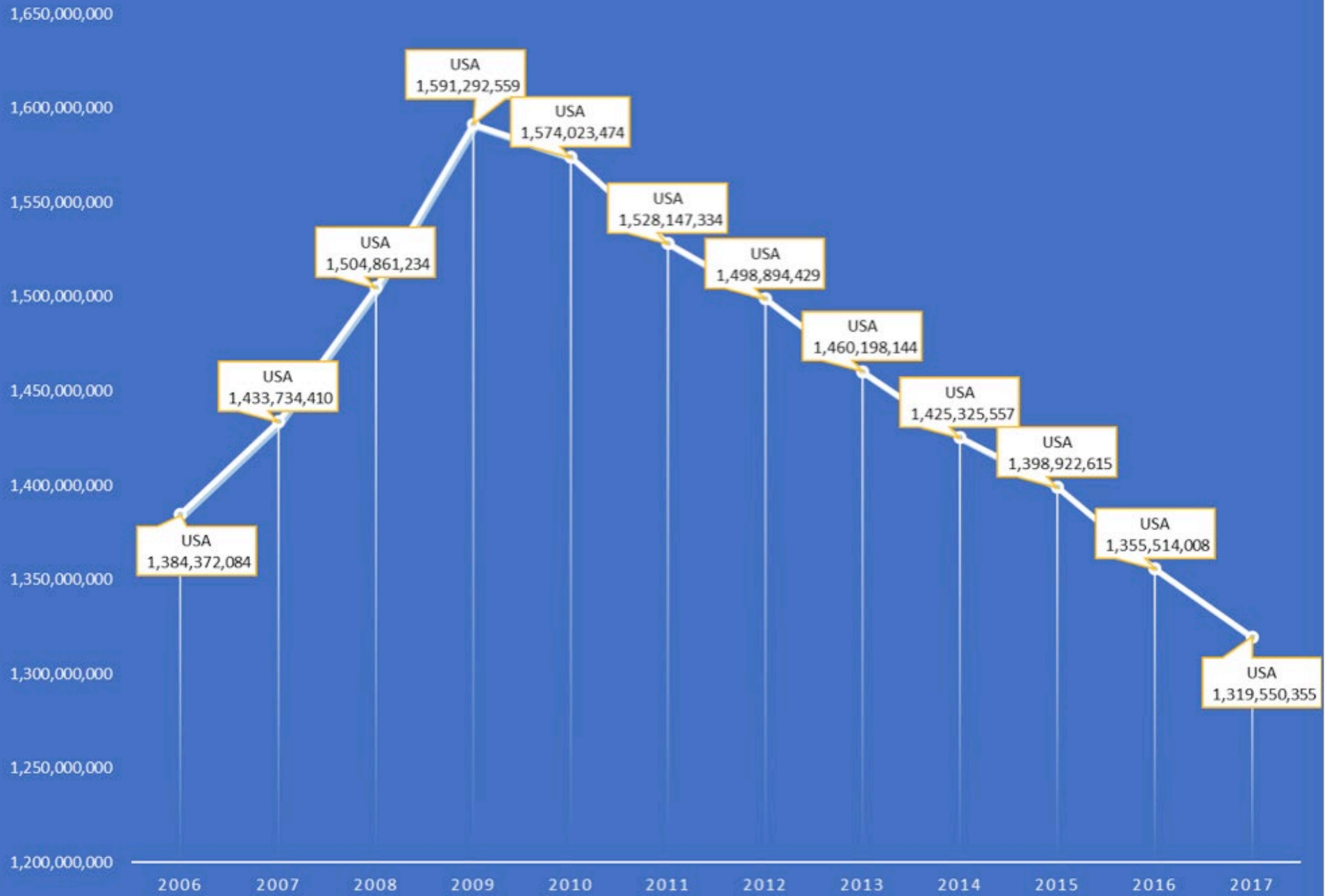
- Lessons from the past
- Library reopening phases
- Presentation focus on resource sharing
- Focus on US public libraries & Illinois Midwest region



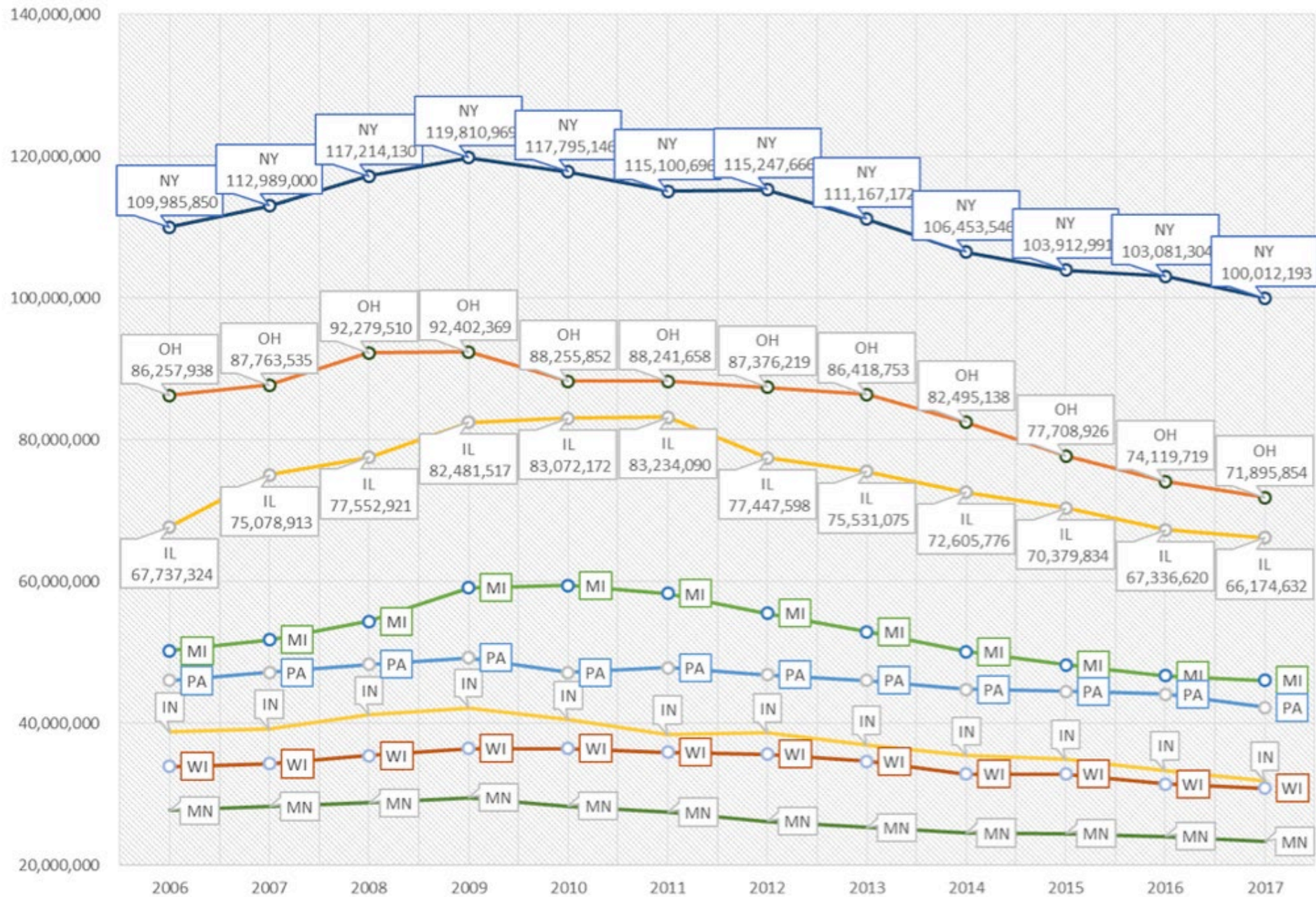
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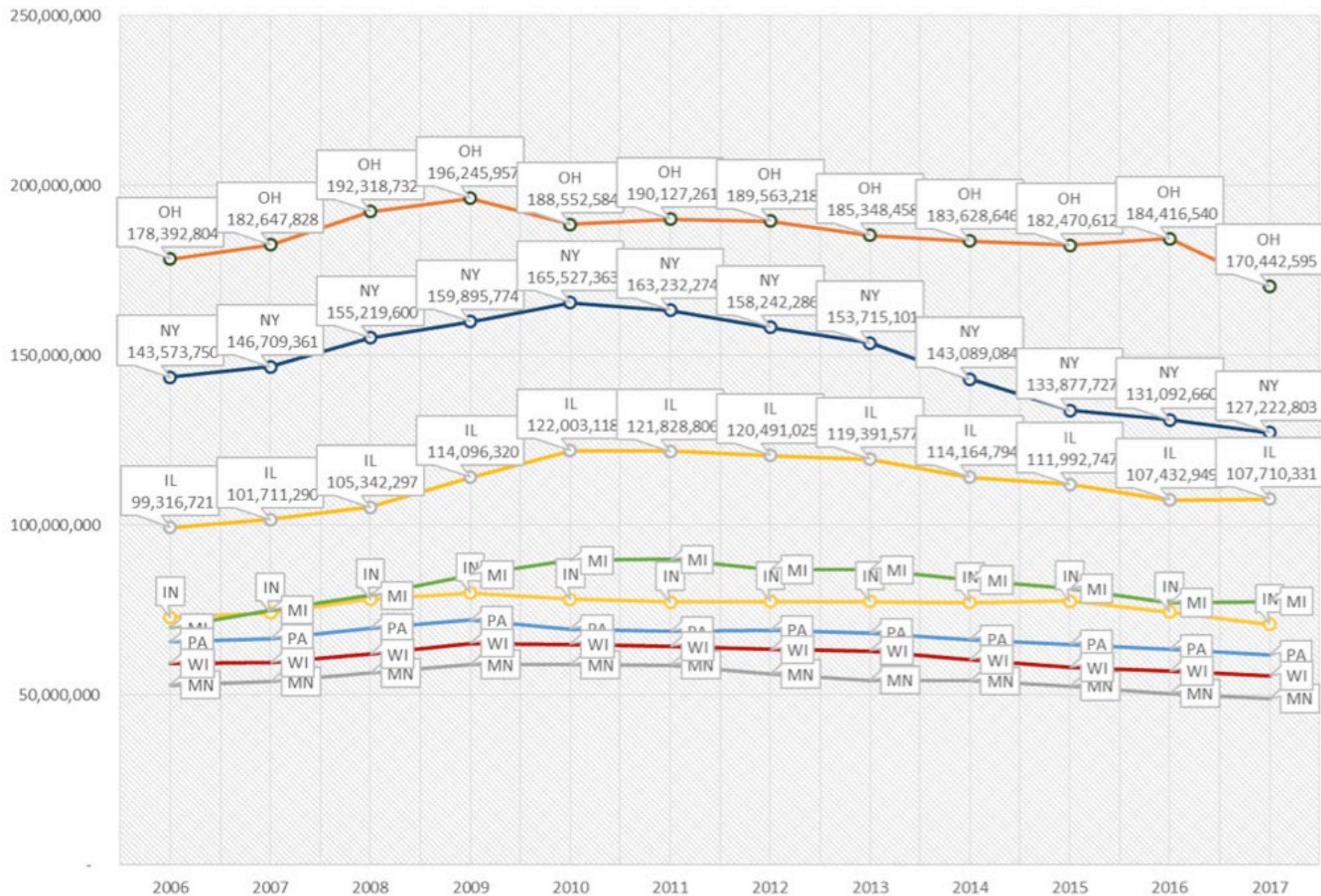
UNITED STATES GREAT RECESSION IMPACT: PUBLIC LIBRARY VISITS 2006 - 2017



Great Lakes, Great Recession: Public Library Visits 2006 - 2017



Great Lakes, Great Recession: Public Library Circulation 2006 - 2017



Restore Illinois: A Public Health Approach to Safely Reopen Our State

Phase 1 Rapid Spread	Phase 2 Flattening	Phase 3 Recovery	Phase 4 Revitalization	Phase 5 Illinois Restored
<p>Strict stay at home and social distancing guidelines are put in place, and only essential businesses remain open.</p> <p>Every region has experienced this phase once already and could return to it if mitigation efforts are unsuccessful.</p>	<p>Non-essential retail stores reopen for curbside pickup and delivery.</p> <p>Illinoisans are directed to wear a face covering when outside the home and can begin enjoying additional outdoor activities like golf, boating & fishing while practicing social distancing.</p>	<p>Manufacturing, office, retail, barbershops and salons can reopen to the public with capacity and other limits and safety precautions.</p> <p>Gatherings of 10 people or fewer are allowed.</p> <p>Face coverings and social distancing are the norm.</p>	<p>Gatherings of 50 people or fewer are allowed, restaurants and bars reopen, travel resumes, child care and schools reopen under guidance from the Illinois Dept of Public Health.</p> <p>Face coverings and social distancing are the norm.</p>	<p>The economy fully reopens with safety precautions continuing.</p> <p>Conventions, festivals and large events are permitted, and all businesses, schools and places of recreation can open with new safety guidance and procedures.</p>

Library reopening plans

Summary of Library Service Levels

1	2	3	4
<p>Reserved materials pickup service at Main Library; earliest start date is July 5. Staggered materials pickups (not simultaneous pickup), earliest start date is July 1.</p>	<p>Main Library opens with limited building capacity, reduced hours. By reservation only: Main Library public computer use.</p>	<p>Dole & Maze branches reopen. Smaller-scale public meetings and library programs. By reservation study room use. Full stacks access, including Special Collections. Self-checkout.</p>	<p>Full service restored. Larger-scale public meetings. Larger-scale library programs. Storytimes, outreach to preschools resume.</p>

ENING SERVICE LEVELS

Preparations for reopening

Buildings are closed to the public. Virtual services and digital library access continue. Staff come onsite to prepare to reopen the buildings. Anticipated date is dependent on local and state assessment of risk. Length of time for preparations is a minimum of two weeks.

Requirement: Stay-at-home order is lifted by state and local authorities for the Oak Park region. Physical distancing is required. Infection risks are still high. Supplies are limited and restocking ability is uncertain.

Phase Level 1

Library reopens to provide limited access to physical materials (books, movies, and music) through curbside pickup. New materials will be processed. There will be no public access to the building. Materials will be gradually accepted and quarantined before check-in. Dole and Maze Branches remain closed. Anticipated Date is dependent on local and state assessment of risk.

Requirement: Physical distancing is required. Infection risks are still high. We have enough supplies to comply with safety recommendations for public and staff, but supply needs and availability are uncertain.

Phase Level 2

Patrons are able to come into the building for express services. Numbers of people in the building and time spent in the building may be limited. Home delivery resumes for registered patrons. Anticipated Date is dependent on local and state assessment of risk.

Requirement: Physical distancing is still recommended, but infection risks are declining. Supply needs are met and supplies are plentiful.

Library: Intention is that patron visits are brief and services do not encourage gathering or extended seating is removed from the public floors. No reservations for study rooms or meeting rooms are allowed and spaces are locked. Computer access may be offered by appointment or will be limited to designated stations. Open hours are reduced from our regular schedule 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. Staff assist through chat, phone, and by appointment. Home delivery services may expand to include new patrons prioritizing families of young children, and patrons without internet access. Staff continue to work from home as much as possible. Dole and Maze Branches remain closed.

COVID-19 Reopening Plan



Phase One: Stay at Home Order Lifted

At this time, we are able to report back to work onsite. The Library remains closed to the public. Department Heads will schedule staff to work onsite to prepare opening to the public. This is anticipated to take one week. Some remote work may still occur. While staff are working onsite, physical distancing and other safety procedures should be taken with great care. This phase will take place for at least one week.

- Main Functions
 - Preparing to open to the public
 - Offer virtual and phone services
- Duties by Department:
 - Adult: cataloging, weeding, shifting, programming planning, displays, graphic design projects
 - Business: normal operations
 - Circulation: shelving, weeding, shifting, prepare quarantine space in 1st floor meeting room, holds shelf
 - Facilities/IT: prepare building for reopening - move furniture, place sneeze guards, configure technology needs for limiting availability of computers
 - Youth: cataloging, weeding, shifting, programming planning, displays, graphic design projects
- TBD
 - Hours of operation/schedules
 - Where to store furniture
 - Quarantine space for incoming materials
 - Curbside hold pickup – yes/no?
 - Remote printing pickup – yes/no?
- Communication to the Public
 - Social Media
 - Signage (front door and book drop)
 - Website
 - Phones

Phase Two: Reopen to the Public

We will open the Library to the public with limited hours and services, continuing to maintain physical distancing. This will remain in effect until it is safe to move to the next phase. In general, this phase provides access to materials and extremely limited services in Public Service Departments.

- Available Services
 - Book drop
 - Checkout/checked out
 - Holds processing
 - Library cards
- Limited Services
 - Use of self checkouts unless errors occur
 - Fine payment via online catalog, self checkout, or epay only
 - One staff member per desk

Phase 1: Library Reopening Plan

Library Facilities Closed to the Public

ILL delivery between libraries suspended

Library facilities closed, virtual services

Days Closed set for libraries

Patrons can place requests but are suspended via automated script

Patron notifications and billing via email, text, telephony, and print remain suspended

Due dates are extended to a single fixed date for all closed libraries

Card expirations are extended to a single fixed date

OCLC set as non-supplier

Patrons with a status of either delinquent or blocked who owe less than \$100 have their status changed to OK through a nightly scripted task

Phase 2: Library Reopening Plan

Library Facilities Open for Limited Staff-Provided Services

ILL delivery between libraries suspended

Library facility provides curbside, home delivery, open limited hours, PPE supplied to staff, virtual services

Days Closed updated to limited days libraries open

Patrons can place requests but only on local library material; requests denied on other library collections

Same as phase 1

Due dates are extended per library based on reopening plan

Same as phase 1

Same as phase 1

Same as phase 1

PPE & Library reopening plans



Staff preparedness training

Three courses developed and available:

1. Preparing for Reopening
2. Material Quarantine
3. Curbside Pickup

Approximately 20 minutes total to complete all tutorials.

The screenshot shows a video player interface for a training module. The title is "COVID-19 Preparedness Training: Webinar 3 - Curbside checkout processing – staff experience". The video content is a flowchart with six numbered steps: 1. Check Onshelf Items List Sort by Patron Last Name; 2. Pull Items from shelves; 3. Checkout to Patron Email Receipt Contact Patron; 4. Print receipt Staple to bag; 5. Move to holding area; 6. Items not picked up are checked back in. A yellow callout box states: "One person wears all these hats. Minimal handling of items. Split workload by patron last name groupings." The video player includes "Watch later" and "Share" buttons.

The screenshot shows a video player interface for a training module. The title is "COVID-19 Preparedness Training: Webinar 2 - Material Quarantine". The video content includes several steps and callouts: "Wear gloves", "Empty Bookdrop", "Quarantine", "Quarantine Ends", "Date/Segregate", "Wash hands", "If possible, backdate check-in date on AMH", "Reshelve/process", "Block any patron/public access to AMH feed", and "Prepare storage for housing material for 3 days in quarantine before processing through AMH." A green callout box states: "Quarantine BEFORE material touches AMH". The video player includes "Watch later" and "Share" buttons. The footer of the video player displays the SWAN Library Services logo and contact information: "SUPPORT.SWANLIBRARIES.NET • (844)SWAN-LIB • HELP@SWANLIBRARIES.NET".

Quarantine

Quarantine material before returning to circulation, request fulfillment, or set aside for return to home library

Local holds only processing means items not owned will not fulfill holds until the item returns home



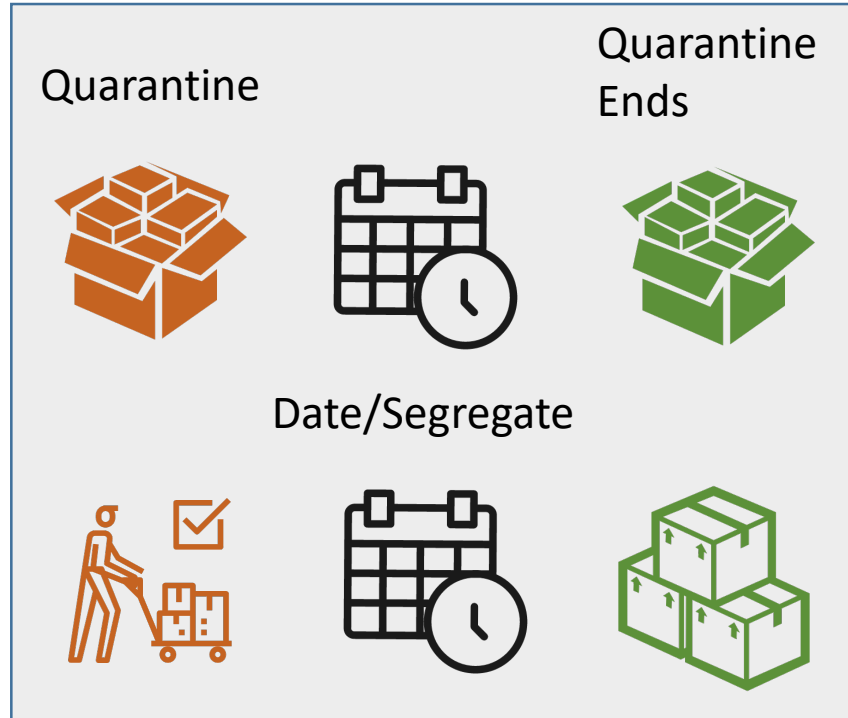
Handling Material: Returned or Shipped



Empty Bookdrop



Receive Book orders



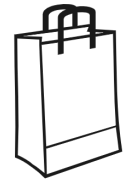
Prepare storage for housing material for 3 days in quarantine before processing.



Reshelve/
process



Prepare Pick-up



Curbside service



AMH & Returned Items: Quarantine Before

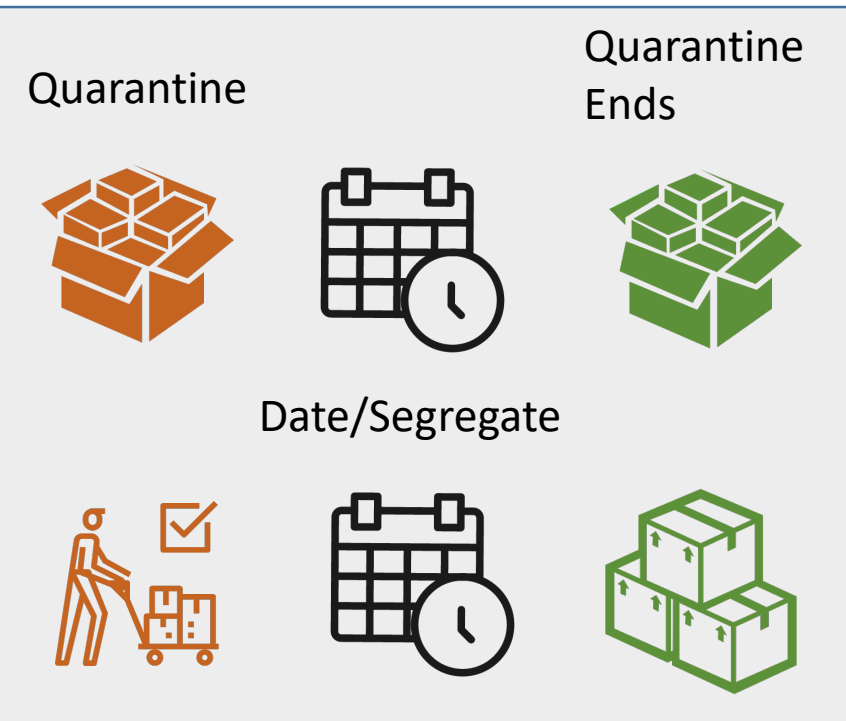


Wear gloves

Empty Bookdrop



Block any patron/public access to AMH feed



Prepare storage for housing material for 3 days in quarantine before processing through AMH.

If possible, backdate check-in date on AMH



Wash hands



Reshelve/process



Quarantine BEFORE material touches AMH

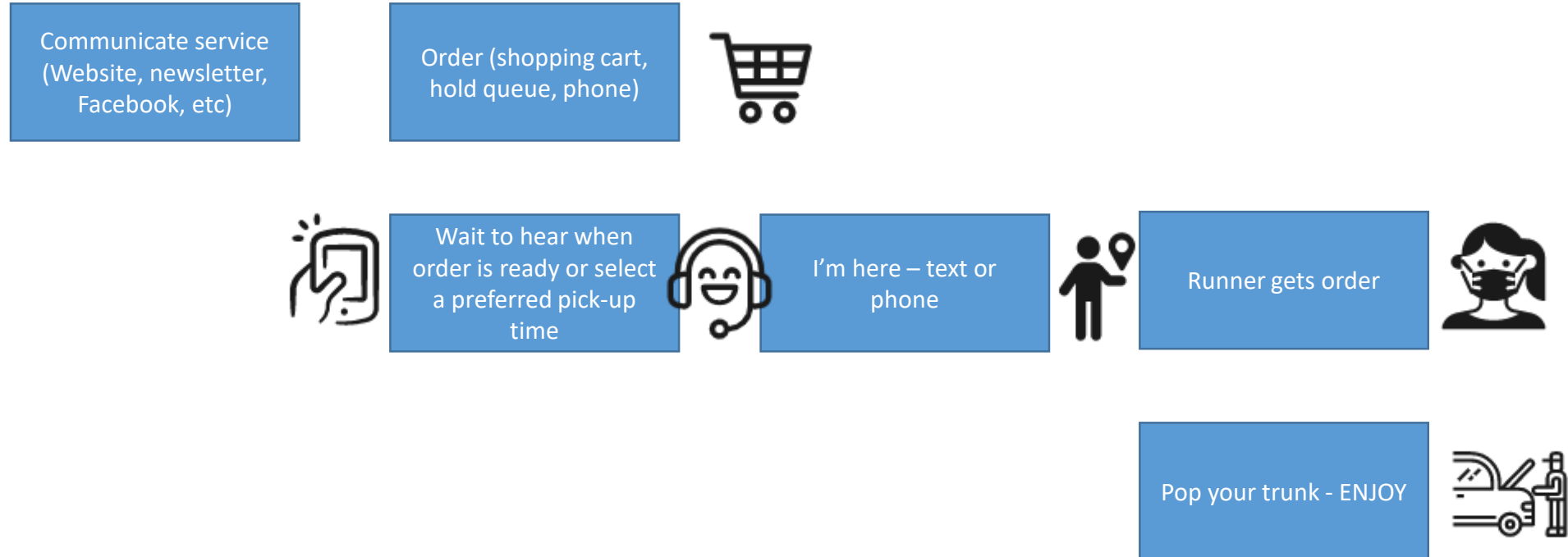
What does curbside look like?

These photos were shared from a library in British Columbia, as well as one of our own SWAN libraries

- Quarantine
- Process
 - Pull Items
 - Checkout
 - Bag
 - Notify patron
- Determine how to facilitate pickup



Curbside experience



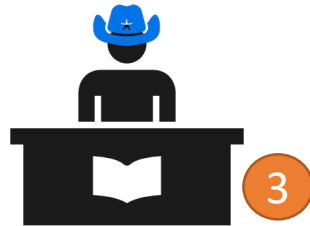
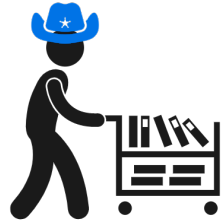
Curbside checkout processing



1 Check Onshelf Items List
Sort by Patron Last Name



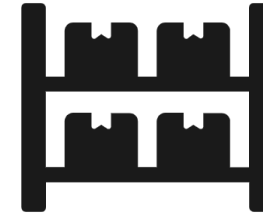
2 Pull items from shelves



3 Checkout to Patron
Email Receipt
Contact Patron



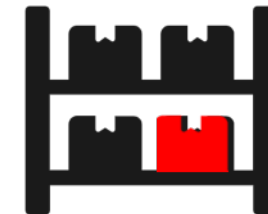
4 Print receipt
Staple to bag



5 Move to holding area



Order Pick-up



6 Items not
picked up
are
checked
back in



One person wears all these hats. Minimal handling of items.

Split workload by patron last name groupings.

Before starting curbside & processing new holds

Start with March shelf

Do not print your pull list and process new holds until you finish clearing the March hold shelf completely

Assess

Assess current hold shelf (do NOT checkin items)

- Limit the number of staff handling material, split up the material by patron

Contact

Contact patron to see if they still want the items

- If yes, checkout to patron and schedule curbside
- If no, checkin the item

Curbside processing steps for staff

1. Sort Onshelf Items List by Patron Last Name

Consider breakdown by last name to support no more than 1 pick-up per week for patrons (e.g. Monday – A-F, Tuesday – G-M, etc)

If more than one staff member, assign each staff member an alpha range

2. Pull items for patrons

3. Checkout directly to patron (do not trap hold) & Email receipt to patron

4. Print receipt, staple to pick-up bag

5. Place bag in sorted holding area

6. After 7 days, if patron does not pick-up bag, process item for next

Curbside service announcement



Questions & Follow-up



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