

SERVING THE HENNIKER COMMUNITY DURING THE COVID-19 PUBLIC HEALTH EMERGENCY

This proposal and subsequent service iterations will remain in place until changes are deemed necessary or the health emergency is resolved. Changes in service may be required if staff is unable to fulfill their duties, cleaning and PPE supplies are unavailable, or if there is a lack of compliance in mask wearing and/or social distancing behavior on the part of patrons. All policies and procedures are superseded by State or Health Department directives.

Depending on the evolution of the continuing health crisis, this plan may be changed or suspended without advanced notice at the discretion of the Board of Trustees in accordance with the Tucker Free Library Pandemic Service Policy as seen at: <http://www.tuckerfreelibrary.org/policy-procedure-manual/>

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SUMMARY

Proposal for enhanced library services during COVID pandemic

This proposal for consideration takes into account the desire of TFL staff to expand library services for our community. As the Town of Henniker grapples with the pandemic, TFL strives to offer safe access to our facility while maintaining a safe work environment for staff. All plans for expansion of service demand strict adherence to cleaning and safety protocols in place since TFL opened in June. [REALM Project](#) (REopening Archives, Libraries, Museums) research still supports the 72-hour quarantine of returned materials so the book drops will remain closed and materials need to be returned via the self-check-in process. This requirement will remain in place until the 72-hour moratorium is lifted. Depending on the evolution of the continuing HEALTH CRISIS, this plan may be changed or suspended without advanced notice at the direction of the Board of Trustees in accordance with the TFL Pandemic Service Policy:

<http://www.tuckerfreelibrary.org/policy-procedure-manual/>

Modify hours

Tuesday	10-3
Wednesday	10-3
Thursday	10-3 and 5-7
Friday	10-3
Saturday	10-3

Changes effective

STAGES	DESCRIPTION OF STAGE	IMPLEMENTATION GOAL
Expectations	USING THE TUCKER FREE LIBRARY DURING THE COVID-19 PUBLIC HEALTH EMERGENCY – Rules and regulations for all library patrons and staff	Simultaneously with Phase 1 and reinforced with Phase 2.
Phase 1	Move all CURBSIDE to front door	September 1
Phase 2	Look & Book! Service	September 15 or when deemed appropriate based on Henniker numbers

DECISION MATRIX

CONSIDERATIONS Listed below are factors that will be taken into consideration when a decision to modify services is needed	PHYSICAL REOPENING		LIMITED SERVICES
	1 or fewer cases (containment)	2 to 9 cases (community spread)	10+ cases (accelerated spread)
Positive COVID results in community resulting in closures of: Henniker Community School John Stark Regional High School White Birch Town Hall	Provided all conditions are satisfied, begin normalizing hours and services, allow patron access with precautions prescribed by state and local officials	Suspected or confirmed cases within Henniker should elevate discussion on the services that can be safely offered on a limited basis if necessary	The accelerated spread of confirmed cases within Henniker community will result in return to limited curbside service for at least two weeks
Staff Absenteeism	The library is able to provide coverage and manage absenteeism with little impact to library service	It is difficult to provide coverage and manage absenteeism and hours or services may have to be reduced	The level of staff absenteeism is too high to effectively manage
Availability of cleaning and protective supplies required to follow guidelines	Sufficient supplies available for routine daily cleaning and sanitization	Difficulty sourcing supplies necessary for routine daily cleaning and extensive sanitization may result in reduction of public access	Unable to obtain supplies for safe operation of the facility
Compliance with Protections	Mask wearing, physical distancing and other protective measures are followed	Small gaps in compliance, need to reeducate public and highlight rules	Significant gaps in compliance to the protective measures in place

USING THE TUCKER FREE LIBRARY DURING THE COVID-19 PUBLIC HEALTH EMERGENCY

Effective August 18, 2020.

It is the expectation that visitors to the Tucker Free Library will abide by the following rules. Pursuant to state and federal guidelines we must ensure that our patrons maintain social distance and wear masks correctly. We are required to adhere to limitations to occupancy numbers within each area of the library. **To accommodate all members of the community, the Board of Trustees has instituted a 30-minute time limit for all visits in the library.**

1. Patrons and staff who are in the library during hours of operation are required to wear face masks and use hand sanitizer upon entering. Masks will be provided if needed. Patrons are asked to dispose of any face masks, tissues or other personal protective equipment used while in the library in the designated disposal receptacles upon departure from the building. All masks, tissues, and other PPE will be immediately removed and irretrievably disposed of by staff members wearing gloves, face masks and shields. Trustees reserve the right to enforce compliance with current CDC guidelines.
2. The library is open for "Look & Book" only. This service will allow patrons to browse the stacks and select materials. We ask that patrons quickly and efficiently take care of their library business. The trustees reserve the right to enforce time and/or occupancy limits.
3. Social distancing is the expectation so no congregating of any kind will be permitted in any interior or exterior area of the library. This includes the restroom, hallways, doorways, collection areas, stairwells, front porch and steps, and the rear entry sidewalk, portico, and ramp.
4. No unattended bags will be permitted in any area of the library. This includes the restroom, hallways, doorways, collection areas, stairwells, front porch and steps, and the rear entry sidewalk, portico, and ramp.
5. Food and drink are not permitted in any area of the library including hallways, doorways, collection areas, or stairwells.
6. Only one person will be permitted in the restroom at a time unless supervision or parental assistance is required. Restrooms will be sprayed with a sanitizing agent regularly; this regime may mandate that the restroom is temporarily unavailable throughout the day.
7. Public computers are for adult use only. Equipment will be sanitized after each use. If the keyboard cover is removed, then the user forfeits his/her future use. The trustees reserve the right to enforce time and/or occupancy limits.

PUBLIC STATEMENT ANNOUNCING LIBRARY SERVICES – The next step

Beginning September 15, 2020 the Tucker Free Library will expand pandemic level services permitting patrons to enter the library to select their materials and use computers. The library will be open Tuesday-Saturday from 10AM to 3PM. The library will reopen from 5PM-7PM on Thursday evening to offer service to our commuting patrons.

In the Look & Book! Service paradigm patrons have the choice to browse the stacks for materials. For those who are reluctant to enter the building, we will continue to operate self-check-in and curbside pick-up during all hours of operation. Home delivery is also available. Contact us at 428-3471 or tuckerfree@comcast.net if you have questions or would like to arrange home delivery service.

We are looking forward to the day when all our patrons can walk through our doors to attend a program, select library materials or use our computers!

PHASE DETAILS & CHANGES DESCRIBED

Phase 1 – TRANSITIONING TO EXPANSION OF SERVICE

1. On 8/29 close down J-Room Curbside service to address:
 - a. Staff availability concerns with the workforce reduction as high school employees return to class
 - b. Traffic congestion most likely to occur with school-related transportation
2. Maintain self-check-in at Main Vestibule and ADD curbside pickup in MAIN vestibule starting 9/1.
3. When RESERVING MATERIALS FOR PICKUP, patrons will be notified of the change in location.

Phase 2 – LOOK & BOOK!

1. Institute a self-check-in station and curbside pickup at entry to E-Room on lower level.
2. ADD self-check-out/modified check-out stations on Main Floor and Lower Level.
3. Permit patrons to enter building to select materials.
4. To maintain social distancing parameters, the number of individuals and the duration of visit may be limited.
5. No programs.
6. All engagers and games removed from each floor.
7. Space out computers on the Main Floor in Soderstrom Area.
8. Remove computers from the J-Room.
9. Maintain parent's computer in E-Room.
10. Remove comforts to discourage patrons from remaining on site.
11. Staff will be in building prior to opening to gather ILL/Hold materials, shelve returns that have cleared quarantine, and prepare workstations for operation.
12. Continue offering business services to public with procedures in place to handle money.
13. Return all DVDs to cases to eliminate need for staff to handle material.

Changes patrons will notice

1. Entry to the library will be limited to 30 minutes per visit.
2. The library will be open for patrons to come in and browse the collection. Occupancy and/or time limits may be required and imposed. We ask that you not congregate in the library and that protracted conversations with friends and neighbors take place outside the library building.
3. Restrooms will be sprayed with a sanitizing agent regularly; this cleaning protocol may mandate that the restroom is temporarily unavailable throughout the day. Public corridors, computer workstations, circulation areas, and door handles will also be sprayed periodically during the day. This cleaning protocol may cause temporary service interruptions.
4. Chairs and tables have been removed to create a physical reminder to social distance.
5. Library staff will be behind Plexiglas screens wearing masks. If they come out to assist you give them a minute to don additional PPEs.
6. All games, STEAM activities and toys have been moved to storage in the library.
7. All DVDs have been returned to their cases to reduce the handling of materials.
8. There are no computers in the J-Room. There will be one computer for parents with children to use in the E-Room. The Main Floor computers for adults. Parents with children are required to use the computer in the E-Room. A limited number of computers have been spaced out to allow for social distancing.
 - a. Please don a mask and use hand sanitizer before and after you use the computers. If you do not have a mask one will be provided.
 - b. Keyboards will be wrapped in plastic cover to help us keep you safe. Removal of the plastic cover will cause us to rescind this service.
9. There will be a self-check-in station on both levels. Until the 72-hour quarantine moratorium is lifted, patrons will be asked to check-in their own materials.
10. Bring your library card! We will have a self-check-out station that works best if you can scan your library card. If you can't find your library card, we will have a staff-assisted station where a new library card will be printed for you.

CONCERNS OF STAFF

- Handling materials that have been returned continues while the 72-hour quarantine requirements still exist.
- Air flow in the building once the cold weather sets in and windows are closed. Evaluation of air flow to determine if minimum standard of circulation turnover of 2.5 times per hour is achieved.
- Hours that the library is open when school kids traditionally congregate. We have removed all items that bring them in, but is that enough? Suggest limiting after-school hours to break the “after school care” habits.
- Increased amount of cleaning in Phase 2 including hallways and public restrooms.
- Use of public restrooms.
- Use of computers and Soderstrom Area.

OCCUPANCY RESTRICTIONS

Location	Dimensions (L x W)	Square Feet	Occupant Load Factor*	Calculated Occupancy	50% State Occupancy**	MAXIMUM POSTED OCCUPANCY
TOTAL		8948	100 ¹	89.48	44.74	45
E-Room	38 X 22	858	50	17	8.6	9
J-Room	38 X 21	798	50	16	8	8
Meeting Room	18 X 19	342	50	7	3.5	4
Stack Room	38 X 22	858	100	8.58	4.29	4
NH Room	38 X 21	798	50	15.96	7.98	8
Soderstrom Area	26 X 21	546	100	5.46	2.73	3

1 Our certificate of occupancy allows for 100 people in our building under normal conditions.

*These figures are based on calculator located at: https://www.dsm.city/departments/community_development-division/permit_and_development_center/covid-19_occupant_capacity_formulas.phpf

Gross Square Footage of Library Book Areas / 100 Occupant Load Factor = Maximum Legal Occupancy
 Maximum Legal Occupancy x 0.50 = Allowable COVID-19 Occupancy

Example:

6000 SF / 100 = 60 occupants during Normal Conditions

State of Iowa COVID-19 Restrictions require 50% of Maximum Legal Occupancy
 60 occupants x 50% = 60/2 = **30 Occupants - Allowable COVID-19 Occupancy**

Libraries use two different occupant load factors. They are as follows:

Reading Rooms - 50 Occupant Load Factor

Library Book Areas - 100 Occupant Load Factor

**Includes staff members. <https://www.covidguidance.nh.gov/sites/g/files/ehbemt381/files/files/inline-documents/guidance-libraries.pdf>

EXAMPLE OF PHASED PLAN – JAFFREY PUBLIC LIBRARY

<ul style="list-style-type: none"> • Building closed to the public • No in-person services • 100% virtual programming • No circulation of physical materials • No Book Drop availability 	<ul style="list-style-type: none"> • Building closed to the public • Curbside services available by appointment • Outdoor Browsing, weather permitting, with strict safety protocols • Book Drop available • Both virtual and no-touch programming • No outreach except limited home delivery 	<ul style="list-style-type: none"> • Curbside services/lobby pick-up available by appointment • Restricted in-building services by appointment • Reservations required for computer use and home learning spaces, if available • Masks are required for ages 5 and up • Limited access in-person library programming, in addition to virtual and circulating kits • No outside meeting groups 	<ul style="list-style-type: none"> • Lobby pick-up available by appointment • In-building services during restricted open hours, without appointment • Masks are required for ages 5 and up • Restricted in-person library programming • Discretionary outreach programming • No outside meeting groups 	<ul style="list-style-type: none"> • Full building open for normal hours of operations • No appointments necessary • Masks no longer required • Normal library programming • Meeting spaces open to outside groups
Jaffrey Public Library 38 Main Street, Jaffrey NH 03452				603.532.7301 www.jaffreypubliclibrary.org

SUPPLEMENTAL READING

HOW WILL PUBLIC LIBRARIES ADAPT TO NEW SCHOOL YEAR NORMS? Kelly Jensen Aug 13, 2020

<https://bookriot.com/how-will-public-libraries-adapt-to-new-school-year-norms/?fbclid=IwAR2Bmt9LggF-8kmRB635B6piMOwt9TpFMudcY3mXo-Pf9TCnmME4p8SXrnl>

Reopening Resources – State and National

ALA COVID-19 Recovery microsite: <http://www.ala.org/tools/covid-19-recovery>

Reopening NH Libraries Task Force Best Practices document, 5/20/2020: nhlibrarians.org/wp-content/uploads/2020/05/FINAL-Reopening-NH-Libraries-Task-Force-Best-Practices-5-20-2020.pdf

Article from NHMA, “Reopening Libraries During the Pandemic” by Natch Greyes (July/August 2020): <https://www.nhmunicipal.org/town-city-article/reopening-libraries-during-pandemic>

Sample Library Policies/Paperwork related to COVID-19 issues

Pandemic Policy examples:

- Jaffrey Public Library Pandemic Policy: https://www.townofjaffrey.com/sites/jaffreynh/files/uploads/pandemic_draft_20_20_final.pdf
- Nesmith Library (Windham) Pandemic Policy (based on Jaffrey policy): <http://nhlibrarians.org/wp-content/uploads/2020/04/Nesmith-Windham-Pandemic-PolicyCOOP.pdf>
- Salisbury Free Library Pandemic Policy (based on Jaffrey policy): <https://docs.google.com/document/d/16NOKMID7YjcYQGMm9b1UC8-BVyLkL0X1pXn1QaDrTds>
- Minot Sleeper Library Pandemic Policy (Bristol, NH): <http://nhlibrarians.org/wp-content/uploads/2020/07/MSL-Pandemic-Policy-FINAL.pdf>

Phased Reopening Plan examples:

- Wiggin Memorial Library (Stratham) Draft phased reopening plan: <http://nhlibrarians.org/wp-content/uploads/2020/05/WML-Phased-reopening-strategies-and-actions-draft-5-5-23-2020.pdf>
- Gilford Public Library Reopening Plan: <http://nhlibrarians.org/wp-content/uploads/2020/07/GILFORD-PUBLIC-LIBRARY-reopen-plan-2.pdf>
- Pembroke Town Library Services Plan 6/18/20 – 7/15/20: <http://nhlibrarians.org/wp-content/uploads/2020/07/Pembroke-Town-Library-Services-June-18-July-15-2020.pdf>

Quarantine/COVID19 policies (employees):

- Model Primex policy for Employee COVID19 Illness Policy: <http://nhlibrarians.org/wp-content/uploads/2020/07/Primex-JL-Model-Employee-COVID-19-Illness-Policy-05-06-2020.pdf>

- Abbott Library editable flow chard regarding employee COVID exposure: <http://nhlibrarians.org/wp-content/uploads/2020/08/Abbott-Library-editable-flowchart-for-COVID-exposure.doc>
- NHEMS Flow chart regarding employee COVID exposure: <http://nhlibrarians.org/wp-content/uploads/2020/08/Phase-III-Flow-Chart-Sick-Employee-and-Patron.pdf>
- Wiggin Memorial Library Illness Policy Appendix A (procedures): <http://nhlibrarians.org/wp-content/uploads/2020/08/WML-Illness-Policy-Appendix-A-procedures-for-id-of-illness.pdf>
- Minot-Sleeper Library (Bristol) COVID19 employee screening questionnaire: <http://nhlibrarians.org/wp-content/uploads/2020/07/COVID19-Screening-Questionnaire-landscape.pdf>
- Minot-Sleeper Library (Bristol) COVID19 Screening and Safeguard Measures Policy: <http://nhlibrarians.org/wp-content/uploads/2020/07/Library-COVID-19-Screening-and-Safeguard-Measures-Policy-FINAL.pdf>
- Minot-Sleeper Library (Bristol) Temporary Policy on Leave Due to Coronavirus : <http://nhlibrarians.org/wp-content/uploads/2020/07/Library-Temporary-Policy-on-Leave-Due-to-Coronavirus-FINAL.pdf>