

**INDIANAPOLIS PUBLIC LIBRARY**

**Plans for return to work and phased resumption of onsite service**

While the Library has continued to offer a robust array of on line services during the COVID 19 pandemic, only essential staff have been in Library buildings and all others have been working from home.

This will change on May 16th when, respecting the limits still in place by the Mayor and the Governor, the library will begin a phased in return of staff and services. The following pages outline that plan and the Library’s compliance with the requirements of state and local authorities.

May 12, 2020

The Library has provided all employees with information on the various leave options available to them and all approved leaves have been and will continue to be documented by HR.

The Library will comply with these guidelines.



Examples of compliance

An extensive list of employees have been identified as able to work from home and approved to do so. This will significantly reduce the number of employees in the buildings. Managers are responsible for ensuring appropriate accountability from these employees.

All employees have been provided with instructional videos on the proper use of gloves and masks and these have been designated as mandatory viewing by staff. Our annual competency on Hazardous Communications has been distributed to all staff, and the Health and Safety protocol has been sent out as well. The Library will provide masks and other PPE as required for employees working on site.

**IndyPL Plan for Limited Patron Services**

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**1. Summary**

The Indianapolis Public Library proposes the following modifications to its services and processes in order to safely provide the public of Marion County with access to its resources. In general, our goals are to:

* Ensure safe social distancing by patrons and staff,
* Ensure common surfaces such as public computers and staff workstations remain clean,
* Ensure that our collection of physical materials is safe to use by the public and staff

Each branch is required to submit a document that addresses how they will accomplish the changes below in their environment. Those documents will be included here as appendices. PPE training and procedures will also be provided in an appendix. Highlighted subject headings indicate sections that require specific branch responses.

**2. Curbside services**

Anticipated to begin May 18th at 5 sites

1. Outline of procedures – Staff (minimal staffing to adhere to social distancing) will be in the branch, prepping holds for patrons, and checking materials out to patrons’ cards
2. Staff will call the patron to pick-up and/or cancel holds using their phone set. Once the patron confirm items to pick-up, items will be placed in a plastic library bag, with their checkout receipt and Hold ID clearly marked on receipt which will be stapled to bag.
3. A spot will be designated for pickups outside near the entrance doors, or under the roofed entrance area, using a table or a book cart. Signage will be posted telling people to call 317-275-xxxx when they arrive to collect their holds. They will provide staff with their last name and the last four digits of their library card and a description of the vehicle they will be driving. Patrons who do not drive to a library location will be served via a designated walk-up waiting area.
4. The designated staff member will locate the bag of items and watch for the patron’s arrival from the foyer. When the patron pulls up, they remain in their vehicle while staff walks the bags out and places them on the table/cart. The patrons need to remain in their car or stay away from the tables (at least 6 feet away) until the employee places the bag(s) on the table and heads back inside the branch. At that time, the patron may exit their vehicle and take bags.
5. When speaking with the patron, if the patron is unable to walk to the building or carry the items, we can also offer to place the item in their trunk, provided the patron remains inside the car. In this situation, staff will walk the bag to the car trunk, lift the top (if necessary), place the bag inside, then close the trunk using a paper towel to provide protection. Staff will immediately discard the paper towel, re-enter the building, then wash their hands.
6. Tape markings will be placed on the ground to designate where patrons can wait (6 feet back from the tables).
7. Staff will observe the collection of the materials from the foyer. Doors will remain locked, with a stopper placed when the staff member must go outside.
8. Returned materials must be placed in the outside book drop; materials will not be handed to staff.
9. Items returned will be collected from the book drop and quarantined for 72 hours. Areas labeled with the days of the week will be set up in the meeting room for 72 hours quarantine.
10. Expansion to other sites is dependent on those sites opening for limited patron services.

**3. Patron Services in branch**

Anticipated to begin not before June 1st, dependent on government orders

1. Limiting the number of people in branch spaces - all branches will have a maximum number of patrons that will be allowed into the building at any given time, which will be determined using guidance provided to us by the appropriate authorities. We will reserve half of our capacity in each branch for “walk ups” and half for appointments made in advance. This is intended for patron convenience but also to minimize the number of people standing in line outside the building. A specific staff person will be designated at all times to monitor patron count. The maximum amount of time a patron (or group of patrons) will be allowed to spend in the branch will initially be one hour. Patrons entering the branch will check in with a staff person where they will be issued a nametag that will clearly state their exit time.
2. Hours for vulnerable populations - all branches will set aside hours (10am to noon, Monday/Wednesday/Friday) for patrons in vulnerable populations to use the library apart from the general public.
3. Public computer use - each branch will modify their public computers so that no two computers are close enough (six feet at minimum) to violate social distancing should they both be in use simultaneously. Diagrams of each branch’s plan for public computers are attached to this document.
4. Circulation of materials - Staff will wash or sanitize their hands before and after checking books out to each patron. Self-check machines will be wiped down after each patron uses them. Materials will be returned to the library via book drops only (external or internal), and they will be quarantined for 72 hours before being checked-in and reshelved. Gloves are available for staff when emptying the book drop in the event items have spilled over. If items are contained within the book drop container, gloves are not necessary and staff should follow handwashing guidance. Dropboxes will be open to patrons as of 5/18/20. Items pulled from the shelves by patrons but not checked out should be quarantined for 72 hours.
5. Children’s areas - Children’s areas will be redesigned so that high-touch items (such as toys, puppets, Call-a-Story installations, and AWE early literacy computers) will be removed.
6. Public restrooms - Every hour, staff will wipe down common surfaces (toilet flush handles, faucet handles, countertops, door handles, latches, soap dispenser levers, and baby changing table panels). Signs will be posted in the bathrooms encouraging patrons to wash their hands and describing handwashing best practices. Drinking fountains will not be available to patrons and will be covered with plastic bags.
7. Face covering requirements - Patrons will be required to wear a cloth mask or face covering when inside the branches, unless there is a medical reason they cannot.

**4. Contactless Delivery**

1. General Notes
   1. Flyers will be distributed about service structure to all stops prior to reopening. Communication will remain open and constant between staff and their stop contacts.
   2. If a stop does not have their returns ready by the time staff arrive to deliver materials, staff should not wait around for items to be gathered. Staff will drop off materials and leave. Any stop with recurring issues of not having returns ready will be addressed separately by management.
   3. All returned items will be quarantined and then backdated when checked in after the quarantine period.
2. Daycares
   1. These stops will be notified of delivery of new materials. They should have all returns ready at their front door/desk area prior to drop off of new materials.
   2. Any teachers looking for particular books can place requests with their stop contact. All items will be checked out on the appropriate library card prior to delivery.
3. Community Stops
   1. Community Stops can be serviced in multiple ways. Patrons may place holds with their bookmobile librarian to have items delivered bi-weekly. Items will be checked out to the patron’s card prior to delivery. Items dropped off will be secured in a bag with the patron’s name as identification. All patrons will need to return items to the designated location prior to the next delivery date. A tote will be provided for returns at the designated location for each stop.
   2. Bunny Bags and paperback totes can be made available for community stops for patrons to browse and borrow from. These items will be switched out bi-weekly.
   3. Community stop contacts will be in charge of placing materials for return at the designated location. Bookmobile staff will be in contact about delivery dates and time.
   4. All returned items will be placed in quarantine and backdated when checked in.
4. Senior Living Centers
   1. Patrons may place holds with their bookmobile librarian to have items delivered bi-weekly. Items will be checked out to the patron’s card prior to delivery. Items dropped off will be secured in a bag with the patron’s name as identification. All patrons will need to return items to the designated location prior to the next delivery date. A tote will be provided for returns at the designated location for each stop.
   2. Community stop contacts will be in charge of placing materials for return at the designated location. Bookmobile staff will be in contact about delivery dates and time.
   3. All returned items will be placed in quarantine and backdated when checked in.
5. Homebound Patrons
   1. Homebound patrons, including Library Express patrons, will be serviced by Outreach staff with contactless delivery on a monthly basis. Patrons may be assigned to staff based on their route schedule.
   2. Each patron will be assigned a staff member who will be in contact with the patron about placing holds, scheduling deliveries and letting them know when the delivery has been made.
   3. Items will be checked out to the patron’s card prior to delivery. Staff and patron will identify the best location for item drop off. Items will be secured in a bag with a checkout receipt and the patron’s name.
   4. Any items for return will need to be placed outside in the designated location prior to staff delivery. All returned items will be placed in quarantine and backdated when checked in.

**5. Staff Adjustments in public service locations**

1. Service points - Places in branches where staff interact with the public will be adjusted to maintain social distancing. This could include things like a plexiglass shield or other physical barriers.
2. Backroom areas - Staff work and break areas will be adjusted to ensure that social distancing is maintained. This could include adding plexiglass barriers, removing or re-spacing staff workstations, or adjusting processes so that they do not require multiple staff to gather. The appropriate number of staff people allowed simultaneously in each backroom will be determined by the Safety and Security Officer and included in the branch-specific appendix to this document. This includes kitchen and lounge areas.
3. Restrooms - Staff restrooms will have all common surfaces wiped down with disinfectant between usage by the previous user. Only one staff member will be allowed in the restroom at any given time. When possible, the bathroom door should be propped open to maximize ventilation when not in use.
4. Face covering requirements - Staff will be required to use appropriate face covering when working. All staff will be trained on the proper and safe usage of face covering. Alternative arrangements will be made when necessary and appropriate.

**6. Plans for the Collections Management Services Area**

Prior to MAY 15th the following procedures have been in place:

The following departments and staff within CMSA will primarily do remote work, with weekly visits by some to pick up items from CMSA:

* Cataloging – post migration clean-up, authority work, digital cataloging and cataloging of physical materials
* Digital Projects  -- ongoing work for Lilly grant
* Electronic Resources (Darlene) – ongoing support for staff, work with communications for blogs, license renewals, etc.
* Selection and Ordering – ongoing e-book and e-audio selection, building of carts for future orders of physical materials (to be carefully scheduled – see note in separate email).   Working on-site at the Fountain Square branch to weed, box up and store materials for WPR.
* Diversity project (Nike) – evaluation of MAR collection, and overall collection

The team and staff members who need to do work on site, include:

* Processing – 6 team members are currently working full-time to process and prepare materials for processing for when all processing staff members, Wayne staff and Lawrence staff return to work May 18th.
* Serials (Carrie) – Carrie is on-site a few days a week to catch up with her backlog.  She is checking in and barcoding the magazine backlog.  Also, some of her work is being done remotely – annual renewals through EBSCO and updating of the master subscription list.

Effective starting MAY 15th - May 29th

The remote teams will be the same: cataloging, digital projects, eresources, selection and ordering, diversity project.  The on-site teams will change as follows:

* Processing – this team will grow by 11 more people, with alternating schedules for two weeks.  On their off-site days, they are taking courses through Universal Class.
* Wayne and Lawrence staff will be working in the community room to process materials and help with the CMSA backlog.
* Serials (Carrie) – continues as before – 3 days per week and some work from home.
* Admin Assistant Alyssa – onsite 3 days per week to order supplies, fill supply requests etc.  2 days per week at home for projects TBD and that can be done online.

**AFTER JUNE 1st**

**Remote teams will start to come in for weekly meetings:**

* Digital Projects
* E-resources
* Selection and ordering

**On-site teams:**

* Cataloging becomes an on-site team 2 days per week, because there will be much more to catalog on-site.
* Processing becomes full-time,  5 days per week.
* Serials – 5 days per week, may have days where she can work from home
* Admin Assistant – 5 days per week, may have days where she can work from home

**Managers:**  Alternating days on-site Monday so there is always a manager on-site.

**Work Schedule:**  We are scheduling to minimize the number of people that will be in the area and maintaining the social distancing order, by alternating work shifts.

**Directional Map:** The attached directional maps of the department and the community room show one-way traffic flow for moving about these two spaces, to reinforce social distancing practices.

**Daily cleaning:** All work surfaces will be cleaned daily by sunshine staff, so all desks should be kept clear.  Staff are to wipe down their own keyboards and mice daily.

**Communication with colleagues:** To eliminate face-to-face interactions, communication should be done by phone and or email.  There should be no visiting of co-workers.  If you must interact, use the double row of conveyor to between you to reinforce social distancing.

**Using PPE and quarantining materials**

* Face masks are to be worn at all times
* Wipes will be placed next to the copier to use to wipe down after each use
* Use gloves to unpack shipments onto pallets and into crates, pushing in pallets into Processing for distribution.
* Place 1st copies on the cataloging shelves – cataloging staff will wait 3 days before pulling these items for cataloging.
* Returned 1st copies to processing staff book shelves will remain for 3 days before being pulled for processing.
* Carts prepared for processing for the LAW and WAY staff will be quarantined for 3 days before they are processed.

**Restrooms:** Staff restrooms will have all common surfaces wiped down with disinfectant between usage by the previous user. Only one staff member will be allowed in the restroom at any given time. When possible, the bathroom door should be propped open to maximize ventilation when not in use.