



Watsonville
PUBLIC LIBRARY
Gather, Learn & Celebrate!

Phased Reopening Plan

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1. WPL PHASED REOPENING PLAN

INTRODUCTION

Watsonville Public Library is dedicated to providing safe and welcoming library services for all. Since March 2020, both the Main Library and the Freedom Branch have been closed in accordance with state, county and city government guidelines/orders intended to reduce the spread of the novel coronavirus (COVID-19).

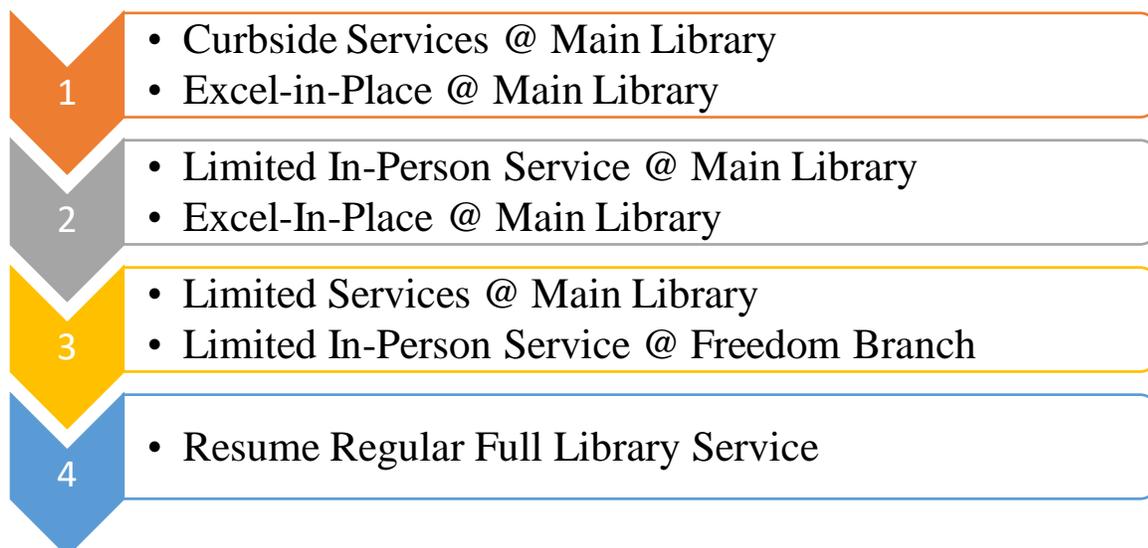
While closed, the Library has continued to offer limited library services that include telephone and email reference services, virtual storytimes and programs, remote library card registration, delivery of materials to homebound patrons, and a robust online collection of materials including eBooks, eAudiobooks, streaming music and videos, news, research and homework help resources, and more.

In anticipation of the eventual easing of restrictions and reduced threat of the virus, the Library is planning for the reopening of its libraries in phases to ensure that library users and staff are protected while gradually resuming the sharing of materials and access to in-person services that the community relies upon.

Our reopening of the libraries will be guided by the [State Economic Reopening](#) guidelines from the County of Santa Cruz Health Services Agency and the [California State Library Reopening](#) guidelines. The following reverse indicators will determine the closure of our libraries:

- Positive cases of COVID19 begin to trend upward in the City or county
- Positive cases of COVID19 appear in the workforce
- Positive cases of COVID 19 appear in the community served
- Maintenance of inventory of PPE necessary for service level becomes unsustainable.

OVERVIEW: PHASED RESTORATION OF LIBRARY SERVICES



OBJECTIVES

- Manage employee and community exposure to COVID-19 virus by complying with local, county and state guidance specific to this emergency.
- Identify and put in place safety procedures that will permit the restoration of Library services to the community in as safe a manner as possible.
- Identify local indicators that will move operations forward or draw them back.
- Remain flexible and nimble to adapt operations to changing conditions.

2. MAIN LIBRARY PLAN

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Curbside Services ~ April 2020
Excel-in-Place ~ August 2020

OPERATIONS & SERVICES @ MAIN LIBRARY

CURBSIDE SERVICES

- Provide access to physical materials through a contact free pick-up and mail delivery service.
- Provide Reference and Readers Advisory Services to patrons through phone calls, email and during curbside hours.
- Provide access to two (2) public computers and printing.
- Provide outreach services to homebound patrons via the BiblioVan.
- Hours of operation are reduced to 5 days per week, Monday, Wednesday & Friday 12pm-7pm and Tuesday & Friday 12pm-7pm.
- Structure and staff are in place to support a safe environment for both staff and patrons.
- External return book drops are open at the Main Library and Freedom Branch. Returned materials are quarantined for a minimum of 72 hours per CDC and/or California State Library guidelines.
- Instructional and informational signage is posted throughout the library regarding infection control, physical distancing and the use of face coverings.
- Access to the Main Library is limited to staff.
- Freedom Branch to remain closed to the public.

EXCEL-IN-PLACE OUT OF SCHOOL PROGRAM

- In collaboration with City Parks & Recreation and Santa Cruz County Parks; the Main Library is designated as a 1/2 day learning site.
- Twelve children ages 5-12 are provided with distance learning assistance and interactive activities to support their academic needs.
- Hours of operation Monday – Friday 8am-12pm.
- Structure and staff are in place to support a safe environment for both staff and students.

STAFFING CAPACITY

- Curbside Services – 8 librarians & 14 library assistants/library clerks
- Excel-in-Place Program – 2 librarians & 1 library clerk

Limited In-person Service ~ November 2020

Excel-In-Place

OPERATIONS & SERVICES @ MAIN LIBRARY

LIMITED BROWSING + INDOOR HOLDS PICK-UP

- Reopens for limited browsing of physical materials, but with reduced hours and access to stacks.
- Hours of operation are Monday thru Friday 2-6pm.
- The number of patrons in the library should be guided by State Economic Reopening Guidelines. Library capacity will be limited in accordance to guidelines and County's COVID-19 numbers.
- Building capacity and time spent (30 minutes) in the building is monitored and limited.
- Holds Pick-up service is transitioned inside to a self-service model. Self-checkout is available.
- Library staff continues to assist patrons with Reference and Readers Advisory through phone calls, emails and limited face-to-face interactions.
- Provide access to two (2) public computers and printing.
- Provide outreach services to homebound patrons via the BiblioVan.
- Continue to offer curbside pick-up of library items for vulnerable patrons.
- External book drops are open at the Main Library and Freedom Branch.
- Public restrooms are available for public use and cleaned on a daily basis.
- Public seating is removed.
- Study and meeting room use is prohibited, and in-person public programming remains suspended.
- Instructional and informational signage is posted throughout the library regarding infection control, physical distancing and the use of face coverings.
- Freedom Branch to remain closed to the public.
- Library will be closed Thursday, December 24, 2020 thru Sunday, January 3, 2021.

EXCEL-IN-PLACE OUT OF SCHOOL PROGRAM

- The Main Library continues to be designated as a 1/2 day learning site till December 18, 2020.
- Twelve children ages 5-12 are provided with distance learning assistance and interactive activities to support their academic needs.
- Hours of operation Monday – Friday 8am-12pm.
- Structure and staff are in place to support a safe environment for both staff and students.

STAFFING CAPACITY

- Limited In-person Services – 8 librarians & 14 library assistants/library clerks
- Excel-in-Place Program – 2 Librarians & 1 library clerk

Limited Service at Main Library ~ January 4, 2021
 Limited In-Person Service at Freedom Branch ~ TBD
Anticipated Date is dependent on local and state assessment of risk

OPERATIONS & SERVICES

- Allow access to stacks on the first and second floors of the Main Library; limited to in-person materials browsing, and limited public computer services in the computer lab.
- The number of patrons in the library should be guided by State Economic Reopening Guidelines. Library capacity will be limited in accordance to guidelines and County's COVID-19 numbers.
- Building capacity and time spent (1 hour) in the building is monitored and limited.
- Seating is gradually re-introduced and configured based on social distancing recommendations.
- Library staff continues to assist patrons with Reference and Readers Advisory through phone calls, emails and limited face-to-face interactions. Both the Adult's & Children's Reference service desks are staffed.
- Able to resume some public programming with limitations on group size.
- Instructional and informational signage is posted throughout the library regarding infection control, physical distancing and the use of face coverings.
- Main Library's hours of operations – Monday thru Friday ~ TBD. Increase the number of hours available to the public during this phase of reopening in accordance with County and State guidelines.

STAFFING CAPACITY

- Main Library – TBD

3. FREEDOM BRANCH PLAN ~ TBD Explore reopening during Q1 2021

- Limited in-person library services are expanded to the Freedom Branch with reduced hours and access to stacks.
- Holds Pick-up service is transitioned to a self-service model. Self-checkout is available.
- Library staff continues to assist patrons with Reference and Readers Advisory through phone calls, emails and limited face-to-face interactions.
- Provide access to public computers and printing; following social distancing guidelines.
- Building capacity and time spent (30 minutes) in the building is monitored and limited.
- Public seating is removed.
- Meeting room use is prohibited, and in-person public programming remains suspended.
- Freedom Branch Hours ~ TBD

STAFFING CAPACITY

- Freedom Branch ~ TBD

Resume Regular Full Library Service ~ TBD
Anticipated Date is dependent on local and state assessment of risk

OPERATIONS & SERVICES

- Resume full library services based on “new normal” at Main Library and Freedom Branch.
- Full public programming, study rooms and community meeting room use is resumed.
- Inbound and outbound class visits resume.
- Regular BiblioVan routes resume.
- Outreach activities allowed at off-site locations.
- Main Library Hours of Operation ~ TBD
- Freedom Branch Hours of Operation ~ TBD

STAFFING CAPACITY

- Main Library – TBD
- Freedom Branch – TBD

4. SAFE MATERIALS HANDLING PROCEDURES

The following are current best practices for handling materials in the safest manner during the COVID-19 pandemic. It will be updated as new information and guidelines are available.

SAFETY FIRST

For your safety, please wear gloves while handling materials. Wash your hands immediately after removing gloves. Wear a face mask and/or face shield and practice social distancing (at least 6 feet), including staff, patrons and delivery personnel.

SAFE GLOVE, MASK & FACE SHIELD USE

Gloves are used to protect the wearer from getting the virus on their hands. It may be possible that the virus will get on a glove's surface. When wearing gloves, do not touch your face or glasses with your hands, which is the same as touching your face without gloves; gloves are worn as a reminder not to touch your face. Wearing a mask and face shield also serves as a reminder not to touch your face. After you have completed the activity requiring gloves, immediately remove and discard your gloves and wash your hands for at least 20 seconds.

HANDLING RETURNS OF MATERIALS

Books and other library materials that have been handled by patrons within the facility should be isolated for a minimum of 24 hours before re-shelving. Isolate for 72 hours, if possible, for additional precautions. Disinfect all items.

Books and other library materials that have been checked out, then returned, should be isolated for a minimum of 48 hours before re-shelving. Isolate for 72 hours, if possible, for additional precautions. Disinfect all items

5. SOCIAL DISTANCING & MONITORING PROTOCOLS

Patrons arriving at the library are required to wear a face covering at all times while in the library or on the grounds of the library. This applies to all adults and to children 2 years of age and older. Patrons arriving at the library with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and should wear a face covering if they are two years of age or older.

A symptoms checks will be conducted before patrons may enter the library. Signage is posted at the entrance to the facility stating that visitors exhibiting symptoms should not enter the premises. Hand sanitizer will be provided at or near the entrance of the library for use by the public.

The Library is limiting the number of people who can enter into the library at any one time to ensure that patrons can easily maintain a minimum six-foot distance from one another at all times. Where lines may form, the Library is marking six-foot increments, establishing where individuals should stand to maintain adequate social distancing.

6. MAINTENANCE PROTOCOLS

- Commonly used items should be sanitized regularly.
- Commonly used equipment should be sanitized before and after each use.
- High traffic areas such as distribution areas, circulation or help desks, break rooms, restrooms and other common areas are disinfected frequently.
- Public restrooms are sanitized on a daily basis using EPA approved disinfectants and following the manufacturer's instructions for use.

7. Resources

American Industrial Hygiene Association. Reopening Guidance for Libraries https://aiha-assets.sfo2.digitaloceanspaces.com/AIHA/resources/Reopening-Guidance-for-Libraries_GuidanceDocument.pdf

California State Library. Restoring In-Person Services in California's Libraries <https://www.library.ca.gov/Content/pdf/services/toLibraries/COVIDGuidanceLibraries.pdf>.

Centers for Disease Control and Prevention. Considerations for Community-based Organizations. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/community-based.html>

County of Santa Cruz Health Services Agency. Industry/Sector Guidance <https://www.santacruzhealth.org/HSAHome/HSADivisions/PublicHealth/CommunicableDiseaseControl/CoronavirusHome/PublicInformation/IndustrySectorGuidance.aspx>

County of Santa Cruz Health Services Agency. Press Release: The California Department of Public Health has moved Santa Cruz County into the Orange Tier in its Blueprint for a Safer Economy <https://www.santacruzhealth.org/Portals/0/County/CAO/press%20releases/2020/OrangeTier.10272020.pdf>

OCLC and IMLS Study - Reopening Archives, Libraries and Museums (REALM) Information Hub: A COVID-19 Research Project <https://www.webjunction.org/explore-topics/COVID-19research-project.html>

8. FIRST FLOOR MAP ~ MAIN LIBRARY

