

Service Level D: Reopening with Social Distancing

At this service level, restaurants and hotels have started to open, and libraries can consider allowing patrons to enter at will, sit in the library, browse, and use the work study spaces while social distancing is maintained. This level begins with at-will entry limited to reduced numbers of people in the building. Numbers of people in the building will be determined by library administration according to the best guidance available from the library system, as well as state and county health authorities and may change during the course of this level of service.

Changes new to Level D are in bold.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
- 10. Public access to study areas**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) ^[10]
2. Disposable gloves (required) ^[4]
3. Disinfectant cleaners (required) ^[11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing ^[13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 ^[12]
5. Staff training on PPE use ^[2]
6. Employee Screening ^[13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Policy ^[19]

1. Pandemic Policy
2. Telecommuting Policy/payroll policy
3. Proactive Infection Plan
4. Emergency Sick Leave according to state mandates

5. Meeting Room Use Policy
7. Patron Safety addendum to Conduct Policy
8. Computer Use Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [\[15\]](#) to help with social distancing in staff areas and areas of patron interaction.

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services at this level while reducing building occupancy.
2. The library has issued two reusable cloth face masks for staff to wear while working on behalf of the library. The library will take responsibility for replacing them if needed. [\[24\]](#)
3. The library has provided disposable waterproof gloves for staff who wish to wear them while working at the library and will maintain an adequate stock of gloves necessary for library staff.
4. Library staff has received training on PPE [\[2\]](#), employee and public safety [\[12\]](#), new library procedures, and the library's proactive infection plan.
5. Library staff are required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [\[24\]](#) Library staff will wear their mask in common areas including elevators, lobbies, and when moving around the library.
6. Work stations for library staff are staggered to allow social distancing. [\[24\]](#)
7. Library staff practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff are limited as much as possible in favor of video and teleconferencing.
9. Library staff observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff avoid sharing equipment such as computers and phones when possible. Staff disinfect shared equipment before and after use followed by hand hygiene.
11. Staff disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library provides accommodations for vulnerable employee arrangements and tasks that reduce contact with patrons and other staff. [\[14\]](#)
14. The library follows the Proactive Infection Plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.]

Entrance to the Library Building

1. The number of staff and patrons in the building does not exceed 50% of the rated occupancy.
2. The library may offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.

3. **The library monitors and controls the flow of traffic into the building to ensure adherence to maximum capacity requirements. Markers and signage are put in place to encourage social distancing while patrons are in line to enter the building.**
4. **Entrance to the library will only be permitted for patrons and visitors wearing an acceptable face covering; provided, however, that the patron is over the age of two and able to medically tolerate such covering**
 - **The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.**
 - **If entry is denied, the library will seek to provide alternate methods of library service for the patron.**

Facilities

1. The library maintains a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signs including the library's hours and services are displayed.
3. The library provides hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library provides an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. Study areas are distanced and offered to one patron at a time only.
8. The library ensures the ventilation systems are working and increase outside air ventilation where possible including the following activities:
 - Increase ventilation rates
 - Ensure ventilation systems operate properly
 - Disable demand-controlled ventilation (DCV)
 - Improve central air filtration to the MERV-13 or the highest compatible with the filter rack
 - Check filters to ensure they are within service life and appropriately installed.
 - Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
9. Signage is posted in staff areas to encourage good handwashing and social distancing and PPE best practice and remind staff to report symptoms or exposure to Covid-19
10. Markings or physical barriers define social distancing boundaries in areas where more than one staff member work as well as break areas.
11. The library has flushed the water heater and pipes.
12. Public computer areas are arranged to enforce social distancing including removing chairs from tables and removing computers.
13. Signage is posted in public areas to encourage good handwashing, social distancing, and PPE best practice.

14. Hand sanitizer is available for patrons near the stacks for before and after handling materials.
15. Book carts are posted in the stacks with signage encouraging patrons not to re-shelve books.
16. Markers and signage are in place to encourage social distancing while waiting for library services.
17. Markers and signage is in place to encourage one-way foot traffic where possible in the building.
18. Only one person, or one family, will be allowed in the elevator at a time.

Cleaning

1. The library maintains routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [\[17\]](#)
2. The library uses disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2.* [\[22\]](#)
3. The library is cleaned according to a normal routine cleaning schedule before reopening. (3 days per week)
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards and mice, toilet handles, faucets and sinks, touch screens are disinfected daily. [\[21\]](#)
5. Restrooms will be available. Restrooms will be cleaned on a normal schedule and their high-touch surfaces daily. [\[21\]](#)
6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
7. Staff areas will be disinfected daily. [\[21\]](#)
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [\[21\]](#)
9. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilet handles, faucets and sinks, touch screens will be cleaned and disinfected daily or more frequently as deemed necessary by staff. [\[21\]](#)
10. Public computer areas, including monitor bezels, keyboards, mice, printers, and desks are disinfected **after patron use when possible.** [\[21\]](#)

Circulation

Patrons Borrowing Materials –

Curbside Pickup [\[18\]](#)

1. Patrons are able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. All patrons on library grounds are required to wear properly-fitting face coverings (see amended code of conduct)
3. The library uses outside signage to display the services available, instructions for pickup, and hours of operation.
4. The library avoids direct hand-off to patrons for curbside pickup.
5. The library provides staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [\[2\]](#) and public safety related to COVID-19. [\[12\]](#)

6. The library provided staff with training on curbside pickup procedure.
7. Staff sanitizes hands before and after handling patron materials.
8. Staff practices regular handwashing.
9. Staff disinfects high-touch surfaces at 2 hour intervals or more often if they deem necessary.

Browsing and Circulation Desk Checkout

1. **Patrons may enter the building at will up to designated numbers that will not exceed half of full occupancy. More conservative occupancy numbers may be set by library administration. These numbers will be derived with input from staff working on the floors and advice from MHLS and state and local health authorities. In general, numbers will start small and rise slowly throughout this stage.**
2. Patrons may browse the collection to select materials while maintaining social distance and hygiene standards laid out in the Safe Practices addendum to the Patron Code of Conduct.
3. **Markings or physical barriers will be put in place to define social distancing boundaries for patrons in staff in aisles and checkout areas.**
4. Signage and/or markings are in place to define social distancing boundaries for patrons and staff in the library aisles.
5. Hand sanitizer is available to patrons to use before and after browsing the collection.
6. Patrons are encouraged not to re-shelve materials, and place materials they have handled on carts. **Items on cart are left to be shelved after 24 hours or may be wiped down with disinfectant and shelved directly.**
7. The library may provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out
8. The library provides staff with PPE including mask and gloves and training on their proper use [\[12\]](#)
9. Staff has been trained in general Covid-19 safety measures.
9. The library has provided staff with training on new checkout procedures.
10. Staff interacting with patrons practice regular handwashing **and use PPE as per library procedure.**
11. **Staff disinfects surfaces daily or more often as deemed necessary.**
12. **The library uses touchless transactions when possible.**

Patrons Returning Materials

Book Drop Only

1. The library accepts returned materials from patrons through the library book drop.
2. Returned materials **may be** quarantined for the time recommended by the preponderance of scientific advice.
3. Staff handling returned materials from book drops practices hand hygiene to protect themselves. [\[4\]](#)
4. Staff maintains social distancing in areas where multiple staff process returns.
5. Sierra Notices may be sent based on guidance from MHLS. [\[5\]](#)
7. Library staff do not receive returns from patrons directly.

Patron Holds

1. Patrons can pick up holds on physical materials curbside or inside the library.
2. Patrons can place holds on physical library materials through the catalog once MHLS turns on this feature.
3. Library staff move from google form to placing system holds for patrons received over the phone or by email.

4. Library staff use a google form to communicate when orders are ready to be picked up.
5. Library staff clear the hold shelf.

MHLS Delivery

1. Deliveries received by MHLS are considered to have been handled by trained staff and in transit for several days and therefore not quarantined.
2. Staff uses title and item paging lists to pull from shelves for outgoing delivery.
3. Library staff follows hygiene protocol when handling outgoing materials.

Communications

1. The library communicates with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library uses outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries are answered by staff at the library.
4. U.S. postal mail and deliveries from companies like FedEx or UPS are received using social distancing.
6. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events

1. In-person library programming and events may take place **inside or outside** with social distancing measures in place.
2. The library continues to provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.
3. If social distance cannot be met and law allows, virtual meetings will continue.

Outreach and Engagement

1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials are selected, purchased, and processed during this phase.

2. Social distancing is used while processing materials.

Home Delivery

1. The library provides home delivery services according to its home delivery procedure in this phase.
2. Staff or volunteers handling home delivery materials are trained in safety procedures and provided with PPE when necessary.
3. Materials are left on the doorstep for the home delivery patron to pick up.
4. Materials are not hand materials to home delivery patrons.

Bookmobiles and Mobile Library

1. The library may use bookmobiles and mobile service points
2. Materials are distributed from these mobile service points using the same precautions taken for on-site materials handling and checkouts.

Study Areas

1. Study areas are open to the public by appointment at this service level.
2. Magazines and newspapers are not put out in study areas for common use.
3. Commonly touched surfaces in study areas are disinfected **twice daily** or more often as deemed necessary by staff.

Public Computer Use

1. Limited access to public computers is available and social distancing is maintained.
2. Some public computers and chairs are removed, or unplugged and covered.
3. Markings are put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library staff unable to use social distancing while assisting patrons with public computers use PPE.
5. Staff disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [\[20\]](#)
6. Hand sanitizer is provided for patrons to use before and after using public computers.

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility or from the library grounds.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library is exploring providing WiFi access through community service points outside the library building.

Technology Help

1. The library will provide tech support and other tech help to patrons in person from a 6' distance, or over the phone or through video conferencing platforms.

Business Affirmation

The library must affirm using the form at the link below that they have reviewed and understand the state-issued industry guidelines, *INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [\[25\]](#), and that they will implement them.

Sent by DAJ