

**Library Reopening Policy**  
**Flint Public Library**

- I. **Purpose.** Michigan public libraries have been closed to the public pursuant to a series of executive orders and could possibly close again pursuant to executive orders or orders by other local, state or federal health authorities. As restrictions are lifted and the Library may once again resume public library service, this Policy establishes the steps the Library may take and the protocols the Library may put in place to protect the Library, staff, and patrons when the Library reopens.
- II. **Resuming Library Service.** Before reopening to the public or non-essential staff, and during the term of the Reopening Plan, the Library will establish regulations and implement the following:
- A. *Cleaning Protocols.* The Library Director will establish and follow reasonable cleaning protocols, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, public computers, breakrooms, conference rooms, door handles, and railings. This may include removing objects and material from public areas and wiping down surfaces. The cleaning protocols may change as the health and safety issues evolve or as the Library moves through the phases of reopening.
  - B. *Returned Material.* The Library Director will also develop a protocol for addressing returned material. This may include quarantining returned materials for specific periods of time.
  - C. *Assess Needs.* The Library Director and Department heads will meet to assess the condition of the Library and the tasks that need to occur prior to opening the Library to the public. This includes making sure the Library has the proper protection equipment such as hand sanitizer, gloves, masks or other similar equipment.
  - D. *Social Distancing.* The Library Director will take steps to implement social distancing protocols if required by law or the Reopening Plan. This may include removing or rearranging chairs and computer terminals, blocking areas/furniture, installing plastic screens, marking waiting areas to show the six (6) foot spacing, or providing “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing. The Social Distancing protocols will be established in the Reopening Plan for each phase.
  - E. *Notice to Patrons.* The Library Director shall post notices on the door of the Library and on the website to inform patrons of the particular regulations of patron conduct for the current phase of the Reopening Plan.

**III. Reopening Phases.** The Library Board adopts the reopening plan attached as Exhibit A (“Reopening Plan”) to this Policy as the basic structure for the reopening phases for public library service. Pursuant to Section IV, the Library Director has authority to modify the Reopening Plan. The Reopening Plan, including any modification by the Library Director, will govern the use of the Library. Violations of the Reopening Plan may result in suspension of library privileges.

**IV. Director’s Role; Authority.** The Library Director (or other person appointed by the Library Board) will monitor and coordinate events surrounding the reopening. The Library Director has the authority over the following:

- A. *Modifications; Reopening Phases.* The Library Director may modify in writing any services, safety protocols or other part of the Reopening Plan. The Library Director also may determine when it is an appropriate time to move on to the next phase either in whole or in part.
- B. *Staffing Levels.* The Library Director has the authority to address and determine appropriate staffing levels for each phase and whether staff can work from home or must work in-person.
- C. *Cancel or Limit Services.* Even after the Library reopens and the Library Board approves a Reopening Plan, the Library Director may cancel or limit programs or services to ensure the safety and security of staff and patrons. This includes cancelling scheduled meetings held in any Library meeting rooms. The Library Director will use reasonable efforts to post notices of the program changes and cancellations, including posting notices at the Library and on the Library’s website.
- D. *Library Closure.* The Library Director has the authority to close the Library temporarily for a maximum of fourteen (14) days without prior Library Board approval. The Library Director will inform the President of the determination to close and the proposed duration of the closure. If the Library has not been reopened, the Library Board may meet to determine whether the Library Director’s decision to close will be extended or whether the Library will be reopened before the time set forth in the Library Director’s determination. This closure may be due to a specific incident or reoccurrence of an infectious disease in the Library’s Service Area. The Library Director will use reasonable efforts to post notices of the closure, including posting notices at the Library and on the Library’s website. This Policy assumes the staff will be paid based on their “normal” schedule during the Library’s closure under this paragraph.
- E. *Consultation.* The decision to cancel or limit services, move through the phases of the Reopening Plan, close the Library, or adopt additional protocols may be based

on recommendations made regarding the outbreak by the Centers for Disease Control (“CDC”), local health officials, the Library Board, Michigan Library Association, American Library Association, or other reputable sources.

- V. **Enforcement.** Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. When necessary, the local police may be called to intervene. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when verbal notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.
  
- VI. **Right of Appeal.** Patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.
  
- VII. **Applicability.** Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern.

Adopted by Board of Trustees \_\_11-5-2020\_\_\_\_\_

## EXHIBIT A

### FLINT PUBLIC LIBRARY REOPENING PLAN

The following is the reopening plan approved by the Library Board (“Reopening Plan”). If an executive order or an order from a local, state or federal health authority (hereafter “Health Authority Order” inclusive of executive orders) is in effect, all elements of the Health Authority Order will be followed and the Health Authority Order will control if there is a conflict. The Reopening Plan only applies if permitted by law or Health Authority Order. This Reopening Plan is not intended to supersede or change any Library employment policies. This Reopening Plan is not intended to restrict the conducting of library business or delivery of library programs and services to the public that can be done by staff while working from home.

#### *Requirements During All Phases.*

- A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- B. Patrons should not enter the Library with symptoms of an infectious disease.
- C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- D. Any requirements for staff safety precautions will be adopted separately and the staff will be informed.
- E. The Library Director shall determine the cleaning protocols for all phases.
- F. The term “mask” as used in this document is defined as a face covering of any material recommended by the Center for Disease Control worn on or over the face that provides a barrier from the bridge of the nose to the chin.

#### *Phase Zero: “Virtual Library” Closed to the Public.*

During this phase, the Library will be closed to the public either by Health Authority Order, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

- A. Employees. Essential staff may return to the Library. However, the Library Director will determine who may return and according to the schedule adopted by the Library Director.

- B. Activities Permitted:
1. Landscaping and other outside maintenance activities may resume if permitted by Health Authority Order.
  2. Inside maintenance activities may also resume if permitted by Health Authority Order.
  3. The Library can continue providing WIFI in the parking lot areas.
  4. Continuing essential functions.
- C. Social Distancing and Safety Protocols.
1. The Library Director will take steps to implement social distancing protocols.
  2. The staff workspace shall be configured to maintain social distancing requirements of six (6) feet if possible.
  3. The Library will begin to implement social distancing protocols in the Library in anticipation of patrons returning which may include:
    - a. Removing or rearranging chairs and tables.
    - b. Assessing what computer terminals may be used.
    - c. Blocking off areas/furniture.
    - d. Adding plastic screens.
    - e. Mark waiting areas to show the six (6) foot spacing.
    - f. Provide “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain social distancing.
- D. Hours of Operation. The Library will not have any public hours of operation.

***Phase 0.5: “Virtual Library”  
Staff Returning; Patron In-Person Services Still Suspended.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted:
1. Updating collections.
  2. Updating patron databases.

3. Shelving books.
  4. Patrons are permitted to return library materials to outdoor drop boxes. The Library Director will establish the protocols for returned materials.
  5. Transferring materials to Library databases to the extent they were stored separately while at home.
  6. Answer phones and respond to patrons' reference questions.
  7. Review upcoming programs that may need to be cancelled or modified and review any contracts related to such programs.
  8. Resume the interlibrary loan process (if practical or possible).
  9. Assess whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.
- C. Social Distancing and Safety Protocols. The protocols for Phase Zero will remain in place. The Library will implement cleaning and sanitation protocols for the areas of the library being used by staff and will train staff on these protocols.
- D. Hours of Operation. The Library will not have any public hours of operation.

***Phase 1: "Mallside Pick Up"***  
***Limited Patron Services. Library Building Still Closed to the Public.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
1. Mallside pick up is permitted in ways that patrons do not enter the Library space.
  2. The Library will address any policy or temporary measures involving fee forgiveness or suspension.
- C. Social Distancing and Safety Protocols. The protocols for Phase Zero will remain in place. In addition:
1. The Library will create a sign or pamphlet to inform patrons of the Library's practices during a particular phase and the precautions the Library is taking to prevent infection.
  2. Patrons and staff must remain six (6) feet apart, and the Library must design activities for mallside pickup to maintain this distance.

3. Patrons are required to wear a mask when engaging in mallside pickup.
  4. The Library will mark waiting areas for mallside pickup issues.
  5. The Library Director will establish cleaning and sanitizing protocols for “high touch” areas or surfaces.
  6. The Library will train employees on appropriate cleaning procedures, including training for staff on cleaning between patrons.
  7. If required by Health Authority Order, the Library will notify employees if it learns that an individual (including a patron or supplier) with a confirmed case of COVID-19 has visited the Library.
  8. The Library will limit staffing to the minimum number necessary to operate.
- D. Hours of Operation. The Library Director will establish the hours for mallside pickup:

***Phase 2: “Browse & Go”  
Library Open to Public with Limitations.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
  1. Patrons may enter the Library but may be limited to a specific area in the Library and/or to time limits for their visits.
  2. Patrons may have in-person conversations with Library staff, provided that social distancing and Safety Protocols are followed.
  3. The Library may provide limited access to computers for research or to look up and request library material.
- C. Social Distancing and Safety Protocols. The protocols for the prior phases will remain in place. In addition,
  1. *Masks*: Patrons age two (2) and older will be required to wear masks if required by Health Authority Order or recommended by reputable sources. The Library will provide masks if supplies are available.
  2. *Social Distancing*: Patrons must stay six (6) feet away from all staff and other patrons. Social distancing rules apply. The Library will provide a physical barrier for checkouts, service points, and in-person discussions, which may include barriers, tape markers, or tables, as appropriate. The Library will establish lines to regulate entry in accordance with Section 4 below, with markings for patrons to enable them to stand at least six (6) feet

apart from one another while waiting. The Library Director should also explore alternatives to lines, including by allowing patrons to wait in their cars or in the mall hallways for a text message or phone call, to enable social distancing and to accommodate seniors and those with disabilities.

3. *“Traffic” Directions.* The Library will mark places where people are likely to gather in line to identify the proper social distancing. This includes “traffic.” The Library will design the spaces and markings to encourage people in the Library to maintain six (6) feet distance.
  4. *Occupancy:* Only the number of people (including employees) equal to 50% (or whatever percentage is required by Health Authority Order) of the total occupancy limits established by the State Fire Marshall or local fire Marshall will be permitted in the Library at a time, and all others must wait outside the Library.
  5. *Limit Groups.* Patrons will use their best efforts to come to the Library with the least number of people.
  6. *Computer Terminals.* Computer terminals will be located six (6) feet from any other computer or work station. The Library will use its best efforts to clean computer terminals between uses.
  7. *Food and Beverage.* Food and beverage is not permitted unless necessary for medical reasons. The Library will provide water coolers and paper cups but will request that patrons unmask for the minimum amount of time necessary to take a drink.
  8. *Signs.* The Library shall create a sign or pamphlet to inform patrons of the following:
    - a. The Library’s practices during a particular phase and the precautions the Library is taking to prevent infection.
    - b. Instructing the patrons of their obligation to wear a mask when inside the Library as long as a mask is required by Health Authority Order or by this Policy.
    - c. Informing patrons not to enter if they are or have recently been sick.
  9. *Training.* In addition to training required by previous phases, the Library shall train employees regarding how to manage symptomatic customers upon entry or in the store.
- D. Hours of Operation. The Library Board establishes the following as the hours but this may be modified by the Library Director:

**Tuesday, Wednesday, Thursday: 11am to 7:30 pm**



**Friday, Saturday: 9am to 5:30 pm**

***Phase 3: “Take It Slow”  
Library Open to Public With Fewer Limitations.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director.
- B. Activities Permitted. In addition to previously authorized activities, the Library may open for additional activities:
  - 1. Programming that is in-person.
  - 2. Meeting room use for Library only sponsored events.
  - 3. The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance.
  - 4. The Library Director may open up additional parts the library building for public use and/or allow patrons additional time in the building.
- C. Social Distancing and Safety Protocols. The protocols for the prior phases will remain in place.
- D. Hours of Operation. The Library Board establishes the following as the hours but this may be modified by the Library Director:

**Tuesday, Wednesday, Thursday: 11am to 7:30 pm**

**Friday, Saturday: 9am to 5:30 pm**

***Phase 4: “Here We Go!”  
Library Open for Regular Business.***

At this phase, the Library can reopen with the same services as normal. All Library service can resume without restrictions.