

A Reopening Plan for the Millburn Free Public Library

**Approved by the MFPL Board of Trustees
May 28, 2020**

Prepared by the READ Committee of the MFPL

This reopening plan was developed by the Reopening with Educated and Appropriate Decisions (READ) Committee of the Millburn Free Public Library with solicited input from the entire MFPL staff. It is meant to be used as a guide for safe reopening of the MFPL after Governor Phil Murphy's Executive Order # 107, which closed all public libraries in New Jersey, is lifted. Even after this plan is adopted, it should be viewed as an evolving work-in-progress, based on guidance from various authoritative sources: local, county, state and federal governments, including the New Jersey State Library and the Centers for Disease Control; the BCCLS consortium; and library agencies, cooperatives and professional associations, including the American Library Association, LibraryLinkNJ, and the New Jersey Library Association. This plan should not be interpreted as a static document, nor should it be viewed as a final source on all matters. It attempts to lay out a path toward safe reopening based on best practices, guidelines and recommendations within the profession and beyond. The primary objective is the safety of patrons and staff. The hope is to codify a new operating framework that considers and balances both service and safety.

The READ Committee of the Millburn Free Public Library

Michael Banick
Liz Miller Boose
Mochi Fong
Jacelin Noel
Sarah Pardi

PHASE 0 - Millburn Library Is Closed to the Public

Executive Order # 107 states that all public municipal, county and state libraries in the State of New Jersey must remain closed until that order is lifted.

The Millburn Free Public Library will therefore be closed in order to comply with this directive.

Safety and Security

- The MFPL is closed to prevent or minimize contact and the transmission of disease.

MFPL Operations

- Building is closed
- Book drop is closed
- Phone message updated
- All checkouts extended
- Staff work from home and report on-site as needed to do safety checks or perform other on-site work
- Mail and deliveries stopped
- Signage posted on all entrance doors
- E-mail automatic messages updated
- Staff meetings held three times weekly
- Virtualize operation
- Communicate with the public

Services and Patron Support

- Expand and promote e-Resources and e-access
- Ease library card signup requirements
- Provide virtual programming
- Provide customer service by phone, text, e-mail, and video chat

PHASE 1 -- Preparing for Re-opening

Prepare for a return to work before opening to the public.

Safety and Security

- Prepare the building
 - Acquire and install dividers at public service desks
 - Acquire personal protective equipment for staff: masks and gloves.
 - Acquire sufficient sanitizing products including cleaners and hand sanitizers
 - Develop signage to convey new operating instructions
 - Attendance limits
 - Where to stand
 - Where not to stand
 - New checkout and browsing limits
 - New computer access limits
 - Set up the meeting rooms as the “quarantine zone” for returned materials
 - Relocate patron furniture with social distancing in mind
 - Some chairs and tables may be temporarily relocated to the auditorium, which will be closed to the public for an extended period of time
 - Establish enhanced cleaning protocols, including hourly wipe-downs of commonly touched surfaces and the cleaning of shared areas between shifts
 - All staff will participate in cleaning, especially of their own areas and of shared staff areas, such as staff workstations and the staff breakroom

MFPL Operations

- Building remains closed to the public
- Phone message remains the same
- Develop staff teams “A” and “B” in order to maintain social distancing. These teams will work alternately on site after reopening. Staff will wear masks and maintain physical distancing
- Call back staff as needed for preparatory work.
- Connect with vendors. Reestablish deliveries, including mail, but hold off on ordering new physical materials for now.
- Resume cataloging of new materials already on site and of any deliveries that were enroute
- Process backlog of mail and periodicals
- Check with BCCLS HQ on the reactivation of holds and reserves, even on the local level
- Book drop opens for returns. Returns are handled according to quarantine guidelines
 - Book drop / book return quarantine guidelines
 - Wear PPE when emptying and handling items
 - Returns will be brought to the auditorium immediately
 - Tables will be set up to accept each day’s returns
 - Items will be sequestered for the prescribed period of time, currently 72 hours
 - When this quarantine period ends, items can be checked in
 - The Auditorium will be the initial quarantine zone. It is bigger and will be able to handle a large number of returns

- Meeting Room B will eventually become the quarantine zone in order to accommodate Primary Election Day (July 7, 2020)
- Check and empty the book return hourly
- Frequency can be adjusted based on demand

Services and Patron Support

- Continue promotion of e-Resources and e-access
- Continue online library card signup
- Continue virtual programming
- Continue to provide customer service by phone, text, e-mail, and video chat
- Book return opens
- Prepare any library cards that were created during closure to give to patron

PHASE 2 -- Operating with Limited Services

Resume some operations while taking special steps to maintain patron and staff safety.

Safety and Security

- All staff wear masks and maintain physical distancing
- Maintain enhanced cleaning protocols
- Install signage for public: where to stand, where to go, where not to go
- Limit number of visitors in the facility at a time
 - Based on recommendations from health department
 - Based on building capacity
 - Place a time limit on visitation to encourage turnover
- Limit public access within the building
 - Lobby only, for pickup of reserves
- Members of the public who enter the library must wear a mask or other face covering

MFPL Operations

- Schedule Team A and Team B.
- Library will open for pickup of materials only. Patrons will be allowed in the lobby only
 - Pull partitions across adult and juv areas to contain activity to the lobby
 - Pickup of holds / reserves only
 - Holds or reserves must be made in advance by e-mail, text or phone.
 - Online BCCLS holds and reserves based on BCCLS HQ
 - Maximum of 5 items
 - There will be no on-demand retrieval of items
 - No browsing
 - No public computer sessions
 - No public photocopying
 - No on-site programs or events
 - Magazines and newspapers not available
 - Public bulletin board closed
 - All returns must be made through the outside book drop.
 - No item returns may be made inside the building.
 - Inside book return will be closed, covered, and taken out of service
- Notary service suspended until further notice
- Install signage including floor decals, safety tape, floor signs, window clings and more
- Resume ordering of physical items.

Services and Patron Support

- Open hours will be Mon - Fri 10:00 a.m. - 5:00 p.m. Full time staff will work 9:30 a.m. - 5:30 p.m. Part time staff who work evenings and weekends will continue to work off-site or will be scheduled according to need. First hour will be for people age 60+.
- Limited access to lobby area for pickup of materials only
- Curbside / tabletop pickup may be employed following prevailing safety guidelines

- Continue promotion of and encourage use of e-Resources and e-access
- Continue online library card signup
- Continue virtual programming
- Continue to provide customer service by phone, text, e-mail, and video chat
- Outside book drop open for the return of library materials

PHASE 3 -- Begin to Expand Services

Safety and Security

- All staff wear masks and maintain physical distancing
- Maintain enhanced cleaning protocols
- Limit number of visitors in the facility at a time
 - Based on recommendations from health department
 - Based on building capacity
 - Place a time limit on visitation to encourage turnover
- Members of the public who enter the library must wear a mask or other face covering
- Maintain reconfigured public spaces for physical distancing
- Check signage including floor decals, safety tape, floor signs, window clings and more

MFPL Operations

- Reopen first floor to the public.
 - Elevator closed to the public for the movement of book return materials
 - Items from the mezzanine will be brought down to public
- Move or relocate patron furniture in order to force physical distancing. Unneeded chairs and tables can be moved to the back of the auditorium or to the quiet study rooms.
- Public photocopying will be allowed
 - Only one copier will be open
 - Will look into disabling the coin box
 - Make copying as easy as possible
 - Replenish paper daily before opening
- Ensure signage and floor markings are in place
- Adjust Envisionware computer controls
 - Reduced time limit
 - Prepare guest passes and alcohol wipes. Prepare signage
 - Open the following public computers only:
 - Juv: PC 1 and 3
 - Adult: PC 2, 4, 6, 7, 10, 12 and print release
 - YA: PC 15 and 16
 - Will look into disabling the printer coin boxes to make printing as easy as possible. Develop signage.

Services and Patron Support

- Open hours will be Mon - Fri 10:00 a.m. - 5:00 p.m. Full time staff will work 9:30 a.m. - 5:30 p.m. Part time staff who work evenings and weekends will continue to work off-site or will be scheduled according to need. First hour will be for people age 60+
- Provide access to the first floor of the building only
- Provide limited access to public computers.
- Provide access to collections for browsing and borrowing
- Encourage use of self checkout kiosks
- Continue promotion of and encourage use of e-Resources and e-access
- Continue online library card signup requirements
- Continue virtual programming
- Continue to provide customer service by phone, text, e-mail, and video chat

PHASE 4 -- Continued Expansion of Service

Safety and Security

- All staff wear masks and maintain physical distancing
- Maintain enhanced cleaning protocols
- Limit number of visitors in the facility at a time
 - Based on recommendations from health department
 - Based on building capacity
 - Place a time limit on visitation to encourage turnover
- Members of the public who enter the library must wear a mask or other face covering
- Maintain reconfigured public spaces for physical distancing
- Re-check signage including floor decals, safety tape, floor signs, window clings and more for accuracy and condition.

MFPL Operations

- Evaluate feasibility of resuming evening and/or weekend hours.
- Evaluate feasibility of opening up the mezzanine for public access

Services and Patron Support

- Possible expansion of hours
- Possible expansion of building and collections access
- Continue to provide limited access to public computers.
- Continue to provide access to collections for browsing and borrowing
- Continue to encourage use of self checkout kiosks
- Continue promotion of and encourage use of e-Resources and e-access
- Continue online library card signup requirements
- Continue virtual programming
- Continue to provide customer service by phone, text, e-mail, and video chat

PHASE 5 -- Operating in a “New Normal”

Safety and Security

- Follow public health directives for cleaning, PPE, and for physical distancing

MFPL Operations

- Open building to the public with regular hours of operation
- Begin to bring patron furniture back as guidance allows
- Reevaluate materials management protocols including the handling and sequestering of returned materials

Services and Patron Support

- Resume on-site programming in compliance with prevailing guidance on physical distancing
- Resume regular on-site services and support in compliance with prevailing guidance on physical distancing