

Monday, April 20, 2020

And just like that, everything changes.

With Governor Evers' new Safer at Home order, Emergency Order #28, which is effective April 24, 2020 until May 26, 2020, the Library will be able offer curbside service to patrons.

**Please read the following information carefully. It's very long, but it's important.**

**Here is the order that pertains to libraries along with clarification from the Department of Public Instruction:**

At 12:51 p.m. on April 16, 2020, the State of Wisconsin issued a press release regarding the extension of Wisconsin's Safer at Home Order until 8:00 a.m. Tuesday, May 26, 2020 (or until a superseding order is issued) per Emergency Order #28. Order #28 implements some new safety measures and allows certain activities to begin ramping up service and operations. The following sections of Order #28 pertain to public libraries:

**Order 4b: Closures: Libraries.** Public libraries must remain closed for all in-person services. Library may now provide the following services:

- Libraries may continue to provide online services and programming, as was permitted under the Safer at Home Order.
- Libraries may begin to offer curbside pick-up of books and other library materials, only if **all of the following** conditions are met:
  - All operations are performed by **one person in a room or confined space** (see below for details);
  - Materials are requested online or by phone before pick up;
  - A signature from the patron is not collected;
  - All pick-ups are scheduled, to ensure compliance with Social Distancing Requirements as defined in Section 16 of the Safer at Home Order.
- Any Essential Governmental Function; and
- Food distribution, which were both permitted under the Safer at Home Order.

**Order 12: Essential Government Functions.** Government bodies including the library board should continue to follow the Wisconsin Department of Justice's Office of Open Government guidance regarding holding government meetings, and library boards should continue to convene monthly to audit and approve the payment of all expenditures of the public library, pursuant to Wis. Stat. sec. 43.58(2)(a). The OOG advisory on open meetings is available at <https://www.doj.state.wi.us/news-releases/office-open-government-advisory-coronavirus-disease-2019-covid-19-and-open-meetings>.

Other functions exempted under this order could include food distribution and other activities deemed essential by the municipality.

**Order 14: Minimum Basic Operations.** This order allows the minimum necessary activities to preserve the library facility and equipment, address information technology (IT) issues, ensure physical and cybersecurity, process payroll and fulfill business services obligations, as well as activities that facilitate the ability of staff to work remotely from home.

**Curbside service** has been added to the list of minimum basic operations for public libraries. As a non-essential business, a public library may continue basic minimum operations by restricting the number of workers in the library to no more than is strictly necessary to perform curbside service, as well as the other minimum basic operations.

These added employees can now be considered essential staff, for the purpose of operating the library with limited services.

Curbside service can only be offered by a library if all four conditions outlined in the Order #28 are met. "All operations performed by one person in a room or confined space" implies proper social distancing. It does not mean that one individual must perform all operations involved in running a curbside service; rather, it limits the number of people working in a room or confined space to one person.

Materials must be requested either online or by phone, and all pick-ups must be scheduled to ensure that social distancing requirements are met. Because lobby areas and vestibules provide an increased risk of contagion, they are not acceptable pick-up spaces for curbside service. All transactions should occur outside and away from the doorways, where people can properly socially distance themselves without coming into contact with others and hard surfaces.

**Delivery and mailings.** More information is needed to determine if this section applies to exchange of materials between libraries. Library staff should not provide home deliveries or offer deposit collections to residence facilities until a determination is made.

**Order 16: Social Distancing Requirements.** For purposes of this Order, Social Distancing Requirements includes:

- a. Maintaining social distancing of six (6) feet between people;
- b. Washing hands with soap and water for at least 20 seconds as frequently as possible or using hand sanitizer;
- c. Covering coughs or sneezes (into the sleeve or elbow, not hands);
- d. Regularly cleaning high-touch surfaces;
- e. Not shaking hands; and
- f. Following all other public health recommendations issued by DHS and the U.S. Centers for Disease Control.

DLT acknowledges that public libraries are a matter of local control. We encourage you to contact your municipal attorney, county corporate counsel, or independently contracted attorney for advice when interpreting legal issues.

And, DPI sent a follow-up: Library workers may begin preparing for the provision of that service, as long as they comply with the social distancing requirements outlined in Order #28.

**As a result of this order, the Library will begin offering curbside service on Friday, April 24.**

Effective that date, the Library will resume usual hours (but not open to the public): Monday through Thursday 9 - 9, Friday 9 - 6, Saturday 10 - 4, Sunday 12 - 4. Curbside service will be available all open hours. Bookdrops will be open during open hours. More on all of that later.

Beginning Monday, April 27, all regular part-time and full-time employees are expected to resume their normal/usual hours in a week (20 hours, 25 hours, 37.5 hours). Some staff will be called in to work this week to prepare for curbside and help launch this new service. At this time, casual employees are not being called in, with the exception of Custodial staff. Schedules will be changed: staff may be staggered and evening and weekend schedules may be adjusted/changed in order to allow for safe social distancing among staff working in a department.

***Important: If you have extenuating circumstances and are unable to work the hours you are assigned/your scheduled hours/your normal hours, you must contact Human Resources Director Lindsay Kehl at [lkehl@ci.neenah.wi.us](mailto:lkehl@ci.neenah.wi.us) or by phone at 920-886-6103.***

This is new territory for all of us – both in terms of keeping everyone safe during a pandemic and providing curbside service. What we've planned will likely change based on demand, logistics, etc.

Important: Staff will not be expected nor asked to perform a task that would endanger the health of the employee, other staff, or patrons. We have created a "circle of trust" in the Library. We trust that everyone working in the Library is doing what they can to keep themselves and their coworkers and families and households safe. If you ever have a concern, please contact me immediately.

The Library has been thoroughly cleaned and will continue to be cleaned daily. All carpeting, upholstered furniture, all hard surfaces, all service desks and equipment, etc. have been cleaned and where appropriate, disinfected.

Staff must practice good respiratory hygiene/cough etiquette. Face masks (surgical masks and a limited supply of N95 masks), gloves, sanitizing wipes, and hand sanitizer are available. *I am asking staff to use face masks while in the Library unless in a private office/alone in a workroom space.* If you are delivering materials to patrons for curbside pickup, you must wear a mask. You may use your own face mask. Masks should be maintained and replaced when needed. Paper bags will be provided to staff to store their face masks. Please do not store your mask in your purse, do not share your mask, do not touch your mask after you've put it on. Make sure your mask is **securely** covering your nose and mouth. If you need to adjust your mask, wash your hands before adjusting and after. If you are wearing gloves, please note that gloves act as a contact point for germs: They can be contaminated as soon as you touch something and anything you touch after that may be contaminated as well. Please wash your hands frequently -- 20 seconds with soap and water. Washing hands with soap and water is the best way to get rid of germs. Use hand sanitizer if soap and water is not available. Don't touch your face. Stay home if you are ill.

If you haven't already done so, please watch the following videos regarding use and care of face masks, gloves, handwashing, hand sanitizing.

Note that there is a right way and a wrong way to don and doff masks:

<https://www.youtube.com/watch?v=z-5RYKLYvaw>  
<https://www.youtube.com/watch?v=OABvzu9e-hw>  
<https://youtu.be/JwPWdkbyizw>

Information on the proper use of gloves:

[https://www.youtube.com/watch?v=3l\\_kKVNrEMo](https://www.youtube.com/watch?v=3l_kKVNrEMo)  
<https://www.youtube.com/watch?v=xy9xxpscSQw>

And for good measure, how to correctly wash your hands with soap and water:

<https://www.youtube.com/watch?v=4nxWYSk4FEU>

And how to correctly use hand sanitizer:

<https://www.youtube.com/watch?v=2LKx1u1Nph4&t=38s>

***Employees are expected to always maintain a minimum 6-foot distance from coworkers and from patrons*** during curbside delivery. Offices, meeting rooms, and workspaces will have posted limits. Do not exceed those limits. (This does not include staff stopping in an area to ask a question, drop something off, etc.) You are encouraged to communicate virtually with coworkers via email, phone, text, Microsoft Teams, etc. whenever possible.

***Staff may not share computers, keyboards, phones, scanners, pens, markers, etc. The workspace you are occupying during your shift may not be used by another employee until it has been disinfected by the person leaving and then again by the person taking over that workstation. Always assume that a station has not yet been disinfected.***

Any staff member who has been diagnosed with COVID-19, is at significant risk from COVID-19 infection, is awaiting results of a test for a suspected COVID-19 infection, is showing signs of illness, has been exposed to COVID-19, and/or is caring for a family member with COVID-19, must remain at home per CDC/public health guidelines. There are federal policies and City policies in place that apply to employees during the COVID-19 pandemic. Contact Human Resources Director Lindsay Kehl for information.

Staff exhibiting symptoms of COVID-19 will be sent home and the workspace(s) disinfected. If a staff member is diagnosed with COVID-19, their workspace will be quarantined for 72 hours. Following the quarantine, all surfaces will be cleaned by the Building Custodian. The employee may not return to work until cleared by a health care provider. Under some circumstances, coworkers of the employee may also be sent home. *There is no shame and no blame in this process – we just want to make sure that we minimize exposure and risk to other staff.*

If at any point during the COVID-19 epidemic, there are not enough staff available to work, the Library will reduce services or cease operations until an adequate number of employees are available.

### **Curbside pickup**

We are working out the details for Curbside Pickup. The service will essentially consist of patrons placing holds on items and/or calling to have items pulled. Staff, or the patron, will schedule a time for pickup, staff will track down the items, check them out, and place the checked out items in a bag in the holding area (new Yaz Community Room) so it can be brought out to the patron when they arrive at their scheduled pickup time. Patrons will be instructed to call to let staff know they've arrived. Parking for curbside will be the spots on E. Wisconsin Avenue to the west of Custodial parking. Curbside pickup appointments will end 30 minutes before closing to allow staff time to disinfect work areas, lock bookdrop, and allow for any late-arrivals to curbside pickup. Employees must maintain 6-foot distance when delivering materials to patrons: Items may be placed on the sidewalk for the patron to pick up. Alternatively, items can be placed in the passenger side of a car, in the backseat, or in the trunk.

(What we're still working on: Scheduling software to book the pickups. Ideally, we will have a way for patrons to schedule their own pickup time.)

Bookdrops will be opened on Friday, April 24, but will remain open only during our open hours. Bookdrops will be locked at closing. Returned items will be quarantined for 72 hours – no items should be touched by staff until the 72-hour quarantine has ended. We do not plan to clean materials as they are returned. For more information, see the following link:

<https://dpi.wi.gov/wilibrariesforeveryone/materials-quarantine-no-more-24-hours-needed-cdc-epidemiologist>

Winnefox deliveries will begin Monday, April 27. Deliveries will be held/quarantined for 48 hours (they will have been untouched for the previous day already – total quarantine will be approximately 72 hours).

Automatic email/phone/print notifications about holds have been stopped. Shoutbomb notifications have been stopped. We, Library staff, will notify patrons by phone or email about holds that have arrived. At that time, a curbside pickup can be scheduled. (The automatic notifications by SIRSI and Shoutbomb were cancelled to allow staff maximum flexibility in controlling the flow of materials.)

We have more changes planned for reopening to the public – including limiting occupancy, installing acrylic “sneeze” guards at the service desks, directional signs in the stacks (everyone going the same direction), stopping/standing points for patrons at service desks, etc. We’ve also canceled in-person programs for the summer.

If you have any questions or concerns about the above, please let me or your supervisor know, and we’ll address them ASAP.

There are lots of changes happening in a very short period of time. *Remember that staff in-service on Adapting to Change? This is where that training will come in handy.*

My thanks to all – I know this has been a very difficult time.

Gretchen