Pandemic Response Procedures

Level I: Precautionary Health Measures

1. Cleaning & Supplies
   a. Purchase additional cleaning and disease prevention supplies
   b. Provide tissues and hand sanitizer to staff and in public areas
   c. Offer staff masks and gloves, to be used if desired. As appropriate, recommend use by staff who handle many materials.
   d. Perform additional routine cleaning, as needed, of all frequently touched surfaces in the Library, such as workstations, countertops, and door knobs
   e. Provide staff with disinfectant wipes for quick disinfection
   f. Staff should contact Facilities if an area needs to be thoroughly cleaned; Facilities staff have access to medical-grade disinfectant.
2. Work Adjustments
   a. Authorities may request that persons returning from an infected area of the world not return to work for a period of time. Library employees are required to follow those recommendations. Absences for this purpose will be excused.
   b. Any employee presenting symptoms congruent with the outbreak will be asked to return home and/or refrain from coming to work.
   c. Review documentation of departmental procedures and/or departmental cross training so others can take over for sick employees
3. Communicate to the Public
   a. Share official sources for health information with patrons
   b. Recommend that patrons and staff with symptoms not enter the building
   c. Promote healthy habits
   d. Promote online library services
4. Communicate to Staff
   a. Share this Pandemic Response Procedure
   b. Encourage staff to receive appropriate vaccinations
   c. Emphasize that staff should stay home when sick and follow respiratory etiquette and hand hygiene
   d. Communicate any CDC reporting requirements
   e. Advise traveling staff to check the CDC's Traveler's Health Notices
   f. Promote healthy habits

Pandemic Response Procedures

Level II: Moderated Services

In the event that an official source declares a pandemic, the Library will respond according to the official recommendations of the CDC, Lake County Health Department, or other appropriate public health authorities. The responses to the recommendations may include:

1. Service Adjustments
   a. Create social distancing by number of public seats, limiting the number of patrons in the library at one time, and altering work schedules so that fewer people are working in close proximity to one another
   b. Reduce or suspend services. Public health authorities may advise that libraries and other gathering places minimize or entirely suspend situations where numerous individuals congregate in relatively confined spaces. In such cases, the Library Director may suspend some or all:
      i. Library programming
      ii. Public meeting room use
      iii. Deliveries to homebound, nursing homes, retirement centers, and schools
      iv. Holds processing
   c. Review and prepare options for emergency library services as necessary
2. Work Adjustments
   a. Cancel all library-related travel to areas under a CDC Traveler's Health Notice Warning Level 3 (Avoid Nonessential Travel) and reconsider library-related travel to Level 2 areas.
   b. Adjust volunteer work schedules as affected by service adjustments
3. Communicate to Public
   a. Continue messaging as in Level I. Messages should explicitly state that service reductions are being done to slow down disease transmission, not because of an abundance of sick staff.
   b. Post an alert on the website outlining adjustments to services; adjust homepage to include pointers to official sources of info about the pandemic
   c. Contact affected program registrants, meeting room users, study room reservations, etc. to notify of service adjustments
   d. Remind public that no overdue fines means that they do not need to return items while they are not feeling well
4. Communicate to Staff
   a. Library Director to monitor and coordinate response among authorities, schools, villages, and library
   b. Encourage staff to wear gloves and masks when handling materials
   c. Review and adjust staff robocall list to ensure information is current

Pandemic Response Procedures

Level III: Temporary Closure

1. Service Adjustments
    a. Temporary Closure. During the course of a pandemic, the Library Director may temporarily close the Library buildings under one or more of the following conditions:
        i. Public health authorities advise, request or order such a closure
        ii. Stevenson High School closes
        iii. Public visitation is too low to warrant keeping the buildings open
        iv. Staffing levels are too low to operate the Library
        v. Any other conditions that prevent the Library from operating the facilities safely and effectively
    b. [Emergency Closing Guidelines](#) apply; staff are not required to remain "on call" during an extended closure
    c. Extend due dates
    d. Close drop boxes and post closed signs
    e. Inform vendors and delivery services that we are closed and not accepting deliveries
    f. Notify RAILS
    g. Notify after-hours cleaning company
    h. Notify vending company
2. Work Adjustments
    a. Staff and volunteers are to refrain from reporting to work in person.
    b. Head of Library Operations and IT Manager will continue to work remotely to monitor building and systems conditions.
    c. Head of Communications will continue to work remotely to communicate with public.
    d. Library Director will continue to work remotely to coordinate response among staff and with Library Board of Trustees.
3. Communicate to the Public
    a. Post an alert message on the website indicating the library is closed; homepage to include pointers to official sources of info about the pandemic
    b. Post library closed message on front door of main library and annex
    c. Continue to share official sources for health information and library service updates with patrons via digital communications channels
4. Communicate to Staff
    a. Library Director to continue to monitor and coordinate response among authorities, schools, villages, and library

FINAL CAVEAT: Should the situation call for a more nuanced response than is outlined here, the Library Director and Board may adjust the library's response to meet emergent needs.

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