

# Pandemic Reopening Plan



## PHASE 1: TEMPORARY CLOSURE

*Governor McMaster issues executive order to close non-essential businesses to the public and enforces a “Home or Work” advisory requiring South Carolinians to stay home except for essential travel. To move beyond this phase, the Governor would need to authorize non-essential businesses to reopen.*

### 1. Service Adjustments

- a. Library buildings and Bookmobiles are closed to the public
- b. Register new library card accounts online
- c. Suspend Meeting Room reservations
- d. Suspend Volunteer service hours
- e. Suspend in-house Library programs
- f. Coordinate with Equinox and SCLENDS consortium to suspend item due dates, holds requests, card expiration dates, email notifications, and suspend consortium transits
- g. Monitor book drops, sanitize returned items and quarantine for 7 days
- h. Deep clean and sanitize library facilities

### 2. Work Adjustments

- a. Staff operations will be determined based on the stage of closure listed in Beaufort County’s Telecommuting (Pandemic) Policy Document. Essential Employees telecommute and/or report to jobsite as required. Nonessential Employees complete continuing education requirements remotely.
- b. Rotate employees to work limited hours per day in their branch to sanitize and quarantine returned items, answer voice and email messages, and complete other tasks as assigned by Branch Manager
- c. Branch/Department Managers manually input their employee hours in NovaTime
- d. Devise Modified Service plan
- e. Analyze contracts for cost savings
- f. Acquire PPE for employees
- g. Acquire additional telecommuting technology equipment
- h. Conduct weekly branch/department staff meetings via Webex

### 3. Communicate to the Public

- a. Answer Contact Us questions
- b. Post limited online programming on social media/website
- c. Communicate library service updates with customers via digital communications channels

## **PHASE 2: MODIFIED SERVICE**

*While the “Home or Work” advisory remains in effect, Governor McMaster authorizes non-essential business to reopen while complying with CDC recommendations for physical distancing and limitations on public gatherings. To move beyond this phase, stay at home advisories must be lifted. (Per CDC guidelines, stay at home advisories may be lifted when the number of new cases reported in a state has declined steadily for 14 days (i.e., one incubation period) and the jurisdiction is able to test everyone seeking care for COVID-19 symptoms.)*

### **1. Service Adjustments**

- a. Library buildings and Bookmobiles are closed to the public
- b. Register new library card accounts online
- c. Suspend Meeting Room reservations
- d. Suspend Volunteer service hours
- e. Suspend in-house Library programs
- f. Coordinate with Equinox and SCLENDS consortium to suspend item due dates, card expiration dates, email notifications, and suspend consortium transits
- g. Fulfill holds requests and transit items between branch libraries via county courier
- h. Monitor book drops, sanitize returning items and quarantine for 7 days
- i. Deep clean and sanitize library facilities

### **2. Work Adjustments**

- a. Rotate employees to work limited hours per day in their branch to sanitize and quarantine returned items, answer voice and email messages, and complete other tasks as assigned by Branch Manager
- b. Branch/Department Managers manually input their employee hours in NovaTime
- c. Conduct weekly Webex branch/department staff meetings
- d. Implement Modified Service plan allowing customers to request books for pick up outside the building (curbside pickup)
- e. In preparation for reopening library facilities to the public, rearrange library furniture and public access computers to allow for social distancing
- f. Add social distancing interior floor signs to circulation line queue and other high foot-traffic areas
- g. Resume purchasing/leasing and processing selected new materials for circulation

### **3. Communicate to the Public**

- a. Answer Contact Us questions
- b. Post limited online programming on social media/website
- c. Communicate library service updates with customers via digital communications channels

### **PHASE 3: ESSENTIAL SERVICES**

*Governor McMaster removes the “Home or Work” order and allows businesses, public schools and universities to resume in-person operations. County Administration approves opening facilities to the public. According to health experts and the CDC, moving beyond this phase would require that there is adequate testing within the State of South Carolina (for the disease and for antibodies) and a method for contact tracing.*

#### **1. Service Adjustments**

- a. Libraries are open to the public on a limited basis:
  - i. Restrict number of customers allowed in facilities pursuant to state/local recommendations
  - ii. Customers may check out materials, pickup holds, use copier/scan/fax/email machines
- b. Register new library card accounts online
- c. Suspend Meeting Room reservations
- d. Limited use of public computers
- e. Resume volunteer service hours as needed
- f. Suspend in-house Library programs
- g. Coordinate with Equinox and SCLENDS consortium to reinstate item due dates, card expiration dates, and email notifications
- h. Fulfill holds requests and transit items between branch libraries via county courier
- i. Deep clean and sanitize library buildings
- j. Bookmobile visits resume where applicable

#### **2. Work Adjustments**

- a. Library staff resume normal working hours at their branch.
- b. Employees input their own hours in NovaTime/Time Clock (to be determined by County Administration and Human Resources Department).
- d. Continue purchasing/leasing and processing selected new materials for circulation

#### **3. Communicate to the Public**

- a. Answer Contact Us questions
- b. Post limited online programming on social media/website
- c. Communicate library service updates with customers via digital communications channels

## **PHASE 4: NORMAL OPERATIONS**

*Governor McMaster removes any remaining executive orders and or advisories for the State of South Carolina as DHEC and other health experts confirm that South Carolina has adequate testing and vaccinations. Beaufort County Administration approves departments' full reopening plan.*

### **1. Service Adjustments**

- a. Libraries are open to the public with no limitations
- b. Register new library card accounts online
- c. Accept Meeting Room reservations
- d. Answer Contact Us questions
- e. Resume use of public computers
- f. Resume in-house library programs
- g. Resume Volunteer Service hours
- h. Coordinate with Equinox and SCLENDS to resume consortium transits
- i. Resume all Bookmobile and Outreach visits

### **2. Communicate to the Public**

- a. Answer Contact Us questions
- b. Communicate library service updates with customers via digital communications channels

***Note: The Library Director and Library Board of Trustees may adjust the library's response to meet emergent needs.***