



Phased Plan for Reopening Library Services- COVID-19 Revised as of November 2020

The Brooke County Public Libraries had been closed to the public from March 18, 2020 to June 8th when they reopened due to the novel coronavirus pandemic COVID-19.

The Brooke County Public Libraries, with guidance from the Governor's West Virginia Strong-The Comeback plan, the WVLC Guidance Statements, other library plans, and with consultation with local health and governing authorities, offers this revised plan for library services during the upticks of cases locally to the people of Brooke County. The use of the word "staff" within this document encompasses any individual who works within the library walls. Plan is subject to change due to the nature of the situation.

All staff will be required to wear a face cover or mask and will have their temperature checked upon entering the library. Anyone with a temperature of 100.4 or over will be asked to go home. Face covers and gloves will be provided for staff. Staff may also choose to wear a face cover of their providing. All staff will adhere to the 6 feet social distance guideline. All staff will agree to stay home if they are sick. All staff will be encouraged to continue to follow all health and safety guidelines when outside of the library. If a staff member has a concern about returning to work at their location due to a medical concern, is a member of a vulnerable population, or other reasons they will be accommodated as much as possible and presented with continued work from home options. Staff may also use vacation or sick time during this period if they so choose and need to make reasonable decisions during this time regarding their health with the help of their doctors. Staff who have designated areas in the libraries, i.e. offices, etc., will maintain distance from other individuals unless their presence is requested/needed elsewhere. Library staff will also be required to maintain their areas with library provided supplies. The Museum staff will be required to maintain and clean their areas, as normal, including following the plan that the libraries have set out for patron access. WIFI at both locations are providing an open network without the need for passwords and usernames. Both locations are also housing the Kids Connect signal for those in public school.

Phase 1

Originally Week 5 of WV Strong (no earlier than May 26th) where buildings were being cleaned before full staff reentered.

Phase 2

Originally Week 6 of WV Strong (no earlier than June 1st) where all typically schedule staff reported to the main location for preparation of reinstating limited library services which included clear barriers at service desks, limited access to items/sections of the building, and much more which can be seen through the original reopening plan.

Phase 3

Originally was Week 7 of WV Strong (no earlier than June 8th) for the first Phase 3 Guideline.

Phase 3 Has been Modified as of November 30, 2020 by the Board of Trustees in order to allow for the building to be closed to the public in the event that the WV Dept. of Education's Saturday Education Map places Brooke County in Red. This map is released on Saturday's and would allow for a week to week planning of whether or not the library needs to close its doors to help combat the rise in cases in the local county as well as protect its frontline staff. This map can be found on <https://wvde.us/school-reentry-metrics-protocols/>

If on a Saturday, the map is released and notes Brooke County in the area of Red, the library will close to the public the following Monday, and will be closed for two weeks. On the 2nd week's Saturday when the color coded map is released, if it is not still red, the library will reopen to the public the following Monday to the public. If the map is still red, BCPL will take a week by week approach until the heavy uptick has dropped us out of the red.

Staff will report to their locations. Programming will revert to fully delivered online content from staff members' homes and will not be done on premise.

Phase Indication Can be Found at <https://bcplvirtual.weebly.com/>

Limited library services will begin. They include but are not limited to:

- Phone lines will be opened and staff will begin over-the-phone customer and reference services including scheduling material pick-ups, answering questions about patron accounts, technology trouble shooting, and answering general questions. Patrons may also email our main email bcpl@weirton.lib.wv.us for any questions.
- Patrons may continue to return materials previously checked out. Materials will be returned to outdoor book drops. Returned materials will be quarantined for a minimum of 72 hours.
- Patrons may utilize Contactless Pick-up for gaining materials available for them to pickup after a staff member checks it out to them. Patrons may place online holds or make requests over the phone for items currently in stock in the library. Material pick-up will be contactless and take place in the foyer or designated area in the front of the library (offered an hour after public opening, to an hour before we close to the public). The inner door to both locations will be locked and the foyer will be the only accessible point for patrons.
- Patron computers will not be accessible during this phase.

- Patrons may request over the phone or through email to have documents printed for contactless pick-up in the foyer or designated space in the front of the library (this is limited to the amount of 10 pages or less). A patron can knock on the inner door, advise a staff member that they need a copy or a fax done. The patron will stay in the foyer as the staff completes the service for the patron. Depending on the item being notarized, this may also be handled a similar way with patrons showing identification through the door. It is highly encouraged that the patron must call ahead to arrange.

Phase 4 (Beginning no earlier than July 6th)

Originally Phase 4 went live no earlier than July 6th. However, we will revert back to Phase 4 when the County is no longer in the Red designation for the WVDE Color Coded Map.

All full-time staff will be in their respective locations. Some staff may or may not have work from home assignments on as-needed basis depending on their position. Programming will continue to be delivered online from either the library or staff members' homes with some in-house programming reinstated. Patrons will be encouraged to stay home if they are sick. All staff and patrons will be encouraged to continue to follow all health and safety guidelines when outside of the library. If a staff member has a concern about returning to work at their location due to a medical concern, is a member of a vulnerable population, or other reasons they will be accommodated as much as possible. Staff may also use vacation or sick time during this period if they so choose.

Library services include but are not limited to:

- We ask those to allow the first hour of opening to still be established for seniors and members of vulnerable populations if possible.
- Limited patron access may still be enforced, however will depend on the current mandates, public restrictions, and what the Board decides.
- Patrons may enter the library to access limited services. Maximum number of patrons allowed in the library at a time will be based on local and state social distancing recommendations and may fluctuate. (Currently 2 people per 1000sq ft or 25 maximum.)
 - *Main Location will allow a maximum of 15 patrons not including staff members.*
 - *Branch Location will allow a maximum of 6 patrons not including a staff member.*
- Patrons may still, and are encouraged to, request contactless material pickup
- Patrons are encouraged to bring their own devices to access the library's wifi.
- Patrons may use public access computers on an as-needed and time limited basis. Not all computers will be accessible and will be assigned to patrons by a staff member to ensure

945 Main Street Wellsburg, WV 26070 Phone 304-737-1551 Fax 304-737-1010
 844 Main Street Follansbee, WV 26037 Phone 304-527-0860 Fax 304-527-3039
 wellsburg.lib.wv.us

that social distance is maintained in the computer area. Additional safety and cleaning procedures will be implemented and the time given in between patrons to see those tasks carried out. It is strongly encouraged that masks are worn.

- Library materials will continue to be quarantined for a minimum of 72 hours.
- Library furniture will remain positioned at a 6 feet minimum to comply with social distancing guidelines and may be limited
- Patron access to the stacks may be limited in certain areas. Patrons will be required to wear a face mask when entering the building above their nose, and will also be required to use hand sanitizer or gloves to browse the collection.
- Patrons may continue to request documents to be printed for contactless pick-up in the foyer or designated space in the front of the library. They can either pay with cash and/or over the phone credit card processing that has a \$2.50 surcharge for each item service.
- Patrons needing fax or notary service are encouraged to call ahead and make an appointment
- Staff will continue to clean high traffic areas and work stations regularly
- Children's areas will still have no toys present.
- The Brooke County Visitors Center designated area will be accessible by patrons. Patrons will be asked to leave any items touched and taken to the designated library return areas.
- Normal scheduled library programs such as Geri-Fit, storyhour, D&D Clubs, crochet classes, book club, movie showings, and cook by the book recipe club, will be modified. Only 9-10 patrons, not including the leading staff member(s), will be allowed at each program. Book club and other programs will continue to offer a virtual access where needed.
- Community meeting room usage may be scheduled with no more than 11 patrons using a meeting room at a given time.

Phase 5 (To be determined)

Library open to the public and services offered with a minimum to no precautions. Programming and meeting room usage will be held in the library with a limited number of attendees. (Registration will be encouraged as always.) Public access computers may be accessed with less stringent limits to time and availability. Patrons will still be encouraged to maintain distance from other patrons and required to wear masks. Seating may be restored as guidelines are amended and lifted. Patron displays, children's room toys, and other items that had been restricted will be lifted. Volunteer opportunities may also be reinstated.

Phase 6(To be determined)

Library opens to the public. No restrictions on programming, meeting room usage, or other library services.

Remote Working

Refer to the BCPL Work at Home (Telecommuting) Policy.

Material Contactless Pick-Up FAQs

During the time that traditional library services are disrupted when the library is opened, patrons may submit requests for any circulating material through the online catalog <http://nwvlc.clark.lib.wv.us/> or telephone main-304-737-1551 branch-304-527-0860. Limits on requests are 5 per person by phone and through the OPAC. If we indicate that pick-up can be completed that day, allow for 2 hours in order to allow staff to process the materials. Please call your library location with any questions you have about pick-up service.

- Can I pick up my holds now?
 - Yes, currently all libraries are offering pick-up service.
- When can I pick up my holds?
 - Pick-up service is being offered at either location an hour of after opening to patrons, and an hour before closing to patrons. Please note hours may be changed during certain phases.
- Can I return items at the pick-up service?
 - Items must be placed in either one of our book drops or in the internal desk book drops.
- Do I need my library card?
 - Yes, please call your library location if you have any questions or issues with your library card.
- What if I don't have a card?
 - Call your library location or fill out your information by visiting <https://airtable.com/shrQx3LZipZZJb48t> and you will be issued a library card that will be temporary and require validation at a later point in time.
- May I speak to a library staff member?
 - Please call your library location with your questions.
- Can a librarian help me with Overdrive/Kindle/Libby/Nook/computer questions?
 - Please call your library location for your digital book and technology questions.
- Can you fax or print something for me?
 - Due to the CDC's recommended social distancing policy, we are attempting to do this in a safe manor. Please call your library location for additional information.
- Can I come in and use the computer?
 - Due to the CDC's recommended social distancing policy, we are unable to provide these services until a designated time period.

Board adopted and approved 5/18/2020
Board revised and approved 11/30/2020