



PUEBLO OF ISLETA

950 MOON LIGHT DRIVE
ALBUQUERQUE, NM 87105

PUEBLO OF ISLETA PUBLIC LIBRARY GUIDELINES MAY 2020

The Pueblo of Isleta Administration recommends reopening in phases.

Phase 1: Under Stay at Home Order - Ready the staff and facility.

In coordination with the New Mexico Department of Health, Pueblo of Isleta's Administration, Command Center, and Health Center, determine when to have staff return and begin readying the facility for onsite services to the public. **NOTE:** In order to begin any of these phases, Personal Protective Equipment (PPE), such as masks, gloves, hand sanitizer, disinfectant sprays & wipes, etc., should be ordered and in place.

- Staff returns
 - Staff works ½ of normal full or part time schedule
 - Staff schedules will be tiered not to risk the health and well-being of staff
 - Train staff in new procedures for Phase 1
 - Emphasize the chain of command communication plan so that staff knows who to turn to for clarification of additional information
 - Review and discuss COVID Safety Practices (CSPs) for All Employers provided by the New Mexico State Library
 - Review and discuss The State of New Mexico's Additional CSPs for Retailers practices as New Mexico Libraries must operate under the same conditions as the retail sector
 - Review the American Disability Act (ADA) on individuals with disabilities and face masks
 - Emphasize to staff to stay home when ill or if exposed to someone who is ill (Employee may have to use sick, vacation, or compensation time)
 - Allow staff with special health / family considerations to telework, if possible
 - Prepare for addressing the mental health needs of staff and patrons
 - Clarify job duties for altered services / shortened hours
 - Determine and discuss health guidelines to be followed such as:
 - What protective measures will be used
 - Enforcement of social distancing
 - Cleaning routines

- Changes in circulation and other procedures that will help guard staff and patron health
 - Consider special hours for vulnerable patron populations
 - Establish shortened or designated library hours for Phase 2 activities related to public services
 - Post specific reopening fates and services adaptations to social media and website
- Prepare facility
 - Clean frequently used surfaces and set up schedule for this cleaning
 - Contact courier regarding reopening plans
 - Change settings in integrated library system, interlibrary loan, and other software or technology, as needed
 - Get Library in working order
 - Set up the circulation desk and other areas in the library to encourage social distancing
 - Patron Spacing
 - Install plexiglass shields, if needed
 - Determine where returned items are to be quarantined
 - **NOTE:** Current studies suggest the virus remains present on plastic surfaces for up to 72 hours and on cardboard and paper surfaces for up to 24 hours
 - **NOTE:** Current recommendations state that using cleaning products such as Lysol, bleach or other disinfecting may not completely remove the virus from surfaces
 - Move furniture, equipment, etc. to limit group interaction
 - Clear children's area of toys
 - Remove magazine racks and newspaper rack from library floor
 - Determine what will be the one entry point into facility and how to limit traffic into facility
 - Prepare signage
 - Use the Square Footage / Occupancy guidelines set forth by Governor to determine occupancy limits
 - Contact vendors to resume ordering / receiving materials
- Hold pickup
 - No holds pickups will take place as traveling to the library to obtain material is by and large not an essential service
- Materials Handling
 - Book drop will remain closed and material handling by staff will be at an absolute minimum. Material returns are considered non-essential travel under a Stay at Home Order
- Checkouts
 - Checkouts are limited to electronic services
 - Library staff will create "mini libraries" for patrons to take and keep which will be comprised of discarded library material

- Programs
 - Only virtual programs are allowed under a Stay at Home Order
- Outreach Visits
 - Outreach visits and programs will not occur
- Internet Access
 - Internet Access be will restricted to Public Library Wi-Fi Access outside the Library / Education Complex
 - Library Public Wi-Fi Network name and password will be posted on windows and entrances to Library / Education Complex
 - Library Public Wi-Fi Network name and password information will also be shared with Schools to share with their students
 - Library staff will remind patrons of the Library's Public Wi-Fi Access via Social Media and Website
 - IF obtaining internet access and using public computers are deemed an "essential travel" under a Stay at Home Order
 - Library will potentially provide access to computers at a very limited scale by appointment only
 - Due to risks to staff and patrons, very strict social distancing procedures will need to be applied such as
 - Very little help with computer help
 - Restricting access to other areas of the Library
 - Require patrons and staff to wear PPE, unless Patron has a disability
 - Patrons with disabilities preventing them from wearing PPE, will be asked to wait outside as staff will conduct their reasonable request / task
- Technology Help
 - Though access to computers and internet might be provided, no technology help would be available, except over the phone, through email, through web forms and chat
 - Library staff prepares video tutorial on how to navigate the Library's OPAC system (online catalog)
- Material Processing and Ordering
 - Ordering will focus on digital material and high demand future release for physical items. Processing of newly arrived orders should wait until facility has been disinfected and prepared to operate in a safe manner
- Shared Material in the Library (staplers, hole puncher, headphones, public water fountains, etc)
 - Shared items will be removed throughout the library
 - No shared items would be provided, excepting the possibility of public printers being used for critical services such as applying for unemployment, obtaining social services, applying for jobs, and faxing
 - Remove Courtesy Public Access Phone
 - Cover up public water fountains within Library / Education Complex so as they are non-accessible to the public
 - Close and restrict Public Restrooms throughout the Library / Education Complex to the General Public

Phase 2: Gatherings of no more than 10 – Limited public services restored

Phase 2 has no time limit and will be based on recommendations from the New Mexico Department of Health, Pueblo of Isleta's Administration, Command Center, and Health Center

- Library staff return to $\frac{3}{4}$ of normal full or part time shifts
- Staff Training for Phase 2
 - Curbside services
 - Designate staff member(s) (concierge) for Curbside and limited services
 - Handling of Library material – returned and outgoing
 - Non-contact interactions with patrons
 - Library Entrance and Exit
 - Follow strict cleaning / disinfecting guidelines
 - Continue monitoring the mental health needs of staff and patrons
- Prepare Facility
 - Unlock outside book return for patrons to return library materials
 - Prepare one way entrance and exit into Library
 - Library / Educational Complex Front entrance will serve as one way entrance into library
 - Fire Exit in General Collection area will serve as one way exit from library to east (front) parking lot
 - Utilize and post signage to provide guidance to patrons for
 - Disinfecting stations
 - Disinfecting obligations
 - Floor decals for
 - 6 foot social distancing
 - Library staff personnel boundaries only
 - Set up Plexiglass sneeze guards at Circulation Desk
- Hold Pickups
 - Will be utilized as Curbside Pickups or self-service pickup with instituted strong limits on staff / patron non-contact interaction
- Material Handling
 - Outside book drop will be unlocked for library material return
 - Library staff will use baskets for non-contact curbside returns
 - Returned Library material will be quarantined for a minimum of 72 hours to maximum of 96 hours before being made available to the public or being handled by staff without protective measures
 - Library material quarantine will be in the direct sunlight in the library art room
- Checkouts
 - Normal in-house checking out of material will still be restricted
 - Checkouts will only be offered via the Curbside service where patrons log into the Library's OPAC (Online Catalog) or Librista App to place items on "hold"
 - Library staff (concierge) will provide iPads at the designated Curbside location to those patrons needing a device with online capabilities to access the online catalog
- Programs

- Only virtual programs will be offered as this service still falls under the Social Gathering of the Stay At Home Order
- Outreach Visits
 - Outreach visits and programs will remain suspended until further notice
- Internet Access
 - The Library may increase the number of computer appointments offered to the public while continuing to maintain strict social distancing
 - Public's adherence to strict social distancing and disinfecting obligations will play a major factor in this decision
- Technology Help
 - Like Phase 1, computers and internet might be provided, no technology help would be available, except over the phone, through email, through webforms and chat
 - Technology Help where social distancing can be maintained may be considered
 - For example: Helping patrons navigate the Library OPAC (online catalog) or Librista App at the Curbside location with the vehicle window up with enough room for sound to travel through
- Material Processing
 - Library staff may begin offering reference services and book requests via telephone and virtually
 - Digital materials will continue to be the focus
 - Physical best sellers, quality, and high circulation items will be ordered
 - Processing new physical material while maintaining social distancing will become a priority to keep up with demand
- Shared Materials in the Library (staplers, hole puncher, headphones, public water fountains, etc)
 - Like Phase 1, shared materials including public access phone will not be offered besides the public printer
 - Back-house items are still prohibited from patrons usage
 - Headphone, game consoles, and toys will still be prohibited
 - Public Restrooms and water fountains will be closed to the public

Phase 3: Gatherings of no more than 50 – Library open to the public with precautionary measures

Phase 3 has no time limit and will be based on recommendations from the New Mexico Department of Health, Pueblo of Isleta's Administration, Command Center, and Health Center

- Library staff return to normal full or part time shifts
- Begin to allow patrons back in facility while adhering to percentage capacity and with strong limits on staff / patron non-contact interaction
- Patron lounging within library will be prohibited
- Staff training for Phase 3
 - Designate staff member(s) (concierge) in rotunda of Library / Education Complex to allow patrons 1 in / 1 out after percentage of building capacity is reached and returning items to designated in-house drop box
 - Handling of library material returned in in-house drop box and outgoing material
 - Continue practices of non-contact interactions with patrons
 - Strictly enforce library one way in / out entrances and exit

- Increase strict cleaning / disinfecting guidelines for highly used areas within library such as entrance and exit handles / push bars and circulation counter top
 - Continue monitoring the mental health needs of staff and patrons
- Prepare facility
 - Set up in-house drop box in rotunda of Library and Educational Complex for easier quarantine protocol
 - Routinely check signage, floor decals, sneeze guards, disinfecting stations, and covers on PCs & public water fountains for wear & tear or tampering
- Hold Pickups
 - Curbside services will be discontinued as in-house services have been restored with strict limitations
 - Hold service will be reviewed for a normal daily service option
- Material Handling
 - Outside book drop will remain unlocked for library material returns
 - Staff will use baskets to transfer books from outside drop box to library material quarantine area
 - Library material will remain to be quarantined as stated in Phase 2
- Checkouts
 - Curbside services will be discontinued
 - Normal in-house checking out of material will be restored with strict restrictions on number of patrons allowed in library and proper social distancing protocols
- Programs
 - Library may consider hosting essential programs and other critical services only if strict social distancing measures are employed
 - Programs will be based on a preregistering basis
 - Physical in-house story times and non-essential programs will be prohibited
- Outreach Visits
 - Library may participate in outreach visits if facility practices and meets proper social distancing protocols
 - Grouping must not exceed 50 people
- Internet Access
 - Library may lift “appointment only” computer restrictions
 - To meet social distancing protocol, every other computer will be made available
 - Computer usage for essential task will have priority
 - 45 minute time limits will be set for computers usage to prevent patrons from lounging within library
 - In-house Wi-Fi access users will follow computer usage protocol to help maintain building capacity percentage limit
 - Patrons will be required to disinfect keyboards, mouse, table, and chairs after usage
 - In-house Wi-Fi access user will be required to disinfect their used area
- Technology Help
 - Library staff may provide limited technology help via vocal instructions or providing step-by-step instructions on another device

- Both library staff and patron must practice proper non-contact social distancing protocols
- Material Processing
 - Library staff may provide reference services and accept book request in-house while still offering services via telephone and virtually
 - Digital material and physical purchasing may slowly return to a 50 / 50 balance
 - Staff must continue practicing proper social distancing while processing new & old library materials
- Shared Materials in the Library (staplers, hole puncher, headphones, public water fountains, etc)
 - Library may share staplers, hole punchers, and other quickly used items with patrons, however, items must be immediately disinfected
 - Back-house items are still prohibited from patrons usage
 - Headphones, game consoles, and toys will still be prohibited
 - Public restrooms and water fountains will remain covered and non-accessible to patron usage

Phase 4: Social Distancing limits completely lifted – Library open to public without limits and restores outreach and program services

Phase 4 has no set start date but will be determined by the recommendations from the New Mexico Department of Health, Pueblo of Isleta's Administration, Command Center, and Health Center

- Library resumes regular operations prior to COVID-19 Pandemic while still practicing proper hygiene protocols learned from COVID-19 Pandemic experience
- Patron may lounge in Library / Education Complex
- Staff training for Phase 4
 - Prepare staff for return to normalcy
 - Retrain staff on suspicious items, people, and activity within the confines of the Library / Educational Complex
 - Remind staff to make rounds throughout the library and scan parking lot
 - Continue monitoring the mental health needs of staff and patrons
- Prepare facility
 - Adhere to new social norm practices set forth by Center of Disease Control and New Mexico Health Department
 - Remove or reword signage and decals throughout library to meet current day issues
 - Removal of Sneeze guard will be determined by new social norms
 - Return magazine and newspaper racks to library floor for patron usage
 - Return removed and uncover library furniture to its rightful place throughout the library
 - Clean, disinfect, and restore library art room back to its intended purpose as opposed to library material quarantine room
- Hold Pickups
 - Nonexistent unless applied to daily services
- Material Handling
 - Outside book drop will serve as after hour service as originally intended
 - Returned library material will no longer require quarantine period

- Returned library material will be wiped with disinfectant wipes and placed on shelves for immediate circulation
- Checkouts
 - Circulation services fully restored
- Programs
 - Library programming will be fully restored without any social distancing restrictions
 - Youth programs such as physical in-house story times, Summer Reading Programs, and After School Programs may be restored with normal student staff ratio restrictions
 - Staff should stress healthy hygienic practices during all programs
- Outreach Visits
 - Library outreach services will fully be restored without grouping restrictions
 - Special consideration and precautions will be made for the vulnerable population
- Internet Access
 - If distancing recommendations are removed, all computers will be made available
 - Normal computer lab and in-house Wi-Fi services will be restored without time restrictions, unless computers are in high demand
 - Patrons will still be required to disinfect keyboards, mouse, table, and chairs after usage
 - In-house Wi-Fi access users will still be required to disinfect their used area
- Technology Help
 - Normal technology help services may be restored while practicing improved hygienic protocols
- Material Processing
 - Ordering and processing will return to normal while monitoring the latest circulation trends
- Shared Materials in the Library (staplers, hole punchers, headphones, public water fountains, etc)
 - Library may share staplers, hole punchers, and other quickly used items with patrons, however, items must be immediately be disinfected
 - Back-house items may be restored with staff approval
 - Game consoles may be restored
 - Public restrooms usage will be restored
 - Should virus remain active
 - Headphones and toys may continue to be restricted
 - Courtesy phone and water fountains will carefully be considered