Together, We Soar!

PLAYBOOK

DRAFT

HOWARD COUNTY LIBRARY SYSTEM
Public Education for All
<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>3</td>
</tr>
<tr>
<td>Message from Tonya</td>
<td>4</td>
</tr>
<tr>
<td>Self Care &amp; Mental Health Resources</td>
<td>5</td>
</tr>
<tr>
<td>Telework</td>
<td>6</td>
</tr>
<tr>
<td>Return to Branches</td>
<td>7</td>
</tr>
<tr>
<td>Preventative Materials</td>
<td>9</td>
</tr>
<tr>
<td>Preventative Material Inventory</td>
<td>12</td>
</tr>
<tr>
<td>How We Work Together to Stay Healthy</td>
<td>14</td>
</tr>
<tr>
<td>Signage</td>
<td>15</td>
</tr>
<tr>
<td>Stopping the Spread of Covid 19: What You Can Do</td>
<td>16</td>
</tr>
<tr>
<td>Service Levels During Pandemic Phases</td>
<td>17</td>
</tr>
<tr>
<td>Phases Graph</td>
<td>18</td>
</tr>
<tr>
<td>Levels 1 &amp; 2</td>
<td>19</td>
</tr>
<tr>
<td>Level 3</td>
<td>24</td>
</tr>
<tr>
<td>Level 4</td>
<td>29</td>
</tr>
<tr>
<td>Level 5</td>
<td>33</td>
</tr>
<tr>
<td>Acknowledgement/Signatures</td>
<td>36</td>
</tr>
</tbody>
</table>
Introduction

On March 16, 2020, President & CEO Tonya Aikens closed Howard County Library System (HCLS) through March 27 out of an abundance of caution in response to the COVID-19 pandemic, and consistent with Governor Hogan’s cancellation of events of 250 persons or more, as well as the Governor’s call to practice social distancing in order to slow the spread of the virus.

On March 25, 2020, in response to state and local orders addressing a rise in COVID-19 cases, President & CEO Aikens extended closure of Howard County Library System indefinitely.

COVID-19 necessitated the temporary closure of our branches but has not stopped the delivery of premier educational offerings to the community. Our creative and innovative team quickly pivoted to begin offering COVID-19 resources via our website, virtual STEM, early learning and adult education classes, online book clubs, tutorials and blogs, bolstered eContent, including eBooks, eAudio books, digital magazines, newspapers, movies, music, and more. As we commit each day to extend these services to our community, we are thinking carefully about what a return to our physical spaces must consider and include. While we assess our environment and plan various scenarios, many unknowns remain, including the timeline of future state and local orders. However, we do know the return to our branches will not be a return to a pre-pandemic environment.

Our work is grounded in the following principles:

- You are not “working from home”, you are at home, during a crisis, trying to work
- Your personal physical, mental and emotional health is far more important than anything else right now
- You should not try to compensate for lost productivity by working longer hours
- You will be kind to yourself and not judge how you are coping based on how you see others coping
- You will be kind to others and not judge how they are coping based on how you are coping
- Your team’s success will not be measured the same way it was before the crisis

Adapted from the Association for Behavioral and Cognitive Therapies’ COVID-19 Working Remote Principles

This Playbook addressing telework and reimagined services was developed specifically for HCLS and is subject to change over time as state and local orders, expert recommendations, regulatory guidance, and professional practices mature. The health, safety and well-being of our employees and customers remains our top priority.

Please Note: This Playbook does not constitute legal advice and is to be used as an organizational and recommended practice guideline. It aligns with Centers for Disease Control, Department of Health and Human Services pursuant to the Occupational Safety and Health Act, and World Health Organization recommendations to the greatest extent possible. All branches must comply with all applicable laws, meaning that if there is a conflict between the recommendations in this playbook and the applicable law, the branch must follow the applicable law.
Dear Colleague,

I hope this message finds you and your loved ones safe and well. As part of our COVID-19 response, HCLS has developed a coordinated plan to safely guide our employees through telework and the return to our branches. Our top priority is keeping you and your family safe and healthy.

This Playbook is a resource to guide our work through the pandemic which will aide in reimagining our work model and ways we engage and provide services to our customers. The Cabinet Team will oversee the process while the Leadership Team implements it in a phased approach. This will provide the flexibility to tailor our work based on state and local orders and expert guidance. Throughout the process, we will involve key stakeholders, such as Leadership Team members, county government and partner agencies.

This five-phase approach factors in that additional COVID-19 outbreaks could occur. The stages incorporate the three laid out within Governor Hogan’s Maryland Strong plan, plus a fully closed and projected fully open phase. All phases are subject to continuous review based on current information, state and local orders, expert guidance, and the overriding priority of maintaining a safe environment for our staff and the public. Organizationally, HCLS will need to be able to move from one stage to the next, both going forward and resetting, as our situation requires. This is complex. We must be flexible and proactive to this dynamic, rapidly changing environment.

I am incredibly proud of how well our team has responded to this global pandemic so far. And I know our actions in the next phases will be no different. Our world may have changed quickly, but our ingenuity, agility, resilience, empathy, collaborative spirit, and passion for our work has not only proved that we have what it takes to respond, but we have the heart and capacity to care for our community as well. We have grown stronger, together.

Now, we must apply the same strengths that kept our operations running, our customers well served, and our team safe, to our return to work in our branches. We will build on the lessons we’ve learned from colleagues globally who have already made the transition back to their work sites while adhering to social distancing and other health and safety best practices.

Throughout this process, we must watch out for one another. We must share best practices and key learnings and adhere to the standards outlined in this playbook. Each of us must do all we can to keep ourselves and our loved ones safe and healthy. Please stay focused on your safety and your colleagues’ safety. If you witness unsafe practices, please intervene and/or report to your supervisor, as appropriate.

Together, we will continue supporting one another, building resilience, finding new ways to engage our customers and assess our impact, and reimagining our work and service delivery models to shape, refine and exceed customer expectations. Collectively, #HCLSTogetherWeSoar.

Tonya Aikens

President & CEO
Self-Care and Mental Health Resources

If you have concerns about your mental health and wellbeing, you are not alone. These are challenging times and we are all struggling with different emotions. When many things feel uncertain or out of our control, one of the most effective ways we can manage stress and anxiety is to focus on the actions that are within our control.

We should all make time to take care of our mental health. Below are some proven ways you can care for your mental health and wellbeing during challenging times. Understand the strategies to cope with stress, anxiety or distress. Familiarize yourself with mental health and wellbeing resources available to you through EAP.

Control what you can:
- Arm yourself with medical information from reputable sources
- Understand what HCLS is doing to create a safe working environment and follow the guidelines
- Take proper precautions, such as washing your hands and maintaining social distance
- Limit your news consumption, including social media
- Manage your technology – turn off distracting notifications, use “do not disturb” mode

Prioritize self-care:
- Get plenty of sleep
- Eat healthy, well-balanced meals
- Take regular work breaks
- Move, stretch and exercise regularly
- Practice mindfulness – focus your attention on the present moment by taking deep breaths or meditating
- Remember to laugh!

Do things you enjoy:
- Read a book or listen to an audiobook.
- Unwind with music or a podcast.
- Try a new recipe.
- Create art, do crafts, or build something.
- Learn a new skill; take an online course.
- Get some fresh air – sit outside or go for a walk or a bike ride.

Connect with others:
- Talk regularly with family, friends and co-workers.
- Talk about your fears and concerns with someone you trust.
- Express gratitude and offer someone help, if you can.
- Share tips with your co-workers about what’s working for you and ask them to do the same.

Mental Healthcare Options
HCLS offers employees and their dependent family members several behavioral health, mental health and substance use services to help during these challenging times. If you are experiencing persistently low mood or anxiety, as well as having changes in your sleep, appetite and concentration or having trouble feeling joy or motivation, please talk to your healthcare provider or behavioral health counselor. If you have a history of anxiety, mood or substance use disorders or trauma, you could be more vulnerable at this time. Need to talk to someone? Deer Oaks Employee Assistance Program is available 24/7 at (866) 327-2400.

Other services may only be available if you are enrolled in certain healthcare plans. Contact HR for assistance.

Call the National Suicide Prevention Lifeline at 800.273.8255 for free, confidential support if you’re in distress or facing a crisis.
Telework

Due to the current COVID-19 (coronavirus) outbreak, HCLS has closed to the public and to employees. HCLS has implemented temporary telecommuting arrangements for employees whose job duties are conducive to working from home.

Work and Schedule
Employees are expected to report to work as scheduled unless otherwise notified. Regular leave policies and procedures should be followed for employees who are unable to report to work.

Home Office
The employee will establish an appropriate work environment within their home for work purposes. HCLS is not responsible for costs associated with the setup of the employee's home office, such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. HCLS will determine the equipment needs for each employee on a case-by-case basis.

Proprietary Information
Consistent with the organization’s expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office.

Duration of Telework Arrangement
These arrangements are expected to be short term. HCLS is continuing to monitor guidance from health officials and the need for remote work arrangements. Employees should not assume any specified period of time for telework, and HCLS may require employees to return to regular, in-office work at any time.

Time Recording
Employees will be required to record all hours worked using Paylocity. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the employee’s supervisor and the department’s Executive Team lead.
Howard County Library System’s utmost priority in returning to branches is the safety of our employees.

**Two Week Notification**
Employees will receive at least two weeks’ notice of the phased reopening of HCLS branches. To facilitate physical distancing during each phase, only the minimum number of employees required to facilitate service to customers shall be scheduled for in-branch work, never exceeding state and local orders. Under the direction of the COO, Public Services, Branch Managers will implement team rotations and staggered shifts.

Employees will return to work in branches based on demand for their role, skills or abilities, and organizational need. On-call employees can be scheduled with proven need for additional employees and approval of the department’s Executive Team lead. Only employees scheduled to work may report to our physical buildings. Employees may not enter HCLS employee areas outside of scheduled hours without the approval of the CEO. Children and visitors are not allowed in HCLS branches until HCLS has opened to the public.

**Self-Certification**
Prior to reporting for work each day, you are required to self-certify your health by completing a survey that will be administered by Branch leadership which will assess your ability to safely report to work. You will be asked to answer specific questions prior to entering the branch. This certification process is designed as an early indicator to keep you and your colleagues safe. It is important to respond honestly and elect to stay home if you are symptomatic. Additionally, you will confirm you are doing your part in keeping yourself and others safe.

Familiarize yourself with the CDC’s list of Symptoms of Coronavirus. The CDC’s free Coronavirus Self-Checker is designed to help you make decisions about seeking medical care.

**Certification questions:**
- Do you have anyone in your home, or have you interacted with anyone that is at a higher risk for contracting COVID-19? (nurses, essential workers, etc.)
- Have you had a fever, cough, shortness of breath, difficulty breathing, chills, muscle pain, sore throat, or new loss of taste or smell that cannot be attributed to another health condition in the past 2-14 days?
- Have you had contact with a person known to be infected, potentially infected, or exposed to someone infected with COVID-19 within the previous 14 days?
- Have you or someone you’ve been in contact with traveled domestically (out of state or to areas with hotspots) or internationally in the last 14 days?
- Have you or someone you’ve been in contact with attended a gathering where proper social distancing protocol was not followed in the past 14 days?

**Certification Statement:**
“I certify that all answers are true and correct to the best of my knowledge. I am doing my part to keep myself and others safe by following the practices and safety protocols outlined in HCLS’ Together We Soar Playbook, including wearing a mask at all times (except when eating or drinking), regularly washing my hands for at least 20 seconds or using alcohol-based hand sanitizer, and social distancing by at least six feet whenever possible. I have reviewed and understand the Measures to Prevent Infection at Work and at Home, as explained in the Stopping the Spread of COVID-19: What You Can Do Section of the Playbook. I also understand that if I have any concerns or questions about these protocols, or any safety or health issues, I should contact Human Resources”.

Based on currently available information and clinical expertise, older adults and people of any age who have serious underlying medical conditions (serious heart disease, chronic lung disease or asthma, immunocompromised, severe liver disease, etc.) might be at higher risk for severe illness from COVID-19. If you are concerned about underlying medical conditions, please consult with your healthcare provider before returning to work.

(Insert instructions for self-certifying via Paylocity)
Welcome Session

It is extremely important that our employees understand the safety requirements, protocols and what each of us is expected to do to stay safe and prevent the spread of COVID-19.

When an individual or team returns to the workplace for the first time, a supervisor will facilitate a welcome session.

Topics include:

- Self-certification
- Branch entry practices
- Social distancing
- Personal protective equipment

Other relevant and branch-specific information (i.e. material quarantine, one-way traffic patterns, etc.)

As part of your daily entry sequence, you will need to approach the building with your face covering on, verify your self-certification, and take your temperature using a contactless infrared thermometer. Employees presenting without masks or with a temperature of 100.4 or higher will not be permitted entry.

Dress Code

Staff may dress in a more casual fashion at this time but must ensure their appearance is clean, neat, and professional. Clothing cannot include offensive language or logos.
Preventative Material

Employees will be issued a Care Kit containing 3 masks, a face shield, 2 aprons, a utility hook, and a Bluetooth keyboard and mouse for use at shared workstations (see Preventative Material Inventory below)

Hygiene Practices

Clean your hands often. Wash your hands with soap and water, vigorously rubbing together front and back for at least 20 seconds. Or use alcohol-based hand sanitizers, rubbing hands until they are dry

Cover your mouth and nose when you sneeze or cough. Sneeze into a tissue and then throw it away; use your arm or sleeve to cover if you do not have a tissue

Avoid touching your eyes, nose, or mouth. Germs need an entry point, and the average adult touches their face once every three or four minutes

Clean shared surfaces and equipment often. Use disinfectants to clean commonly touched items such as doorknobs, faucet handles, telephones, common equipment (sorters, copy machines, printers, etc.) desktops, handrails, keyboards, vending machines, and elevator buttons

Stay home when you are sick. When you are sick or have flu-like symptoms, stay home, get plenty of rest, check with a health care provider as needed, and notify Human Resources as needed (see the Illness Practices below)

Avoid coming to work when you are not scheduled. No employees may report to work if they are not scheduled to work. During phases when branches are open to the public, employees not scheduled to work may enter branches as customers but may not enter employees only areas or areas closed to the public at that time

Physical Distancing Practices

Wear a mask. Employees must always wear face coverings except when eating and drinking

Social distance. Maintain a distance of at least 6 feet when in the company of others

Avoid in-person meetings. Use telephones, online conferencing, or e-mail to conduct business as much as possible, even when participants are in the same building. In-person conferences, meetings, outreach activities, trainings within HCLS and with partner agencies are cancelled until further notice

Decrease printing. Use email or other electronic methods for the transference of documents between coworkers and outside of HCLS where possible

Modified schedules. During Phase 3 & 4, employees will be scheduled for shorter shifts in branch, eliminating the need for lunch breaks. Hours not worked in branch will be teleworked. Employees drinking liquids and consuming snacks in branches are to do so at their desks away from others. Breaks will be staggered. Store your mask on a clean paper towel while eating or drinking. Break rooms are closed except to retrieve items from the medical supply box. Employees who need to eat more frequently for health reasons are asked to speak with their supervisor

Outside of work, employees are asked to: Drive, walk or cycle. Avoid public transportation or go early or late to avoid rush-hour crowding on public transportation

Avoid recreational or other leisure classes, meetings, or activities, etc., where employees might come into close contact with others

Illness Practices

What to do if you or a family member has signs or symptoms indicating illness:

Cold, Influenza (Flu): Fever, cough, elevated temperature and difficulty breathing are symptoms associated with cold, flu other viruses. Employees members exhibiting any of these symptoms or other signs of illness should stay home or will be asked to return home. Employees members may not return to work until all signs and symptoms are gone, including being fever free for at least 24 hours without the aid of fever-reducing medication (see return to work pathways in What Happens if I Have an Elevated Temperature below).
COVID-19: If an employee has signs or symptoms indicating COVID-19 (fever and/or symptoms of acute respiratory illness), the employee will be asked to notify Human Resources and seek medical assistance. Employees members who have tested positive for COVID-19, are asked to submit a doctor’s note indicating they are fit to return to duty prior to returning to any HCLS branch (see return to work pathways in What Happens if I Have an Elevated Temperature below).

Increased vulnerability to illness: Based on CDC recommendations and other guidance, employees over a certain age and/or with underlying health conditions may return to work in HCLS branches at their discretion. Teleworking may be an option, if available.

Why do I Have to Take and Report My Temperature?
HCLS has implemented temperature scanning to identify employees who have elevated body temperatures (a fever). This is not a medical evaluation.

Not everyone who has a fever has COVID-19. However, a fever is frequently one of the symptoms of being infected with the virus. To protect everyone who works in HCLS branches, Employees with elevated body temperatures will not be permitted to enter HCLS branches.

What Happens if I Have an Elevated Temperature?
If your temperature scan is above normal, you will be asked to return home, monitor your symptoms, contact your personal healthcare provider for further direction/advice, as needed, and meet specific criteria before returning to an HCLS branch.

Do not return to the branch until you meet ONE of the following pathways defined below:

Path 1: You have been evaluated by your healthcare provider and they have determined clinically that you do not have COVID-19 and you have the appropriate note from your healthcare provider returning you to work.

Path 2: You may return to work after these three things have happened: You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND other symptoms have improved (for example, when your cough or shortness of breath have improved) AND at least 10 days have passed since your symptoms first appeared.

Path 3: You may return to work after these three things have happened: You no longer have a fever (without the use of medicine that reduces fevers) AND other symptoms have improved (for example, symptoms of cough or shortness of breath have improved) AND you have received two negative tests in a row, at least 24 hours apart.

In all cases, follow the guidance of your healthcare provider and local health department.

If you need to open a medical leave, please follow normal procedures.

What Happens if an Employee Becomes Sick at Work or a Case of COVID-19 is Confirmed?
If an employee begins to feel unwell while at work (regardless if considered COVID-19 related):

- Maintain 6 feet distance.
- For severe symptoms, call 911 and follow emergency procedures.
- Notify the supervisor in charge.

If symptoms are not severe, employee must leave the branch and should return home and contact their healthcare provider for directions/advice.

Employees should keep HR informed of guidance from their healthcare provider about time frame for returning to work.

Do not return to the branch until you meet ONE of the following pathways defined below:

Path 1: You have been evaluated by your healthcare provider and they have determined clinically that you do not have COVID-19 and you have the appropriate note from your healthcare provider returning you to work.
**Path 2:** You may return to work after these three things have happened: You have had no fever for at least 72 hours (that is three full days of no fever without the use of medicine that reduces fevers) AND other symptoms have improved (for example, when your cough or shortness of breath have improved) AND at least 10 days have passed since your symptoms first appeared.

**Path 3:** You may return to work after these three things have happened: You no longer have a fever (without the use of medicine that reduces fevers) AND other symptoms have improved (for example, symptoms of cough or shortness of breath have improved) AND you have received two negative tests in a row, at least 24 hours apart.

In all cases, follow the guidance of your healthcare provider and local health department.

If you need to open a medical leave, please follow normal procedures.

**If a Case of COVID-19 is Confirmed:**

**Case Management**
There is thorough case management protocol that will:
- Respond quickly.
- Protect individual employee privacy.
- Put the safety of the impacted employee and entire team first.
- Communicate with transparency.

**Contact Tracing**
Human Resource will complete contact tracing, including:
- Confirming all areas where the individual had been (i.e. branch, workstation, restrooms).
- Notify Support Services to arrange custodial cleaning and disinfection of confirmed areas.
- Speak with close contacts to verify possible exposure while maintaining confidentiality of medical information including the identity of the infected employee.
- Close contacts should stay home from work and monitor their symptoms for 14 days from the date of possible exposure.

- If close contacts are/become symptomatic, Human Resources must identify the close contacts of the close contact. A close contact is defined as someone being within approximately 6 feet of a COVID-19 case for a prolonged period (15 minutes or more) or having direct contact with infectious secretions of a COVID-19 case (i.e. being coughed on).

**Will I be compensated if I refuse to return to work, feel ill and stay home or if a healthcare provider advises me to quarantine? How is my leave balance affected?**

Please contact Human Resources if you have questions or concerns about leave, compensation or returning to work. Contact your healthcare provider for guidance on matters affecting your health. Employee situations differ. The general guidance below should not be considered legal or medical advice.

According to the Occupational Safety and Health (OSH) Act, employees can refuse to work if they reasonably believe they are in imminent danger. They must have a reasonable belief that there is a threat of death or serious physical harm likely to occur immediately or within a short period for this protection to apply.

An employee can refuse to come to work if:
- The employee has a specific fear of infection that is based on fact – not just a generalized fear of contracting COVID-19 infection in the workplace.
- The employer cannot address the employee's specific fear in a manner designed to ensure a safe working environment.
- If a health care provider advises an employee to self-quarantine because the employee is particularly vulnerable to COVID-19, the employee may be eligible for paid sick leave under the Families First Coronavirus Response Act (FFCRA).

All employees are expected to maintain strict confidentiality of medical information, including the identity of infected individuals.
Preventative Material Inventory

The following personal protective equipment and preventative materials will be issued to employees and installed in branches, as appropriate. Care kits containing items 2-7 will be issued to all employees. Branches will be supplied with initial stock of all other items. Branch managers are responsible for confirming branches maintain an adequate supply of these items in the minimum quantities listed and on order with proper lead time.

* Minimum 30-day supply

1. Disposable face masks (1/day) for special use*
2. Reusable, rewashable face masks, 3 per employee
3. Protective face shield, 1 per employee
4. Washable, reusable aprons, 2 per employee
5. Utility hook, 1 per employee
6. Bluetooth keyboard for use at shared stations
   1 per employee
7. Bluetooth mouse for use at shared stations
   1 per employee
8. Disposable nitrile gloves*
9. Disinfectant wipes/spray, EPA-approved*
10. Spray bottles, Min. 5 bottles
11. Hand sanitizer, min. 60% alcohol*
12. Hand soap*
13. Paper towels*
14. Tempered glass or plexiglass shield (sneeze guard)
    1 per service point
15. Infrared thermometer
    2 per branch
16. Plastic bags for contactless pickup*

Face Coverings

- Face coverings do not protect the wearer and are not personal protective equipment (PPE).
- Face coverings can help protect people near the wearer, but do not replace the need for physical distancing and frequent handwashing.
- Face coverings must cover the nose and mouth.
- Employees are required to wear HCLS-issued face coverings. Please contact HR if you have a medical condition or other concern that causes hardship when wearing a mask.
- Employees should wash or sanitize hands before and after using or adjusting face coverings.
- Avoid touching eyes, nose, and mouth.
- Face coverings should be laundered after each shift.
- Customers and other visitors will be strongly encouraged to wear masks.

Face Shields

Use of an HCLS-issued face shield as an additional safety measure is optional.

Face coverings must still be worn with a face shield.

Aprons

Employees must wear aprons when receiving materials from book drops and when handling materials that have not been quarantined.

Aprons should be freshly laundered after each shift.
Gloves

Based on CDC findings, HCLS will only require employees to wear gloves when receiving materials and/or disinfecting library spaces.

Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:

- Employees may wear gloves when receiving materials from book drops and when handling materials that have not been quarantined
- The COVID-19 virus does not harm your hands, so gloves provide no protection. Touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them. People are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves. However, they are not more protected.
- When wearing gloves, people are less inclined to wash their hands. This is counterproductive and puts others at higher risk. We want people to wash their hands because it is the number one defense against any virus.
- Proper removal of gloves takes training. If contaminated gloves are not removed properly, our employees are exposed to greater risk
How We Work Together to Stay Healthy

Inclusion and COVID-19
What does inclusion have to do with COVID-19?

Be intentional with information. Refer to official sources and do not be consumed by inaccurate updates born out of fear or panic.

Intervene when you see non-inclusive behaviors. Intervene directly or by reporting to a supervisor, as appropriate.

Acknowledge commonalities. It is vital that we stand in solidarity to move forward.

Listen and respect different perspectives. Be assertive with your feelings of discomfort should the topic be too uncomfortable for you.

Watch for unconscious biases. Things such as attributing COVID-19 to a particular culture are inappropriate.

Ask for support. Contact HR, EAP and/or your healthcare provider if this situation is causing you fear or anxiety or is hindering your daily function.

Be patient with inconveniences. Precautionary protocols such as daily certification, temperature taking, our phased approach, etc. are in place for your safety and the safety of others.

Request the appropriate amount of replacement preventative material. Do not hoard. Hoarding deprives others who may need them more urgently.

Proper dwell time (contact time) for cleaning products is required to properly disinfect a surface. This varies from product to product, please read the instructions of the product for proper dwell time.

Incoming Materials, Supplies, Delivery and Mail
The World Health Organization advises it is safe to receive packages from areas where COVID-19 has been reported, advising that, “The likelihood of an infected person contaminating commercial goods is low, and the risk of catching the virus that causes COVID-19 from a package that has been moved, traveled, and exposed to different conditions and temperature is also low.”

The virus does not survive on surfaces for long and the length of shipment time and other environmental factors should deactivate the virus.

Handling Materials
The federal Institute of Museum and Library Services (IMLS), in collaboration with the Online Computer Library Center (OCLC) and Battelle, an applied science and technology development company, is creating and distributing science-based information and recommended practices designed to reduce the risk of transmission of COVID-19 to staff and visitors who are engaging in the delivery or use of museum, library, and archival services.

This research will include testing and developing guidance for cleaning and disinfecting of library materials. Visit oc.lc/realm-project to receive project updates.

Returned HCLS materials will be quarantined for 72 hours, which exceeds current Centers for Disease Control recommendations. Specifically, materials are received through a contactless return process, items remain in return bins and are isolated in designated rooms where they remain untouched for 72 hours before being handled or re-shelved.

Disinfecting Work Areas
General areas (i.e. floors, stairs, restrooms, trash bins) will be cleaned daily by custodial contractors. All employees are responsible for cleaning up after themselves and disinfecting their own work area and items, shared work areas, frequently used surfaces, computers, keyboards, desks, phones, chairs and other items. A cleaning disinfectant will be provided.

Along with these workplace disinfectant activities, proper personal sanitary practices including frequent hand washing for at least 20 seconds is necessary.
Materials returned to book drops will be placed in bins and immediately taken to the designated quarantine location. Customers may also return materials at the entrance to the building by placing materials directly in bins. Full bins will be taken immediately to the designated quarantine location. Employees will wear gloves, masks and aprons when gathering materials from book drops, moving materials from bins to designated carts, bins, etc. and moving them to the designated quarantine location with a dated slip.

Return bins should be disinfected each time emptied.

When finished emptying return bins, gloves should be discarded, and aprons placed in bags to take home for laundering.

Employees should wash hands with soap and water for at least 20 seconds.

**Receiving Supplies and other Shipped Materials**

The World Health Organization advises it is safe to receive packages from places where COVID-19 has been reported.

The virus does not survive for long on surfaces and the length of shipment time and other environmental factors should deactivate the virus.

No quarantine of packages recommended upon receipt.

Employees opening shipped materials should wear gloves and a mask. Discard gloves after completing tasks and wash hands with soap and water for at least 20 seconds.

The daily health and well-being of our employees and customers is our utmost priority. It is imperative that we work together to stay healthy. Wall signage and floor decals will be installed in all branches to help educate employees and customers and reinforce new protocols, such as physical distancing, one-way interior traffic, 20-second hand washing, promotion of customer pick-up of holds and increased use of self-checkout, and the use of exterior sandwich boards for contactless pickup messaging.

To optimize effectiveness of signage, all signs flyers, posters, pamphlets, handouts and other customer notifications other than source that are not permanently affixed are to be removed and not reintroduced.

To provide clear, consistent messaging, design, selection and installation of signage will be directed and coordinated by the Director of Communications and Partnerships.

Branch managers are responsible for immediately notifying the Customer Experience Manager when replacement signage (i.e. worn floor decals) is needed.
Stopping the Spread of COVID-19: What You Can Do

Know the Facts

Become familiar with CDC guidelines related to preventing the spread of COVID-19. Refer to the Community during COVID-19 page on the HCLS website to access information from the CDC as well as global and regional health experts. Refer to signage posted throughout HCLS branches as a reminder on how to work safely and stay healthy, practice social distancing and practice frequent handwashing and sanitization.

IF YOU HAVE SYMPTOMS — DO NOT COME TO WORK

The Centers for Disease Control and Prevention has provided guidance on some of the symptoms associated with COVID-19. Reported symptoms can range from mild to severe and in some cases result in death. Symptoms may appear 2 to 14 days after exposure to the COVID-19 virus.

Symptoms of COVID-19 include but are not limited to: Cold or flu-like symptoms (fever, cough, difficulty breathing, sore throat, pressure in the chest, extreme fatigue, earache, persistent headache, diarrhea and persistent loss of smell or taste).

If you experience symptoms of COVID-19, do not come to work. Stay home, monitor your symptoms, contact your healthcare provider for further direction/advice, and follow medical leave procedures, as needed.

Practice Social Distancing at all Times

Social distancing is the practice of keeping space between yourself and other people outside of your home. To practice social distancing:

- Stay at least six feet from other people.
- Avoid contact with others, such as handshakes or hugs.
- Avoid touching surfaces that have been touched by others, to the extent feasible.
- Do not gather in groups; stay away from crowded places and avoid mass gatherings.

To ensure social distancing within branches, study and meeting rooms will be closed and not available for meetings. Employees may not conduct face-to-face meetings, even in offices. Employees must conduct meetings virtually via Microsoft Teams, Zoom, or WebEx or via conference calls.
Service Levels During Pandemic Phases

A phased approach will be used for service level recommendations within this document for HCLS telework, staffing in branches and service to customers. Organizationally, HCLS will need to be able to move from one stage to the next, both going forward and resetting, as our situation requires.

Considerations include, but are not limited to:

- State and local orders and expert guidance. This Playbook is subject to revision based on orders issued by Governor Hogan and County Executive Ball, as well as expert guidance.

- Local and regional COVID-19 data. In accordance with our mission and state law, HCLS welcomes and serves members of the public regardless of county of residence. The CEO will continue to coordinate with library systems across the state, especially in neighboring jurisdictions, to the extent possible.

- Employee health, wellbeing, and availability. The health and safety of our employees remains our top priority. Our employees are balancing personal self-care and priorities while dealing with the pandemic and delivering for our team and our customers at the highest levels. Ability to fully staff during a particular phase may be impacted by these factors. HCLS will need the flexibility to adjust accordingly.

- Customer engagement and response. HCLS will continue to be authentic, audacious and accountable as we increasingly engage customers to best understand and respond to shifting needs.

- Availability of PPE and other control items.

The start of a new service level will always begin on a Monday. A reset in service level will occur as needed.
<table>
<thead>
<tr>
<th>PHASE</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PUBLIC SERVICE</strong></td>
<td>Complete closure of branches, All services virtual.</td>
<td>Complete closure of branches, All services virtual.</td>
<td>Partial opening of branches. First two weeks is employees only to prepare branches contactless pick-up. Minimal branch staffing thereafter. Virtual services continue</td>
<td>Partial opening of branches. Customer self-pick up of holds and self-checkout of materials. In branch customer limits guided by state and local orders on individuals gathering as well as branch capacity to support social distancing. Based on guidance at the time, the Cabinet considers implementing dedicated hours for vulnerable populations, including seniors and those medically vulnerable, preferably following a complete cleaning. Virtual services continue.</td>
<td>Full complement of reimagined services.</td>
</tr>
<tr>
<td><strong>STAFFING</strong></td>
<td>All employees teleworking.</td>
<td>All employees teleworking. Cabinet, Leadership, and select IT team members in branches, as needed, for support and facilitation of branch re-entry.</td>
<td>All employees teleworking.</td>
<td>Minimal branch staffing by rotation to facilitate service level. Telework for remaining employees.</td>
<td>Reimagined staffing (combo telework, onsite, rotational). Branch and virtual services continue.</td>
</tr>
</tbody>
</table>
HCLS Service Levels 1 and 2: Services during Complete Building Closure

Public Services
Complete closure of branches, All services virtual.

Staffing
All employees teleworking. Cabinet, Leadership, and select IT team members in branches, as needed, for support and facilitation of branch re-entry.

Cabinet

Telework

Telework Framework: Develop and implement framework for employees telework

- **Virtual Public Services Framework**: Develop and implement framework for virtual public services.
- **Key COVID-19 Conversations**: Participate in key local, state and national conversations and share key resources related to COVID-19 mitigation and response
- **County COVID-19 Taskforce**: Participation of CEO and select cabinet members to assist in local response efforts and coordinate reopening

**Internal communication**: Maintain increased communication via Take Ten with Tonya, and emails/video calls between supervisors and their teams.

**Together We Soar Playbook**: Draft based on state and local orders and best practices.

**PPE & Reopening Controls**: Procurement of face coverings, keyboards, signage, and other protective items. Subsequently direct the installation of control items in branches, as appropriate.

Communicate with the HoCo Historical Society about their space at Miller Branch and how our plans impact them.

Assess customer response and pivot accordingly.

Communications and Partnerships

Telework

Create and maintain/update COVID-19 resource page[s].

**Marketing & Customer Communication**:
- Keep lines of communication open with County’s Public Information Office and Health Department and share their COVID-19 content on social media.
- Communicate with the public about closing, customer service issues (e.g., fines, keeping materials at home), and eContent, virtual classes, etc. via website, social media, email.
- Create / edit videos for online stories, on-demand tutorials, and other instructions as needed.
- Communicate with partners and affected parties regarding status of Spelling Bee, Battle of the Books, and Rube Goldberg Challenge.
- Seek opportunities to communicate with specific communities directly (e.g., HCC Dragon Digital Radio, presentations to groups)

Increase frequency of HiJinx podcast and feature guests related to hot topics.

Launch blog.

**Marketing & Communication for Customers w/o Internet Access**: Coordinate with HCPSS, CAC, and COAD on customer communication at meal sites, food bank and via community organizations to help reach residents without internet access and/or devices.

**Team Building**: Develop and deliver virtual employees team building events.
Internal communications: Provide regular updates via articles and updates on SI, and emails/video calls between supervisors and their teams.

Partnerships:
- Collaborate with COAD, HCPSS, Local Children’s Board, OMO and other entities on providing remote services to students and underserved communities.
- Partnership conversations conducted remotely, not in-person.

Special events: Planning begins for major events; scope and formats TBD.

Finance
Telework
Collect and review all invoices; input invoices in Accpac system.
Secure all necessary approvals for all invoices and checks.
Batch and process all invoices due via Accpac or ACH.
Facilitate transition from payment by check to ACH, as needed.
Communicate with vendors as needed; updating ACH information.
Reconcile seven branches and passport daily transactions (cash, checks and credit card).
Deposit cash and check twice per week bank.
Monthly financial reports: Prepare and distribute financial reports monthly, and with increased frequency as needed. Tracking gifts and grants daily (real time).
Monthly gifts and grants reconciliation.
File monthly, mid year and annual grant filing.
Report gifts and grants status monthly or as need to gifts and grant managers.
Monthly bank reconciliations (12 bank accounts).
Purchasing: Facilitate and process PO’s, receipts and payments. Facilitate the bidding process.
Month End Adjustments: Gather supporting docs for journal entries.
Year End Audit: Work with external auditors.
Financial support to employees.

Human Resources
Telework
Self-Care: Promote self-care for all employees, including the use of EAP services, as needed.
Professional Development: Increase professional development opportunities for all employees.
Learning Platform Training: Facilitate training on cloud-based learning platforms for virtual classes.
Payroll Processing: Provide remote support to supervisors and managers on time recording, handle verifications.
Benefits Administration: Provide support to employees on benefits, retirement, savings and other select benefits.
Recruitment: Identify employees for work collaborations with community partners; communicate with volunteers.
Employees Engagement: Provide opportunities to connect with employees and connect employees with others.
Coaching and guidance to supervisors and managers on working remotely.
Employee Relations: Support employees with any issues, concerns that need to be addressed.
Support Services  
(Facilities and Production)
Telework (onsite, as needed)

Schedule branch, book drop, and exterior cleaning of branch before re-entry.

Provide AskHCLS support to x7750 number and support class implementation.

Moderate online classes for HiTech, as needed.

Coordinate deliveries and mail stoppages.

Ensure correct installation of tempered glass/plexiglass barriers.

Oversee space utilization and storage areas.

Oversee movement of furniture/shelving to facilitate distancing, onsite storage and relocation between branches.

Follow up on branch maintenance issues.

HiTech
Telework

Identify and develop online classes that meets HiTech’s goals and teaching strategy, maps to HCPSS curriculum and global STEM education standards, while attracting students and retaining students.

Deliver virtual STEM instruction via Blackboard, Zoom or other online learning.

IT
Telework (onsite, as needed)

Identify, order, provision, and issue devices to essential employees to support virtual instruction.

Provide technical support to employees teleworking and HCLS virtual classes.

Continue to provide strategy and management of IT portfolio and designated services.

Identify individual employees keyboard kits and other IT related essentials.

Collaborate with procurement to purchase employees keyboard kit, unique communication devices for audio or video assistance, and gathering technical needs from other departments.

Commence disabling or moving equipment, where needed.

Support STEM (HiTech) classes, as needed.

Strategize and determine employees printing and copying strategy and utilization requirements in all branches.

Materials Management
Telework

Perform enhanced analysis to facilitate the procurement, promotion, and availability of as many customer relevant e-resources, including eBooks, eAudiobooks, digital magazines, etc., as possible.

Continue to purchase materials and develop/maintain 12-month strategic plan.

Negotiate with vendors to halt all print newspapers and magazines, until further notice.

Develop eResources on training/information portal.

Toy, DIY, and Art collections selection will cease borrowing out until Stages 4 or 5.
Processing/Cataloging
Telework (onsite, as needed)

Cataloging works on Polaris data cleanup project and catalog Fiction and Children’s materials as received in system.

Catalog team works on cataloging Non-Fiction materials that are received in system.

In preparation for contactless pickup, the processing team begins implementing processes to unpack and receive materials on site using a limited and staggered schedule with limited personnel. The timeframe for the quarantined materials is 72 hours (or the time designated by the Battelle Report) in the designated quarantine area (Poe Conference room).

Coordinate shipments from branches with delivery contractor for repairs, replacements, etc.

ILL remains closed until Phase 5.

Public Services

Library cards: Increase the number of cardholders via temporary digital cards.

Fines: Eliminate fines and extend due dates for materials during closure.

Virtual Classes: Develop and deliver virtual classes via Blackboard, Zoom, or other online learning platform.

AskHCLS: AskHCLS expands to include email, phone and chat research assistance, M-F, 10 am – 4 pm.

Book Clubs: Transition adult book clubs to virtual format.

Created While Isolated: Created collaborative journal capturing community members’ responses to the pandemic through photographs, art, music, creative writing, and personal stories.

Customer communication: Support customer communications (e.g., holding on to materials during closure).

Monitor and respond to public messages/inquiries via phone, email, social media posts, etc.
Transition from Phase 2 to Phase 3

At least 2 Weeks Prior to Opening

Cabinet
CEO makes announcement of return to in-branch work.

Cabinet team sends notification of return to work in branches posted via email, emergency text notifications and Si.

All materials in the branch will have completed a quarantine, having been left untouched in the branch for over 72 hours.

COO Brade works with Accounting to coordinate procurement and delivery of preventative material and boxes for staff to pack and remove personal items.

COO Brade works with Accounting to coordinate and facilitate furniture rearrangement plan in branches to facilitate social distancing and installation of tempered glass/plexiglass at customer service points.

COO Brade coordinates with custodial contractor for systematic, deep cleaning of branches.

COO’s Belfont and Brade and the Director of Communications and Partnerships coordinate installation of signage and floor decals.

Director of Communications and Partnerships coordinates customer messaging on reopening, level of service and protocols.

Human Resources Director coordinates staff training on safety policies and protocols and ensures staff submit signed Playbook Acknowledgement.

IT Director ensures all designated workstations are operable and works with HR Director to ensure staff have signed for Bluetooth keyboards and mice.

Branches
Branch Managers use staggered scheduling to schedule all staff to pick up personal items from branches.

Branch Managers and designated staff begin to create staffing schedule.

Schedules will be created using the “Safer at Home” guidelines set forth by the state of Maryland.

Staff time scheduled should equate to the minimum number of staff needed to facilitate the level of service and related tasks.

Branch Managers confirm supply of preventative material meets or exceeds quantity noted in this Playbook’s Preventative Material Inventory.

At Least 1 Week Prior to Opening

Public Services
All staff email branch manager confirming receipt of in-branch work schedule.

Support Services
Contact vending machine vendor for refresh of machines.

Internal Delivery
Delivery contractor will check vehicle tire pressures and road test and refuel as necessary.
## Phase 3

### Public Services
Partial opening of branches. First two weeks is employees only to prepare branches contactless pick-up. Minimal branch staffing thereafter. Virtual services continue.

### Staffing
Minimal branch staffing by rotation to facilitate service level. Telework for remaining employees. No volunteers in branch.

### Cabinet
Telework continues.

**Key COVID-19 Conversations:** Continued participation in key local, state and national conversations and share key resources related to COVID-19 mitigation and response.

**County COVID-19 Taskforce:** Continued participation of CEO and select cabinet members to assist in local response efforts and coordinate reopening.

**Internal communication:** Maintain increased communication via Take Ten with Tonya and emails/video calls between supervisors and their teams.

**Together We Soar Playbook:** Draft, finalize and work with employees to implement.

Assess customer service response and pivot accordingly.

### NEW FOR Communications
Telework continues. All other tasks in previous phases continue, as needed.

**Marketing & Customer Communication:**
Update COVID-19 resource web pages.

Communicate re-opening plans and timelines, via website, social media, blog and email.

Create video messaging and signage for branches re: reopening plans, contactless pickup, and social distancing measures.

Create FAQs for customers and talking points for public service employees.

**Marketing & Communication for Customers w/o Internet Access:**
Continue to coordinate with HCPSS, CAC, and COAD on customer communication at meal sites, food bank and via community organizations to help reach residents without internet access and/or devices

**Internal communications**
Work with HR to create talking points for employees.

### NEW FOR Finance
Telework continues. All other tasks in previous phases continue, as needed.

### NEW FOR Human Resources
Telework continues. All other tasks in previous phases continue, as needed.

**Professional Development:** Provides return to work training online for employees.

**Workplace Safety:** Educate employees on what to expect when returning to building.

**Return to Work:** Provide guidelines for safe return to work (shared drive).

Employee health screening questionnaire (shared drive).

PPE distribution and use (training to follow).

Workspace cleaning and disinfecting (shared drive).

Physical/social distancing measures (shared drive).
HR Return to Work - Policies and Procedures
Employee Exposure guidelines (shared drive).
High Risk Employees (shared drive).
Fear of Returning Guidelines (shared drive).
Telework Policy Drafts.

NEW FOR Support Services
Telework continues. All other tasks in previous phases continue, as needed.

Request branches continue to be cleaned and prepare for contactless pick up.

Oversee movement of furniture/shelving to facilitate distancing, onsite storage and relocation between branches.

Follow up on branch maintenance issues.

NEW FOR HiTech
Telework continues. All other tasks in previous phases continue, as needed.

NEW FOR IT
Telework continues. All other tasks in previous phases continue, as needed.

Relocate equipment as necessary to support contactless pick up.

Identify, order, provision and issue devices to essential employees to support virtual instruction.

Provide technical support to employees teleworking and HCLS virtual classes.

Commence disabling or moving equipment, where required.

Determine public use of copy and print equipment and utilization requirements.

NEW FOR Materials Management
Telework continues. All other tasks in previous phases continue, as needed.

Order books based upon anticipated demand.
Provide recommendation for materials conditioning and weeding.

Identify space within each branch for customer self-serve pick up areas and the impact on the collection, and identify the physical impact and shift of designated collections.

NEW FOR Processing and Cataloging
Telework continues. All other tasks in previous phases continue, as needed.

In preparation for contactless pickup, the processing team will begin implementing processes to unpack and receive materials on site using a limited and staggered schedule with limited personnel.

Schedule specific days of the month to have branch materials picked up and returned to processing for work

NEW FOR Public Services
Telework continues. All other tasks in previous phases continue, as needed.

Implement contactless pick-up of holds at each of HCLS’ six branches, Monday through Saturday, 10 am – 6 pm.
Procedure (see addendum for additional detail): customers place holds, receive email confirmation, arrive at library, call phone number on sign, holds delivered to table outside the main entrance, customers wait until employees return inside branch, then customers pick up holds. Needs: plastic bags for materials, adjustment of online tally sheet to record transactions.

Reader’s Advisory: AskHCLS assists customers to select materials for reading, viewing and listening. These items will be available for contactless pick-up
**Polaris:** Trapping of holds is enabled once the quarantine has expired for initial book drop returns; holds must be declined and reinstated when trapped to keep from appearing as holds ready to be picked up on customers’ accounts, Items will then be shelved, RTF will resume on the date that curb-side pick-up of holds begins (this will trap holds).

Book drops open 24/7 to facilitate the return of library materials. Implement special return process and procedures for DIY and Art, PlayAways, ukuleles, and satellite collections.

**Staged Reopening: Preparing the Branches**

**Branch leadership teams** will enter buildings at least one week before designated employees and collaborate with Support Services, and other departments to set-up workrooms:

- Post procedures in workroom to disinfect and clean all materials returned by customers.
- Ensure the availability of supplies and equipment to disinfect and clean returned materials and protective gear for employees.
- Establish appropriate distances between workstations.
- Identify traffic patterns (including arrows on floor, rearranging furniture) for directing workflow to ensure appropriate social distancing.
- Identify area in workroom for incoming delivery to be stored before it is processed.
- Designate space for returned materials to be quarantined (shelves and/or designated book carts). Shelves installed. Length of quarantine period to be determined.
- Empty book drops and quarantine materials.
- Set-up contactless pickup of holds (Operational when customer service specialists arrive.).

**Hygiene and social distancing procedures and processes** will be implemented first in the customer service workroom (shared workstations, book drops, and materials processing areas) then in other work areas in branches:

- Branch leaders will train all employees in safe handling and cleaning of returned materials.
- Supplies and equipment to disinfect and clean returned materials will be available.
- Protective gear (gloves and masks) will be worn by employees.
- Clean computers and surfaces and switch out issued keyboard/mouse between use.
- One employee to work in book drop. Quarantined materials will be labeled with date they were stored to facilitate handling.
- Holds will be sent to designated branch or put on hold shelf.
- Book drops will be open 24/7. Items will be picked up and quarantined before they are checked-in.

**Assignments of branch employees in priority order:**

**Customer Service Specialists:**

- Empty book drops and quarantine materials, using appropriate PPE. After quarantine, check in, suspend holds, shelve materials. RTF will begin in coordination with curb-side pick-up of holds to enable trapping of holds. Holds either put on hold shelves or sent in delivery to pick up locations.
- Customers emailed that holds trapped before closing are available for pick up.
- Implement contactless pick-up of holds process and shelve holds; retrieve and deliver holds to pick up location in lobby.
- Process delivery (check-in, shelve materials).
- Shelve new materials received from Processing.
- Contribute to mitigation efforts through branch.
- Mail delivery resumed. Follow quarantine procedures before handling.
- Resume clerical tasks such as processing periodicals.
Children’s, Teen and Adult Instructor & Research Specialists:
• Teleworking: plan and teach online classes; employees AskHCLS.
• Reenter branches one – two weeks after customer service specialists, rotations adjusted to facilitate social distancing in workrooms.
• Trained in safety procedures.
• Adjust work rooms and public spaces to implement social distancing guidelines.
• Contribute to mitigation efforts throughout branch.
• Trained in talking points and guidelines to enforce with customers when branches reopen.
• Emphasize the chain of command communication so that employees know who to turn to for clarification or additional information.
• Transition production of online classes to HCLS studio (location to be determined) from remote production.

Project Literacy employees & contractors:
• Teach online classes
• Prepare additional online classes
• Prepare workroom & class for eventual reopening

Preparing branches for reopening (in collaboration with Support Services, IT, Communications)
• Rearrange furniture and PACs in compliance with social distancing guidelines.
• Ensure removal of floor toys from Children’s areas
• Assist in rearranging workstations at service desks/points of service.
• Install signs informing customers of new physical distancing rules - and other safety measures.
• Make holds available for pick up and checkout by customers at self-checkouts or through app in appropriate phase.

Public Service Administrators
• COO & Customer Experience Manager will assist branches.
• Head of Children’s/Teen and Adult Curriculum: Telecommute; continue planning and managing online curriculum.
• Adult Art Instructor & Head Start: continue developing and delivering online instruction.
Transition from Phase 3 to Phase 4

At Least 2 Weeks Prior to Transition

System-wide
CEO announcement of transition from Phase 3 to Phase 4 made at least two weeks in advance, where possible, but not less than 1 week.

Cabinet team sends notification of transition from Phase 3 to Phase 4 posted via email, emergency text notifications and Si.

COO Brade coordinates with custodial contractor for systematic, deep cleaning of branches.

Director of Communications and Partnerships coordinates customer messaging on reopening, level of service and protocols.

Human Resources Director coordinates staff training on safety policies and protocols.

For additional staff transitioning to in-branch work, IT Director ensures all designated workstations are operable and works with HR Director to ensure staff have signed for Bluetooth keyboards and mice.

Branches
Branch Managers and designated staff begin to create staffing schedule.

Schedules will be created using the “Safer at Home” guidelines set forth by the state of Maryland.

Staff time scheduled should equate to the minimum number of staff needed to facilitate the level of service and related tasks.

Branch Managers confirm supply of preventative material meets or exceeds quantity noted in this Playbook’s Preventative Material Inventory.

At Least 1 Week Prior to Transition

Public Services
All staff email branch manager confirming receipt of in-branch work schedule.
Phase 4

Public Services
Partial opening of branches. Customer self-pick up of holds and self-checkout of materials. In branch customer limits guided by state and local orders on individuals gathering as well as branch capacity to support social distancing. Based on guidance at the time, the Cabinet Team will consider implementing dedicated hours for vulnerable populations, including seniors and those medically vulnerable, preferably at a time following a complete cleaning. Virtual services continue.

Staffing
Additional branch staffing by rotation to facilitate service level. Telework for remaining employees. No volunteers in branch.

Cabinet
Telework (onsite, as needed)

Key COVID-19 Conversations: Continued participation in key local, state and national conversations and share key resources related to COVID-19 mitigation and response.

County COVID-19 Taskforce: Continued participation of CEO and select cabinet members to assist in local response efforts and coordinate reopening.

Internal communication: Maintain increased communication via Take Ten with Tonya and emails/video calls between supervisors and their teams.

Continue to communicate with the HoCo Historical Society about their space at Miller and how our plans impact them.

Together We Soar Playbook: Assess and revise accordingly.

Assess customer service response and pivot accordingly.

NEW FOR Communications
Telework continues. All other tasks in previous phases continue, as needed.

Marketing & Customer Communication:
Communicate re-opening plans and timelines, via website, social media, blog and email.

Create video messaging and create/update signage for branches re: reopening plans and social distancing measures.

Update FAQs for customers and talking points for public service employees.

Continue promoting eContent, virtual classes, etc.

Continue creating / editing videos for online stories, on-demand tutorials, and other instructions as needed.

Keep lines of communication open with County’s Public Information Office and Health Department and continue to share their COVID-19 content on social media as appropriate.

NEW FOR Finance
Telework continues. All other tasks in previous phases continue, as needed.

NEW FOR Human Resources
Telework continues. All other tasks in previous phases continue, as needed.

Increase professional development opportunities for all employees

Learning Platform Training: Facilitate training on cloud-based learning platforms for virtual classes

NEW FOR Support Services
Telework continues. All other tasks in previous phases continue, as needed.
NEW FOR HiTech
Telework continues. All other tasks in previous phases continue, as needed.

NEW FOR IT
Telework continues. All other tasks in previous phases continue, as needed.

Finalize Printing Strategy to include:
Printing considerations: how do we make sure customers are not getting others print jobs? Cleaning of printers.

Employees printing in the branches.

Printing in admin; how do we make sure employees that printing to network printers are safe and clean?

Implement PAC machine public strategy including:
Messaging.
Use and safety to include:
• Keyboard and mice cover? Reusable/cleaning or disposable?
• Signage
• Storage and labeling of PACs removed and stored to facilitate physical distancing
• Removal of cords

Implement Copying and Faxing Services.

NEW FOR Materials Management
Telework continues. All other tasks in previous phases continue, as needed.

Shift materials displaced by relocation of holds for self-pickup.

Preparations for DIY and Art collections borrowing and sterilization materials and processes.

Circulation of toys resumes in Stage 5.

NEW FOR Processing & Cataloging
Telework continues. All other tasks in previous phases continue, as needed.

Expand schedule where needed to accommodate additional materials to meet anticipated customer demand.

Commence ILL reopening plan and strategy.

Public Services

Service hours: to be determined

Schedules and rotations of public services employees adjusted according to public hours and social distancing procedures in workrooms

Identify the role and responsibilities of public services employees in the following areas:
• Limiting the number of customers entering branch (one example, no more than 50% of legal occupancy or similar restriction based on legal recommendations).
• Deploying technology or other means to manage the staggered entry of customers.
• Stopping customers who are not wearing masks from entering branches. Offering disposable masks to avoid confrontations.
• Enforcing traffic patterns, PAC time limits, explaining HCLS’ mitigation practices.

Holds: contactless pick-up stops; all holds are shelved for pick-up on accessible shelves; checkout primarily from self-checkout stations or mobile app.

Customer Service Desk open, set-up to minimize contact and queuing designed to promote social distancing.
• Quarantine procedures followed for materials returned at service desk (policy implications: expand total amount of items?).
• Special return procedures for DIY, Art, ukuleles.
• Accept only credit card payments.
• No adjustments to borrowing policies with exception of the elimination of fines for materials borrowed before closure. Lost materials?
• Issue library cards, including replacing digital with plastic library cards.
• Resume sales of transportation tickets (Central).

Resume passport service at Glenwood and East Columbia in accordance with social distancing rules and safeguards to minimize contact

Minimal contact service (to be defined) at Children’s Teen and Adult service desks:
• Explore screen sharing technology to facilitate contactless computer instruction.
• Explore installing chat or instant messaging on PACs to facilitate assistance and instruction.
• Stationery supplies and other materials will not be shared with customers. Golf pencils and disposable or single use items only.

Provide tablets for customers to read digital format of periodicals (receipt of print periodicals suspended)

Book drops continue to be open 24/7

Interfiling and shelving continue in accordance with safe handling guidelines. Materials shelved during times when customers are not actively moving through branches

RTF, interbranch delivery continue

Meeting rooms continue to be quarantine and storage locations

30 - minute time limit on PACs

Minimal displays and merchandising to create space for social distancing

Hand-outs displayed on in lobby or designated area

Virtual classes and other online offerings continue. Virtual classes produced at HCLS studio, except live classes held at branches

Satellite collections suspended

AskHCLS transitions operation to branches. Instruction and research assistance, and customer service delivered exclusively through phone, chat, email

Personalized I&R through videoconferencing (Initiate online rather than in-person one-on-one sessions)

Community engagement: conducted remotely, not in-person

Strategic Plan: Resume planning by to identifying methods and strategies to understand the impact of COVID-19 on community aspirations and perceptions of ABCD and HCLS
Transition from Phase 4 to Phase 5

At Least 2 Weeks Prior to Transition

System-wide
CEO announcement of transition from Phase 4 to Phase 5 made at least two weeks in advance, where possible, but not less than 1 week.

Cabinet team sends notification of transition from Phase 4 to Phase 5 posted via email, emergency text notifications and staff intranet.

COO Brade coordinates with custodial contractor for systematic, deep cleaning of branches.

Director of Communications and Partnerships coordinates customer messaging on reopening, level of service and protocols.

Human Resources Director coordinates staff training on safety policies and protocols.

For additional staff transitioning to in-branch work, IT Director ensures all designated workstations are operable and works with HR Director to ensure staff have signed for Bluetooth keyboards and mice.

Branches
Branch Managers and designated staff begin to create staffing schedule.

Schedules will be created using the “Safer at Home” guidelines set forth by the state of Maryland.

Staff time scheduled should equate to the minimum number of staff needed to facilitate the level of service and related tasks.

Branch Managers confirm supply of preventative material meets or exceeds quantity noted in this Playbook’s Preventative Material Inventory.

At Least 1 Week Prior to Transition

Public Services
All staff email branch manager confirming receipt of in-branch work schedule.
Phase 5

Public Services  Full complement of reimagined services.

Staffing  Reimagined staffing (combo telework, onsite, rotational). Branch and virtual services continue.

**Cabinet**
Potential reimagined staffing (i.e. combo telework, onsite, rotational)

**Key COVID-19 Conversations:** Continued participation in key local, state and national conversations and share key resources related to COVID-19 mitigation and response.

**County COVID-19 Taskforce:** Continued participation of CEO and select cabinet members to assist in local response efforts and coordinate reopening.

**Internal communication:** Maintain increased communication via Take Ten with Tonya and emails/video calls between supervisors and their teams.

**HoCo Historical Society:** Continue to communicate about their space at Miller and how our plans impact them.

**Together We Soar Playbook:** Assess and revise accordingly.

Assess customer service response and pivot accordingly.

**Communications**
Potential reimagined staffing (i.e. combo telework, onsite, rotational).


**Marketing & Customer Communication:**
Communicate latest reopening plans and timelines, via website, social media and email.

Create video messaging and create/update signage for branches.

Continue promoting eContent, virtual classes, etc.

Update FAQs for customers and talking points for public service employees.

Continue creating / editing videos for online stories, on-demand tutorials, and other instructions as needed.

Keep lines of communication open with County’s Public Information Office and Health Department and continue to share their COVID-19 content on social media as appropriate.

Continue frequent HiJinx podcast, featuring guests related to hot topics

Team Building: Continue to develop and deliver virtual employees team building events.

Internal communications: Continue to provide regular updates via, articles and updates on SI, and emails/video calls between supervisors and their teams.

**Partnerships:**
Continue to collaborate with COAD, HCPSS, Local Children’s Board, OMO, and other entities on providing services to students and underserved communities.

Partnership conversations conducted remotely and in-person.

**Special events:**
Planning continues for major events; scope and formats TBD.

**Finance**
Potential reimagined staffing (i.e. combo telework, onsite, rotational).

**ACH:** Discontinue ACH, where recommended, to reduce costs.

Monthly Financial Reports: Prepare and distribute financial reports monthly, and with increased frequency, as needed.
Human Resources
Potential reimagined staffing (i.e. combo telework, onsite, rotational).

Self-Care: Promote self-care for all employees, including the use of EAP services, as needed.

Professional Development: Increase professional development opportunities for all employees.

Learning Platform Training: Facilitate training on cloud-based learning platforms for virtual classes.

Payroll Processing

Benefits Administration

Procedures: Develop supporting procedures and training.

Support Services

Facilities and Production
Onsite

Full service (production support) for other departments and key initiatives.

Enable machines to full public use.

Commence Capital project implementation(s).

Commence furniture replacement program for those items that needed repair.

HiTech
Onsite

Identify, develop and instruct online classes that meets HiTech’s goals and teaching strategy, map to HCPSS curriculum and global STEM education standards, while attracting students and retaining students.

Resume in person classes for all instruction in accordance with national, state, and local orders and guidance.

IT
Onsite

Potentially return all PAC machines and peripherals to the floor, considering reimagined services and implementation of laptops/handheld devices for lending and onsite use.

Potentially enable all employee machines, considering reimagined services and implementation of shared workstations.

Re-inventory/ redesign provisioning of laptops (all employees laptop model).

Continue to support virtual and in branch operations.

Continue to manage HCLS IT portfolio and network, Polaris and designated services.

Materials Management
Reimagined staffing (combo telework, onsite, rotational).

eResources: Continued enhanced analysis to facilitate the procurement, promotion, and availability of as many customer relevant e-resources, including e-books, e-audiobooks, digital magazines, etc., as possible.

Order books based upon anticipated demand.

Provide recommendation for materials conditioning and weeding.

Commence special collection borrowing.
Processing/Cataloging

Onsite

Catalog Fiction and Children’s materials as materials are received in the system.

Catalog team will work on cataloging Non-Fiction materials that are received in system.

Expand schedule where needed to accommodate additional materials to meet anticipated customer demand.

Commence ILL reopening plan.

Public Services

Potential reimagined staffing (i.e. combo telework, onsite, rotational)

Virtual classes and other online offerings continue. Mix of online to in-person: 80:20 (adjustable)

In person classes: Resume in accordance with national, state and local orders and guidance.

A+ Partnership and Head Start: Resume in accordance with national, state, and local orders and guidance and the needs and aspirations of partners.

Community engagement: Resume in accordance with national, state and local orders and guidance.

Resume satellite collections.

Continue full service at customer service desk, and passport processing.

Adjust service levels at I&R desks; one on one assistance at PACs continues remotely.

Continue to quarantine returned materials, except delivery. All other circulation operations return to normal.

Open meeting rooms to community groups in accordance with national, state, and local limits on attendance.

Strategic Plan: Complete collective asset identification; conduct community conversations; write the plan.
Acknowledgement

Playbook

I acknowledge I have read and will comply with the Howard County Library System Together We Soar Playbook. I understand the contents are for the safety of others and myself. I understand I am responsible for ensuring I am utilizing the most up to date version of the Playbook on the intranet and adhering to safety protocols.

________________________________________________________
Employee Name (print)

________________________________________________________                     ____________________
Employee Signature                                                                                                    Date

Care Kit

I acknowledge I have received Howard County Library System issued Personal Protective Equipment and it is my responsibility to wear and use PPE according to Playbook protocols. I understand that failing to follow these protocols could lead to corrective action, up to and including termination. I understand I should obtain replacements from my Supervisor if equipment is lost, damaged or worn out, and that I may be charged replacement costs.

________________________________________________________
Employee Name (print)

________________________________________________________                     ____________________
Employee Signature