

Pandemic Procedures

Bertha Bartlett Public Library – March 2020

Hours:

1. Eliminate evening hours, if the library is currently scheduled to be open until 8 p.m., this will change so staff goes home at 6 p.m. New Temporary hours will be as follows (This means the phones are on, answering questions, responding to emails, etc.):
 - a. Monday, Tuesday and Thursday: 10 am to 6 pm. Items on hold need to be called when they are pulled. Holds can be picked up between 12 pm and 4 pm
 - b. Wednesday and Friday: 10 am to 5 pm, Holds picked up between 12 and 4 pm
 - c. Saturday: 10 am to 2 pm: Holds can be picked up between Noon and 2 pm
 - d. Sundays: Closed
 - e. Outside door is unlocked, inside doors locked. Bathrooms blocked for use.
2. Staff reports to work regular hours as ADJUSTED. They will be able to be paid for normal hours as noted.
3. Holds list will be pulled up three or four times a day: 10 a.m., 12 p.m., 2 p.m. and 4 p.m.
4. Items on hold will be called and if the patron answers, determine when they can come to pick up their items. If it is the same day, check out the item, wipe down the book or DVD's lightly with a disinfectant wipe or cloth with disinfectant on it, then put in a plastic bag with their name on it and place it on the table in the entryway for them to pick up themselves. Advise them to wait up to 3 days to handle without gloves. If they cannot come the same day, they will need to call before they come, and then the item will be checked out to the patron on that day.
5. Items returned need to be removed from the book drop, please check it a minimum of every two hours. We have disposable plastic gloves (or cotton gloves) on hand for our Emergency Kit, please wear those on before removing items from the bookdrop, and keep them on until the items are cleaned, and placed in the meeting room. WE DO NEED TO BEGIN CLEANING THE DISKS AS WELL AS THE OUTSIDE OF THE DVDS!
. ...
 1. Place the **DVD** label-down on a soft cloth
 2. Gather your tools. ...
 3. Review the condition of the **DVD's** surface. ...
 4. Add isopropyl alcohol to the **DVD's** surface. ...
 5. Gently wipe the alcohol off of the **DVD** in straight lines. ...
 6. Rinse the **DVD**. ...
 7. Dry off the **DVD**. ...
 8. Test the **DVD**.

NOTE: We have a disk repair system, we are now going through and systematically running all disks through on the lowest levels as time permits.

6. The meeting room is now a decontamination room and is set up with tables designated for three days. There are index cards we are reusing with a Sharpie under the TV to add Day 1 dates to a fresh card. At the end of each day, the those items added that day should have a light mist of Lysol sprayed over the top of the materials .When items have been in the germ free zone for 3 days they can be shelved or checked back out.

7. The generic library email account, (BerthaB) needs to be checked hourly, in addition to other email accounts that customers use. Those who don't know may use the BerthaB account to ask questions, and need quick answers. The password for the account is xxxxx, and is written down on a pink piece of paper on the scanner at the sit-down circulation desk.

8. We are not going to charge fines during this period. **Fines are not forgiven prior to 3/17/20**, as of now. There will not be a renewal limit, however please encourage patrons to return items when they have completed using them, but not to make a special trip to do so! We do NOT want to have to check in 10,000 items on the first day after we open, we would rather see things returned slowly, and allow us to recirculate them AFTER they have been in the germ free zone for three days. If we have accounts suspended for fines, we can unsuspend them temporarily only for online use of our databases and downloadable materials, not for physical checkout. Please keep a list of those names.

9. If someone has had their account expire during this, we can renew by phone or email. We have established a new Digital Card that can be accessed through our website for those who need online resources, but had never had card in the past. Those digital cards will be assigned a number, and after the Pandemic Orders have been lifted can get a permanent card using normal criteria. These card requests are going to the Generic library email account.

10. Online videos to show how to do certain things (do not have to recreate, but put links on our website. (we had to create some of these)

- How to use Bridges (Overdrive)
- How to access other Databases
- How to set up a digital card
- How to login to accounts on our catalog
- How to place books on hold
- Storytime activities, craft activities
- Book reviews

11. Printing: People need forms, and many are challenging to find. Even with computers, many do not have working printers or are out of ink. We can print things for people, handle the printed materials with gloves, place in manilla envelopes and put them on the table like a book. I would suggest to them they may need to wait 24 hours to touch without protection.

We will need to provide a form which will have the amount owed, and they will need to put that with their payment in the green coffee container provided on the desk. Put the green container out with the materials being picked up, and retrieve after payment is made. We will have an internal containment

box for coins and money. Empty the money into the containment box and leave it. We will have 3 different money containment boxes in the meeting room. Put the date you added money on the slip on the outside of the box.

Do not touch the money or checks until at least 3 days have passed without gloves. Again, if we print materials for people, find out when they will pick them up, tell them the amount they will owe and have them put the form and the money in the container with a money slit in the top. When the money is in the container, take it to the decontamination area, take the lid off and pour the money into the money tray container, and leave the room. We have 3 different trays, record on the top of the one you used the date, the amount, and what it was for.

If they need copies, use gloves to handle items to be copied, and tell them the amount it will be before copying, make sure they have the money....we cannot accept credit or debit cards. Get names from everyone before we will do this for them!!!

Computer Access: The library proper is closed to the public for computer use. For emergency use, as in a need to file for Unemployment, we have set up a public computer in our library annex which is accessible from the sidewalk. Anyone needing to use this must schedule a time when we can unlock the building and turn the computer on. This computer cannot be used for anything but emergency services. We have set up an open WI-Fi connection that is available 24 hours a day without a password. Computer keyboard, screen, chairs, mouse, desk and door knobs need to be wiped down at the beginning and end of each use.

Note: The procedures to be reversed will still encompass most of these steps. We are testing sneeze guards, cotton and satin gloves and homemade masks, and will finalize when we enter the first phase to reopen. Some of the procedures, such as accepting money were dropped as of April 1. We have continued the entire cleaning process with the decontamination area and have started cleaning all disks, dvd's, cd's and audio books with our disk cleaner on its lowest setting.

4/22/20 Kolleen Taylor