

GOALS

- **Library services resume in a phased approach to support a safe opening**
- Refocus immediate priorities to provide access to critical services
- Enforce social distancing and limits on gatherings (per Nevada, SNHD, CDC, and OSHA guidelines)
- Provide ways to assist vulnerable/at-risk staff and customers (seniors, underlying health conditions, compromised immune systems)
- Implement safety measures including enhanced sanitization, barrier installation, various quarantine methods, and personal protective equipment (PPE) for staff
- Establish new employee leave guidelines
- Flexibility to move forward or backward

PRE-OPENING PHASE – STAFF AND BUILDING PREPARATIONS

- Essential staff return to work onsite
 - Preparation of safety measures begin
 - Staff training begins
 - Buildings remain closed to the public
- Safety Measures Developed
 - MicroShield application www.microshield360.com
 - Install stanchions, barriers, and sneeze guards
 - Staff, Security Officers, and Partners PPE
 - Masks mandatory and provided
 - Shields and gloves provided
 - Customer PPE allowed (not required)
 - Quarantine of items (4 days)
 - Returned library items
 - Book and food donations
 - Lost and found
 - Enhanced sanitization procedures
 - Hand sanitizer for public use
 - Regularly wipe/clean equipment
 - More frequent janitorial cleaning
 - Enhanced safety measures for staff who:
 - Directly handle deliveries and/or library materials (book drops, sorters, shelving)
 - Work curbside pickup
 - Conduct line management/crowd control
 - Drive shared District vehicles
 - Allow breaks for staff every hour or as-needed for handwashing
 - Alternative work functions available for vulnerable/at-risk staff

- Staff Guidelines and Training
 - Conduct staff training related to basic education on COVID-19, how to protect self, proper use of PPE, health and wellness, good hygiene, and best practices
 - Implement Families First Coronavirus Response Act (FFCRA) Policy and new guidelines for staff
 - Develop protocol to be followed when responding to staff or customers with symptoms
 - Train Library Operations staff on new branch operating procedures
 - Staff training/meetings will be conducted remotely or with proper social distancing
 - Security Officers and partners will also receive applicable training
 - Additional procedures and guidelines will be developed for specific departments

PHASE ONE – CURBSIDE SERVICE BEGINS (NO BUILDING ACCESS)

- Additional staff return to work onsite
 - Buildings remain closed to the public
- Curbside pickup service begins (May 16)
 - Available at all urban branches (except East Las Vegas Library)
 - Drive-through service available at East Las Vegas Library
 - Available at Mesquite, Laughlin, and Moapa Valley Libraries with other select outlying branches
- Branch phone lines reopen
 - Hold requests, reference questions, general inquiries
- Book drops reopen
 - Returned items and book donations in outdoor book drops only
 - 4-day quarantine process for returned materials and donations
- No cash handling
 - All late charges waived through December 31, 2020
- Virtual resources
 - Launch new YouTube channel www.youtube.com/TheLibraryDistrict
 - eResource assistance continues
 - Social media efforts ongoing
 - Wi-Fi expansion into parking lots available

PHASE TWO – LIMITED BUILDING ACCESS (CRITICAL NEEDS)

- All remaining staff return to work onsite
- Reopen building to the public (June 4)
 - First hour priority access for seniors and vulnerable/at-risk populations
 - Limited building occupancy
- Limited services based on critical needs
 - Computer use of library equipment
 - Computer Centers, Tech Labs, Makerspaces, Youth and Adult PCs
 - Laptops, Chromebooks, tablets, and other devices for increased access
 - Print, copy, and fax services
 - Adult Learning Program

- Proctoring services
 - Food distribution (Three Square)
 - Workforce Connections (One-Stop Career Centers and small business)
 - Other partner programs related to community needs (unemployment assistance, school help, health and wellness, medical assistance, etc.)
- Other available services, features, and programs
- Curbside pickup continues
 - Self-pickup of holds
 - Phone, email, and in-person reference assistance
 - eResources including eCard
 - Virtual programming
 - Continued Wi-Fi expansion into parking lots
 - Summer Challenge
 - Food for Thought program
 - Book donations welcome
 - Quarantine of materials continues (outdoor and manual book drops only)
 - New cash handling procedures
 - Sanitization and PPE
- Strong Social Distancing
- Limit number of people in buildings (per NV Governor directives and public health guidelines)
 - Limit number of people within designated areas (staff workrooms and lounges, computer areas, study rooms, etc.)
 - Outdoor line management/crowd control
 - Signage and floor decals throughout buildings
 - Computers setup for social distancing
 - Limit public seating (ADA purposes and designated computer use areas only)
 - No browsing (closed stacks)
 - No loitering
 - No outside food allowed
 - No meeting room or theater rentals (programs canceled through June 30)
 - No storytimes
 - No volunteers
 - 1-2 staff member(s) per service desk (varies by branch)
 - Some service desks closed (varies by branch)

PHASE THREE – EXPANDED SERVICES

*Continue services, features, and programs in previous phases

- Social distancing continued
- Increase number of people in buildings
- Open stacks (browsing returns)
- Study rooms open for general use (limited capacity)
- Meeting rooms open for partnership programming (limited capacity)
- Theaters open for partnership programming (limited capacity)
- Offer programs that respond to current community needs (employment, small business, and educational support; health and wellness; safety awareness; etc.)
- Limited capacity storytimes and youth programs

- Limited Makerspaces/Tech Lab use
- Limited volunteer engagement
- Bookstores reopen with limited occupancy
- Begin outreach functions
- No loitering
- No outside food allowed
- All service desks open; increased staff in public areas
- Continued sanitization & PPE (optional)

PHASE FOUR – RETURN TO “NEW NORMAL”

*Continue services, features, and programs in previous phases

- No social distancing restrictions
- In-person tutor programs return
- All volunteers return
- All storytimes and other youth programming resumes
- Cultural and entertainment programming for adults reactivated
- Rental use of meeting space and theaters reactivated
- Full-service makerspaces/tech labs reactivated
- Continue virtual programming
- Continue to encourage healthy behavior
- Reevaluate sanitization/PPE
- Reevaluate curbside pickup
- Reevaluate food guidelines (revise policy)
- Realignment and prioritization of partnerships
- Removal of social distancing signage, floor decals, plexiglass shields, etc.
- Discontinue priority access for vulnerable populations