



June 2020 Phased Reopening Plan

general information

The COVID-19 pandemic has had an unprecedented impact on all of us. Now that Governor Whitmer has issued Executive Order 2020-110, allowing libraries to reopen on June 8, 2020, the library staff can start to implement the multi-phased re-opening plan, that we've been working on for the past several weeks. The plan reflects a measured and fact-based approach that prioritizes the safety of library patrons and staff while continuing to serve our community.

We are uncertain how long we will be in each step before moving to the next, but we do know that this plan details four reopening phases that are dependent on three primary factors:

- Recommendations from local and national health agencies
- State and Federal physical distancing protocols and guidelines
- Community needs

step 1

During this step, Library staff will implement the following:

- Enhanced sanitizing procedures for cleaning and disinfecting staff and public areas.
- A new material handling process to accommodate deliveries, lending, and returns.
- Ensure adequate amounts of Personal Protective Equipment (PPE) are available.
- Continue to extend due dates and current holds.
- Encourage staff who are able to work from home.
- Install physical barriers in public and staff spaces to encourage distancing and limit group gathering.
- A plan to identify key virtual programming to meet essential community needs.
- Testing of methods to provide computer help while maintaining physical distance.

Available services:

- Call-In Story Line: 517-321-4014 (press 8) .
- Virtual programming
 - dtdl.org/events
- Digital collections
 - dtdl.org/digital
- Summer Reading Program
 - dtdl.org/summer

step 2

During this step, Library staff begins to:

- Order and process new physical library materials.
- Shelve returned library materials after at least a 72-hour quarantine period.
- Prepare for online chat, telephone reference, at your service appointments, and check-in call service.
- Work on a completely revamped website.
- Train staff on new services and workflow.
- Develop a new Reader's Advisory service.

Available services:

- Returns allowed in the outside book drop for the nearly 11,000 items currently checked out. Larger items such as from the Library of Things cannot be returned until the inside book drop has re-opened.
- Call-In Story Line: 517-321-4014 (press 8) .
- Virtual programming
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step 3

During this step, Library staff will:

- Develop a self-check procedure that ensures physical distancing.
- Determine hours for carside hold pickup, online chat, telephone reference, and at your service appointments.
- Calculate maximum number of patrons allowed in the building based on latest recommendations from health officials.
- Research systems that allow for appointment only services.
- Rearrange the public computer, reading, and study areas to allow adequate physical distancing.
- Post notice specifying physical distancing and PPE requirements for staff and patrons.

Available services:

- Carside Hold Pickup.
- Online chat, telephone reference, at your service appointments, and check-in call service.
- Call-In Story Line: 517-321-4014 (press 8) .
- Virtual programming
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step 4

During this step, the Library will reopen with limited building access, hours, and services.

- Staff and patrons will be encouraged to stay home if there are any signs of illness.
- Staff and patrons will be required to wear face masks and maintain physical distancing while inside the building.
- Staff will be cleaning and disinfecting regularly with heightened attention to high-touch areas.
- Limited services will be available at this time, such as quick browsing, picking up holds, and checking out materials.
- We will continue to gradually relax these limits as current guidelines allow. But...
- If public health data trends are negative or current federal, state, or local guidelines warrant, we may need to return to an earlier step.