

San Francisco Public Library

Phased Reopening Plan

SF Library Commission – July 9, 2020

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1. SFPL REOPENING PLAN

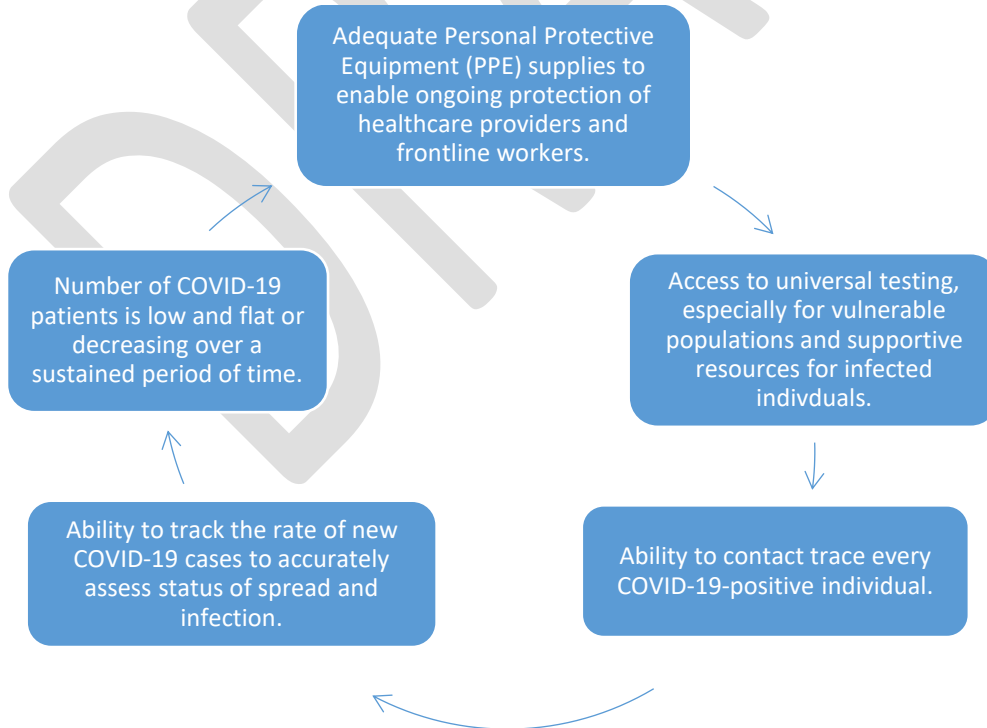
INTRODUCTION

San Francisco Public Library is dedicated to providing safe and welcoming library services for all. Since March 14, all 28 libraries in the SFPL system have been closed in accordance with state and city government shelter-in-place orders intended to reduce the spread of the novel coronavirus (COVID-19).

While apart, the Library has continued to offer limited library services including telephone and email reference services, virtual storytimes and programs, remote library card registration, and a robust online collection of materials including eBooks, audiobooks, streaming music and videos, news, research and homework help resources, and more.

In anticipation of the eventual easing of restrictions and reduced threat of the virus, the Library is planning for the reopening of its neighborhood libraries in phases to ensure that library users and staff are protected while gradually resuming the sharing of materials and access to in-person services that the community relies upon.

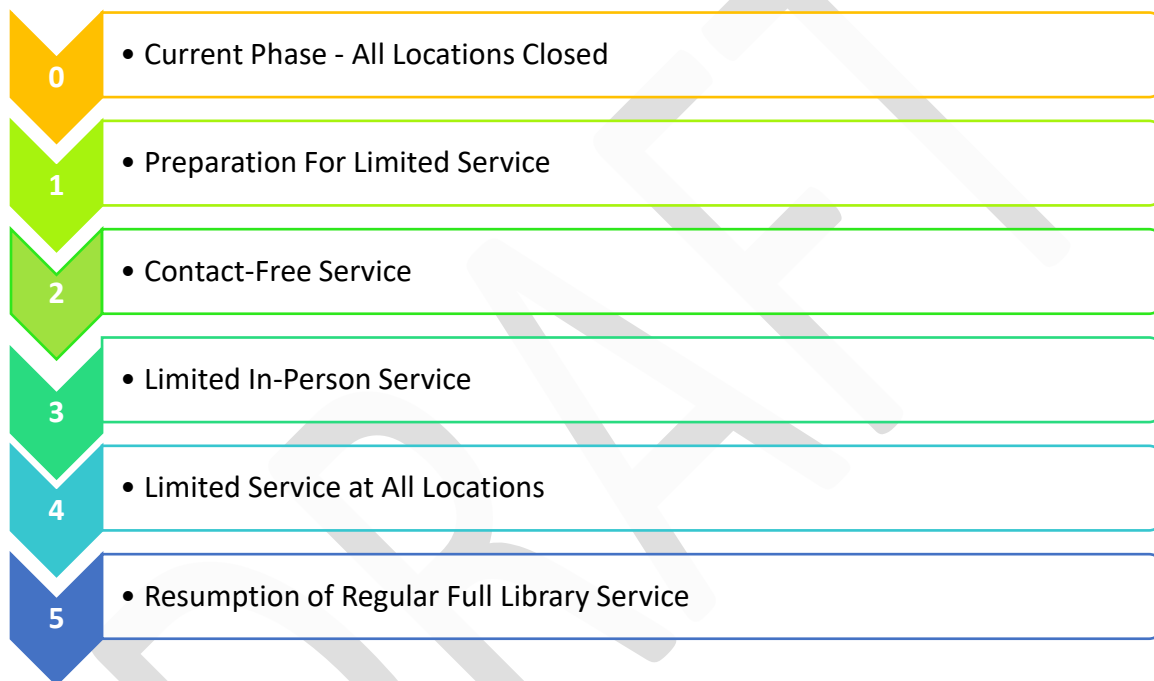
Our gradual reopening will be guided by the five progress indicators outlined by the San Francisco Department of Public Health:



Reverse indicators are defined as follows:

- Positive cases of COVID19 begin to trend upward in the City or region
- Positive cases of COVID19 appear in the workforce
- Positive cases of COVID 19 appear in the community served
- Maintenance of inventory of PPE necessary for service level becomes unsustainable
- Maintenance of SF Department of Public Health and OSHA recommendations becomes unsustainable

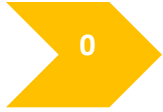
OVERVIEW: PHASED RESTORATION OF LIBRARY SERVICES



OBJECTIVES

- Limit employee and community exposure to COVID-19 virus by complying with local and state guidance specific to this emergency
- Identify and put in place safety procedures that will permit the restoration of Library services to the community in as safe a manner as possible
- Identify local indicators that will move operations forward or draw them back
- Remain flexible and nimble to adapt operations to changing conditions

NOTE: All phases contingent on staffing levels.



Current Phase: All Locations Closed to the Public

March 14 - (TBD)

INDICATORS

Infection risks remain high. Limited PPE supplies available to comply with public health safety requirements and to accommodate staff reporting to Disaster Service Worker (DSW) sites.

OPERATIONS

- All 28 libraries and bookmobiles are closed to the public in accordance with strict shelter-in-place and social distancing public health orders.
- Main Library is activated as Department Operations Center (DOC) with limited hours and minimal staffing to maintain safety.
- Most SFPL public services staff are activated as Disaster Service Workers, or accessing their leave benefits.
- Custodial staff support rigorous cleaning efforts per health recommendations.
- Library Service Center (190 9th Street) is activated to support the work of the Collections and Technical Services division with limited hours and minimal staffing.
- COB staff working remotely.
- Critical support for security and custodial at all library assets is maintained by the Facilities division.

SERVICES

Library is offering a range of interim services to the community: website and electronic resources over the internet; online e-card registrations, SFUSD and SF private school scholar card activations; Telephone Information Program's ready reference service and handling patron accounts; Talking Books and Braille Center support to registered patrons of their service; online youth and jobs/careers programming; limited ordering and receiving of new materials; Social Work Team outreach to unhoused patrons; Facilities Division maintains buildings and protects infrastructure; Human Resources and Finance continue administrative functions; Community Programs and Partnerships supporting public relations and social media contact with the community; IT division supports technology assets; and Department Operations Center (DOC) efforts to support citywide response to crisis through the Emergency Operations Center (EOC).

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Preparation for Limited Service

Anticipated start TBD – minimum of 2 weeks

INDICATORS

- Shelter in place restrictions begin to be relaxed or lifted
- COVID-19 cases have peaked and are on the decline
- Local businesses prepare to reopen for limited service following state/municipal guidelines to make work as safe as possible.
 - Physical and workflow adaption
 - Essential workforce safety net
 - Make PPE more widely available
 - Individual behavior changes
- Local government offices begin providing in-person services with social distancing
- Size of gatherings remain highly restricted

OPERATIONS

- All 28 libraries and bookmobiles remain closed to the public.
- Main Library and selected branch locations are open to staff to begin preparing for minimal public service.
- Staff work is focused on setting up workspaces in accordance with local and OSHA guidance for individual distancing.
- Goal is readiness for implementation of contact-free holds pickup service and resumption of accepting returned materials from patrons.

STAFFING CAPACITY

- Main Library - TBD
- Large Branches – TBD
- Medium Branches – TBD
- Small Branches – TBD
- 1st week – Team Leads at each site
- 2nd week – Full team at each site

Contact-Free Service

Anticipated start TBD (at least two weeks after Phase 1)

INDICATORS

- Shelter in place restrictions continue to be relaxed or lifted
- COVID-19 cases have peaked and continue to decline
- Sufficient PPE supply to meet demand
- Sufficient testing capacity to meet demand
- Contact tracing capacity statewide
- Local businesses reopen with adaptations to ensure social distancing such as curbside pick-up
- Local government offices begin to reopen with adaptations to ensure social distancing

OPERATIONS & SERVICES PLAN 2A – STOREFRONT HOLDS PICK-UP

- Main Library and up to 13 selected Branches (Excelsior, Chinatown, Richmond, Ortega, Visitacion Valley, Mission Bay, Merced, Bayview, Eureka Valley, Ingleside, Portola, Western Addition, and Marina) provide access to physical materials through the implementation of “SFPL To Go”, a Contact Free Pick-up Service outside library buildings.
- Hours of operation are reduced to 5 days per week at neighborhood branches, Tuesday – Saturday (10:00 a.m. – 5:30 p.m.)
- The Main Library will continue to operate 7 days per week (Monday – Saturday, 10:00 a.m. – 5:30 p.m.; Sunday 12-5:30 p.m.)
- Service will expand to additional neighborhood locations as possible.
- Structure and staff are in place to support safe and orderly lines outside libraries.
- External return book drops are open at the Main Library and the selected Branches providing holds pick-up service. Returned materials are isolated for a minimum of 72 hours per CDC Guidelines and/or IMLS study guidance. Access to library facilities is limited to staff.
- All other library locations and book drops remain closed to staff and the public.
- Specific hours for vulnerable patrons.

STAFFING CAPACITY

- Main Library - TBD
- Large Branches – TBD
- Medium Branches – TBD

- Small Branches – TBD

OPERATIONS & SERVICES PLAN 2B – REFERENCE SUPPORT + HOLDS PICK-UP

Start Date TBD

- Services and processes identified in Phase 2 Plan A continue; and
- Location staff at limited branches, reference list in Plan 2A, resume providing Reference and Readers Advisory Services to Library patrons through chat, phone calls, and emails. This addition enhances access to collections by allowing patron-initiated holds via phone, chat and email.

STAFFING CAPACITY

- Main Library - TBD
- Large Branches – TBD
- Medium Branches – TBD
- Small Branches – TBD

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Limited In-Person Service

Anticipated Date is dependent on local and state assessment of risk.

INDICATORS

- Shelter-in-place for high risk individuals is lifted
- The curve for COVID 19 cases flattens
- Higher risk environments with adaptations and limits on size of gatherings reopen
 - Restaurants and bars
 - Personal care (hair and nail salons, gyms)
 - Entertainment venues (movie theaters, sports without live audiences)
- Public Libraries, museums, and visitor services are open
- Size of gathering increased further

OPERATIONS & SERVICES PLAN 3A – LIMITED BROWSING + INDOOR HOLDS PICK-UP

- The Main Library and selected branches reopen for limited browsing of physical materials, but with reduced hours and access to stacks.
- Holds Pick-up service is transitioned inside to a self-service model. Self-checkout is available.
- Library staff at these locations continue assisting patrons with Reference and Readers Advisory through chat, phone calls, emails and limited face-to-face interactions.
- Location hours remain reduced.
- External book drops are open at the Main Library and the selected Branches.
- Building capacity and time spent in the building is monitored and limited.
- Public seating is removed.
- Study and meeting room use is prohibited, and in-person public programming remains suspended.
- All other library locations and book drops remain closed to staff and the public.
- Specific hours for vulnerable patrons.

STAFFING CAPACITY

- Main Library - TBD staff
- Large Branches – TBD staff
- Small & Medium Branches – TBD staff

LOCATIONS

- Main Library
- Branches: TBD

OPERATIONS & SERVICES PLAN 3B – LIMITED PUBLIC COMPUTER ACCESS

- Services and processes identified in Phase 3 Plan A continue.
- The Main Library and selected Branches provide limited public computer access with reduced hours.
- Public computing spaces and seating arrangements are established in compliance with social distancing guidance from DPH. Laptops may be used rather than desktops, and meeting room spaces may be converted to labs.
- Staff assistance for computer questions is handled from Library information desks.
- No access to stacks is available at limited computing locations.
- Specific hours for vulnerable patrons.

NOTE: Branches can either implement Plan 3A or 3B. One site cannot do both in phase 3. At least ½ will do limited browsing. A smaller number will do limited computing.

STAFFING CAPACITY

- Main Library - TBD staff
- Large Branches – TBD staff
- Small & Medium Branches – TBD staff

LOCATIONS

- TBD

Limited Service at All Locations

Anticipated Date is dependent on local and state assessment of risk.

INDICATORS

- End of Shelter-in-Place Order
- Cases of COVID 19 are below action levels
- All public spaces are open
- No restriction on gatherings of any size
- Highest risk workplaces open
 - Concerts
 - Convention Centers
 - Live audience sports

OPERATIONS & SERVICES

- Limited in-person library services are expanded to all 27 Branches
- Regular service hours resume at all locations.
- Limited in-person materials browsing, and limited public computer services are provided.
- Seating is gradually re-introduced and configured based on social distancing recommendations.
- Limited staffing allowed at the service desks.
- Additional library services may be reintroduced at library locations where physical layout can accommodate the services.
- Locations may be able to resume some public programming with limitations on group size.
- Specific hours for vulnerable patrons may be established.

STAFFING CAPACITY

- Main Library – all location staff
- Large Branches – all location staff
- Small & Medium Branches – all location staff

LOCATIONS

- Main Library
- Branches: TBD
- Service will expand to additional locations when possible.



Resumption of Regular Full Library Service
Anticipated Date is dependent on local and state assessment of risk.

INDICATORS

- Availability of vaccine is readily or effective treatments for COVID-19

OPERATIONS & SERVICES

- Full resumption of library services based on “new normal”
- Full public programming and community meeting room use is resumed
- Inbound and outbound class visits resume
- Regular bookmobile routes resume
- Outreach activities allowed at off-site locations

Resources

Update on California’s Pandemic Roadmap

<https://www.gov.ca.gov/wp-content/uploads/2020/04/Update-on-California-Pandemic-Roadmap.pdf>

OSHA: Guidance for preparing workplaces for COVID 19, March 2020

<https://www.osha.gov/Publications/OSHA3990.pdf>

SF GOV resource for businesses

<https://sf.gov/check-if-business-essential>

<https://sf.gov/curbside>

2. Main Library SFPL To Go Plan

When the Main Library re-opens to provide front door no-contact holds pickup service, Library staff will be needed to perform necessary tasks to deliver the library materials to San Francisco residents. This document outlines a safe plan to re-engage Library staff needed to perform these tasks at the Main Library; this plan minimizes exposure of staff and patrons to COVID-19 and conforms to the guidelines set by SF DPH and CDPH/CalOSHA for retail curbside pickup of materials.

Library Services Offered

The Library will provide contact-free pickup of requested physical library materials at the Larkin Street entrance of the Main Library. To provide this service, tasks to be performed¹ include:

- pulling the requested materials from the shelves;
- check-out of materials in Sierra (library circulation software) to fulfill patron request;
- Contact-free delivery to patrons at Larkin Street entrance;
- 72-hour quarantine of returned materials, perform check-in and, finally, re-shelving of the materials;
- answering Telephone Information Program (TIP) requests to place physical materials for pickup;²
- ILL and Link+ services (conditional upon Link+ resuming services);
- Talking Books & Braille Center (TBBC) TIP Line and the TBBC Library by Mail program.

The Library has developed detailed procedures for safe handling of materials and no-contact pickup³ that conform to the guidelines for retail door front pickup.⁴

¹ These tasks are normally performed by the 1st Floor staff in Borrower and Information Services at the Main Library.

² Patrons without access to the internet or ability will call TIP for assistance in placing requests for physical materials. Additionally, Summer Stride prize pickups will be funneled through the Sierra holds process, requiring those without internet access to call TIP. Therefore, the staffing for this work will need to be increased as SFPL To Go and Summer Stride commence.

³ See San Francisco Public Library **Check-in and Holds Procedure Covid-19**; also referred to as *SFPL Safe Materials Handling Procedures*.

⁴ San Francisco Department of Public Health, **Health Officer Directive No. 2020-10 (issued 5/17/20), including Exhibit A: Best Practices for Retail Businesses with Curbside Pickup** <https://www.sfdph.org/dph/alerts/files/Directive2020-10-CurbsidePickup-05172020.pdf>; see also [https://www.sfdph.org/dph/alerts/files/2020.05.16-FillableForm\(Directive2020-10\)CurbsidePickup.pdf](https://www.sfdph.org/dph/alerts/files/2020.05.16-FillableForm(Directive2020-10)CurbsidePickup.pdf); and California Occupational Health and Safety / California Department of Public Health. **COVID-19 Industry Guidance: Retail** <https://covid19.ca.gov/pdf/guidance-retail.pdf>; see also Cal OSHA/COVID-19 General Checklist at <https://covid19.ca.gov/pdf/checklist-retail.pdf>.

Minimum Staffing

The services outlined above can be performed with up to 20 FTE staff per day. To allow for maximum flexibility in assigning tasks, the exact number of each classification can be adjusted to the ability of scheduled staff to fulfill essential circulation duties (holds paging, pre-checkout, returns/re-shelving). Staffing will be limited and thus will need to be flexible and perform duties in their classification and in lower classifications. Circulation and customer service duties are usually performed by library technical classifications 3602, 3610 and 3616 and are squarely within the essential duties of a 3602 Library Page.⁵

Staff assignments to a specific duty, e.g., shelving, will be limited to 2 hours at a stretch unless safe material handling procedures require otherwise. For example, holds paging *and* check-in will be performed by one staff member to minimize contact with each item; paging lists will be divided among staff to provide for shifts of approximately 2 hours.

Safe Staff Schedules with 7-day Service

With up to 20 FTE staff working each day, the Library can offer contact-free Holds delivery 7 days per week. For all shifts, operational work hours will be from 9AM to 6PM.⁶ Open hours for SFPL To Go contact-free Pickup will be each day from 10:00AM to 5:30PM, except Sunday from 12noon to 5:30PM, with a possibility of some separate hours for seniors, e.g., 10AM to 11:00AM, 3 days each week.

For full-time staff, two 5-day schedules can be utilized, Sun-Thu and Tue-Sat. This temporary schedule adjustment is based upon the operational needs of the approved public service. For part-time staff, schedules will generally be temporarily adjusted to fit within the hours of operation on the days the staff member normally works, e.g., a shift from 4-8PM would be adjusted to fit within the 9AM-6PM hours of operation.

⁵ Examples of Important and Essential Duties for a 3602 Library Page (non-inclusion):

1. Picks up and returns materials to proper departments; sorts materials and returns to proper area; maintains proper order of materials and spaces.
2. Transports, retrieves, and delivers materials; delivers inter-departmental communications.
3. Performs physical processing of library materials, such as packing books for mailing or discarding; scanning barcodes, security taping, labeling, and covering.
4. Performs circulation duties, such as charges and discharges materials, receives and records fine payments.
5. Processes applications for patron accounts; answers routine inquiries from patrons.

(See <https://www.jobapscloud.com/SF/specs/classspecdisplay.asp?ClassNumber=3602>)

⁶ If operational needs allow, some staff may start as early as 8AM. This shift modification will help to decrease exposure by decreasing the amount of time staff are working together.

3. Branch Library *SFPL To Go* Plan

When the Branch Library re-opens to provide front door no-contact holds pickup service, library staff will be needed to perform necessary tasks to deliver the library materials to San Francisco residents. This document outlines a safe plan to re-engage library staff needed to perform these tasks at up to thirteen Branch Libraries; this plan minimizes exposure of staff and patrons to COVID-19 and conforms to the guidelines set by SF DPH and CDPH/CalOSHA for retail curbside pickup of materials.

Branch Library Locations

“SFPL to Go” contact-free holds pickup service will be implemented at up to thirteen (13) Branch Libraries:

Excelsior, Chinatown, Richmond, Ortega, Visitacion Valley, Mission Bay, Merced, Bayview, Eureka Valley, Ingleside, Portola, Western Addition, and Marina

These prospective branch libraries were selected with a focus on equity, establishing broad coverage throughout the city, and architectural design of our neighborhood branches. It’s too early to tell which neighborhood branches will reopen first, but we’ll seek to narrow our options in the coming weeks as our planning efforts continue.

The opening of these locations is contingent upon adequate public service, Custodial, and Security staffing levels.

Library Services Offered

A site-specific plan for “SFPL to Go” contact-free pickup of requested physical library materials is in development. The specific service points at each branch will be at an ADA accessible entrance. To provide this service, tasks to be performed include:

- page reserved materials from the shelves;
- process daily deliveries of reserved materials from other SFPL locations;
- pre-check-out of materials in Sierra (library circulation software) to fulfill patron requests;
- no-contact holds pick-up service delivery to patrons at ADA-accessible branch entrance;
- isolation of returned materials per SFPL’s Materials Handling Guidelines;
- check-in returned items;
- process of holds to meet requests at other locations;
- and re-shelve library materials.

The Library has developed detailed procedures for safe handling of materials and no-contact pickup that conform to the guidelines for retail curbside pickup in San Francisco.

The Library will provide no-contact holds delivery 5 days per week at up to thirteen (13) Branch Libraries.

Necessary Staffing

The Library will schedule teams of public service staff at each location of the minimum size and appropriate make-up to provide Contactless Holds Pickup Service at each Branch as outlined above. Staffing will include a 3632 Branch Manager, a 3618 Library Technical Assistant II, a 3616 Library Technical Assistant I, and a combination of 3610 Library Assistants and 3602 Pages.

One (1) Custodian is required at each branch on public service days.

One (1) Buildings and Grounds Patrol Officer is required at each branch on public service days.

Branch Staff Schedules 5-day Holds Pickup Service

All branch staff will be scheduled to work within the hours of 9AM to 6PM.

Contact-Free Holds Pickup service will be offered Tuesday through Saturday at thirteen (13) Branch Libraries. Public Service hours for contact-free holds pickup will be 10:00AM to 5:30PM Tuesday through Saturday.

Staff will have two (2) consecutive days off.

Full-time Branch staff will be scheduled over five (5) 8-hour days.

Part-time staff will be scheduled over three (3) days, two of which will be 8-hour days, and one of which will be a 4-hour day.

Scheduling will be such that the minimum number of required staff will be present each public service day.

3632 Branch Managers will be scheduled during the five (5) public service days and will oversee the provision of public service. Branch Managers will serve as the location's Health & Safety Monitor.

Branch Manager and Circulation Supervisor at each location will be empowered to develop location-specific schedules of daily tasks in accordance with the SFPL's Materials Handling Guidelines.

Custodial staff will be scheduled at each branch on public service days to ensure that the workplace cleaning complies with San Francisco Department of Public Health guidance.

Security staff will be scheduled at each branch on all public service days to ensure social distancing and orderly queueing by patrons arriving to pick up holds.

4. Safe Materials Handling Procedures

This guide is a resource on the current best practices for handling materials in the safest manner during the COVID-19 pandemic. It will be updated as new information and guidelines are available.

SAFETY FIRST

For your safety, please wear gloves while handling materials. Wash your hands immediately after removing gloves. **Wear a face mask and practice social distancing** (at least 6 feet), including staff, patrons and delivery personnel.

SAFE GLOVE USE

Gloves are used to protect the wearer from getting the virus on their hands. It may be possible that the virus will get on a glove's surface. **When wearing gloves, do not touch your face or glasses with your hands**, which is the same as touching your face without gloves; gloves are worn as a reminder not to touch your face. Wearing a mask also serves as a reminder not to touch your face. After you have completed the activity requiring gloves, immediately remove and discard your gloves and wash your hands for at least 20 seconds.

HANDLING RETURNS AND NEW MATERIALS

RETURNED MATERIALS – Book drops will be reopened

1. Open book drops five days prior to launch of holds pickup. Staff will determine an emptying schedule that will work best for their location.

RETURNED MATERIALS - Quarantine and check-in procedure

1. Establish a quarantine area for all returned materials and ensure staff know where it is located to avoid unnecessary contact.
 - a. The quarantine area does not have to be completely isolated from areas where staff are present. Viruses, including coronavirus which causes COVID-19, cannot re-aerosolize once it lands on a surface, such as a book or DVD case. In other words, the virus cannot “jump” off the surface of an item and infect someone.
2. Put on gloves. Prepare a slip for the cart for incoming materials, noting the date and time. Add additional signage to the cart as needed so that staff do not accidentally handle the material before quarantine ends.
3. Retrieve materials from the book drop. Place items on the cart.

4. Avoid contact with door handles and other contact points after you've touched materials. If you can prop open your doors, do so before you touch any returned items. Move the cart to the identified quarantine area.
5. Remove gloves and promptly wash your hands.
6. After items have been on the cart for 72 hours (**timeframe determined by IMLS⁷**) you can check-in them in as normal in Sierra. This includes fulfilling holds and sending items in transit.

RETURNED MATERIALS – Damaged items

1. For returned items that are wet, damp, or soiled:
 - a. Place item in a plastic bag
 - b. Check in item in Sierra, removing it from patron's account
 - c. Withdraw item from collection in Sierra
 - d. Dispose of items by **placing in receptacle for landfill**
2. Staff should use their discretion and err on the side of removing a potentially infected item from the collection.

RETURNED MATERIALS – LINK+ & ILL ITEMS

1. Link+ and ILL material will temporarily be allowed through book drops.
2. After items have been on the cart for 72 hours (**timeframe determined by IMLS**), set aside LINK+ and ILL items to be checked in **separately per LINK+/ILL procedure**.

NEW

MATERIALS – CTS to Branches & Main check-in procedure

1. Red bins will be held 72 hours (**timeframe determined by IMLS**) in CTS prior to shipment to Main and branches.
2. Upon arrival at destination, you can remove items from bins to a cart, check-in the items in Sierra, and shelve them as you normally would.

REPAIRED MATERIALS – Preservation to Branches & Main check in procedure

1. Packages will be held in CTS prior to shipment to Main and branches.
2. Upon arrival at destination, you can remove items from bins to a cart, check-in the items in Sierra, and shelve them as you normally would.

⁷ If IMLS is not complete at time of opening, default to 72 hour quarantine.

HOLDS PROCESSING AND DELIVERY

HOLDS PROCESSING – Running Paging list

1. Put on gloves
2. Follow new create-list procedure to pull local holds.
3. Assign pulling of items from paging list per instructions below under HOLDS Processing - Limit # of items pulled and - Pulling items from paging list

HOLDS Processing – Limit # of items pulled

4. To ensure staff and public safety and allow for social distancing, the number of holds pulled each day may be pre-determined, as needed to minimize the number of patrons' visiting a library to pick up holds
5. Staff assigning pulling of holds will assign only the pre-determined number of items for filling holds if needed

HOLDS PROCESSING – Pulling items from paging list

1. One person should be responsible for pulling holds during each shift, to limit the number of people who have contact with the material.
 - a. At locations like Main and large branches, the paging list can be divided among 2 or more staff as needed; each staff member will complete the tasks 2-7 below for the items on their list.
2. Put on gloves
3. Pull the materials on paging list
4. Check items in Sierra trigger hold
 - a. Items for local pick up, place on book cart with hold slip in alphabetical order by patron last name. Let items sit overnight.
 - b. Items for pick-up at another location, place in transit bin

HOLDS PROCESSING – Pre-check out and bagging (this process happens during closed business hours)

1. One person should be responsible for checking out items for patrons (Items will be checked out for 28 days)
 - a. At locations like Main and large branches, the paging list can be divided among 2 or more staff as needed; each staff member will complete the tasks 2-7 below for the items on their list.

2. Follow **Change Due Date/Vacation Loan Procedure** to check out the items to patron.
Change due date to be 4 weeks from current date.
3. Follow **Print to Email Instructions** from Sierra 5.1 (pending)
 - a. If patron does not have an email, print check out slip and attach to bag.
 - b. Call patron to let them know their holds will be ready the next day.
4. Place checked out item(s) for each patron in paper bag and attach hold slip to bag.
5. Date bag for 10 days out, for clear holds shelf (check in items) process.
6. Place bag with hold slip on book cart to be ready for patron pick-up the next day.

NO-CONTACT HOLDS PICK-UP – For Building-Entrance Pick-Up

1. Follow set-up instructions for your location that prevent patrons from entering building and ensure safe social distance for staff and patrons
2. Put on gloves and wear a mask
3. At a distance of 6 feet, patron verbally provides last name and last 3 digits of barcode number
 - a. Last name and last 3 digits of barcode number are on holds slip attach to paper bag.
 - b. If patron does not know last 3 digits of library card, ask to see a holds notice or picture ID.
4. Staff picks up bag with checked-out items by grabbing it from the bottom and not touching the bag handles
5. At a safe social distance of at least 6 feet, staff delivers bag of items to patron by:
 - a. Patron stands back from table at marked location ensuring 6 feet between patron and staff
 - b. Staff places bag on table and steps back to ensure 6 feet distance from patron
 - c. Patron steps up to table, retrieves bag and confirms items as theirs

CLEAR HOLDS (ITEMS NOT PICKED UP) – For Building-Entrance Pick-Up

1. Items that are not picked up by patrons 10 days from check-out will be checked in and re-shelved. (This date will be written on the slip attached to the bag.)

NEW MATERIAL FROM VENDORS TO CTS – Quarantine procedure

1. Limit contact with delivery drivers; wear a mask and maintain a distance of at least 6 feet.
2. Put on gloves and place the boxes in predetermined holding location.
3. Hold deliveries for 72 hours (**timeframe determined by IMLS**) before unboxing.
4. Unbox shipments and send to Processing and Cataloging as normal.
5. **Breakdown boxes as normal.**

INFORMATION ON DISINFECTING MATERIALS

Based upon information from Belfor Property Restoration, it is not recommended to try to clean books, CDs, DVDs and other circulating materials. Sanitizing solutions leave residue on materials that can damage books and the pages inside. Additionally, we cannot guarantee that we have alcohol-sanitized every touchable surface of a DVD or CD and its case if we tried to clean them, so the safest option is to quarantine all materials so that if they have any virus on them, the virus will die without us touching it.

BACKGROUND INFORMATION – RESOURCES/ARTICLES

OCLC and IMLS Study - Reopening Archives, Libraries and Museums (REALM) Information Hub: A COVID-19 Research Project <https://www.webjunction.org/explore-topics/COVID-19-research-project.html> Information will be added as it becomes available.

California Occupational Health and Safety / California Department of Public Health. **COVID 19 Industry Guidance: Retail** <https://sfpl.org/sites/default/files/2020-06/California%20COVID-19%20Industry%20Guidance-Retail.pdf>; see also Cal OSHA/COVID 19 General Checklist at <https://covid19.ca.gov/pdf/checklist-retail.pdf>. Provides guidance for safely reopening retail businesses, including libraries.

California Occupational Health and Safety / California Department of Public Health, **COVID 19 Industry Guidance: Office workspaces** <https://covid19.ca.gov/pdf/guidance-office-workspaces.pdf>; see also Cal OSHA/COVID 19 General Checklist at <https://covid19.ca.gov/pdf/checklist-office-workspaces.pdf>. Provides guidance for safely reopening office workplaces.

California State Library. *Restoring In-Person Services in California's Libraries* <https://www.library.ca.gov/Content/pdf/services/toLibraries/COVIDGuidanceLibraries.pdf>. Provides additional guidance for safely providing curbside holds delivery.

San Francisco Department of Public Health, **Health Officer Directive No. 2020-10 (issued 5/17/20), including Exhibit A: Best Practices for Retail Businesses with Curbside Pickup** <https://www.sfdph.org/dph/alerts/files/Directive2020-10-CurbsidePickup-05172020.pdf>. San Francisco Health Officer directive prescribing safety standards for retail curbside pick up operation; exhibit A can be turned into template for Health and Safety Plan that directive requires, see [https://www.sfdph.org/dph/alerts/files/2020.05.16-FillableForm\(Directive2020-10\)CurbsidePickup.pdf](https://www.sfdph.org/dph/alerts/files/2020.05.16-FillableForm(Directive2020-10)CurbsidePickup.pdf).

Institute of Museum and Library Services. **Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections, March 30, 2020** Transcript:

<https://www.imls.gov/sites/default/files//webinar/transcripts/covid-19-webinar-transcript.pdf>

Relevant quote from this presentation: *However, if you were concerned about the book having something the virus on it, you could leave it aside for an up to 24-hour period which should be sufficient for that. For the DVDs or other products, if you're not wiping them down, again a 24-hour period should be fine. If you're very concerned you can leave it for up to 48 hours, but 24 hours should be more than sufficient just based on the fact that, again, for a lot of these surfaces an incidental contact from someone is not going to be a very high transmission risk. It's going to be if someone was very sick on the material and had shed a lot of virus on it that would be of concern.* At the 19:20 mark, Dr. Berendes begins his talk on general hygiene procedures. At 30:16 mark, Dr. Berendes explains that 24 hours is sufficient for external contamination of books.

Connecting to Collections Care, a part of the Institute of Museum and Library Services' (IMLS) national initiative, Connecting to Collections (C2C). **Collections Care in the Age of COVID-19** webinar: <https://www.connectingtocollections.org/collections-care-covid-19/>. Advises against fumigants or other liquids, including alcohol to clean materials. Recommends isolation as the best way to handle potential contamination. Need to wait for research to catch up in terms of how long isolation is needed for non-paper surfaces (24-72 hours). The MD participant said you cannot get COVID from RNA fragments, in the same way that you cannot get pregnant from DNA fragments (in reference to the Diamond Princess report on RNA fragments in the ship). Think about time-entry into buildings and exhibits. Hand-washing is better than hand-sanitizing in terms of protecting books from potentially damaging chemicals.

Lewis, Tanya. **"How Coronavirus Spreads through the Air: What We Know So Far."** *Scientific American website.* <https://www.scientificamerican.com/article/how-coronavirus-spreads-through-the-air-what-we-know-so-far1/> (accessed May 15, 2020).

University of Pittsburgh Medical Center. **"Hand washing versus sanitizer: which is better?"** <https://www.upmcmhealthmatters.com/hand-sanitizer-vs-hand-washing-better/> This article explains that hand-washing is your first choice if you have access to a sink and soap and water.

US Department of Labor, Occupational Safety and Health Administration. **Covid-19: Control and Prevention.** <https://www.osha.gov/SLTC/covid-19/controlprevention.html#health>. This page

has guidance for different occupations. Most of the guidance is for workers who are at higher risk (healthcare workers, etc.). There are a few paragraphs for workers at low-risk, which focus on hand-washing and staying at least six feet away from other people.

US Department of Labor, Occupational Safety and Health Administration. ***Guidance for Preparing Workplaces for COVID-19.*** <https://www.osha.gov/Publications/OSHA3990.pdf> . Explains how employers should make adjustments to schedules, workplace layouts, provide PPE, etc. based on potential exposure risks. CTS staff would be considered low-risk due to ability to be six feet away from co-workers. Public service staff would be between low-risk and medium-risk, depending on how well they are able to distance themselves from the public. Emphasis is on person-to-person transmission as that is the primary way that people get infected. Surface transmission is not considered very likely.

US Department of Labor, Occupational Safety and Health Administration. ***COVID-19 Guidance for Retail Workers.*** <https://www.osha.gov/Publications/OSHA3996.pdf> . Provides general guidance about making sure that staff: know proper handwashing procedure; social distance; do not come to work when sick; take advantage of curbside pickup; wear a face mask if required.

US Department of Labor, Occupational Safety and Health Administration. ***U.S. Department of Labor Issues: Alert to Keep Package Delivery Workers Safe During COVID-19 Pandemic.*** <https://www.osha.gov/news/newsreleases/national/04132020> . Focus is on limiting driver/delivery-receiver contact. CTS staff should not be standing on the dock while the delivery is made. Mentions cleaning some deliveries, but we will quarantine instead.

van Doremalen, Neeltje, Ph.D. et. al. New England Journal of Medicine. Letters to the Editor. ***“Aerosol and Surface Stability of SARS-CoV 2 as Compared with SARS-CoV 1.”*** <https://www.nejm.org/doi/full/10.1056/NEJMc2004973>. This is the famous letter on how SARS-CoV2 lasts longer than SARS-CoV1 on surfaces in ideal lab conditions. It gives the plastic survival rate at 3-6 days in lab conditions. The half-life of the virus (deposited as a drop) was 6.8 hours. So only half of the virus was left after 6.8 hours and kept halving every 6.8 hours. People know this article if they have been reading up on it. Cardboard survival is 24 hours. Does not clarify if virus was infectious as well as present, just that particles of virus were present.