



# Decorah Public Library

Stimulate Imagination • Satisfy Curiosity • Create an Engaging Space

## **Pandemic Response Plan- January 2021**

Our mission is to connect people to materials and programs for leisure, entertainment, and life-long learning. We relied on this mission to guide the development of this pandemic response plan. COVID-19 is an extremely fluid public health concern that requires a clear, predictable plan that can adapt to the natural ebb and flow of case severity in our local community. The plan below outlines the phases of public service that will be offered and the indicators used to make decisions about when to move between different phases as local case loads change.

During all phases, the Library Director will monitor illnesses and absenteeism carefully to determine the appropriate staffing levels to maintain service to the public. During any phase, building closure and additional reduction of service will be necessary when staff absences create insurmountable workflow or safety challenges. The Library Director will determine the length of the closure.

As we transition between service phases, there are many factors to consider. The following document is intended to provide structure and guidance for decision making. Due to the unknown nature of many facets of COVID-19, this document should always be considered in draft form. The Library and its staff will need to be flexible and resilient as we gain new information to form and reform decisions.

When a benchmarked percentage is reached, this will trigger preparations to move to a different phase in the response plan. Depending upon the specifics of the preparations required for a particular phase, the length of time it takes to implement will vary. When internal readiness is achieved, the library will implement and publicize the change.

\* Covid-19 data will be monitored using this resource: <https://coronavirus.iowa.gov/pages/case-counts>

## **Red Zone: Distanced Services (14-day average Covid-19 positivity rate in Winn. County is greater than 10%)**

- Available services include digital materials access, digital programming, virtual tech assistance, curbside pickup (10a-4p Mon-Fri; includes ILL), book bundles
- Exterior book returns open/materials quarantined 72 hours before re-shelving or circulating
- Assist patrons via phone and online with book requests and reference questions (8a-5p Mon-Fri)

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The Decorah Public Library is an all-encompassing resource center providing materials and programs for the leisure, entertainment and the life-long learning of the citizens of Decorah and the Winneshiek County area. The library capitalizes on opportunities to develop and provide innovative services to the public.

- Maintain significant hours of operation outside of curbside schedule for internal processes including cleaning, checking book drops and managing quarantine materials, communicating with patrons, creating/publicizing programming and book lists, ordering new materials, etc.
- Building is closed to the public

### **Yellow Zone: Express Tech Services (14-day average Covid-19 positivity rate in Winn. County is between 5-10%)**

We recognize how critically important computer and internet access is to our patrons and we know that those services are very limited during the Red Zone phase. Because of this, we are prioritizing computer and tech access in the Yellow Zone phase.

- Plexiglass in place at each communication point between public/staff
- City mask policy enforced
- 6 ft. social distancing between unrelated persons
- Open for "express tech services" during reduced hours
- "Express tech services" provides customers with a 30 min. timeframe for public computer use and WiFi access
- Socially-distanced tables will be available for WiFi and personal device use (also limited to 30 min.)
- For the safety of all involved parties, staff will be unable to assist with technology (computers, copy machine) due to social distancing/shared surfaces
- In order to encourage brief visits for the safety of all, soft furniture will be removed
- In-person programming (including tech help) and meeting spaces are unavailable
- Continue prior levels of service (digital materials access, digital programming, virtual tech assistance, processing of returns, curbside pickup, book bundles)

### **Green Zone: Express In-Person Services (14-day average Covid-19 positivity rate in Winn. County is below 5%)**

- Plexiglass in place at each communication point between public/staff
- City mask policy enforced
- 6 ft. social distancing between unrelated persons
- Increase hours of operation
- Expand timeframe for "express services"
- "Express services" provides customers with a designated timeframe for technology use and for browsing the collection
- For the safety of all involved parties, staff will be unable to assist with technology (computers, copy machine) due to social distancing/shared surfaces
- In-person indoor programming (including tech help) unavailable
- Continue prior levels of service (digital materials access, digital programming, email tech assistance, processing of returns, book bundles)

### **Rainbow Zone: Return to normal operations (Vaccine available to all)**

- Fully open/ normal operating hours
- No time limit for patron visits

- All services available
- All spaces available
- Programming and outreach resume
- Evaluate continued curbside pickup