

**J. V. Fletcher Library Pandemic Planning**  
**August 2009**

1. REGULATORY AND BOARD OVERSIGHT:

- Take actions in accordance with the recommendations and edicts of the local Health Department and the Massachusetts Department of Public Health
- Enforce the local Board of Health's exclusion edict
- Promote staff inoculation in accordance with Board of Health's demographic priorities and guidelines; identify high-risk staff and forward to Health Department
- Establish and enforce "Go home if sick" policy (staff becoming ill during the day are given a mask and sent home)
- Establish emergency Minimum Staffing Level of 4 persons with appropriate specialties per shift, and criteria for closing the library should that staffing level not be met due to illness/exclusion (See Emergency Closure Policy)
- Establish employee policies for inadequate leave accruals and waiving of doctor notification
- Calculate and communicate financial impact of staff leaves to Town officials
- Establish employee policies for payroll and warrant issues, working from home
- Establish criteria for suspending story times and other library programs to discourage public gatherings and promote social distancing
- Establish criteria for suspending meeting room use
- Establish criteria for suspending Bookmobile service

2. CONTINUITY OF OPERATIONS PLAN:

- Identify, and additional staff train on, critical administrative and service functions
- Create documentation of procedures and cross training so staff can take over functions of sick employees
- Cross-train KANABAR and LEEDBERG on payroll procedures
- Update RAINVILLE and cross-train NOLEN on warrant production
- Set up procedure to ensure timely payroll and warrant delivery including loading payroll files on Laptop for remote production of payroll
- Communicate to town officials and staff potential for payroll and/or warrant delay
- Cross-train all staff on an additional service desk
- Consider and analyze plan for Bookmobile to function as sole service point
- Establish and test a communications plan for reaching all staff

3. INTERNAL LIBRARY CONTROLS FOR PUBLIC HEALTH:

- Establish procedure for staff use of personal protective equipment and alcohol-based hand sanitizers, along with the training of staff in their removal and disposal
- Supply hand sanitizers and tissues at public workstations throughout the facility and establish protocol for tissue disposal
- Establish procedure/campaign for staff to encourage public use of personal protective equipment and masks (and their at-home disposal) for patrons exhibiting a cough or respiratory symptom
- Establish policy for "social distancing" - that is:

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- Consider removing a number of chairs so people aren't sitting close to each other, or creating space quotas
- Consider limiting the number of people who can use the library at any one time
- Consider removing coat racks, and similar things that separate people from their belongings
- Consider wiping down all book cart handles, book return contents and returned items
- Establish standards for the disinfecting and cleaning of bathrooms, railings and door knobs, switches, elevator buttons, telephones, keyboards, and public workstation counters
- Create Bathroom disinfection checklist with date, time, area disinfected and initials
- Mount posters at the entryways and throughout the facility: e.g. *Hand washing posters in bathrooms; Cough into your Elbow; Happy Birthday Washing Song*
- Establish standards for the disinfecting and cleaning of workstations/offices of employees who go home sick
- Establish procedure for emptying of wastebaskets, diaper genies, etc.
- Utilize disposable plastic ware and cups to discourage cross-infection or contamination in the Staff Break Room
- Separate high-risk staff from Staff Break Room and luncheon areas
- Discontinue use of Break Room upon request of the local Health Department

#### **4. FACILITY UPKEEP CONSIDERATIONS:**

- Create a schedule for seeing to the critical needs of the facility if the library is closed for an extended time (daily building, grounds and HVAC checks by custodians)
- Create a schedule for seeing to the daily emptying of three book drops, mail pick-up and sorting, delivery bin exchange (if functioning), deliveries; conversely...
- Consider town-wide communiqué NOT to return materials and suspend due dates with no penalty

#### **5. EDUCATIONAL OUTREACH CAMPAIGN:**

- Utilize all available means for communicating with the public
- Establish means for continuing to provide information services for the public (such as remote ordering of materials and self-pick up from a table in the lobby at certain times which would not be staff mediated)
- Promote expanded use of online and remote services
- Maintain links on [www.westfordlibrary.org](http://www.westfordlibrary.org) home page to reputable sites disseminating current and timely H1N1 news: [local Health Department page](#); [mass.gov](http://mass.gov); [cdc.gov](http://cdc.gov); [flu.gov](http://flu.gov)
- Host and promote informational displays from the local Department of Health throughout the flu season
- Accommodate the needs of community residents who may not have a home subscription to the local newspaper or a working home computer
- Continue to educate the public in advance of an epidemic/pandemic

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