

# Restoration of Library Operations Procedures Manual

Effective May 11, 2020

Last updated November 19, 2020

## **Introduction**

In accordance with [local](#), [state](#), and federal orders, laws, and regulations, the Canton Public Library has prepared this Restoration of Library Operations Procedures Manual, consistent with recommendations in the Occupational Safety and Health Administration document [Guidance on Preparing Workplaces for COVID-19](#). This Manual will, per local, state, and federal orders, laws, and regulations, be made available to library staff and patrons via website, internal network, or hard copy.

As we progress to the next phase of bringing everyone back to work we want all employees to know how thankful the Canton Public Library is to have you as our coworkers, and we want our patrons to know that we are looking forward to seeing them again. We are committed to doing our part to protect our employees, our patrons, and our community through robust safeguards and standards. We present the following with everyone's safety in mind.

Your patience and cooperation throughout this COVID-19 pandemic has been much appreciated. We look forward to returning to some sort of normalcy with the entire Library team. The Manual is intended to serve as a guideline when Library operations are in the process of being restored. The contents of this manual will serve to guide the Library's administrative team, managers, supervisors, and other key personnel in creating and implementing a return of operations.

This manual is not a policy and does not alter or abridge current Canton Public Library Policies as approved by the Library Board. It is also acknowledged that at the time of this publication the environment surrounding COVID-19 is evolutionary in nature. As a result, these guidelines are subject to change and modifications pursuant to legal changes, which may or may not be incorporated in the form of an amendment to this plan.

It should also be noted that any proposal to return to work before widespread immunity has been achieved, either by prior infection or immunization, has risks that could lead to a second wave of infection. Therefore, the procedures for restoring operations involves a set of tools and procedures to enable the recovery and continuation of library operations following a pandemic such as the COVID-19 (novel coronavirus) outbreak.

The plan outlined in this manual has been developed to analyze the essential functions of the Library. This allows leadership to apply procedures and measures to allow increasing functionality, while remaining flexible to address changes during the restoration period. Implementing the return to full operations in a safe and thoughtful manner will be complex. For that reason, it is imperative that the

manual and all training materials are followed. This manual will be updated as needed and will follow federal, state, and local regulations as well as CDC guidelines when considering any change to its content.

## **Overview for Restoring Operations**

### **Authority to Determine Restoration of Operations**

The Library will be guided primarily by the guidelines published by the Centers for Disease Control and Prevention, as well as any other federal, state, and local orders, laws, or regulations.

Factors that may be considered when determining whether to lift the restrictions:

- The state is over the peak of the current wave of new cases.
- Health systems in specific regions agree that they have the resources and personnel available to deal with smaller but inevitable second waves of the disease. Our proposal does not work if the delivery system is stretched to capacity or beyond and recognizes that we may be unable to open because of limited capacity.
- The availability of sufficient testing capability to identify both those who still have an active infection and those who have evidence of prior infection. There needs to be an unrestricted availability to perform both tests, ideally through point-of-care tests and backed up by centralized testing. We emphasize testing over temperature-taking; although taking individuals' temperatures is inexpensive and easy to use, it is too insensitive to detect people who may be transmitting the virus.
- The widespread availability of personal protection equipment, including protective masks, for returning workers, along with the continued practice of physical distancing. There has been rapid innovation in such equipment, and some may prove to be more effective than N-95 masks, which need to be fitted and were invented to protect people from industrial particulate pollution, not virus transmission.

### **Roles and Responsibilities**

#### **Administration Team**

The Administration Team is comprised of the Library Director and the Department Heads of Business Services, Circulation Services, Community Relations, Information Services, and Information Technology. The Administration Team is responsible for assessing the rate of risk exposure for employees and patrons during the COVID-19 pandemic. This team will also provide recommendations to the Library Board of Trustees and will supply revisions to the Restoration of Library Operations Procedures Manual for addressing changes in procedures in mitigating risk in the library.

#### **Managers & Supervisors**

The Managers & Supervisors report to the Department Heads of Information Services and Circulation Services. They are key personnel in the implementation of policies and procedures, particularly the training of staff and observation of patron interactions. The Managers and Supervisors are the conduit between the frontlines of library service and the Administration Team, assessing how the practical implementation of procedures is proceeding, and recommending changes in methodology, training, or documentation as needed to mitigate risk in the library for both staff and patrons.

### In-Charge Staff

In the absence of the Director, Department Heads, Managers, or Supervisors, it is customary for the Library to designate particular employees, typically Building Monitors and Librarians, to act as In-Charge Staff when issues arise. In-Charge Staff serve a similar role as Managers & Supervisors, but in a limited manner: Enforcing policies and procedures in the moment, and documenting patron and staff incidents for review by the Managers & Supervisors and/or the Administrative Team for follow-up.

### **Process for Returning to the Library**

Although no plan can guarantee full and immediate resumption of operations given the unknown impact of COVID-19, creating a sound framework as well as implementing strong processes and controls is first priority. These processes and controls will help prepare employees to handle and manage restoration of operations while protecting staff and the public and avoiding the spread of the virus.

**If at any time you are experiencing COVID-19 symptoms, whether at work or otherwise, report them to your direct supervisor, manager or department head, who will give you further direction. If you are at work, physically stay where you are until directed otherwise. This is to alleviate any unnecessary exposure to your co-workers.**

The Library has developed the five-step process below for returning operations to the workplace. Each step builds upon the previous steps and are described below.

#### Step 1: Employee Screening

Employees reporting to work will be required to adhere to daily screening procedures before reporting to their assigned work location. Employees will be screened every day. They will be asked a series of questions to help ensure that we limit COVID-19 exposure in the Canton community.

To assist with the screening, employees will be required to complete the [COVID-19 Screening form](#), which can be found on SharePoint. We ask that employees complete this form prior to arriving for every in-person work shift to expedite the screening process for filing in the Business Services Office.

The Library's sick leave policy remains in effect. Employees who are feeling ill should call the Absence Line as outlined in the Employee Policy Handbook and remain at home, rather than coming to work and completing a Health Screening Form.

#### Step 2: Identifying Appropriate Personal Protection Equipment

Personal Protection Equipment (PPE) will be supplied to employees based upon their risk level of exposure to COVID-19, as approved by the Library Director.

All types of PPE must be:

- Selected based upon the hazard to the worker in the given situation.
- Properly fitted and periodically refitted, as applicable.
- Consistently and properly worn when required.

- Regularly inspected, maintained and replaced as necessary.
- Properly removed, cleaned, and stored and disposed of, as applicable.

In addition, employees should review [CDC guidelines](#) on proper use of issued PPE. PPE will include but not be limited to masks (both [wearing](#) and [washing](#)) and [gloves](#). The Library Director, Department Heads, Managers, or Supervisors will designate a person in each department whose responsibility is to ensure that there is adequate PPE for their department.

- **Except for those who are medically unable to wear them, masks must be worn if within 6 feet of another person or passing through public/common areas.**
- **Those who are medically unable to wear masks must wear provided [face shields](#).**
- **Except for those who are medically unable to wear them, a mask and a face shield must be worn together if within 3 feet of another person.**
- **Those who are medically unable to wear a mask or a face shield should speak to the Library Director and/or Business Services Department Head.**

Employees will be permitted to wear their own PPE, such as a homemade face covering device or a smock/apron, provided the design permits the employee to perform their job duties and is made of an appropriate material for the workplace.

### Step 3. Establishing Procedures for the Workplace

Library staff must collectively work together to ensure the safety of our facilities and avoid the spread of the virus. The following general procedures shall be implemented in addition to any specific procedures created for work plans during Step 4.

#### *Limiting Contact with High Touch Areas*

- *Doors.* While the offices remain closed to the public, the interior security doors are permitted to remain open for employees to travel between areas without touching door handles and door surfaces. If the public is allowed to re-enter the library at a limited capacity, the doors leading into public areas must remain closed but doors that separate non-public areas will be permitted to be propped open.
- *Informational Materials.* Until such time as we are returned to normal operations, no periodicals, applications, brochures, etc. shall be in public areas for general pickup. These materials shall be distributed upon request.
- *Furniture in Public Areas.* All use of public area furniture will be monitored. Removal of the furniture may be necessary to deter congregation of people and limit surface areas that can be touched.

#### *Employee Health Screening*

The employees physically working at the Library shall ensure they are health screened on a daily basis. Health screenings will be conducted as an employee enters the building. The Screening form (see link in

step 1) will be required to be completed with the current appropriate questions answered as recommended by the CDC, and turned in to your supervisor, manager, or department head for signature before filing with the Business Services Office.

### *Physical Distancing*

Physical distancing shall be observed at the Library until otherwise determined by the Local, State, or Federal government orders, laws, or regulations. Physical distancing means keeping space between yourself and other people outside of your home.

Physical distancing requires that each employee:

- Stays at least 6 feet from other people.
- Does not gather in groups.
- Stays in your assigned area and within individual workspaces, with the exception of entering/leaving the building or the staff restrooms or to complete a job task.
- Does not attend or host external meetings.
- Addresses any and all concerns regarding symptomatic behavior with your Supervisor, Manager, Department Head, or the Library Director.

Additionally, barriers, signage and markers in common areas to help facilitate the implementation of physical distancing requirements shall be installed.

In efforts to minimize the amount of areas exposed to contamination, employees will refrain from in-person visitations. Employees are encouraged to use phone and teleconferencing apps.

Additionally, employees will refrain from traveling through other staff areas where applicable. If it is unavoidable to pass through a common area, proper PPE equipment is required. Employees are asked to be mindful about physical distancing throughout their entire shift and to take proactive planning steps at the beginning of their work weeks/days in order to be successful throughout their workday.

### *Postal, Interloan/TLN, and Package Mail Deliveries*

The virus does not survive on surfaces for long, and the length of shipment time and other environmental factors should inactivate the virus, but employees should still take all precautions to [protect yourself and others](#).

If you receive a package via U.S. Postal Service, interloan/TLN delivery, FedEx, UPS, DHL, or other courier and are concerned about possible surface contamination, consider these steps:

- [Wash your hands](#) frequently with soap and water
- Use hand sanitizer when soap and water are not available
- Avoid touching your face, eyes, nose or mouth, and consider wearing a mask or shield to help accomplish this.
- Using PPE, such as disposable gloves and/or masks

- Disinfecting surfaces after discarding packaging

If packaged materials have been in transit and/or stored at the site for more than 24 hours from the last human contact, no further action is needed.

Documents personally delivered to the department should be treated like mail, and the same protocols should be applied.

#### *Building Supervisor, Building Monitor, and Contractual Cleaning Crew Responsibilities*

Facilities staff shall strive to keep a safe environment and implement the following procedures.

- All facilities, including common areas, will be properly cleaned and sanitized prior to reintroducing staff to the facility.
- All departments will be provided with cleaning and sanitizing products to use to fulfill employee responsibilities described below.
- A schedule will be determined to clean and sanitize common areas on a regular basis. Common area cleaning and sanitizing includes, but is not limited to, the following:
  - Doorknobs, push bars, handles, and panels
  - Light switches
  - Drinking fountains
  - Restrooms
  - Conference rooms
  - Breakrooms/kitchens
  - Plexiglas barriers/sneeze guards
  - Countertops
- Modify workspace environments to reduce exposure as applicable:
  - Install Plexiglas barriers/sneeze guards for each public service counter.
  - Remove all publications, periodicals, applications, etc. in public areas.
  - Post information and signage throughout facility re: washing hands, sneezing, physical distancing, etc.
  - Gloves to process incoming mail.
- Modifications will be changed to some custodial tasks, including:
  - Garbage will need to be tied before it is pulled from the container.

#### *Employee Responsibilities*

- Wearing assigned PPE is required if medically tolerated. Employees are assigned PPE based on their risk level.
- Wash hands regularly with soap and water. When washing is not possible, hand sanitizer shall be utilized. Refer to CDC [handwashing guidelines](#).
- Avoid touching eyes, nose, and mouth.
- Follow Health Screening protocol and submit the COVID-19 Screening form to the Business Services Office.

- [Clean workspaces](#) on a regular basis. Specifically, the following shared surface areas must be cleaned throughout the day:
  - Phone
  - Keyboard + mouse
  - Desk surface and drawer handles
  - Chair arms and any other surface touched regularly
  - For employees with their own office – light switches (except automatic) and door handles
- Avoid using another employee’s supplies, equipment, phones, etc. If necessary to share equipment, please clean before and after use.
- Clean common areas after use. For example, wipe down computer keyboard and mouse after using a communal workstation.
- During Phase 2 of the restoration process, it is requested that employees eat in their designated work area, office, desk or cubicle. If you do not have one of these designated areas proper physical distancing must be adhered to and lunch hours must be staggered. After eating, wipe down all surfaces used (chair, table, countertop, microwave button, fridge handle, etc.). Do not provide or bring in communal food/beverages.
- Refrain from sharing serving utensils.
- Use [proper hygiene etiquette](#). Cover mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow. Throw used tissues in the trash and immediately wash hands with soap and water for at least 20 seconds. If soap and water are not available, use hand sanitizer containing at least 60% alcohol.

**Cleaning and Disinfecting If Someone Is Symptomatic**

1. If an employee has developed symptoms of COVID-19 in the workplace, or if the library learns that an infected patron has used the library, the area(s) used by the employee/patron must be properly cleaned and disinfected prior to being used again.
2. First, close off areas used by the person who is symptomatic. Next, open outside doors and windows to increase air circulation in the area. Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible. This may require the rescheduling of non-symptomatic employees.
3. Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like keyboards, phones, etc.
4. If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary. Continue routine cleaning and disinfection.

**Step 4. Develop Department Work Plans to Minimize Risk**

Each department head shall evaluate the needs of their department, the safety of their employees, and the needs of patrons. It is anticipated that the return to full staffing at the Library and the introduction of staff and the public to facilities will occur in phases and follow the recommendations and orders issued from the Local, State, and Federal government. The goal of Step 4 is to proactively plan for resuming business and to safely reintroduce the staff into the building.



As department heads, managers, and supervisors are developing their Work Plan the following should be taken into consideration:

- Identify Functions. Which functions can be administered and how can they be administered when the building is closed to the public, if the public has restricted access, and when the public has unrestricted access. Workflow and work plans for employee assignments must be developed that will satisfactorily provide public service under these various work conditions.
- Evaluate Department Layout and Staffing Needs. Employees who can feasibly work from home, must work from home. Employees who cannot feasibly work from home, such as employees whose work requires interaction with the public or whose work must otherwise be completed on-site, may continue to work in-person, provided they wear face coverings and follow all safety protocols as required. Department Heads, Managers, and Supervisors will need to determine if staggering employees in the library would help accomplish a safe distance between employees. Consideration shall be given to alter the workday shifts (vary start/end times or extend workdays/shifts to eliminate a shift). This may require a relocation of an employee's workstation assignment.
- IT Needs. Department Heads shall coordinate all technological equipment needs with the Information Technology Department Head.
- Develop an Absenteeism Strategy. Department Heads, Managers, and Supervisors will evaluate operation plans if absenteeism spikes from increases in sick employees, those who stay home to care for sick family members, and those who have chosen to stay home to care for their children until daycare facilities reopen as defined in the FFCRA expansion of FMLA. Plan to monitor and respond to absenteeism at the workplace. Implement plans to continue your essential business functions in case you experience higher than usual absenteeism. Prepare to institute flexible workplace and leave policies. Cross-train employees to perform essential functions so the workplace can operate even if key employees are absent.

#### Step 5. Reintroduce Employees and the Public into the Workspace

The following is the Reopening Plan authorized by the Library Board. This Reopening Plan is not intended to supersede or change any Library employment policies.

#### ***Requirements During All Stages.***

- A. Per the CDC guidelines, patrons with an infectious illness such as the flu must not enter the Library until at least twenty-four (24) hours after they are free of fever (100 degrees F or 37.8 degrees C) or signs of a fever without the use of fever-reducing medications.
- B. Patrons should not enter the Library with symptoms of an infectious disease.

- C. The Library shall provide notice on the Library doors of the patron responsibility requirements currently in effect. The Library Director has authority to approve the requirements and notices.
- D. Any requirements for staff safety precautions will be adopted separately and the staff will be informed.
- E. The Library Director shall determine the cleaning protocols for all stages.

***Stage 1. Closed to the Public.***

During this stage, the Library will be closed to the public either by local, state, or federal authorities, by motion of the Library Board, or by the Library Director pursuant to the Reopening Policy.

- A. Employees. Non-essential staff may return to the Library. However, the Library Director will determine who may return and according to the schedule adopted by the Library Director.
- B. Activities Permitted:
  - 1. Patrons are permitted to return Library materials. The Library Director will establish the protocols for returned material.
  - 2. The Library will address any policy or temporary measures involving fee forgiveness or suspension, library card renewals, issuance of new library cards, or extended due dates for materials.
  - 3. Review upcoming programs and meeting room rentals that may need to be cancelled or modified and review any contracts related to such.
  - 4. Landscaping and other outside maintenance activities may resume if permitted by local, state, or federal authorities.
  - 5. Inside maintenance activities may also resume if permitted by local, state, or federal authorities.
  - 6. The Library can continue providing WIFI in the parking lot areas.
  - 7. Continuing essential functions.
- C. Physical Distancing and Safety Protocols.
  - 1. The Library Director will take steps to implement physical distancing protocols.
  - 2. The staff workspace and/or work station assignments may be reconfigured to maintain physical distancing requirements of six (6) feet if possible.
  - 3. The Library will begin to implement physical distancing protocols in the Library in anticipation of patrons returning which may include:
    - a. Removing or rearranging chairs and tables.
    - b. Assessing what computer terminals may be used.
    - c. Blocking off areas/furniture.
    - d. Adding plastic screens.
    - e. Mark waiting areas to show the six (6) foot spacing.

- f. Provide “traffic control” designations, such as arrows showing one way travel in certain areas of the Library in order to maintain physical distancing.

D. Hours of Operation. The Library will not have any public hours of operation.

***Stage 2. Staff Returning; Patron In-Person Services Still Suspended.***

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library’s operational needs and the need to maintain physical distancing.

B. Activities Permitted:

1. Updating collections, including collection management functions and resumption of ordering library materials.
2. Updating the patron database and resolving account issues.
3. Shelving materials.
4. Information Technology upgrades, migrations, and changes to hardware and software configurations and setups to facilitate the next stages, including making technology purchases that facilitate remote work and physical distancing.
5. Transferring materials and bibliographic records to the Library databases/catalog to the extent they were stored separately while working at home.
6. Assess whether the Library has adequate masks, gloves, and hand sanitizer to serve the public and staff.

C. Physical Distancing and Safety Protocols. The protocols for Stage 1 will remain in place.

D. Hours of Operation. The Library will not have any public hours of operation.

***Stage 3: Materials Pick Up and Limited Patron Services. Library Building Still Closed to the Public.***

A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual scheduled hours may vary based on the Library’s operational needs and the need to maintain physical distancing.

B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:

1. Materials pick up is permitted and the Library Director may explore alternate methods of materials access for patrons.
2. The Library will address any policy or temporary measures involving fine forgiveness or suspension, library card renewals, issuance of new library cards, or extended due dates for materials.

3. Resume the interlibrary loan process (if practical or possible).
  4. Answer phones and respond to patrons' reference questions.
- C. Physical Distancing and Safety Protocols. The protocols for Stage 1 will remain in place. In addition:
1. Patrons and staff must remain six (6) feet apart, and the library must design activities for materials pickup to maintain this distance.
  2. Patrons are required to wear a mask when engaging in materials pickup.
  3. The Library will mark waiting areas for patrons and other materials pickup issues.
  4. The Library will create a sign or pamphlet to inform patrons of the Library's practices during a particular stage and the precautions the Library is taking to prevent infection.
  5. The Library Director will establish cleaning and sanitizing protocols for "high touch" areas or surfaces.
  6. The Library will train employees on appropriate cleaning procedures, including training for staff on cleaning between patrons as needed.
  7. If required by federal, state, or local law or regulation, the Library will notify employees if it learns that an individual (including a patron or supplier) with a confirmed case of COVID-19 has visited the Library.
  8. The Library will limit staffing to the minimum number necessary to operate.
- D. Hours of Operation. The Library Board authorizes the Library Director to determine the hours of operation for materials pickup based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

***Stage 4: Limited Opening.***

- A. Employees. All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual daily scheduled hours may vary based on the Library's operational needs and the need to maintain physical distancing.
- B. Activities Permitted. In addition to previously authorized activities, the Library may include the following activities:
1. Patrons may enter the Library but will be limited to a specific area in the Library.
  2. Patrons may have in-person conversations with Library staff, provided that physical distancing and Safety Protocols are followed.
  3. The Library may provide access by appointment to computers, printer/copier/scanner, and fax machine.
- C. Physical Distancing and Safety Protocols. The protocols for the prior stages will remain in place. In addition,
1. Masks: Patrons will be required to wear masks; the Library will provide masks if supplies are available.

2. **Physical Distancing:** Patrons must stay six (6) feet away from all staff and other patrons. Physical distancing rules apply. The Library will provide a physical barrier for checkouts, service points, and in-person discussions, which may include barriers, tape markers, or tables, as appropriate. The Library will establish lines to regulate entry in accordance with Section 4 below, with markings for patrons to enable them to stand at least six (6) feet apart from one another while waiting. The Library Director should also explore alternatives to lines, including by allowing patrons to wait in their cars for a text message or phone call, to enable physical distancing and to accommodate seniors and those with disabilities.
  3. **“Traffic” Directions:** The Library will mark places where people are likely to gather in line to identify the proper physical distancing. This includes “traffic.” The Library will design the space and markings to encourage people in the Library to maintain six (6) feet of distance between them.
  4. **Occupancy:** The Library reserves the right to limit the number of patrons allowed into the Library at a time, and all others must wait outside the Library. At the time of this writing, state regulations have established a limit of 30% of maximum occupancy, including staff and volunteers. Meeting rooms and study spaces are closed for public use.
  5. **Limit Groups:** Patrons will use their best efforts to come to the Library with the least number of people.
  6. **Computers:** Computer terminals will be located six (6) feet from any other computer or work station. The Library will make its best effort to either clean computer terminals and equipment between uses, or provide supplies for patrons to do so.
  7. **Food and Beverage:** Food and beverage is not permitted unless necessary for medical reasons or due to a disability.
  8. **Signs:** The Library shall create a sign or pamphlet to inform patrons of the following:
    - a. The Library’s practices during a particular stage and the precautions the Library is taking to prevent infection.
    - b. Instructing patrons of their legal obligation to wear a mask when inside the Library.
    - c. Informing patrons not to enter if they are or have recently been sick.
- D. **Hours of Operation.** The Library Board authorizes the Library Director to determine the hours of operation based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

***Stage 5: Library Open to Public With Conditions.***

- A. **Employees.** All staff are permitted to return to work according to the schedule adopted by the Library Director. Remote work remains available, depending on Library staffing needs and the ability to work from home. Every effort will be made to maintain the total weekly hours of employees, but individual daily scheduled hours may vary based on the Library’s operational needs and the need to maintain physical distancing.

- B. Activities Permitted. In addition to previously authorized activities, the Library may open for additional activities:
1. In-person programming if current federal, state, or local orders, laws, regulations permit indoor programming. Limits may be placed on attendance to maintain physical distancing requirements and per any federal, state, or local orders, laws, or regulations.
  2. Meeting room use for Library-only sponsored events. The Library shall determine whether meetings can occur and if so, what restrictions apply.
  3. The computers will be open for public use. All computer terminals will be located six (6) feet apart. The Library Director may suspend service on any computers that cannot be relocated to a safe distance.
  4. The Library Director may open up additional parts the library building for public use.
- C. Physical Distancing and Safety Protocols. The protocols for the prior stages will remain in place.
- D. Hours of Operation. The Library Board authorizes the Library Director to determine the hours of operation based on his/her assessment of staffing levels, availability of PPE, volume of requests, and demands of the community.

***Stage 6: Library Open for Regular Business.***

At this stage, the Library can reopen with the same services as normal. All Library services can resume without restrictions.

**Reporting Violations**

Library employees are encouraged to share their workplace safety concerns with the Director, their Supervisor, their Manager, or their Department Head. Library employees may also report unsafe working conditions to the Michigan Department of Labor and Economic Opportunity under the Michigan Occupational Safety and Health Act of 1974 (MiOSHA). Filing a complaint [online](#) is preferred. If there is imminent danger or an emergency situation, call 911.

Library patrons are encouraged to ask to speak to the Director, a Department Head, a Manager, a Supervisor, or an In-Charge person to report violations by library staff of any federal, state, or local orders, laws, or regulations to mitigate the spread of COVID-19. Library patrons may also report these violations to the Canton Public Safety non-emergency line, 734-394-5400. If there is imminent danger or an emergency situation, call 911.

**Whole Team Cooperation**

A successful restoration of Canton Public Library operations cannot occur without the full cooperation of all of our employees. Cooperation means working together to achieve a common goal, which is to provide comprehensive public service without sacrificing the health and safety of our employees and patrons. In the workplace, this means a healthy environment in which employees work together to achieve both personal and organizational objectives.

This manual for restoring operations shall be followed to ensure that the purpose of the document is being fulfilled: To protect employees and the public and reduce the spread of COVID-19. This plan shall be followed by the Library Director, Department Heads, Managers, Supervisors, and employees and can only be modified by the Administration Team. Each time an employee modifies, makes an exception or does not enforce a procedure outlined within, it erodes the effectiveness of the plan and puts individuals at risk.

**ACKNOWLEDGEMENT**

I acknowledge that I have received this Restoration of Library Operations Procedures Manual, revised November 19, 2020. I understand that I am responsible for reading and understanding it. I agree to be bound by the policies and procedures described and linked in this Manual.

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Employee Signature

Print Name

Date