



Oshkosh Public Library – Phase One Re-Opening Plan

Summary of Key Points:

- Oshkosh Public Library will initiate a first step toward normal operations on June 8, 2020, **ONLY IF ALL** of the gating criteria indicators in the Wisconsin Department of Health Services “Badger Bounce Back Dashboard” (<https://www.dhs.wisconsin.gov/covid-19/prepare.htm>) have been met.
- Phase One Services will be a very small step toward normal operations:
 - **Public access to the library building will be by appointment only**, as authorized by Information Services Department staff. Public access to the library building will be granted primarily to users who lack access to a computer or the Internet, **and** who need to use Library computers to help them recover from or cope with the effects of the COVID-19 public health emergency (examples include seeking unemployment benefits, applying for small business loans, seeking health insurance, applying for jobs, renewing driver’s licenses, and filling out the U.S. Census). **No more than ten people at a time (including staff) will be allowed in the designated service area on the Library’s Second Floor.** Computers have been positioned to ensure social distancing. The hours of 8:00 to 10:00 a.m., Mondays through Fridays, will be reserved for senior citizens and persons self-identifying as being especially vulnerable to infection. During these hours, no more than eight people will be allowed in the designated service area to allow for enhanced social distancing.
 - **Free of charge printing, faxing, and photocopying will be available on an “as needed” basis.** Notary service and digital device battery charging will also be offered by appointment.
 - **No public access to the library building will be granted for browsing or selecting items from the physical library materials collections.** All browsing and selection will continue to be offered through the library’s online electronic library catalog. Those without access to digital devices or the Internet may continue to consult with library staff via telephone.
 - **The Library’s curbside pick-up service will continue to be the primary way that patrons gain access to physical library materials.** The Library’s service of delivering library materials to homebound persons who have no ability to travel to receive curbside service will be resumed.



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Authorities, Guidelines and Priorities in Phase One

Oshkosh Public Library will exercise due caution in restoring physical access to its collections, programs and services. It will rely on guidance provided by the federal government’s Centers for Disease Control and Prevention, the Wisconsin Department of Health Services, the Division for Libraries and Technology of the Wisconsin Department of Public Instruction, and the Winnebago County Health Department. It will coordinate all service decisions with the City of Oshkosh’s City Manager, Emergency Management Coordinator, and Library Board of Trustees.

Priorities during Phase One of moving toward pre-COVID-19 norms of library service at the Oshkosh Public Library will be as follows:

- 1) Safety of the public and of all who work inside the library building (employees of the Oshkosh Public Library, the Winnefox Library System, the Winnebago Area Literacy Council, and all private cleaning and other contractors). Maintenance of all cleaning and personal health protocols, including self-monitoring for symptoms of illness, use of face masks, and physical distancing of at least 6 feet between individuals is assumed throughout Phase One. Strict observance of limitations of numbers of persons in library building areas will also be in force during Phase One.
- 2) Continued reliance on staff to mediate public access to the library’s collection of physical materials. In this phase, the library does not have enough staff to deliver physical library materials to the curbside AND ALSO to enforce limitations on numbers of people gathering inside areas of the library building. Browsing access to the library’s physical collections MAY be possible during Phase Two. The Library’s service of delivering library materials to homebound persons who have no ability to travel to receive curbside service will be resumed. Oshkosh Public Library will continue to emphasize that it provides access to a wide variety of digital resources through its web site: www.oshkoshpubliclibrary.org.
- 3) Staff mediated access to the Library for Internet access and related services: Users needing access to Library Internet computing to help them recover from or cope with the effects of the COVID-19 public health emergency will be given priority public access to the library building. Related services such as use of a printer, photocopier, fax machine, or earbuds will be offered free of charge. Notary service and digital device battery charging will also be offered. Public access to the library building will be granted by appointment only, and only after consultation with a member of the Library’s Information Services Department. The hours of 8:00 – 10:00 a.m., Monday through Friday, will be reserved for senior citizens or other users who self-identify as having a heightened vulnerability to infection. All public Internet computers and other equipment will be spatially distanced for the safety of users and staff. Recreational use of Library Internet computers will be actively discouraged, appointments will not be granted for such use.
- 4) Oshkosh Public Library will continue to emphasize its offerings of online public programs, such as story times and book discussions. No in-person programming will be offered for the public inside the building during Phase One, and no outside group meetings will be allowed.



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Gating Criteria (Authority: Badger Bounce Back Plan – Wisconsin’s Gating Criteria)

The Badger Bounce Back Dashboard (<https://www.dhs.wisconsin.gov/covid-19/prepare.htm>) tracks six metrics as indicators of health trends in Wisconsin during the COVID-19 pandemic: two metrics track symptoms of illness; one metric tracks cases among the population as measured by positive tests for coronavirus; one metric tracks cases among health care workers (measured by onset of symptoms); and two metrics track the capacity of Wisconsin hospitals to care and test. We believe that this group of measures give us the best basis for making decisions about how “open” or “closed” Oshkosh Public Library should be in its service responses to community needs.

| Action | OPL Action Plan Detail |
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| <p>ONLY IF ALL GATING CRITERIA ARE MET, implement Phase One Re-Opening Plan Monday, June 8, 2020.</p> | <ul style="list-style-type: none"> • All Badger Bounce Back gating criteria indicators must be met for Phase One Re-Opening to begin (i.e. all status indicators on the dashboard web page must be green). |
| <p>Pull back current menu of services to a more restrictive menu of services due to surge of pandemic illness.</p> | <ul style="list-style-type: none"> • If at least two of the four Badger Bounce Back Dashboard metrics tracking trends for symptoms and cases are unmet persistently for seven days running (i.e., at least two of the four dashboard status indicators are red), the Library will pull-back to a more restrictive menu of services. • Pull-back to a more restrictive menu of services will take place on the first day following the day that the threshold for a negative disease trend is reached. |
| <p>Phase Two Re-Opening</p> | <ul style="list-style-type: none"> • If all of the Badger Bounce Back Dashboard metrics are met persistently for fourteen days running (i.e., all of the six dashboard status indicators remain green), the Library MAY “open” further with a Phase Two menu of services. • No plan is yet in place for a Phase Two menu of services. Date of further “opening” of services may be contingent upon other factors in addition to the Badger Bounce Back Dashboard metrics. |
| <p>Phase Three Re-Opening</p> | <ul style="list-style-type: none"> • If all of the Badger Bounce Back Dashboard metrics have been met for a total of at least forty-two consecutive days, the Library MAY “open” to a Phase Three menu of services, which is expected to be close to the full menu of the Library’s normal services. • Date of moving to Phase Three services may be contingent upon other factors in addition to the Badger Bounce Back Dashboard metrics. |



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| Public Access to Physical Library Materials | |
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| Action | OPL Action Plan Detail |
| All access to physical library materials via staff assistance. | <ul style="list-style-type: none"> Browsing via electronic library catalog (access via www.oshkoshpubliclibrary.org) No in-library browsing by library visitors |
| All check out of physical materials done by staff | <ul style="list-style-type: none"> Staff checkout for curbside pick-up service No in-person checkout for patrons No acceptance of cash payment for fines or fees |
| Curbside pick-up of physical library materials | <ul style="list-style-type: none"> Curbside pick-up service will continue as during library building closure |
| Patron return of physical materials | <ul style="list-style-type: none"> All returns to Mount Vernon Street book drops No use of internal book drop No person-to-person returns |
| Public Access to Internet Computing and Related Services | |
| Action | OPL Action Plan Detail |
| All access to second floor public Internet computers and other services via assistance from Library Information Services Department staff | <ul style="list-style-type: none"> Information Services staff will interview inquiring patrons about their need for a Library Internet computer or related services via phone (920-236-5205), email, chat, etc. Staff will decide whether the need fits the Library's service priority of assisting people with COVID-19 recovery / coping tasks Staff negotiate and schedule time of appointment When customer arrives, calls Reference Desk and staff person will escort to second floor with proper social distancing Staff will assign a workstation and direct patron to the assigned machine. Computer will be reserved for an initial period of 1 hour; staff may use judgement to extend to a maximum of 3 hours per day per patron Staff will clean / disinfect computer keyboard, mouse, monitor, and work surfaces in preparation for next patron |



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| Computer printing | <ul style="list-style-type: none"> • Patrons using Library public Internet computers will be allowed to print as needed. • There will be no charge to print from Internet computers |
| Photocopies | <ul style="list-style-type: none"> • Photocopier will be operated by Information Services staff as needed • There will be no charge for photocopies |
| Earbuds | <ul style="list-style-type: none"> • Patrons will be offered a set of earbuds if they need them and do not have their own; there will be no charge for the earbuds and the patron may keep or dispose of them as they see fit. |
| Notary service by appointment | <ul style="list-style-type: none"> • Same customer arrival / escort to second floor as for Internet computer use. |
| Digital device battery charging | <ul style="list-style-type: none"> • Same customer arrival / escort to second floor as for Internet computer use. |
| Community Gathering Place – Gathering Prohibited During Phase One | |
| Members of the public are prohibited from gathering or lingering in the Library building | <ul style="list-style-type: none"> • In-library services to the public will be limited to Internet computing / printing and notary services during Phase One • Patrons will arrange to use these in-library services by appointment only with the Library's Information Services staff • No use of lounge furniture, study tables, study rooms, the periodicals reading room, or the Waters building will be allowed during Phase One. • No use of the Children's Library for browsing, computing, reading or play will be allowed during Phase One. |
| Library programs for the public | <ul style="list-style-type: none"> • No library-sponsored public programs are being scheduled to take place inside the Library building at this time; none are anticipated during Phase One |
| No meetings sponsored by outside groups will be held in Library rooms or spaces | <ul style="list-style-type: none"> • No outside group meetings will be allowed in the Library during Phase One. All such meeting are canceled, currently through Labor Day, September 7, 2020. Group meetings that ensure appropriate social distancing guidelines and occupancy / gathering limits MAY be allowed during Phase Two. |



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| Outreach Services | |
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| Action | OPL Action Plan Detail |
| Delivery of library materials to homebound patrons who cannot use curbside pickup service will resume. | <ul style="list-style-type: none"> The Community Engagement Librarian will contact a list of patrons who were receiving delivery service at home before the COVID-19 health emergency began, and will provide service subject to volume of demand and staff availability |
| Facility / Fixtures | |
| Action | OPL Action Plan Detail |
| Improved ventilation | <ul style="list-style-type: none"> HVAC fresh air to inside air exchange rate has been doubled in occupied areas of the building. |
| Public water fountains will be disabled | |
| Public restroom access | <ul style="list-style-type: none"> Two first-floor public restrooms near main entry will be open for use by those patrons allowed library building access. One person at a time per restroom Staff will monitor and manage occupancy limit Staff will clean / sanitize restroom after each use |
| Public elevator access | <ul style="list-style-type: none"> Elevator near main entry will be open for use by patrons allowed library building access. One person at a time Staff will monitor and manage occupancy limit Staff will clean / sanitize elevator after each use |

Sources Consulted:

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/community-mitigation-strategy.pdf>

<https://www.dhs.wisconsin.gov/covid-19/prepare.htm>

<https://wedc.org/wp-content/uploads/2020/05/COVID-19-Public-Facilities-Guidelines.pdf>