



# Oshkosh Public Library – Phase Two Re-Opening Plan

## Summary of Key Points:

- Oshkosh Public Library may initiate a second step toward normal operations ONLY IF two consecutive weekly reports by the Wisconsin Department of Health Services on “COVID-19: Activity Level by Region and County” (<https://www.dhs.wisconsin.gov/covid-19/local.htm>) indicate an activity level of Medium or Low for both Winnebago County and the Fox Valley Healthcare Emergency Readiness Coalition (HERC) region.
- Physical distancing, cleaning, and personal health protocols based on CDC and Health Department recommendations will be followed. All staff and members of the public will be expected to wear face masks properly.
- Public access to the library building will resume but customers will be encouraged to keep their visits as brief as possible (we suggest a visit of 30 minutes or less). Library visitors will additionally be expected to keep physical distance from other patrons and staff.
- Internet computers will be available on each floor. Computers will be available on a first come, first served basis.
- Cash transactions for computer printouts, lost materials, used books, bus passes, etc. will resume.

## 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 the Oshkosh Public Library Board of Trustees.

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

- Strike a balance between safety and access;
- Emphasize assistance over enforcement;
- Begin with a permissive approach to allowing access to collections and equipment; pull back if problems emerge;
- Limit access to some library spaces; do not sponsor, allow, or encourage individuals to linger or gather in groups; and
- Engage with community partners – individuals, organizations, and agencies – to gain greater understanding of needs and identify opportunities for the library to offer support.



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## Phases and Gating Criteria

### Gating Criteria:

The Oshkosh Public Library Board has approved moving to Phase Two when two consecutive weekly reports by the Wisconsin Department of Health Services on “COVID-19: Activity Level by Region and County” (<https://www.dhs.wisconsin.gov/covid-19/local.htm>) indicate an activity level of Medium or Low for both Winnebago County and the Fox Valley Healthcare Emergency Readiness Coalition (HERC) region.

Phase	Phase Summary	OPL Action Plan Detail
Phase “Zero”	<ul style="list-style-type: none"> <li>• Building closed to the public</li> <li>• Curbside pick-up of materials</li> <li>• Reference and electronic library service support by phone, chat, or text</li> <li>• Virtual programming</li> </ul>	
Phase One Re-Opening	<ul style="list-style-type: none"> <li>• Building open on a limited basis</li> <li>• Curbside pick-up of materials</li> <li>• Computer, notary, copy, fax, and device charging services by appointment</li> <li>• Virtual programming</li> </ul>	Implement Phase One Re-Opening Plan on Monday, August 3, 2020.
Phase Two Re-Opening	<ul style="list-style-type: none"> <li>• Building open for most services</li> <li>• Convenient, contact-less pick-up of materials; and in-person browsing and checkout</li> <li>• Service desks provide pre-Covid-19 level of service</li> <li>• Virtual programming</li> </ul>	Date to be determined, based upon fulfillment of the gating criteria and other conditions.
Phase Three Re-Opening	Services at or near pre-COVID-19 norms. Details to be determined.	The Library may move from Phase Two to Phase Three services when, <b>after initiation of Phase Two</b> , <u>two</u> consecutive weekly reports by the Wisconsin Department of Health Services on “COVID-19: Activity Level by Region and County” ( <a href="https://www.dhs.wisconsin.gov/covid-19/local.htm">https://www.dhs.wisconsin.gov/covid-19/local.htm</a> ) indicate an activity level of Medium or Low for both Winnebago County and the Fox Valley Healthcare Emergency Readiness Coalition (HERC) region.



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Pull back	Pull back from current Phase menu of services to a more restrictive menu of services due to surge of pandemic illness activity.	The Library will consider pulling back to a more restrictive menu of services: 1) if two consecutive weekly reports by the Wisconsin Department of Health Services on “COVID-19: Activity Level by Region and County” ( <a href="https://www.dhs.wisconsin.gov/covid-19/local.htm">https://www.dhs.wisconsin.gov/covid-19/local.htm</a> ) indicate an activity level of High for either Winnebago County, the Fox Valley Healthcare Emergency Readiness Coalition (HERC) region, or both; or 2) if health conditions of library employees warrant temporary service restrictions.
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## Public Access to Physical Library Materials

Topic	OPL Action Plan Detail
Access to physical library materials	<ul style="list-style-type: none"> <li>• Access to physical library materials will be allowed via in-person browsing on a walk-in basis.</li> <li>• Patrons will be encouraged to keep their visits as brief as possible (we suggest a visit of 30 minutes or less).</li> <li>• No appointments will be necessary for browsing.</li> <li>• Children aged 12 or younger must be accompanied by an adult.</li> </ul>
Public catalog stations	<ul style="list-style-type: none"> <li>• Public catalog computer stations will be available for use.</li> <li>• Plastic barriers have been put in place between stations.</li> </ul>
Check out of materials	<ul style="list-style-type: none"> <li>• Staff-assisted checkout will be available. Plastic barriers are in place. Patrons will slide materials under the barrier one at a time to minimize handling of items by staff.</li> <li>• Self-service checkout machines will be available.</li> <li>• Staff will accept payment for fines or lost materials that may be blocking checkout.</li> </ul>
Pick-up of physical library materials	<ul style="list-style-type: none"> <li>• Convenient and safe procedures for patrons to pick-up library materials will continue to be offered in Phase Two. The current curb-side pick-up service model may be altered as conditions change.</li> </ul>
Patron return of physical library materials	<ul style="list-style-type: none"> <li>• Patrons may return materials to bookdrop boxes on Mount Vernon Street, inside the Library, or at the Evergreen Retirement Community.</li> <li>• All materials will be quarantined according to our agreement with the Winnefox Library System. (At the time of this writing, the quarantine period is for a minimum of 4 days.)</li> <li>• Donations of used books will be discouraged.</li> </ul>



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<b>Public Access to Convenience Services</b>	
<b>Topic</b>	<b>OPL Action Plan Detail</b>
Bus passes	<ul style="list-style-type: none"><li>• Service provided same as before Covid-19</li></ul>
Book store	<ul style="list-style-type: none"><li>• Limit one person in bookstore at a time.</li><li>• All seating will be removed.</li><li>• First floor staff will monitor occupancy of the bookstore.</li></ul>
Notary service	<ul style="list-style-type: none"><li>• Customers will make an appointment for notary services.</li></ul>
Device charging	<ul style="list-style-type: none"><li>• Customers may use the charging station on 1st or 2nd floors without making an appointment.</li></ul>
Fax	<ul style="list-style-type: none"><li>• Fax will be available at the Information Services desk for a flat fee.</li></ul>
Photocopies	<ul style="list-style-type: none"><li>• Photocopiers will be available for use by customers at pre-Covid rates.</li></ul>
<b>Public Access to Staff Assistance</b>	
<b>Topic</b>	<b>OPL Action Plan Detail</b>
Public Service Desks	<ul style="list-style-type: none"><li>• Service desk assistance will be restored to a pre-Covid-19 level.</li><li>• Desk assistance includes, but is not limited to library card applications, account questions, electronic resource assistance, reference questions, events and programming assistance, etc.</li></ul>



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<b>Public Access to Internet Computing</b>	
<b>Topic</b>	<b>OPL Action Plan Detail</b>
Internet computers	<ul style="list-style-type: none"> <li>• Internet computers will be available on each floor.</li> <li>• Children’s and Family Outreach Services (CFOS) will provide internet access at 2 computer stations on the Library’s lower level.</li> <li>• First Floor Public Services (FFPS) will provide internet access at the 15-minute Express station, 1 teen computer, and the Family Computer Room.</li> <li>• Information Services (IS) will provide internet access at all of their stations, which are spaced at least 6 feet apart.</li> <li>• Library staff will no longer prioritize access to internet computers; all pre-COVID-19 uses will be allowed.</li> <li>• Computers will be available on a first come, first served basis.</li> <li>• Staff will clean/ disinfect computer workstations on a regular schedule.</li> </ul>
Computer printing	<ul style="list-style-type: none"> <li>• Customers using internet computers will be allowed to print as needed at pre-Covid-19 rates.</li> </ul>
Earbuds	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
<b>Community Gathering Place – Gathering Limited During Phase Two</b>	
<b>Topic</b>	<b>OPL Action Plan Detail</b>
Library visit	<ul style="list-style-type: none"> <li>• Public access to the library building will resume but customers will be encouraged to keep their visits as brief as possible (we suggest a visit of 30 minutes or less). Patrons will additionally be expected to keep physical distance from other patrons and staff and to wear masks.</li> </ul>
IS Resources	<ul style="list-style-type: none"> <li>• Microfilm will be available.</li> <li>• Genealogy resources will be available.</li> <li>• Study rooms will be available for one person at a time.</li> </ul>



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Reading Room	<ul style="list-style-type: none"> <li>Reading Room will be open for reading of newspapers.</li> </ul>
CFOS Activities	<ul style="list-style-type: none"> <li>Monthly activities to go, such as STEAM kits or literacy crafts, etc. will be available. Patrons will be asked to take them home rather than do them at the library as they did before COVID-19.</li> </ul>
Play spaces	<ul style="list-style-type: none"> <li>Toys, play areas, puppets, Lego Wall, Together Time Kits, etc. in CFOS will not be available for use in Phase 2.</li> </ul>
Library programs for the public	<ul style="list-style-type: none"> <li>A variety of virtual programming will continue to be provided through multiple platforms.</li> <li>Very limited, targeted in-person public programming may be offered to the public.</li> </ul>
Meetings sponsored by outside groups	<ul style="list-style-type: none"> <li>Meetings sponsored by outside groups will not be allowed during Phase 2.</li> </ul>
<b>Outreach Services</b>	
<b>Topic</b>	<b>OPL Action Plan Detail</b>
Expansion of Home Delivery	<ul style="list-style-type: none"> <li>Phase 1 Home Delivery was limited to pre-existing customers; Phase 2 will allow for new home delivery customers.</li> <li>Home Delivery items will be returned in the Mount Vernon Street book drops.</li> </ul>
Deposits	<ul style="list-style-type: none"> <li>Library staff will explore resuming Deposit Collections.</li> <li>This service will resume on a case by case basis as conditions allow.</li> </ul>
Evergreen services	<ul style="list-style-type: none"> <li>Evergreen holds pick-up is suspended until Phase 3; Customers may receive items at Evergreen through Home Delivery.</li> <li>The Evergreen book drop is available for returns.</li> <li>Evergreen card clinics will resume.</li> </ul>
Roving Readers	<ul style="list-style-type: none"> <li>Roving Reader services are suspended until Phase 3.</li> </ul>
Promotional visits	<ul style="list-style-type: none"> <li>Staff may resume in- person school and community visits for promotional purposes on a very limited, targeted basis.</li> </ul>



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## 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.cdc.gov/coronavirus/2019-ncov/downloads/cloth-face-covering.pdf>

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

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

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