

**St. Joseph Public Library  
Reopening Plan and Procedures**

The Missouri State Library recommends reopening in phases. Resources to help with this plan and other aspects of COVID-19 can be found at [Missouri Public Library Directors COVID-19 LibGuide](#).

In addition, the administration of the St. Joseph Public Library tracks the COVID-19 risk level in Buchanan County.

- If the risk level is Green for at least seven consecutive days, library branches will operate in Phase 5 of “Reopening Plans and Procedures.”
- If the risk level is Yellow for at least seven consecutive days, library branches will operate in Phase 4 of “Reopening Plans and Procedures.”
- If the risk level is Orange or Red for at least seven consecutive days, library branches will operate in Phase 3 of “Reopening Plans and Procedures.”
- If advised to do so by city government library branches will operate in Phase 2 of “Reopening Plans and Procedures.”
  - Green Risk Level is less than one new case per day, on average, for 7 days
  - Yellow Risk Level is 1-9 new cases per day, on average, for 7 days
  - Orange Risk Level is 10-24 new cases per day, on average, for 7 days
  - Red Risk Level is 25+ new cases per day, on average, for 7 days

**Phase 1 – Ready the staff and facility:**

In coordination with the lifting of a St. Joseph shelter-in-place order, staff will return and begin readying the library branches for onsite services to the public. In order to begin any of these phases, protective supplies, such as masks, gloves, hand sanitizer, disinfectant sprays or wipes, stanchions, etc., will be ordered and in place.

- Staff returns
  - Train/Orient staff in new procedures
    - Staff should stay home when ill or if exposed to someone who is ill
    - Staff asked to view the MCPL/State Library webinar that touches on the pandemic, [Trauma Informed Libraries](#)
    - Managers will emphasize the chain of command so all staff knows who to turn to for clarification or additional information
    - In some instances staff can work from home – this needs to be arranged and approved with managers
    - Managers will clarify job duties for our altered services and shortened hours
    - Health guidelines to be followed will be determined and communicated to staff such as:
      - What protective measures will be used
      - Enforcement of social distancing
      - Cleaning routines
      - Changes in circulation and other procedures that will help guard staff and patron health

- Post specific reopening dates and service adaptations to social media and website
- Prepare facility
  - Each Branch and Department Manager will set up a schedule to clean frequently used surfaces
  - Bethany will contact courier regarding reopening plans and discuss courier delivery options. She will update any needed interlibrary loan settings
  - Mary Beth will change any settings in Symphony & Enterprise and other software or technology, as needed
  - All staff will get the branches ready to begin contactless checkouts, under the direction of the Branch Managers
  - All branches will determine where returned items are to be quarantined (Materials no longer quarantined for any period as of June 24, 2021)
  - All service desks and other areas of the library will be set up to encourage social distancing
  - All children's areas will be cleared of toys in preparation for reopening to the public
  - Furniture will be moved to ensure social distancing and discourage long visits in preparation for reopening to the public

**Phase 2 (Contactless Service)** – initiated on May 7, 2020, September 3, 2020, and July 21, 2021

- Limited services offered
  - Contactless materials pick up is offered at all branches, in accordance with safety measures
    - ◆ Carnegie: 10 a.m. – 6 p.m. Mon – Fri
    - ◆ Downtown: 9 a.m. – 5 p.m. Mon, Wed, Fri & Sat; 9 a.m. – 6 p.m. Tue & Thu
    - ◆ East Hills: 9 a.m. – 6 p.m. Mon – Thu; 9 a.m. – 5 p.m. Fri & Sat
    - ◆ Washington Park: 9 a.m. – 5 p.m. Mon, Wed & Fri; 12 p.m. – 8 p.m. Tue & Thu
  - Computer access and Notary services by appointment are offered at the Downtown and East Hills libraries
  - Library-By-Mail services restored
  - Patrons are required to return all materials in bookdrops
  - Staff may call patrons with existing holds to arrange for those items to be picked up
  - Reference services and book requests offered via telephone and virtually
  - Library branches continue to offer printing, faxing, scanning, and copy services to patrons
  - Interlibrary loan reinstated
  - Online programming will continue
  - Begin planning for future limited, low-contact programming and outreach
  - Increase publicity to reengage and inform community about library's plans and upcoming programming
- Follow strict cleaning/disinfecting guidelines
- Donations are accepted at the East Hills Library. Anyone wanting to schedule a time to drop them off should contact Crystal at 236-2107

**Phase 3 (Orange & Red Risk Levels)** – Library open to the public with precautionary measures in place. (Initiated on: June 15, 2020; February 18, 2021, September 20, 2021)

- Allow patrons back in facility
- Library Hours as of January 3, 2022:
  - Carnegie: 10 a.m. – 6 p.m. Mon – Fri; 1-5 p.m. Sat
  - Downtown: 9 a.m. – 6 p.m. Mon – Thu; 9 a.m. – 5 p.m. Fri & Sat; 11-3 Sun
  - East Hills: 9 a.m. – 6 p.m. Mon – Thu; 9 a.m. – 5 p.m. Fri & Sat; 11-3 Sun
  - Washington Park: 9 a.m. – 5 p.m. Mon, Wed & Fri; 12 p.m. – 8 p.m. Tue & Thu; 9 am – 1 pm Sat
- Patrons over the age of 5 are required to wear masks in the library
  - Masks and hand sanitizer are available to patrons
  - Someone unable to wear a mask for the exceptions listed below is limited to 10 minutes in the library per day and will not receive one-on-one assistance from staff. An appointment can be made at the Downtown and East Hills libraries for a computer session not to exceed 30 minutes for an unmasked patron.
  - Exceptions include:
    - Persons who are developmentally unable to comply
    - Persons who have physical disabilities that prevent them from comfortably wearing or taking off a face covering or mask or prevent them from communicating while wearing a face covering or mask
    - Persons who have a medical condition that is exacerbated by wearing a face covering or mask
    - Persons who are hearing impaired, or communicating with a person who is hearing impaired, where the ability to see the mouth is essential for communication
- Patrons who need notary services, computer assistance, or any other type of one-on-one assistance with a staff member must not be showing any sign of illness
- No time limits as of November 18, 2021
- Children’s AWE computers are not available for use at the Red Risk Level
- The current week’s issues of newspapers are available to browse and use in the library
- Donations are accepted at all branches
- Meeting rooms remain closed to the public
- Water fountains may not be available for use
- Guidance is provided to patrons regarding social distancing
- Strict cleaning/disinfecting guidelines are followed
- Library will continue to monitor CDC and other entities for updated guidelines
- Continue online and low-contact programming
- Low-contact outreach services offered
- In anticipation of potential future closures, update policies and procedures as needed

**Phase 4 (Yellow Risk Level)**

- Patron occupancy limits are restored regular levels
- Meeting room availability dependent on minimum 2 consecutive weeks in Phase 4
- Library Hours return to the pre-pandemic schedule when the library has been in Phase 4 for at least 2 consecutive weeks
- Masks and hand sanitizer are available to patrons

- Masks are not generally required for staff or patrons
- No time limits on patron visits
- Patrons or staff exhibiting signs of illness associated with COVID-19 are required to wear a mask
- Staff and patrons are required to wear a mask when one-on-one assistance occurs such as for notary service or computer assistance
- Pre-pandemic availability of seating is restored
- Children's AWE computers are available for use and sanitized after each session. Soft toys are not available during this phase
- Water fountains available for use, paper cups will be provided
- Some indoor in-person programming resumes when the library has been in Phase 4 for at least 2 consecutive weeks

**Phase 5 – (Green Risk Level)** Resume regular operations including fully incorporating outreach and in-library programming

**Additional Details:**

- During phases 1-3, staff are required to wear a facemask
- Staff should wear gloves when working with library materials OR frequently wash and sanitize hands
- Staff should frequently wash and sanitize their hands throughout the workday
- Staff should wipe down surfaces before and after they use a workspace that is used by other staff
- Staff and patrons should maintain a minimum of 6 feet distance from each other at all times
- Door handles and bathroom fixtures will be periodically sanitized throughout the workday