



CFPL Restoration of Services

Phase 3, Part 1- Library re-opens for materials browsing/pick-up by reservation (September 21, 2020 as per the Concord Town Manager)

The library will offer open hours five days/week on a reduced schedule. Total capacity in the building will be limited according to the Commonwealth of Massachusetts Workplace Safety Standards for Libraries.

Summary:

- Both library locations will open to the public Monday – Friday as follows:
Main Library 10:00 a.m. – 6:00 p.m. and Fowler Branch 10:00 a.m. – 1:00 p.m. and 2:00 p.m. – 6:00 p.m. The Branch will close 1:00 p.m. – 2:00 p.m. for light cleaning.
- By advance reservation patrons will be able enter the building for up to 45 minutes to pick-up reserves and consult with staff. Hourly reservations will be limited to 15 patrons at the Main Library and 8 patrons at Fowler. The last daily appointment will be at 5:00 p.m.
- Visitor access at the Main Library will be limited to the Sudbury Road entrance where a greeter will be stationed who will confirm the reservation and count the individuals entering the building. A limited number of walk-ins will be permitted and their library barcodes will be scanned and saved electronically for contact tracing purposes. These same functions will take place at the circulation desk at Fowler.
- Visitors will be asked to use hand sanitizer and review a posted health self-evaluation upon entry.
- Special hours will be offered from 10:00 a.m. – 11:00 a.m. daily at both locations for seniors and other at-risk individuals.
- CFPL will continue to offer curbside pickup service at the Main Library only Monday – Friday 10:00 a.m. – 5:45 p.m. At the Fowler Branch, curbside delivery to a patron’s vehicle will be available by request.
- Social distancing will be observed including adjustments to proximity of staff stations, workflow, and use of common areas.
- At the Main Library accessible areas for browsing will include: The Thoreau Room, the rotunda new book area, children’s non-fiction (as soon as interior wall is constructed), teen area and audiovisual. The Children’s Room, Reference Room and 2nd and 3rd floor library stacks will remain closed with staff retrieving requested items.
At the Fowler Branch accessible areas for browsing will include: the first floor, with access to the children’s room limited to one family at a time. The lower level will remain closed at this time with staff retrieving requested items.

- Available services will include: Special Collections by appointment, virtual programming, reference via Zoom, phone or email, readers advisory for all ages, mediated interlibrary loan, circulation, photocopier and fax, and wireless Internet access. Computer use will be unavailable at this time and patrons are encouraged to bring their own devices and enjoy wireless access to services at the outdoor seating.
- Staff members will promote the use of the self-checkout machines and encourage online payment of fines. Fine amnesty will continue through December 31, 2020.
- Seating will be unavailable at both locations and the total number of people in the building limited, as per current government guidelines to 40% of overall capacity or eight people per 1,000 sq./ft.
- Meeting/Study rooms will not be available.
- Work teams will merge with the majority of staff members resuming work hours on-site, with prior approval, a few may continue to work from home or cover different hours as needed. All staff members will adhere to APP#64 – COVID-19 Workplace Safety Policy.
- Staff and patrons will be required to wear masks while working/browsing in the building until public health officials determine they are no longer necessary. Patrons who are unable to comply will receive services via curbside pickup. Gloves will continue to be recommended for staff when cleaning, wiping down one's work station/equipment, and handling books and other library materials.
- The majority of programming will continue to be offered virtually. Outdoor programs will follow the attached COVID-19 safety protocols (see attached appendix #1).

Phase 3, Part 2 - Library expands available services and in library access (Date TBD)

The majority of library services are reintroduced and a regular schedule of hours resumes.

Summary:

- Both CFPL locations will be open their regularly scheduled hours.
- Consolidated service desks are staffed, with some functions taking place in other parts of the building (i.e. answering phones, reference requests, etc.) in order to ensure social distancing and minimal shared contact with phones, computers, and other equipment. More in-depth research assistance offered by appointment "Book a Librarian."
- Direct to You Delivery service to homebound individuals resumes.
- Seating is re-introduced but configured to allow for physical distance.
- Study rooms may be used by one or two people.
- Some computers are accessible with social distance and at timed intervals.
- Meeting Rooms remain unavailable.
- Staff will wear masks/gloves while working in the building unless public health officials determine they are no longer required.
- All staff resume regular work schedules.
- All library programming will continue to be delivered virtually due to restrictions on the size of gatherings.

Appendix #1:

Required Protocols for Outdoor Library Events Main Library - 129 Main Street

- Instructors/presenters and guests will self-certify to event organizer that they have no symptoms of COVID-19, have not had close contact with anyone with COVID-19 and have not been asked to self-quarantine by their doctor or local public health official due to possible exposure to COVID-19, as per the attached checklist. All must abide by the most current Commonwealth of Massachusetts COVID-19 public health guidance and directives.
- Presenters will wear face coverings to and from the library, and during the program to the extent possible. Guests must wear face covering to and from the program and for the entire duration of the event unless unable to do so due to a medical condition, which should be communicated as part of the registration process so that staff can offer accommodations.
- A contactless reservation system that records attendee names and contact information will be required in advance to ensure that attendance does not exceed maximum attendance requirements. Staff members will monitor entries and exits to ensure compliance with capacity limits, not to exceed 50 people.
- Groups attending together will be limited to no more than six (6) people.
- CFPL will post signs outlining expected safety protocols at the entrances to performance space.
- CFPL will establish directional markings on pathways to manage foot traffic.
- Hand sanitizer will be available for presenters and guests.
- Instructors/presenters and guests will maintain social distancing of at least 6-10 feet at all times.
- The lawn will include seating markers to ensure proper spacing for attendees.
- Any equipment used (i.e. microphone, device, etc.) will be wiped down and/or sprayed with disinfectant after each program.
- Instructors will be responsible for bringing their own equipment and/or props and will not allow attendees access or loan available supplies such as yoga mats to participants.
- Coordinators for theater and musical performances must adhere to the Workplace Safety Standards for Theaters and Performance Venues. For live outdoor performances singing and the playing of brass and wind instruments is discouraged. For performances involving singing or brass or wind instruments, special distancing should be followed including allowing at least ten (10) Feet between musicians and at least twenty-five (25) feet between the musicians and the audience. We ask performers not to distribute playbills or other print materials at this time.

Self-Evaluation Questions for Program Attendees

Patrons are expected to keep other community members safe by monitoring their symptoms, temperature, and exposures. Before arriving at a library event, the following must be considered:

1. Have you been in close contact with someone diagnosed with COVID-19 or with symptoms?
2. Have you had a fever or felt feverish in the last 72 hours?
3. Are you experiencing any respiratory symptoms including a runny nose, sore throat, cough, or shortness of breath?
4. Are you experiencing any new muscle aches or chills?
5. Have you experienced any new change in your sense of taste or smell?
6. Have you travelled out of state within the last 72 hours?

If you answered “yes” to any of the questions above, please do not plan to attend a library program until symptoms no longer persist, and/or you have been seen by a medical professional or completed the required quarantine.