



COVID-19 REOPENING PLAN

ADOPTED MAY 18, 2020

President Gayle Carline
Secretary Al Shkoler
Trustee DeVecchio
Trustee Jo-Anne Martin
Trustee Elizabeth Minter

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BACKGROUND

The COVID-19 virus has had an unprecedented impact on our staff and the communities we serve. On March 19, 2020, Governor Gavin Newsom announced the N-33-20 shelter-in-place Executive Order for all non-essential services, including libraries. The Placentia Library has been closed since that afternoon. Library staff, including temporary workers (substitutes) have been telecommuting as authorized by the Library Board of Trustees on March 16, 2020. On March 26, 2020, the Library Board of Trustees, approved Policy 2045 – Coronavirus (COVID-19) Leave Policy, to reflect procedures that outline the types of paid and unpaid leave options that are available and to be used by Library employees during the COVID-19 pandemic and in accordance to federal and state legislations.

OVERVIEW

The Placentia Library District has developed a COVID-19 Reopening Plan (CRP) that includes four phases dependent on factors such as recommendations from local and national health agencies, social distancing protocols, and critical community needs. The primary consideration in the CRP is maintaining the safety of library patrons and staff while finding ways to provide necessary services that the library is uniquely positioned to perform. We have developed various reopening approaches with an incremental easing of social distancing measures in accordance to federal, state, local, and Library guidelines.

The CRP will include the following implementation:

1. Clean and disinfect common areas.
2. Provide and wear protective gear such as masks and gloves for staff while administering public services. Masks must be worn at all times while in the building.
3. Allow teleworking where it makes sense from an operational standpoint.
4. Encourage or require testing of staff for the virus and/or for immunity to the virus.
5. Offer pickup and curbside service.
6. Offer special service hours to the most vulnerable populations to limit their time in the community while accommodating to their needs.

The CRP will be executed in various phases pursuant to directives from the federal, state, county, and city shelter-in-place and social distancing guidelines. The District may implement more strict measures as deemed necessary. When the Stay-at-Home Order is lifted a variety of possible scenarios may come to pass. There is the possibility of the complete removal of restrictions, but more likely is a progressive phasing out of restrictions or a possible return to restrictions if the virus begins to spread more actively within the community. There are five reopening phases. How each is instituted should be determined by federal, state and local recommendations, what safety measures can be instituted, and the availability of hygiene supplies and personal protective equipment.

Our cleaning staff will clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (PCs, keyboards, laptops, walkies, telephones, copiers, fax) every night after the library closes and staff are no longer in the building. Staff are responsible for cleaning their workstations during the time they are at the library.

Pre-Reopening Phase

Full-time and part-time staff will report to the Library to prepare for gradual reopening of services. The Library will be closed to the public.

Phase 1 - Critical Services (Curbside & Home Delivery)

Library building will still be closed to the public with a maximum occupancy of 15 personnel. Telecommuting will be scheduled accordingly. Curbside services available to all patrons & home delivery services available to only to Placentia residents. LOTs items will not be available for checkout. Donations will not be accepted during Phase 1.

Phase 2 - Limited In Person Services (Building Access & Programming)

Library building is open to the public while limiting number of patron and staff inside the building to 50. Computer access is limited to one hour, patron roaming and reading for 30 minutes, and job seekers for two hours. Virtual programs will be available. Test proctoring will be available. Hot spots will be available for checkout. Donations will not be accepted during Phase 2.

Phase 3 – Full Scale Reopening

Library building is open to the public with full level service and in accordance to federal, state, and local guidelines that may include continued use of face masks and social distancing. LOTs items will be available for checkout. Donations will be accepted until further notice. Magazines including National Geographic will not be accepted.

Phase 4 – Full Scale Closure

Library building is completely closed to the public. Virtual program and services will be available.

PRE-REOPENING PHASE

Full-time and part-time staff will report to the Library to prepare for gradual reopening of services. The Library will be closed to the public.

I. Staff Wellness & Productivity

Responsible for ensuring staff's safety and health concerns are addressed

- A. PPE (masks, face shields, gloves) – Business Manager
- B. Cleaning supplies – Administrative Assistant
- C. Hand sanitizers in all public areas – Administrative Assistant
- D. Schedules (adhering to social distancing guidelines) – Adult Services Supervisor & Circulation Supervisor
- E. Disinfecting cleaning procedure & schedule, before and after opening – Adult Services Supervisor & Circulation Supervisor
- F. Break Room Use & Guidelines – Business Manager
- G. HVAC & vent cleaning schedules & guidelines – Business Manager
- H. Sneeze guards (similar to the grocery stores) and/or face shields– Library Director
- I. Temperature readings for staff at the beginning of their shifts– Business Manager with Administrative Assistant as backup. Weekends will be the designated Staff in Charge. Anyone with a reading of 100.4 or higher will be dismissed and only authorize to return with a clearance note from his/her doctor.
- J. Temporary office space for the following staff: Emerging Technologies Assistant & FT Library Clerk/Meeting Room Scheduler will be in the History Room; FT Library Clerk in Passport Office #3; FT Library Clerk will be next to Technical Services Librarian; PT Bilingual Library Assistant will be in the Children's Supervisor's office; PT Library Assistant/Makerspace will be in the Hangar.

II. Communications

Responsible for internal and external communication.

- A. External
 - 1. Press Release/Media – Library Director
 - 2. Community Partners – Assistant Library Director
 - 3. Social Media – Emerging Technologies Assistant
 - 4. Website – Systems Librarian & Emerging Technologies Assistant
 - 5. Signage on the floors to promote social distancing (print) – Administrative Asst.
 - 6. Signage for computer stations & digital – Emerging Technologies Assistant
 - 7. Pickup & Curbside Service instructions – Circulation Supervisor
 - 7. Vendors & Deliveries – Administrative Assistant (mask requirement notice to all)
 - 8. Bodhi – Administrative Assistant
- B. Internal
 - 1. Shared points – All staff
 - 2. Email – All staff
 - 3. Employee Bulletin – Administrative Assistant
 - 4. Develop/Update Emergency Preparedness Plan – Business Manager

4. PLFF – Business Manager (PLFF volunteers permitted to come in Saturdays and Sundays)
5. Library Board – Business Manager
6. Mail & Deliveries- Administrative Assistant

III. Customer Service & Programming - Assistant Library Director

Develop guidelines for programs and services.

- A. Storytime (can be filmed in the office or at home)
- B. Crossroads Corner
- C. Summer Reading Program
- D. Teen Programs
- E. Book-a-Librarian
- F. History Room
- G. Read to the Dogs
- H. Hangar Program
- I. Lunch at the Library
- J. Literacy
- K. Book Club
- L. Afterschool STEAM Club
- M. Special Events (SRC, Eggcitement, Pawfest, Halloween maze, holiday program, etc.)
- N. Special hours for vulnerable community members
- O. Reference service – chat service
- P. Other: Tutorial for how online services (catalog, e-content, etc.), working with patrons who exhibit signs of illness, working with the displaced population, social distancing in the public space, addressing digital divide, voting booths

IV. IT – Systems Librarian

Responsible for network systems, ILS, hardware & software needs of the Library.

- A. Restart IT and Technical Services operations, including ILS, envisionware, website, public copiers & equipment, Hangar equipment, crossroads corner ipads, acquisitions.
- B. Change telephone and website messages accordingly. Test and ensure all public and staff PCs, equipment, hardware and software are in working conditions.
- C. Set up PC Reservation for limited use.
- D. Set up all public PC's in adherence to social distancing guidelines.
- E. Horizon notification updates.

V. Technical Services – Technical Services Librarian

Responsible for acquisitions including invoicing, delivery, and receipt of materials, including donations.

- A. Ordering, acquisitions, reports, etc. Resolve invoices by end of fiscal year.
- B. Holds and Due dates grace period.
- C. Develop procedure for handling UPS & mail deliveries
- D. Identify space for quarantined materials.

VI. Circulation & Passport – Circulation Supervisor

Responsible for pickup / curbside service, home delivery and check-in/out quarantine procedures.

- A. Discuss changes to meeting room, group study room, passport offices & equipment rentals.
- B. LOTs items will not be available for checkout.
- C. Cash payment is acceptable in Phase 3.
- D. Create basic tutorials for how to place holds, etc.
- E. Curbside service will be available in Phases 1-3.
- F. We will begin collecting fees again in Phases 2-3.
- G. Book drops will be open and require a one week quarantine period before processing and shelving.

VII. Bodhi

Bodhi is responsible for cleaning, disinfecting, and sanitizing their area including the retail space, supply area in the staff lounge and all signages and counter spaces. This process must be completed at the end of each shift. Additionally, Bodhi staff must adhere to the face mask and glove requirements of all its employees while inside the library building. Sneeze guards must be provided at the front counter. Bodhi is closed.

VIII. PLFF (Bookstore & Sorting Room)

PLFF Board President will work with the Business Manager to coordinate schedule, ensuring no more than 10 persons in the building at any given time. PLFF volunteers must wear face masks and gloves while inside the library building. Administration can provide disposal masks and gloves if needed. PLFF volunteers are responsible for cleaning, disinfecting, and sanitizing their work areas including the sorting room, bookstore office, and the bookstore.

PRE-REOPENING LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Tuesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Wednesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Thursday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Friday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Saturday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed

PHASE 1 – CRITICAL SERVICES (CURBSIDE & HOME DELIVERY)

Library building will still be closed to the public. Curbside (vehicle, bicycle, pedestrian) & home delivery services will be available with limited hours. All staff including the Library Director and Assistant Library will be available for these services. Patrons who do not adhere to library guidelines and policies may be asked to leave or be banned per library policies including and not limited to Policies 6025, 6030, 6040, 6050, 6055, 6065, and 6067. **Face masks will be required for all patrons receiving services from the Library.**

Curbside Services Phone Number: (714) 329-1310.

Criteria for Limited Critical Services:

1. The Governor's stay at home order has been modified and regional, state and national health officials no longer recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than ten people.
4. The healthcare system has the capacity to withstand a moderate outbreak.
5. The library has access to the necessary materials to administer some essential services.
6. The library has access to enough staffing to run said services.
7. Staff must wear masks while in the building. Masks and gloves are to be worn while interacting with the public.

Services:

- Access to wireless internet broadcast from library facilities.
- Curbside services; hours for vulnerable patrons, Monday & Wednesday 9am-11am.
- Access to book drops for library returns. Schedule staff at drive-up book drop to assist patrons, weather permitting.
- Virtual programs.
- Assistance via email, chat service and phone.
- Home delivery service for Placentia residents.
- Bodhi and the PLFF Bookstore will remain closed.

Preparation:

- Two weeks preparation period for Phase 1 re-opening.
- Secure staffing to provide computer access for essential needs (for Phase 3).
- Develop a procedure for curbside pickup.
- Secure and schedule staffing for curbside pickup.
- Secure protective gear for staff working in the public.
- Secure adequate stores of disinfectant wipes and hand sanitizer.
- Secure and schedule staffing to handle materials for quarantine.
- Determine a location to quarantine materials.
- Develop criteria and procedure for home delivery service.
- Secure staffing for home delivery.
- Masks are required.

- Masks, gloves and face shields are required when working with the public.
- Restore mail and package services.

I. Staff Wellness & Productivity

- Develop procedures for sanitizing frequently touched items between uses.
- Create a cleaning schedule for staff.

II. Communications

- 10 a.m.- 4 p.m. for curbside pickup and home deliveries
- 9 a.m.- 5:30 p.m. Administration

III. Customer Service and Programming

- Create print handouts with basic tutorials for how to place holds, use online resources, etc.
- Remove chairs on the public floor to promote social distancing.
- Create community survey to determine and identify most needed services (in preparation for Phase 3).
- Revise schedules - answering phones from office for social distancing, etc.
- Virtual reference service.

IV. IT

- Create tutorials and conduct in-service trainings for staff.

V. Technical Services

- Work on priorities of processed and unprocessed materials.
- Restart deliveries with vendors once budget is approved.
- Date when deliveries are to be opened and place in quarantine area
- Proctoring will not be available.

VI. Circulation & Passport

- Create basic tutorials for how to place holds, etc.
- Virtual library card service will continue.
- Possible LOTS checkouts of essential items.
- No Community Meeting Room or equipment rentals.
- Bookdrops are open.
- Passport Services closed.
- Returned items will be quarantined in the meeting room for 7 days.

VII. Bodhi

Bodhi is responsible for cleaning, disinfecting, and sanitizing their area including the retail space, supply area in the staff lounge and all signages and counter spaces. This process must be completed at the end of each shift. Additionally, Bodhi staff must adhere to the face mask and glove requirements of all its employees while inside the library building. Sneeze guards must be provided at the front counter. Bodhi is closed.

VIII. PLFF (Bookstore & Sorting Room)

PLFF Board President will work with the Business Manager to coordinate schedule, ensuring no more than 10 persons in the building at any given time. PLFF volunteers must wear face masks and gloves while inside the library building. Administration can provide disposal masks and gloves if needed. PLFF volunteers are responsible for cleaning, disinfecting, and sanitizing their work areas including the sorting room, bookstore office, and the bookstore.

PHASE 1 LIBRARY HOURS

	Library*	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	10am-4 pm	9am- 5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Tuesday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Wednesday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Thursday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Friday	10am-4 pm	9am-5:30 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Saturday	10 am-4 pm	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed

*** The library will be closed. Library hours reflected are the curbside pickup and delivery hours.**

PHASE 2 – LIMITED IN PERSON SERVICES (BUILDING ACCESS & PROGRAMMING)

Library building is open to the public while limiting number of patrons inside the building. Computer access is limited to one hour, with reservations in the Barbara & Ed Hemmerling Group Study Rooms for jobseekers. Virtual programming will be available. Test proctoring will also be available. All staff including the Library Director and Assistant Library will be available to assist patrons at the main library entrance. Patrons who do not adhere to library guidelines and policies may be asked to leave or be banned per library policies including and not limited to Policies 6025, 6030, 6040, 6050, 6055, 6065, and 6067. **Face masks will be required for all patrons receiving services from the Library.**

Criteria for Building Access & Programming:

1. The Governor's Stay-at-Home Order has been modified and regional, state and national health officials no longer recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than fifty people.
4. Community members have access to efficient testing and public health officials are able to trace COVID 19 contacts.
5. The healthcare system has the capacity to withstand a moderate outbreak.
6. The library has access to the necessary materials to administer some critical services.
7. The library has access to enough staffing to run said services.

Services:

- Monitor access to the building by the public using one line entry and a two way tracker to ensure that social distancing is maintained and that no more than the recommended number are gathered within library building.
- Core desk functions can resume.
- In-building hold pickup with the use of self-checkouts.
- Ordering and processing of new physical library materials.
- Shelving of returned library materials after a one week quarantine period.
- Access to library collections by the public.
- Access to checkout services through the use of self-check machines.
- Public programs will continue virtually.
- Home delivery services for Placentia residents.
- Access to portions of the computer lab with improved social distancing measures, such as the removal of some stations or through making some computers unavailable.
- Possible computer help through virtual means such as screen sharing.
- Voting centers.
- Passport services & test proctoring will be available.
- Hours for vulnerable population – Monday & Wednesday, 9am-11am.
- Barbara & Ed Hemmerling Group Study Room computer reservations for jobseekers.
- Open Bodhi.
- Open bookstore.

Preparation:

- Staff will be assigned to monitor access to the building and enforce mask requirements and gathering occupancy limit.
- Secure staffing for main service desks.
- Develop a procedure for in-building holds pickup that allows minimal staff contact.
- Develop a self-checkout procedure that ensures social distancing.
- Schedule staff for ordering and processing duties.
- Develop a paging schedule.
- Design protocols for social distancing in programs.
- Identify key programming where essential community needs are delivered.
- Determine and identify viable outreach locations.
- Determine and identify viable home delivery locations.
- Secure staffing for outreach functions such as outreach visits and home delivery
- Rearrange the computer areas to allow adequate social distancing either by removing stations or placing stations out of order.
- Removing furniture and placing in boarded off Crossroads Corner buildings to enforce social distancing protocols.
- Investigate screen sharing software as a possibility for providing computer help while maintaining social distance.
- Staff and patrons are required to wear masks.
- Restore mail and package services.
- Reset changes to due dates and patron block criteria changed at the beginning of the crisis.
- Systems Librarian to setup computers in group study rooms for jobseekers.

I. Staff Wellness & Productivity

- Develop procedures for sanitizing frequently touched items between uses.
- Create a cleaning schedule for staff.
- The Community Meeting Room will be utilized as a quarantine item storage outside of the Voting Center usage.

II. Communications

- Library Hours below.

III. Customer Service and Programming

- Create print handouts with basic tutorials for how to place holds, use online resources, etc.
- Remove chairs on the public floor to promote social distancing
- Create community survey to determine and identify most needed services (in preparation for Phase 3).
- Revise schedules - answering phones from office for social distancing, etc.
- In-person and virtual reference services will be available.
- Equipment for literacy use will be available with cleaning guidelines to be adhered to.

IV. IT

- Create tutorials and conduct in-service trainings for staff.

V. Technical Services

- Work on priorities of processed and unprocessed materials.
- Restart deliveries with vendors.
- Proctors will be available.

VI. Circulation & Passport

- Passport Services limited hours
- Shelving procedures
- Processing Library Card applications for physical library cards
- Book Drops open. Staff no longer there full-time.
- Community Meeting Room rentals remain unavailable except to be a Voting Center
- LOTs checkouts of designated essential items
- Equipment rentals are still not available for checkout

VII. Bodhi

Bodhi is responsible for cleaning, disinfecting, and sanitizing their area including the retail space, supply area in the staff lounge and all signages and counter spaces. This process must be completed at the end of each shift. Additionally, Bodhi staff must adhere to the face mask and glove requirements of all its employees while inside the library building. Sneeze guards must be provided at the front counter. Bodhi is closed.

VIII. PLFF (Bookstore & Sorting Room)

PLFF Board President will work with the Business Manager to coordinate schedule, ensuring no more than 10 persons in the building at any given time. PLFF volunteers must wear face masks and gloves while inside the library building. Administration can provide disposal masks and gloves if needed. PLFF volunteers are responsible for cleaning, disinfecting, and sanitizing their work areas including the sorting room, bookstore office, and the bookstore.

PHASE 2 LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	1pm-5pm	Closed	1pm-4pm	Closed	Closed	1pm-5pm	Closed	Closed	1pm-4:30pm
Monday	9am-11am (vulnerable individuals) 11am-8pm	9am-5:30 pm	4pm-7pm	Closed	Closed	9am-8pm	Closed	Closed	9am-11am (vulnerable individuals) 11am-7:30pm
Tuesday	9am-8pm	9am-5:30 pm	4pm-7pm	Appointments	Closed	9am-8pm	Closed	Closed	9am-7:30pm
Wednesday	9am-11am (vulnerable individuals) 11am-8pm	9am-5:30 pm	4pm-7pm	Closed	Closed	9am-8pm	Closed	Closed	9am-11am (vulnerable individuals) 11am-7:30pm
Thursday	9am-8pm	9am-5:30 pm	4pm-7pm	Appointments	Closed	9am-8pm	Closed	Closed	9am-7:30pm
Friday	9am-5pm	9am-5:30 pm	1pm-4pm	Closed	Closed	9am-5pm	Closed	Closed	9 am-4:30pm
Saturday	9am-5pm	Closed	1pm-4pm	Appointments	Closed	9am-5pm	Closed	Closed	9 am-4:30pm

PHASE 3 – FULL SCALE REOPENING

Library building is open to the public with full level service and in accordance to federal, state, and local guidelines that may include continued use of face masks and social distancing. Patrons who do not adhere to library guidelines and policies may be asked to leave or be banned per library policies including and not limited to Policies 6025, 6030, 6040, 6050, 6055, 6065, and 6067.

Criteria for Full Scale Reopening:

1. The Governor's Stay-at-Home Order has been canceled and regional, state and national health officials have canceled current social distancing and gathering recommendations.
2. A sustained reduction in new COVID 19 cases within the community for at least 14 days.
3. The healthcare system has the capacity to withstand a moderate outbreak.
4. Community members have access to efficient testing and public health officials are able to trace COVID 19 contacts.
5. The library has access to the necessary materials to maintain high hygiene standards.
6. The library has access to enough staffing to run all core operations.

Services:

- A resumption of all services with an increased emphasis on hygiene.

Preparation:

- Restore any lab computers that have been removed to accommodate social distancing.
- Clear backlog of quarantined items and return to conventional turnaround on shelving items.
- Determine virtual programs fit into the spectrum of services going forward.
- Focus on ordering and processing of materials and clear any backlog.

PHASE 3 LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	1pm-5pm	Closed	1pm-4pm	Closed	1pm-4pm	1pm-4pm	1pm-4pm	1pm-5pm	1pm-4:30 pm
Monday	9am-8pm	9am-5:30 pm	9am-7pm	Closed	9am-8pm	9am-8pm	9am-4pm	9am-8pm	9am-7:30 pm
Tuesday	9am-8pm	9am-5:30 pm	9am-7pm	12pm-7:30pm	9am-8pm	9am-8pm	9am-4pm	9am-8pm	9am-7:30 pm
Wednesday	9am-8pm	9am-5:30 pm	9am-7pm	Closed	9am-8pm	9am-8pm	9am-4pm	9am-8pm	9am-7:30 pm
Thursday	9am-8pm	9am-5:30 pm	9am-7pm	12pm-7:30pm	9am-8pm	9am-8pm	9am-4pm	9am-8pm	9am-7:30 pm
Friday	9am-5pm	9am-5:30 pm	9am-4pm	Closed	9am-5pm	9am-5pm	9am-4pm	9am-5pm	9am-4:30 pm
Saturday	9am-5pm	Closed	9am-4pm	9am-12:30pm	9am-5pm	9am-5pm	9am-4pm	9 am-5 pm	9am-4:30 pm

PHASE 4 – FULL SCALE CLOSURE

Library building is completely closed to the public. Virtual program and services available.

Criteria for Limited Critical Services:

1. The Governor's Stay-at-Home Order has been reissued and regional, state and national health officials now recommend the public stay at home.
2. Strong social distancing recommendations remain in place.
3. Gatherings are limited to less than ten people.
4. The healthcare system does not have the capacity to withstand a reemergence of the virus outbreak.
5. Staff do not have access to the necessary materials to administer some essential services.
6. The library has access to enough staffing to run virtual programming and services.
7. Staff has the ability to telecommute.

Services:

- Access to wireless connection around the library building.
- Virtual programs and services.
- Assistance via email, chat service and phone.

Preparation:

- Provide staff with equipment, supplies and resources to perform work at home.

PHASE 4 LIBRARY HOURS

	Library	Admin.	Arnold Passport Offices	Hangar	Crossroads	Bookstore	Bodhi	History Room	Hemmerling Group Study Rooms
Sunday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Monday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Tuesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Wednesday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Thursday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Friday	Virtual	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed
Saturday	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed	Closed

OTHER CRITERIA & GUIDELINES

Additional to the reopening phases, below are various service areas, divided into four phases demarcating different levels of restrictions: under a stay at home order, under strict social distancing recommendations, under moderate social distancing recommendations and without any restrictions.

If the Stay at Home Order is lifted before public and staff safety can be assured other factors should be used in determining what level of services the Library should offer. Among these should be:

1. A sustained reduction in new COVID 19 cases within the community for at least 14 days.
2. The healthcare system has the capacity to withstand a moderate outbreak.
3. Community members have access to efficient testing and public health officials are able to trace COVID 19 contacts
4. The library has access to the necessary materials to maintain high hygiene standards.
5. The library has access to enough staffing to run all of its core operations

How do we acquire the hygiene materials needed for opening?

Finding hygiene materials is a major issue due to worldwide shortages. Alcohol based hand sanitizer and disinfectant wipes are difficult to come by locally and with online orders there is a significant delay. Moreover, health professionals do not recommend that the public produce their own hand sanitizers. Amazon has placed libraries in their priority group for delivery of hygiene materials, but there still may be significant delays in receiving new supplies.

- Check with local janitorial supply vendors to see what they have available. We are working with CINTAS to ensure adequate cleaning and disinfectant supplies for the facility.
- Order early from online vendors to see if we can have supplies delivered within a reasonable time frame.
- The Placentia Library District will supply gloves, masks and cleaning supplies for staff while at work.

Entrance and Exit into the Building: Staff, Library Trustees, PLFF board members, and volunteers are required to enter through the loading dock entrance. Vendors, deliveries, and visitors must check in with Administration (M-F) and at the Information Desk on weekends. **A face mask is required for all individuals inside the building.**

- **Under Stay at Home Order:** Entrance to the building would be restricted to staff performing critical operations and staff obtaining supplies needed to work at home. Telecommuting would take place.
- **Gatherings of no more than 10:** Staff could enter and exit the building to obtain materials, and potentially work with members of the public on an appointment basis with curbside and delivery services.

- **Gatherings of no more than 50:** Staff could resume some desk functions, but the number of people in the building would need to be limited through monitoring procedures during open hours. Separate hours for vulnerable populations could be considered. Potentially work with members of the public on an appointment basis using appropriate distancing procedures and personal protective equipment.
- **No distancing limits:** Entrance to the building would not be restricted, though it may still make sense to establish separate hours for vulnerable populations.

Holds Pickup

The method for holds pickup could be scaled based on the severity of social distancing recommendations.

- **Under Stay at Home Order:** No holds pickups should take place. Traveling to the library to obtain materials is by and large not an essential service.
- **Gatherings of no more than 10:** Some version of curbside pickup, delivery, or self-service pickup could be instituted with strong limits on staff contact.
- **Gatherings of no more than 50:** Some version of normal hold pickup could take place using self-checkouts, but limits would need to be imposed on entrance and exit to the building as well as increased hygiene procedures.
- **No distancing limits:** Normal hold pickups could occur, but depending on recommendations, specialized hours for vulnerable populations could be instituted.

Materials Handling (including ILLs)

Materials handling is one of the most complex areas of operations during a pandemic due to the potential of virus transmission on shared objects such as books and DVDs. Current studies suggest the virus remains present on plastic surfaces for up to one week and on cardboard and paper surfaces for up to 24 hours. With this in mind different material types may require different handling or all materials may require quarantine for some period of time. Current recommendations state that using cleaning products such as Lysol, bleach or other disinfectants may not completely remove the virus from surfaces.

- **Under Stay at Home Order:** Book drops should remain closed and materials handling by staff should be at an absolute minimum. Materials returns are considered non-essential travel under a Stay at Home Order.
- **Gatherings of no more than 10:** If the Stay at Home Order is lifted, it will be possible to reopen book drops. However, materials returned may need to be quarantined for up to one week before being made available to the public or being handled by staff without protective measures.
- **Gatherings of no more than 50:** If social distancing is lessened to the point where medium sized gatherings are allowed, the library will be likely to open for select services, including some circulation of materials. In this phase it will be necessary to develop protocols for processing materials to be put back into circulation. Chief among these would be finding space to quarantine materials before they are shelved (Community Meeting Room), go back into circulation, go onto the hold shelf, or are routed to other libraries.

- **No distancing limits:** If distancing limits are lifted completely, materials handling could commence being done in the usual fashion, though with extra protective measures such as encouraging staff to wear gloves during the process of sorting items, shelving materials and checking items out to patrons.

Checkouts

Circulation of collections is a core function of the Library, but traditional checkout puts at risk both staff and patrons during a time of virus transition. The goal is to create a balance with restoring this core service and protecting staff and patrons.

- **Under Stay at Home Order:** Checkouts are limited to electronic services.
- **Gatherings of no more than 10:** Normal checkout procedures could not be managed under this restriction, though in conjunction with curbside hold pickup, and delivery, some checkouts of physical items could be managed.
- **Gatherings of no more than 50:** Self checkouts could be used, though self-checkout stations would require frequent disinfecting and limitations would need to be imposed on how many people were in the building at any given time.
- **No distancing limits:** Normal checkout could occur, but depending on recommendations, specialized hours for vulnerable populations could be instituted. Staff may be encouraged or required to take protective measures such as wearing masks or gloves while assisting patrons.

Programs

The community views library programs as a core service, but as we have seen public gatherings have been one of the main methods by which COVID 19 has been transmitted. With that in mind, the Library needs to be highly cautious about when and how it reinstates programming.

- **Under Stay at Home Order:** Only virtual programs would be allowed under a Stay at Home Order.
- **Gatherings of no more than 10:** Likewise, only virtual programs would be allowed under this guideline.
- **Gatherings of no more than 50:** If gatherings of up to 50 are allowed, the Library may consider hosting limited programs only if strong social distancing measures can be employed and only in cases where attendees have pre-registered. Programs such as storytimes would still be disallowed due to the difficulty of enforcing distancing protocols with children. Virtual programs would be allowed under this guideline,
- **No distancing limits:** If all distancing recommendations are lifted, the Library could return with an active slate of programs with an increased emphasis on economic development focused programs.

Outreach Visits

Visits to facilities to provide programs or other services help encourage community use of the Library and assist in providing high priority services to the community, but they also pose a transmission risk.

- **Under Stay at Home Order:** Outreach visits and programs should not occur.

- **Gatherings of no more than 10:** Outreach visits and programs should not occur.
- **Gatherings of no more than 50:** Some outreach visits could occur on a facility by facility basis. This would also depend on the venue where services are being offered. Considerations should include: Is there a way to monitor and control how many people enter the venue? Are there typically more than fifty people inside the venue at any given time? Does the venue predominately serve more vulnerable populations? If the answer to any of these questions is yes, it may be best to forego offering services in these locations until restrictions are fully lifted.
- **No distancing limits:** Outreach visits and programs could resume as normal, though with special consideration paid to those that serve vulnerable populations.

Internet Access

Internet access is a critical resource for the community especially during times of economic distress. Patrons require internet access to apply for unemployment insurance, access social services, apply for jobs, and access educational resources. Moreover, internet access can be provided to patrons with a limited amount of danger to patrons and staff. **Our WiFi outside the library will be stronger for those wanting to use their own equipment outside the building.**

- **Under Stay at Home Order:** The current economic situation creates a variety of critical needs where access to the internet and computers are concerned. With this in mind, obtaining internet access and using public computers may be considered essential travel under a Stay at Home Order. Under these restrictions the Library can boost wireless signals at its locations. Because of the risks to staff and patrons alike, the Library will not allow computer access.
- **Gatherings of no more than 10:** Under these restrictions the Library will not allow computer access.
- **Gatherings of no more than 50:** Under these restrictions it may be possible to allow use of the computer stations in the main part of the library, however, to maintain recommended social distancing every other computer in the lab should either be removed or put out of order and disinfected between uses. Access to computers would need to be limited to one hour in conjunction with imposed capacity limits on how many people are present in the Library at any given time. Job resources computers will be set up with extended time limits of 2 hours.
- **No distancing limits:** If distancing recommendations are canceled normal use of the Library's computer lab could commence with improved hygiene, including supplying access to hand sanitizer for patrons and staff.

Technology Help

The library is frequently a place where patrons learn how to use various forms of technology. The spread of coronavirus and social distancing impose unique difficulties in providing help with devices and on public computers. Because most technology help requires patrons and staff to be at close quarters, there will be limits on how help can be provided until social distancing recommendations are lifted.

- **Under Stay at Home Order:** Technology help would be available, over the phone, through email, through webforms and chat.

- **Gatherings of no more than 10:** Like under the Stay at Home Order technology help would not be provided except in cases where social distancing can be maintained.
- **Gatherings of no more than 50:** With a recommendation of gatherings of no more than 50 in place, we would likely reopen partial computer lab services, with this would come the increased demand for computer help. One potential solution for this would be to offer staff remote control of computer stations at the desk, though this would have considerable privacy implications and require additional IT support and training.
- **No distancing limits:** Normal technology help recommendations could commence with improved hygiene procedures.

Materials Processing and Ordering

With physical materials not circulating, processing and ordering materials besides digital materials is of diminished importance. As services begin to scale up as restrictions are lifted, a progressive ramping up of ordering and processing will be necessary to prepare for demand once the pandemic cycle has ended or slowed.

- **Under Stay at Home Order:** Ordering should be focused on digital materials and high demand future releases for physical items. Processing of newly arrived orders should wait until some restrictions are lifted.
- **Gatherings of no more than 10:** Ordering should remain focused on digital materials. As the Stay at Home Order is lifted, it will be time to consider commencing to order more bestsellers and other high circulation new items in preparation for further lifting of gathering or social distancing recommendations. Processing can occur if it can be done safely while maintaining social distance in work spaces.
- **Gatherings of no more than 50:** Ordering and processing of physical materials will ramp up during this period, though it still may be necessary to process materials in shifts so that social distancing can be maintained within work spaces.
- **No distancing limits:** Ordering would continue as normal during this period as budgets allow.

Shared Materials in the Library

Libraries frequently provide access to shared materials in their spaces ranging from office supplies such as staplers and hole punches to equipment like headphones and VR headsets. The Library also provides a wide variety of in-house games and toys. The risks of these shared items vary widely, but any shared items worn around the head and face or toys which children may put in their mouths constitute a high risk as potential vectors for disease transmission.

- **Under Stay at Home Order:** Under this order no shared items would be offered.
- **Gatherings of no more than 10:** As under the Stay at Home Order no shared materials would be offered
- **Gatherings of no more than 50:** Some shared materials could be offered under this recommendation, including shared office supplies as long they are disinfected regularly. Shared headphones, VR headsets, toys and games should not be allowed in circulation.

- **No distancing limits:** Shared office supplies would be allowed, however, as long as the virus continues actively circulating it may be wise to restrict the use of shared headphones, VR headsets and toys.

Volunteer Opportunities

The Placentia Library District hosts various volunteer opportunities. Due to the number of personnel and public attendees, there is a risk of potential disease transmission and social distancing guidelines.

- **Under Stay at Home Order:** There will be no on site volunteer opportunities. PTAC, Literacy Tutors, and Learners may meet through telecommunication channels.
- **Gatherings of no more than 10:** There will be no on site volunteer opportunities. PLFF volunteers may come in on the weekends to sort. PTAC, Literacy Tutors, and Learners may meet through telecommunication channels.
- **Gatherings of no more than 50:** The Placentia Library Friends Foundation volunteers may sort and operate the Bookstore. PTAC, Literacy Tutors and Learners may meet virtually and on site based on their comfort level and if they abide by social distancing guidelines. All other volunteers would be on an as needed basis.
- **No distancing limits:** Volunteers can be scheduled and meet as usual.

Board Meetings

The Placentia Library District Board of Trustees hold their regular meetings the third Monday of the month. Due to the number of personnel and public attendees, there is a risk of potential disease transmission and social distancing guidelines.

- **Under Stay at Home Order:** Under this order teleconference meetings will take place.
- **Gatherings of no more than 10:** As under the Stay at Home Order, teleconference meetings will take place.
- **Gatherings of no more than 50:** The Board of Trustees will continue meeting with limited staff present and public comment being available through teleconference.
- **No distancing limits:** The Board of Trustees will maintain in-person meetings in the Community Meeting Room.

STAFF ROLES & RESPONSIBILITIES

PHASE 1-3:

- If a staff or a staff's family member are feeling sick with COVID 19 like symptoms, please stay home. Staff is not recommended to attend work if they are displaying the following symptoms: cough, fever, chills, and/or chest pains.
- Staff are required to go to Administration for a temperature reading at the start of their shift.
- Staff must remain 6 feet apart at their workstations, during breaks, and with patrons.
- Staff are required to have their walkie talkies at all times.
- Staff are required to wear gloves when working with patrons or handling any items (i.e., returns, deliveries, etc.).
- Gloves will be available in each size in the following areas: Work Room, Public Services Staff Area, Information Desk and in staff offices.
- Staff must wear masks at all times during their shifts (disposable masks will be provided the first day and fabric masks will be given to staff to take home and launder).
- Staff must remove gloves and wash hands before entering the staff lounge to avoid contamination.
- Staff are asked to disinfect the staff lounge table, chair, refrigerator door handle and microwave handle/buttons where (any surfaces touched during breaks).
- One staff may use the Staff Lounge for their break or lunch at a time. Staff are permitted to take their lunches and breaks at their workstations or in their vehicles. Masks can be removed while eating.
- Staff is required to disinfect their workstation after each use.
- Returns will only be accepted in book drops and the Information Desk book returns slot.
- The Information Desk will utilize two workstations (one on each opposite end) and have a sneeze guard between them and patrons. There will be marked spaces for patrons to wait at.
- The Information Desk staff will provide services as usual, except for item returns.
- Self-checkout machines will be wiped between each use by staff on the Information Desk.
- All quarantine items (returns and PLFF donations) will be placed in the Community Meeting Room for a 1 week period. Staff are to label the cart with the date that the items are clear to check-in and re-shelve.
- A staff will be assigned to the entrance for patron count, mask checks and passport check-in.
- Remove Swing into Reading Bench until further notice.

- Storytimes will continue to be held virtually and can be attended on the Placentia Library's Facebook Live at "facebook.com/placentialibrary"

Luna, Luna!	Wednesdays at 6:30 p.m.
Sunshine Babies/Toddler Tales	Thursdays at 10:00 a.m.
Rise & Shine	Saturdays at 10:00 a.m.

- Programs will comply with social distancing by offering them virtually and/or program kits for patrons to register for online or in-person. Kits can be picked up at the library.
- Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
- Cover coughs and sneezes with a tissue or use the inside of your elbow.
- Clean frequently touched objects and surfaces with disinfectant spray and paper towels.
- Arcelia Janitorial Service will come each evening to sanitize all staff and public areas.
- All public spaces will be rearranged to comply with the social distancing as recommended by CDC.
- A staff will be assigned to sanitize public areas throughout the day.
- Certain computer stations will be unavailable by removing chairs, keyboards, mouse and include signage.
- Designated print, copy, coin, and computer stations will be available to the public.
- There will be a 1 hour time limitation for patrons at the computer stations, 2 hours in group study rooms for job seekers, and 30 minutes for all other patrons.
- No rentals or programs in the Community Meeting Room until further notice.
- No equipment rentals until further notice.
- Proctor tests will take place on Fridays.
- Volunteers will be coordinated on an as needed basis.
- Patrons will be encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
 - Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library book
- Lunch at the Library will be a grab and go program with staff assigned by the parking lot book drop starting July 14th (pending lunch provider's food safety requirements).
- CDC infographics in Spanish and English in public and staff areas.
- Protocols for staff and the public will posted in respective areas.
- If a staff refuses to comply with these protocols, they may be asked to leave the library for the remainder of their shift at the direction of the Library Director.

PUBLIC AREAS (PHASE 2 PUBLIC AREA SIGNAGE)

Before entering this area, please follow these guidelines:

- **All areas:**

- If you or a family member are feeling sick, please stay home. Please see our website for our virtual services.
- Everyone must have a mask to enter the library.
- Everyone must practice social distancing of 6 feet while in the Library.
- If using the bathroom, please maintain a distance of 6 feet and wash your hands.
- Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
- The charging bike stations will be unavailable until further notice.
- If you have a question for the Information Desk, please stand on the marked spots on the floor.
- The Information Desk staff will provide services as usual, except for item returns.
- If you would like to return an item, place it in the book drops located in the parking lot and side of the building (near gazebo), or in the return bins located to the far right of the Information Desk.
- Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks. If you do browse, we advise patrons to wipe down their books.
 - Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library book
- Bodhi is offering pickup/to go orders only. Patrons are not permitted to eat and drink their items in the library.
- Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
- Cover coughs and sneezes with a tissue or use the inside of your elbow.
- Before and after using a computer, please use the hand sanitizer stations located throughout the library.
- Patrons will be limited to 1 hour computer use per library card.
- Job-seeking patrons may reserve a 2 hour maximum reservation in the library's Group Study Rooms. Reservations can be made online or at the Information Desk.
- Patrons are asked to maintain a 30 minute limit to ensure other patrons may enter the library.
- No rentals or programs in the Community Meeting Room until further notice.
- No equipment rentals until further notice.
- Certain LOTs items are available for checkout. Please see our Information Desk for what is currently available.

- Proctor tests will take place on Fridays.
- A staff will sanitize the computer, print, copy and coin dispenser stations throughout the day.
- Crossroads Corner is closed to the public until further notice. Please see our website for virtual programs.
- The Hangar is by appointment only. Appointments can be made by emailing Hangar@placentialibrary.org or calling (714)528-1906 ext. 206
- Storytimes will be held virtually and can be attended on the Placentia Library's Facebook Live at "facebook.com/placentialibrary"

Luna, Luna!

Wednesdays at 6:30 p.m.

Sunshine Babies/Toddler Tales

Thursdays at 10:00 a.m.

Rise & Shine

Saturdays at 10:00 a.m.

- Summer Reading Program will be online.
- CDC infographics in Spanish and English are available in public areas.
- Individuals in violation of these protocols will be asked to leave the Library premises.

- **Gordon & Dixie Shaw Children's Department**

- Crossroads Corner is closed until further notice (Phase 3).
- Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
- Computer users must use the hand sanitizer station before and after computer use.
- Cover coughs and sneezes with a tissue or use the inside of your elbow.
- Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
- If you take an item from a bookshelf that you are not going to checkout, place the item on top of the bookshelf to be disinfected by staff or put in the return bins.
- Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
- Everyone must have a mask to enter the library.
- Everyone must practice social distancing of 6 feet while in the Library.
- Library computer users will be limited to 1 hour computer use per library card.
- Patrons will be limited to 30 minutes for browsing.

- **Teens**

- Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
- Computer users must use the hand sanitizer station before and after computer use.
- Cover coughs and sneezes with a tissue or use the inside of your elbow.
- Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
- If you take an item from a bookshelf that you are not going to checkout, place the item on top of the bookshelf to be disinfected by staff or put in the return bins.
- Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
- Everyone must have a mask to enter the library.
- Everyone must practice social distancing of 6 feet while in the Library.
- Library computer users will be limited to 1 hour computer use per library card.
- Patrons will be limited to 30 minutes for browsing.

- **The Hangar**

- By appointment only. Please email Hangar@placentialibrary.org or call (714)528-1906 ext.206 to schedule an appointment.
- Everyone must have a mask to enter the library.
- Everyone must practice social distancing of 6 feet while in the Library.
- Online tutorials are available on our website.

- **Information Desk**

- Stand on marked spots to maintain 6 ft. Social distance.
- Return books at bookdrops or in return slots to the right of the desk.
- Self-checkout machines are available for use.
- Limited LOTs collection. Ask info desk for what is available.

- **Adults**

- Frequently wash hands with soap and water for at least 20 seconds. If soap and water are not readily available use hand sanitizer with at least 60% alcohol (found at the following locations: Staff Work Room, Lobby restrooms, Lobby near Bodhi, Teens column, Adults column, and Gordon & Dixie Shaw Children's column).
- Computer users must use the hand sanitizer station before and after computer use.
- Cover coughs and sneezes with a tissue or use the inside of your elbow.

- Patrons are encouraged to ask staff to help them locate an item to avoid browsing in the stacks.
 - If you take an item from a bookshelf that you are not going to checkout, place the item on top of the bookshelf to be disinfected by staff or put in the return bins.
 - Furniture may not be moved or rearranged. All public spaces have been rearranged to comply with the social distancing as recommended by CDC.
 - Everyone must have a mask to enter the library.
 - Everyone must practice social distancing of 6 feet while in the Library.
 - Library computer users will be limited to 1 hour computer use per library card.
 - Patrons will be limited to 30 minutes for browsing.
- **Arnold Passport Offices**
 - Maintain 6 ft social distance from the Passport Agent.
 - 3 person limit per room (2 patrons, 1 passport agent). If a larger family, please have them stand outside the room.
 - Video tutorials available on our website.
 - Patrons will be asked to use hand sanitizer prior to entering the passport office(s).
 - Pens will not be provided to patrons outside of pens in the office.
- **Bathrooms**
 - Maintain 6 ft. social distance.
 - Hand washing signage.
- **Hemmerling Group Study Rooms**
 - Job-seeking patrons may use study room for 2-hour time period.
 - One person maximum allowed in Study Rooms.
 - Reservations can be made at www.placentialibrary.org, by calling (714)529-1906, or in person at the Information Desk.
- **Community Meeting Room**
 - This room will only be used for quarantining returned items, deliveries and PLFF donations.
 - No meeting room or equipment rentals until further notice.

PROCEDURES FOR SERVICES

PRE-REOPENING PHASE:

Dress Code: As per Placentia Library District Policy 2012.2 Casual Dress Days.

Pull List:

- All items need to be checked in first.
- Current holds will be checked, and patrons will be contacted to see if they would like to maintain their hold (telecommuting task-Circulation Supervisor to handle).

PHASE 1:

Dress Code: As per Placentia Library District Policy 2012.1 Dress Code for Library District Employees and Volunteers.

Curbside Pickup:

Phone Number (714) 329-1310

- Patrons are encouraged to check their accounts for status on items before coming to pick up.
- Emphasized signage to keep patrons in their cars and avoid approaching staff. On # spot signs & doors of the library.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Patrons will be informed that their requests will be automatically checked out to them as they are pulled from the shelves.
- Staff will call the patron once their items are ready for pick up.
- One staff will be scheduled an hour at a time for curbside service.
 - Consider having bookdrop and curbside pickup personnel together as backup.
- Designate 5 spots for curbside pick up to the right of the loading zone bookdrop (number parking spots).
 - Request to use 5 spots that were utilized for PLFF POD for car.
 - 1 spot (closest to bookdrop) for canopy and workstation for book drop employee.
- Patron will call or text the library when parked at the delivery phone # (phone number will be purchased with specific # for curbside services).
 - On arrival, patrons will text staff their name, library card #, and spot they are parked in).
 - If patron does not have a cell phone, call when they are leaving their home and ETA. They will give their name, library card #, and their make/model of car as identifier.
- Staff will take out items to designated spot.
- Program kits will be included in curbside pickup items.

- Staff will confirm patron by their first and last name.
- Once confirmed, staff will place items in their trunk (no physical contact).
- Plastic bags will be available to transport items.
- Curbside staff will be assigned to the Information Desk when not providing immediate curbside delivery (whoever takes the call will finish the curbside completely through).
- If a patron comes without calling in, staff will see if their items are available.
- If their items have not been pulled yet, they will need to return another time when they are ready. Patrons will need to check their accounts for confirmation that their items are ready for pick up.
 - For patrons "Patrons should not come to the library for curbside pickup until they have received confirmation that their items are ready for pickup on their library account."
- If the items are already pulled, staff will service the patron.

Bookdrop:

- Weekends: Gazebo book drop will be open; however, drive up will be closed with sign placed.
- One staff assigned, weather permitting (heat, rain, etc.) 10 a.m. to 4 p.m.
 - Can be shared task with Support Services and Public Services.
 - Consider having staff stationed at parking lot entrance off All America Way with signage.
- Patrons must park in an available spot.
 - Can avoid large numbers of returns by promoting book returns open during pre-opening.
- Staff must have their walkie talkies at all times.
- Staff must wear gloves and mask while working with public.
- Bookdrop open to self-serve any time before or after these hours.
- Card table, canopy and chair available for staff.
 - First bookdrop staff assigned to set up.
 - Last bookdrop staff assigned to take down and bring items inside. They must also spray down the empty cart with disinfectant and leave to dry overnight.
 - Workstation will be set up in the parking spot to the right of the book drop (parking space nearest the book drop).
- Laptop will be provided for them to work remotely from bookdrop location.
- Bookdrop scheduled by the hour.
- Items will be collected on wheeled cart.
 - Carts tend to tip so may require additional staff assistance.
 - Staff can request assistance via walkie talkies.
- Items will be checked in by the bookdrop staff under a z location status at a station in the Community Meeting Room.

- After they are checked in, they will be placed at the corresponding table in the Community Meeting Room.

Pull List:

- Bookmark will be created and placed in books checked out with basic instructions on how to disinfect their library book.
- One staff will be assigned to handle the pull lists (scheduled by the hour).
- Information Desk staff will assist with pull list as needed.
- Patrons must check their accounts for status on items before coming to pick up.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Pull lists will be a continuous assignment.
- Pull lists will start at 9 a.m. (opening).
- If a patron has put 10 or more items on hold and have not picked up their items after 5 days, staff will give a courtesy call to see if they would like an extension on their hold.
 - If someone else has a hold on one of the books, give courtesy call first then override if needed.
 - If courtesy call is given, the patron has 24 hours to respond if they would like to extend their hold. If they do not call back, items go back into circulation.
- Continue current pull list procedures.
 - Staff run the pull list report.
 - Check items from pull list in.
 - Search for item 3 times.
 - Items unable to be located:
 - Check item status to see last it was used. If it was last checked out over a year ago, it will be marked as lost/missing.
 - If item has been checked out recently, look for three times before moving to lost/missing.

Information Desk: Public Services & Support Services

- Assisting with curbside pickups
 - Answering the patron pick up items and verifying library card # and parking spot.
 - Checking out of the items.
 - Take deliveries to curbside patrons.
- Assisting with pull lists.
 - Check-in in procedure.
 - Name and expiration date.
 - Alphabetize.

- Answering emails and phone calls.
- Checking home delivery forms.
 - Filling out spreadsheet for deliveries.
 - Emailing delivery messages.
- Staff will be scheduled by the hour.
- Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library book.

Home Deliveries:

- Placentia residents only.
- Staff must wear their employee badges and masks. Gloves will be provided should staff want to use them.
- Books, audiobooks and DVDs will be delivered. No LOTs items, video games or program kits.
- Staff assigned will dedicate entire shift to deliveries. No switching off within the same shift.
- Patrons will complete a form similar to Book A Librarian.
 - Patrons should request items like normal through Horizon and then complete the delivery request form.
 - Delivery request form will include full name, library card number, address, phone number, email, any information to access the home like gate codes/special instructions.
 - If staff are unable to deliver the items, staff will return to the library without delivering the items and contact the patron upon returning to the library.
 - Staff is to use their best judgement that if they feel safe or uncomfortable they may forfeit the delivery and email the patron.
 - Sample script: "Sorry, we were unable to deliver your items due to not having the gate code. In order to deliver, we would need you to provide your community gate code."
 - If they require their items immediately, offer curbside pickup as an alternative.
 - Options for redelivery will depend on the reason the delivery could not occur, staff availability, etc.
 - Staff are to follow all safety and behind the wheel laws.
 - It will also have a disclaimer that deliveries are no contact and will be left at their door. Once delivered they will be responsible for the items.
 - Patrons will be informed that their items may take up to 48 working hours to pull. Form must be completed with more than 48 hours before scheduled delivery to their area.

- Delivery to certain areas certain days of the week (base off City of Placentia boundary map- 5 sections).
- Staff will use Google maps to map the most efficient route and print it for mileage reimbursement.
- Based on the map staff will provide an email the day of the delivery with a window of when to expect items (Wednesday 12:00-3:00 p.m.).
- When delivering items staff will place at the patron door and knock or ring bell. They do not need to wait for an answer as this is no contact delivery.
 - Take photo of where items are left as backup.
 - BLAST if patron says items were not delivered for time being.
- Once staff returns to the library, they will add the delivery date/time, image name of photo and their name to the form. Pictures should be transferred/saved to the server.
- Staff will send an email to patrons indicating their items were delivered.
- Consider buying plastic bags to transport items.
- Staff will not pick up returns when making deliveries.
 - Staff will not handle contaminated items.
 - Deliveries only to avoid cross-contamination of items.

Sanitization Stations:

- Sanitization stations can be found at the following locations: Outside the men's lobby restrooms, Lobby near Bodhi, Teens column, Adults column, Gordon & Dixie Shaw Children's column, Staff Work Room, and Public Services Staff Area.
- CDC signage will be posted in Spanish and English near sanitization stations.

Community Meeting Room:

- No rentals or programs in the Community Meeting Room until further notice.
- Designated carts will be used to move items into Community Meeting Room for 1 week.
 - Books will be placed on tables for overflow of carts.
- Assigned staff will check in the items under the z location.
- Tables will be labeled M, T, W, Th, F to check in and shelve.
 - Deliveries will be stored under the tables of the corresponding day they were received.
 - At the start of the day, the items that are considered clean (after 7 day period) will be moved to the Information Desk prior to opening.
 - Items will be checked in to P location at the Information Desk.
 - Delivery items moved to respective staff locations.
 - Staff should wear clean gloves and a mask while moving items.
 - Table will be cleared before placing and new items on it.

- PLFF:
 - Staff will assist patrons as needed with donations.
 - All items will remain in their original containers.
 - Suggestion to have PLFF sort once they have maximized their designated space in the Community Meeting Room due to limited space being available.
 - All items will be placed at a designated, labeled area in the Community Meeting Room.
- Staff are asked not to linger or spend excess time in the quarantine space.
- Staff must wear masks and gloves while working in the Community Meeting Room.
- There will be assigned carts for bookdrops/returns.
 - Sanitized carts
 - Book deliveries/curbside
 - Pull lists/holds
 - Re-shelving items
 - Contaminated materials signage
 - Bookdrop/returns

PHASE 2:

Dress Code: As per Placentia Library District Policy 2012.1 Dress Code for Library District Employees and Volunteers.

Curbside Pickup:

Phone Number (714) 329-1310

- Emphasized signage to keep patrons in their cars and avoid approaching staff.
 - On # spot signs & doors of the library
- Curbside service hours will be the library's hours of operation.
- Curbside will not accept returns. Returns must be placed in the bookdrop.
- Patrons must check their accounts for status on items or wait for their automated notices before coming to pick up.
- Patrons will be informed that their items may take up to 48 working hours to pull.
- One staff will be scheduled an hour at a time for curbside service.
 - Consider having bookdrop and curbside pickup personnel together as backup.
- Designate 6 spots for curbside pick up to the right of the loading zone bookdrop (number parking spots).
 - Request to use 5 spots that were utilized for PLFF POD for car
 - 1 spot (closest to bookdrop) for canopy and workstation for book drop employee.
- Patron will call or text the library when parked at the delivery phone # (phone number will be purchased with specific # for curbside services).
 - On arrival, patron will text staff their name, library card #, and spot they are parked in.
 - If patron does not have cell phone, call when they are leaving their home and ETA. They will give their name, library card #, and their make/model of car as identifier.
- Have cart with all holds and laptop or iPad to checkout items when services is extremely busy.
 - Program kits will be included in curbside pickup items.
- Staff will take out items to designated spot.
- Staff will confirm patron by their first and last name.
- Once confirmed, staff will place items in their trunk (no physical contact).
- Concerns with parking lot:
 - Not enough spots to park with apartment residents parked in plaza parking lot (P.D. needs to start enforcing).
 - Too much traffic back up if it's like a drive thru.
- Consider buying plastic bags to transport items.

- Curbside staff will be assigned to the Information Desk when not providing immediate curbside delivery (whoever takes the call will finish the curbside completely through).
- If a patron comes without calling in, staff will see if their items are available.
 - If their items have not been pulled yet, they will need to return another time when they are ready. Patrons will need to check their accounts for confirmation that their items are ready for pick up.
 - For patrons "Patrons should not come to the library for curbside pickup until they have received confirmation that their items are ready for pickup on their library account."
- If the items are already pulled, staff will service the patron.

Bookdrop:

- Bookdrops will be open to the public.
- Staff will be assigned to empty the bookdrops more frequently throughout the day.
- Items will be checked in by the bookdrop staff under a different status at a station in the Community Meeting Room.
- After they are checked in, they will be placed at the corresponding table in the Community Meeting Room.

Pull List:

- One staff will be assigned to handle the pull lists (scheduled by the hour).
- Information Desk staff will assist with pull list as needed.
- Patrons must check their accounts for status on items before coming to pick up.
- Patrons must be informed that their items may take up to 48 working hours to pull.
- Bookmark will be created and placed in books at check out with basic instructions on how to disinfect their library books.
- Pull lists will be a continuous assignment (shifts throughout the day).
- Pull lists will start at 9 a.m. (opening).
- If a patron has put 10 or more items on hold and have not picked up their items after 5 days, staff will give a courtesy call to see if they would like an extension on their hold.
 - If someone else has a hold on one of the books, give courtesy call first then override if needed.
 - If courtesy call is given, the patron has 24 hours to respond if they would like to extend their hold. If they do not call back, items go back into circulation.
 - If they confirm to extend their hold, they will be given up to 48 hours to pick up their hold(s).
- Continue current pull list procedures.

- Staff run the pull list report.
- Check items from pull list in.
- Search for item 3 times.
- If items are unable to be located:
 - Check item status to see last it was used. If it was last checked out over a year ago, it will be marked as lost/missing.
 - If item has been checked out recently, look for three times before moving to lost/missing.

Information Desk: Public Services & Support Services (Tech portion= Systems Librarian chat feature for computer help)

- Two staff will be assigned at the Information Desk at a time.
- Assisting with curbside pickups.
 - Answering the patron pick up items and verifying library card # and parking spot.
 - Checking out of the items.
 - Take deliveries to curbside patrons.
- Assisting with pull lists.
 - Check-in in procedure.
 - Name and expiration date.
 - Alphabetize.
 - Bookmark will be created and placed in books with basic instructions on how to disinfect their library book.
- Answering emails and phone calls.
- Checking home delivery forms
 - Filling out spreadsheet for deliveries.
 - Emailing delivery messages.
- Assisting patrons in the library with reference and computer questions.
- Staff will be scheduled by the hour (1 hour minimum shifts).
- For returns, patrons will be advised to place items in book drops or return bins to the right of the information Desk.
- Self-Checkout machines will be available for patrons to use.
- Computer Help
 - There will be a computer help chat feature for patrons to use while at computer stations.
 - Staff will inform patrons that they must use the chat feature for computer help, no in-person help is available.
 - Signage and instructions will be at the computer stations.

Home Deliveries:

- Placentia residents only.
- Staff must wear their employee badges and masks. Gloves will be provided should staff want to use them.

- Books, audiobooks, and DVDs will be delivered. No LOTs items, video games, or program kits.
- Staff assigned will dedicate entire shift to deliveries. No switching off within the same shift.
- Patrons will complete a form similar to Book A Librarian
 - Patrons should request items like normal through Horizon and then complete the delivery request form.
 - Delivery request form will include full name, library card number, address, phone number, email, any information to access the home like gate codes/special instructions.
 - If staff are unable to deliver the items, staff will return to the library without delivering the items and contact the patron upon returning to the library.
 - Staff is to use their best judgement that if they feel safe or uncomfortable they may forfeit the delivery and email the patron.
 - Sample script: "Sorry, we were unable to deliver your items due to not having the gate code. In order to deliver, we would need you to provide your community gate code."
 - If they require their items immediately, offer curbside pickup as an alternative.
 - Options for redelivery will depend on the reason the delivery could not occur, staff availability, etc.
 - Staff are to follow all safety and behind the wheel laws.
 - It will also have a disclaimer that deliveries are no contact and will be left at their door. Once delivered they will be responsible for the items.
 - Patrons will be informed that their items may take up to 48 working hours to pull. Form must be completed with more than 48 hours before scheduled delivery to their area.
- Delivery to certain areas certain days of the week (base off City of Placentia boundary map- 5 sections).
- Staff will use Google maps to map the most efficient route and print it for mileage reimbursement.
- Based on the map staff will provide an email the day of the delivery with a window of when to expect items (Wednesday 12:00-3:00 p.m.).
- When delivering items staff will place at the patron door and knock or ring bell. They do not need to wait for an answer as this is no contact delivery.
 - Take photo of where items are left as backup.
 - BLAST if patron says items were not delivered for time being.
- Once staff returns to the library, they will add the delivery date/time, image name of photo and their name to the form. Pictures should be transferred/saved to the server.
- Staff will send an email to patrons indicating their items were delivered.

- Consider buying plastic bags to transport items.
- Staff will not pick up returns when making deliveries.
 - Staff will not handle contaminated items.
 - Deliveries only to avoid cross-contamination of items.

Arnold Passports Offices: Limited Hours

- Passports will have a specific line at the entry.
- Entry desk staff will sign up the patrons by using Excel sheet using SharePoint.
 - Pagers will be issued to patrons.
- Passport agent will inform the entry staff when the Passport office is cleaned and ready for the next person via the SharePoint document.
 - Clean chair(s), desk, and pen(s) touched.
- Passport agent will call the next patron in line on the phone or trigger their pager.
- Entry desk staff will verify by their last name before they go to the Passport Office.
- If the patron has left the area, the patron has 5 minutes to check in for their appointment and go to the Passport Office.
- Earliest time they can ask to be put on the passport list: 15 minutes before passport hours.
 - Passport Hours:
 - M-TH 4 pm-7 pm (add to the form starting at 3:45 pm)
 - F, S 1 pm-4 pm (add to the form starting at 12:45 pm)
 - Sun 1 pm-4 pm (add to the form starting at 1 pm)
- Public Services staff can be trained in checking passport materials.
 - If it is busy, Support Services will assist during passport hours.

Entry/exit staff:

- Entry staff will have a portable sneeze guard as part of their workstation.
- Entry staff will be required to have a walkie talkie on them at all times.
- Mask, face shield and gloves are required while working with patrons.
- Signage with 30 minute browsing time limit, 1 hour computer station time limit, and 2 hour job seeking time limit.
- Entry staff are responsible for ensuring patrons have masks on prior to entering the building.
 - Follow behavior and library conduct policies.
 - If a patron refuses, they can be asked to leave the library.
 - If the patron continues to refuse, the police department can be contacted by the staff in charge.
 - Inform patrons without a mask that they can utilize curbside pickup or home deliveries in the future.

- The staff first assigned is responsible for setting up the workstation outside the lobby doors.
- The staff last assigned is responsible for the breakdown of the workstation and bringing items inside the library.
- Systems Librarian will oversee power hookup and technical issues.
- Entry desk staff will keep track of patrons entering and exiting the building by a two-way tracker.
- Entry staff will have a laptop to keep track of the following: passports, hangar and group study room reservations.
- Signage: "If you are here for your Passport appointment, Hangar or a job-seeking reservation, please see the staff member at the front"
- Entry staff will maintain two lines maximum (delineators):
 - One line for exit
 - One line for entry
 - **Bodhi:**
 - Will be open in Phase 3.
 - **Hemmerling Group Study Rooms:**
 - If a patron is a job seeker, staff will check the reservation list and walkie to confirm the study room has been cleaned before patron can enter library.
 - Patron will be instructed to go to the Information Desk to have the study room unlocked for them.
 - **Hangar:**
 - If the patron is here for a Hangar appointment, the entry staff will walkie the Library Assistant, Makerspace to confirm the appointment.
 - Library Assistant, Makerspace will walkie they are ready for the patron.
 - The patron will be instructed to go to the makerspace once confirmed by the Library Assistant, Makerspace.
 - **Computers:**
 - There is a one hour time limit for computer usage.
 - Two people are permitted to be at a computer station together (I.e. parent and child, caregiver, patron with disabilities, etc.).
 - Are you here for a computer? Check if there is one available.
 - Roamer will clean, walkie the entry staff and then disarm the computer when the patron comes.
 - Entry staff can check via the reservation station to view computers used and time remaining.
 - If one is not available, have patron stay at front of the line until one is available.

- **Arnold Passport Offices:**

- A passport line will be formed if there are more than 5 passport applicants waiting.
- Due to patron and staff safety concerns, we will not be providing pens to passport applicants. A pen will be available in the passport office.
- Staff will check patron documents when this occurs.
- Staff will take information of passport applicants and they can leave until called by the passport agent via a pager.
- Entry desk staff will inform passport patrons that they have a 5 minute window to check in for their appointment.
- Suggested to have Support Services staff scheduled at the entry desk during passport hours.
- Additional staff to assist with questions passport will be available.
- Passport patrons needing to renew will be advised to do it at home.
- Public Services staff will be trained on how to use pagers.
- Earliest time a patron can ask to be put on the passport list: 15 minutes before.
- Public Services staff can be trained in checking passport materials prior to patron seeing Passport Agent.

Roaming Staff:

- Janitorial Service will increase their hours; however, during open hours a roamer will be assigned to disinfect assigned areas.
- The roamer must be out on the floor the entirety of their shift to disinfect assigned areas.
- Roamer will use a small caddy/bucket with cleaning supplies
 - The caddy/bucket will contain extra gloves, wipes, spray bottle and/or paper towels.
- The caddy/bucket handles are to be wiped at the end of their shift along with bottle and wipe dispensers.
- Roamer will be scheduled by the hour.
- Roamer will be given laminated check off list to wipe down at the end of their shift.
- Computers:
 - Roamer will clean the computer station, walkie the entry staff and then disarm the computer when the patron comes.

- The Systems Librarian will set up a password for the roamer to enter once they are done cleaning the station. This password will disarm the computer.
 - The password will allow the roamer time to clean and avoid unauthorized use.
 - Patrons will not have the password to unlock the computer to start a session, only the roamer.
- The roamer is responsible for frequently wiping the following areas:
 - PLFF Vending Machines
 - Wiping includes:
 - All Monitors
 - All Keyboards
 - All Mice
 - All Chairs (non-fabric)
 - All Tabletops
 - Computer Stations
 - Study Tables
 - Teen Bar Top
 - Teen Tables
 - Children's Tables
 - Sneeze guards (Information Desk & Literacy)
 - Hand sanitizer stations
 - Magazine and newspaper racks (Children's & Adults)
 - Any other frequently touched surfaces
 - Adult Restrooms
 - Check to ensure there are no groups in the restrooms.
 - Wipe entry and stall door handles.
 - Wipe sink handles.
 - Wipe the paper towel dispenser.
 - Wipe the in-stall trash can handle.
 - Wipe urinal handle.
 - Wipe the handle of the baby changing stations.
 - Knock and check restrooms before cleaning if of the opposite sex.
 - Use door stop to keep door open until finished as needed.
 - Roamer should remove their gloves after cleaning each restroom and replace with a new pair.
 - Occupied/Available locks will be installed.
 - Child Restrooms
 - Check to ensure there are no groups in the restrooms.
 - Wipe entry and stall door handles.
 - Wipe sink handles.
 - Wipe the paper towel dispenser.

- Wipe the in-stall trash can handle.
- Wipe urinal handle.
- Roamer should remove their gloves after cleaning each restroom and replace with a new pair.
- Occupied/Available locks will be installed.
- Hemmerling Group Study Rooms
 - Wipe door handles.
 - Wipe table.

Sanitization Stations:

- Sanitization stations can be found at the following locations: Outside the men's lobby restrooms, Lobby near Bodhi, Teens column, Adults column, Gordon & Dixie Shaw Children's column, Circulation Work Room, and Public Services Staff Area.
- CDC signage will be posted in Spanish and English near sanitization stations.

Hemmerling Group Study Rooms:

- Group study rooms will be repurposed as Job Searching stations during Phase 2.
- Each room will be equipped with:
 - a public computer allowing for a 2 hour limit.
 - Job searching and resume tips books and websites will be available.
- Patrons can book the Job Searching room by contacting the Information Desk at (714)528-1906, information@placentialibrary.org or at https://www.placentialibrary.org/room_reservations.
 - Reservations can be made up to 24 hours in advance.
 - Patrons must be 18 years or older, with a valid library card.
 - Only 1 person at a time is allowed in the room.
 - Reservations will be held for 10 minutes after the scheduled start time. If the patron does not show up within 10 minutes their reservation will be canceled.
 - One reservation per person, per day.
- The room must be used to search/apply for jobs, and/or creating/editing a resume or cover letter. Any non-job searching activities should be done on the regular public computers.
- Patrons may extend the use of the room up to 1 additional hour if no one is waiting.
- Staff must disinfect the room once a patron is finished before allowing another patron to enter.

Community Meeting Room:

- No rentals or programs in the Community Meeting Room until further notice.
- Designated carts will be used to move items into Community Meeting Room for 1 week.
 - Books will be placed on tables for overflow of carts.
- Assigned staff will check in the items under the z location.
- Tables will be labeled M, T, W, Th, F to check in and shelve.
 - Deliveries will be stored under the tables of the corresponding day they were received.
 - At the start of the day, the items that are considered clean (after 7 day period) will be moved to the Information Desk prior to opening.
 - Items will be checked in to P location at the Information Desk.
 - Delivery items moved to respective staff locations.
 - Staff should wear clean gloves and a mask while moving items.
 - Table will be cleared before placing and new items on it.
- PLFF & Donations:
 - Staff will assist patrons as needed with donations.
 - All items will remain in their original containers.
 - If space is unavailable, no donations will be accepted.
 - All items will be placed at a designated, labeled area in the Community Meeting Room.
- Staff are asked not to linger or spend excess time in the quarantine space.
- Staff must wear masks and gloves while working in the Community Meeting Room.
- There will be assigned carts for bookdrops/returns.
 - Sanitized carts
 - Book deliveries/curbside
 - Pull lists/holds
 - Re-shelving items
 - Contaminated materials signage
 - Bookdrop/returns

The Hangar:

- The Hangar will be available during normal Hangar hours, by appointment only.
 - Appointments can be made by calling (714)528-1906 ext. 206 or hangar@placentialibrary.org.
 - Standard Hangar appointments will be a half hour.
 - Appointments can be extended in half hour increments up to 2 hours depending on project and equipment needs.
 - Appointments are limited to one per-person, per day.

- There will be a maximum of 2 people in the Hangar at one time (one Hangar staff and one patron).
- Everyone must wear a mask and observe social distancing of 6 feet while in the Hangar.
- Glowforge usage restrictions will still apply.

Bodhi:

- Services will be available and managed by Bodhi.
- To Go only. Patrons cannot eat and drink in the library building due to mask requirement.
- Bodhi staff are required to wear masks and gloves while working with patrons.
- Bodhi will be open during Phase 3.

PLFF Bookstore:

- Services will be available and managed by PLFF.
- PLFF volunteers are required to wear masks and gloves while working with patrons.