Kimball Library
Phased Building Opening Plan

The purpose of this plan is to document the stages of being open as may be necessitated by a pandemic or public health emergency. (See also Kimball Library Pandemic or Public Health Crisis Policy 5/2020). This plan is a guideline which must remain flexible in order to adapt to evolving conditions and mandates by state and federal officials. It’s possible that progression through the various phases will not be able to be linear.

Phase 1:
Stay at Home Order Mandate. Building is closed. Online services and virtual programming available.

- Closed to the public in all aspects except online offerings, virtual programming and if feasible, tech support by phone or email
- When allowed, only 2 people, the Director and Assistant Director, will be in the building at a time working on projects Monday – Friday, 9:00 AM to 5:00 PM
- Physical distancing and cleaning protocols will be adhered to
- Staff will have access to personal protective equipment such as masks, gloves, hand sanitizer and other cleaning supplies
- Staff will follow illness protocols including staying at home if they have symptoms relating to the pandemic or public health crisis and checking for fever daily before coming to work.
- Schedules will be approved by the Director or designee. Staff meeting the conditions requiring them to stay home will be excused, provided they have been in communication with the Director. Some staff may work at home, as deemed appropriate for their position and if adequate work and supervision is feasible; they will be compensated for their time
- There is no materials handling. Drop boxes are locked and no physical materials circulated
- Due dates are postponed and all fines waived as determined by current situation and hopefully, done consistently across SNHLC
- All outside communication about the situation must be approved by the Director or designee.

Using the library website, Facebook and library newsletter, the public will be informed of:
  - Any new online resources
  - Any new virtual library programs
  - Existing online resources
  - Other useful or interesting information or activities online
- The Director will stay in communication with the staff, Trustees and town officials
- Focus is on e-content and digital programming and resources
- Offer online library card registration
- WiFi will remain available from the parking lot 24/7
- This phase will stay in effect until it is deemed safe to go to the next phase as determined by a number of factors including governmental mandates, public health guidelines and safety protocols
Phase 2:
Stay at Home Order. Building is closed to the public. Limited staff working in the building; virtual programming and online services available.

- Closed to the public in all aspects except online offerings, virtual programming and if feasible, tech support by phone or email
- When allowed, up to 3 staff members will be in the building at a time Monday – Friday, 9:00 AM to 5:00 PM working on projects, as approved by the Director or designee. Two of these individuals will be the Director and the Assistant Director
- Schedules will be approved by the Director or designee. Staff meeting the conditions requiring them to stay home will be excused, provided they have been in communication with the Director. Some staff may work at home, as deemed appropriate for their position and if adequate work and supervision is feasible; they will be compensated for their time
- Physical distancing and cleaning protocols will be adhered to
- Staff will need to wear masks/face coverings inside the building. All staff will have access to personal protective equipment such as masks, gloves, hand sanitizer and other cleaning supplies
- Staff will follow illness protocols including staying at home if they have symptoms relating to the pandemic or public health crisis and checking for fever daily before coming to work.
- Due dates postponed and all fines waived as determined by current situation and hopefully, done consistently across SNHLC
- Dropboxes are open. Materials will be checked in utilizing gloves and quarantined for 4 days
- No materials are available for circulation
- All outside communication about the situation must be approved by the Director or designee.

Using the library website, Facebook and library newsletter, the public will be informed of:
  - Any new online resources
  - Any new virtual library programs
  - Existing online resources
  - Other useful or interesting information or activities online
- Focus is on offering online resources and creating new online programming
- Offer online library card registration
- WiFi will remain on 24/7 and accessible to the public from the library parking lot
- The Director will stay in communication with the staff, Trustees and town officials
- In preparation for the next phase, social distancing markers are placed around all work stations and quantities of PPE are ordered
- This phase will stay in effect until it is deemed safe to go to the next phase. This will be determined by a number of factors including governmental mandates, public health guidelines and safety protocols.
Phase 3:
Stay at Home Order Modified. Building is closed to the public. Limited staff working in the building; virtual programming and online services available. Take Out service for inhouse library materials available.

- Building remains closed to the public except for Take Out service
  - Customers place holds via the catalog or phone. The hold list is run hourly. Customers call when they are on their way; the reserves are checked out and placed on a table just inside the front doors. There is no direct contact between staff and the public.
- Residents of Sandown and Plaistow are welcome to use Take Out service but must come physically to Kimball both to pick up and to return their Kimball items
- Online programs and resources, and tech support by phone or email remain available
- When allowed, 5 to 6 staff members will be in the building at a time M-F from 9:00 AM to 6:00 PM working on projects or Take Out as approved by the Director or designee. Two of these individuals will be the Director and the Assistant Director. Other fulltime and part-time staff begin to transition back to working in the building as tasks and social distancing allow
- Schedules will be approved by the Director or designee. Staff meeting the conditions requiring them to stay home will be excused, provided they have been in communication with the Director. Some staff may continue to do some work at home, as deemed appropriate for their position and if adequate work and supervision is feasible; they will be compensated for their time
- Physical distancing and cleaning protocols will be adhered to
- Staff will be required to wear masks (supplied) or face coverings inside the building. All staff will have access to personal protective equipment such as masks, gloves, hand sanitizer and other cleaning supplies.
- Staff will follow illness protocols including staying at home if they have symptoms relating to the pandemic or public health crisis and checking for fever daily before coming to work.
- Due dates are postponed and all fines waived as determined by current situation and hopefully, done consistently across SNHLC
- Fines may be waived depending on current situation and hopefully, done consistently across SNHLC
- Dropboxes are open. Materials will be checked in utilizing gloves and quarantined for 4 days
- All outside communication about the situation must be approved by the Director or designee. Using the library website, Facebook and library newsletter, the public will be informed of:
  - Any new online resources
  - Any new virtual library programs
  - Existing online resources
  - Other useful or interesting information or activities online
- Focus is on creating e-content, digital programming and resources and on Take Out services
- Online library card registrations continue
- WiFi remains available 24/7 and accessible to the public from the library parking lot
- In preparation for the next phase:
  - Patron seating and computer stations will be removed or separated in preparation for 6 foot public social distancing
  - Toys and items (online tablets, puzzles, etc.) will be removed from the public’s use
  - Signs and physical distancing guides will be set up in preparation for when the public is allowed into the library building
- The Director will stay in communication with the staff, Trustees and town officials
This phase will stay in effect until it is deemed safe to go to the next phase. This will be determined by a number of factors including governmental mandates, public health guidelines and the capacity for 30 people to gather.

Phase 4:

Library building is open to the public with physical distancing restrictions (6 foot distance between people, masks required); fully staffed; most services available for patrons.

- Library staff will resume their normal schedules in the building, Monday - Friday 10AM-8PM; 10AM-3PM on Saturdays.
- Staff continue to practice social distancing, wear masks and adhere to any other safety guidelines deemed appropriate at this time.
- Public must wear a mask and practice social distancing while in the Library.
- Staff will follow illness protocols including staying at home if they have symptoms relating to the pandemic checking for fever daily before coming to work.
- The communicable disease policy will be enforced for both the staff and the public.
- Physical distancing and cleaning protocols will be adhered to.
- Access to the building will be restricted to 20 customers at a time and will be enforced through a ticketing process.
- Children's room is open for browsing but circulation is centralized at the adult desk.
- Patron seating and computer stations are restricted and separated to allow for physical distancing.
- Take Out service continues to accommodate those who deem entering the Library to be unsafe and to reduce the numbers of people entering the building.
- Thinking of You (free books) program ends.
- Patrons must return materials to the drops except for items that normally require return to a staff person such as hotspots or the telescope.
- Quarantining protocols continue.
- Continue with virtual programming; slowly increase in-person programming for small numbers practicing safe distancing protocols, as determined by current situation.
- Conference room bookings and programming in the courtyard may resume for groups of 15 or less.
- The Meeting Room will be available for library sponsored events only.
- Resume full interlibrary loan with SNHLC and NH Statewide Delivery service, when the respective delivery services become available.
- Copying, faxing, scanning and computer service resumes; notary and passport appointments are available.
- All outside communication about the situation must be approved by the Director or designee.

Using the library website, Facebook and library newsletter, the public will be informed of:
- Any new online resources
- Any new virtual library programs
- Existing online resources
- Other useful or interesting information or activities online
- Newsletter returns to a twice monthly schedule.

This phase will stay in effect until it is deemed satisfactory to go to the next phase. This will be determined by a number of factors including governmental mandates, public health
guidelines, safety protocols and the capacity for large groups to gather safely.
(Approved by Trustees 6.17.20)

Phase 5:

Library building open to the public and back to normal; fully staffed; services normalized

- Normal staffing levels and a return to regular operating hours including Saturdays
- Building will be fully open to the public
- Restore all computer use, seating and tables
- Resume traditional levels and character of in-person programming
- The adult Circulation Desk is restored to its normal physical arrangement; checkout processes return to normal
- The Children’s Room reopens for checkout and checkin
- 6’ Protective tape barriers are removed. Masks are no longer required
- Returns can be made within the Library
- Restore toys and other items within the Library