

## PUBLIC HEALTH REOPENING PROTOCOL IN-PERSON SERVICES IN LIBRARIES

**Effective Date: Wednesday, May 5, 2021, 12:01 AM**

Recent Updates: (Changes are highlighted in yellow)

5/13/21

- Effective May 5, 2021, the Health Officer order for the City of Pasadena allows for sector reopenings consistent with Tier 4, Minimal (Yellow) of the State of CA Public Health Order Blueprint for a Safer Economy.
- Operating capacity is restricted to the number of individuals that can safely occupy the space while adhering to physical distancing requirements.
- Revised protocols for cleaning to at least daily, instead of hourly.
- Libraries do not have to isolate returned library materials prior to re-shelving. Employees who are engage in re-shelving should wash their hands thoroughly after handling returned materials. At their discretion, libraries may resume rental of meeting rooms or other spaces for private events.
- Communicate to employees regarding new paid sick benefits available in 2021.

At this time, all public health jurisdictions in Los Angeles County, including the City of Pasadena, are in Tier 4, Minimal (Yellow) of the State of CA Public Health Order Blueprint for a Safer Economy. Operating capacity is restricted to the number of individuals that can safely occupy the space while adhering to physical distancing requirements.

Libraries may open with limited patron occupancy, offer sidewalk service only, or close at the discretion of the operator and their local government authority. Patrons are encouraged to check with their library to determine their open/closed status and current services offered prior to visiting.

This protocol outlines public health modifications to assist operators of libraries to remain in compliance with the Retail - Public Health Reopening Protocols, thereby lowering the risk of exposure to both library patrons and employees. Library operators should also take the following actions prior to reopening for in-person services:

- Review and Complete the Protocols Checklist for Retail - Public Health Reopening Protocol.
- Review [State Library guidance](#) for restoring in-person services in California's libraries.
- At their discretion, Libraries may resume rental of library spaces for meetings, conferences and events, in compliance with the Public Health Protocol for Private Venues and Events (Meetings, Receptions, and Conferences).

### PROTECTING EMPLOYEES AND PATRONS FROM COVID-19

In the midst of the COVID-19 pandemic, libraries must take steps to reduce the risk of an outbreak occurring among employees. Depending on the situation, public notification of an exposure to COVID-19 may be required. Help ensure employees are enrolled in health insurance and have an established

relationship with a primary care doctor prior to reopening. Employees can call 211 for information on health insurance and primary care physicians.

- **Libraries are required to make an immediate report to the Pasadena Public Health Department any time an employee with COVID-19 (confirmed by a lab test or physician diagnosis) was at the establishment while sick or up to 48 hours before showing symptoms or receiving a positive test (if asymptomatic).** Operators must email [nursing@cityofpasadena.net](mailto:nursing@cityofpasadena.net) or call (626) 744-6089 and provide all information requested by the Health Department. The employer is expected to provide or ensure testing for all employees who have had a possible exposure and must follow the US Centers for Disease Control and Prevention (CDC) [guidance](#) for cleaning and disinfecting the facility. Testing resources can be found through the employee's physician, and also at <https://www.cityofpasadena.net/covid-19/> and <https://covid19.lacounty.gov/>.
- **Educate employees to contact their supervisor if they are feeling sick.** The supervisor should send the ill employee home immediately, taking care to maintain that person's privacy and observing physical distancing. If the person cannot leave the premises right away, utilize a safe, designated space for isolation (6 feet or more away from others). If the illness is work-related, the employer should facilitate appropriate care for the employee, the worker's compensation process, leave time, and California Occupational Safety and Health Administration (OSHA) record keeping.
- **Work with the Pasadena Public Health Department to investigate any COVID-19 illness.** Prepare employee records, facility floor plans, and shift/attendance logs to provide information as quickly as possible to the Health Department, including accurate contact information (phone, address, email) of all employees and visitors (if possible) who were in contact within 6 feet of the infectious employee for a cumulative 15 minutes or more in a 24-hour period. Implement measures recommended by the Health Department.

### Key Practices



**COVER YOUR COUGH WITH YOUR ELBOW OR TISSUE (THEN DISPOSE AND WASH YOUR HANDS)**



**STAY HOME IF YOU ARE SICK**



**PRACTICE PHYSICAL DISTANCING OF 6 FEET OR MORE**



**WASH YOUR HANDS WITH SOAP AND WATER FOR 20 SECONDS, FREQUENTLY**



**COVER NOSE AND MOUTH WITH CLEAN FACE COVERING**



**PERFORM DAILY HEALTH SCREENINGS**

### **Steps to Reopen**

- ✓ Complete and implement the Public Health Reopening Protocol Checklist.
- ✓ Provide a copy of the Public Health Reopening Protocol to each employee and conduct education.
- ✓ Post a copy of Public Health Reopening Protocol in a conspicuous location that is visible to employees and patrons and post to your website.

### **Helpful Contact Information**

- If you have questions, or if you observe a violation, you can request information or submit a complaint through the Citizen Service Center. Call 626-744-7311 or visit <https://www.cityofpasadena.net/CSC>.
- Additional resources, including a printable COVID-19 Business Toolkit Signage, is available at <https://www.cityofpasadena.net/covid-19/#info-for-businesses>.

# PUBLIC HEALTH REOPENING PROTOCOL CHECKLIST

## IN-PERSON SERVICES IN LIBRARIES

### REDUCING RISK OF COVID-19 TRANSMISSION

*Libraries must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is inapplicable to the facility. All policies described in this checklist, other than those related to terms of employment, are applicable to delivery staff and other third party companies on the premises.*

*Designate one individual to be in charge of planning and implementation of all items. Submission of Protocol to a City Department is not required unless explicitly requested.*

PERSON RESPONSIBLE FOR IMPLEMENTING PROTOCOL	
Library Name: <input style="width: 95%; height: 25px;" type="text"/>	
Person in Charge: <input style="width: 95%; height: 25px;" type="text"/>	
Title: <input style="width: 95%; height: 25px;" type="text"/>	
Phone Number: <input style="width: 95%; height: 25px;" type="text"/>	Date: <input style="width: 95%; height: 25px;" type="text"/>
Indoor Occupancy per Building or Fire Code: <input style="width: 95%; height: 25px;" type="text"/>	Occupancy that can safely occupy the space while adhering to physical distancing requirements: <input style="width: 95%; height: 25px;" type="text"/>

### ADDITIONAL PROTOCOLS IN ORDER TO REOPEN (if applicable)

Additional protocols relevant to operations must also be followed:  
<https://www.cityofpasadena.net/covid-19/#guidance-faq-protocols>

- Office Workspace – Public Health Reopening Protocol
- Retail – Public Health Reopening Protocol
- Private Venues and Events - Public Health Reopening Protocol

## MEASURES THAT ENSURE EQUITABLE ACCESS TO SERVICES

- Where possible, accommodations have been made for vulnerable populations to be able to access services (e.g., senior-only hours).
- Transactions or services that can be offered remotely have been moved online.
- Services that are critical to library patrons have been prioritized. Where feasible, continue to offer curbside pick-up of library items to all patrons.
- Libraries should make efforts to assure access to library materials for patrons who may have limited ability to use an online reservation system.
- Measures are instituted to assure access to goods and services for patrons who have mobility limitations and/or are at high risk in public spaces.

## EXTERNAL COMMUNICATION

- Post signage reminding patrons to maintain a distance of at least 6 feet at all times. If helpful, post diagrams or maps of how people should flow through the site.
- Post signage instructing patrons to wear a face mask at all times, and to remain at home if experiencing any symptoms including fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Communicate the establishment's new protocols by posting information on your website and social media pages regarding new protocols, including physical distancing measures, use of smaller, consistent groups of visitors, and the use of face masks.
- Post a copy of this Protocol in a conspicuous location that is easily visible to employees, patrons, and the public.
- Provide copies of the Protocol to all employees.

## INTERNAL COMMUNICATION, TRAINING AND RECORDS

- Provide training to employees on all sections of the Protocol including:
  - Information on [COVID-19](#).
  - How to identify [symptoms](#) of COVID-19 and how to self-screen and conduct symptom checks.
  - The importance of not coming to work if they are experiencing symptoms of COVID-19, or if someone they live with has been diagnosed with COVID-19.
  - Proper use and care of face masks ([CDC guidance on masks](#)).
  - Physical distancing measures, sanitization, and handwashing.
  - Proper safety protocols for use of disinfecting solutions.
  - Information on employer or government sponsored leave benefits the employee may be entitled to receive that would provide financial support to stay at home while ill. Provide additional information on [government programs](#) supporting sick leave and workers' compensation for COVID-19, including employee's sick leave rights under the [2021 COVID-19 Supplemental Paid Sick Leave Law](#).
- Maintain records of each employee's schedule and work area or assignment.
- Consider posting signs for the national distress hotline: 1-800-985-5990, or text TalkWithUs to 66746.

## PROTECTION OF EMPLOYEE HEALTH

### Access to COVID-19 Vaccine

Individuals ages 16 years and older are currently eligible to obtain a vaccine effective against COVID-19. Provide information and registration assistance to staff. Individuals may sign up at [myturn.ca.gov](https://myturn.ca.gov), call the CA COVID-19 Hotline 1-833-422-4255, access the Pasadena [On-call Form](#), or may call the Pasadena Citizen Service Center at 626-744-7311 for assistance. Links to vaccine appointments at pharmacies and other federal, state, and county sites are available at the [PPHD website](#).

### Health Screening

- Conduct daily symptom checks (fever of 100°F or above, cough, shortness of breath or difficulty breathing, fatigue, sore throat, chills, headache, muscle or body aches, a new loss of taste or smell, congestion or runny nose, nausea, vomiting, or diarrhea) before or upon arrival. The screening prior to arrival must include asking if the employee has had contact with a person known to be infected with COVID-19 in the last 10 days, and whether the individual is currently under isolation or quarantine orders. Consult the CDC website for the most current list of COVID-19 [symptoms](#).
- Send employees home immediately if they arrive sick or become sick during the day. Encourage sick employees to contact their medical provider. Employees who need information on health insurance or providers can call 211.
- Notify employees that they are not to come to work if sick or if they are exposed to a person who has COVID-19. Employees who are [fully vaccinated](#) for COVID-19 (2 or more weeks after a 2-dose vaccine series OR 2 or more weeks after a single dose vaccine) do not need to quarantine after exposure to someone with COVID-19 if asymptomatic, and may come to work if asymptomatic. The local Health Officer Order requires everyone to self-isolate when sick with COVID-19. It also requires individuals to self-quarantine for 10 days from last contact with someone with COVID-19, unless fully vaccinated. Anyone who is a close contact with someone with COVID-19 must check for symptoms for 14 days regardless of vaccination status. The employee must isolate from others immediately if symptoms develop within 14 days of exposure. Quarantine must be maintained for 10 days, even if test results are negative (no virus detected).
- Require a sick employee to stay home for at least 10 days, or until 24 hours after fever and symptoms resolve (without use of fever-reducing medications), whichever is longer.
- Review and modify workplace leave policies to ensure employees are not penalized when they stay home due to illness.
- Institute a plan in the event that one or more employees is diagnosed (by a physician or lab test) with COVID-19. The plan should include immediate isolation of the employee at home and self-quarantine of everyone that came into contact (within 6 feet for a cumulative total of 15 minutes or more over a 24-hour period, regardless of whether a mask was worn) with the ill employee, except fully vaccinated individuals who are asymptomatic. The plan should also include options for all employees identified as contacts to be tested for COVID-19 with an FDA-approved PCR test (not a blood test) if they are not fully vaccinated. However, contacts must still maintain quarantine for 10 days, even with a negative test, if they are not fully vaccinated.

- Screen patrons for symptoms upon arrival, ask patrons whether they are currently under isolation or quarantine orders, and ask them to use hand sanitizer and to wear a face mask.

### **Scheduling Employees**

- Limit the number of employees who are on-site to the minimum number necessary, and institute alternate or staggered shift schedules to maximize physical distancing.
- Allow employees who can carry out their work duties from home to continue to work from home, especially those at higher risk (65 or older or with underlying medical conditions). Reconfigure work processes to the extent possible.
- Stagger employee breaks, in compliance with wage and hour regulations, to maintain physical distancing.
- To ensure that masks are worn consistently and correctly, employees are prohibited from eating or drinking except during their breaks when they are able to safely remove their masks and physically distance from others. At all times when eating or drinking, employees must maintain at least a six-foot distance from others. When eating or drinking, it is preferred to do so outdoors and away from others, if possible. Eating or drinking at a cubicle or workstation is preferred to eating in a breakroom if eating in a cubicle or workstation provides greater distance from and barriers between workers.
- Placing tables at least eight feet apart and assuring six feet between seats, removing or taping seats to reduce occupancy, placing markings on floors to assure distancing, and arranging seating in a way that minimizes face-to-face contact. Use of partitions is encouraged to further prevent spread but should not be considered a substitute for reducing occupancy and maintaining physical distancing.
- Where possible, libraries should provide outdoor break space with shade covers and seating that ensures physical distancing.
- Provide time for employees to implement cleaning practices during their shift. Cleaning assignments should be assigned during working hours as part of the employees' job duties. Procure options for third-party cleaning companies to assist with the increased cleaning demand, as needed.

### **PHYSICAL DISTANCING AND REDUCED CONTACT**

Physical distancing must be observed and enforced by the establishment.

- The number of patrons in the library is restricted to the number of individuals that can safely occupy the space while adhering to physical distancing requirements.
- Facilities should meter entry and exit during peak hours to ensure maximum capacity is not exceeded. Libraries may choose to limit the number of entrances that are open to the public during normal business hours to facilitate easier tracking. Libraries may also consider adopting an appointment system to limit the number of people in the building at a given time. Patrons arriving at the library are required to wear a face mask at all times while in the library or on the grounds of the library, see Face Mask requirements below.

- ❑ Patrons arriving at the library with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and should wear a face mask if they are two years of age or older.
- ❑ Physical distancing of six (6) feet between patrons and employees should be maintained at all times. Areas used by the public (for example, building lobbies, study carrels, computer workstations) should be reconfigured to enable physical distancing of at least six feet. If necessary, consider closing every other computer workstation or study carrel if they cannot be moved.
- ❑ Libraries may offer access to books, movies and single-use items (such as take-home craft kits) but should limit loans of games and toys.
- ❑ **If feasible, libraries should implement a contactless return system (e.g., patrons drop them into library drop boxes or during regular hours in bins outside the library). Library employees who handle returned items should clean their hands thoroughly after handling returned items.**
- ❑ Children's play areas are closed for use. Toys should be removed from the children's area or be covered or cordoned off if they cannot be removed.
- ❑ Libraries should consider using physical partitions or visual cues (e.g., floor markings, colored tape, or signs) to indicate where workers and/or employees should stand in order to maintain physical distancing. In areas where employees may interact with patrons at a distance of fewer than 6 feet, such as the circulation desk or the information desk, plexiglass barriers should be installed to minimize exposure.
- ❑ If applicable, elevator capacity should be limited to the number of people that can be accommodated while maintaining a 6-foot physical distance between riders. Consider elevator sizes, number of building floors, and daily number of employees and visitors to establish physical distancing guidelines appropriate for elevator riders.
- ❑ Public restrooms should be well-stocked at all times with hand soap, paper towels, tissues, and hand sanitizer.
- ❑ Water fountains remain closed for public use.
- ❑ Hand sanitizer effective against COVID-19, tissues, and if feasible, contactless trash cans, should be made available to patrons throughout the library but especially in high-traffic areas, such as copiers, printer stations, circulation desks, computer terminals, self-check-out areas, and reception.

#### **Face Masks\***

- ❑ Provide, at no cost, a 2-or more layer cloth face mask and/or multilayer disposable masks for all employees who have contact with the public or other employees, and instruct employees to wear a clean (washed daily), face mask over the nose and mouth at all times during the workday. Employees who have been instructed by their medical provider that they should not wear a face mask should wear a face shield with a drape on the bottom edge, to be in compliance with [State directives](#), as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves may not be used. Face masks are optional when alone in a room or private office.
- ❑ Double masking, as described by the CDC, can increase protection if it improves the seal and filtration, so one option is wearing a multi-layer disposable mask with a multi-layer, well-fitting cloth mask that pulls the edges of a disposable mask against the face.

- Prohibit employees from eating or drinking anywhere inside the workplace other than designated break areas (staying at least 6 feet apart) to ensure face masks are worn consistently and correctly.
- Patrons arriving at the library are required to wear a face mask at all times while in the library or on the grounds of the library. This applies to all adults and to children 2 years of age and older. Patrons that have been instructed by their medical provider that they should not wear a face mask must wear a face shield with a drape on the bottom edge, to be in compliance with State directives, as long as their condition permits it. A drape that is form fitting under the chin is preferred. Masks with one-way valves must not be used. To support the safety of employees and other visitors, libraries should consider offering a face mask to visitors who arrive without them.

*\* Individuals with chronic respiratory conditions, or other medical conditions that make use of a face mask hazardous are exempted from this requirement. Children under age 2 years should not wear a face mask. Refer to the [CDC guidance on masks](#) for additional information on use and care of the face mask.*

### **Hand Hygiene**

- Provide access to handwashing sinks stocked with soap, paper towels, and hands-free trash receptacles.
- Allow employees time during their shift to wash their hands frequently.
- Provide hand sanitizer effective against COVID-19 (at least 60% alcohol) in customer areas, and also in employee areas where a hand sink is not available. Hand sanitizer, tissues, and trashcans must be made available to the public at or near the entrance.

### **Gloves and Protective Equipment**

- Provide disposable gloves for employees handling items used by patrons, for workers using cleaners and disinfectants, for employees who handle commonly touched items, and for employees who provide temperature screenings.

### **Restrooms**

- Place trashcan near the door if the door cannot be opened without touching the handle, so restroom users may use a paper towel to cover the doorknob. Maintain compliance with accessibility standards and fire code.
- Clean and disinfect restrooms at least once per day or as often as determined is necessary using EPA-approved disinfectants and following the manufacturer's instructions for use.
- Designate an employee to ensure restrooms stay operational and stocked at all times.

### **Deliveries and Vendors**

- Review workflows and make changes if needed to permit physical distancing during pickups and deliveries.
- When other parties (truck drivers, delivery agents, vendors) play a role in the workflow, instruct them to wear face masks and to comply with symptom checks and physical distancing.

## **CLEANING AND DISINFECTION**

### **High Touch Surfaces**

- Develop a disinfection plan that identifies the surfaces to be disinfected, the frequency, and the person assigned to the task.
- Use products approved for use against COVID-19 on the [Environmental Protection Agency \(EPA\)](#) list N and follow product instructions and Cal/OSHA requirements.
- Disinfect high traffic areas and items that might attract children including display cases, fish tanks, and decorative fountains.
- Frequently disinfect commonly touched surfaces such as doorknobs, railings, light switches, handles, faucets, trashcans, fixtures, and dispensers.
- Disinfect shared equipment between shifts or between users, whichever is more frequent, including printers, phones, keyboards, staplers, fax machines, counters, and protective barriers.
- Disinfect equipment that passes between employees and patrons, such as pens and credit card machines, after each use.
- Provide disinfection supplies in multiple locations readily available to employees.

## **BUILDING SAFETY**

### **Water Safety**

- Stagnant water in pipes increases the risk for growth and spread of legionella bacteria. When reopening a building, it is important to flush both hot and cold water lines through all pipes and points of use including faucets and showers. Appropriate PPE including an N95 respirator must be worn. Information regarding this process can be found at the [CDC website](#).

### **Ventilation**

- Consider HVAC upgrades to improve air filtration (targeted filter rating of at least MERV 13) and increase fresh air ventilation.
- Where possible, install portable high-efficiency air cleaners, upgrade the building's air filters, and make other modifications to increase the quantity of outside air and ventilation in all working areas.
- Consider opening windows, if feasible, safe, and compliant with the California Retail Food Code, the Fire Code and ADA requirements.
- If fans such as pedestal fans or hard mounted fans are used, take steps to minimize air from fans blowing from one person directly at another.
- Review and follow the California Department of Public Health's [Interim Guidance for Ventilation, Filtration, and Air Quality in Indoor Environments](#).