**Center for Research Libraries**

**Return to On-Site Work Plan**

**6/8/2020 (revised 9/1/2020)**

The CRL COVID-19 task force has been charged to create a plan for the return of staff to the office. This plan uses a tiered approach which gradually increases on-site personnel for work with physical collections while also continuing working from home where possible. The tiered approach is structured around stages of approximately three weeks, to align with the gradual increase in staff activity and delivery of Interlibrary loan services. Please see appendix A for more detailed information on these stages.

**The task force recommends an 8-week phase in period.** This period is proposed because there is a limited amount of time between the prospective early June entry of our region into the Governor’s Restore Illinois Phase Three and the proposed mid-August reopening of many of our member libraries. Our plan is detailed only through a partial return to normal since “normal” (pre-COVID-19) cannot happen until Phase Five of [Restore Illinois](https://coronavirus.illinois.gov/s/restore-illinois-introduction) is in place.

The plan focuses on providing ILL services at various levels, while complying with CDC and other local rules and guidelines related to employment during the COVID-19 period. Currently CRL is at level 3 with fewer than 6 essential staff working intermittently in the building and no ILL services to members. The proposed stages range from 1-2.5.

All staff will need to engage in a short training session prior to entering the building. The training will introduce the Protocols (appendix B) and material handling procedures (appendix C) devised by the Task Force to ensure staff comply with all regulations.

The Task Force will continue to monitor all relevant federal, state and local orders and ensure that our operations comply with the ***most restrictive*** rules in our jurisdiction. We are aware that based on unanticipated events we may need to once again tighten building staffing at any time. The plan has sufficient flexibility to provide for quick adjustments as needed. Managers will need to be supportive and flexible with on-site staff in the coming months.

**Stages**

In Level 2.5 and 2 staff will work in the building at staggered times every other day with very little physical contact between them. Written notes, phone calls and emails will be utilized to communicate the status of work and any problems or questions. Schedules will be based on the staff member’s health, childcare needs, transportation and willingness to come in. A list of staff in stages 2-2.5 is in Appendix D.

*Level 2.5 (Week 1-3)*

In the first stage of the plan (Level 2.5) CRL will offer only **article delivery** to members. In this phase CRL will test a limited number of staff in roles and functions related to article delivery. In this phase, only full-time staff will return to the building.

* Staff will be trained in the protocols and material handling procedures the task force has written. On-site staff will be asked to sign a form acknowledging their understanding of these protocols and procedures.
* Staff working on-site will be frequently consulted to ensure they do not experience burnout or other difficulties related to an influx of requests or unanticipated problems.

*Level 2 (provisionally Week 4-5)*

In the second stage of the plan (Level 2) CRL will offer **all ILL Lending services** to members. In this phase CRL will add additional staff in roles and functions related to physical delivery and the digitization on demand services. In this phase, at least at first, only full-time staff will return to the building. Part-time staff may be introduced as needed to cover shifts and help with work backlogs.

* If demands increase, we will increase staffing.
* On-site staffing will be needed to re-shelve materials that have been returned and quarantined.
* On Demand scanning requests will require some Technical Services roles.
  + CRL will support as much of the work related to processing of demand scanning as possible.

*Level 1.5 (provisionally Week 6-8)*

In the third stage of the plan (Level 1.5) CRL will ask all staff who need to do some work in the building to return to work **half time**.

* Managers will determine the schedules their staff follow and if they can continue to work remotely.
* Access Services will evaluate demand before deciding how to staff at this stage.
* All designated staff without health conditions or family concerns will return to work half time.
* The Task Force suggests a rotating schedule for each department of M, W, F one week and T, Th the following week.

*Level 1 (provisionally Week 9)*

In the fourth stage of the plan (Level 1) CRL will ask all staff who need to work in the building to return to the building **full time**.

* Managers will determine the schedules their staff follow and if they can continue to work remotely.

Appendix A : CRL Stages for Reopening

**Level 2.5**

**Priority: CRL delivers scanned articles**

**Building**

* Building hours 9:00 am - 4:00 pm
* Mail is accepted when staff are available.
* Facilities arranges for one sanitation station available to those arriving to work.
* Facilities is informed of all staff in the building and their schedules.
* If remote staff want access they must arrange with facilities.
* Regular cleaning of the building resumes

**Services**

* Article Delivery via Odyssey.
* Mail accepted during hours when staff available.
* Mail sorted during select hours.
* Returns from members accepted but kept in quarantined area. Please see *Appendix C, Material Handling Document* for more information.

**Staffing**

* 6 staff on-site.
* Roles: ILLIAD Operator, Shelver, Scanner operator, Mailroom personnel, CRL Manager
* Staggered daily 3-hour schedules: 9-12 (Article requests received and processed in ILLIAD), 11-2 (Shelver pulls articles, shelves as time allows), 1-4 (Scanner operator scans articles).
* Training on CRL protocols prior to entering the building the first day.
* Small overlap in staff onsite.
* CRL Managers will rotate working on-site to assist staff in case of emergency.
* Communication between staff via phone, email and written notes as needed.
* Mail room personnel come to CRL to sort and store mail. Hours to be arranged as needed.
* All other CRL staff continue to work remotely
* No part-time staff (hourly or regular) in the building.
* CRL staff travel suspended.
* Each role will complete the amount of work possible during their shift and then leave with work undone (with notes in case they cannot return to complete tasks).
* Systems: Timely troubleshooting and support: mostly remote; on-site as needed
* Finance: Some on-site for running payroll and Checks.
* It is understood that some other CRL staff may need to come in from time to time to do work on-site. Managers who want staff on-site who are not on the staff list (see Appendix D) on-site should seek permission for building entry.

**Risks**:

* Staff may get sick and be unable to report for work
  + There are two people who can perform these tasks but could slow service
* A sick on-site staff member could spread contagion in the building.
  + Building would need to be evacuated and cleaned.
* Demand for articles is unknown at this time, but we might be deluged which could lead to slow service
  + We may have to refuse requests to catch up.
* We have a backlog of returns and new receipts.
* Potential Skeleton Crew Burnout
* Reduced and staggered schedules may lead to some mail deliveries being missed

**Level 2**

**Priority: Delivery of all ILL services. Secondary, check in and shelving of returns.**

**Building**

* Same as Level 2.5

**Services**

* All ILL Services

**Staffing**

* Additional Roles: 2nd Shelver, Access Services Demand scanning role, Technical Services Demand Scanning role, Access Services ILLIAD Delivery role.
* Staggered daily 3-hour schedules continue : 9-12 (ILL requests received), 11-2 (Shelvers pull articles, shelve as time allows), 1-4 (2 Scanners scan articles and Demand purchase requests, tech services sets up new requests (we have discussed how this can be done remotely) and post processes scanned requests. Access Services sends out DDS link.
* Willing part-time staff employed in the building to cover some roles as needed.
* Additional CRL Managers will rotate working on-site to assist staff in case of emergency.

**Risks**:

* Same as level 2.5 but risks increase with more people in the building, some overlap will be required

**Level 1.5**

**Priority: CRL staff who can work remotely are encouraged to do so but are permitted to return on-site during regular hours when needed. Return to a more regular work environment with social distancing in place.**

**Building**

* Building hours 8-5
* Same as Level 2.5 and 2

**Services**

* All Services except Reading Room
* Any backlog of returned materials becomes a priority.

**Staffing**

* Additional Roles: All staff working on site
* Staggered work schedules for staff who need to be on-site
  1. Departments on site every other day: M, W, F, following week T, Th.
  2. Staff choose schedules, rotate coming in every other day
* Additional staff training on essential on-site jobs to ensure more depth of coverage for future health events.
* Meetings held online wherever possible.
* Physical Distancing in place.
* CRL staff travel on a case by case basis. (Suggest self-quarantine for two weeks upon return)
* All remaining part-time staff return to work for regularly scheduled hours.
* Remote staff training in protocols prior to returning to building.
* Managers work with staff to create flexible schedules to help accommodate health concerns, transportation issues and childcare needs.
* Those who can work from home effectively are encouraged to do so.

**Risks**:

* Same as level 2.5 but risks increase with more people in the building and more overlap.

**Level 1**

**Priority: Some staff on-site for regularly scheduled hours--Physical Distancing in effect protecting staff from a COVID-19 outbreak.**

**Building**

* Building open all business hours
* Same as Level 2.5 and 2

**Services**

* All Services including Reading Room
* Meetings held online wherever possible.

**Staffing**

* Staff work pre-COVID schedules
* Remote work is at the manager’s digression.
* Meetings held online wherever possible.
* Physical Distancing in place.
* CRL staff travel on a case by case basis.

**Risks**:

* Same as level 2.5 but risks increase with more people in the building and more overlap.

**Sources**

* CDC
* CRL COVID 19 Protocol

Appendix B: **CRL Workplace Protocols to Follow When Returning to Work**

The Center for Research Libraries requires employees to read and understand five workplace protocols that will help to protect them while at work.

* COVID-19 Exposure and Confirmed Illness Protocol
* Reporting Transparency Protocol
* Physical Distancing Protocol
* Employee Health and Hygiene Protocol
* Reading Room protocol

Please read them and if you need additional information, please communicate with your manager or supervisor.

**Reporting Protocol**

1. Any employee who experiences COVID-19 symptoms or has tested positive for COVID-19 must notify Human Resources as soon as practicable.
2. Depending on the circumstances, CRL will notify impacted employees if there has been a confirmed case of COVID-19 in the workplace.
3. Staff from HR and/or facilities will inform staff if it elects to close the office for a period up to 72 hours following a confirmed case to allow for natural deactivation of the virus.

**COVID-19 Exposure and Confirmed Illness Protocol**

Employees who tests positive for COVID-19, have symptoms of COVID-19 or think they have been in direct contact with the infection are instructed to follow the advice of a qualified medical professional and self-quarantine.

1. Employees who are symptomatic or who have tested positiveshould not return to work until the conditions outlined below are met:

**Return to Work Considerations**

* + **If an employee is symptomatic1 but has not been tested for COVID-19.**

The employee may return to work if:

* + - They have not had a fever for at least 72 hours and have not used fever-reducing medication (aspirin, Tylenol etc.) during that time.
    - Coughs and other symptoms have improved.
    - Seven days have passed since they first experienced symptoms.
  + **If an employee has tested positive for COVID-19.**

The employee may return to work if:

* + - * They no longer have a fever.
      * Coughs and other symptoms have improved.
      * They have received two negative COVID-19 tests in a row.

1. When an employee who has been in the CRL facility tests positive for COVID-19, deep-cleaning procedures will be triggered. CRL staff scheduled to be on-site may be asked to stay out of the building for up to 72 hours.
2. Any employee who have been in close contact with an individual who has tested positive for COVID-19 should inform HR and self-quarantine.

**Physical Distancing Protocol**

Employees must follow physical distancing best practices while in the CRL building. This includes but is not limited to workstations, the break room, common areas, bathrooms and office spaces. CRL may revise physical distancing guidelines at any time. Please monitor your email and adhere to any additional guidance as it is provided.

Specifically, employees are asked to:

* Exercise common sense when working in the building to protect yourself and others.
* Wear a cloth face covering/mask while at CRL.
  + Staff in a private office can, at their discretion, remove their masks for time-limited tasks such as participating in external online meetings.
    - Only in private offices with the door closed
    - Not more than one person in the office
    - For time-limited tasks, not for entire on-site shifts.
* Avoid touching one’s face.
* Stay 6 feet away from others **at all times** while in the building.
* Where a minimum distance cannot be maintained, engineering or administrative control will be devised. All staff must follow controls in place.
* Elevators are limited to a **single** occupant to ensure physical distancing.
* Avoid job tasks that require face-to-face work when possible.
* Face-to-face meetings should be avoided when possible, and remote meetings maintained for on-site staff.
* Avoid physical contact with others whenever possible (e.g., handshakes).
* Avoid touching surfaces that may have been touched by others when possible.
* Maintain 6-foot distancing outside the building. Especially when entering and exiting the facility.
* Follow any posted signage regarding COVID-19 physical distancing practices.
* Avoid nonessential gatherings, either inside or outside the building.
* Stagger lunches to limit the number of individuals in the break room or cafeteria.
* Avoid using common areas.

**Physical Distancing and Hygiene Protocol**

The success of our reopening work plan relies on how well employees follow physical distancing and hygiene protocols. Please bring any concerns regarding the following protocols to HR or your manager immediately.

* General Employee Health and Hygiene

Practicing good hygiene is essential to prevent the spread of COVID-19. Do your part by practicing good hygiene at work and at home:

* + Regularly wash your hands for at least 20 seconds throughout the day with warm water and soap, specifically before eating.
  + Cover coughs and sneezes.
  + Avoid touching your eyes, nose and mouth.
  + Using provided cleaning supplies please disinfect workspaces often, and at a minimum at the beginning and end of a work shift.
* CRL will do the following
  + Supply disinfectants at designated stations. (Please note These may be in short supply, please do not waste them. We will continue to restock as needed.)
  + Maintain a small inventory of disposable masks and gloves as a backup to employee provided PPE.
  + Disinfect key areas such as faucets and door handle’s once a day.
  + Post signage to remind of physical distancing conventions
  + Move work stations as needed to maintain a minimum of 6 feet of physical distancing between employees
* Employees are required to:
  + Wash their hands more frequently than normal during their shifts.
  + Wear a face mask while at the facility, including when entering and exiting the building (please see the private room exception outlined above in the physical distancing protocol).
  + Acquire their own cloth face coverings in accordance with CDC guidelines <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>.
  + Stay home when sick

Appendix C

**CRL COVID-19 Precautionary Measures:**

**Procedures Related to the Handling of Library Materials**

**Procedures for Receiving Interlibrary Loan Materials**

**Reading Room Procedures During COVID 19**

1. Employees should wear gloves and a mask when receiving shipped materials.
2. Employees should maintain appropriate social distancing (at least 6 feet of space) when interacting with delivery personnel.
3. Employees should wheel the packages directly to the isolation area and label with the date and time of arrival.
4. Employees should immediately remove gloves, discard them, and wash hands for 20 seconds with soap and hot water.
5. Materials should remain in isolation for a minimum of 72 hours before being unpacked, checked in, and reshelved.

**Procedures for Material Handling While Fulfilling ILL Requests**

1. Employees should wipe down book cart handles with disinfectant wipes before beginning work.
2. Employees should refrain from touching their faces while working with materials.
3. Employees should cover all coughs and sneezes with an arm. As much as is possible, employees should direct all effluvia away from materials.
4. Employees should maintain appropriate social distancing (at least 6 feet of space) when transitioning materials from one area to another.
5. Employees should wash hands for 20 seconds with soap and hot water directly before and directly following the handling of materials.

**Procedures for Material Handling While Shipping ILL**

1. Employees should wear gloves while packing library materials.
2. Employees should refrain from touching their face.
3. Employees should cover all coughs and sneezes with their arm.
4. After preparation for shipment is complete, employee should discard gloves and immediately wash hands for 20 seconds with soap and hot water.
5. Employee should wear face mask while interacting with postal works and maintain appropriate social distancing (at least 6 feet) at all times.

*These procedures were generated with guidance from the CDC and other governing bodies. For more information about COVID-19 visit the CDC’s website:* <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>

**Reading Room Procedures During COVID 19**

* Patron’s arranging a Reading Room visit will receive an email from Access Services in advance of their visit that includes CRL’s Physical Distancing Protocol. They must agree in a return email to abide by this protocol.
* CRL will allow only one patron per day in the reading room.
* Hand sanitizer will be available in the reading room
* All materials must be brought down in advance of their visit. No paging of materials for patron on the day of their visit.
* The patron will use their Cell phone to communicate with CRL staff. The patron will communicate with ILL Services to let them know they are outside the building or want to enter or exit the building.
* The ILL Supervisor will email all CRL staff to let them know there is a patron in the Reading Room
  + Include the hours they will be in the building.
  + Include their name and affiliation (if a member).
  + The patron will be advised to use the bathroom next to the break room.
* Patron may not eat or bring food on site or use the Break room. Patron may bring water.
* Reading room will be quarantined for 24 hours after the patron’s visit.