



Santa Barbara Public Library

Central Library
40 E Anapamu St.
PO Box 1019
Santa Barbara, CA
93102
Tel: (805) 962-7653
Fax: (805) 564-5660

Carpinteria Library
5141 Carpinteria Ave.
Carpinteria, CA
93013
Tel: (805) 684-4314

Eastside Library
1102 E Montecito St.
Santa Barbara, CA
93103
Tel: (805) 963-3727

Montecito Library
1469 East Valley Rd.
PO Box 5039
Santa Barbara, CA
93108
Tel: (805) 969-5063

Santa Barbara Public Library Phased Reopening Plan November 2020

GENERAL GUIDELINES

The Library considers the following factors (in addition to county public health orders) when evaluating how and when to make changes to modified services levels adopted in response to the COVID-19 pandemic: to what degree the service can be equitably offered in an online format, and if it is possible to achieve the goal of the program or service by delivering it in a manner that is consistent with social distancing guidelines. The safety of staff and the public are the utmost priority.

CUSTODIAL/FACILITY

The following practices have been implemented:

- Increased deep cleaning of library facilities following City/County protocol, and CDC guidelines and procedures. A map and list of high touch surfaces have been provided to custodial staff, which will be sanitized hourly when in use by the public.
- Continued ongoing extra hightouch cleaning at all facilities, with attention to door knobs, fixtures and restrooms on a regularly scheduled basis.
- Ensured janitorial services has been trained to use social distancing, and they are in compliance.
- HVAC systems are serviced regularly and comply with CDC guidelines.

PERSONAL PROTECTIVE EQUIPMENT

Before introducing onsite and/or in person services, each Library facility will have on hand a month's supply of CDC approved cleaning spray, sanitizing wipes, tape, cloth face masks and gloves on hand to last for a period of one month minimum; ie, 5 bottles of spray, 5 packets of sanitizing wipes, 5 boxes of gloves, 1 face mask for each Employee, 50 masks to make available for patrons who may need them.

Supervisors are responsible for ensuring these supplies are on hand every day, and the Administrative Specialist will restock regularly as needed and track usage so Library Administration can maintain enough back stock of supplies.

The library facility cannot operate without these supplies and PPE available to staff, and may adjust service levels or hours of operation due to supply chains barriers that prevent maintaining a month's supply of PPE. If the County moves into a more restrictive tier based on public health indicators, the Library will adhere to the updated public health order.

SAFETY TRAINING AND PROCEDURES

- Ensure staff have been trained on all guidelines in this document, and all safety procedures, and that training is ongoing and regular, including updates on new research and best practices, in cooperation with Risk Management
- Ensure that social distancing guidelines are in place and posted for staff at all library facilities, as found in the most recent [Santa Barbara County Public Order](#). Onsite staff members are responsible for ensuring social distancing protocols are maintained at all times. Employees should report any issues with compliance to these protocols to their supervisor immediately.

- Library staff will assess their own symptoms daily and not report to work if experiencing a fever or any potential COVID-19 symptoms.
- Staff will wear masks while working in library facilities at all times unless they are in a personal workspace. Staff will wear masks when in any shared spaces, while walking through the building, while providing customer service even while social distancing protocols are observed, while emptying book drops, etc.
- Staff will not share library equipment, workspaces, except when absolutely necessary.
- Any surfaces that must be shared will be disinfected frequently between shifts or use, including shared office equipment such as copiers, keyboards, etc., at a minimum of once per hour. Library staff are responsible for their workspace and checkout station, custodial staff will sanitize high touch surfaces that the public may come in contact with hourly. Periodic breaks from services may be enacted in order to complete sanitization.
- Outside mail personnel, delivery personnel, and library vendors who are allowed into the library facilities during this time must be done so only with social distancing guidelines in place and while observing all safety protocols (washing or sanitizing hands, wearing masks, etc.)
- All press, publicity, signs, Codes of Conduct, policies, and public information will be posted in highly visible and high traffic areas. Materials will be available in Spanish and English and signage should use pictures to illustrate procedures whenever possible.
- Workplace terminals will be stocked with proper sanitation products, including hand sanitizer and sanitizing wipes.
- Plexiglass barriers will be set up around customer service stations for circulation and issuing of library cards.
- Library staff will ensure they maintain best efforts to follow CDC standards for personal cleanliness and hygiene by not touching their faces, any food or drink items they may consume, without washing their hands first. They will wash their hands as often as possible, but before and after each work shift at a minimum.

SERVICE MODEL AND PROCEDURES - INDOOR HOLDS PICKUP AND LIMITED BROWSING

HOLDS

Customers are allowed to place holds in the library's online catalog remotely or through staff over the phone (not at library computers).

Library staff process holds at their respective branches, and send holds to other branches as required.

The library courier or staff deliver books between libraries, using PPE and social distancing protocols as described above.

All items are sanitized according to protocols developed in collaboration with Risk Management before fulfilling holds. All materials in the browsing collections are sanitized before being placed on display. Patrons will use hand sanitizer before touching materials; any items they touch will be set aside to be sanitized again before being placed on display or available for checkout again.

RETURNS

Library exterior book drops remain open so that customers may return materials to the book drops. Print and AV materials must be returned to exterior return bins by the customer, and cannot be accepted in person. However, WIFI Hotspots, Library of Things, Kits and Chromebooks must not be returned to book drops and should be returned to staff, but in a manner consistent with social distancing.

Library staff will remove materials from book drops on a regular basis, and must use safety precautions including wearing masks and immediately washing hands or using hand sanitizer after handling materials. If customers approach a staff member who is emptying a book drop to give the staff member returned items, the staff member should not take the items but ask the customer to place the items in the book drop or bin, maintaining social distancing.

TECHNOLOGY SERVICES

Public WiFi access is not sufficient to access outside of the building, and therefore will remain off in order to discourage people congregating.

Computer usage will not be allowed at this stage.

LIBRARY SERVICES INSIDE THE BUILDING

Library customers will be allowed into the library facility to pick up and checkout items that are on hold or access the limited browsing collection. Visits will be limited to one 10-15 minute session daily. Library patrons must have either a government issued photo ID or their Library card in order to enter the building, must comply with social distancing guidelines and wear a face mask at all times as specified in the County of Santa Barbara public health order. If they wish to receive a new library card, staff will instruct them to apply online or over the phone for a digital library card, and then return with a government issued ID and address verification to convert the card to one with privileges to borrow physical materials. Library patrons wait in line at one entrance (ADA accessible) that is clearly marked with six foot intervals, and approach the library facility and are allowed into the building by library staff as needed, based on the building capacity limits at that location (see table below). Signs at entrances clearly indicate these procedures in both English and Spanish, as well as using picture-based images. If multiple entrances exist, one entrance is designated for public entry. Pathways are one-way in order to prevent congregating and to ensure that social distancing can be maintained.

Patrons are able to go to the service desk one at a time. They must use social distancing along with staff by staying six feet in front of the staff member when communicating with them. Tape and arrows on floors/signs may be used to guide and direct Patrons as needed.

Special hours for vulnerable populations will be offered the first hour of every day that pickup is available.

Only staff will access materials from the holds shelf and pick up the patron's items, and check out the materials for the patron. A patron may either read their Library Barcode number to the staff member, place their library card on the end of the service desk, where the staff member will go and pick it up

after the customer retreats back to the six foot interval, maintaining social distancing at all times, or use the barcode scanner from a distance. No paper receipts for checkout or check in of materials will be issued; patrons will be encouraged to access their account information digitally.

Browsing collections will be set up in a separate area from checkout, and patrons must remain six feet away from other patrons not in their household.

Staff interactions will be limited to directional questions or assistance with finding materials, and should be kept brief. Patrons will be directed to call, text, chat, or email for other services.

Customers must return materials to book return bins only, and materials cannot be accepted by staff in person at service desks (with the exception of Hotspots, Library of Things items, Kits, and Chromebooks which must be placed by the customer on the end of the service desk where they can be retrieved by a staff member in proper PPE while keeping social distancing in place).

Staff may issue new physical library cards in person while following all social distancing protocols and wear masks. For example, patrons may set IDs down on desks and step back/aside while the staff member reviews the items, and prepares the new library card. The staff member then returns the ID and new card to the customer by setting it down on the counter, stepping back/aside, and the customer approaches to pick them up.

No cash handling will be available at this time, and customers may only pay fines/fees online from home if needed or when the libraries return to full capacity. Staff may make exceptions to the fines/fee threshold in order to allow someone to checkout materials.

No food or drink are allowed in facilities.

Restroom facilities are not available for members of the public.

No furniture for sitting will be available to the public. Tables and shelves will be used exclusively for storing materials.

Surfaces of the service desk will be wiped down by library staff as often as possible. Staff will continue to wear mask while helping customers at all times.

Patrons who do not adhere to library staff direction and policies will be asked to leave or even be suspended per the Library's existing Rules of Conduct.

Site Specific Guidelines for Capacity Inside Building:

Central Library	6 households inside at a time, maximum 12 people
Eastside Library	1 household inside at a time maximum 5 people

Carpinteria Library	1 household inside at a time maximum 5 people
Montecito Library	1 household inside at a time maximum 5 people