

Draft Pandemic Preparedness Procedures

The Carmel Clay Public Library will be a very important public service during a pandemic as a source of reliable information and an institution that improves the quality of life during difficult times. While we affirm that library services are vital to our community, we would not expect the library to be designated as an essential service, such as police or medical services.

Since pandemics spread through contact and proximity, the library must be careful to balance need for our services against our potential for becoming a place where the pandemic can be transmitted and spread.

Stages of Public Services:

- **Business as Usual:** Public need for information is gathered and made available.
- **First Stage:** If library administration judges concern and possible spread is growing, staff and public are kept educated and informed about the risks and how to avoid them. Information and reliable sites are posted on our website and through all staff communications. Otherwise, business as usual.
- **Second Stage:** On the recommendation of public officials or after consultation between library administration and the board of trustees, the director closes library facilities to assemblies, meetings, programs or prolonged use of any kind. Overdue fines are suspended immediately and the public informed. Other steps to be taken are:
 - Increasing cleaning of library with an emphasis on the high traffic areas
 - Posting signage asking anybody who feels sick, or otherwise exhibits symptoms, not to enter the library
 - Providing wipes or hand sanitizer to the staff
 - Consideration of not having all staff in building on same day
 - Requesting that social distancing be followed to the greatest extent possible
- **Third Stage:** At the direction of the public health department or other governmental authority, the director closes library buildings to all public use, triggering a quarantine protocol. Library administration activates the Emergency Task Force which will determine whether to maintain phone and virtual reference, or to institute special services in addition to communicating these events to the staff and public.

Staff Issues

- **Business As Usual:** Administration prepares contingency plans; supplies are stocked; information is gathered and shared with staff.
- **First Stage:** *Alert business as usual.* If library administration judges concern and possible spread is growing, safeguard supplies are distributed with instructions for how and when they are to be used without being wasted. Searching out reliable information, keeping staff informed and educated, making certain staff has clear and reliable information and is not acting on rumors becomes an administrative priority. The director, assistant director and available leadership confer daily to assess risk and appropriate response. Staff report to work as usual.
- **Second Stage:** *The library suspends all programs and events.* Increased efforts

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are made to supply staff with protective supplies and make certain they know the rules for how to avoid catching/spreading illness. The same information is made available in summary form to the public. Increased efforts are made to keep the staff informed. Our website is updated to emphasize the changes to operation and feature links to good informational sites. Staff reports to work. Absences are charged to sick leave/vacation. Staff may expect to be shifted and responsibilities to change temporarily and locations may close on a daily basis if staff is unavailable.

- **Third Stage:** *All library buildings are closed to the public.* The Emergency Task Force confers regularly, by meeting in person or by telephone, to decide what support services and changed public services can be maintained, and if or when vendors should be informed to stop delivering to the library. Basic, core CCPL functions include:
 - Paying staff. The director or his designate may trigger quarantine pay be implemented rather than leaving staff without sick or vacation leave at a loss.
 - Maintaining reliable information on our website and all social media platforms: the status of library services and links to dependable information.
 - Using signage, advertising and the telephone answering system to keep the public informed of the status of CCPL.
 - Keeping the library buildings and collections secured and safe as possible.
 - Staying in communication as much as is practical and useful.
 - Working remotely in accordance with the library's (under development) remote work guidelines
 - Being prepared to bring the system back into operation as soon as it is safe and practical.

Key Issues of Concern:

Communication is always a prime need during an emergency. All staff members are responsible for making certain their manager has accurate contact information. CCPL has no responsibility for getting information to staff members who are not at their emergency contact number. Efforts will be made to send information via email and staff are encouraged to check their mail regularly during an emergency.

Managers need to think through emergency situations in advance and prepare for them. Managers should think through the situations described above, consider the implications for their areas of responsibility, what resources they would need and how they would react.

Even in an emergency situation the library and the citizens of Carmel have the right to expect conscientious performance from library staff. Staff members will need to make every effort to stay in communication with their managers, support them and follow their directions.