



# **TOGETHER AGAIN**

## **Reopening Protocols**



### **McAllen Public Library**

Updated with TX Phase 2: Precautionary Measures  
on August 21, 2020



# Contents

Message from Library Director.....p2

Reopening Phases.....p3

Cleaning and Sanitation Protocols.....p3

Library Accommodations, Ingress and Egress.....p5

Worker and Health Hygiene.....p6

## **EFFECTIVE MONDAY, JUNE 29, 2020:**

Lark Branch Library and Palm View Branch Library will have limited business hours with TX Phase 2 Reopening Protocols.

## **NORMAL BUSINESS HOURS**

### **Main Library:**

Monday - Thursday: 9:00AM - 9:00PM

Friday & Saturday: 9:00AM - 6:00PM

Sunday: 1:00PM - 9:00PM

## **MODIFIED BUSINESS HOURS**

### **Lark and Palm View Branches:**

Monday - Friday: 10:00AM - 5:00PM



## MESSAGE ABOUT McALLEN PUBLIC LIBRARY PHASE II REOPENING

Dear Patrons,

We're excited to see our patrons after resuming normal business hours and celebrate being together again.

As we prepare to resume normal business hours, we would like to share an update with you about our plans. At McAllen Public Library, we are exploring:

- **PHASED REOPENING:** We are evaluating a gradual reopening based on limited seating capacities, physical distancing and guest density in our rental and public spaces. Our gradual reopening will be based on guidance from health and government agencies and will comply with local, state and federal guidelines.
- **CLEANING AND SANITIZATION PROTOCOLS:** We have enhanced our cleaning and sanitation protocols, increased cleaning and sanitation in high traffic areas, added hand sanitation stations throughout our locations, and are working with vendors and distribution partners to ensure the uninterrupted supply of cleaning supplies and necessary PPE.
- **EXTENSIVE EMPLOYEE TRAINING AND HEALTH PROTOCOLS:** All staff will receive additional COVID-19 training including new health and safety protocols. We will continue to provide ongoing training to staff, vendors and suppliers to ensure the safety of our patrons and staff.
- **SCREENING AND PREVENTION SUPPORT:** We'll follow guidance from health and government agencies regarding enhanced screening procedures and prevention measures, including those related to personal protective equipment (PPE), such as face coverings. Some measures, like employee temperature screenings and additional hand sanitizing stations have already been implemented.

We're all in this together and have put together a reopening guide and are implementing new rules for your protection. These practices may evolve as we consider the latest guidance, but we will share more information with you as we look towards reopening fully with normal operations. Until then, we wish you and your families are safe and healthy.

Thank you,

Kate P. Horan, MLS  
McAllen Public Library Director



## 1. REOPENING PHASES

We are implementing a gradual reopening based on reduced occupancy, physical distancing, and guest density at all McAllen Public Library facilities, which include Lark Branch Library, Main Library, Palm View Branch Library, Black Iron Café, and the Meeting Center. Our gradual reopening will be based on guidance from health and government agencies and will comply with local, state, and federal guidelines.

Each phased approach will be submitted to the City of McAllen for approval. Staff will be trained on the latest worker and health hygiene including proper hand hygiene, respiratory etiquette, proper use of PPE, and cleaning and sanitation protocols. We are all in this together.

We are currently in *TX Phase 2: Precautionary Measures*. The latest reopening phase, code of conduct, and guidance will be available on our website and social media pages.



## 2. CLEANING AND SANITATION PROTOCOLS

Our facilities use cleaning products and protocols which meet EPA guidelines and are approved for use and effective against viruses, bacteria, and other airborne and bloodborne pathogens. We are working with our vendors, distribution partners, and suppliers to ensure an uninterrupted supply of these cleaning supplies and the necessary PPE.

### **PUBLIC SPACES AND COMMUNAL AREAS**

The frequency of cleaning and sanitizing has been increased in all public spaces with an emphasis on frequent contact surfaces including, but not limited to, public service desks, study rooms, library furniture, door handles, public bathrooms, etc.

### **SHARED EQUIPMENT AND BACK OF HOUSE**

Shared tools and equipment will be sanitized before, during and after each shift or anytime the equipment is transferred to a new employee. This includes phones, radios, computers and other communication devices, payment terminals, book carts, cleaning equipment, keys, time clocks, and all other direct contact items used throughout the facilities.

## CLEANING AND SANITIZING

- **Cleaning** removes dirt and impurities from surfaces and objects and may lower germ counts by removing but not necessarily killing them.
- **Sanitizing** reduces and kills germs on surfaces and objects. Because sanitizing does not necessarily clean the surface, cleaning and disinfecting are both essential.
- **Cleaning Technique:** Clean high-touch areas by using water and soap or cleaning solution to remove dirt and impurities from surfaces and objects and reduce germ counts.
- **Sanitizing Technique:** High-touch areas will be sanitized frequently using materials effective against COVID-19 in all public areas.
- **Frequency:** The frequency of cleaning high-touch areas will be determined based on the surface or object and how it is used, applying guidance from local health authorities.

## HOUSEKEEPING & EMPLOYEE PPE AND HYGIENE

- **Hand Washing:** Correct hygiene and frequent handwashing with soap is vital to help combat the spread of this virus. All Library staff have been instructed to wash their hands, or use sanitizer when a sink is not available, for 20-seconds after any of the following activities: using the restroom, sneezing, blowing the nose, cleaning, sweeping, mopping, smoking, eating, drinking, entering and leaving the facility, going on break, and before or after starting a shift.
- **Personal Protective Equipment (PPE):** Appropriate PPE will be worn by all staff based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering our facilities will be required to wear a mask or facial covering while on property until further notice. Gloves will be provided to staff whose responsibilities require them as determined by medical experts, including housekeeping.
- **Back of the House:** The frequency of cleaning and disinfecting will also increase in high traffic back of house areas with an emphasis on the employee entrances, workspaces, restrooms, loading docks, staff lounge, and meeting rooms.

## AIR FILTER AND HVAC CLEANING

The frequency of air filter replacement and HVAC system cleaning is in accordance with the Library's preventative maintenance schedule to ensure fresh air exchange will be maximized.

## UNIFORM CONTROL

Staff uniforms will be cleaned in accordance with CDC guidelines. Unifirst has added disinfecting chemicals and the water is at 160 degrees and goes through press at 200 degrees.

## MATERIALS HANDLING

- **Book drops** will remain open with a material containment protocol of 96-hours for books and 7-days for movies and music, in accordance with guidelines from the Northeast Document Conservation Center and test results from the Reopening Archives, Libraries, and Museums Project (REALM).
- **Public computers** will be disinfected between lab users.
- **Family Place Play Spaces** will remain closed, with all toys, puzzles, and other items that encourage interaction to be removed from the Children's Department.
- **High-touch equipment** such as AV controllers, book carts, and self-checkout stations will be sanitized frequently, and equipment will be dedicated to individual users where possible.
- To the extent possible, **equipment / supplies deliveries** will be scheduled in shifts to minimize the time staff load or unload close together. Staff unloading deliveries will change their gloves and wash their hands between each delivery.
- Deliveries will be quarantined for 72 hours.



### 3. LIBRARY SERVICE ACCOMMODATIONS. INGRESS AND EGRESS

Our ingress and egress may evolve as we consider the latest health guidance, any changes to health guidelines will be communicated to patrons through the library website, social media, and in-house signage.

#### PATRON ARRIVAL

- Designated personnel will greet each visitor to the facility and keep a tally of how many people are in the building to comply with **current building occupancy requirements** (currently up to 50% capacity and subject to change in accordance with state orders).
- Visitors will be **required to wear a mask or face covering** and **use hand-sanitizer** upon entering the facility.
- **Appropriate signage will be prominently displayed** outlining mask usage and physical distancing practices in use throughout the facility.

#### SERVICE UPDATES WITH GUEST CONSIDERATIONS

- **Plexiglass** has been installed over public service desks for no-contact between staff and members of the public.
- **Self-checkout** is encouraged.
- Patrons are encouraged to borrow eBooks from our **digital content**.
- No-contact **Curbside Pickup Service** is continuing and encouraged with phone and online orders at Main Library.
- **Computer Labs** are open, and **copy and printing services** (including 3D Printing) are available. This includes access to register for the *2020 Census* and *My TX Benefits* computers.
- **Wireless Printing** is now available.
- The **library café** has reopened with modified seating capacity.
- **McAllen Farmers Market** has reopened.
- **Study Rooms** and the **Quiet Reading Room** are closed until further notice.
- **Mobility Scooters** at the Main Library may be borrowed from the Welcome Desk and will be sanitized before and after being borrowed by the public.
- **Virtual programming** will continue.
- **Family Place Play Spaces** will remain closed.
- **Limited (small group) in-person programming** for tweens, teens, and adults will ensure social distancing.
- The **Library Bookstore** will remain closed until further notice.
- We are **not accepting any donations** until further notice.

#### PHYSICAL DISTANCING PROTOCOLS

- Patrons **will be required** to maintain social distancing (six feet apart).
- Any area where patrons or patrons queue will be **clearly marked for appropriate physical distancing**. This includes but is not limited to checkout stations, public service desks, and staff entrances.
- **High traffic areas**, including but not limited to door handles, restrooms, and Circulation Desks will be monitored to ensure appropriate physical distancing. Stanchions will be used to direct patron traffic.

- **Main Library's Computer Lab** has reopened for up to thirty patrons at a time. **Lark Branch Library's** and **Palm View Branch Library's Computer Lab** have reopened for up to eight patrons at a time. Social distancing is enforced.
- **Removal of some furniture** will environmentally enforce distancing.

### **SANITIZER STATIONS**

Stations with sanitizer containing at least 60% ethanol or 70% isopropanol will be provided at all points of ingress locations throughout the library.



## **4. WORKER AND HEALTH HYGIENE**

### **PERSONAL PROTECTIVE EQUIPMENT ("PPE")**

Until further notice, appropriate PPE will be worn by all staff based on their role and responsibilities and in adherence to state or local regulations and guidance. Training on how to properly use and dispose of all PPE will be mandatory. Every employee entering the public area will be required to wear a mask while on the premises. Gloves will be provided to staff whose responsibilities require them as determined by medical experts.

For workers, PPE to minimize the risk of exposure to coronavirus is as necessary as it is for patrons. Employers will ensure that in addition to face coverings and gloves, workers and volunteers have PPE appropriate for their work, and that vendors and independent contractors provide and use their own.

### **EMPLOYEE POINTS OF ENTRY TEMPERATURE SCREENING.**

- Proper entry "no touch" temperature screening will be conducted before staff are allowed into the facility.
- Staff displaying an elevated temperature will be escorted to a designated, private and isolated area and provided with PPE.
- Designated personnel will utilize a temporal thermometer to record a second temperature reading.
- If the secondary reading confirms that the employee has a temperature above 100.0°F, the employee will go home, and be directed to appropriate medical care.

### **TOUCHING YOUR FACE**

Staff will avoid touching their eyes, nose, and mouth. Microphones, headphones, and other personal equipment will not be shared, and will be sanitized before and after each use.

### **COUGH AND SNEEZE ETIQUETTE**

Workers will cover their cough or sneeze with a tissue, or an elbow or shoulder, if no tissue is available, followed by thorough handwashing.

### **FRONT OF THE FACILITY AND BACK OF HOUSE SIGNAGE**

There will be health and hygiene reminders throughout the premises including the proper way to wear, handle, and dispose of masks and face coverings and the social distancing protocol.

- The designated supervisor will generate a Covid-19 Health Protocol Screening Log on the employee or attendee who develop flu-like symptoms and notify Risk Management Department for further action.

### **EMPLOYEE HANDWASHING AND PHYSICAL DISTANCING**

- It's recommended that all staff wash their hands with soap and water or use hand sanitizer every 60 minutes.
- It's recommended that all staff practice appropriate physical distancing when in contact with other individuals.

### **COVID TRAINING OF FULL-TIME STAFF AND PART-TIME STAFF**

All staff will receive training on the COVID-19 safety and sanitation protocols with more comprehensive training for staff in direct contact with patrons including Front of the Facility, Operations, and Maintenance. Staff will receive updated training as new health and safety information becomes available.

### **PRE-SHIFT TIMEKEEPING**

- Hand sanitizer will be available at each time clock location and staff will be required to sanitize their hands after clocking in.
- Staff will have temperatures thermally screened before the start of their shift.
- Our management team will ensure constant communication and proper PPE, cleaning and sanitation procedures are followed and updated per the latest expert guidance.

<sup>5</sup> <https://www.mcallen.net/covid19/re-opening.html>

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