

MCPL Reopening Plan

April 28, 2021

Phase 1 of Libraries reopening to the public will involve opening 6 branch locations, selected for a combination of their physical size and regional distribution throughout Montgomery County, which are Gaithersburg, Connie Morella (Bethesda), Rockville, Silver Spring, Olney, and Marilyn Praisner (Burtonsville).

Building Occupancy

Maximum occupancy of MCPL Public Library buildings will adhere to the Retail standards currently in effect for Montgomery County, MD, which as of March 26, 2021 allow 50% building capacity. If these guidelines change prior to reopening, this information will be updated.

Summary of changes (Board of Health Regulation, Resolution (19-760) from the last Executive Order (19-21AM)

- on March 26, 2021, the capacity limits for indoor dining at food service facilities, fitness centers, bowling alleys, escape rooms, museums and art galleries, personal services facilities, pools, retail establishments, and recreation centers increases from 25% to 50%.
- remove the 1 person per 200 square feet of space limits.

Building occupancy was determined by Libraries' Reopening Workgroup, using net square footage data for each facility provided by Montgomery County's Department of General Services. Staff work areas were then removed to determine square footage of the public service area. Occupancy limits for each facility are below:

50% Occupancy

BRANCH NAME	50% MAX OCCUPANCY
Connie Morella	162
Gaithersburg	377
Marilyn Praisner	102
Olney	123
Rockville	326
Silver Spring	416

Entry to the buildings will be by appointment.

Door greeter

The door greeter will welcome customers to the library and verify that each customer has an appointment. Training will be provided by management on how to perform the door greeter position.

- All merit staff members, except Library Aides and Office Clerks, can be assigned to serve as door greeter.
- Management will make every effort to ensure that all merit staff that are assigned as the door greeter will hold this position for a maximum of one (1) hour before being rotated, operational

need permitting.

- Door greeters will be stationed within 12 feet of exterior entry doors or just inside interior vestibule doors.
- Door greeters will be masked and may provide their own face shields if they so choose.
- Door greeters will be provided with hand sanitizer, sanitizing spray and paper towels, or sanitizing wipes.
- Door greeters will be provided with a supply of disposable masks in both adult and child sizes to provide to customers who arrive without their own mask.
- Door greeters will be provided with a tablet or laptop loaded with appropriate software or other mechanism to track and confirm customer appointments.
- Door greeters will be provided with a cart or table on which to place the above items.
- Door greeters may sit or stand as they prefer.

Appointment Procedure

50 minute appointments will be available on the hour up to the facility capacity. The appointments will actually last for 50-minutes as the last 10-minutes of the appointment time will be used to clean up the area where necessary and appropriate. The final appointment timeframe each day will begin 1 hour prior to closing.

Door greeter checks name for appointment; other protocols for door greeter still in place.

Appointments will be made through Communico online or by calling branch or Ask-a-Librarian. Customers will be able to select whether the purpose of their appointment is browsing, computer use, or use of the copier. Appointments for computer use will be limited each hour by the number of public PCs available in each facility, which will be reduced in support of social distancing.

Staff will make announcements 10 minutes and 5 minutes prior to the end of the appointment hour to alert customers that their time in the branch is ending and to ensure they depart.

At the end of the 50-minutes, staff will walk through the building to ensure that everyone has left prior to the next group being allowed to enter the building.

Reduced Service Model

Public Service in the branches will adhere to a "Grab and Go" service model. Customers will have access to the physical collection and to a single 50 minute session on the public PCs per day per location. Meeting rooms, study rooms, collaboration rooms, and discovery rooms will be unavailable. Programming will remain virtual.

Services will include:

- Browsing the collection
- Picking up and checking out holds
- Computer Use - staff assistance will be provided from 6ft social distance, or utilizing mobile plexiglass barrier, or TeamViewer remote assistance software.
- Copying/printing/scanning - assistance will be provided from 6ft social distance and/or using mobile plexiglass barrier.
- Sale of Senior SmarTrip cards and Youth Cruiser passes

- Library card registration and resolution of accounts issues
- Reference/Readers Advisory service

Facility Modifications

Library Administration is working with DGS to reduce furniture on public floor by 50%. Lounging furniture will be removed to avoid gatherings and potential clusters. Remaining furniture will be rearranged to increase social distancing.

Additional floor markers for social distancing will be placed at high traffic areas inside Library locations and in front of service desks.

- Plexiglass placed in front of service points on service desk, including in front of cash registers (signatures will no longer be required for card transactions)
- Chairs will be available at public computers.
- Meeting rooms, collaboration rooms, Discovery rooms, and study rooms will not be available.
- Magazine and newspaper areas will not be stocked with magazines or newspapers and will have signage stating that they are currently unavailable.
- Branch staff will remove toys (puzzles, stuffed animals, and games) from children and teen areas.
- Burgeon Early Literacy Elements at Silver Spring Library will be covered and wrapped to prevent use from customers.
- Lobby furniture at the Gaithersburg library will be removed and only have 2 chairs for customers who may be waiting on Metro Access.
- Public PCs will be reduced in number and/or relocated throughout the space (6ft social distancing and/or plexiglass dividers)
- AWE Early Literacy stations will be removed from public floor.
- Self-checkout machines will be relocated as needed to ensure social distancing and to maximize self-service.
- Food and beverages will be prohibited in the facilities at this time.
- Water fountains and bottle fillers will be turned off.

Facility Cleaning

All library locations will continue to have their daily routine custodial cleaning (morning or evening while the branch is closed). In addition, a “wipe down team” mid-day will do an additional cleaning and disinfecting of heavily used surfaces. Staff will continue to receive PPE supplies-wipes, paper towels, and/or cleaners to wipe down surfaces that they are using. Hand sanitizing stations and individual bottles of hand sanitizer are available.

Public PC Cleaning

There will be no expectation for staff to clean the public PCs before, after, or in between uses. Appropriate technology wipes will be made available that customers may use at their own discretion.

Printing Services

Printing will be available at all six locations. Customers may either print from a public PC or from their personal device using Pharos remote print functionality.

Rules and Expectations for Customers

Customers will be clearly informed of what services are available during this time by signage in branch, information on the MCPL website, social media posts, press releases, etc.

All existing rules and customer expectations remain in effect.

Customers are expected to follow any County and State rules, regulations and orders related to social distancing, capacity, and the wearing of masks.

Staff will remind customers about the mask requirement and offer a mask to anyone who may have forgotten to bring one. If a customer is unable or unwilling to wear a mask, staff will make every effort to serve the customer in another way; however, any customer not wearing an appropriate face covering cannot be permitted to enter the building.

See below for customer rules.

Appointment Only

Beginning Tuesday, June 1, 2021 we will operate in an “Appointment” service model. Here’s what to expect:

While you’re visiting the Library, we ask that you follow the following safety precautions:

- No eating or drinking
- Masks or cloth face coverings are required. Masks or cloth face coverings must be worn at all times
- Maintain six feet social distancing with staff and customers
- Sanitize or wash your hands before and after visiting
- Study rooms, collaboration rooms, and Discovery rooms are currently not available
- Customers can browse shelves for materials by appointment only
- Public computers are available through appointment only
- Self-check stations are available for no-contact check out and check-in of materials
- Furniture has been reduced to prevent gatherings and to provide social distancing

Staffing Needs

Management reserves the right to detail staff between locations according to prior policy/procedure.