

Protocols for Libraries Opening for Curbside Pickup

Recent updates:

7/9/20: Updated to require employers to provide information to employees regarding employee leave benefits; also updated section on ensuring HVAC is functioning properly

6/30/20: Updated to include a description of the steps that DPH will take if the employer reports a cluster of positive cases

6/23/20: Updated to include links to DPH guidance on responding to COVID-19 in the workplace

The County of Los Angeles Department of Public Health is adopting a staged approach, supported by science and public health expertise, to allow certain businesses to safely reopen. The requirements below are specific to libraries permitted to reopen for curbside pick-up by the Order of the State Public Health Officer. In addition to the conditions imposed on these specific businesses by the Governor, these types of businesses must also be in compliance with the conditions laid out in this Checklist for Libraries Opening for Curbside Pickup.

Please note: This document may be updated as additional information and resources become available so be sure to check the LA County website <http://www.ph.lacounty.gov/media/Coronavirus/> regularly for any updates to this document.

This checklist covers:

- (1) Workplace policies and practices to protect employee health
- (2) Measures to ensure physical distancing
- (3) Measures to ensure infection control
- (4) Communication with employees and the public
- (5) Measures to ensure equitable access to critical services.

These five key areas must be addressed as your facility develops any reopening protocols.

All businesses covered by this guidance must implement all applicable measures listed below and be prepared to explain why any measure that is not implemented is not applicable to the business.

Business name:

Facility Address:

Date Posted:

A. WORKPLACE POLICIES AND PRACTICES TO PROTECT EMPLOYEE HEALTH (CHECK ALL THAT APPLY TO THE FACILITY)

- ☐ Everyone who can carry out their work duties from home has been directed to do so.
- ☐ Vulnerable staff (those above age 65, those with chronic health conditions) are assigned work that can be done from home whenever possible.
- ☐ All employees have been told not to come to work if sick and to follow DPH guidance for self-isolation if applicable. Employees understand to follow DPH guidance for self-isolation and quarantine, if applicable. Workplace leave policies have been reviewed and modified to ensure that employees are not penalized when they stay home due to illness.
 - ☐ Information on employer or government-sponsored leave benefits the employee may be entitled to receive that would make it financially easier to stay at home has been provided to all employees. See additional information on government [programs](#) supporting sick leave and worker's compensation for COVID19, including employee's sick leave rights under the [Families First Coronavirus Response Act](#) and employee's rights to workers' compensation benefits and presumption of the work-relatedness of COVID-19 pursuant to the Governor's [Executive Order N-62-20](#).
- ☐ Work processes are reconfigured to the extent possible to increase opportunities for employees to work from home.
- ☐ Upon being informed that one or more employees test positive for, or has symptoms consistent with COVID-19 (case), the employer has a plan or protocol in place to have the case(s) [isolate themselves at home](#) and require the immediate [self-quarantine](#) of all employees that had a workplace exposure to the case(s). The employer's plan should consider a protocol for all for all quarantined employees to have access to or be tested for COVID-19 in order to determine whether there have been additional workplace exposures, which may require additional COVID-19 control measures. See the public health guidance on [responding to COVID-19 in the workplace](#).
- ☐ Symptom checks are conducted before employees may enter the workspace. Checks must include a check-in concerning cough, shortness of breath or fever and any other symptoms the employee may be experiencing. These checks can be done remotely or in person upon the employees' arrival. A temperature check should also be done at the worksite if feasible.
- ☐ In the event that 3 or more cases are identified within the workplace within a span of 14 days the employer should report this cluster to the Department of Public Health at (888) 397-3993 or (213) 240-7821. If a cluster is identified at a worksite, the Department of Public Health will initiate a cluster response which includes providing infection control guidance and recommendations, technical support and site-specific control measures. A public health case manager will be assigned to the cluster investigation to help guide the facility response.
- ☐ All employees who have contact with the public or other employees during their shift (s) are offered, at no cost, a cloth face covering. The covering is to be worn by the employee at all times during the workday when in contact or likely to come into contact with others. Employees need not wear a cloth face covering when the employee is alone in a private office or a walled cubicle.
- ☐ Employees are instructed to wash their face coverings daily.

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ORDER OF THE HEALTH OFFICER



- ☐ All workstations are separated by at least six feet.
- ☐ Distribution areas (for curbside pickup), break rooms, restrooms and other common areas are disinfected frequently, on the following schedule:
 - ☐ Distribution area _____
 - ☐ Break rooms _____
 - ☐ Restrooms _____
 - ☐ Other _____
- ☐ Breaks are staggered to ensure that six (6) feet between employees can be maintained in break rooms at all times.
- ☐ Employees are prohibited from eating or drinking anywhere inside the workplace other than designated break rooms or in a private office space that is not shared by others, in order to assure that masks are worn consistently and correctly.
- ☐ Disinfectant and related supplies are available to employees at the following location(s):

- ☐ Hand sanitizer effective against COVID-19 is available to all employees at the following location(s):

- ☐ Employees are allowed frequent breaks to wash their hands.
- ☐ A copy of this protocol has been distributed to each employee.
- ☐ Each worker is assigned their own tools, equipment and defined workspace. Sharing held items is minimized or eliminated.
- ☐ All policies described in this checklist other than those related to terms of employment are applied to staff of delivery and any other companies who may be on the premises as third parties.
- ☐ Optional—Describe other measures:

B. MEASURES TO ENSURE PHYSICAL DISTANCING

- ☐ To the extent possible, patrons should be encouraged to submit orders online by placing a “hold” on an item in the library catalogue, or through another type of online reservation system. Consider ways to support equitable access for patrons who may lack access to mobile devices or to internet services, or those who may not be able to navigate an online reservation system (e.g., by offering and promoting a phone line that patrons may call to receive assistance from a library employee with reserving an item.)
- ☐ Libraries may offer access to books, movies and single-use items (such as take-home craft kits), but should limit loans of games and toys.
- ☐ When an item is ready for pick-up, patrons receive an email or phone call from the library to let them know their item is ready and instructions for picking it up. Patrons should be reminded to wear a cloth face covering when picking up their library order.
- ☐ Libraries have signs to help patrons know where to go for curbside pick-up (e.g., where to park, where to line up for pick-up, where to return an item).
- ☐ Tape or other markings identify both a starting place for patrons arriving for pick-up and 6-foot intervals for subsequent patrons who are joining the line.

- ☐ To the extent possible, pick-up of library materials is contactless to limit interactions between employees and patrons.
- ☐ Items are placed in labeled bags for ease of pick-up and to avoid unnecessary contact with the items
- ☐ Employees, wearing face coverings and gloves, are positioned 6 feet from each other and from patrons to deliver orders to patrons. Bins or carts should be used to pass appropriately packaged library materials to patrons to avoid personal contact between employees and patrons.
- ☐ For patrons with mobility issues, libraries offer accommodations, such as bringing library materials to the patron's car and putting them directly into the trunk.
- ☐ Patrons may not enter the library for any reason. Employee restrooms are not available for patron use.
- ☐ Employees have been instructed to maintain at least a six (6) feet distance from patrons and from each other in the pickup and payment area. Employees may momentarily come closer when necessary to deliver library materials or as otherwise necessary.
- ☐ Employee workstations inside the library are separated by at least 6 feet and common areas are configured to limit employee gatherings and to ensure physical distancing of at least 6 feet.

C. MEASURES FOR INFECTION CONTROL

- ☐ The HVAC system is in good, working order; to the maximum extent possible, ventilation within the library has been increased. Consider installing portable high-efficiency air cleaners, upgrading the building's air filters to the highest efficiency possible and making other modifications to increase the quantity of outside air and ventilation in offices and other spaces.
- ☐ Common areas and frequently touched objects inside the library and in the patron pickup area (e.g., tables, doorknobs or handles, bins) are disinfected on an hourly basis during business hours using EPA approved disinfectants and according to manufacturer's instructions.
- ☐ For large/medium library buildings, consider the feasibility of adding temporary handwashing stations for staff working inside the library, to support frequent handwashing.
- ☐ Workspaces inside the library and the entire facility are cleaned at least daily, with restrooms and frequently touched areas/objects cleaned more frequently.
- ☐ Patrons are instructed that they must wear cloth face coverings to be served. This applies to all adults and to children over the age of 2. Only individuals with chronic respiratory conditions or other medical conditions that make use of a mask hazardous are exempted from this requirement.
- ☐ Patrons arriving at the site with children must ensure that their children stay next to a parent, avoid touching any other person or any item that does not belong to them, and are masked if age permits.
- ☐ Hand sanitizer, tissues and trash cans are available to the public at or near the curbside pick-up areas.
- ☐ If feasible, libraries should implement a contactless return system (e.g., patrons drop them into library drop boxes or during regular hours in bins outside the library). Libraries may also accept returned items in carts or other containers that can be isolated and remain untouched for at least three days before handling and re-shelving.
- ☐ Optional - Describe other measures (e.g. providing senior-only hours, incentivizing non-peak pick-up times):

D. MEASURES THAT COMMUNICATE TO THE PUBLIC

- ☐ A copy of this protocol is posted at all public entrances to the facility.
- ☐ Signage at the entry and/or where patrons line up notifies patrons of about how to pick up and return their library materials safely.
- ☐ To the extent possible, share plans with community organizations, local businesses, schools and other stakeholders and ask for help in sending out information about the library's services.
- ☐ Online outlets of the library (website, social media, etc.) provide clear information about library hours, required use of face coverings, policies in regard to preordering, pickup and return of library materials, and other relevant issues.

E. MEASURES THAT ENSURE EQUITABLE ACCESS TO CRITICAL SERVICES

- ☐ Services that are critical to library patrons and can be safely offered have been prioritized.
- ☐ Measures are instituted to assure access to library materials for patrons who may have limited ability to use an online reservation system.
- ☐ Measures are instituted to assure access to library materials for patrons who have mobility limitations and/or are at high risk in public spaces.

Any additional measures not included above should be listed on separate pages, which the business should attach to this document.

You may contact the following person with any questions or comments about this protocol:

**Business
Contact Name:**

Phone number:

**Date Last
Revised:**
