

Questions and Concerns for Reopening Libraries

Drafted by the Resource Sharing and Fulfillment Functional Committees

Quarantining returned items

- For how long? We have been told that items must be quarantined for 72 hours? Please provide sources for guidance on quarantine of library materials.
- Where will the items be quarantined? Do books need to be quarantined in their own room or cordoned off area, or can they sit on a cart in a staff area? Are there guidelines for what makes a space functional for quarantining items? Are there any ventilation requirements?
- Who is responsible for moving around quarantined items and what measures will be taken to ensure their safety?
- Staff time spent quarantining: do we have adequate people power to do this?
- Do different material types need different lengths of quarantine?
- How about course reserves materials or other items with high turnover rates or short checkout periods? How will those be handled?
- Does quarantining include items sent back in courier bags and the courier bags themselves? Do we quarantine mail items too?
- What sanitization options do we have for circulating materials? Are book sanitizers effective?
- At what point are items quarantined? Only for patron returns? After staff handling? Do all staff/faculty who handle material need to wear gloves?

COVID specific Questions

- Where are the guidelines about quarantine coming from?
- What's the plan if there is a COVID exposure or positive case for a staff member? What about a student on campus?
- How are the buildings going to be cleaned and sanitized? Who will be responsible for it? How will we educate our staff about the sanitation protocol?
- What is the avenue for staff to take if they feel like their workplace or work practices aren't following the guidelines?

Facilities and service point questions

- Will stacks be open to the public? Is there a way in which we can reduce the number of folks in the building? When is it safe to have people walking around in the building unattended? If stacks are open, will books that have been handled by patrons need to be sanitized/quarantined?
- What equipment needs to be in place to allow students to come pick up materials? Self-check out, plexiglass, protective gear, floor markings to designate social distancing in line, card swipes/scanners so staff don't have to touch cards, use baskets to "hand" items to patrons, book lockers?
- Hours of the library - how will that be affected by reduced services, social distancing guidelines and reduced staff power?
- How would someone submit a request for an item? And how will someone pick up the material? What kind of turn around time are we promising (which is impacted by reduced staff)? How to shift the hold shelf to something that supports social distancing? Lockers? Curbside pickup? MeeScan (self checkout using cell phone app)? Is there a path for COLD to bulk purchase any of these solutions?
- Should service desks be reconfigured so staff can maintain 6' distance from each other as much as possible?
- What about group study rooms? Will these be limited to single users only and how do we ensure sanitization between reservations? How will study room or other social distancing be enforced and by whom?
- Who is responsible for providing PPE for staff and what kind of PPE will be required? Masks, gloves, and ?

CSU+ specific questions

- How are we going to turn CSU+ back on? All at once? Staggered?
- Do all libraries need to be reopened before we turn it back on? What is the minimum number of libraries that need to open for resource sharing to be viable?
- What if we don't have student assistants? Our units rely heavily on student workers. If they aren't on campus who will do the work?
- Will libraries even be open in the Fall?
- Would we want to turn things back on and allow students to pick up requests and/or mail requests? If libraries don't plan to allow users to pick up materials, then it doesn't make sense to turn back on.
- What kind of turn around time are we promising/expecting and how should we update request expiration accordingly?
- Courier service would need to be turned back on for participating libraries

Fulfillment concerns

- Should items that are hard to clean circulate? Headphones, cords, equipment, bone models, etc.?
- How should we handle requests for pens, scissors, hole punch, etc? Give pens, rather than loan? Don't allow use of equipment, or sanitize after each use? What about shared staff tools (book trucks, paper cutters, copy machines and printers, etc.)?
- Any way to reduce the need for physical circulation of books systemwide such as an increase in CSU wide e-book resources?

- What is a reasonable target date for re-starting?
 - We need the above concerns addressed to determine. More info on staffing.
- Do we need all campuses to start at the same time? What is a critical mass?
 - Depends on quality of experience we are comfortable with. If only a few libraries, those libraries may want to configure the lender of last resort.
- What do we need to get started?
 - Turn courier back on - need staff available to receive deliveries. Give libraries time after the courier is turned on to process returns.
 - Changes to request form: fields for address, option for curbside pickup/lockers, need by date?
 - Possibly edit request link to indicate delays in processing
 - Need to determine how users will get the materials.
 - Change request expiration
 - Change hold shelf expiration