

EASTERN SHORE PUBLIC LIBRARY CONTINUATION OF OPERATIONS PLAN (COOP) FOR PANDEMICS

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Essential Patron Services

If the libraries need to close or patrons are in quarantine:

- **E-resources:** Patrons will continue to have access to downloadable books and audios, online databases, genealogy resources that are not i.p. address authenticated (usable outside the library), and the ShoreCat online catalog with their library accounts.
- **Hardcopy materials:** Patrons will be able to return materials in outside book returns. Staff are able to deliver materials to patrons in the library driveways, i.e. “drive-through”. Holds can be placed via ShoreCat or by phone (if staff available to take calls) and holds can be picked up in a reduced service mode or by drive-through.
- **Public wifi:** Library locations can extend public wifi access beyond hours of operation (current setting). Eastern Shore Broadband Authority provides public wifi in several areas (see attached).
- **Access to computers:** ESPL does not have a program in place to loan computers or wifi hotspots to the public.
- **Telephonic Assistance:** Staff may be available by phone for assistance in answering questions, including technology assistance with e-resources.
- **Website and Social Media:** Staff can continue to update the public by the website and Facebook. Helpful links to the public can be provided.

Essential Administrative Services

Threat Level Contact: The health threat authority for the library is the Eastern Shore Health District.

J.J. Justis
Local Health Emergency Coordinator
Acting Epidemiologist
Eastern Shore Health District
757-302-4267
757-710-4536 cell
JJ.Justis@vdh.virginia.gov

Succession of Leadership

Orders of succession play a critical role in preserving ESPL's ability to respond in a timely and effective manner during an emergency. To ensure a rapid response to any emergency situation, ESPL has identified orders of succession in the case that existing leaders are not available to provide leadership. In such cases, full decision-making authority will be transferred to the designated successor, without limitations.

Succession of Leadership

Order	Title	Name
1	System Library Director	Cara Burton
2	Youth Services Librarian	Janice Felker
3	Circulation Manager	Summer Dahlmanns
4	TS Manager	Charle Ricci
5	Branch Manager	Barbii Rogers
6	Treasurer	James Littleston

Communications: Protocol will follow as with other emergencies. Communications will be by:

- Staff by text or fax.
- Library board chair by phone.
- Library Board by email
- Volunteers, if scheduled, by phone
- Accomack and Northampton County Administrator offices by email
- Media by phone or email: WESR and WBOC, if short-term; General press release if long term
- Messages will be on library phones
- Facebook, ShoreCat, and website postings
- Signage in front of the library, if long term
- Email blast

Income: County and state checks are submitted by mail. In absence of the contracted bookkeeping services, the library director or county treasurer will deposit funds. Counting of library fee/fine intake will be done by management staff and deposited by the director or treasurer.

Expenses: Checks are currently issued every other week. Vendors will be notified if payment is unavailable for longer than 30 days.

Payroll: Staff are paid by EFT. In the absence of the contracted bookkeeping services, the library director or county treasurer will process payroll.

Supplies: Branch managers are to ensure that custodial supplies are well-stocked in anticipation of shortages.

Custodial: Staff are expected to clean/sanitize personal work areas. Staff are expected to clean/sanitize other areas if directed. Sensitivities to cleaning chemicals and materials is to be communicated with the supervisor.

Vital Records: Vital records include any information immediately necessary for performing essential functions, as well as records and documentation necessary for recovery and resumption of ESPL's full operations. All vital records should be protected, backed up, and accessible via multiple means (e.g., hard copies and electronic copies) and in multiple locations.

Vital Record(s)	Associated Essential Functions (if Any)	Form of Record	Off-site Backup Location
Personnel	Administration	paper	
Personnel Manual	Administration	Electronic	GoogleDocs
Patron Records	Public Service	electronic	cloud
Payroll	Administration	electronic	Bookkeeper
Vendor agreements	Administration	paper	Vendor
Policies/Procedures	Administration	electronic	website
COOP	Administration	electronic	GoogleDocs
Rosters	Administration	electronic	GoogleDocs

Employees

Employees should prepare a **disaster kit** and needed supplies for themselves and their families prior to the event and should develop a written plan on dealing with disasters so the employee can ensure that the employee and their family are ready for a disaster.

Communications: In the event of a significant emergency or interruption that impacts the Shore and employees' ability to report to work, employees will "check in" via pre-arranged contact procedures to report on their individual statuses and to ascertain whether and where to report to work. Such communication allows management to muster sufficient staffing to restore and/or maintain essential functions, as well as to complete a roll call following an emergency event to verify the safety of staff members. It is essential that each staff member is familiar with the emergency check-in procedures, as well as likely duties in a COOP Plan activation.

Risks to Employees: Employees potential exposure is by contact with the general public and the materials handled by the public. Staff working at the circulation desk or providing programs are at greater risk.

Personnel Policies: In a time of low level risk, the existing Personnel Policy is in place. If the library closes, staff will be paid per the emergency closing policy. During pandemic alerts, the attached EEOC document, "Pandemic Preparedness in the Workplace and the Americans with Disabilities Act," is to be followed.

Currently fulltime staff covered by Anthem have access to telehealth services.

If voluntary isolation, quarantine, or illness takes place during an **Emergency Threat Level**, fulltime staff are to use existing sick time. Once this saved time is expired, staff will continue to receive their regular pay. If voluntary isolation, quarantine, or illness takes place during an **Emergency Threat Level**, part-time staff pay for regularly scheduled time will be considered.

Workplans and Telecommuting: Technical services staff can work at home to self-quarantine as needed. A workplan is to be in place with the supervisor that includes a schedule of tasks, tracking of time worked, and communications. Equipment, such as computers, can be loaned to staff to accommodate working from home.

As with any schedule planning, staff with personal special needs, such as being a caregiver or parent of young children, must communicate with their supervisor potential schedule changes and back-up plans.

Staffing

- Substitutes = Employees not normally involved in public service and not otherwise engaged in supporting essential functions are expected to fill this position, with or without prior cross-training.
- Shift Extension = Shifts may be extended or altered for individuals.
- Volunteers = Volunteers may be able to assist depending on technology and communication competencies.
- Mutual Aid = Staff can assist at any of the four ESVA libraries, Eastern Shore Community College, and public school libraries.

LEVELS OF EMERGENCY

Level 1: Do Nothing. Normal Operations

(Threat Level: Low)

1. Make no changes to current operations and procedures.

Level 2: Enhance Sanitation

(Threat Level: Elevated)

1. Provide additional hand sanitizer, soap and towels throughout library buildings
2. Wipe down all horizontal surfaces and high contact items (doorknobs, phones, keyboards, coffee makers) at midday and at the end of the day
3. Spray soft furnishings with disinfectant spray at the end of each day
4. Weekly deep clean of children's area (toys, etc., with bleach solution)
5. Remove soft toys from children's areas (run in hot dryer, then bag up)
6. Stop serving food at programs unless individually packaged

Level 3: Rigorous Sanitation

(Threat Level: High)

1. In addition to Level 2 actions, add:
2. Recommend flu shots or other immunizations for all staff
3. Hourly hand sanitizing or handwashing for all staff
4. Wipe/disinfect all returned materials before re-shelving
5. Hold all returned materials for 24 hours after disinfecting before recirculating
6. Remove all toys and manipulatives from children's areas
7. Stop serving food and drink at programs

Level 4: Restrict Activities

(Threat Level: Emergency)

1. In addition to Levels 2 and 3, add:
2. Cancel passive programs to reduce spread of contact infection (shared pencils, etc.)
3. Cancel all library programs to reduce person-to-person infection
4. Hours may be reduced for deep cleaning
5. Library deliveries may be suspended

Level 5: Building Closures

(Threat Level: Critical)

1. Reduce hours or close individual branches if staffing falls to specified levels for each branch: 3 staff at ESPL, 1 at NFL
2. Close library system if required by State Health Department or other health authority

Staff Illnesses

(Threat Level: High +)

1. Staff should absolutely stay home at earliest signs of possible infection or if family member is infected
2. Staff should remain home until infectious period is past, following CDC or Health Department guidelines
3. See also EEOC "Pandemic Preparedness in the Workplace and the ADA"