



## Indoor Holds Pickup FAQ for Lake Oswego Public Library

March 2021

### **HEALTH & SAFETY**

**Q. Did you consult with health authorities on the library's reopening plans?**

- A. Library staff work closely with the City of Lake Oswego's Medical Director, Dr. Ritu Sahni and incident safety officer, LOFD Battalion Chief Scott Vachter, to implement safe work practices, infection prevention measures, and engineering controls for our staff and public interactions. We also consulted with and are following the guidance of the Oregon Health Authority and the Clackamas County Dept of Public Health.

Furthermore, we are following specific guidance for libraries provided by the State Library of Oregon in consultation with the Oregon Health Authority; and from AIHA (American Industrial Hygiene Association) in consultation with the American Library Association.

Our Indoor Holds Pickup plans are in alignment with all of these levels of guidance, as well as with the OR-OSHA temporary rule.

**Q. What protocols will you follow if a staff member tests positive for COVID-19, or a patron who has been in the building reports they have tested positive?**

- A. If the facility is exposed, it will be temporarily closed and professionally disinfected. All staff identified as close contacts will be required to quarantine for the length of time recommended by the CDC. We will protect the privacy of the sick individual in accordance with HIPAA, but will be transparent with the community if we learn of an exposure at the library.

**Q. What are the library's cleaning and disinfecting protocols?**

- A. Staff are cleaning and disinfecting high-touch surfaces frequently throughout the day. Cleaning materials are available for users who wish to disinfect equipment between each use. Restrooms are professionally cleaned and disinfected at least once daily. All protocols follow COVID disinfecting guidelines developed by the CDC, OSHA, and International Facilities Management Association.

**Q. Has the library made upgrades to HVAC systems?**

- A. We upgraded our HVAC filters to hospital-grade, MERV 13 filters. The HVAC system has been recently serviced and is in good working order.

**MASKS & RULE ENFORCEMENT**

**Q. Are masks required? Why?**

- A. Yes. According to the Oregon Health Authority, masks, face coverings, or face shields are currently required for all people age 5 and up in all indoor public spaces. This requirement also applies to outdoor public spaces where six feet of distancing cannot be maintained.

(<https://govstatus.egov.com/or-oha-face-coverings>)

**Q. What style of masks are acceptable?**

- A. A cloth, polypropylene, paper or medical grade face covering that covers the nose and the mouth and that rests snugly above the nose, below the mouth, and on the sides of the face.

The following are not face coverings because they allow droplets to be released: a covering that incorporates a valve that is designed to facilitate easy exhalation, mesh masks, lace masks or other coverings with openings, holes, visible gaps in the design or material, or vents.

For a full FAQ on mask requirements from OHA, please see:

<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/le2390e.pdf>

**Q. Can I wear a face shield instead of a mask?**

- A. The Oregon Health Authority does not recommend wearing a face shield alone. From the OHA's website: "While face shields can be very good at blocking droplets, they are not as good at stopping aerosols that can go around the shield. OHA recommends face shields only be used on a limited basis, for example, when talking to someone who is deaf or hard of hearing and needs to read lips to communicate." (<https://govstatus.egov.com/or-oha-face-coverings>)

For this reason, we ask members of the public to wear a mask inside the library to protect staff and other members of the community, or to inquire about alternate methods to receive materials.

**Q. Does the library provide disposable masks to people who arrive without one?**

- A. Yes, but please plan to bring your own reusable face covering, if possible.

**Q. How does the library enforce mask-wearing and physical distancing with people who refuse to comply?**

- A. Mask wearing and distancing are required to use the library's in-person services during the pandemic, and we enforce these rules consistently. As laid out in the library's Code of Conduct, if patrons are unwilling or unable to comply with these or other rules, they will be directed to leave the building, or in this case would not be admitted into the building, and could request another option to receive materials.

## **OCCUPANCY & TIME LIMITS**

### **Q. Why do you have an occupancy limit?**

- A. Occupancy limits are in place to ensure that social distancing can be maintained in the space, and may be adjusted as Risk levels fluctuate.

### **Q. How did you calculate your occupancy limit?**

- A. Consistent with other city buildings, we consulted with the city's Facilities Manager to determine our official occupancy limit, following the guidelines of the Oregon Health Authority. We also calculated occupancy using FEMA guidelines, as recommended in the Library Reopening Guidelines from the State Library in collaboration with OHA. We adopted the more conservative occupancy limit as a starting point. Occupancy limits may be adjusted as Risk levels fluctuate.

### **Q. Why do you have a time limit on my stay in the library?**

- A. In order to serve as many patrons as possible and ensure that we do not exceed the mandatory occupancy limit for the holds pickup area, building access will be limited to 10-minute increments starting Friday, April 9. Time limits may be adjusted as Risk levels fluctuate.

## **ACCESS & AVAILABLE SERVICES**

### **Q. Can I access the stacks to retrieve an item, or browse?**

- A. Not at this time. In order to ensure the safety of our staff and patrons, we are taking a gradual approach to re-opening. The building is currently only open in a limited capacity. However, staff can retrieve available items upon request.

### **Q. Why did you move hold pickup indoors instead of keeping it outdoors?**

- A. By re-establishing an indoor self-service model for hold pickup, we can serve more residents per week and reduce wait times to pick-up materials. However, outdoor service is still available by request, and we are providing other services (such as reference assistance, tech help, reader's advisory, assistance with your library account, etc.) over the phone and virtually.

**Q. Can I access a computer or copier?**

- A. Not at this time. In order to ensure the safety of our staff and patrons, we are taking a gradual approach to re-opening. The building is currently only open in a limited capacity. However, the library does loan laptops and wifi hotspots, as well as provide free wireless internet and free wireless printing from the parking lot.

**Q. What services are available if I don't want to come in, or cannot wear/refuse to wear a mask?**

- A. We are happy to bring your holds to you outside the library if you have a medical exemption, or mail your holds to you. You may also be eligible for our homebound delivery program.

Other library services (such as reference assistance, tech help, reader's advisory, assistance with your library account, etc.) are available over the phone and virtually.

**STAFF & VOLUNTEERS**

**Q. Are all staff back at work or are some still working remotely? How are staff doing? Is the library fully staffed?**

- A. Most staff spend part of their hours in the library and part working from home. Library staff are keeping spirits up and look forward to reconnecting with our patrons. The library is fully staffed again after a number of retirements in 2020.

**Q. Have any staff been sick with COVID?**

- A. There has been no known COVID-19 exposure at the library. HIPAA laws protect the privacy of staff health information. However, we will be transparent with the community (while protecting privacy) if we learn of an exposure at the library.

**Q. Does the library need volunteers?**

- A. We highly value our volunteers, but at this time we must limit the number of people working in our library. We are following local health guidelines to ensure safety and will continue to reassess this situation and bring back additional volunteers when it is safe to do so.

**MISCELLANEOUS**

**Q. Do you have chairs in the library?**

- A. We can fulfill ADA requests for chairs, but otherwise chairs have been removed from public areas for now, consistent with our grab-and-go model.

**Q. How do I return a Library of Things item?**

A. Please return your LoT item to the Welcome Desk table, during open hours.

**Q. Is the library doing contact tracing?**

A. No. We are following the recommendation of the Oregon Library Association Intellectual Freedom Committee and the Oregon Library Association Executive Board to adopt policies consistent with libraries' core values and to avoid collecting this information. Collecting data for non-library purposes, including contact tracing, contradicts professional values and may damage the trusting relationships patrons have with their community libraries.