

Phase 2 Curbside Library Services

COVID-19 Requirements

Phase 2: All public libraries, public library systems, institutional & governmental libraries, and libraries at institutions of higher education are permitted to provide limited services to customers by supplying items through the mail, or via curbside pick-up. In-person services other than limited curbside pick-up are not permitted and libraries should remain closed to the public under Phase 2.

Safety and Health Requirements

All libraries and library systems have a general obligation to keep a safe and healthy facility in accordance with state and federal law, and comply with the following COVID-19 organization-specific safety practices, as outlined in Governor Jay Inslee’s “Stay Home, Stay Healthy” Proclamation 20-25, the Governor’s “Safe Start” [Proclamation 20-25.4](#), and in accordance with the Washington State Department of Labor & Industries [General Requirements and Prevention Ideas for Workplaces](#) and the Washington State Department of Health Workplace and Employer Resources & Recommendations at <https://www.doh.wa.gov/Coronavirus/workplace>.

All libraries must specifically ensure operations follow the main L&I COVID-19 requirements to protect employees and customers:

- Educate all employees in the language in which they are most proficient about coronavirus, how to prevent transmission, and the library’s COVID-19 policies.
- **Maintain minimum six-foot separation between employees and library patrons in all interactions at all times.** When strict physical distancing is not feasible for a specific task, other prevention measures are required, such as the use of barriers, minimizing the number of employees in narrow or enclosed areas, staggered breaks, and work shift starts.
- Provide personal protective equipment (PPE) such as gloves, goggles, face shields and face masks as appropriate or required to employees for the activity being performed. **Cloth facial coverings must be worn by every employee within the facility unless their exposure dictates a higher level of protection under Department of Labor and Industries safety and health rules and guidance.** Refer to [Coronavirus Facial Covering and Mask Requirements](#) for additional details. A cloth facial covering is described in the Department of Health guidance, <https://www.doh.wa.gov/Portals/1/Documents/1600/coronavirus/ClothFacemasks.pdf>.
- Ensure frequent and adequate hand washing with adequate maintenance of supplies. Use disposable gloves where safe and applicable to prevent transmission on items that are shared.
- Establish a housekeeping schedule that includes frequent cleaning and sanitizing with a particular emphasis on commonly touched surfaces.
- Screen employees for signs/symptoms of COVID-19 at the start of every shift. Make sure sick employees stay home or immediately go home if they feel or appear sick. Cordon off any areas where an employee with probable or confirmed COVID-19 illness worked, touched surfaces, etc., until the area and equipment is cleaned and disinfected. Follow the cleaning guidelines set by the CDC to deep clean and disinfect.
- Post a sign strongly encouraging customers to wear cloth facial coverings, and prominently display it at the entrance to the business so that it is immediately noticeable to all customers entering the store. Employers are encouraged to require customers to wear cloth facial coverings, in order to protect their employees.

A building-specific COVID-19 Supervisor shall be designated by each library to monitor the health of employees and enforce the library's COVID-19 safety plan.

An employee may refuse to perform unsafe work, including hazards created by COVID-19. And, it is unlawful for the employer to take adverse action against an employee who has engaged in safety-protected activities under the law if their work refusal meets certain requirements.

Employees who choose to remove themselves from a worksite because they do not believe it is safe to work due to the risk of COVID-19 exposure may have access to certain leave or unemployment benefits. Employers must provide high-risk individuals covered by Proclamation 20-46 with their choice of access to available employer-granted accrued leave or unemployment benefits if an alternative work arrangement is not feasible. Other employees may have access to expanded family and medical leave included in the Families First Coronavirus Response Act, access to use unemployment benefits, or access to other paid time off depending on the circumstances. Additional information is available at <https://www.lni.wa.gov/agency/outreach/paid-sick-leave-and-coronavirus-covid-19-common-questions>.

1. Prior to reopening operations for mail and curbside pickup, libraries are required to develop a comprehensive COVID-19 exposure control, mitigation, and recovery plan that conforms to the requirements of this document. The plan must include policies regarding the following control measures: PPE utilization; on-location physical distancing; no-contact material returns; hygiene; sanitation; symptom monitoring; incident reporting; disinfection procedures; COVID-19 safety training; exposure response procedures and a post-exposure incident project-wide recovery plan. A copy of the plan must be available at the location for inspection by state and local authorities. Failure to meet planning requirements may result in sanctions, including forced closure of the location.

Curbside Library Operations Specific Requirements:

2. Indoor operations should be limited to those employees who are responsible for the tasks required to facilitate mail or curbside delivery. Employees should adhere to all social distancing, hygiene, and sanitation guidelines.
3. Interactions with library patrons may be handled through multiple channels, including by phone, over the internet, or at the point of pick-up provided that employees maintain safe distance.
4. Designated employees will deliver materials directly to the library patron through curbside drop-off. Library patrons will notify staff by text message, email, phone, or other method once they arrive. If feasible, the patron should be asked to remain in their vehicle until staff safely deliver the requested materials.
 - a. Physical materials may be placed directly into a library patron's vehicle. If not feasible, an outdoor pickup area may be established provided that patrons and library staff maintain at least six feet of separation and all other hygiene and sanitation protocols are followed.
 - b. All delivery tools (i.e. delivery carts, dollies, etc.) shall be sanitized frequently throughout the day.
 - c. Library patrons are urged to use face coverings during delivery to the curb, residence, or business.
 - d. Libraries must use electronic or other 'no contact' methods to identify patrons and track borrowed materials.
5. In the case of libraries that share space with other entities permitted to conduct curbside drop-off (i.e. retail establishments), designated pickup areas may be coordinated and specified for each

individual entity. Libraries not sharing space with other entities may independently offer curbside delivery options.

- a. Drop-off areas may be color-coded or marked in a manner that allows members of the public to easily locate the delivery area.

6. Returns

- a. Libraries must develop or modify 'no contact' return policies to establish procedures for processing, handling, and disinfecting returned items such as:
 - i. Requiring returned items to be sealed, stored, and quarantined for **24 hours** before allowing them to return to active inventory for redistribution. Staff who are processing materials as they are returned must wash hands immediately after processing the returned materials.
 - ii. Employees who process returned items need proper PPE.

7. Library staff must develop individualized library guidelines based on materials offered, library footprint, location, and curbside/parking options.

Curbside Library Specific Health Protocols:

8. Sanitation

- a. Employees should be encouraged to regularly wash their hands, and must do so before and after using the restroom, eating, or engaging in any activity that involves exposing their hands to other bodily fluids (i.e. coughing, sneezing, blowing nose, etc.)
- b. Libraries must provide disinfectant and sanitation products for employees to clean their workspace, equipment, tools, and common areas. Alcohol-based hand sanitizers with greater than 60% ethanol or 70% isopropanol must be provided and utilized, but should not supplant regular hand-washing.
- c. Frequent sanitation of working surfaces should occur, particularly in high-traffic areas.
- d. No physical contact with a library patron, or other member of the public is permitted under any circumstances.
- e. Where feasible, libraries must evaluate and increase ventilation, and utilize U.V. filters with a higher MERV rating.

9. Employees

- a. Limit the number of employees in the library at one time by staggering shifts or other methods.
- b. Prohibit gatherings of employees:
 - i. Stagger break time, limit the number of people in break rooms, and rearrange break room furniture as needed to abide by distancing standards;
 - ii. Permit workers to take breaks and meals outside, in their office or personal workspace, or in such other areas where proper social distancing is attainable.
- c. Hold all meeting and conferences virtually, wherever possible.

Sick Employee Plan:

10. Screen all employees at the beginning of their day by asking them if they have a fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell. Libraries are recommended to develop a Staff Health Self-Assessment procedure for this purpose.
11. Ask employees to take their temperature at home prior to arriving at work or take their temperature when they arrive. Thermometers used shall be 'no touch' or 'no contact' to the

greatest extent possible. If a 'no touch' or 'no contact' thermometer is not available, the thermometer must be properly sanitized between each use. Any employee with a temperature of 100.4°F or higher is considered to have a fever and must be sent home.

12. Create policies which encourage employees to stay home or leave the location when feeling sick or when they have been in close contact with a confirmed positive case. If they develop symptoms of acute respiratory illness, they must seek medical attention and inform their employer.
13. Have employees inform their supervisors if they have a sick family member at home with COVID-19. If an employee has a family member sick with COVID-19, that employee must follow the isolation/quarantine requirements as established by the State Department of Health.
14. Instruct employees to report to their supervisor if they develop symptoms of COVID-19 (e.g., fever, cough, shortness of breath, fatigue, muscle aches, or new loss of taste or smell). If symptoms develop during a shift, the employee should be immediately sent home. If symptoms develop while the employee is not working, the employee should not return to work until they have been evaluated by a healthcare provider.
15. If an employee is confirmed to have COVID-19 infection, employers should inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (ADA). The employer should instruct fellow employees about how to proceed based on the CDC Public Health Recommendations for Community-Related Exposure.

Training:

16. All on-site employees must be trained on the library's policies, these requirements and all relevant sanitization and social distancing protocols. They must also be trained about COVID-19 and how to prevent its transmission. This can be accomplished through weekly safety meetings, where attendance is logged by the system, supervisor, or COVID site supervisor.

No public libraries or library systems may operate curbside services until they can meet and maintain all the requirements in this document, including providing materials, schedules and equipment required to comply. Additional considerations are made as suggestions and may be adopted, as appropriate.

All issues regarding worker safety and health are subject to enforcement action under L&I's Division of Occupational Safety and Health (DOSH).

- Employers can request COVID-19 [prevention advice and help](#) from L&I's Division of Occupational Safety and Health (DOSH).
- Employee Workplace safety and health complaints may be submitted to the L&I DOSH Safety Call Center: (1-800-423-7233) or via email to adag235@lni.wa.gov.
- General questions about how to comply with the agreement practices can be submitted to the state's Business Response Center at <https://coronavirus.wa.gov/how-you-can-help/covid-19-business-and-worker-inquiries>.
- All other violations related to Proclamation 20-25 can be submitted at <https://bit.ly/covid-compliance>.
- **Disclaimer:** Health and safety plans created under this guidance do not need approval or review from local government before reopening. Should additional clarity be needed or for questions, please contact L&I DOSH Safety Call Center: (1-800-423-7233) or via email to adag235@lni.wa.gov.