



# Town of Wellfleet Public Library

## Pandemic (COVID-19) Continuity of Operations (COOP) Plan

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## **I. INTRODUCTION**

The Wellfleet Public Library is a hub of information in the Town. During the COVID-19 pandemic, we are continuing to provide remote services to patrons, electronic resources, information and referral, as well as outreach to our most vulnerable patrons. We are also continuing to investigate further ways to serve our patrons during this unprecedented time.

## **II. PURPOSE. SPECIFICALLY, THIS PLAN IS DESIGNED TO:**

- Ensure that the Wellfleet Public Library is ready to handle an emergency, safely navigate it, and return to a stable environment once the emergency has passed.
- To find creative solutions to providing services for the community during an emergency.
- To create a safe way to reintroduce the public into the building once it opens.

## **III. APPLICABILITY AND SCOPE**

The Library is aware that its services are essential. But it also has to take into account the health and safety of the staff, the now known hazard of the materials being returned, and the danger of a building with too many people in it. It is important to weigh this against the ever-important need that the public has for Library services.

This is a plan for handling Library services during COVID-19 – an emergency where it is impossible for people to enter the building.

Additionally, where it may be appropriate for other buildings to open, the Library may be a place where large numbers enter at once, and gathering occurs naturally. The nature of the work here is often face-to-face.

#### IV. ESSENTIAL FUNCTIONS

Priority	Essential Functions
1	Provide the public with access to excellent reading/educational/entertainment materials in a number of print, mechanical, and online formats
2	Be the hub of technology in the town including internet, faxing, copying, tech drop in hours, help with devices, Census help, job applications, tax forms, housing, etc.
3	Provide free programming and classes
4	Provide information and referral for a number of services; be a central location for dissemination of information.
5	Work in collaboration with other CLAMS consortium, other libraries, and beyond.
6	Work with government agencies where library is crucial for input.

#### V. ORDERS OF SUCCESSION

Jennifer Wertkin is the Library Director. Should she become incapacitated, the order of succession is as follows:

Successors
Naomi Czekaj-Robbins, Assistant Director
Margaret McClellan, Assistant Librarian, Technical Services

#### Delegations of Authority

The Library Director may delegate any role within this plan to the successors

#### VI. MITIGATION

For COVID-19 We have done the following:

- Closed the building to all public
- Discussed all decisions with Library Board of Trustees
- All patron contact is limited to telephone and email
- No home delivery of materials or curbside pickup
- All programs and meetings are cancelled through the end of April and maybe into May.

- Staff are either staggered or working from home
- We scrub all materials that come in, with disinfectant, and staff wear gloves.
- We have been in touch with the Town Administrator and the Health agent about potential exposures and will continue to do so (and will follow protocols laid out by the various health authorities re: self-quarantine, testing, etc.).
- No employee who feels sick will come to the Library.

What we are doing for patrons

- Purchasing more robust online offerings
- Making it easier for them to get online access (clearing their accounts, etc.)
- Telephoning our isolated patrons
- Assisting patrons with using our online services over telephone and email.
- Broadcasting town and local info re: COVID-19, online resources, library resources, etc. as is our mission to disseminate information.

Note: the Library remains concerned about becoming a vector, once opened to the public.

## **Appendix A: Emergency Polices**

- **If there is an exposure: Notify TA, Health Department, and Board of Trustees immediately**
- **Send staff home for self-quarantine or testing as directed by health agent.**
- **The Director, or her designee, shall contact the DPW to let them know that the building needs to be deep cleaned.**
- **The Director, or her designee, shall contact CLAMS, to inform them that Wellfleet's does not have staff working and to halt delivery, etc.**
- **The Director, or her designee, shall contact UPS and US Mail to stop deliveries, as well as Ingram and Midwest Tape (and any other vendors) to halt delivery (all designees have info).**
- **Director or designee will bring bills and payroll home. These shall be scanned and accepted that way by town hall.**

### **If no exposure, but during this crisis:**

- **Opening full-scale on April 7<sup>th</sup> is not feasible. There will be too many people in the building when the schools remain closed.**
- **We should continue to operate remote services.**
- **We will add more electronic services.**
- **We will expand telephone reference.**
- **We can participate in emergency response for the town.**
- **It is crucial that we have our website back and operational. People expect information from a library.**