UNIVERSITY LIBRARY COVID-19 RECOVERY PLAN

I.   Introduction & Guiding Principles

The CSUDH University Library's recovery plan is guided by campus, local, and state cleaning and safety information, campus leadership policies, and the principles set forth in the "CSU Library Operating Principles in a Time of Pandemic" (starting on page 5 of this document). The purpose of this plan is to outline the broad, overarching services and activities needed for successful transition between phases for business continuity. The Library has developed a more detailed internal operational plan to guide departmental work. The Library has, and will continue to make, every effort to support the health and safety of CSUDH employees and library users, by responding to any instances of COVID-19 cases among library employees according to campus, local, and state guidelines. This plan outlines needs and activities of the University Library and the Gerth Archives and Special Collections (Archives).The recommendations provided in this document are guided by the following principles:

1. People first. Make decisions that protect students, employees, our communities, and public health.
2. Develop creative service models that are responsive to campus needs and emerging instructional models;
3. Focus on long-term enhancements to digital services and resources that further student success.
4. Operate library buildings safely and to the greatest extent possible to support learning and student basic needs,
5. Practice decision making that foregrounds the CSUDH strategic plan and mission centered on teaching/learning and our unique student populations.
6. Adhere to policies and procedures at the state, local, and campus levels, and proactively inform associated interpretations and improvements to navigate new environments.
7. Follow most current and robust evidence-based guidance and experiences from higher education and libraries. Make decisions in conjunction with campus partners, such as facilities and safety, and advocate for the agency of libraries as unique institutions and spaces.
8. Commit to compassion and flexibility. Recognize that the need to "pivot" rapidly between service models in response to shifts in pandemic and public health guidance will be continuous.

II.   Phased Recovery Summary

In conjunction with campus recommendations, the Library recommends a phased approach to re-opening and continuing academic support services for faculty, students and staff. Following is a summary of the major activities and considerations and recommendations for each phase.

Phase 1: Current. This is our current situation in which a stay-at-home order remains as recommended practice, with phased re-opening of businesses throughout the state. While the campus remains open for public-facing services, staff and faculty continue to work remotely, with the exception of essential/critical employees. The library building is closed, with the majority of public-facing services that do not require onsite access being provided virtually (i.e. General Research Assistance 24/7 & consultation appointments, information literacy instruction, electronic research guides, tutorials, FAQs, databases, digital collection guides and finding aids, interlibrary loans for e-resources, library faculty liaison outreach, social media outreach to students, archival and special collections research assistance, access to digital databases, collections, and e-materials). Reference and instruction statistics for spring, which include activities during the COVID-19 pandemic demonstrate the value of the Library's Information Literacy Program to the campus. In addition to Library Administration, limited exceptions are made for staff from the Gerth Archives, User Services and Collections, Access and Processing Services (CAPS) to work occasionally in the building for a short period of time, with approval and staggered schedules to ensure optimal safety, in order to fill library materials requests, process and catalog new books, empty book drops from materials returns and service the University Library 24/7 external locker system. The focus of the University Library staff visiting campus has and continues to be on projects and cataloging that can be done remotely, with occasional visits to the Library in order to pick up and prepare work that can be done away from the physical building. Additional information and updates on library service are available on the University Library website.

➔ *Considerations and Recommendations for Transitioning to Phase 2:*
✓ Clear communication with Facilities Services regarding schedules for aggressive cleaning and disinfecting of office/work spaces daily
✓ Personal Protective Equipment (PPE), specifically face masks (KN95 recommended), face shields (for employees unable to wear face masks), and gloves for employees working onsite
✓ Disinfecting wipes, hand sanitizer, clear, protective plexiglass partitions for employee spaces that make social distancing requirements difficult
✓ Training, supplies, and schedules for staff to disinfect their work spaces and handles that they access
✓ Communication with the public on the scope of library services
✓ The Leganto Now product that facilitates and advances electronic reserves services was implemented in fall 2020.
✓ The RapidILL interlibrary loans product was implemented in fall 2020.
✓ The Luxer contactless locker unit will be introduced and implemented in spring 2021.

- ✓ Implement quarantine protocols for a specific number of days for returned materials (note: This is currently being done in Phase 1 for returned library materials).

Phase 2: Library Employees Onsite Only. Virtual services offered in phase 1 would continue. During this phase, some library employees would return to work onsite for activities that cannot be conducted effectively remotely. Employees would have staggered onsite work schedules to support social distancing while undertaking limited academic support duties such as interlibrary loan of physical materials, scanning of course reserves materials, handling mail, limited receiving and processing of physical materials, limited re-shelving of stacks materials, and check-out and circulation of stacks materials, with contactless exchange of materials via lockers to be purchased and installed near the library. Some Gerth Archives employees would work onsite to organize, arrange, and process physical collections, with staggered schedules to ensure safety. Onsite employees would need to limit physical interactions, avoid gathering in groups, and continue to follow recommendations on social distancing and hygiene.

➔ *Considerations and Recommendations for Transitioning to Phase 3:*
- ✓ Clear communication with Facilities Services regarding schedules for aggressive cleaning and disinfecting of office/work spaces daily. Schedule for sanitizing surfaces repeatedly throughout the day.
- ✓ Personal Protective Equipment (PPE), specifically face masks (KN95 recommended), face shields (for employees unable to wear face masks), and gloves for employees working onsite
- ✓ Disinfecting wipes, hand sanitizer, clear, protective plexiglass partitions for employee spaces that make social distancing requirements difficult
- ✓ Decisions regarding monitoring activities to mitigate spread of COVID-19 to include screening visitors entering the library with either questioning or temperature-taking
- ✓ Communication with the public on the scope of library services
- ✓ Plexiglass shields set up at public service areas to separate staff from library users
- ✓ Implement, and communicate guidelines public-facing academic support services that will be available once users return onsite in a limited fashion
- ✓ Continue quarantine protocols for a specific number of days for returned materials (note: This is currently being done in Phase 1 for returned library materials)
- ✓ Ensure that Library spaces are arranged to observe social distancing
- ✓ Limit Group Study Room access, based on social distancing requirements
- ✓ Limit Computer Lab usage, reduced capacity in accordance with distancing guidance and required sanitizing standards
- ✓ Install plastic covers on computer keyboard and mice

Phase 3: Limited Public Users Onsite.   Virtual services offered during the pandemic may continue due to limited services being offered onsite. In this phase, the University Library building would partially re-open for some academic support services to *the campus community only*, with limited hours and limited users – based on campus, county, and state mandates - while observing social distancing practices. Study spaces and computer/printer/copier access would be available, arranged to ensure social distancing guidelines. Contactless circulation of stacks and interlibrary loan materials via contactless lockers would continue. Limited face-to-face research help and information literacy instruction may be available, informed by campus policies regarding courses offered face-to-face, and housing, dining, and other public-facing services offered to students and faculty on campus. Archives staff could work onsite with physical collections all day while adhering to social distancing and PPE guidelines. In-person archival reference questions and access to rare and archival collections would be permitted according to social distancing guidelines.

➔ *Considerations and Criteria for Transitioning to Phase 4:*
✓ Campus policies guided by a return to normal operations per California's Pandemic Roadmap.
✓ Communicate to the public the scope of library services
✓ Personal Protective Equipment (PPE), for employees who elect to still wear this
✓ Keep disinfecting wipes, hand sanitizer, clear, protective plexiglass partitions for public areas

Phase 4: Return to Pre-Pandemic Operations. This last phase would assume that a vaccine or therapeutics are in place to ensure the safety of the public and library employees. There would be full onsite Library and Archives operations but with precautionary measures in place, as needed. Cleaning and disinfecting practices would continue, as informed by campus, county, and state guidelines. This would also assume that the majority of instruction would return to the normal face-to-face modality on campus. Regular library hours and services would return, with most employees returning to their regular shifts. Some of the contactless services (e.g. Course Reserves, Stacks, and ILL materials checkout) would remain as enhanced services to the campus community. Onsite research, information literacy instruction, and full access to group study rooms, computer labs, and open stacks would be guided by campus policies.

Operating Phase Matrix from CSU Library Operating Principles in a Time of Pandemic

This matrix provides general guidance for planning services based on the operational phase.

Operating Phase	Phase 1	Phase 2	Phase 3	Phase 4
Service/Access Tier	Full digital	Staff only onsite	Minimal/Limited users onsite	Full onsite operations with precautionary measures
State/County Mandate	Stay at home order in place	Social distancing/Minimal grouping	Social distancing/Limited grouping allowed with guidance	Social distancing/No capacity limit specified
Campus Operating Mandate	Virtual with essential employees onsite	Virtual with essential and other employees onsite	Limited face-to-face instruction taking place on campus	Majority of instruction taking place face-to-face on campus.
Building Hours of Operation	Virtual	Virtual	Limited hours informed by times of courses held on campus/ Designated hours for vulnerable populations	Regular hours, informed by onsite employee availability
Employees in Building, including students	With advance approval	Some employees report on-site for activities that cannot be conducted remotely, observing social distancing and schedule modifications	Designated employees report for modified shifts based on job requirements	Most employees report for regular shifts, with potential modifications
PPE Recommendation	Emphasize personal protective practices	Robust recommended PPE for all on-campus shifts	Robust recommended PPE for all on-campus shifts	Maintain recommended PPE for all on-campus shifts

Operating Phase	Phase 1	Phase 2	Phase 3	Phase 4
Sanitization/ Cleaning Recommendation	Recommended enhanced sanitizing procedures based on employee building presence	Recommended enhanced sanitizing procedures based on employee building presence	Recommended significantly enhanced sanitizing procedures in employee workspaces, patron transaction areas, and available seating	Recommended enhanced sanitizing procedures in employee workspaces, patron transaction areas, and available seating
Book stacks	Digital only	Digital only	Digital encouraged/Limited requests	Stacks open to public with social distancing measures
Reserves	Digital reserves only	Digital reserves only	Digital reserves preferred	All Reserves available for checkout with sanitizing measures, digital reserves preferred/ Headphone and microphone checkout not recommended
Circulating Equipment	Long-term loans only	Long-term loans only	Preference for long-term loans, with sanitizing measures between each use	Limited equipment available for checkout with sanitizing measures between each use
Seating/Study	None	None	Limited and reconfigured seating on limited floors, Monitoring Procedures for entry/exit, limited or card access elevator use	Open, possibly reconfigured seating but maintaining enhanced custodial/sanitizing practices
Group Study	None	None	Dependent on social distancing requirements	Open, reservation and social distancing encouraged, reduced seating as needed

Operating Phase	Phase 1	Phase 2	Phase 3	Phase 4
Computer Labs	None	None	Reduced capacity in accordance with distancing guidance and required sanitizing standards	Computer labs with station distancing and required sanitizing as needed
Transactional Safety	N/A	N/A	Touchless transactions recommended/Distancing signage and transaction barriers	Touchless transactions recommended/Distancing signage and transaction barriers
Check-Out Method	Digital Only	Digital Only	Touchless check-out or curbside/Self-service only	Touchless check-out preferred/ Check-out at service desk available with precautionary measures
Materials Returns	Encouraged not to return/ Outdoor book drops open	Outdoor book drops open/ Quarantine materials for at least 6 days	Outdoor or all book drops open/Quarantine materials for at least 6 days	All book drops open, all materials due dates enforced
Resource Sharing	Digital only	Digital preferred, some limited home delivery	Digital preferred, some limited home delivery and pick-up	Digital preferred, some limited home delivery and pick-up
Library Instruction	Video and digital	Video and digital	Video and digital, minimal in-person informed by courses held on campus with social distancing measures employed	Video and digital, small group sessions, multiple sessions if necessary, observing remaining distancing guidance
Events and Outreach	Video and Digital	Video and Digital	Video and digital, minimal in-person informed by courses held on campus with social distancing measures employed and pre-registration required	Video and digital, small group programs, multiple sessions if necessary, observing any remaining distancing guidance