# PGCMLS at Work

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Cover image by Ella Alonso, used with permission
Maryland Governor Larry Hogan initiated the phased reopening of the State of Maryland on May 15, 2020. Prince George’s County entered Phase 2 of its reopening plan on Monday, June 15, per an executive order issued by the County Executive that responds to the continued local spread of COVID-19. The Library is prepared to initiate a phased reopening of in-person services, though there is a high likelihood that the COVID-19 virus will still be present in the community to some degree.

When the Library reopens it will modify operations across the board in order to provide maximum safety for staff and customers. Practices currently employed at essential businesses serve as a useful guide for adapting the Library’s services for reopening. Procedures focus on maximized social distancing, greatly enhanced cleaning, and messaging (including signage at branches) to customers that promotes safe practice. The reopening plan includes adjustments to the Library’s five main areas of operation:

► Customers
► Staff
► Facilities
► Collections
► Programs, Outreach, and Meetings

In the event of an outbreak of new COVID-19 cases, the Library may revert to previous reopening phases, based upon direction from the County Health Department. Guidelines and procedures in this plan are subject to change.
Timeline (Subject to Change)

Thursday, June 25, 2020
► Board of Library Trustees Votes on Phased Reopening Plan

Friday, June 26, 2020
► Announcement of Staff Recall Date

Date TBA
► Staff Recall Date - All Staff Return to Full Duty Hours, Inclusive of Telework

Date TBA
► Phase 1 - Curbside Services Begins

Date TBA
► Phase 2 - Limited Branch Access Begins
Staff receive 2 weeks notice prior to initiating Phase 2

Date TBA
► Phase 3 - Partial Branch Access Begins
Staff receive 2 weeks notice prior to initiating Phase 3

Date TBA
► Phase 4 - Full Branch Access with Physical Distancing
Staff receive 2 weeks notice prior to initiating Phase 4
The Four Phases

The Library will reopen in four phases with temporary changes to operations:
- All facilities have already been completely cleaned and disinfected, including the HVAC coils and filters. HVAC filters will be changed on a monthly basis. HEPA-type filters will be used.
- Summer @ Your Library 2020 (S@YL) will be an entirely virtual program.
- In-person programs, outreach activities, and public use of meeting rooms remain suspended until resumed per the phased reopening plan.
- Staff will return to work at least one (1) week before initiating Phase 1 with continued flexible work options to ensure health and safety, in accordance with federal leave guidelines. Staff are not permitted to bring children to work. All staff have access to Employee Assistant Program (EAP) support 24/7.
- The Library will provided staff with necessary PPE to remain safe while on duty as well as enhanced protective gear for public facilities.
- Book/media donations will not be accepted during any phase.

Phase 1 - Curbside Service

The first phase will include the return of staff (on a limited basis) and sanitization of all materials that have been returned. Staff will manage return check-ins, reshelving, update circulation, alternate office work routines will be restored, virtual programming continues, and telephone/digital reference will continue. Book drops reopen. In-person services will be curbside service only with abbreviated hours for all branches. The Library’s smallest branches (Baden and Mount Rainier) and pop-up locations will not be available for curbside service during Phases 1 & 2. The Library’s Customer Policies & Procedures apply during all phases.

Phase 2 - Limited Branch Access

The second phase will allow limited numbers of customers in the branch for a limited time period, with abbreviated hours for all branches, with exceptions. Bladensburg will continue with curbside service only. Baden and Mount Rainier remain closed. Contracted security guards will return to duty. Customers are required to wear face coverings at branches.

Phase 3 - Partial Branch Access

The third phase will be a partial opening for all branches, except Baden and Mount Rainier which will only partially reopen if possible with the latest social distancing guidelines. Police officers will return to duty at branches.

Phase 4 - Full Branch Access with Physical Distancing

The fourth phase will be a return to full operations at all branches, but may still include social distancing and even the continued use of masks. In-person programs, outreach activities, and public meeting room usage may resume. Pop-up locations reopen.
Phase 1 - Curbside Service (Monday, July 20)

Branches with Curbside Service | Book Drops Open
Accokeek, Beltsville, Bladensburg, Bowie, Fairmount Heights, Glenarden, Greenbelt, Hillcrest Heights, Hyattsville, Largo-Kettering, Laurel, New Carrollton, Oxon Hill, South Bowie, Spauldings, Upper Marlboro

Curbside Service Hours
Tuesday 1-8pm | Wednesday-Friday 1-6pm | Saturday 1-5pm

Branches with no Curbside Service | Book Drops Closed
Baden, Mount Rainier, Pop-up Locations

Phase 2 - Limited Branch Access (Date TBA)

Branches with Limited Access | Book Drops Open
Accokeek, Beltsville, Bowie, Fairmount Heights, Glenarden, Greenbelt, Hillcrest Heights, Hyattsville, Largo-Kettering, Laurel, New Carrollton, Oxon Hill, South Bowie, Spauldings, Upper Marlboro

Branch Opening Hours
Tuesday 1-8pm | Wednesday-Friday 1-6pm | Saturday 1-5pm

Branches with Curbside Service Only
Bladensburg

Branches with No Curbside Service | Book Drops Closed
Baden, Mount Rainier, Pop-up Locations

Phase 3 - Partial Branch Access (Date TBA)

Branches with Partial Access | Book Drops Open | Computers Available

Branch Opening Hours (TBA) | Pop-up Locations Remain Closed
* May reopen if social distancing is possible

Phase 4 - Full Branch Access with Social Distancing (Date TBA)

Branches with Full Access | Book Drops Open | Computers Available

Branch Opening Hours (TBA)
Phase 1: Curbside Service

Criteria:
• Stay at home order is lifted by the state and local governments.
• Physical distancing is required due to continued risk of transmission when preventative measures are not observed.
• The initial stock of staff PPE is available.

Overview:
• Customers will be allowed to return items in book drops and pick up reserved materials.
• Customers will not be able to enter the facilities. No other customer services are available in person at branches. Virtual programming and telephone reference continue.
• The Library will operate with reduced hours. The smallest two branches (Baden and Mount Rainier) will not open for curbside pickup.
• Branch staff will work alternate weeks and teleworking continues based on duties and social distancing guidelines.

Preparations for Phase 1 Include:
• Administration and department heads devise a schedule for staff and determine which staff will be asked to report to facilities.
• Establish hours of branch operations (subject to change):
  
  **Curbside Service Hours:**
  Tuesday 1-8 pm, Wednesday-Friday 1-6 pm, Saturday 1-5 pm

  • Staff will return to work at least one (1) week before initiating Phase 1. The staff recall date and Phase 1 start date will be announced at least two (2) weeks in advance.
  • Branch staff will determine the best location to pick-up materials at their location.
  • Allow staff time to prepare and practice before opening to the public.
  • Staff begin working on any necessary revisions to policies or procedures.
  • Washable masks will be distributed to all staff when they report to the buildings.
  • Support Services ensures that there are adequate supplies of gloves, hand sanitizer, thermometers, and wipes.
  • Central Maintenance installs shields at service desks.
  • Set up telephone reference for the branches (IT and Branch Schedule).
  • Staff will plan for the implementation of branch curbside or drive through pickup.
  • Human Resources establishes policies for screening staff for COVID-19 symptoms, to include temperature checks and guidelines for reporting illness.
  • Distribution of hand-held materials scanners to open locations to aid with returns.
  • Train branch staff on Communico apps for contactless services.
Facilities:
• Facilities will continue to be disinfected and cleaned at regular intervals.
• Limited delivery between facilities.
• Curiosity Cube with Kajeet bus placed off-site at different locations.
• Public restrooms are temporarily unavailable due to social distancing guidelines.

Collections:
• Book drops reopen for the public to begin returning physical materials.
• The Library will quarantine all returned materials for 72 hours before reshelving. Returned items will be placed in the meeting room on carts or tables and will be sorted by return date. Meeting rooms in each Library will be designated for this purpose. Baden, Mount Rainier, and pop-up locations will not accept returns during Phases 1 or 2.
• Staff begin to reshelve returned materials after the quarantine period has elapsed.
• Curbside pickup will be instituted at select branches via Communico reservations and the PGCMLS app. Branches will be responsible for identifying how best to implement contactless materials services for their location.
• Staff will begin to reshelve returned materials after the quarantine period has elapsed.

Staff:
• The Library recognizes that all staff have experienced significant stresses during COVID-19.
• Limited staff are allowed in the buildings (including the Administrative Offices).
• Staff will continue to telework and meetings will continue to be virtual.
• Applicable staff continue virtual programming and telephone reference services.
• All social distancing requirements remain in effect. All staff who enter buildings will be required to wear masks and have their temperature taken. Hand sanitizer, thermometers, and disinfectant wipes will be available for staff use only.
• Staff assisting customers will be required to wear masks and gloves.
• All staff will receive face masks and additional personal protective equipment (PPE) required to complete their duties.
• Staff break rooms will be closed, except for refrigerator access. Eating must take place at workstations, in private vehicles, or outside of buildings while maintaining social distance.

Customers:
• Customer interaction will be limited to curbside pick-up (for holds pickup and checkouts). Returns must be placed in book drops. Virtual programs and reference continue.
• Curbside pickup will be available for existing holds first and later for all customer generated requests.
• Customers are limited to 25 items per vehicle or visit.
• Access to the Library catalog will be online only and customers will reserve materials via the online catalog, app, or telephone reference.

Programs, Outreach, Meeting Rooms:
• Virtual programming only.
• No external outreach activities.
• Meeting rooms remain unavailable to the public.
Phase 2: Limited Branch Access

Criteria:
• Physical distancing is still recommended, but infection risks are declining.
• Required PPE is available and on hand.

Overview:
• Customer visits are brief and services do not encourage gathering or extended stays.
• No reservations for study rooms or meeting rooms are accepted and study spaces remain locked.
• The number of available computers is reduced. Computer access may be offered by appointment and will be limited to one hour per session. Walk-ins will be accepted.
• Staff working closely with the public at computers will use protective face shields (provided by the Library).
• Open hours continue to be reduced from the regular schedule.
• While open, there is limited face-to-face staff/public interaction.
• Customers will checkout via self-check or the PGCMLS app.
• Teleworking and physical distancing in office spaces continues.

Preparations for Phase 2 Include:
• Announce and publicize any changes to branch hours.
• Area managers and area assistants will survey branch public computers to choose ones that will be available for the customers in a way that ensures social distancing.
• Decide on the number of people allowed in each building based on square footage of the public space.
• The Information Technology Department will make changes in the public computer reservation system to allow only the use of designated public computers and the 60 minute per session usage rule.
• Communication and Outreach and Support Services will prepare necessary signage.
• Schedule staff for each location, including Administrative Offices.
• Access to the stacks is limited to staff.
• Ready 2 Read Centers will be closed or locked where possible and toys are inaccessible.
• Some computers may be designated for workforce development.
• Remove café and reading chairs from public access.

Facilities:
• Facilities will continue to be disinfected and cleaned at regular intervals.
• Plexiglas shields will be installed on all public service desks at designated stations.
• Water fountains and vending machines will be placed out of service.
• Only one (1) set of public restrooms will be in service.
• Branches that have multiple public entrances will go to a single public entry point.
• Off-duty police officers and contractual security guards will return to duty.
• A limited number of public computers will be operational to promote social distancing and will be set to 60 minute per session.
• Disposable keyboard/mouse covers will be used for the public computers.
• Regular delivery will resume.
• The two (2) smallest branches (Baden and Mount Rainier) and pop-up locations will not reopen during Phase 2.
• Bladensburg will continue with curbside service only during Phase 2.

Collections:
• Materials continue to be returned via exterior book drops and not to service desks.
• Stacks are not open to the public. Browsing materials/displays are put in the front area of each location.
• The Library will continue to quarantine all returned materials for 72 hours before reshelving by placing items in the meeting room on carts and will be sorted by date. Locations in each branch will be designated for this purpose.
• Staff may be asked to monitor a certain section of the collection. They will retrieve materials from their assigned section(s) and will be responsible for sanitizing the area. Staff who are retrieving materials will be doing so for in-Library customers and curbside pick-up.
• The Library will designate a location for materials to be placed after they are used by customers within branches, with signs asking customers to place any items they have handled on these shelves. Material used in-house will also be quarantined for 72 hours.
• New materials will arrive via delivery.

PGCMLS staff share book recommendations on social media during the COVID-19 closure.
April 2020
Staff:
• Curbside services will be offered for limited hours and staff will be scheduled in shifts to continue social distancing in work spaces.
• Virtual programs and telephone reference will continue.
• All staff will resume work. Telework will be available for those whose duties permit telework. If staff choose not to report to facilities when asked they will be required to take paid time off and/or Family Medical Leave (FML), if eligible, following the proper procedures outlined by the Human Resources Department.
• Materials Management begins preparing new materials to be sent to the branches.
• All social distancing requirements remain in effect: gloves, masks, sanitizing, temperature taken upon entering the Library. Hand sanitizer, thermometers and wipes to be available for staff use only. Face shields will be provided for staff working in close proximity with customers at public computers.
• Staff break rooms remain closed, except for refrigerator access. Eating must take place at workstations, in private vehicles, or outside of buildings while maintaining social distance.

Security
• Security (contracted security and/or police) will be provided at every location during the hours that branches are open to the public.

Customers:
• As of May 14th, all Marylanders are required to wear masks when visiting a public service outlet. Those not wearing a mask will not be allowed to enter as long as the requirement stays in effect. The Library will not provide masks to the public.
• Customers are asked to request materials by placing holds or asking at a service desk. Library staff will retrieve the materials and take them to the customers.
• Possible limit put on the number of people in the Library at one time (per local health department and state guidelines).
• 30-minute time limit for all customers coming into the building, except for those with appointments to use public computers.
• Building access limited to one customer per 500 square feet of public services space.
• Public computer access will be limited to 60 minutes per session.
• Assistance with computers will be limited to what staff can verbally explain to customers, as sharing computing surfaces or space around screens cannot be accomplished within the limits imposed by social distancing.

Programs, Outreach, Meeting Rooms:
• Virtual programming only.
• No external outreach activities.
• Meeting rooms remain unavailable to the public.
## Phase 2 Occupancy

### Phase 2: Branch Occupancy Limits Based on Public Services Square Footage

Guideline: One customer per 500 square feet  
(Adjusted based on public service square footage & exclusive of meeting/study rooms)

<table>
<thead>
<tr>
<th>Location</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accokeek</td>
<td>16</td>
</tr>
<tr>
<td>Beltsville</td>
<td>26</td>
</tr>
<tr>
<td>Bowie</td>
<td>46</td>
</tr>
<tr>
<td>Fairmount Heights</td>
<td>18</td>
</tr>
<tr>
<td>Glenarden</td>
<td>12</td>
</tr>
<tr>
<td>Greenbelt</td>
<td>42</td>
</tr>
<tr>
<td>Hillcrest Heights</td>
<td>12</td>
</tr>
<tr>
<td>Hyattsville</td>
<td>12</td>
</tr>
<tr>
<td>Largo-Kettering</td>
<td>36</td>
</tr>
<tr>
<td>Laurel</td>
<td>32</td>
</tr>
<tr>
<td>New Carrollton</td>
<td>36</td>
</tr>
<tr>
<td>Oxon Hill</td>
<td>59</td>
</tr>
<tr>
<td>South Bowie</td>
<td>34</td>
</tr>
<tr>
<td>Spauldings</td>
<td>32</td>
</tr>
<tr>
<td>Upper Marlboro</td>
<td>16</td>
</tr>
</tbody>
</table>

### NOTES:
- Baden and Mount Rainier remain closed during Phase 2.
- Bladensburg remains curbside only during Phase 2.
Sanitization Procedures

The Buildings & Grounds (B&G) Department will continue to combat the spread of COVID-19 by ensuring that we clean and disinfect our libraries to the best of our ability and in accordance with County Health Department guidelines. Staff will maintain social distancing, use personal protective equipment (PPE), clean and disinfect on an hourly basis, and focus on all touch points such as tables, doorknobs, light switches, countertops, phones, mice, and keyboards, etc. Due to the limited availability of Buildings & Grounds personnel and the size of our buildings, B&G staff will sanitize facilities an hourly basis. The team will definitely remain dedicated, vigilant, and focused on task at hand, so that the staff can rest assured that they are working in a safe environment.

In order to be successful, B&G staff will need support from other staff members who are also on the front lines, such as information and circulation staff. In times like these, everyone will need to act as a safety officer to help slow down the spread of this virus. Support Services will ensure that information and circulation staff have access to a limited supply of cleaning chemicals and PPE (wipes, disinfectant and spray bottles, paper towels and gloves), in case additional cleaning (beyond B&G’s protocols) is required. The B&G team can set up stations in staff areas and will be responsible for replenishing all items. The cleaning product that will be used is a fragrance-free disinfectant called Mediclean. The relevant safety data sheets for this product will be available to all staff. Spray bottles of the disinfectant will be placed at all information and circulation work stations, so that staff can help clean their workspaces as needed. It is practically impossible for B&G to cover all grounds without the help of our co-workers. Teamwork makes the dream work!

Select B&G duty schedules will be temporarily adjusted to ensure that a B&G team member is on-site throughout the majority of the branch staff duty hours. This will help reduce the possibility of overtime, as B&G needs at least 2-3 hours before opening to make sure that the building is clean.
Example:
Since the Laurel Branch has part-time and full-time Building and Groundskeepers, Maria can report from 7am - 4pm and Earnest can report from 2pm - 6pm.

The floating team will assist at all other branches where there is only one full-time B&G team member or the B&G staff is part-time (Glenarden, Hillcrest Heights, Upper Marlboro). I hope is that the floating team can maintain the cleanliness of the buildings until the designated B&G arrives. Full time personnel (1 B&G) can work from 9am - 6pm and part time personnel can work from 2pm - 6pm. This will ensure that B&G personnel is on site throughout the day.

Public Restrooms Available at Branches During Phase 2
(All other public restrooms remain closed)

<table>
<thead>
<tr>
<th>Location</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accokeek</td>
<td>Male/female public restrooms</td>
</tr>
<tr>
<td>Beltsville</td>
<td>Meeting room male/female public restrooms</td>
</tr>
<tr>
<td>Bowie</td>
<td>2nd Floor gender neutral restrooms</td>
</tr>
<tr>
<td>Fairmount Heights</td>
<td>ADA/gender neutral restroom</td>
</tr>
<tr>
<td>Glenarden</td>
<td>Male/female public restrooms</td>
</tr>
<tr>
<td>Greenbelt</td>
<td>Male/female public restrooms</td>
</tr>
<tr>
<td>Hillcrest Heights</td>
<td>ADA/gender neutral restroom</td>
</tr>
<tr>
<td>Hyattsville</td>
<td>ADA/gender neutral restroom</td>
</tr>
<tr>
<td>Largo-Kettering</td>
<td>Family restroom</td>
</tr>
<tr>
<td>Laurel</td>
<td>Family restroom</td>
</tr>
<tr>
<td>New Carrollton</td>
<td>Family restroom</td>
</tr>
<tr>
<td>Oxon Hill</td>
<td>Male/female public restrooms by auditorium</td>
</tr>
<tr>
<td>South Bowie</td>
<td>Family restroom</td>
</tr>
<tr>
<td>Spauldings</td>
<td>Male/female public restrooms</td>
</tr>
<tr>
<td>Upper Marlboro</td>
<td>Basement male/female public restrooms</td>
</tr>
</tbody>
</table>
Phase 3: Partial Branch Access

Criteria:
- Physical distancing guidelines by the County Health Department have been relaxed to allow for large gatherings.

Overview:
- Partial reopening with social distancing.
- Services are gradually restored.
- Study rooms may be used.
- Meeting rooms remain unavailable.

Preparation for Phase 3 Includes:
- Decide changes to hours of operation and publicize them.
- Let staff have time in the building to prepare before this partial opening begins.
- Office routines restored or revamped.
- Give teams time to practice new service models before Phase 3 begins.
- All staff catch up on work that has been on pause during the quarantine.
- Telework will continue as an option for staff whose duties do not require them to be physically at a facility.
- Test all public facing equipment to ensure it is in working order.
- Let staff get used to working in physical presence of coworkers. After time away this could be difficult.
- Urge staff to successfully integrate work projects they did at home into daily work in office. It is very easy to let daily office work overtake any projects they did at home.

Facilities:
- Baden and Mount Rainier may reopen if latest social distancing guidelines permit.
- Facilities will continue to be disinfected and cleaned at regular intervals.
- There will be only one entrance and exit at all branches.
- Water fountains will remain out of service.
- Only one (1) set of public restrooms will be in service.
- Social distancing protocols will be instituted by signage.
- Signage and other forms of marketing will be used to promote the collections. There will be restrictions in some areas to prevent overcrowding.
- Floors at service desks and public computer/shared public work stations will be marked for appropriate social distancing.
- Disposable keyboard/mouse covers will be used for the public computers.
- Hand sanitizing stations will be available at all public entrances.
Collections:
• Stacks are open to the public. Interlibrary Loan resumes per Maryland State Library Resource Center guidance.
• Staff may be assigned to a particular area of the stacks and will be required to keep that area disinfected.
• Holds shelf pickup will be available and curbside pick-up will continue.
• Checkout will occur via app and self-check.
• Materials can be returned via the service desk.
• The Library will designate locations around the buildings for in-house use materials to be placed after they are used by customers, with signs asking customers to place any items they have handled on these shelves. Material used in-house will be quarantined for 72 hours as well.
• The Library will continue to quarantine all returned materials for 72 hours before reshelving by placing items on temporary shelving sorted by date. Locations in each Library will be designated for this purpose.

Staff:
• The number of staff may still be limited in branches.
• Social distancing practices (keeping 6 feet apart, gloves, face shields and masks, temperature taken each day). Hand sanitizer, thermometer and wipes will be available for staff use.
• In addition to public service tasks, staff will process materials, check-in, quarantine and shelve materials.
• Virtual programs and telephone reference will continue.
• Library may continue to have limited hours for public services.
• All staff will be on-call to resume work. If staff choose not to come in when asked they will be required to take paid time off and/or FML following the proper procedures through the Human Resources Department.
• Staff break rooms remain closed, except for refrigerator access. Eating must take place at workstations, in private vehicles, or outside of buildings while maintaining social distance.

Programs, Outreach, Meeting Rooms:
• Virtual programming only.
• No external outreach activities.
• Meeting rooms remain unavailable to the public.
Phase 4: Full Branch Access with Social Distancing

Criteria:
• Infection risk is very low or non-existent.

Summary:
• The Library is open to the public with extra precautions.
• Adapt pre-COVID-19 operations to new service models and continue serving the community’s evolving needs.

Preparation for this stage includes:
• Hours and services established and widely publicized.
• Staff practice social distancing procedures and use technology to distance as well.
• Ensure staff are comfortable working all environments.
• Recognition that all staff have gone through incredible stresses during COVID.
• Support staff as they reacclimate to working in the physical presence of many coworkers.
• Telework is available as an employee benefit. Telework is allowed if branch or department needs are met (subject to supervisor approval).
• Staff continue to integrate work projects they did at home into daily work in office.

Facilities:
• Facilities will continue to be disinfected and cleaned at regular intervals.
• New regular hours established.
• Water fountains will be placed out of service.
• Disposable keyboard/mouse covers will be used for the public computers.
• All of the social distancing signage and markings are still in place.
• Policies around items customers may bring in (e.g. bags) will be enforced.

Collections:
• All collections will be available. Interlibrary Loan services continue.
• Quarantine of all returned items will continue.
• The Library will designate locations around the buildings for in-house use materials to be placed after they are used by customers, with signs asking customers to place any items they’ve handled on these shelves. Material used in-house will be quarantined for 72 hours as well until it is safe to remove materials quarantine procedures.
• Continued promotion of online materials in case further stay at home orders are issued.
• Library customers will be permitted to return library materials in the building.
• Curbside pickup will be suspended.
Staff:
• Continue to practice social distancing, temperature taken daily, gloves, and masks required as long as recommended by the County Health Department.
• Hand sanitizer, thermometers, and sanitizing wipes to be available for staff use.
• All staff will be required to resume in person work. If staff choose not to come in when asked they will be required to take paid time off and/or FML following the proper procedures through the Human Resources Department.
• Staff break rooms reopen for breaks and staff meals with social distancing in place.

Customers:
• The number of people in the building at any one time may still be limited.
• Passport services may resume.

Programs, Outreach, Meeting Rooms:
• Potential for in person adult and teen programming to resume.
• In-person programs will be limited to those that meet recommended health guidelines.
• Virtual programming/livestreaming is likely to continue.
• External outreach activities may resume.
• Meeting rooms remain unavailable to the public until no longer needed for quarantined materials.
Staff Health Screenings

All PGCMLS employees will be required to complete a basic COVID-19 symptom screening upon entering the building for duty each day. This is a necessary precaution mandated by the County Health Department that will minimize the risk of spread among staff.

Building Access

Each building will have a single designated entry point for staff. The Library may temporarily adjust required reporting times in order to ensure appropriate staffing for employee health screenings.

What’s Being Screened

Staff will be asked to self-report if they are experiencing any of the following CDC identified symptoms of COVID-19:

• Respiratory symptoms: shortness of breath or difficulty breathing
• Fever or chills, cough, fatigue, muscle or body aches, headaches, new loss of taste or smell, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea.

Temperature Checks

Contactless temperatures will be taken for all staff upon entry to a PGCMLS building. Anyone with a temperature of 100 degrees Farenheit (or higher) will be required to go home for the day. Staff will be designated at each facility to conduct the temperature checks.

What Type of Leave Do I Use If I Have to Go Home?

If you have to leave work due to a health screening, you may required to use sick leave, Expanded Family and Medical Leave Act (EFMLA), or Emergency Paid Sick Leave (EPSL) Provisions. Administrative Leave will not be provided.

An example of the Employee Health Screening Form is on the next page.
# PGCMLS COVID-19 Employee Health-Screening Form

Employee Name: ________________________________

Employee #: ________________________________

Department: ________________________________

Job Title: ________________________________

<table>
<thead>
<tr>
<th>Date</th>
<th>Body Temperature</th>
<th>Respiratory Symptoms? (Y/N)</th>
<th>Other COVID-19 Symptoms? (Y/N)</th>
</tr>
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PGCMLS COVID-19 Employee Health-Screening Form

Seek emergency medical care immediately if you have:

- Trouble Breathing
- Persistent Pain or Pressure in the Chest
- New Confusion
- Inability to Wake or Stay Awake
- Bluish Lips or Face

Other COVID-19 Symptoms can include:

- Shaking or Chills
- Muscle Pain
- Headache
- Sore Throat
- Diarrhea

This is not a complete list of all the COVID-19 symptoms. Please consult a doctor if you are concerned about your symptoms. This form does not replace the judgment of healthcare professionals or the performance of any clinical assessment.

If your body temperature is at or above 100°F, you must go home immediately and fill in the following:

Date you went home: _____________  Recorded temperature: _____________

Are visible signs of respiratory illness present?: _____ (Y/N)

If you went home with a fever, you can return to work when:

- Have had no fever for at least three days without taking medication to reduce fever during that time; AND
- Any respiratory symptoms (cough and shortness of breath) have improved for at least three days; AND
- At least seven days have passed since symptoms began.

You may return to work earlier if a doctor confirms the cause of the fever or other symptoms is not COVID-19 and provides a written release for return to work.

If you are required to go home due to symptoms, you may utilize any regular sick leave, Expanded Family and Medical Leave Act (EFMLA), or Emergency Paid Sick Leave (EPSL).
### FFCRA Benefits

**FAMILY FIRST CORONAVIRUS RESPONSE ACT (FFCRA)**

**BENEFITS AT A GLANCE - In effect from April 1, 2020 - December 31, 2020**

<table>
<thead>
<tr>
<th>Reason Why Employee is Unable to Work/Telework</th>
<th>Paycom Code</th>
<th>Eligible Paid Benefits</th>
<th>Maximum Benefits Paid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The employee is quarantined pursuant to a Federal, State, or local government order.</td>
<td>PSL Self</td>
<td>Up to two weeks - 10 days - (full-time 80 hours; part-time up to the hours that would normally be scheduled over 10 days) of emergency paid sick leave (EPSL).</td>
<td>An employee’s regular pay over the 2-week period.</td>
</tr>
<tr>
<td>2. The employee has been advised by a health care provider to self-quarantine related to COVID-19.</td>
<td>PSL Self</td>
<td>Up to two weeks - 10 days - (full-time 80 hours; part-time up to the hours that would normally be scheduled over 10 days) of emergency paid sick leave (EPSL).</td>
<td>An employee’s regular pay over the 2-week period.</td>
</tr>
<tr>
<td>3. The employee is experiencing COVID-19 symptoms and is seeking a medical diagnosis.</td>
<td>PSL Self</td>
<td>Up to two weeks - 10 days - (full-time 80 hours; part-time up to the hours that would normally be scheduled over 10 days) of emergency paid sick leave (EPSL).</td>
<td>An employee’s regular pay over the 2-week period.</td>
</tr>
<tr>
<td>4. The employee is caring for an individual subject to an order as described in reason (1) or self-quarantine as described in reason (2).</td>
<td>PSL Family/Dependent</td>
<td>Up to two weeks - 10 days - (full-time 80 hours; part-time up to the hours that would normally be scheduled over 10 days) of emergency paid sick leave (EPSL).</td>
<td>2/3 of an employee’s regular pay over the 2-week period. The employee may choose to supplement with any accrued annual, personal or sick leave to receive their full salary.</td>
</tr>
<tr>
<td>5. The employee is caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19. <strong>This reason applies to EFMLA and EPSL (if available)</strong></td>
<td>PFL Dependent</td>
<td>Full-time employees are eligible for up to 12 weeks of paid Expanded Family Medical Leave Act (EFMLA) benefits at 40 hours a week. Part-time employees are eligible for EFMLA for the number of hours they were normally scheduled to work over that period.</td>
<td>2/3 of an employee’s regular pay over a 2-week period for EPSL or over a 10-week EFMLA period. The employee may choose to supplement with any accrued annual or personal leave to receive their full salary.</td>
</tr>
<tr>
<td>6. The employee is experiencing any other substantially-similar condition specified by the Secretary of Health and Human Services.</td>
<td>PSL Family/Dependent</td>
<td>Up to two weeks - 10 days - (full-time 80 hours; part-time up to the hours that would normally be scheduled over 10 days) of emergency paid sick leave (EPSL).</td>
<td>2/3 of an employee’s regular pay over the 2-week period. The employee may choose to supplement with any accrued annual, personal or sick leave to receive their full salary.</td>
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</tbody>
</table>

- Regular full-time and part-time and hourly employees are eligible immediately for EPSL, as there is no work time requirement.
- Employees who have worked for PGCMLS for the 30 calendar days immediately prior to the day leave would begin are eligible for EFMLA benefits.
- Employees may supplement 2/3 of pay with accrued annual, personal or sick leave, as applicable.
EFMLA & EPSL Provisions

Overview

1. What is Expanded Family and Medical Leave Act (EFMLA)?
EFMLA refers to the new qualifying need and benefits provided under FMLA, to be used if childcare is unavailable; available for use until December 31, 2020.

2. What is Emergency Paid Sick Leave (EPSL)?
EPSL refers to the new emergency paid sick leave benefits; available for use until December 31, 2020.

Expanded Family and Medical Leave Act (EFMLA)*
* This leave is specific to childcare, regular FMLA is still available.

3. For what purpose can EFMLA be used?
EFMLA may be used if an employee is unable to work, including telework, due to the need to care for a son or daughter under the age of 18 if the child’s school, childcare facility has been closed, summer camp or childcare provider is unavailable.

4. Am I eligible for the benefits established by EFMLA?
Employees who have worked for the PGCMLS for the 30 calendar days immediately prior to the day leave would begin are eligible. These benefits are available to full and part-time regular, and hourly employees. Please note, the provisions under EFMLA do not change eligibility requirements or rules under regular FMLA.

5. Who qualifies as a “son or daughter” for EFMLA?
A “son or daughter” is your own child, which includes your biological, adopted, or foster child, your stepchild, a legal ward, or a child for whom you are standing in loco parentis – someone with day-to-day responsibilities to care for or financially support a child. A son or daughter also includes an adult son or
daughter who is 18 years of age or older who has a mental or physical disability and is incapable of self-care because of that disability.

6. How long may an employee take leave under EFMLA?
The amount of leave an employee is eligible for under EFMLA depends on how much leave an employee has already taken during the 12-month period for FMLA leave. You may take a total of 12 weeks for FMLA or EFMLA during a 12-month period. If an employee has taken some, but not all, 12 weeks of leave under FMLA during the current 12-month period, the employee may take the remaining portion of leave available. If an employee has already taken 12 weeks of FMLA during the 12-month period, the employee may not take additional FMLA or EFMLA.

7. How much will an employee be paid under EFMLA?
The first 10 days for which an employee takes leave under EFMLA are unpaid, but an employee is allowed to use accrued paid leave during this time (including annual, personal, or EPSL, as available). For the remaining 10 weeks of leave, the employee will receive paid leave in an amount that is not less than 2/3 of an employee’s regular rate of pay for the number of hours the employee would otherwise be normally scheduled to work.

8. If I am ill or taking care of someone who is ill, can I use the benefits under EFMLA?
No, EFMLA provisions do not apply to an employee’s illness or taking care of someone due to illness, but other FMLA and EPSL provisions may apply.

9. Can I use EFMLA benefits if I have a condition that puts me at higher risk in relation to the Coronavirus (COVID-19)?
No, EFMLA benefits pertain specifically to the need of an employee to be home to care for a minor child, whose school and childcare facilities are closed due to a public health emergency.

10. What documentation is needed to provide in support of EFMLA?
Employee’s documentation must include the name of their child and their child’s school or childcare provider, as well as a notice of closure or unavailability from the child’s school, place of care, or childcare provider. Such documentation may be a notice that was posted on a government, school, or day care website, published in a newspaper, or emailed to the employee from the school, place of care, or childcare provider.
Emergency Paid Sick Leave (EPSL)

11. What are the qualifying reasons for which I can use EPSL?
An employee is eligible for EPSL if they are unable to work, including telework, due to the following qualifying reasons:

1. The employee is subject to a federal, State, or local quarantine or isolation order related to COVID-19;
2. The employee has been advised by a health care provider to self-quarantine due to concerns related to COVID-19;
3. The employee is experiencing symptoms of COVID-19 and is seeking a medical diagnosis;
4. The employee is caring for an individual subject to an order described in reason (1) or has been advised as described in reason (2);
5. The employee is caring for a son or daughter whose school or place of care is closed, or childcare provider is unavailable, due to COVID-19 precautions; or
6. The employee is experiencing substantially similar conditions as specified by the Secretary of Health and Human Services.

12. Who is eligible for EPSL?
Full-time and part-time regular, and hourly employees are eligible immediately for EPSL. There is no work time requirement.

13. How is EPSL different from the paid sick leave I accrue and receive?
EPSL benefits do not impact your accrued sick leave balance and are granted by the federal government only in specific circumstances as it relates to a public health emergency. Additionally, the covered pay rate varies under EPSL depending on the qualifying reason for the leave.

14. How much will an employee be paid while taking EPSL?
It depends on the employee’s normal schedule, as well as why the employee is taking leave. Full-time employees are eligible for up to 80 hours (10 days) and part-time employees are eligible for the hours they would work over the 2-week or (10 days) period.

If an employee is taking EPSL because an employee is unable to work, including telework, as a result of (1) being subject to a Federal, State, or local quarantine or isolation order related to COVID-19; (2) having been advised by a health care provider to self-quarantine due to concerns related to COVID-19; or (3) experiencing symptoms of COVID-19 and are seeking medical diagnosis, an employee will receive 100% of their regular rate of pay.
If an employee is taking EPSL because an employee is unable to work, including telework, as a result of (1) caring for an individual who is subject to a Federal, State, or local quarantine or isolation order related to COVID-19 or an individual who has been advised by a health care provider to self-quarantine due to concerns related to COVID-19; (2) caring for a child whose school or place of care is closed, or child care provider is unavailable, due to COVID-19 related reasons; or (3) experiencing any other substantially similar condition that may arise, as specified by the Secretary of Health and Human Services, an employee is entitled to compensation at 2/3 of regular rate of pay. Employee may use accrued annual, personal or sick leave to supplement compensation to receive their full salary.

15. May an employee take 80 hours of EPSL for self-quarantine, and then another amount of EPSL for another qualifying reason?
No. An employee may take up to two weeks – or ten days – (80 hours for a full-time employee, and up to the hours an employee would work as part-time) of EPSL for any combination of qualifying reasons. However, the total number of hours for which an employee may receive EPSL is capped at 80 hours.

16. Will I be required to use my accrued leave prior to using EPSL?
No, employees are not required to use their accrued leave prior to using EPSL, if the employee meets one of the qualifying conditions.

17. If an employee uses EPSL, does that count against other types of paid sick leave to which an employee is entitled?
No. EPSL is in addition to other leave provided by PGCMLS.

18. Will I be able to carry over unused EPSL to next year?
No, EPSL doesn’t carry over to the next year.

19. How much notice do I need to give to use EPSL?
The employee must inform their supervisor and HR of the need for EPSL as soon as practicable.

20. What documentation is needed to provide in support of EPSL?
If an employee is taking EPSL for any of the 5 qualifying reasons that are medical in nature (excluding taking care of a child whose school or place of day-care is closed, or child care provider is unavailable), then documentation should come from a health care provider and include the specific qualifying
reason for which the employee is taking EPSL. This may include the COVID-19 symptoms you are experiencing as well as the date of your scheduled test and/or medical appointment related to COVID-19.

Usage of EFMLA and EPSL

21. Can an employee be eligible for both EFMLA and EPSL?
Yes, an employee may be eligible for both types of leave, but only for a total of 12 weeks of paid leave.

22. May an employee use EPSL and EFMLA together for any COVID-19 related reasons?
No. EFMLA only applies when an employee is on leave to care for a child whose school or place of care is closed, or whose child provider is unavailable, due to COVID-19 related reasons. However, an employee can take EPSL for one of the six qualifying reasons identified. If EPSL is requested for childcare purposes and an employee is qualified, then paid EPSL benefits may be used concurrently with unpaid EFMLA benefits during the initial two-week period.

23. If an employee is unable to telework, are they entitled to EPSL or EFMLA?
If teleworking is permitted but an employee is unable to perform tasks or work the required hours because of one of the qualifying reasons for EPSL or EFMLA, then an employee is entitled to the leave established under these provisions. If an employee is able to telework, EPSL and EFMLA is not available.

24. May an employee take EPSL or EFMLA intermittently while teleworking?
Yes, if the employee is unable to telework a normal schedule of hours due to one of the qualifying reasons EPSL or EFMLA may be used to cover that time.

25. If an employee claims to have tiredness or other symptoms of COVID-19 and is requesting EPSL to seek a medical diagnosis, what documentation may be required from the employee to support their efforts to obtain a diagnosis? When can it be required?
In order for an employee to take leave under the FFCRA, the employee will be required to identify his or her symptoms and a confirmed date for a test or doctor’s appointment. The minimal documentation required to take this leave is intentional so that employees with COVID-19 symptoms may take leave and slow the spread of COVID-19.
26. Is documentation required to return to work if employee was diagnosed with COVID-19?
Yes, the employees’ medical provider must provide notice clearing them to return to work.

IMPORTANT: This FAQ document is intended as guidance only and limited to the information available at the time of publication. It will be updated as new information becomes available.
Safety Instruction Videos

How to wear a cloth mask properly

How & when to use a face mask

How to wash your hands

How to use hand sanitizer

ProTrainings

Glove Removal

ASL VIDEO SERIES:
SYMPTOMS OF CORONAVIRUS DISEASE 2019
If you have questions or concerns related to the coronavirus please follow these guidelines:

CALL 911 FOR EMERGENCIES ONLY

1. Call our hotline for concerns or questions. 
   HOTLINE 301-883-6627

2. If you have concerns about your risk of exposure to coronavirus and you have symptoms, including:
   - Fever
   - Coughing
   - Shortness of Breath
   call a health care provider to be evaluated or call our hotline for assistance.

3. Do not show up to your health care provider without calling first to discuss symptoms.
Coronavirus (COVID-19) pandemic may cause stress, fear, and anxiety --- especially in older people, those with chronic disease, children and teens, health care providers, and people who have mental health and substance abuse conditions. Learning how to cope with these feelings will make you, the people you care about, and your community stronger. For further information, visit health.mypgc.us/coronavirus or call (301) 983-6627.

If you or someone you care about is feeling overwhelmed by feelings of sadness, depression, or anxiety, or you have thoughts of wanting to harm yourself or others, call the Substance Abuse and Mental Health Services Administration’s Disaster Distress Helpline: 1-800-985-5990 or text TalkWithUs to 66746. (TTY 1-800-846-8517). You can also call Maryland’s Helpline by dialing 211 or text “MD” to 741741 anytime, about any type of crisis.
Protesting During COVID-19

The Prince George’s County Health Department recommends that anyone who attended a recent peaceful mass protest should get tested for COVID-19, even if you wore a face mask and are not experiencing any symptoms of COVID-19.

The County Health Department offers free COVID-19 tests by appointment only for individuals with or without symptoms who have been exposed to or suspected to have been exposed to a COVID-19-positive person. To schedule an appointment with our County Health Department, please call 301-883-6627.

The County’s testing sites accommodate testing for those in a car or on foot, and you do not need health insurance to be tested. People who have testing prescriptions from health care providers must still make an appointment.

For more information about COVID-19 testing in Prince George’s County, please visit health.mypgc.us/COVIDtesting.
Important Information About Your Cloth Face Coverings

As COVID-19 continues to spread within the United States, CDC has recommended additional measures to prevent the spread of SARS-CoV-2, the virus that causes COVID-19. In the context of community transmission, CDC recommends that you:

- **Stay at home as much as possible**
- **Practice social distancing** (remaining at least 6 feet away from others)
- **Clean your hands often**

In addition, CDC also recommends that everyone wear cloth face coverings when leaving their homes, regardless of whether they have fever or symptoms of COVID-19. This is because of evidence that people with COVID-19 can spread the disease, even when they don’t have any symptoms. Cloth face coverings should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

How cloth face coverings work

Cloth face coverings may prevent the person wearing the mask from spreading respiratory droplets when talking, sneezing, or coughing. If everyone wears a cloth face covering when out in public, such as going to the grocery store, the risk of exposure to SARS-CoV-2 can be reduced for the community. Since people may spread the virus before symptoms start, or even if people never have symptoms, wearing a cloth face covering may protect others around you. Face coverings worn by others may protect you from getting the virus from people carrying the virus.

General considerations for the use of cloth face coverings

When using a cloth face covering, make sure:

- The mouth and nose are fully covered
- The covering fits snugly against the sides of the face so there are no gaps
- You do not have any difficulty breathing while wearing the cloth face covering
- The cloth face covering can be tied or otherwise secured to prevent slipping

Wash your cloth face covering after each use in the washing machine or by hand using a bleach solution. Allow it to completely dry.

Stay home when you are sick, except to get medical care.

Wash your hands often with soap and water for at least 20 seconds.

Cover your cough or sneeze with a tissue, then throw the tissue in the trash.

Clean and disinfect frequently touched objects and surfaces.

Avoid close contact with people who are sick.

Avoid touching your eyes, nose, and mouth.

Stay home when you are sick, except to get medical care.

Wash your hands often with soap and water for at least 20 seconds.

For more information: www.cdc.gov/COVID19
10 THINGS YOU CAN DO TO MANAGE YOUR RESPIRATORY ILLNESS AT HOME

If you have possible or confirmed COVID-19 or other respiratory illness:

1. **Stay home** from work, school, and away from other public places. If you must go out, avoid using any kind of public transportation, ridesharing, or taxis.

2. **Monitor your symptoms** carefully. If your symptoms get worse, call your health care provider immediately.

3. **Get rest and drink lots of fluids.**

4. **Call ahead before going to a health care provider.** Tell them your symptoms so they can advise you of next steps.

5. For medical emergencies, call 911 and **notify the dispatch personnel** that you have or may have COVID-19.

6. **Cover your cough and sneezes** into a tissue or use your elbow.

7. **Wash your hands often** with soap and water for at least 20 seconds or clean your hands with an alcohol-based hand sanitizer that contains at least 60% alcohol.

8. As much as possible, **stay in a specific room and away from other people** in your home. Also, you should use a separate bathroom, if available. If you need to be around other people in or outside of the home, wear a face mask.

9. **Avoid sharing personal items** with other people in your household, like dishes, towels, and bedding.

10. **Clean all surfaces** that are touched often, like counters, tabletops, and doorknobs. Use household cleaning sprays or wipes according to the label instructions.

If you have additional coronavirus questions or concerns, please call the Prince George’s County Health Department’s coronavirus hotline at (301)883-6627 from 8:00am - 8:00pm.

*Please contact 911 for medical emergencies only.

For more information visit:

health.mypgc.us/coronavirus
https://coronavirus.maryland.gov/ cdc.gov

Images and content adapted from the CDC
THANK YOU!

All of us at PGCMLS are looking forward to a safe and gradual return to in-person services. We sincerely appreciate the community’s partnership in ensuring services can return in a safe manner for Prince Georgians and staff.