

## Determining level of service during Pandemic/Epidemic

Pandemics are unpredictable and geographical areas can see fluctuations in cases through the duration of the event. Having the flexibility to move back and forth to different service levels allows the Library respond to orders and alerts issued by the state or county and to respond to conditions within the community and library. Service levels could change due to any of the following:

- Orders/advisories/alerts from state and/or county health departments
- CDC recommendations and advisories ([cdc.gov](https://www.cdc.gov))
- Disease Activity per Wisconsin Department of Health Services ([dhs.wisconsin.gov](https://dhs.wisconsin.gov))
- School district decisions about protocols and learning models
- Other county libraries moving to a different level putting strain on those libraries operating at a more open level
- Area healthcare systems under strain
- Availability and health of staff
- Current levels of library use and vulnerability of staff and patrons
- Vaccination rates
- Other Pandemic information as it becomes available

**As long as cases are present some mitigation that may affect service levels will be in place. Possible mitigation protocols may include: requiring face coverings, (while making service accommodations); protective barriers; requiring social distancing; regular disinfecting of high touch areas; frequent handwashing or sanitizing.**

The Library Board recognizes that the decision of moving to different levels of service may have to be made quickly as conditions during the Pandemic can change rapidly. The Library Director may make the decision to move back and forth in phases and at the next scheduled board meeting any changes in service phases will be reviewed.

## Case activity level

The case activity level is a summary indicator combining burden and trajectory. The case activity level is either low, medium, high, or very high or critically high.

Burden	Trajectory	Activity level
Low	Shrinking	Low
Low	No Significant Change	Low

Burden	Trajectory	Activity level
Low	Growing	Medium
Moderate	Shrinking	Medium
Moderate	No Significant Change	Medium
Moderately High	Shrinking	Medium

Burden	Trajectory	Activity level
Moderate	Growing	High
Moderately High	No Significant Change	High
Moderately High	Growing	High
High	Shrinking	High
High	No Significant Change	High
High	Growing	High

Burden	Trajectory	Activity level
Very High	Shrinking	Very High
Very High	No Significant Change	Very High
Very High	Growing	Very High

The Library will close when instructed by county or state orders or there are not enough staff to stay open due to disease/quarantine. Library Director may amend hours temporarily if this can ease staff burden and keep the doors open for a significant number of hours. Meeting room availability may depend on quarantine protocols and storage needs.

The following are various levels of service during the pandemic based on CDC case numbers and trajectory (transmission rates).

Cases & Trajectory	Low	Moderate/Medium	Substantial/High	Very High	Critically High
Library Services and Use					
Time limits in place (browsing/reading/using)	No limits	No limits	Restricted time limits may be enforced or encouraged	Restricted time limits	Restricted limits enforced
Computer use	Pre-pandemic use in place	Pre-pandemic use in place	Limited computer use	Strictly limited computer use	Strictly limited computer use/no computer use
Occupancy Limits	No occupancy limits	Occupancy limits may be in place in certain areas	Occupancy limits may be in place in certain areas	Occupancy limits may be in place in certain areas	Clear occupancy limits enforced
Programming	Limited in-person programming - outdoor and virtual programs	Limited in-person programming - outdoor and virtual programs	Limited in-person programming - outdoor and virtual programs	Outdoor and virtual programming only	Virtual Programming only
Study Room Use	Limited to one person daily (no time limits)	Limited to one person daily (no time limits)	Limited to one person daily (time limits may be in place)	Study room use limited with masks	Study Room use limited and masks enforced
Meeting Room Use	Meeting Room use (audience may be limited)	Meeting Room Use (audience may be limited)	Meeting Room Use (audience may be limited)	No Meeting Room use	No Meeting Room use
Library Open/Closed	Open	Open	Open	Library open for browsing masks required	Limited browsing masks required
Curbside service	Curbside service	Curbside service	Curbside service	Curbside service	Curbside service

