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# Phased Restoration of Onsite Operations

## COVID-19 Response



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# Phased Restoration of Onsite Operations

- Current Status of Library Operations
- Planning Considerations for a Phased Restoration of Onsite Operations
- Library of Congress Phased Restoration of Onsite Operations
- Phase One Part One Workforce Flexibilities and Regulations
- Phase One Part One Health and Facilities Protocols
- Next Steps
  - Determine Start Date for Phase One Part One
  - Communications Strategy
- Questions?

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# Current Status of Library Operations

Optimizing Telework – AOC Projects – Backlogs & Supply Chain Impacts

# Optimizing Telework for Library Staff

## IT Network Operations

|                        |  |
|------------------------|--|
| <b>Before Pandemic</b> | Daily average ~500 VPN connections   |
| <b>During Pandemic</b> | Daily average ~2,800 VPN connections (peaks of ~4,000 VPN connections many days) |

***~ 80% of all hours worked in Pay Period 9 (April 26 – May 9) were in telework category***

## IT End User Support

|                                   |   |
|-----------------------------------|---|
| <b>Laptops Requested</b>          | Service Units requested laptops for 754 Library staff to support increased telework<br><br>53 laptops requested for new hires |
| <b>Laptops Issued</b>             | 651 new laptops were issued to Library staff between March 18 – May 15, 2020<br><br>19 issued to new hires                    |
| <b>Laptops Ready to be Issued</b> | As of May 15, 2020, 103 new laptops have been configured and are ready to be issued to LOC staff                              |

## Further Considerations

Exploring potential to expedite transition to Microsoft Office 365, which provides enhanced “work anywhere” capacity and improved virtual collaboration tools.

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# Ongoing AOC Projects

- Construction of Storage Facilities
  - Ft. Meade Module 6 – 25K sq. ft. for collections
  - Cabin Branch USCO consolidated storage – 40K sq. ft. for deposits
- Design of Visitor Experience Master Plan
- Design of NAVCC Electrical Switchgear replacement of damaged equipment
- Site preparation for LAW Quad C shelving installation
- Installation of new energy efficient lighting
- Installation of Rare Book Vault Deck B new power outlets and building automation sensors
- Design for conversion of former Adams Building Data Center to support improved collection digitization

# Backlogs and Supply Chain Impacts

## New and Existing Backlogs

- Mail (LOC-wide)
  - Mail being stored at Cabin Branch Logistics Warehouse
  - Initially received 5 – 8 pallets/day
  - Currently receive 2 – 3 pallets/day due to drop-off in copyright deposits resulting from reduced publishing volume
- New collection acquisitions (LCSG)
- Copyright deposits (USCO; LCSG)

## Supply Chain Impacts

- Facility Issues
  - AOC needing to get on with some projects – maintenance, exhibit planning
- Delivery of equipment and supplies
- Onsite & Offsite Contractors

## Cabin Branch Logistics Warehouse



As of May 22, 2020 – 140 pallets of mail onsite

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# Planning Considerations for a Phased Restoration of Onsite Operations

## Modified Hierarchy of Controls

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# Planning Considerations

Overall approach informed by multiple sources, including:

- Office of the Attending Physician
- *Public Health Principles for a Phased Reopening During COVID-19: Guidance for Governors*, The Johns Hopkins Center for Health Security (April 2020)
- CDC

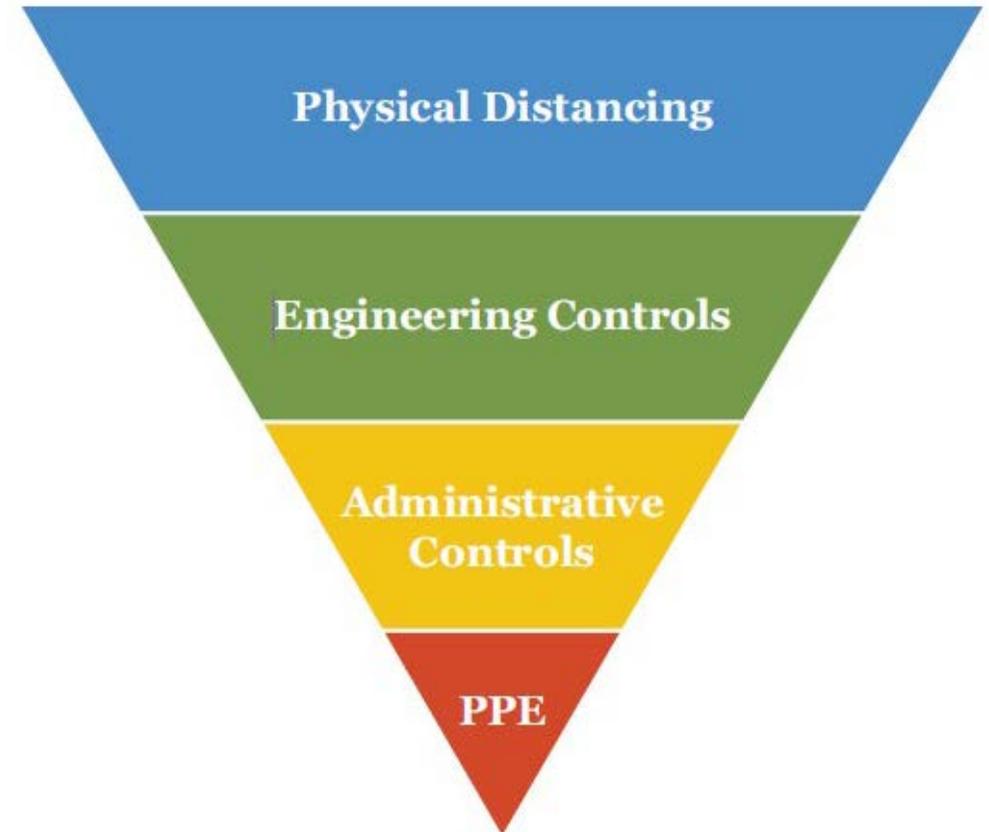
# Modified Hierarchy of Controls

## COVID-19 mitigation measures can look like:

- Physical Distancing — wherever possible having people work or access the business from home; this should include restructuring responsibilities to minimize the numbers of workers that need to be physically present.
- Engineering controls — creating physical barriers between people
- Administrative controls — redistributing responsibilities to reduce contact between individuals, using technology to facilitate communication
- PPE / having people wear nonmedical cloth masks

## Regardless of business specific considerations, there are measures that can be taken to mitigate the risk of infection to protect individuals:

- Use of nonmedical cloth masks
- Incorporating engineering controls such as physical barriers where possible
- Reconfiguring space to enable people to be located apart (ideally, at least 6 feet)
- Supporting and enabling employees to remain at home if they are unwell or have been in close contact with someone who is sick



Modified Hierarchy of Controls adapted from concept used by the National Institute for Occupational Safety and Health (NIOSH)

Excerpted from *Public Health Principles for a Phased Reopening During COVID-19: Guidance for Governors*, The Johns Hopkins Center for Health Security (April 2020).

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# Library of Congress Phased Restoration of Onsite Operations

A Multipart Return in Three Phases

## Phase One

### Part One

- No set start date
- Limited duration period

#### OBJECTIVE

**Very limited return of staff and contractors** to assess and restart select priority work that cannot be accomplished through teleworking.

Operate with restricted entrance protocols, social distancing, and health safeguards based on current conditions and provide necessary supports.

**Library buildings remain closed to researchers and the general public.**

*\*Staffing figure assume 3,400 LOC staff and 600 contractors (4,000 total)*

#### GOALS

- **Limit onsite staff and contractors to about 5% of the workforce** (less than 200)\*
- Initiate work in the areas of greatest benefit that cannot be accomplished through telework
- Implement actions to improve telework productivity
- Limit individual work onsite to no more than 40 hours per pay period
- **Library onsite operating hours (staff only):**
  - **Monday – Friday**  
**7:00 AM – 6:30 PM**

## Phase One

### Part Two

- No set start date
- No set duration period

#### OBJECTIVE

Expand support for additional priority onsite operations to address backlogs and other work requiring access to Library facilities.

Operate with restricted entrance protocols, social distancing, and health safeguards based on current conditions and provide necessary supports.

**Library buildings remain closed to researchers and the general public.**

*\*Staffing figure assume 3,400 LOC staff and 600 contractors (4,000 total)*

#### GOALS

- **Expand onsite staff and contractors to about 25% of the workforce (less than 1,000)\***
- Staff who cannot perform their duties teleworking return onsite for up to 40 hours per pay period
- Staff who can partially perform their duties teleworking return onsite periodically but no more than 2 – 3 days per week to complete necessary work
- Staff who can perform most of their duties teleworking do not return to the building
- **Library onsite operating hours (staff only):**
  - **Monday – Friday**  
**7:00 AM – 6:30 PM**

## Phase Two

- No set start date
- No set duration period

### OBJECTIVE

**Perform most onsite operations at a reduced level with the exception of functions supporting the public.**

Operate with restricted entrance protocols, social distancing, and health safeguards based on current conditions and provide necessary supports.

**Library buildings remain closed to researchers and the general public.**

**Authorized visitors** (e.g. Members of Congress, congressional staff, and other guests on official business) may enter Library buildings by appointment.

*\*Staffing figure assume 3,400 LOC staff and 600 contractors (4,000 total)*

### GOALS

- **Expand onsite staff and contractors to about 50% of the workforce (less than 2,000)\***
- Staff who cannot perform their duties teleworking return onsite for their normal work schedule
- Staff who can partially perform their duties teleworking return onsite periodically up to 3 days per week to complete necessary work
- Staff who can perform most of their duties teleworking do not return to the building
- **Library onsite operating hours (staff only):**
  - **Monday – Saturday  
6:30 AM – 8:00 PM**

## Phase Three

### Part One

- No set start date
- Limited duration period

#### OBJECTIVE

Open select reading rooms to registered readers, subject to assembly limits and reduced operating hours.

Operate with restricted entrance protocols, social distancing, and health safeguards based on current conditions and provide necessary supports.

**Library buildings remain closed to the general public.**

#### GOALS

- Expand onsite staff and contractors as necessary to conduct operations
- Determine which reading rooms to open and the limits on registered readers per room
- Staff who can perform their duties teleworking do not return to the building
- **Library onsite operating hours (staff only):**
  - **Monday – Saturday**  
**6:30 AM – 8:00 PM**
- **Library reading room hours:**
  - **Monday – Friday**  
**8:30 AM – 5:00 PM**

## Phase Three

### Part Two

- No set start date
- Limited duration period

#### OBJECTIVE

Full restoration of all reading rooms and public services, subject to assembly limits and reduced hours of operation.

Operate with restricted entrance protocols, social distancing, and health safeguards based on current conditions and provide necessary supports.

#### GOALS

- All staff in full pay status
- Contractor operations restored
- All staff resume some onsite work schedules
- Expanded hours of telework continue where there is no loss of productivity
- Library onsite operating hours (staff only):
  - Monday – Saturday  
6:30 AM – 8:00 PM
- Library reading room hours:
  - Monday – Saturday  
8:30 AM – 5:00 PM

## Phase Three

### Part Three

- No set start date
- Limited duration period

#### OBJECTIVE

**Full restoration of all Library activities during normal operating hours, subject to assembly limits.**

Operate with restricted entrance protocols, social distancing, and health safeguards based on current conditions and provide necessary supports.

#### GOALS

- Expanded hours of telework continue where there is no loss of productivity
- **Resume onsite public programming, subject to assembly limits**
- **Library onsite operating hours (staff only):**
  - **Monday – Saturday  
6:30 AM – 9:30 PM**
- **Library reading room hours resume regular hours**

| LOC Phases | Onsite Staff Goal        | Onsite Operating Hours (Staff Only)    | Authorized Visitors | Registered Readers | General Public | Objective   |
|------------|--------------------------|--|---------------------|--------------------|----------------|---|
| 1.1        | 5%<br>(less than 200)    | Monday – Friday<br>7:00 AM – 6:30 PM   | ✘                   | ✘                  | ✘              | <b>Very limited return of staff and contractors</b> to assess and restart select priority work that cannot be accomplished through teleworking.     |
| 1.2        | 25%<br>(less than 1,000) | Monday – Friday<br>7:00 AM – 6:30 PM   | ✘                   | ✘                  | ✘              | <b>Expand support for additional priority onsite operations</b> to begin to address backlogs and other work requiring access to Library facilities. |
| 2          | 50%<br>(less than 2,000) | Monday – Saturday<br>6:30 AM – 8:00 PM | ✓                   | ✘                  | ✘              | <b>Perform most onsite operations at a reduced level with the exception of functions supporting the public.</b>                                     |
| 3.1        |                          | Monday – Saturday<br>6:30 AM – 8:00 PM | ✓                   | ✓                  | ✘              | <b>Open select reading rooms to registered readers</b> , subject to assembly limits and reduced operating hours.                                    |
| 3.2        |                          | Monday – Saturday<br>6:30 AM – 8:00 PM | ✓                   | ✓                  | ✓              | <b>Resume of all reading room operations, subject to assembly limits and reduced hours of operation.</b>  |
| 3.3        |                          | Monday – Saturday<br>6:30 AM – 9:30 PM | ✓                   | ✓                  | ✓              | <b>Full restoration of all Library activities, including special events, during normal operating hours, subject to assembly limits.</b>             |

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# Phase One Part One

## Workforce Flexibilities and Regulations

FFCRA – Expanded Telework – LCR/CBA Authorities

# Phase One Part One Workforce Flexibilities

## Families First Coronavirus Response Act (FFCRA) (Public Law 116-127)

Grants paid sick leave / expanded family and medical leave

- **Paid Sick Leave Category 1 – Self:** Up to 80 hours for employees unable to work or telework due to (1) self-quarantine based on advice of a health care provider, or (2) experiencing COVID-19 symptoms
- **Paid Sick Leave Category 2 – Caregiver:** Up to 80 hours for employees unable to work or telework because they are (1) caring for someone under a stay at home order, or (2) caring for a child under age 18 whose school or child care provider is closed or unavailable due to COVID-19
- **Public health emergency leave – FMLA:** An employee may invoke this new type of FMLA to care for a son or daughter under age 18 whose school or child care provider is closed or unavailable for reasons related to COVID-19

## Expanded Telework

- To accommodate the schedules of employees who have caretaking responsibilities, employees may telework outside of the standard flex band established in [LCR 9-910, Hours of Duty](#) (6:30 AM – 8:00 PM). If required by their supervisor, however, employees must be available during certain core hours.
- Employees may choose to work fewer or more hours than their normal work schedules on any given day.
- Employees should communicate with their supervisor and maintain flexibility when scheduling their work to meet business requirements, while accommodating caretaking responsibilities. The total number of hours per pay period, including time worked and appropriate categories of leave, should be 80 (or, for part-time employees, whatever their regular tour of duty requires).
- During Phase One, critical non-teleworking employees will return to work for no more than 40 hours in a pay period and will receive paid administrative leave for the remaining 40 hours of the Pay Period.

**Non-teleworking employees will receive paid administrative leave (excused absence) for any hours when they are not required to report to work**

# Phase One Part One Workforce Regulations

## Employees returning to work may be directed to perform work at a lower grade

- “Performs duties as assigned” appears in all PDs
- CBAs expressly allow details to other positions/lower grade duties

## Employees returning to work are required to wear masks, social distance ...

- 29 U.S.C. 654 – OSHA: each employee shall comply with occupational safety and health standards
- CBAs expressly allow requiring employees to wear protective devices
- Non-compliance results in enforced leave and suspension (LCR 9-1070)

## Employees returning to work may be relocated to support social distancing

- CBAs in general require notification

**No travel or in-person training is authorized until further notice**

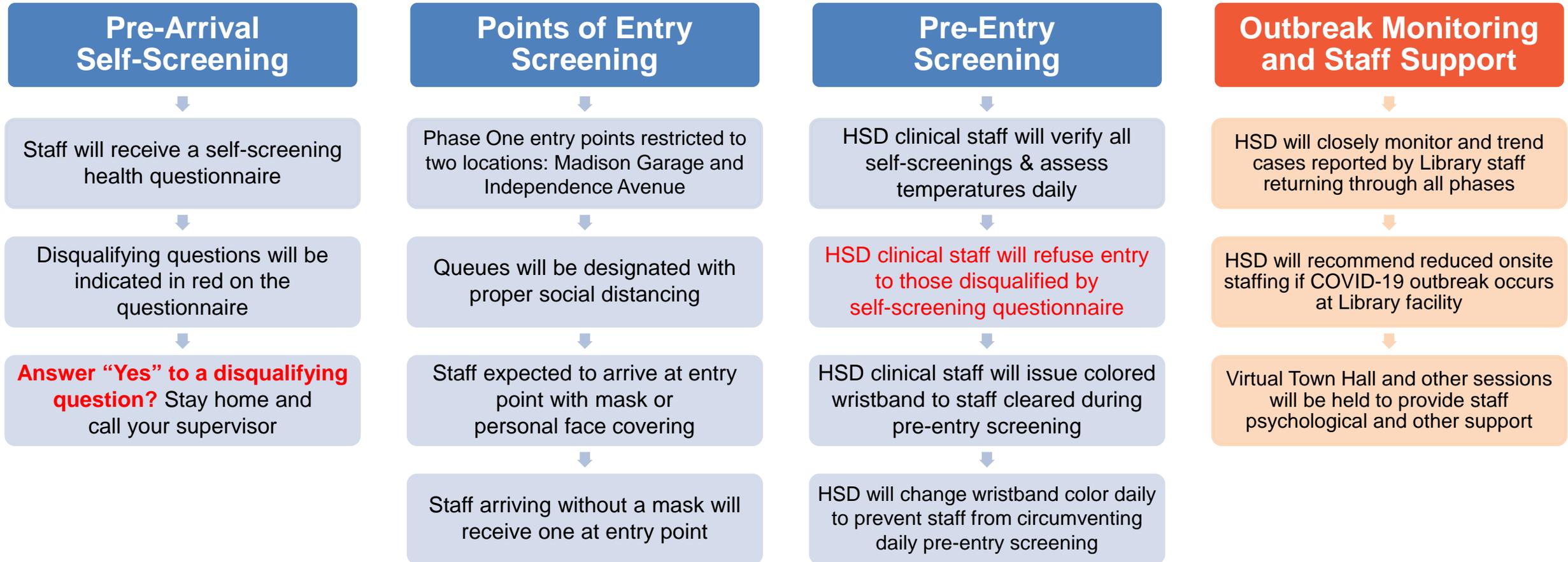
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# Phase One Part One

# Health and Facilities Protocols

Detailed Guidance from HCCC Working Group and FCS Working Group

# Phase One Part One Health Protocols



# Phase One Part One Facilities Protocols

## Traffic Management

### Hallways

- Remain 6ft away from others
- Single direction traffic in Adams and Jefferson
- No hallway meetings
- No fitness walking

### Elevators

- Waiting areas will be clearly marked in each elevator lobby
- **Madison:** Limit two people per cab
- **Adams and Jefferson:** Limit one person per cab

### Stairwells

- Single-directional traffic (up only/down only) in Adams and Jefferson stairwells

## Space Management

### Office Spaces

- Space work areas 6ft apart
- FACOPS will provide work area planning diagrams

### Conference Rooms

- Do not use for meetings; use Skype or Webex
- Use to store materials, or as work areas if separated minimum of 6ft apart

### Pantries/ Kitchens

- Available for limited use
- Social-distant seating
- Clean up after use

### Other Work Areas

- Record location when working outside your assigned office
- Should be minimized and requires supervisor approval

# Sample Signage



# Phase One Part One Facilities Protocols

## Cleaning

### Library Staff Common Spaces

- Additional cleaning of hard surfaces
- Increased frequency of restroom cleaning
- Cleaning products meet CDC recommendations

### Reading Rooms and Public Spaces

- Clean before opening
- Disposable plastic covers for keyboards / mice
- Disposable wipes for surfaces
- Distribute hand sanitizer

### Disinfecting

- HSD advises of incident
- FACOPS identifies locations
- AOC disinfects and ISS cleans

## Staff Support

### Available Cleaning Supplies

- Hand sanitizer, disposable wipes
- SU ISS Liaisons support internal distribution of supplies
- Staff clean personal work areas

### Optional Protective Supplies

- Disposable plastic covers for keyboards / mice
- Gloves (upon request)
- Other specialized based on SU dialogue

### Shared Equipment

- Identify shared equipment
- Determine cleaning based on location and type

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# Phase One Part One Facilities Protocols

## Available Services

### Mail

- Deliver mail stored at Cabin Branch Logistics
- Resume onsite deliveries

### Unbadged Contractors

- Unbadged contractors must be escorted to/from worksite by Library staff
- Unbadged contractors required to provide their own mask or personal face covering

### Loading Dock

- Resume normal operations

### Food Service

- Vending lounges in all buildings open
- Other food service operations closed

### Transportation

- Government vehicles available
- Shuttle service on demand

### Parking

- Badged Library staff can access the Madison Parking Garage

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## Next Steps...

- Determine Start Date for Phase One Part One
- Communications Strategy

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## When Will Phase One Part One Start?

No date has been set yet.

Dr. Hayden will make a decision to resume onsite operations based on assessment of information from multiple sources as well as local conditions.

# Current Local Conditions as of May 26, 2020

| District of Columbia  | Maryland  | Virginia   |
|---|---|--|
| <p><b>Reports 13 consecutive days of declining daily new confirmed cases</b></p> <p>Daily hospitalizations are showing a steady decline, though data is limited to the past 16 days; daily death rates not publicly available</p> | <p><b>Montgomery County reports 8 consecutive days of declining daily new confirmed cases and deaths</b>, and 11 consecutive days of declining hospitalizations</p> <p><b>Prince George’s County reports 5 consecutive days of declining daily new confirmed cases</b>; daily death and hospitalization rates not publicly available</p>  | <p><b>Was seeing downward trajectory of new daily confirmed cases, however an increase was seen between May 19 – 22 due to expanded testing</b></p> <p>Both deaths and hospitalizations are steadily declining across Northern Virginia and Culpeper regions</p>   |
| <ul style="list-style-type: none"> <li>• <b>May 13, 2020</b> – Mayor Bowser extends districtwide Stay-at-Home order through June 8</li> <li>• DC Plan: <a href="#">“ReOpen DC”</a></li> </ul>                                     | <ul style="list-style-type: none"> <li>• <b>May 13, 2020</b> – Gov. Hogan announces beginning of Stage One of <a href="#">“Maryland Strong: Roadmap to Recovery”</a>; effective Friday, May 15 at 5:00 pm, Maryland will move from a Stay at Home order to a Safer at Home public health advisory, however jurisdictions are empowered to make decisions regarding the timing of Stage One reopenings</li> <li>• <b>May 21, 2020</b> – Montgomery County Executive Mark Elrich confirms county will remain on Stay at Home Order until further notice</li> <li>• <b>May 21, 2020</b> – Prince George’s County Executive Angela Alsobrooks announces move toward a modified reopening by June 1 if current data trends continue</li> </ul> | <ul style="list-style-type: none"> <li>• <b>May 8, 2020</b> – Gov. Northam issues executive order announcing Phase One guidelines of <a href="#">“Forward Virginia: A Blueprint for Easing Public Health Restrictions”</a>; effective Friday, May 15 at 12:00 AM, Virginia will move from a Stay at Home order to a Safer at Home public health advisory</li> <li>• <b>May 26, 2020</b> – Gov. Northam announces Northern Virginia Region (<i>listed</i>) will advance to Phase One effective Friday, May 29             <ul style="list-style-type: none"> <li>• Counties of Arlington, Fairfax, Loudon and Prince William; Cities of Alexandria, Fairfax, Falls Church, Manassas and Manassas Park; Towns of Dumfries, Herndon, Leesburg and Vienna</li> </ul> </li> </ul> |

# Communications Strategy

## Situation Analysis:

Returning to onsite Library operations requires consistent communications to a workforce that has experienced a significant disruption to daily life. Many employees have questions and understandable anxiety about the return to onsite work.

**It is important to regularly read and review the information provided through official sources, especially the all staff e-mails and communications from your supervisors.**

## Resources for Employees

- LOC.gov Coronavirus Information for Staff webpage
- All Staff e-mails
- Fact Sheets, Checklists, FAQs and other documents
- Information provided from supervisors

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# Outreach Plan Elements

## Communications Goals

### We want to be sure that:

- You understand the Library's actions to ensure a deliberate and careful return to onsite operations
- You can ask questions and receive answers about the process of returning to onsite operations from trusted, official sources
- You feel empowered and recognize that each of us plays an essential role in the Library's return to onsite operations
- A successful return is a partnership between the Library and employees
  - The Library will provide policies and implement safety measures
  - You must embrace the policies and practices to keep yourself and your colleagues safe

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# Outreach Plan Elements

## Key Messages

- Employee health and safety are at the center of the Library's return to onsite work plan.
- The timeline for the Library's return to onsite work plan depends on local (DC – MD – VA) conditions.
  - We won't bring employees back to work without careful consideration of local conditions.
- Employees will get advance notice before they are expected to return to onsite work, and there will be detailed information available to support employees at every phase of the plan.
- Workplace flexibilities, including modified schedules and telework options, will continue to support employees.

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# Questions?

Please submit questions using the Q&A Panel on your screen

After today's Town Hall, you may e-mail questions to [staffquestions@loc.gov](mailto:staffquestions@loc.gov)