

APPENDIX G (b)

BOOKSTORE

University of Louisville Bookstore Re-Opening Operations

June 22, 2020

Cleaning and Disinfecting:

Bookstore staff is cleaning and disinfecting utilizing guidelines established by the Center for Disease Control and Prevention (CDC), World Health Organizations (WHO) – [Coronavirus \(COVID-19\)](#).

- Store management is required to instruct all team members regarding cleaning and disinfection practices and monitor performance of processes.
- All team members are required to follow bookstore's cleaning and disinfecting process of high touch common areas and equipment at a minimum of every two hours during this pandemic. [These procedures supplement our current protocol for maintaining a clean and safe workplace.](#)
- The company has been procuring cleaning and disinfecting products for the stores. Through centralization, necessary supplies are being pushed out to all stores and are available for future replenishment.

Hand Washing:

All team members are required to keep hands washed and clean while working in the store.

- Store management is required to instruct all team members regarding personal hygiene and hand washing practices and monitor performance of processes. COVID-19 posters are displayed in every washroom, employee entrance/exit and in each break room.
- Wash and scrub hands frequently for at least 20 seconds. If not near a restroom or sink, use hand sanitizer with at least 60% alcohol.
- The company has been procuring hand-sanitizing products for the stores. Through centralization, necessary supplies are being pushed out to all stores and are available for future replenishment.



Personal Protective Equipment (PPE):

Team members will comply with specific jurisdiction and government mandates regarding face coverings/masks. In accordance to CDC and OSHA, face coverings/masks are highly recommended to be worn by all team members.

- First and foremost, all team members will adhere to the physical distancing of six feet between team members and customers.
- In accordance to the CDC and OSHA, face coverings/masks must appropriately cover both the nose and mouth.
- Team members may wear their own face coverings to work that they have either made or purchased – including scarfs, bandannas, gaiters and commercially manufactured masks. Face coverings must meet the company dress code requirements and may not include offensive verbiage or graphics.
- Disposable gloves may be used when team members are working at the cash registers, rental check-in/buyback or curbside customer pick-up.
- The company has been procuring face coverings/masks for all store team members, as well as gloves for key tasks. Through centralization, necessary supplies are being pushed out to all stores and are available for future replenishment.

Store Experience:

Many store operations have been changed in order to keep our team members and customer safe during the shopping experience.

- Prior to all scheduled shifts, all team members are requested to review checklist with manager on duty prior to starting their shift. Team member's temperature and any possible symptoms of COVID-19 will be monitored and disclose possible exposure to others with potential symptoms.

- Team members that don't feel well or develop symptoms while at work are required to go home and remain at home until they are symptom free.
- Customers are encouraged to follow Physical distancing guidelines and remain six feet apart while visiting the campus stores. The store team will monitor physical distancing and store capacity adhering to occupancy guidelines by jurisdiction.
- Customer signage will be placed at the entrance and throughout the campus store with instructions.
 - Physical Distancing in Place sign
 - Face Covering Safety Mandate sign, where applicable
 - One-Way Aisle signs
 - Physical Distancing Reminder signs
 - Checkout, rental check-in/buyback and returns queue six feet (two meters) floor markers.
- The campus store website is available 24/7 for customers to place their orders for all course materials, supplies, clothing, accessories, gifts and technology with shipping to their home.



Hours of Operation:

Both locations: Public Hours: Monday – Friday 10:00 a.m. – 3:00 p.m.

Operational hours: 9:00 a.m. – 5:00 p.m. (We will continue to work in the store outside public hours and will make accommodations for customers as necessary, but we will start with limited public hours.)

Doors Used In/Out:

Belknap: We will only open three glass panels of our main entrance. This will be the same entrance and exit. If traffic warrants it, we will create a separate exit.

HSC: Only one entry point exists and will be used as entrance and exit.

Textbook Sales:

Belknap: The textbook floor will be closed to public shopping and Campus Store team members will utilize clerk service to assist customers with textbook purchases. Customers are highly encouraged to order textbooks ahead of time and set as in-store pickup to save time.

HSC: Customer volume is low and the textbook floor will remain open for public shopping. Signs indicating physical distancing on the sales floor will be posted.

Customer Experience:

- Prior to all scheduled shifts, all team members are requested to review shift checklist with a manager on duty prior to starting their shift. Team member's temperature and any possible symptoms of COVID-19 will be monitored and disclose possible exposure to others with potential symptoms.
- Team members that don't feel well or develop symptoms while at work are required to go home and remain at home until they are symptom free.
- Customers are encouraged to follow physical distancing guidelines and remain six feet (two meters) apart while visiting the campus stores. The store team will monitor physical distancing and store capacity adhering to occupancy guidelines by jurisdiction.
- Customer signage will be placed at the entrance and throughout the campus store with instructions.
 - Physical Distancing in Place signs
 - Face Covering Safety Mandate sign, where applicable
 - One-Way Aisle signs
 - Physical Distancing Reminder signs
 - Checkout, rental check-in/buyback and returns queue six feet (two meters) floor markers
 - The campus store website is available 24/7 for customers to place their orders for all course materials, supplies, clothing, accessories, gifts and technology with shipping to their home.

Contact:

- **Belknap Campus Store**
books@louisville.edu
502-852-6679
www.uoflshop.com
Store Manager: Andrea Herrera 1543mgr@follett.com
- **Health Science Campus Store**
502-852-5284
www.bkstr.com/uoflhscstore
HSC Store Manager: Jack Shelman Jshelman@follett.com

We remain dedicated to the success of your students during this unprecedented time, but the health and safety of your campus community is our top priority.