



Rensselaerville Library
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MEMORANDUM

To: Library Board, Staff, and Volunteers
From: Heidemarie Carle, Library Director
Date: May 23, 2020
(Amended May 30, 2020 to comply with updated mandates required by
NYS Department of Health)
Re: COVID-19 Continuation of Service Plan

The reopening of the library must be safe, smart, gradual, and flexible. Safe reopening of the library means that the health and safety of library staff and the public **MUST** be the highest priority when planning for reopening. The library should be smart, adhering to current guidance from both governmental and scientific authorities and making thoughtful staffing and service decisions in order to limit staff exposure, protect the public, and control risk and liability.

Re-acclimation of staff to the new working environment should be gradual and allow for time to develop and train for new protocols and procedures, prepare the collection and library building, and manage for the restart of UHLS deliveries all prior to offer services to the public. The reintroduction of library services to the public should be planned as a phased approach, gradually adding services as the staff and public become familiar with new routines and practices.

And lastly, the library should prepare to be flexible. We will need to be able to make service and policy changes rapidly as dictated by internal and external factors in the event of the resurgence of the virus, and therefore, should expect to move back and forth between these reopening levels of service based on Government directives and guidance.

The Rensselaerville Library Continuation of Service Plan is based on and includes policies and procedures as outlined in NYS Department of Health's *NY Forward Business Re-Opening Safety Plan* guidance documents. All timeframes are dependent on governmental mandates and CDC/NYS/Albany County and WHO guidelines for best practices and community safety. The Library Director will be responsible for the administration of this plan and notification of state and local health department in the event an employee tests positive for COVID-19.

The plan consists of the following sections:

- Section I Levels of Phased-In Library Re-Opening
- Section II Tentative Calendar for Re-Opening and Hours of Operation
- Section III Staffing Levels and Schedules
- Section IV Board Member, Volunteer and Contractor Protocols
- Section V PPE and Wipe-Down Protocols
- Section VI Curbside Delivery Procedures

Any questions about the plan should be directed to Heidi Carle, Library Director, by email to Director@RensselaervilleLibrary.org or by calling 518-797-3949.

Section I Level of Phased-In Library Re-Opening

Level 1: Building Closed to Staff and Public

- Library building is closed with limited access to essential personnel only.
- Items returned in book-drops only with 72-hour quarantine.
- Wipe-down protocols in place. See below for description of protocols.
- Ongoing staff training.
- Ongoing communication with the public/stakeholders.
- Staff working from home when able at appropriate levels.
- No in-library volunteer hours.
- No in-person library programs.
- Virtual programming is offered.
- Library board meetings are held virtually.
- Establish State of Emergency and other appropriate policies to address pandemic-related concerns and future potential emergency closures.

Level 2: Staff Return to The Building

Estimated to take a period of 1 week (Possibly beginning May 26).

In-Library Staffing – Organize Library for Phased-In Reopening

Beginning with Level 2 and until further notice, all persons including - but not exclusive to - staff, Board Trustees, volunteers and contractors must complete the sign-in log located at the Circulation Desk. You must provide the following information:

Name, time of entry, and time of exit. You must also read and affirm the following:

“By signing this log, you affirm that a) you have not experienced COVID-19 symptoms in the past 14 days, b) you have not tested POSITIVE for COVID-19 in the past 14 days and/or c) had close contact with confirmed or suspected COVID-19 case in the past 14 days. If you cannot affirm the above, contact the Library Director or designee IMMEDIATELY.”

The Library Director will be responsible for assuring compliance with all NYS Department of Health-required contact tracing mandates.

Important: No staff person should report to work if they are experiencing any of the following symptoms: cough, shortness of breath or difficulty breathing, fever or chills, new loss of taste or smell. If possible, all staff persons should take their temperatures before reporting to work.

- Library will remain closed to the public.
- Items returned in book-drops only with 72-hour quarantine.
- All check-ins should be done at the end of the last shift of the day.
- Some staff begin to return to the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- Masks required for staff. Gloves optional; hand-washing is not.
- Wipe-down protocols in place. See below for description of protocols.

- Schedule staff allowing for workspace with appropriate physical distancing.
- Staff will be expected to complete job-specific tasks and duties.
- No in-library volunteer hours.
- Establish and follow enhanced cleaning protocols.
- Library Director will continue to explore alternative delivery options for materials, services, and programming. Develop signage/FAQs outlining new protocols.

Monday – May 25 - Holiday

Tuesday – Katie (4)/Laura (4)

Wednesday – Katie (4)/Laura (4)

Thursday – Katie (4)/Judy (In-Library optional)

Friday – Heidi/Paige (4)

Level 2 Goal – Clear hard surfaces of high-touch, non-essential items to prepare for June 1 deep-cleaning. Brainstorm reopening procedures as we re-acclimate to Library building. Use Daily Shift notes to jot down ideas.

Level 2A: Building Cleaning and Reorganizing

Estimated to take a period of 1 week beginning June 1.

- Library building will be cleaned and sanitized. Deep cleaning scheduled June 1.
- Limited staff.
- Some staff begin to return to the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- No in-library volunteer hours.
- Masks required for staff. Gloves optional; hand-washing is not.
- Wipe-down protocols in place. See below for description of protocols.
- Workspaces reorganized for physical distancing, where possible.
- Delineate restricted access areas. (e.g., Signage for Restricted Access Areas: 1-person limit to areas with collection items, includes both basement rooms)

Monday – Heidi/Work-At-Home

Tuesday – Katie (4)/Laura (4)

Wednesday – Katie (4)/Laura (4)

Thursday – Katie (4)/Judy(6 / In-Library optional)

Friday – Heidi/Paige (4)

Level 2B: UHLS Begins Delivery

Level 3: Limited Library Services

Estimated period of 2-4 weeks after Level 2 is completed. (Possibly June 8)

- Library building will remain closed to the public.
- Curbside delivery of Library materials. See procedure below.
- Limited hours.

- No newspaper/magazine circulation
- Items returned in book-drops only with 72-hour quarantine.
- All check-ins should be done at the end of the last shift of the day.
- No in-person programs.
- No Conference Room and Activity Room use.
- Public spaces reorganized for physical distancing.
- No public seating.
- No public computer use.
- No public Toshiba office machine use.
- No play spaces.
- No high-touch/non-transactional materials (pens/eyeglasses, etc.)
- No public restroom.
- Wipe-down protocols in place. See below for description of protocols.
- Masks required for staff/patrons.
- Limited outreach and coordinated projects with external partners.
- Most staff working in the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- No in-library volunteer hours.

Katie – Collection Management Projects/Materials Management/Circ Desk

Judy – Youth Services Programming/Circ Desk (optional)

Laura – Circ Desk/Appointment Scheduling/Research & Projects as assigned.

Paige – Circ Desk/Appointment Scheduling/Projects as assigned.

See “**Sample Hours – Staffing/Expanded Library Services**” below for schedule of days and times.

Level 4: Limited Opening of Library to the Public

Estimated period of 4 weeks after Level 3 is completed.

- Building will be open to the public by appointment only.
Step 1: Staff pick-ups/closed stacks
Step 2: Limited browsing.
- Limited hours (Required minimum: 20 hours).
- No newspaper/magazine circulation.
- Items returned in book-drops only with 72-hour quarantine.
- All check-ins should be done at the end of the last shift of the day.
- No in-person programs.
- No Conference Room and Activity Room use.
- Limited public computer use.
- Limitations on certain services (e.g., Toshiba office machine).
- No public seating.
- No play spaces.
- No high-touch/non-transactional materials (pens/eyeglasses, etc.)

- No public restroom.
- Masks required for staff/patrons.
- Wipe-down protocols in place. See below for description of protocols.
- Limited outreach and coordinated projects with external partners.
- Some staff begin to return to the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- Most staff working in the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- No in-library volunteer hours.

Katie – Collection Management Projects/Materials Management/Circ Desk

Judy – Youth Services Programming/Circ Desk (optional)

Laura – Circ Desk/Appointment Scheduling/Research & Projects as assigned.

Paige – Circ Desk/Appointment Scheduling/Projects as assigned.

See “**Sample Hours – Staffing/Expanded Library Services**” below for schedule of days and times.

Level 5A: Return to Regular Hours

Estimated period of 4 weeks after Level 4 is completed.

- Library will return to normal hours.
- Limited access to library building; establish maximum capacity based on 50% normal occupancy levels.
- All returns must be done via book drop either through the exterior slots or to a bin near the Circulation Desk (with 72-hour quarantine, if required.)
- All check-ins should be done at the end of the last shift of the day.
- No in-person programs.
- No Conference Room and Activity Room use.
- Limited public computer use.
- Limited public seating.
- No play spaces.
- No high-touch/non-transactional materials (pens/eyeglasses, etc.)
- No public restroom.
- Masks required for staff/patrons.
- Wipe-down protocols in place. See below for description of protocols.
- Limited outreach and coordinated projects with external partners.
- All circulation staff working in the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- Limited in-library volunteer hours. All hours must be tracked with actual dates/times for contact tracing purposes.

Katie – Collection Management Projects/Materials Management/Circ Desk
Judy – Youth Services Programming/Circ Desk (optional)
Laura – Circ Desk/Appointment Scheduling/Research & Projects as assigned.
Paige – Circ Desk/Appointment Scheduling/Projects as assigned.

See “**Sample Hours – Staffing/Expanded Library Services**” below for schedule of days and times.

Level 5B: Protocol Operation

As mandated restrictions are eased.

- No masks required for staff.
- Wipe-down protocols in place. See below for description of protocols.
- All returns must be done via book drop either through the exterior slots or to a bin near the Circulation Desk.
- All check-ins should be done at the end of the last shift of the day.
- Limited in-person programming is gradually introduced with adequate physical distancing.
- Limitations on group size for Conference Room and Activity Room use; establish maximum capacity based on 50% normal occupancy levels.
- Limitations on certain services.
- Limited outreach and coordinated projects with external partners.
- All circulation staff working in the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- Limited in-library volunteer hours. All hours must be tracked with actual dates/times for contact tracing purposes.

Level 6: Full Operation

Level 6 will be initiated once Level 5 has been completed and is dependent on CDC, State, County, and WHO guidelines.

Due to the possibility of a “second wave” of COVID-19 in the Fall, it is recommended that full operation protocols should continue to include the following:

- Encourage patrons to wash hands or use hand sanitizer after using public equipment (computers, copier, etc.)
- Social distancing of computers and equipment.
- No high-touch/non-transactional materials (pens/eyeglasses, etc.)
- No toys in public spaces.
- All food for sale or otherwise should be pre-packaged or provided by a certified vendor.
- All surfaces wiped down before and after each shift; before and after all programs.
- All returns must be done via book drop either through the exterior slots or to a bin near the Circulation Desk.

- All check-ins should be done at the end of the last shift of the day.
- Patrons are to be served at the desk and are not to come behind the desk for any reason.
- A drop-off bin will be available for patrons returning items. All items that are dropped off should be handled with gloves and wiped down with disinfectant wipes prior to shelving.
- Type in patron's name or use the "recent patrons" feature to bring up patron accounts, rather than handling the patron's card. Keep a bottle of hand sanitizer at the front desk at all times.
- Library programs held in the Conference and Activity Rooms will be limited to 8 or fewer participants at a time.
- All circulation staff working in the library on a scheduled basis. Staffing levels will be maintained at regular NTE hours for both in-library and work-at-home staff. Timesheets are to reflect actual time in building for contact tracing purposes.
- No restrictions on in-library volunteer hours. All hours must be tracked with actual dates/times for contact tracing purposes.

Level 7: Post-Pandemic

All library services and public programming can be delivered.

Section II Tentative Calendar for Re-Opening and Hours of Operation

(Tentative) Calendar for Phased Return to Normal Operations:

Level 1: March 16-May 25

Level 2: May 26-31

Level 2A: June 1-7 (assumes 1-week period of Level 2 staff re-entry)

Level 3: June 8-21 (2-week period)

Level 4: June 22-July 19 (4-week period)

Level 5: July 20-August 16 (4-week period)

Level 6: August 17-?

Level 7: Post-pandemic

(Tentative) Hours of Operation per Level:

Level 1: March 16-May 25

0 hours

Level 2/2A: May 26-June 7

0 hours

Level 3: June 8-21 (2-week period)

20 hours / Tue-Sat, 10am-2pm

Level 4: June 22-July 19

20-24 hours / Tue-Sat 10am-2pm,
Fri 3-7pm

Level 5: July 20-August 16

TBD

Section III Staffing Levels and Schedules

(Tentative) Hours – Staffing/Expanded Library Services:

Level 3: June 8-21 (2-week period) 20 hours / Tue-Sat, 10am-2pm
Staff should arrive no sooner than 15 minutes prior to shift and leave no later than 15 minutes after end of shift. Arrival and departure times should be noted in Daily Shift Notes.

Important: No staff person should report to work if they are experiencing any of the following symptoms: cough, shortness of breath or difficulty breathing, fever or chills, new loss of taste or smell. If possible, all staff persons should take their temperatures before reporting to work.

Monday – Heidi/Work-At-Home
Tuesday – Katie (4)/Laura (4)
Wednesday – Katie (4)/Laura (4)
Thursday – Katie (4)/Judy (In-Library optional)
Friday – Heidi/Paige (2)
Saturday – Paige (4)

Level 4: June 22-July 19 20-24 hours / Tue-Sat 10am-2pm,
Fri 3-7pm

Staff should arrive no sooner than 15 minutes prior to shift and leave no later than 15 minutes after end of shift. Arrival and departure times should be noted in Daily Shift Notes.

Monday – Heidi/Work-At-Home
Tuesday – Katie (4)/Laura (4)
Wednesday – Katie (4)/Laura (4)
Thursday – Katie (4)/Judy (In-Library optional)
Friday – Heidi (6)/Paige (2 hours, 5-7p)
Saturday – Paige (4)

Level 5: July 20-August 16 **TBD**

Staff should arrive no sooner than 30 minutes prior to shift and leave no later than 30 minutes after end of shift. Arrival and departure times should be noted in Daily Shift Notes.

Monday – Heidi/Work-At-Home
Tuesday – Katie (4)/Laura (5)
Wednesday – Katie (4)/Laura (3)
Thursday – Katie (4)/Heidi (5)/Judy (In-Library optional)
Friday – Heidi (6)/Paige (2 hours, 5-7p)
Saturday – Paige (4)

Section IV Board Member, Volunteer and Contractor Protocols

Board Members/Volunteers/Contractors:

- May not enter the library building without prior notification of the Library Director.
- All names must be noted in the Daily Shift Notes along with all in-library work dates/times.
- Must comply with physical distancing and PPE use as outlined in this plan.

Section V PPE and Wipe-Down Protocols

PPE Protocols

Rensselaerville Library will provide all protective equipment and supplies necessary for the health and safety of its employees. These supplies include:

- Facial covering/masks
- Gloves
- Hand sanitizer
- Disinfectant wipes and spray

Four sinks and hand soap/paper towels are available for hand-washing purposes and a sneeze shield will be installed at the Circ Desk for the phased-in levels requiring in-person contact.

Wipe-Down Protocols

Before and after each shift/program.

- Using disinfectant wipes, staff will disinfect the following surfaces:
 - Front desk keyboard, mouse, and service counter
 - Patron computer keyboards, mice, and computer tabletop
 - Other staff keyboards, mice, and desk surfaces
 - Telephone
 - Bathroom doorknobs
 - Bathroom faucet handles
 - Toilet flush handle
 - Main door and Annex door handles and keypads.
 - Rear Library door handles & push bars
 - Tables (Main Lobby, YA, Fiction, Non-Fiction)

Section VI Curbside Delivery Procedure

Rensselaerville Library has street-front parking, and therefore, cannot do curbside delivery for our patrons. A pick-up station will be established on the front porch of the Library to accommodate this service. Pick-up will be contactless. Items will be bagged and put on a book cart on the front porch of the Library. All pick-up times must be during library hours.

Face coverings for staff and patrons are required at all times when on the library premises which includes the front porch. Gloves will be required for staff handling any items leaving the library. In the event that contact is required for patrons needing special delivery arrangements, masks and gloves will be worn and gloves will be discarded after each contact.

There will be no Toshiba office machine (copier/printer/fax) services or newspaper/magazine circulation during the curbside delivery phase of re-opening (see Level 3 of the Plan).

Pick-up Procedure for Reserves:

1. Patrons who have items currently on our Hold shelf will be called and pick-up time/date arranged. Staff will prepare items for pick-up and place them on the designated book cart.
2. Through the normal pull list procedure, patrons will be notified by Sierra that there will be a 24-hour wait before they can pick up their items. Patrons will call the library to arrange pick-up of their items. Staff will prepare items for pick-up and place them on the designated book cart.

Pick-up Procedure for Phone Orders and all Other Voice Communications

1. Order information will be written down including patron name, library barcode #, and contact information (phone and email).
2. A time/date will be arranged for pick-up within a reasonable timeframe to complete order and during library hours.
3. Holds will be entered into Sierra.
4. Staff will retrieve items and prepare them for pick-up at appointed time.

Pick-up procedure for Email

1. Pick-up orders should be sent to Library@RensselaervilleLibrary.org
2. Orders should be confirmed and a pick-up time/date arranged.
3. All email orders should be printed out for staff to process.
4. Staff will prepare order to be ready at appointed time/date.