



Reopening Plan May 27, 2020

Introduction: Administrators and Department Heads have spent many hours in the last two months discussing and researching best practices for reopening the library amid an ever-changing environment. We are required by NYS to have a plan on file, and last week we decided the most efficient thing to do was to adopt the plan below, which is an edited version of a plan developed for all UHLS libraries by a committee of UHLS library directors along with UHLS staff members.

It's important to remember that this plan is subject to frequent change as conditions continue to change. It is only an approximation of the process we currently envision to create a safe, gradual reopening.

Background: The Library Director and the Board of Trustees will determine issues of scheduling, staffing, service hours, cleaning, policies, etc. The Guilderland Public Library acknowledges the importance of having a coordinated approach to reopening the library across the two-county service area, both in terms of timing and general approach to the reintroduction of services whenever possible.

General Recommendations: Informed by all the available guidance and resources, the following are being put forward as universal recommendations for the Guilderland Public Library in planning for reopening:

- The Library will plan for a gradual, phased approach to re-opening and not plan to simply open their doors. The Guilderland Public Library service upon reopening MUST reflect thoughtful and carefully guided plans that are designed to protect the health and safety of both library staff and members of the community using the library, its collections, and its services.
- The Library will try, within own local constraints, to coordinate reopening dates with other member libraries in UHLS, and particularly with neighboring libraries.
- The Library will actively prepare plans and procedures to be ready to close the library to the public once again, in the event of a resurgence of the virus and a return to essential service and workforce restrictions.
- The Library will expect to move forward and backward between the levels in this document based on local conditions and government directives.
- Once the UHLS delivery service of materials between the libraries is reintroduced, the Guilderland Public Library will be expected to adhere to all

UHLS delivery protocols and procedures regarding the handling and processing of all shared physical materials.

Reopening Themes: In general, all of the following recommendations and considerations for phased reopening for the Guilderland Public Library are based on several overarching themes that guide the library decision making regarding reopening:

SAFE – 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 must be fully prepared, before offering any services, with policies, procedures and training to ensure the safety of the staff, when working with each other and when working with the public. The Library must have sufficient PPE supplies (masks, gloves, basic cleaning supplies, sneeze guards) to ensure a safe working environment. The Library must prepare/reconfigure service desks, staff spaces, public spaces, and collections to accommodate social distancing measures and the gradual reintroduction of library services.

SMART – Smart reopening of The Library means the library monitors and adheres to the current guidance from both governmental and scientific authorities for providing safe library service and for the safe handling of library materials. The Library should make thoughtful staffing and service decisions in order to limit staff exposure, protect the public, and control risk and liability.

GRADUAL – The Library will plan to gradually re-acclimate library staff to their new working environment and all of the changes in the library, their workspaces, and their services. Staff will need to spend time devoted to developing and training in new protocols and practices. Sufficient time should also be allowed for the staff to prepare the collections and manage the impact of the restart of the UHLS delivery service. The amount of time needed will depend on many factors and we should all remain flexible. The reintroduction of library services to the public will also be planned as a phased approach, gradually adding services as the staff and public become familiar with new routines and practices. It is always easier to slowly expand services rather than offer too much, too soon and have to then curtail services soon after reopening.

FLEXIBLE – The library is prepared to be flexible and to make service and policy changes rapidly as dictated by internal and external factors. The library reserves the right to close the library to the public once again, in the event of a resurgence of the virus and a return to essential service and workforce restrictions. The library acknowledges the potential to move forward and backward between these recommended reopening levels of service based on government directives and guidance.

Timeline for Reopening: The question of when this library can open is still very much an unknown. The timeline will be determined largely by the Governor's phased reopening plan for the state. This statewide plan contemplates a regional approach to reopening the state based on New York's 10 economic development zones. Because the Guilderland Public Library is part of the Capital Region Zone it is expected that

executive orders will allow all libraries in our system to open on the same date (although there is still much ambiguity based on the organizational structure of each library). This factor will help facilitate the plan for a coordinated reopening by the UHLS member libraries.

Teams

Department	Team Blue	Team Yellow
Admin	Tim, Carol, Luanne	Margaret, Jenna, David
ACS	Phil B., SeungYeon, Holly, Carly, Mitzi, Deb, Megan, Aria, Brian, Sean C.	Diane, Lauren, Sudha, Seth, Qin, Katy, Becca, Susi, Nicole
CCS	Heather, Kim, Roseanne	Lisa, Alice, Bonnie, Liana
IT	Tom, Jon	Sean S.
Maintenance	Lew, Bill, Phil A.	Dave, Kevin, Tom
PPS	Beth, Elisabeth, Maura, Ann, Kathy, Olga	Maria, Kristina, Michelle, Kathleen, Amy, Dustin, Bryana

Recommendations for Gradually Reopening

Level 1: Communication to the community (All activity in the level is taking place now, BEFORE staff return to work and the library begins to reopen)

- We have established a “State of Emergency Policy”, which will allow library administration to efficiently override existing policies as needed.
- We are conducting regular Virtual Board meetings (following OML) - maintain regular communication with Board and make sure the Board is able to continue to make decisions for the library.
- Administration and Department Heads are monitoring tasks we stopped when the Library closed (mail, phone, deliveries, newspapers, Better World Books, security company, bookdrops, outside vendors with keys, email, voice messages, social media accounts, standing orders) - this is vital to “reverse engineer” the closing, but also should we need to shut down again if there’s a resurgence of the virus.
- Communicate with community partners and other stakeholders (those that use the library regularly) about reopening plans and how they will be impacted.
- Maintain regular communication with your Municipality, School District, etc.
- Maintain regular communication with UHLS.
- Secure staff protective gear (PPE) and cleaning supplies.
- Communicate with Library Foundation and volunteers about reopening plans and how they will be impacted.

Level 1A: Initial Staff Training and Reacclimating (Some staff begin to return to library on a scheduled basis)

- Familiarize yourself with recent laws affecting public libraries:
Governor's Executive Orders
<https://www.governor.ny.gov/news/governor-cuomo-signs-new-york-state-pause-executive-order>
List of all executive orders: <https://www.governor.ny.gov/executiveorders>
Matilda's Law: <https://elderjusticenyc.org/what-is-matildas-law/>
Family First Act: <https://www.dol.gov/agencies/whd/ffcra>
CARES ACT (PPP and SBA Loans):
<https://www.sbc.senate.gov/public/index.cfm/guide-to-the-cares-act>
- Review the recommendations/guidance for the number of staff/people that can safely be in your building and in your offices, staff room, and all work areas, etc.
- Remote training will be provided to staff as appropriate throughout this level.
- Plan staff schedules and work shifts to ensure physical distancing.
- Enforce scheduling discipline by staff (work only exactly when you are scheduled) to enable contact tracing if infections occur.
- <https://www.cdc.gov/coronavirus/2019-ncov/php/open-america/contact-tracing.html>
- Establish frequent and consistent cleaning protocols for all areas used by staff and or the public.
- Regularly provide training on proper use of PPE (masks, gloves) and safety protocols.
- Develop Library Materials Handling protocols for all types of materials.
- Analyze the library's staff and public spaces and what changes must be made to deliver service safely for both the public and for staff.
- Develop approved talking points for all staff to use in interacting with the public after reopening, especially regarding new rules and procedures (requirements for masks, limits to collection access, reduced hours, etc.).
- Make sure all staff know what to do if they or someone in their household gets sick.
- Review staff sick leave/call in policies and procedures with all staff.
- Encourage digital documents whenever possible to minimize handling of physical material.

Level 2: Building Cleaning and Reorganizing (limited staff working in building as needed and as appropriate to maintain social distancing)

- During the closure, we deep cleaned and disinfected the library.
- To comply with NYS Department of Health recommendations, we will develop a checklist for regular cleaning, based also on CDC recommendations. This is especially important for all common surfaces, high touch surfaces like telephones, telephone keypads, keyboards, mice, alarm keypads, door handles, staff lounge, etc.
- Remove all high touch items/non-transactional materials - toys, puzzles, pens, crayons, etc.
- Re-organize all public and staff furniture and collections for transactional service and physical distancing recommendations.

- Determine how to handle Magazines/Newspapers.
 - Determine how to handle Library of things-cake pans, hotspots, other non-traditional circulating material.
 - Extend due dates to minimize necessary library transactions and to spread out the material being returned. (coordinated with UHLS)
 - Establish a quarantine protocol and designated location(s) for all returned materials and ensure staff are trained on how material is to be received to avoid contact.
 - Avoid contact with door handles and other contact points after you've touched returned materials.
 - Establish a quarantine/cleaning protocol and designated location(s) for incoming materials from vendors, USPS, and other delivery services and ensure staff are trained on how material is to be received to avoid contact.
 - Cover/turn off/disable water fountains.
 - Develop signage for all new procedures and changes to building, collections, etc.
 - Create a 1 page FAQ for all known common questions (post on website, fb page, etc.) - Luanne in consultation with Phil, Maria, and Beth
 - Reduce/eliminate clutter on all service desks and personal desks (scrap paper, signage, pens, etc.)
 - Reinforce the importance of cleaning common surfaces in between shifts.
 - Reinforce the importance of cleaning all equipment after use.
 - As much as possible within safety and security considerations, prop doors/windows open and make sure that HVAC units are open to maximum fresh air levels.
 - Staff will use loading dock door only. Please keep aware of social distancing when entering and exiting through the loading dock door.
 - Signage ensuring social distancing and proper hygiene will be posted.
 - Tape out work spaces for physical distancing as a reminder to staff.
 - Install "sneeze guards" at service desks before reopening.
- Quarantine all materials for 72 hours after being returned.

"There are no studies that specifically answer the question of how transmissible COVID19 might be from the most common library materials – for example coated and uncoated paper, bookcloth, or polyester book jackets. Quarantine of materials for 72 or more hours seems to be the safest course.... There is very little research on the effects of medically effective sterilization and sanitization measures on the condition of library materials, another reason to favor quarantine." - Jacob Nadal, Director for Preservation, The Library of Congress

Level 2a: Staff Return to the Building

- Train/reinforce procedures at the beginning of every shift.

- Non-medical masks required. Gloves should be available for those who wish to use them (must conduct constant staff training on the proper use and disposal of masks and gloves).

W.H.O. How and When to Use Masks:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>

- Regularly train and reinforce hand washing and all other hygiene protocols
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>
- Scheduling discipline - Only allow staff in the building who are supposed to be in the building according to their schedule to assist in contact tracing.
- Retain all staff work schedules (digital or in paper) to assist in contact tracing.
- Continue to encourage staff working from home wherever appropriate to reduce the number of staff in the library building as necessary.
- We will need to rethink staff use of food and drinks in the library. Stay tuned.

Level 2b: Continue to Prepare for Public Service with Only Staff in the Building

- UHLS delivery service starts up again for all libraries with adjustments to schedules and procedures to maximize “contactless” delivery and to conform to shortened hours schedules.
- UHLS will quarantine all interlibrary delivery materials for 3 days (72 hrs.) at the system office to ensure all deliveries coming from other libraries through delivery are clean and ready to process immediately when they arrive at the library.
- Develop protocols and procedures to manage delivery material at your library.
- Library staff receive and process delivery materials, familiarize themselves with new protocols and procedures.
- Library staff will work on resolving the current hold shelf, including possible outreach to current hold patrons to determine if material is still wanted and to inform patrons of the library’s current plans for checking out physical material (curbside, appointment, etc.).

Level 3a: Reintroducing Library Circulation Services - No Patrons in the Building

- Open book drop, begin accepting returned material.
- Consider limited return schedule to enable the library to familiarize and follow its return material quarantine protocol (72 hours).
- UHLS will extend the grace period for check-outs in Sierra to accommodate full quarantine of returns.
- Fines or fees are temporary suspended until further notice.
- Modify hours dependent on staffing (safe and discipline scheduling) and needs of the steps below as well cleaning and supply protocols.

Level 3b: Reintroducing Library Circulation Services - Limited public services offered outside the library building

- Alternative material delivery/public service.
- Curbside service/walk-up service.
- Homebound/books by mail?
- Start running pull list for locally owned items/local patrons first.
- Override/waive any financial transactions until later levels of service to postpone the handling of cash from the public.

Level 4: Limited Opening of the library building to the Public

Step 1 - controlled public use of the library

- Transactions by appointment only.
- Staff-performed pick-ups from library collection (stacks closed to the public).
- Continue with virtual programming.
- No public meetings.
- Copy/scan/fax - Staff-facilitated services with cleaning protocol between each use.
- Printing - Staff-performed (patron emails item to be printed, staff prints and delivers to patron, via touchless, curbside, email or USPS).
- No cash transactions until further notice.
- No notary services.

Step 2 - Limited walk in service to the public

- Open to the public for transactions only.
- Continue to strictly enforce building occupancy formula.
- No OPAC access for patrons: time limited browsing or staff assisted.
- Encourage use of self-checkout stations.
- Consider specific hours for seniors/at risk patrons.
- Consider no public bathrooms.
- No notary services.

Level 5: Open to the Public for Limited Seating General Library Use

Step 1 - Social distancing

- 6 feet apart/one person one table - no group seating available (consider special seating for small gatherings - i.e. families and group home visits).
- Extended, but still time limited stay in the library. How to monitor?
- Patrons should bring their own devices using the library's WiFi.
- Public computer use (see appendix for guidelines).
- No play spaces/consider closing children's rooms/designing services specifically for families - number of families in the space at a time, book bundles.

Step 2: Gradual relaxation of library use restrictions (space use, time limits for use, etc.)

- As government restrictions allow, gradually phase back in use.
- Gradual return to normal hours of operation.
- Book sales – to be determined.

Step 3: Limited in-person programming reintroduced at some libraries

- Follow official government restrictions and guidelines for how many can gather (based on square footage).
- Plan programming in longer intervals (i.e. monthly not weekly).
- Limited registration for all programming.
- Pre-registration for all programming.
- No drop-in programs.
- Cleaning protocols in between all programs.
- Where physical distancing is challenging, do not offer program.

Level 6: Service Expands in Response to Changing Physical Distancing Restrictions and Guidelines

- Limited in-person programming is gradually reintroduced (with as much system-wide coordination as possible, to avoid overuse of individual libraries and programs).
- Follow official guidelines for how many can gather (based on square footage).
- Plan programming in longer intervals (i.e. monthly not weekly).
- Limited registration for all programming.
- Pre-registration for all programming.
- No drop-in programs.
- Cleaning protocols in between all programs.
- Allow community group meeting room use with an MOU/Agreement that groups will follow official guidelines, participant restrictions, social distancing requirements, etc. – Margaret and Jenna
- In-person library board meetings resume (provided that the board can gather in compliance with official guidelines).
- Gradual relaxation/modification of staff protocols.
- *Masks no longer required for staff/patrons as dictated by government directives.*
- Workspaces, public computing areas, and other public spaces may be gradually returned to traditional configurations in response to the relaxation of physical distancing guidelines.
- Staff lunch and break times need to be scheduled in order to maintain social distancing.
- Impact on building use - Public restrooms made available, water fountains made available.