Patterson Library Phased Reopening Plan

Approved by the Patterson Library Board of Trustees on June 5, 2020

Updates approved: June 16, 2020
Service Level A: Library Services Under Stay at Home Orders with 100% Workforce Reduction for Nonessential Businesses

Stay-at-home orders can mitigate the risk of spreading COVID-19 by limiting person-to-person contact through respiratory droplets, which is the main way the virus is spread [1]. Under stay-at-home orders the library building will be closed to library patrons with the library supporting the community primarily through services online, by phone, and any other way patrons can interact with staff and access library resources without meeting in-person or entering the library building. Traveling to the library to obtain materials or to check out materials would violate stay-at-home orders and pose a risk to staff and public health.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required to be on site for staff use) [4] [10]
2. Disposable gloves (required to be on site for staff use) [11]
3. Disinfectant cleaners (required to be on site for staff use) [11]
4. Hand sanitizer (required to be on site for staff use)

Administrative Controls

1. Telecommuting
2. Social Distancing
3. Regular Handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy

Physical and Facility Controls

1. None

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library’s telecommuting policy at this service level.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited service levels that will require PPE and other controls to increase staff and public safety such as: training on PPE [2], employee and public safety [12], new library procedures, and the library’s proactive infection plan [see Appendix].

5. Library staff will be required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]

6. Shift start times for library staff will be staggered to allow for social distancing when entering or leaving the building. [24]

7. Library staff’s workstation locations will be modified to promote social distancing while interacting with other library staff.

8. With access to the building and regular tasks reduced, library staff will be provided with increased training to support their work for the library during the pandemic and after.

Entrance to the Library Building

1. Entrance to the building will be restricted to staff performing the operations outlined at this service level, staff obtaining supplies needed to work at home, and essential visitors. People entering the library will document their trips into the library via the Visitors Log.

Facilities

1. To reduce the number of patrons inadvertently visiting the library when it is closed, the library will be using its website, social media, patron email list, outdoor signage, and phone recordings to give notice that the building is closed and any other changes in policy, such as not accepting returns.

2. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]

3. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical, including at the entrance to the building and the entrance to each room, as well as in personal offices. [24]

4. Tightly confined spaces (small stock rooms and narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased by opening windows in these spaces when occupied by more than one staff member. [24]

5. The building will be closed to the public.

6. The Putnam Lake book drop is closed to the public.

7. The building and facility should be checked at regular intervals to ensure there is no failure of major systems or equipment including HVAC, plumbing, electrical, and roofing systems. These visits will be recorded in the Visitors Log.

Cleaning

1. The library will be cleaned according to its regular schedule or as necessary while the building is closed. Cleaning will be documented in the Cleaning Log.

Circulation

Patrons Borrowing Materials

1. Patrons will not be able to borrow physical materials from the library.

Patrons Returning Materials
1. The public will be discouraged from returning materials, but the book drop will remain open for those patrons who disregard the message and make returns.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and wash hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. Materials will be quarantined in a container that minimizes air flow for 72 hours before handling, checking in or shelving in the collection, or placement on the holds shelf. [4] Please note: MHLS delivery bins cannot be used to quarantine materials.
6. When checking in materials using Sierra at this level of service, Sierra Notices should not be sent. [5]

Patron Holds
1. MHLS will disable patrons from placing holds on physical library materials through the catalog.
2. The library will not place holds for patrons until MHLS reopens the holds system.
3. Patrons will not be able to pick up holds on physical materials at this service level.

MHLS Delivery
1. MHLS delivery may not operate at regular intervals due to restrictions at this service level.
2. MHLS may run delivery operations in special cases at this service level, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials and these boxes will be clearly labeled as outgoing materials.
5. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outdoor signage, social media, phone calls, mail, or email to communicate with patrons about library services and provide support in tones appropriate to the current climate. [6]
3. When possible, library phone numbers will be routed to library staff to answer patron questions regarding library services, resources, and general reference queries. If calls cannot be routed, voicemail will be set up and regularly checked for messages and followed up on.
4. U.S. postal mail will be forwarded to an appropriate address when possible. Delivery companies like FedEx or UPS will be notified of the building closure and arrangements will be made to hold or safely receive deliveries.

Library Programming and Events
1. In-person library programming and events will be suspended at this service level according to New York State Executive Orders. [7]
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. Library business and governance will be conducted through teleconferencing software that allows the public to observe/listen to the meeting, as much as Open Meetings Law and relevant NYS Executive Orders allow. [8]
2. Accommodations to Open Meetings Law such as transcripts and recordings of meetings required to conduct meetings via teleconference will be observed using software such as GoToMeeting. These will be provided by request or as otherwise directed by the Committee on Open Government and relevant NYS Executive Orders.

Outreach and Engagement
1. Library staff will work and meet and connect remotely with community partners to collaborate on providing support for the community.
2. Library staff will not attend in-person community meetings or meetings of other organizations.

Materials Purchasing and Processing
1. Materials purchasing will shift to support an electronic collection where possible.
2. Physical materials will not be processed in this phase.
3. New materials received from booksellers will be quarantined until the library begins processing physical materials.

Study Areas
1. Study areas will not be open to the public at this service level.

Public Computer Use
1. Public computers will not be accessible by the public at this service level.

Internet Access
1. WiFi in the library building will be left on for people to use from the library grounds or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help
1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.
Service Level B: Curbside Service

At this level of reopening there is still a high risk of transmitting COVID-19 through person-to-person contact, but falling hospitalization and death rates related to COVID-19 and other regional precautions put in place indicate to state and local health officials that “more essential” retail business operations and professional services with lower risk of infection can begin to reopen with precautions in place to reduce person-to-person contact and transmission of the virus including curbside pickup. [9]

At this level of service, the library will coordinate the services offered with neighboring libraries to avoid creating a dangerous situation where too many people are drawn to the library. The library will offer services to all MHLS member library patrons as outlined in the MHLS Free Direct Access Plan. Services offered will limit public and staff access to the building and interactions where possible. Some staff may be back in the building working while others may still be telecommuting to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines.

Transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented, and the most common vehicle for transmitting the disease is through person-to-person contact. [1] The World Health Organization [3] and the Northeast Document Conservation Center [4] report that COVID-19 may live on paper and cardboard for up to 24 hours and on plastic and other surfaces for up to 72 hours, and it may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. Physical library materials will be handled and processed with these risks and timelines in mind. At this level of service, all staff that are capable and whose work can be completed from home will telecommute according to the library’s telecommuting policy. The library will provide staff working at the library facility with necessary PPE.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required to be on site for staff use) [10]
2. Disposable gloves (required to be on site for staff use) [4]
3. Disinfectant cleaners (required to be on site for staff use) [11]
4. Hand sanitizer (required to be on site for staff use)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions
Policy [19]
1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Employee Dress Code

Physical and Facility Controls
1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.

Library Operations at this Level of Service

Library Staff
1. Library staff will work with their supervisor to complete their work and provide library services according to the library’s telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain an adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety such as: training on PPE [2], employee and public safety [12], new library procedures, and the library’s proactive infection plan [see Appendix].
5. Library staff will be required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Shift start times for library staff will be staggered to allow for social distancing when entering or leaving the building. [24]
7. Library staff’s workstation locations will be modified to promote social distancing while interacting with other library staff and library patrons.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library’s telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

Entrance to the Library Building
1. Entrance to the building will be restricted to staff performing the operations outlined at this service level, staff obtaining supplies needed to work at home, and essential visitors.
2. The number of staff in the building will not exceed 50% of the building rated occupancy.

Facilities
1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.

2. Signage including the status of the library’s hours and services will be displayed for patrons that may visit the building and find it closed.

3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]

4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical including at the entrance to the building and the entrance to each room, as well as in personal offices. [24]

5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces by opening windows when occupied by more than one staff member. [24]

6. The building is closed to the public.

7. **The Putnam Lake book drop is open to the public.**

8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible before staff return to the building.

9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.

10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works.

**Cleaning**

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)’s “Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.” [17]

2. The library staff will use disinfectants from List N: Disinfectants for Use Against SARS-CoV-2. [22]

3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. [17]

4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]

5. Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily and the Cleaning Log will be prominently displayed on the bathroom’s door. [21]

6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.

7. Staff areas will be cleaned and disinfected daily. [21]

8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. The cleaning log will be review on a daily basis by the Facilities Manager or their supervisor. [21]

**Circulation**

**Patrons Borrowing Materials**

**Curbside Pickup** [18]

1. **Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.**
2. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction where patrons may be lining up to await their turn for pick-up.
4. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
   a. See attached curbside pickup service procedures.
5. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE, [2] employee and public safety related to COVID-19, health screenings, and new work procedures. [1 2]
6. The library will provide staff with training on curbside pickup procedure.
7. Staff will sanitize hands before and after transferring materials.
8. Staff interacting with patrons will practice regular handwashing and wear a mask.
9. Patrons will not be allowed in the building.
10. Staff will disinfect surfaces contacted by patrons after each library materials transaction.

Patrons Returning Materials – Book Drop Only
1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. Materials will be quarantined in a container that minimizes air flow in the Community Room for 72 hours before handling, checking in or shelving in the collection, or placement on the holds shelf. [4] Please note: MHLS delivery bins cannot be used to quarantine materials.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds and requests on physical materials as described above at this service level. Availability of physical materials for patrons may be limited to the library’s local holdings depending on the status of the MHLS delivery system.
2. If MHLS has restarted the holds system, patrons will be able to place holds on physical library materials through the catalog at this service level.
3. If the holds system has not been restarted, library staff will place holds for patrons received over the phone or by email.

MHLS Delivery
1. MHLS delivery may not operate at regular intervals due to restrictions and limited member library openings at this service level.
2. MHLS may run delivery operations in special cases at this service level, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials and these boxes will be clearly labeled as outgoing materials.
5. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.
6. If MHLS delivery is running, staff will page for title and item level holds in the local collection to be put into outgoing delivery.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.

Library Programming and Events
1. In-person library programming and events are suspended at this service level.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to accommodate social distancing, and if allowed by Open Meetings Law, board members and the public in high-risk categories can continue to participate via video conferencing software such as GoToMeeting.

Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting. The staff member’s supervisor should be notified of the meeting attendance prior to attending.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing
1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New materials received will be sequestered for 72 hours before unpacking and processing.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works to process materials.

Study Areas
1. Study areas will not be open to the public at this service level.
Public Computer Use
1. Public computers will not be accessible by the public at this service level.

Internet Access
1. WiFi in the library building will be left on for people to use from the library grounds or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help
1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation
The library must affirm, using the form at the link below, that they have reviewed and understand the state-issued industry guidelines, INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [25], and that they will implement them. Business Affirmation Form https://forms.ny.gov/s3/ny-forward-affirmation
Service Level C: Limited Access to Library Building

At this service level, hospitalization rates and death rates continue to fall in the region, and the controls and safety nets local leaders have put into place are controlling outbreaks. Businesses deemed to be “less essential” and carry a higher risk of COVID-19 transmission by state and local authorities will begin to reopen including retail and professional services. Critical services like public computer access will be restored in a limited capacity. Some staff may be back in the building working while others may still be telecommuting to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Checkout at the circulation desk
6. Access to browse the collection
7. Public computer access
8. In-person support for reference and other services

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required to be on site for staff use) [10]
2. Disposable masks for patrons who forgot their mask. Patrons will not be allowed to wear masks with exhalation valves.
3. Disposable gloves (required to be on site for staff use) [4]
4. Disinfectant cleaners (required to be on site for staff use) [11]
5. Hand sanitizer (required to be on site for staff and patron use)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [1 3, 1 4]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
8. Computer Use Policy
Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Create one way in and one way out entrances and exits to the building, if feasible.

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library’s telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain an adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety such as: training on PPE [2], employee and public safety [12], new library procedures, and the library’s proactive infection plan [see Appendix].
5. Library staff will be required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Shift start times for library staff will be staggered to allow for social distancing when entering or leaving the building. [24]
7. Library staff’s workstation locations will be modified to promote social distancing while interacting with other library staff and library patrons.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library’s telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

Entrance to the Library Building

1. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.
2. At this service level the library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.

Facilities

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signage including the status of the library’s hours and services will be displayed for patrons that may visit the building and find it closed.

3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]

4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical, including at the entrance to the building and the entrance to each room, as well as in personal offices. [24]

5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces by opening windows when occupied by more than one staff member. [24]

6. **Restrooms will be open to the public.**

7. Study areas will not be open to the public.

8. The Putnam Lake book drop is open to the public.

9. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.

10. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.

11. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works.

12. **Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.**

13. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.

14. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.

15. Signage will be posted encouraging patrons not to reshelve books, and to place materials they have handled on carts. These materials will be treated as returned materials described below.

16. Markers and signage will be put in place to encourage social distancing while waiting for library services.

17. Markers and signage will be put in place to encourage one-way foot traffic in the building.

**Cleaning**

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)’s “Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.” [17]

2. The library staff will use disinfectants from **List N: Disinfectants for Use Against SARS-CoV-2.** [22]

3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID19 has not been shown to survive on surfaces longer than this time. [17]

4. Restrooms will be available for use by staff and patrons. Restrooms will be cleaned and disinfected daily and the **Cleaning Log will be prominently displayed on the bathroom’s door.** [21]

5. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.

6. **Staff areas will be cleaned and disinfected daily.** [21]

7. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21] The cleaning log will be reviewed on a daily basis by the Facilities Manager or their supervisor.

8. **Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily or more frequently as outlined below.** [21]

9. **High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons.** [21]
Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
3. The library will post signage to reserve parking spaces near the front door for curbside pickup.
4. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction where patrons may be lining up to await their turn for pick-up.
5. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
   a. See attached curbside pickup service procedures.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE, [2] employee and public safety related to COVID-19, health screenings, and new work procedures. [1 2]
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing and wear a mask.
10. Staff will disinfect surfaces contacted by patrons after each library materials transaction.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to reshelve materials, and to place materials they have handled on carts. These materials will be treated as returned materials described below.
6. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out
7. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE, [2] employee and public safety related to COVID-19, and local health screenings, and new work procedures. [12]
8. The library will provide staff with training on checkout procedure.
9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces contacted by patrons after each library materials transaction.

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. Materials will be quarantined in a container that minimizes air flow for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] Please note: MHLS delivery bins cannot be used to quarantine materials.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. Patrons will be able to place holds on physical library materials through the catalog in this phase.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Library staff will wear a mask and gloves when handling library materials.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
6. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. In-person library programming and events are suspended in this phase.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to accommodate social distancing, and if allowed by Open Meetings Law, board members and the public in high-risk categories can continue to participate via video conferencing software such as GoToMeeting.

Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting. The staff member’s supervisor should be notified of the meeting attendance prior to attending.

3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing
1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New materials received will be sequestered for 72 hours before processing.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Study Areas
1. Study areas will not be open to the public at this service level.

Public Computer Use
1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
6. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
7. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access
1. WiFi in the library building will be left on for people to use in the library facility in study areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help
1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation
The library must affirm, using the form at the link below, that they have reviewed and understand the state-issued industry guidelines, INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [25], and that they will implement them. Business Affirmation Form https://forms.ny.gov/s3/ny-forward-affirmation
Service Level D: Reopening with Social Distancing

At this service level, restaurants and hotels have started to open, and libraries can consider allowing patrons to sit in the library and use the work study spaces while social distancing is maintained.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Checkout at the circulation desk
6. Access to browse the collection
7. Public computer access
8. In-person support for reference and other services
9. **Public access to study areas**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required to be on site for staff use) [10]
2. Disposable masks for patrons who forgot their mask. Patrons will not be allowed to wear masks with exhalation valves.
3. Disposable gloves (required to be on site for staff use) [4]
4. Disinfectant cleaners (required to be on site for staff use) [11]
5. Hand sanitizer (required to be on site for staff and patron use)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
8. Computer Use Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Create one way in and one way out entrances and exits to the building, if feasible.

**Library Operations at this Level of Service**

**Library Staff**

1. Library staff will work with their supervisor to complete their work and provide library services according to the library’s telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain an adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety such as: training on PPE [2], employee and public safety [12], new library procedures, and the library’s proactive infection plan [see Appendix].
5. Library staff will be required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Shift start times for library staff will be staggered to allow for social distancing when entering or leaving the building. [24]
7. Library staff’s workstation locations will be modified to promote social distancing while interacting with other library staff and library patrons.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library’s telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

**Entrance to the Library Building**

1. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.
2. At this service level the library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building. The library must affirm that they have reviewed and understand the state-issued industry guidelines, and that they will implement them.

**Facilities**

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signage including the status of the library’s hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical, including at the entrance to the building and the entrance to each room, as well as in personal offices. [24]
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces by opening windows when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. **Study areas will be open to the public.**
8. The Putnam Lake book drop is open to the public.
9. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
10. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
11. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works.
12. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
13. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
14. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
15. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books, and to place materials they have handled on carts. These materials will be treated as returned materials described below.
16. Markers and signage will put in place to encourage one-way foot traffic in the building.
17. **Furniture will be moved or removed to encourage social distancing in study areas.**

**Cleaning**

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)’s “Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.” [17]
2. The library staff will use disinfectants from List N: Disinfectants for Use Against SARS-CoV-2. [22]
3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID19 has not been shown to survive on surfaces longer than this time. [17]
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
5. Restrooms will be available for use by staff and patrons. Restrooms will be cleaned and disinfected daily and the Cleaning Log will be prominently displayed on the bathroom’s door. [21]
6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
7. **Staff areas will be cleaned and disinfected daily.** [21]
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21] The cleaning log will be reviewed on a daily basis by the Facilities Manager or their supervisor.
9. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily or more frequently as outlined below. [21]
10. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]
11. Study areas will be cleaned frequently along with high contact areas.

Circulation

Patrons Borrowing Materials

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
3. The library will post signage to reserve parking spaces near the front door for curbside pickup.
4. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction and where patrons may be lining up to await their turn for pick-up.
5. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
   a. See attached curbside pickup procedures.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, health screenings, and new work procedures. [12]
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing and wear a mask.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to reshelve materials, and to place materials they have handled on carts. These materials will be treated as returned materials described below.
6. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out
7. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE, [2] employee and public safety related to COVID-19, health screenings, and new work procedures. [12]
8. The library will provide staff with training on checkout procedure.
9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces contacted by patrons after each library materials transaction.

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. Materials will be quarantined in a container that minimizes air flow in the Community Room for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] Please note: MHLS delivery bins cannot be used to quarantine materials.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. Patrons will be able to place holds on physical library materials through the catalog in this phase.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Library staff will wear a mask and gloves when handling library materials.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
6. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. In-person library programming and events are suspended in this phase.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to accommodate social distancing, and if allowed by Open Meetings Law, board members and the public in high-risk categories can continue to participate via video conferencing software such as GoToMeeting.
Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting. The staff member’s supervisor should be notified of the meeting attendance prior to attending.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing
1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New books received will be sequestered for 24 hours before processing.
4. New DVD’s received will be sequestered for 72 hours before processing.
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Study Areas
1. Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study areas. Returned browsing materials will be treated as returned materials outlined in this phase.
2. Browsing materials will be handled as returned materials outlined above.
3. Study areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing. Study areas will be disinfected twice daily.

Public Computer Use
1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library Staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
6. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [2 0]
7. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access
1. WiFi in the library building will be left on for people to use in the library facility in study areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.
Technology Help
1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation
The library must affirm, using the form at the link below, that they have reviewed and understand the state-issued industry guidelines, *INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [25], and that they will implement them. Business Affirmation Form https://forms.ny.gov/s3/ny-forward-affirmation
Service Level E: Reopening with Social Distancing

In this phase, state and local officials believe person-to-person transmission has dropped enough and adequate regional support systems and resources are in place to support businesses and organizations providing programming and services related to arts, education, recreation. Library services and facilities will continue to be available with protections in place, but library programming can restart if social distancing can be maintained. Most library staff will be working in the building.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Checkout at the circulation desk
6. Access to browse the collection
7. Public computer access
8. In-person support for reference and other services
9. Public access to study areas
10. In-person library programming and events

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required to be on site for staff use) [10]
2. Disposable masks for patrons who forgot their mask. Patrons will not be allowed to wear masks with exhalation valves.
3. Disposable gloves (required to be on site for staff use) [4]
4. Disinfectant cleaners (required to be on site for staff use) [11]
5. Hand sanitizer (required to be on site for staff and patron use)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
Physical and Facility Controls
1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Create one way in and one way out entrances and exits to the building, if feasible.

Library Operations at this Level of Service

Library Staff
1. Library staff will work with their supervisor to complete their work and provide library services according to the library’s telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety such as: training on PPE [2], employee and public safety [12], new library procedures, and the library’s proactive infection plan [see Appendix].
5. Library staff will be required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Shift start times for library staff will be staggered to allow for social distancing when entering or leaving the building. [24]
7. Library staff’s workstation locations will be modified to promote social distancing while interacting with other library staff and library patrons.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library’s telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

Entrance to the Library Building
1. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.
2. At this service level the library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.

Facilities
1. The library will maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate
1. PPE or through contactless means; excluding patrons, who may be encouraged to provide contact information to be logged but are not mandated to do so.
2. Signage including the status of the library’s hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical, including at the entrance to the building and the entrance to each room, as well as in personal offices. [24]
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces by opening windows when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. Study areas will be open to the public.
8. The Putnam Lake book drop is open to the public.
9. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
10. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
11. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
12. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
13. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
14. Hand sanitizer will be available for patrons in the stacks for before and after handling materials. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
15. Markers and signage will put in place to encourage social distancing while waiting for library services.
16. Markers and signage will put in place to encourage one-way foot traffic in the building.
17. Furniture will be moved or removed to encourage social distancing in study areas.
18. Library programming and event setup will encourage social distancing.

Cleaning
1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s “Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.” [17]
2. The library staff will use disinfectants from List N: Disinfectants for Use Against SARS-CoV-2. [22]
3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID19 has not been shown to survive on surfaces longer than this time. [17]
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
5. Restrooms will be available for use by staff and patrons. Restrooms will be cleaned and disinfected daily and the Cleaning Log will be prominently displayed on the bathroom’s door. [21]
6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
7. Staff areas will be cleaned and disinfected daily. [21]
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. The cleaning log will be reviewed on a daily basis by the Facilities Manager or their supervisor.
10. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily or more frequently as outlined below. [21]

11. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]

12. Study areas will be cleaned frequently along with high contact areas.

13. Surfaces contacted by patrons at library programs will be cleaned and disinfected after the program.

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
3. The library will post signage to reserve parking spaces near the front door for curbside pickup.
4. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction and where patrons may be lining up to await their turn for pick-up.
5. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
   a. See attached curbside pickup procedure.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE, [2] employee and public safety related to COVID-19, health screenings, and new work procedures. [12]
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing and wear a mask.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to reshelve materials, and to place materials they have handled on carts. These materials will be treated as returned materials described below.
6. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out
7. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE, [2] employee and public safety related to COVID-19, health screenings, and new work procedures. [12]
8. The library will provide staff with training on checkout procedure.
9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Patrons Returning Materials

Book Drop Only
1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. Materials will be quarantined in a container that minimizes air flow in the Community Room for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] Please note: MHLS delivery bins cannot be used to quarantine materials.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. Patrons will be able to place holds on physical library materials through the catalog in this phase.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Library staff will wear a mask and gloves when handling library materials.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
6. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. In-person library programming and events that can be accomplished while providing adequate social distancing will resume.
2. Library programs will require registration with registration limited to the number of people that can safely occupy the programming space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.
3. Pre-event reminders, markings, physical barriers, and furniture arrangement will be used to enforce social distancing at library programs.
4. Patrons and families at library programs that cannot observe social distancing guidelines will be asked to leave the library.
5. Tables and surfaces that are touched by patrons as part of the program as well as other high touch areas in the programming space will be disinfected after the program or event.
6. Library programs will not provide shared food but use individual portions.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to accommodate social distancing, and if allowed by Open Meetings Law, board members and the public in high-risk categories can continue to participate via video conferencing software such as GoToMeeting.

Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting. The staff member’s supervisor should be notified of the meeting attendance prior to attending.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing
1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New books received will be sequestered for 24 hours before processing.
4. New DVD’s received will be sequestered for 72 hours before processing.
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Study Areas
1. Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study areas. Returned browsing materials will be treated as returned materials outlined in this phase.
2. Browsing materials will be handled as returned materials outlined above.
3. Study areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing. Study areas will be disinfected twice daily.

Public Computer Use
1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library Staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
6. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
7. Hand sanitizer will be available for patrons to use before and after using public computers.
Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation

The library must affirm, using the form at the link below, that they have reviewed and understand the state-issued industry guidelines, INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [25], and that they will implement them. Business Affirmation Form https://forms.ny.gov/s3/ny-forward-affirmation
Service Level F: Full Service return to “our new normal”

1. Dependent on local and state assessment of risk.
2. Context: Infection threat is considered low or non-existent or there is a vaccine or reliable treatment.
Appendix
Proactive Infection Plan
Screening

- The library will screen all employees and essential visitors as described below. The library will not screen patrons.
- Each employee will fill out an electronic daily health screening form before arriving for work about any COVID-19 symptoms identified by public health officials in accordance with the U.S. Equal Employment Opportunity Commission’s (EEOC) *Pandemic Preparedness in the Workplace and the Americans with Disabilities Act* including confidentiality of medical information. The library will not retain any employee health data. [24]
- Screening will include the following questions:
  - What is your temperature? (If an employee does not have access to a thermometer, the employee should complete the daily reporting form and enter the Library, proceeding directly to the staff thermometer in the Isolation Room to self-administer a temperature reading. Employee should then disinfect thermometer and report temperature to their Supervisor. Employee should seek to obtain a thermometer as soon as possible for future home use.)
  - Are any of the following statements true?
    - I have experienced symptoms of COVID-19 including fever, cough, shortness of breath, or at least two of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell in the past 14 days, OR
    - I have tested positive for COVID-19 in the past 14 days, OR
    - I have knowingly been in close or proximate contact in the past 14 days with someone who has tested positive for COVID-19 or who has or had symptoms of COVID-19.
  - Library staff or essential visitors should immediately notify the library director if the answers to these questions change later including during or outside work hours.
- The library director will review all responses collected by the screening process on a daily basis and maintain a record of this review.
- The library will maintain a log of all library staff and essential visitors in the facility including contact information. This information will be used to trace and notify staff and visitors in the event an employee is diagnosed with COVID-19.
Employees that Test Positive for COVID-19 or Report COVID-19 Symptoms

- If you become ill at work with acute respiratory illness symptoms (i.e. cough, shortness of breath), notify your supervisor so that you can be separated from other employees and be sent home immediately. If you are able to notify your supervisor by telephone or email, you should do so.
- Employees who have symptoms of acute respiratory illness are recommended to stay home and not come to work until they are free of fever (fever being defined as 100.4° F [37.8° C] or greater using a thermometer), and any other symptoms for at least 24 hours, without the use of fever-reducing or other symptom-altering medicines (e.g. cough suppressants). Employees should notify their supervisor and stay home if they are sick. If you believe you have been exposed to the virus causing COVID-19 and you are fever-free without the use of fever-reducing or other symptom-altering medicines for more than 24 hours, your supervisor may still ask you not to report to work or may ask you to work remotely.
- If you have a confirmed case of COVID-19, please contact your supervisor by phone or email. You will not be allowed to report to work for at least 14 days.
- If you have a confirmed case of COVID-19, the Library will inform fellow employees of their possible exposure to COVID-19 in the workplace but maintain confidentiality as required by the Americans with Disabilities Act (“ADA”).
- Any employees exposed to a co-worker or family member with a confirmed case of COVID-19 will be asked to conduct a risk assessment (“Risk Assessment”) to assess their potential exposure pursuant to CDC guidance.
  - The Risk Assessment requires employees to assess their risk level and whether they are symptomatic or asymptomatic.
  - Depending on your individual Risk Assessment, you may not be allowed to report to work for at least 14 days. During this 14-day period you may be permitted to telework or work remotely, depending on your position and at the library’s sole discretion.
  - Depending on your risk exposure, the Library may recommend that you self-observe your symptoms until 14 days after your last potential exposure and may recommend that you check your temperature before arriving at the workplace to ensure that you are still asymptomatic.
- Employees who are well but who have a sick family member at home with COVID-19 should notify their supervisor and refer to CDC guidance for how to conduct a Risk Assessment of their potential exposure. Use the following links for guidance:


If you are asked to telework, and you need equipment or technical support to do so, please contact your supervisor.

Employees that are alerted that they came in close or proximate contact with a person with COVID-19 via tracing, tracking, or other mechanism are required to report this information to the library director. [24]

Patrons that Test Positive for COVID-19

- The library will observe directions from local health officials for best practice in staff and public health safety in the event that a patron reports developing symptoms related to COVID-19 or testing positive for COVID-19 when they have recently visited the library.
- If a library patron who has visited the library reports testing positive for COVID-19, the library will notify local health officials.
- The library will work with local health officials to notify staff and patrons that may have been in contact with the infected patron, while maintaining the patron’s right to the privacy of their health information, and the confidentiality of library records.

Areas Used by the Symptomatic or Sick Person

Areas used by the symptomatic or sick person will be cleaned and disinfected according to the CDC cleaning and disinfection recommendations after the person has left the facility:

1. Close off areas used by the person.
   - It is not necessary to close operations if the affected areas can be closed off.
2. Open outside doors and windows to increase air circulation in the area.
3. Wait 24 hours before you clean and disinfect. If 24 hours is not feasible, wait as long as possible.
4. Clean and disinfect all areas used by the person who is sick or symptomatic, such as offices, bathrooms, common areas, and shared equipment.
5. Once the area has been appropriately disinfected, it can be opened for use.
   - Employees without close contact with the person who is sick can return to the work area immediately after disinfection.
Personal Protective Equipment (PPE)

Patterson Library’s top priorities to mitigate the spread of COVID-19 include:

1. Personal hygiene
2. Social distancing
3. Frequent disinfecting of common surfaces
4. PPE

The Facilities Manager and Business Office are responsible for ensuring there are adequate supplies as required.

Masks
- Face masks are required for all staff members unless you are in an office with the door closed. If you have a medical condition or other concern when wearing a mask that causes hardship, contact your supervisor to discuss.
- Customers and other visitors are required to wear masks.
- The library director will continue to monitor mask recommendations and advise of any updates.

Face Shields
- Face shields may be used as an additional safety measure. Masks must still be worn with a face shield.

Gloves
Based on CDC findings, the Library will only require staff to wear gloves when receiving materials and/or disinfecting Library spaces.

Note: Gloves put employees at higher risk of exposure and are not recommended for general protective use for the following reasons:
- The COVID-19 virus does not harm your hands, so gloves provide no protection. Touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- Gloves often create a false sense of security for the individuals wearing them. People are more likely to touch contaminated surfaces because they feel they are protected from the virus because of the gloves. However, they are not more protected.
- When wearing gloves, people are less inclined to wash their hands. This is counterproductive and puts others at higher risk. We want people to wash their hands because it is the number one defense against any virus.
- Proper removal of gloves takes training. If contaminated gloves are not removed properly, our employees are exposed to greater risk.

DISINFECTANT MEASURES

- The measures listed on the chart below will be implemented to reduce risk and spread of infection. Cleaning logs will be used to document the cleaning of bathrooms and high traffic areas.
- The disinfection steps outlined below should be taken routinely, based on frequency mentioned to disinfect workplace surfaces, chairs, tables, etc. and protect employees, customers and visitors.
- Along with these workplace disinfectant activities, proper personal sanitary practices including frequent hand washing are also necessary.
While the Facilities Manager is responsible for completing most of the task list routinely (excludes item 5), all staff are responsible for completing some routine workplace disinfectant tasks, i.e. wiping their own workspaces, cleaning up after themselves, and disinfecting frequently used surfaces.

<table>
<thead>
<tr>
<th>#</th>
<th>Area/Place</th>
<th>Disinfectant Surface</th>
<th>Disinfectant</th>
<th>Disinfectant Measures</th>
<th>Disinfectant Frequency</th>
<th>Who</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Common customer surfaces</td>
<td>Including table tops, small study spaces, computer surfaces</td>
<td>EPA-approved disinfectant</td>
<td>Follow manufacturer directions on product label</td>
<td>Between each use</td>
<td>All staff</td>
</tr>
<tr>
<td>2</td>
<td>Offices, desk, and conference rooms</td>
<td>Table and chair surface</td>
<td>EPA-approved disinfectant</td>
<td>Follow manufacturer directions on product label</td>
<td>At the end of each meeting and end of day</td>
<td>All staff</td>
</tr>
<tr>
<td>3</td>
<td>General objects often used or touched</td>
<td>Door handles, light switches and phones</td>
<td>EPA-approved disinfectant</td>
<td>Follow manufacturer directions on product label</td>
<td>At least four times per day</td>
<td>All staff</td>
</tr>
<tr>
<td>4</td>
<td>Play spaces/ toys</td>
<td>Removed/closed until further notice</td>
<td>N/A</td>
<td>Removed until further notice</td>
<td>Removed until further notice</td>
<td>N/A</td>
</tr>
<tr>
<td>5</td>
<td>Returned materials</td>
<td>All materials that are checked out by a customer (internally and externally)</td>
<td>N/A</td>
<td>Quarantine for 72-hour period</td>
<td>After every returned item</td>
<td>Circulation Staff</td>
</tr>
<tr>
<td>6</td>
<td>Restrooms</td>
<td>All surfaces, mirrors, countertops, floors</td>
<td>EPA-approved disinfectant</td>
<td>Follow manufacturer directions on product label</td>
<td>At least once per day and additional as needed</td>
<td>Facilities Manager</td>
</tr>
<tr>
<td>7</td>
<td>All floors</td>
<td>All floors at site</td>
<td>EPA-approved disinfectant</td>
<td>Mop</td>
<td>Periodic, where frequently touched; mop hard surfaces routinely</td>
<td>Facilities Manager</td>
</tr>
</tbody>
</table>
Social Distancing Protocol

Social distancing is a simple yet very effective mechanism to prevent potential infection. It relies on simple distance to avoid infection.

In practice this means:

- Staying 3 to 6 feet away from others as a normal practice.
- Eliminating contact with others, such as handshakes or embracing coworkers, visitors or friends.
- Avoiding touching surfaces touched by others, to the extent feasible.
- Avoiding anyone who appears to be sick, or who is coughing or sneezing.

This practice of social distancing includes, but is not limited to, the public service floor, kitchen, common areas, entrance/exit areas of work locations, and offices. These are examples, but the principle of social distancing is universally applicable.

Social Distancing in Action

Social distancing at the Patterson Library is intended to provide a safe environment reducing the risk of person-to-person infection. Maintain a social distance of 3 to 6 feet while working with co-workers, and 6 feet when providing service to the public, while also wearing a mask.

Workstations

Recommended:

- Whenever possible, workstations should be arranged to allow separation of 6 feet.
- Staff at stations in the same room should still be wearing face coverings while at their workspace even if separated by a cubicle partition or the 6 feet of separation. It is only okay to remove your mask in a private office with the door closed.
- Utilize sneeze guards and physical barriers to minimize the risk to social distance violations.
- Establish and stay within boundaries clearly marked on the floor. Staff need to stay within their marked areas.
- Staff are strongly encouraged to disinfect their own workspace during their shift, giving special attention to common surfaces.

What to do if the workstations are less than the recommended spacing?

- Work designs should avoid face-to-face operations with less than the minimum requirement of 6 feet. If this condition cannot be met, then employees will be provided with alternative measures to mitigate their exposure such as the following:
  - Face masks
  - Face shield
  - Body orientation
  - Physical barriers may also be installed where practical. The barriers must be disinfected multiple times per shift

Helpful Tips to Communicate
● Avoid gathering when entering and exiting the facility.
● Remain in your car until your scheduled start time.
● Complete the electronic Daily Health Screening prior to entering the building.
● Ensure 3 to 6 feet of space between each person while entering the building and performing opening tasks.
● In addition to frequently washing your hands throughout the day, be sure to wash your hands upon completion of opening and closing tasks.
● Employees should perform wipe downs of their workstation at the start and end of each shift.
● Employees should wipe library phones after each call.

Things to Consider

● Minimize staff computer usage by encouraging staff to check email and complete their timecards from their personal phones or devices when possible.

Meetings

● Virtual meetings should be utilized as often as possible.
● Offices should not be used for meetings. Use larger conference areas or designated safe meeting spaces.
● Safe meeting spaces should be designated to encourage social distancing of 6 feet.
● No more than 5 employees at any meeting. Times for meetings may be staggered and larger groups must be divided to meet the 5-employee maximum.

Social Distancing During Lunch and Breaks

Management of employee breaks to provide social distancing and proper hygiene is necessary. Start and end times should be staggered.

Helpful Tips Seating and Capacity:

● Limit and/or space chairs appropriately.
● Place signage on the table to ensure proper social distancing.
● Post capacity of the break room.
● Remind employees not to arrive early to break.
● Separate times by 10 minutes to have enough time to wipe all surfaces after each use.

Cleanliness and Disinfection

● Provide enough supplies for employees to clean up after themselves. Ex: wiping down tables, etc.

Restroom Usage During the Workday and at Break Times

Increase disinfection intervals to ensure clean environment at all times and make sure social distancing is maintained.

● Recommended:
  o Establish maximum capacity for the restroom that allows for social distancing.
  o Post the maximum capacity.
  o Provide enough supplies for employees to clean up after themselves. (i.e. wiping down counters and handles, etc.)
Social Distancing in Common Areas

- Increase disinfection intervals.
- Ensure social distancing is maintained.
- Avoid non-essential gatherings.

Social Distancing in Offices

- Office work should be organized to ensure social distancing to keep separation of employees between 3 to 6 feet as a minimum.
- Interaction to exchange information or quick meetings on the office floor space should respect social distancing of (3 to 6 feet).
- Remote work may be assigned when possible or when mandated by the government to keep the operation efficient and communications flowing.
- Staff should disinfect surfaces in their office at the beginning and end of shift.
**Summary of Covered Employer Obligations to Provide Paid Leave**

Here is a summary of covered employer obligations under the FFCRA for employee leave related to COVID-19.

<table>
<thead>
<tr>
<th>Reason for Employee’s Inability to Work or Telework</th>
<th>Duration of Paid Leave</th>
<th>Calculation of Pay</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Is subject to a federal, state, or local quarantine or isolation order related to COVID-19</td>
<td>Full-time employee is eligible for 80 hours of leave; part-time employee is eligible for the number of hours of leave the employee works on average over a two-week period</td>
<td>Either employee’s regular rate of pay or the applicable minimum wage, whichever is higher, up to $511/day and $5,110 in the aggregate over the two-week period</td>
</tr>
<tr>
<td>2. Has been advised by a health care provider to self-quarantine related to COVID-19</td>
<td>Full-time employee is eligible for 80 hours of leave; part-time employee is eligible for the number of hours of leave the employee works on average over a two-week period</td>
<td>Either employee’s regular rate of pay or the applicable minimum wage, whichever is higher, up to $511/day and $5,110 in the aggregate over the two-week period</td>
</tr>
<tr>
<td>3. Is experiencing COVID-19 symptoms and is seeking a medical diagnosis</td>
<td>Full-time employee is eligible for 80 hours of leave; part-time employee is eligible for the number of hours of leave the employee works on average over a two-week period</td>
<td>Either employee’s regular rate of pay or the applicable minimum wage, whichever is higher, up to $511/day and $5,110 in the aggregate over the two-week period</td>
</tr>
<tr>
<td>4. Is caring for an individual subject to a quarantine or isolation order or who has been advised by a health care provider to self-quarantine related to COVID-19</td>
<td>Full-time employee is eligible for 80 hours of leave; part-time employee is eligible for the number of hours of leave the employee works on average over a two-week period</td>
<td>2/3 of employee’s regular rate of pay or 2/3 of applicable minimum wage, whichever is higher, up to $200/day and $2,000 in the aggregate over the two-week period</td>
</tr>
<tr>
<td>5. Is caring for a child whose school or place of care is closed (or child care provider is unavailable) for reasons related to COVID-19</td>
<td>Full-time employee is eligible for up to 12 weeks of leave (2 weeks of paid sick leave followed by 10 weeks of paid expanded family &amp; medical leave) at 40 hours/week; part-time employee is eligible for leave for the number of hours he is normally scheduled to work over that period</td>
<td>Entitled to 2/3 of their regular rate or 2/3 of applicable minimum wage, whichever is higher, up to $200/day and $12,000 in the aggregate over the 12-week period</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>6. Is experiencing any other substantially similar condition specified by the Secretary of Health and Human Services, in consultation with the Secretaries of Labor and Treasury</td>
<td>Full-time employee is eligible for 80 hours of leave; part-time employee is eligible for the number of hours of leave the employee works on average over a two-week period</td>
<td>2/3 of employee’s regular rate of pay or 2/3 of applicable minimum wage, whichever is higher, up to $200/day and $2,000 in the aggregate</td>
</tr>
</tbody>
</table>
References


4. 3.5 Disinfecting Books and Other Collections, *Northeast Document Conservation Center* https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books


16. People Who Are at Higher Risk for Severe Illness, *Centers for Disease Control and Prevention*


20. Guidance for Keeping Your Dell Technologies Equipment Clean, *Dell Technologies*

21. NY Forward Business Reopening Safety Plan Template, *New York State Department of Health*

22. List N: Disinfectants for Use Against SARS-CoV-2, *United States Environmental Protection Agency*
   [https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

23. Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections (Webinar Recording), *Institute of Museum and Library Services*
   [https://www.gotostage.com/channel/eeb07eb464d84f9b84eba5d5b0642e9c/recording/747b2b4a617b48a69e3145e28073d595/watch](https://www.gotostage.com/channel/eeb07eb464d84f9b84eba5d5b0642e9c/recording/747b2b4a617b48a69e3145e28073d595/watch)

24. Curbside In-Store Retail Guidelines for Employers and Employees, *New York State Department of Health*

25. Interim Guidance for Curbside And In-Store Pickup Retail Business Activities During the Covid-19 Public Health Emergency, *New York State Department of Health*
   [https://midhudson.org/wp-content/uploads/2020/05/CurbsideIn-StorePickupRetailShortGuidelines-1.pdf](https://midhudson.org/wp-content/uploads/2020/05/CurbsideIn-StorePickupRetailShortGuidelines-1.pdf)