BACKGROUND
The Continuation of Service Plan—a document that guides the library through a phased approach to reopening buildings and resuming in-person services—was approved by the MPL Board of Trustees at its June 24, 2020 virtual meeting.

The library administration recognizes that due to the outbreak of COVID-19, the disease caused by the coronavirus (SARS-CoV-2), library operations have been drastically reduced. This includes shutting down of physical operations and moving to an entirely virtual service model, which started on March 16.

With an easing of restrictions coming to New York State, the library developed a plan to reopen services according to information provided by the Mid-Hudson Library System, CDC, county, state, and WHO guidelines. The plan matches the capacity of the organization to each stage of the process, taking into consideration the health and well-being of staff and patrons.

While drafting this plan, administration considered three key factors. The first is staffing capacity. The library administration recognizes that some staff may not be returning to work due to choice, family obligations, or health. Public service desks need to be staffed in a way that minimizes exposure. The second is the capacity of the Facilities Department to keep up a heightened cleaning protocol, including staffing and supplies. The third is the ability for library leadership to pivot in case of a “second wave” of coronavirus and the need for the organization to shut down operations in the face of another statewide “pause” in non-essential business.

Service Level B will begin on June 15, 2020. Moving into each subsequent phase will be contingent on the library’s capability to expand services.
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, and airborne transmission which is how the virus is sometimes 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 is to check out materials would violate stay-at-home orders and pose a risk to staff and public health.

As per our attorney, Mahopac Library is defined as a local government. Therefore, the provisions of Executive Order 202.6 in regards to a 100% reduction in nonessential workforce do not apply to us. Up to 50% of our staff has been working onsite during this time.


Services Offered
1. Online resources
2. Telephone support for reference and online resources
3. Online support for reference and online resources
4. Online programming and events
5. New investments in eContent material and online resources
6. Building and grounds maintained

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies
1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

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. COVID-19 Temporary Policy
3. Proactive Infection Plan [see Appendix A]

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 at this service level.
2. The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as 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. Staff will receive training on PPE, employee and public safety, 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 the staff member’s health.

6. Shift start times for library staff will be staggered to allow social distancing.

7. Library staff will practice social distancing while interacting with other library staff whenever possible.

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.

2. The number of staff in the building will not exceed 50% of the nonessential workforce.

Facilities
1. Signage, including the status of the library’s hours and whether or not the library is accepting returns at this time, will be displayed for patrons who may visit the building and find it closed.

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

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.

4. Tightly confined spaces (small stock rooms, narrow aisles, stairways and 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.

5. Restrooms will not be open to the public.

6. Study areas and meeting rooms will not be open 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.

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

Circulation

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

Patrons Returning Materials
1. The library will take returns through the exterior drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned via a curbside appointment.

2. The library may quarantine returned materials based on the latest guidance and findings from relevant authorities.

3. Staff handling returned materials from book drops will use PPE including mask and gloves and will wash their hands after handling materials.

4. Social distancing will be maintained by staff processing returns.

5. Quarantined materials will be placed on book carts, in bags or other containers before handling, checking in, shelving in the collection or being placed on the holds shelf based on the latest guidance and findings from relevant authorities.

6. When checking in materials using Sierra at this level of service, Sierra Notices should not be sent.

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 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, the website, 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 voicemail boxes will be checked and staff will follow up on patron questions regarding library services, resources, and general reference queries.
4. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff when they are onsite at the library.
5. U.S. postal mail will be held at the post office until it can be retrieved safely by a staff member. 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 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, 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. The majority of materials purchasing will shift to support an electronic collection where possible.
2. Physical materials will be selected and purchased during this phase and limited to bestsellers and popular items likely to be in high demand.
3. Physical materials will be processed as staffing permits.
4. New materials received from vendors will be handled based on the latest guidance and findings from relevant authorities and processed as staffing permits.

Home Delivery
1. The library will not provide home delivery services at this service level.

Study Areas and Meeting Rooms
1. Study areas and meeting rooms 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.

Technology Help
1. The library will provide tech support and other tech help to patrons over the phone, via email 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. 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 make an attempt to 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 will 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 is not thought to be a common way the virus spreads, and the most common vehicles for transmitting the disease are through close or sustained person-to-person contact and by airborne transmission. [1] The REopening Archives, Libraries, and Museums (REALM) project [37] reports that COVID-19 may live on paper, cardboard, plastic and common materials found in circulating library materials for up to 6 days, and the World Health Organization reports 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. [3] It is currently unknown how many virus cells an infected person will leave on an object, how many virus cells a person can pick up from an object, or how many virus cells are needed to cause an infection. 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 COVID-19 Temporary policy. The library will provide staff working at the library facility with necessary PPE and post signage about the importance of social distancing, handwashing, and hand hygiene.

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

Considerations for Safe Operations and Services at this Service Level
Availability of PPE and Cleaning and Disinfection Supplies
5. Reusable cloth facemasks (required) [19]
6. Disposable gloves (required) [4]
7. Disinfectant cleaners (required) [11]
8. Hand sanitizer (required)

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) [13]
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. Proactive Infection Plan [see Appendix A]
3. COVID-19 Temporary 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.

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 at this service level.
2. The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as 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. Staff will receive training on PPE [2], employee and public safety [12], new library procedures, and the library’s Proactive Infection Plan [see Appendix A].
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 the staff member’s health. [24] Staff will wear their mask in common areas including elevators, lobbies, and when moving around the library. [30]
6. Shift start times for library staff will be staggered to allow social distancing. [24]
7. Library staff will practice social distancing while interacting with other library staff whenever possible.
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 as well as their personal workstations 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]. These may include telecommuting arrangements according to the library’s COVID-19 Temporary 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 A]

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. The building is closed to the public during this service level.
2. The number of staff and volunteers in the building will not exceed 50% of the nonessential workforce.
3. The library will keep masks and other required PPE on hand for essential visitors who may be in need. [30]

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 and 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. [24]

5. Tightly confined spaces (small stock rooms, narrow aisles, stairways, 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. [24]

6. Restrooms will not be open to the public.

7. Study areas and meeting rooms will not be 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 including the following activities:
   - Increase ventilation rates.
   - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level of each space.
   - Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.
   - Disable demand-controlled ventilation (DCV).
   - Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal control or humidity. However, this may be difficult to do in the cold or hot weather.
   - Improve central air filtration to MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
   - Check filters to ensure they are within service life and appropriately installed.
   - Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space. [31]
   - Run the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with industry standards.
   - Use portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).

9. Signage will be posted in staff areas to encourage good handwashing, social distancing and PPE best practice, and remind staff to report symptoms or exposure to COVID-19 to the library director who is also the COVID-19 workplace coordinator. [28]

10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works as well as break areas. [30]

11. The library will check the water system before staff return to the building including flushing the water system, performing maintenance on water heaters, cleaning and maintaining cooling towers, and ensuring fire sprinkler systems are cleaned and maintained. [32]

12. Receptacles will be placed around the building for disposal of soiled items, including PPE. [30]

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 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. [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] [33] [36]

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 during a curbside pickup interaction.
5. The library will use tables that avoid direct hand-off to patrons for curbside pickup [see Appendix B].
6. The library will provide staff interacting with patrons PPE, including mask and gloves, as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on curbside pickup procedures and the MyLibro app.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing.
10. Patrons will not be allowed in the building.
11. Staff will disinfect surfaces patrons contacted after each library materials transaction.
12. Staff must wear PPE when interacting with patrons and patron library materials.

Patrons Returning Materials – Book Drop Only
1. The library will continue to accept returned materials from patrons through the exterior drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned via a curbside appointment.
2. Returned materials will be handled based on the latest guidance and findings from relevant authorities. [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. Quarantined materials will be placed on book carts, in bags or other containers before checking in or shelving in the collection or being placed on the holds shelf based on the latest guidance and findings from relevant authorities. [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]

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 or the MyLibro app at this service level.
3. If the holds system has not been restarted, library staff will place holds for patrons who call or email to make requests.

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 handled as returned 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, the website, social media, phone calls, mail, or email to communicate with patrons about materials handling, disinfection, and quarantine periods, 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 answered during specified hours by library staff who will reply to 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 virtual 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 may 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.

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 for social distancing guidelines to be followed at the meeting.
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 continue to be selected and purchased during this phase and limited to bestsellers and popular items likely to be in high demand.
2. Materials will continue to be processed in this phase.
3. The library may quarantine new books based on the latest guidance and findings from relevant authorities. [4] [37] [41]
4. The library may quarantine DVDs and other materials based on the latest guidance and findings from relevant authorities. [4] [37] [41]
5. 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.

Home Delivery
1. The library will not provide home delivery services according to its Homebound policy in this phase.

Study Areas and Meeting Rooms
1. Study areas and meeting rooms 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.

Technology Help
1. The library will provide tech support and other tech help to patrons over the phone, via email 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 by Appointment

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 by appointment. 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 [in house services by appointment]

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

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

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) [13]
5. Staff training on PPE use (required) [3]
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. Proactive Infection Plan [see Appendix A]
3. COVID-19 Temporary 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.

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 at this service level.
2. The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as 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 service levels that will require PPE and other controls to increase staff and public safety. Staff will receive training on PPE [2], employee and public safety [12], new library procedures, and the library’s Proactive Infection Plan [see Appendix A].

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 the staff member’s health. [24] Staff will wear their mask in common areas including elevators, lobbies, and when moving around the library. [30]

6. Shift start times for library staff will be staggered to allow social distancing. [24]

7. Library staff will practice social distancing while interacting with other library staff whenever possible.

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 as well as their personal workstations 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]. These may include telecommuting arrangements according to the library’s COVID-19 Temporary 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 A]

Entrance to the Library Building

1. The number of staff, patrons and volunteers in the building will adhere to CDC, county and state guidelines.

2. The library will keep masks and other required PPE on hand for essential visitors who may be in need. [30]

3. The library will monitor and control the flow of traffic into the building to ensure adherence to maximum capacity requirements. Markers and signage will be put into place to encourage social distancing for patrons waiting to enter the library building. [27]

4. Entrance to the library will only be permitted for patrons and visitors wearing acceptable face covering; provided, however, that the patron is over the age of two and able to medically tolerate such covering.

   - The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.
   - If entry is denied, the library will seek to provide alternate methods of library service for the patron. [26]

   - Face-coverings shall include, but are not limited to, cloth masks (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. [40]

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 and 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. [34]

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. [24]

5. Tightly confined spaces (small stock rooms, narrow aisles, stairways, 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. [24]
6. Restrooms will be open to the public.
7. Water fountains will not be available to the public. [26]
8. Study areas and meeting rooms will not be open to the public.
9. The library will ensure the ventilation systems are working and increase outside air ventilation where possible, including the following activities:
   - Increase ventilation rates.
   - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level of each space.
   - Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.
   - Disable demand-controlled ventilation (DCV).
   - Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal control or humidity. However, this may be difficult to do in the cold or hot weather.
   - Improve central air filtration to MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
   - Check filters to ensure they are within service life and appropriately installed.
   - Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space. [31]
   - Run the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with industry standards.
   - Use portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).
10. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice, and remind staff to report symptoms or exposure to COVID-19 to the library director, the COVID-19 workplace coordinator. [28] 
11. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works as well as break areas. [30].
12. The library will check the water system before staff return to the building including flushing the water system, performing maintenance on water heaters, cleaning and maintaining cooling towers, and ensuring fire sprinkler systems are cleaned and maintained. [32]
13. Receptacles will be placed around the building for disposal of soiled items, including PPE. [30]
14. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
15. Signage will be posted in public areas to encourage good handwashing, social distancing and PPE best practice.
16. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
17. Book carts will be posted in the stacks with signage encouraging patrons not to re-shelve books.
18. Markers and signage will put in place to encourage social distancing while waiting for library services.
19. Markers and signage will 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 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 and the public. Restrooms will be cleaned and disinfected daily. [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] [33] [36]
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]

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 during a curbside pickup interaction.
5. The library will use tables that avoid direct hand-off to patrons for curbside pickup. [see detailed description in Appendix B]
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] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on and new curbside pickup procedures and the MyLibro app.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing.
10. Patrons may be required to schedule an appointment before entering the building.
11. Staff will disinfect surfaces patrons contacted after each library materials transaction.
12. Staff must wear the assigned PPE when interacting with patrons or library patron materials.

Browsing and Circulation Desk Checkout [By appointment]
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 and checkout areas.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to re-shelve materials, and 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 checkout.
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] and employee and public safety related to COVID-19. [12]
8. The library will provide staff with training on checkout procedures.
9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.
11. Staff must wear assigned PPE when interacting with patrons or patron library materials. [26]
12. The library will use touchless transactions when possible. [26]

Patrons Returning Materials
Book Drop Only
1. The library will accept returned materials from patrons through the exterior drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned to library staff in the building.
2. The library may quarantine returned materials based on the latest guidance and findings from relevant authorities. [4] [37] [41]
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. Quaratined materials will be placed on book carts, in bags or other containers before handling, checking in or shelving in the collection or on the holds shelf based on the latest guidance and findings from relevant authorities. 

[4] [37] [41] 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]

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. Incoming materials received through delivery will be handled as returned materials described above.
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, the website, social media, phone calls, mail, or email to communicate with patrons about materials handling, disinfection, and quarantine periods, 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 answered by library staff who will respond to 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 may take place if the latest guidance and findings from relevant authorities and the weather permit, and are limited to the adult garden space in this phase.
2. Outside groups are not permitted to utilize the program rooms or outdoor spaces in this phase.
3. Programs will require registration with registration limited to the number of people that can safely occupy the outdoor space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.
4. Face coverings must be worn during the entire outdoor event.
5. Pre-event reminders, markings, and physical barriers will be used to enforce social distancing at outdoor library programs.
6. Patrons and families at outdoor library programs that cannot observe social distancing guidelines will be asked to leave the program.
7. 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.
8. Library programs will not provide shared food but use individual portions.
9. The library will continue to provide library programming through virtual 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 enforce for social distancing.

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.
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 continue to be selected and purchased during this phase.
2. Materials will continue to be processed in this phase.
3. The library may quarantine new books based on the latest guidance and findings from relevant authorities. [4] [37] [41].
4. The library may quarantine new DVDs and other materials based on the latest guidance and findings from relevant authorities. [4] [37] [41].
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Home Delivery
1. The library will provide home delivery services according to its Homebound policy in this phase.
2. Staff and volunteers handling home delivery materials will use PPE including gloves and mask.
3. Returned materials should be put in a bag and placed on the doorstep for pickup by a volunteer or staff member wearing gloves. Materials may be quarantined before check in and return to the shelves based on the latest guidance and findings from relevant authorities.
4. Staff will not hand materials to home delivery patrons.

Study Areas and Meeting Rooms
1. Study areas and meeting and study rooms will not be open to the public at this service level.
2. Magazines, newspapers, and other browsing materials will be not be available for browsing. Reference staff will provide assistance accessing these materials.

Public Computer Use [By Appointment]
1. Limited access to public computers will be available by appointment, scheduled with the Emerging Technology or Reference staff, 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. Staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves. [27]
5. Patron use of computers may be limited to reduce building occupancy and increase availability of computers.
6. If significant assistance is needed, every effort should be made to provide that assistance remotely. [35]
7. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
8. 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.

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 ESSENTIAL AND PHASE II RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [26] and INTERIM GUIDANCE FOR OFFICE-BASED WORK DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [30], and that they will implement them.

Business Affirmation Form

https://forms.ny.gov/s3/ny-forward-affirmation
Service Level D: 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. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. Library sponsored outdoor programming
11. Public access to study areas by appointment

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies
1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

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) [13]
5. Staff training on PPE use (required) [4]
6. Employee Screening (required) [13-19]
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. Proactive Infection Plan [see Appendix A]
3. COVID-19 Temporary 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.

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 COVID-19 Temporary policy at this service level to reduce building occupancy.
2. The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as 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, training on PPE [2], employee and public safety [12], new library procedures, and the library’s Proactive Infection Plan [see Appendix A].

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 the staff member’s health. [24] Library staff will wear their mask in common areas including elevators, lobbies, and when moving around the library. [30]

6. Shift start times for library staff will be staggered to allow for social distancing. [24]

7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.

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 as well as their personal workstations 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]. These may include telecommuting arrangements according to the library’s COVID-19 Temporary 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 A]

Entrance to the Library Building

1. The number of staff, volunteers, and patrons in the building will adhere to CDC, county and state guidelines.

2. The library will keep masks and other required PPE on hand for patrons and essential visitors who may be in need. [30]

3. The library will monitor and control the flow of traffic into the building to ensure adherence to maximum capacity requirements. Markers and signage will be put in place to encourage social distancing for patrons waiting to enter the library building. [27]

4. Entrance to the library will only be permitted for patrons and visitors wearing acceptable face covering; provided, however, that the patron is over the age of two and able to medically tolerate such covering.
   - The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.
   - If entry is denied, the library will seek to provide alternate methods of library service for the patron. [26][29]
   - Face-coverings shall include, but are not limited to, cloth masks (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. [40]

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. [34]

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. [24]

5. Tightly confined spaces (small stock rooms, narrow aisles, stairways, 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. [24]

6. Restrooms will be open to the public.

7. Water fountains will not be available to the public. [26]

8. A limited number of study areas will be open to the public by appointment.

9. Meeting and study rooms will not be open to the public.

10. Public seating areas will not be available for use.

11. The library will ensure the ventilation systems are working and increase outside air ventilation where possible, including the following activities:
    - Increase ventilation rates.
    - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level of each space.
    - Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.
    - Disable demand-controlled ventilation (DCV).
    - Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal control or humidity. However, this may be difficult to do in the cold or hot weather.
    - Improve central air filtration to MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
    - Check filters to ensure they are within service life and appropriately installed.
    - Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space. [31]
    - Run the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with industry standards.
    - Use portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).

12. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice, and remind staff to report symptoms or exposure to COVID-19 to the library director, the COVID-19 workplace coordinator. [28]

13. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works as well as break areas. [30]

14. The library will check the water system before staff return to the building including flushing the water system, performing maintenance on water heaters, cleaning and maintaining cooling towers, and ensuring fire sprinkler systems are cleaned and maintained. [32]

15. Receptacles will be placed around the building for disposal of soiled items, including PPE. [30]

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

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

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

19. Book carts will be posted in the stacks with signage encouraging patrons not to re-shelve books.

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

21. Markers and signage will 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 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 and patrons. Restrooms will be cleaned and disinfected daily. [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]
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 and patrons lining up.
5. The library will use tables that avoid direct hand-off to patrons for curbside pickup. [see detailed description in Appendix B]
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] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on curbside pickup procedures and the MyLibro app.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing.
10. A limited number of patrons will be allowed in the building.
11. Staff will disinfect surfaces patrons contacted after each library materials transaction.
12. Staff must wear assigned PPE when interacting with patrons or patron library materials.

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 and checkout areas.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to re-shelve materials, and 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 checkout.
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] and employee and public safety related to COVID-19. [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.
11. Library staff must wear assigned PPE when interacting with patrons or patron library materials. [26]
12. The library will use touchless transactions when possible. [26]

Patrons Returning Materials

Book Drop Only
1. The library will accept returned materials from patrons through the exterior drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned to library staff in the building.
2. The library may quarantine returned materials based on the latest guidance and findings from relevant authorities. [4] [37] [41]
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. Quarantined materials will be placed on book carts, in bags or other containers before handling, checking in, shelving in the collection or on the holds shelf based on the latest guidance and findings from relevant authorities. [4] [37] [41] 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]

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 or the MyLibro app 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. Incoming materials returned through delivery will be handled as returned materials described above.
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, the website, social media, phone calls, mail, or email to communicate with patrons about materials handling, disinfection, and quarantine periods, 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 or staff working remotely.
4. Relevant library phone numbers will be answered by library staff to respond to 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 may take place if the latest guidance and findings from relevant authorities and the weather permit and are limited to the adult garden space in this phase.
2. Outside groups are not permitted to utilize the program rooms or outdoor spaces in this phase.
3. Programs will require registration with registration limited to the number of people that can safely occupy the outdoor space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.
4. Face coverings must be worn during the entire outdoor event.
5. Pre-event reminders, markings, and physical barriers will be used to enforce social distancing at outdoor library programs.
6. Patrons and families at outdoor library programs that cannot observe social distancing guidelines will be asked to leave the program.
7. 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.
8. Library programs will not provide shared food but use individual portions.
9. The library will also 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 enforce for social distancing.

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.
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 continue to be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. The library may quarantine new books based on the latest guidance and findings from relevant authorities. [4] [37] [41]
4. The library may quarantine new DVD’s and other materials based on the latest guidance and findings from relevant authorities. [4] [37] [41]
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Home Delivery
1. The library will provide home delivery services according to its Homebound policy in this phase.
2. Staff or volunteers handling home delivery materials will use PPE including gloves and mask.
3. Returned materials should be put in a bag and placed on the doorstep for pickup by a volunteer or staff member wearing gloves. Materials may be quarantined before check in and return to the shelves based on the latest guidance and findings from relevant authorities.
4. Staff will not hand materials to home delivery patrons.

Study Areas and Meeting Rooms
1. A limited number of study areas will be open to the public by appointment at this service level.
   a. Appointments are limited to two (2) hours per day. If a study area is not booked after two (2) hours, the person may stay until informed by staff that the space is needed for another person.
   b. Recurring appointments may be limited due to demand.
   c. The person making the appointment must be age sixteen (16) or older.
   d. As per Library policy, children in fifth grade and under shall be accompanied in the building by a responsible adult, aged eighteen (18) or older, who must remain with the children at all times.
   e. Group size is limited to two (2) people.
f. Appointments should be made in advance. Same day requests will be accommodated if a study area is available.
g. Appointments will be staggered to allow study areas to be disinfected between appointments.

2. Meeting rooms and study rooms will not be open to the public at this service level.
3. Magazines, newspapers, and other browsing materials will not be available for browsing. Reference staff will provide assistance accessing these materials.

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. Staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves. [27]
5. Patron use of computers may be limited to reduce building occupancy and increase availability of computers.
6. If significant assistance is needed, every effort should be made to provide that assistance remotely. [35]
7. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
8. 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.

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 ESSENTIAL AND PHASE II RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [26] and INTERIM GUIDANCE FOR OFFICE-BASED WORK DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [30] and that they will implement them. Business Affirmation Form https://forms.ny.gov/s3/ny-forward-affirmatio
Service Level D[1]: Limited Room Use

At this service level, staff are back in the building working while others may still be telecommuting to limit unnecessary staff exposure and observe any restrictions still in place from state and local guidelines.

Services Offered

1.  Online resources
2.  Telephone support for reference and online resources
3.  Curbside pickup
4.  Home delivery
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.  Virtual programming
10.  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)[10]
2.  Disposable gloves (required) [4]
3.  Disinfectant cleaners (required) [11]
4.  Hand sanitizer (required)

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.  Appointing COVID-19 workplace coordinator
7.  Minimizing face-to-face interactions

Policy [19]

1.  Pandemic Policy
2.  Proactive Infection Plan [see Appendix A]
3.  COVID-19 Temporary Policy

Physical and Facility Controls

1.  Physical barriers like clear plastic sneeze guards

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 COVID-19 Temporary policy at this service level to reduce building occupancy.
2.  The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as 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, training on PPE [2], employee and public safety [12], new library procedures, and the library’s Proactive Infection Plan [see Appendix A].
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 the staff member’s health. Library staff will wear their mask in common areas including elevators, lobbies, and when moving around the library.
6. Shift start times for library staff will be staggered to allow for social distancing.
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. 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.
10. Staff will disinfect shared equipment as well as their personal workstations at the end of their shift.
11. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19. These may include telecommuting arrangements according to the library’s COVID-19 Temporary policy and tasks that reduce contact with patrons and other staff.
12. 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 A]

### Entrance to the Library Building

1. The number of staff, volunteers, and patrons in the building will adhere to CDC, county and state guidelines.
2. The library will keep masks and other required PPE on hand for patrons and essential visitors who may be in need.
3. Entrance to the library will only be permitted for patrons and visitors wearing acceptable face covering; provided, however, that the patron is over the age of two and able to medically tolerate such covering.
   - The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.
   - If entry is denied, the library will seek to provide alternate methods of library service for the patron.
   - Face-coverings shall include, but are not limited to, cloth masks (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields.

### Facilities

1. 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.
2. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels.
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.
4. Tightly confined spaces (small stock rooms, narrow aisles, stairways, 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.
5. Restrooms will be open to the public.
6. Study areas will be open to the public.
7. Meeting rooms will not be open to the public.
8. Study rooms will be open to the public.
9. Public seating areas will be available for use.
10. The library will ensure the ventilation systems are working and increase outside air ventilation where possible, including the following activities:
    - Increase ventilation rates.
    - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level of each space.
    - Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.
    - Disable demand-controlled ventilation (DCV).
• Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal control or humidity. However, this may be difficult to do in the cold or hot weather.
• Improve central air filtration to MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
• Check filters to ensure they are within service life and appropriately installed.
• Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
• Run the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with industry standards.
• Use portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).

11. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice, and remind staff to report symptoms or exposure to COVID-19 to the library director, the COVID-19 workplace coordinator.

12. The library will check the water system before staff return to the building including flushing the water system, performing maintenance on water heaters, cleaning and maintaining cooling towers, and ensuring fire sprinkler systems are cleaned and maintained.

13. Receptacles will be placed around the building for disposal of soiled items, including PPE.

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

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

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

17. Book carts will be posted in the stacks with signage encouraging patrons not to re-shelve books.

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.”

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

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.

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.

5. Restrooms will be available for use by staff and patrons. Restrooms will be cleaned and disinfected daily.

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.

Circulation

Patrons Borrowing Materials – Curbside Pickup

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 use tables that avoid direct hand-off to patrons for curbside pickup. [see detailed description in Appendix B]

4. The library will provide staff interacting with patrons with PPE, including mask and gloves, as well as training on proper use of the PPE and employee and public safety related to COVID-19.
5. The library will provide staff with training on curbside pickup procedures and the MyLibro app.
6. Staff will sanitize hands before and after transferring materials.
7. Staff interacting with patrons will practice regular handwashing.
8. Staff must wear assigned PPE when interacting with patrons or patron library materials.

**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. Hand sanitizer will be available to patrons to use before and after browsing the collection.
4. Patrons will be encouraged not to re-shelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.
5. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during checkout.
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] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on checkout procedure.
8. Staff interacting with patrons will practice regular handwashing.
9. Library staff must wear assigned PPE when interacting with patrons or patron library materials. [26]
10. The library will use touchless transactions when possible. [26]

**Patrons Returning Materials**

**Book Drop Only**
1. The library will accept returned materials from patrons through the exterior drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned to library staff in the building.
2. 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]
3. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]

**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 or the MyLibro app 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. Incoming materials returned through delivery will be handled as returned materials described above.
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, the website, social media, phone calls, mail, or email to communicate with patrons about materials handling, disinfection, 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 or staff working remotely.
4. Relevant library phone numbers will be answered by library staff to respond to 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 service level. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.
2. Outside groups are not permitted to utilize the program rooms or outdoor spaces in this phase.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business may 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 enforce for social distancing.

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.
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 continue to be selected and purchased during this phase.
2. Materials will be processed in this phase.

Home Delivery
1. The library will provide home delivery services according to its Homebound policy in this phase.
2. Staff or volunteers handling home delivery materials will use PPE including gloves and mask.
3. Returned materials should be put in a bag and placed on the doorstep for pickup by a volunteer or staff member wearing gloves.
4. Staff will not hand materials to home delivery patrons.

Study Areas and Meeting Rooms
1. Study areas will be open to the public at this service level.
2. Meeting rooms will not be open to the public at this service level.
3. Study rooms will be open to the public at this service level.
4. Magazines, newspapers, and other browsing materials will be available for browsing.

Public Computer Use
1. Access to public computers will be available in this phase.
2. Staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves. [27]
3. Patron use of computers may be limited to reduce building occupancy and increase availability of computers.
4. If significant assistance is needed, every effort should be made to provide that assistance remotely. [35]
5. 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.
Technology Help

1. Limited, basic technology assistance can only be offered on site at this time. Assistance requiring close or prolonged contact will require a remote session.

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 ESSENTIAL AND PHASE II RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [26] and INTERIM GUIDANCE FOR OFFICE-BASED WORK DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [30] and that they will implement them. Business Affirmation Form https://forms.ny.gov/s3/ny-forward-affirmatio
Service Level E: Reopening with Limited In-House Programming

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.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. Library sponsored outdoor programming
11. Library sponsored in-house programming
12. 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 (per the latest guidance from relevant authorities)
2. Disposable gloves [4]
4. Hand sanitizer

Administrative Controls

1. Telecommuting
2. Social distancing (per the latest guidance from relevant authorities) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 [12]
5. Staff training on PPE use [2]
6. Appointing COVID-19 workplace coordinator

Policy [19]

1. Pandemic Policy
2. Proactive Infection Plan [see Appendix A]
3. COVID-19 Temporary Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards may be in place.

Library Operations at this Level of Service

Library Staff

1. The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library if requested. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as the library will take responsibility for replacing them. [24]
2. The library will provide disposable waterproof gloves for staff to wear while working at the library, if they choose to do so, and maintain an adequate stock of gloves necessary for library staff.
3. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety, training on PPE [2], employee and public safety [12], new library procedures, and the library’s Proactive Infection Plan [see Appendix A].
4. Fully vaccinated library staff may be required to wear masks and be socially distanced as per the latest guidance and findings from relevant authorities. Fully vaccinated is defined as being two or more weeks after the final dose of the vaccine approved by the FDA or authorized by the FDA for emergency use.

5. Unvaccinated 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 the staff member’s health. Unvaccinated library staff will wear their mask in common areas including elevators, lobbies, and when moving around the library.

6. Library staff will practice social distancing while interacting with other library staff and library patrons as per the latest guidance and findings from relevant authorities.

7. 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.

8. Staff will disinfect shared equipment as well as their personal workstations at the end of their shift.

9. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19. These may include telecommuting arrangements according to the library’s COVID-19 Temporary policy and tasks that reduce contact with patrons and other staff.

10. The library will follow the approved Proactive Infection Plan in the event that a staff member becomes symptomatic or tests positive for COVID-19.

Entrance to the Library Building

1. Capacity restrictions have been lifted.
2. The library will keep masks and other PPE on hand for patrons and essential visitors who may be in need.
3. Fully vaccinated individuals may be required to wear masks to enter the library, based on the latest guidance and findings from relevant authorities. Unvaccinated patrons must continue to wear acceptable face coverings, provided that the patron is over the age of two and able to medically tolerate such covering.
   - If masks are not required, the library will rely on the self-reporting of vaccination status (e.g. the honor system).
   - The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.
   - Face-coverings shall include, but are not limited to, cloth masks (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields.

Facilities

1. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels.
2. 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.
3. Restrooms will be open to the public.
4. Study areas will be open to the public.
5. Meeting rooms will not be open to the public with the exception of occasional library initiated programs.
6. Study Rooms will be open to the public. Appointments may be required.
7. Public seating areas will be available.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible, including the following activities:
   - Increase ventilation rates.
   - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level of each space.
   - Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.
   - Disable demand-controlled ventilation (DCV).
   - Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal control or humidity. However, this may be difficult to do in the cold or hot weather.
• Improve central air filtration to MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
• Check filters to ensure they are within service life and appropriately installed.
• Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
[31]
• Run the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with industry standards.
• Use portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).

9. Signage will be posted in staff areas to remind staff to report symptoms or exposure to COVID-19 to the library director, the COVID-19 workplace coordinator. [28]
10. Receptacles will be placed around the building for disposal of soiled items, including PPE. [30]
11. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
12. Book carts will be posted in the stacks with signage encouraging patrons not to re-shelve books.

Cleaning
1. The library will use disinfectants from List N: Disinfectants for Use Against SARS-CoV-2. [22]
2. 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]
3. Restrooms will be available for use by patrons and staff. Restrooms will be cleaned and disinfected daily. [21]
4. High contact areas accessed by patrons for curbside pickup will be cleaned daily.
5. Staff areas will be cleaned and disinfected daily. [21]
6. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected daily. [21]
7. Study areas/rooms will be cleaned twice daily.

Circulation
Patrons Borrowing Materials –
Curbside Pickup [18]
1. Patrons will be able to borrow physical items from the library through curbside pickup.
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 may use tables for curbside pickup. [see detailed description in Appendix B]
4. The library will provide staff interacting with patrons with PPE, including mask and gloves, if requested.
5. The library will provide staff with training on new curbside pickup procedures and the MyLibro app.
6. Staff interacting with patrons will practice regular handwashing.
7. Staff will disinfect surfaces patrons contacted twice daily.
8. Fully vaccinated staff may be required to wear assigned PPE when interacting with patrons or patron library materials, based on the latest guidance and findings from relevant authorities.
9. Unvaccinated staff must wear assigned PPE when interacting with patrons or patron library materials.

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. Hand sanitizer will be available to patrons to use before and after browsing the collection.
4. Patrons will be encouraged not to re-shelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.
5. Physical barriers like sneeze guards and protective panels may be in use.
6. The library will provide staff interacting with patrons with PPE, including mask and gloves, if requested.
7. The library will provide staff with training on new checkout procedures.
8. Staff interacting with patrons will practice regular handwashing.
9. Staff will disinfect surfaces patrons contacted daily.
10. Fully vaccinated library staff may be required to wear assigned PPE when interacting with patrons and patron library materials, based on the latest guidance and findings from relevant authorities. [26]
11. Unvaccinated library staff must wear assigned PPE when interacting with patrons and patron library materials.

Patrons Returning Materials

Book Drop Only
1. The library will accept returned materials from patrons through the exterior drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned to library staff in the building.
2. Fully vaccinated staff handling returned materials from book drops may be required to use assigned PPE, based on the latest guidance and findings from relevant authorities, and will practice regular hand washing including washing hands after handling materials. [4] Unvaccinated staff must use assigned PPE.
3. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]

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.

MHLS Delivery
1. Incoming materials received through delivery will be handled as return materials described above.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Fully vaccinated library staff may be required to wear assigned PPE when handling library materials, based on the latest guidance and findings from relevant authorities.
4. Unvaccinated library staff will wear assigned PPE 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, the website, social media, phone calls, mail, or email to communicate with patrons about materials handling, disinfection, and quarantine periods, 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 or staff working remotely.
4. Relevant library phone numbers will be answered by library staff to respond to 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.

Library Programming and Events
1. Outdoor library programming will continue as the weather permits. Masks are not required at outdoor programs.
2. In-house library sponsored programming and events may take place.
3. Outside groups are not permitted to utilize the program rooms or outdoor spaces in this phase.
4. Programs may require registration. Patrons that are not registered for a library program will be admitted if space allows.
5. Unvaccinated individuals must wear face coverings and maintain social distancing during the entire event. Face coverings may be optional for fully vaccinated individuals, based on the latest guidance and findings from relevant authorities.
6. The library will also provide library programming through online channels.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume.
Outreach and Engagement
1. Library staff will work and meet remotely and in-person with community partners to collaborate on providing support for 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.

Home Delivery
1. The library will provide home delivery services according to its Homebound policy in this phase.
2. Staff and volunteers handling home delivery materials may be required to use assigned PPE, based on the latest guidance and findings from relevant authorities.
3. Returned materials should be put in a bag and placed on the doorstep for pickup by a volunteer or staff member.

Study Areas and Meeting Rooms
1. Meeting rooms will not be available to the public at this level of service.
2. Magazines, newspapers, and other browsing materials will be available for browsing and checkout in the study areas.

Public Computer Use
1. Access to public computers will be available in this phase.
2. 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.

Technology Help
1. The library will provide tech support and other tech help to patrons in-person, over the phone, and through videoconferencing 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 ESSENTIAL AND PHASE II RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [26] and INTERIM GUIDANCE FOR OFFICE-BASED WORK DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [30], and that they will implement them.

Business Affirmation Form   https://forms.ny.gov/s3/ny-forward-affirmation
Service Level F: Reopening with Expanded In-House Programming

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 programing and services related to arts, education, and recreation. Library services and facilities will continue to be available with protections in place, but library programming can expand. Most library staff will be working in the building.

As of March 1, 2022, the wearing of masks by fully vaccinated staff and patrons is no longer required, but is still recommended. Patrons who are unvaccinated or not fully vaccinated should continue to wear an acceptable face covering, and the library will rely on the self-reporting of vaccination status (i.e. the honor system). Staff members who are unvaccinated or not fully vaccinated must continue to wear a face covering while 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. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. Library sponsored outdoor programming
11. Public access to study areas
12. In-house programs and events
13. Use of meeting rooms by outside groups

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (per the latest guidance from relevant authorities) [19]
2. Disposable gloves
3. Disinfectant cleaners
4. Hand sanitizer

Administrative Controls

1. Telecommuting
2. Social distancing (per the latest guidance from relevant authorities) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 [13]
5. Staff training on PPE use
6. Appointing COVID-19 workplace coordinator

Policy [19]

1. Pandemic Policy
2. Proactive Infection Plan [see Appendix A]
3. COVID-19 Temporary Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards may be in place.

Library Operations at this Level of Service

Library Staff

1. The library will issue three reusable cloth facemasks for staff to wear while working on behalf of the library, if
requested. The library will advise staff to wash their masks routinely after each use per CDC guidelines. If lost or worn out, it is the staff member’s responsibility to alert their Department Head as the library will take responsibility for replacing them. [24]

2. The library will provide disposable waterproof gloves for staff to wear while working at the library if they choose to do so and maintain an adequate stock of gloves necessary for library staff.

3. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety, training on PPE [2], employee and public safety [12], new library procedures, and the library’s Proactive Infection Plan [see Appendix A].

4. Fully vaccinated library staff may be required to wear masks and be socially distanced, as per the latest guidance and findings from relevant authorities. Fully vaccinated is defined as having received a primary series of COVID-19 vaccines.

5. Unvaccinated 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 the staff member’s health. [24] Unvaccinated library staff will wear their mask in common areas including elevators, lobbies, and when moving around the library. [30]

6. Staff should disinfect shared equipment before and after use followed by hand hygiene.

7. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16]. These may include telecommuting arrangements according to the library’s COVID-19 Temporary policy and tasks that reduce contact with patrons and other staff. [14]

8. The library will follow the approved Proactive Infection Plan in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix A]

Entrance to the Library Building

1. The library will keep masks and other required PPE on hand for patrons and essential visitors who may be in need. [30]

2. Fully vaccinated individuals may be required to wear masks to enter the library, based on the latest guidance and findings from the relevant authorities. Unvaccinated patrons must continue to wear acceptable face coverings, provided that the patron is over the age of two and able to medically tolerate such covering.
   - If masks are not required, the library will rely on the self-reporting of vaccination status (e.g. the honor system).
   - The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.
   - Face-coverings shall include, but are not limited to, cloth masks (e.g. homemade sewn, quick cut, bandana), surgical masks, N-95 respirators, and face shields. [40]

Facilities

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

2. 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. [24]

3. Restrooms will be open to the public.

4. Meeting rooms will be available at this level.

5. Public seating areas will be available to the public.

6. Study areas/rooms will be open to the public.

7. The library will ensure the ventilation systems are working and increase outside air ventilation where possible, including the following activities:
   - Increase ventilation rates.
   - Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level of each space.
   - Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.
   - Disable demand-controlled ventilation (DCV).
   - Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal control or humidity. However, this may be difficult to do in the
cold or hot weather.

- Improve central air filtration to MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.
- Check filters to ensure they are within service life and appropriately installed.
- Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space.
- Run the HVAC system at maximum outside airflow for 2 hours before and after occupied times, in accordance with industry standards.
- Use portable high-efficiency particulate air (HEPA) fan/filtration systems to help enhance air cleaning (especially in higher-risk areas).

8. Signage will be posted in staff areas to remind staff to report symptoms or exposure to COVID-19 to the library director, the COVID-19 workplace coordinator.

9. Receptacles will be placed around the building for disposal of soiled items, including PPE.

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

11. Book carts will be posted in the stacks with signage encouraging patrons not to re-shelve books.

Cleaning

1. The library will use disinfectants from List N: Disinfectants for Use Against SARS-CoV-2.

2. 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.

3. Restrooms will be available for use by patrons and staff. Restrooms will be cleaned and disinfected daily.

4. High contact areas accessed by patrons for curbside pickup will be cleaned daily.

5. Staff areas will be cleaned and disinfected daily.

6. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected daily.

7. Study areas will be cleaned daily.

Circulation

Patrons Borrowing Materials –

Curbside Pickup

1. Patrons will be able to borrow physical items from the library through curbside pickup.

2. The library may use tables for curbside pickup. [see detailed description in Appendix B]

3. The library will provide staff interacting with patrons with PPE, including mask and gloves, if requested.

4. The library will provide staff with training on new curbside pickup procedures and the MyLibro app.

5. Staff interacting with patrons will practice regular handwashing.

6. Staff will disinfect surfaces patrons contacted daily.

7. Fully vaccinated staff may be required to wear assigned PPE when interacting with patrons or patron library materials, based on the latest guidance and findings from relevant authorities.

8. Unvaccinated staff must wear assigned PPE when interacting with patrons or patron library materials.

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. Hand sanitizer will be available to patrons to use before and after browsing the collection.

4. Patrons will be encouraged not to re-shelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.

5. Physical barriers like sneeze guards and protective panels may be in use.

6. The library will provide staff interacting with patrons with PPE, including mask and gloves, if requested.

7. The library will provide staff with training on new checkout procedures.

8. Staff interacting with patrons will practice regular handwashing.

9. Staff will disinfect surfaces patrons contacted daily.

10. Fully vaccinated library staff may be required to wear assigned PPE when interacting with patrons and patron library materials, based on the latest guidance and findings from relevant authorities.
Patrons Returning Materials

Book Drop Only
1. The library will accept returned materials from patrons through the exterior library book drops. Fragile items, such as Kindles, wifi hotspots, and other items labeled that they are not to be returned in the drops, may be returned to library staff in the building.
2. Fully vaccinated staff handling returned materials from book drops may be required to use assigned PPE, based on the latest guidance and findings from relevant authorities, and will practice regular hand washing including washing hands after handling materials. [4] Unvaccinated staff must use assigned PPE.
3. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]

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 and the MyLibro app 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.

MHLS Delivery
1. Incoming materials received through delivery will be handled as return materials described above.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Fully vaccinated library staff may be required to wear assigned PPE when handling library materials, based on the latest guidance and findings from relevant authorities.
4. Unvaccinated library staff will wear assigned PPE 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, the website, social media, phone calls, mail, or email to communicate with patrons about materials handling, disinfection, and quarantine periods, 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 or staff working remotely.
4. Relevant library phone numbers will be answered by library staff to respond to 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.

Library Programming and Events
1. Outdoor library sponsored programming will continue as weather permits. Masks are not required at outdoor programs.
2. In-house library sponsored programming and events will continue.
3. Library programs may require registration. Patrons that are not registered for a library program will be admitted if space allows.
4. Outside groups are permitted to utilize the program rooms in this phase.
5. Unvaccinated individuals must wear face coverings and maintain social distancing during the entire event. Face coverings and social distancing may be optional for fully vaccinated individuals, based on the latest guidance and findings from relevant authorities.
6. The library will also provide library programming through online channels.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business may take place.
Outreach and Engagement
1. Library staff will work and meet in-person and remotely with community partners to collaborate on providing support for 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.

Home Delivery
1. The library will provide home delivery services according to its Homebound policy in this phase.
2. Staff and volunteers handling home delivery materials may be required to use assigned PPE, based on the latest guidance and findings from relevant authorities.
3. Returned materials should be put in a bag and placed on the doorstep for pickup by a volunteer or staff member.

Study Areas and Meeting Rooms
1. Magazines, newspapers, and other browsing materials will be available for browsing in the study areas.
2. Meeting rooms will be available to the public at this level. Outside groups utilizing library space must comply with all library policies and procedures.

Public Computer Use
1. Access to public computers will be available in this phase.
2. 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.

Technology Help
1. The library will provide tech support and other tech help to patrons in-person, 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 ESSENTIAL AND PHASE II RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [26] and INTERIM GUIDANCE FOR OFFICE-BASED WORK DURING THE COVID-19 PUBLIC HEALTH EMERGENCY [30], and that they will implement them.

Business Affirmation Form
https://forms.ny.gov/s3/ny-forward-affirmation
Appendix A
Proactive Infection Plan

EXPOSED TO COVID-19
If you were exposed to the virus that causes COVID-19 or have been told by a healthcare provider or public health authority that you were exposed, follow these steps regardless of your vaccination status or if you have a previous infection:

• Wear a mask as soon as you find out you have been exposed
  o Start counting from Day 1
    ▪ Day 0 is the day of your most recent exposure to someone with COVID-19
    ▪ Day 1 is the first full day after your most recent exposure

• Continue to take precautions for 10 full days – you can still develop COVID-19 up to 10 days after you have been exposed
  o Wear a high quality mask or respirator any time you are around others. Do not go places where you are unable to wear a mask.
  o Watch for symptoms of COVID-19 which may include:
    ▪ Fever or chills
    ▪ Cough
    ▪ Shortness of breath/difficulty breathing
    ▪ Fatigue
    ▪ Muscle or body aches
    ▪ Headache
    ▪ New loss of taste or smell
    ▪ Sore throat
    ▪ Congestion or runny nose
    ▪ Nausea or vomiting
    ▪ Diarrhea

• If you remain ASYMPTOMATIC, get tested at least 5 full days after your last exposure and follow the guidance under ISOLATION - Results.

If SYMPTOMS develop whether or not you have been exposed, follow the guidance in the ISOLATION section, get tested following the guidance in the TESTING section, stay at home until you know the result and follow the guidance under ISOLATION - Results.

ISOLATION
Regardless of vaccination status, you should isolate from others when you have COVID-19, or when you are sick and suspect that you have COVID-19 but do not yet have your test results.

• If you are ASYMPTOMATIC, you may end isolation after Day 5.
• If you had SYMPTOMS, you may end isolation after Day 5 if:
You are fever free for 24 hours without the use of fever-reducing medications.
Your symptoms are improving.

NOTE: Loss of taste or smell may persist for weeks or months after recovery and need not delay the end of isolation.
Wear your mask through Day 10.
Consider using an antigen test if you have access to them. With two sequential negative tests 48 hours apart, you may remove your mask sooner than Day 10.

- If you still have a fever and your other symptoms have not improved, continue to isolate until they improve.
- If you had moderate illness [if you experienced shortness of breath or had difficulty breathing], or severe illness [were hospitalized] due to COVID-19, or you have a weakened immune system, you need to isolate through Day 10.
- If you had severe illness or have a weakened immune system, consult your doctor before ending isolation. Ending isolation without a viral test may not be an option for you. If you are unsure if your symptoms are moderate or severe, or if you have a weakened immune system consult your physician for further guidance.
- If your COVID-19 symptoms recur or worsen after you have ended isolation, restart your isolation at Day 0.

When to Get Tested

- If you have SYMPTOMS, test immediately.
- If you were exposed to COVID-19 and are ASYMPTOMATIC, wait at least 5 full days after your exposure before testing. If you test too early, you are more likely to get an inaccurate test result.

Results

- If your test results are NEGATIVE, it means that the virus was not detected, but it does not rule out that you do not have an infection. If you used an antigen test:
  - If you have COVID-19 SYMPTOMS, test again 48 hours after the first negative test, for a total of at least two tests. If you get a negative result on the second test and you are concerned that you could have COVID-19, you may choose to test again 48 hours after the second test, consider getting a laboratory molecular-based test, or call your health care provider.
  - If you are ASYMPTOMATIC and believe you have been exposed to COVID-19, test again 48 hours after the first negative test, then 48 hours after the second negative test, for a total of at least three tests. If you get a negative result on the second test, test again 48 hours after the second test. If you get a negative result on the third test and you are concerned that you could have COVID-19, you may choose to test again using an antigen test, consider getting a laboratory molecular-based test, or call your health care provider.

- If your test results are POSITIVE, it means that the virus was detected and you have an infection:
  - Stay home for at least 5 days and isolate from others in your home as you are most infectious during this time.
Wear a high quality mask if you must be around others at home and in public. Do not go places where you are unable to wear a mask.

Stay home and separate yourself from others as much as possible. DO NOT travel.

Use a separate bathroom, if possible.

Take steps to improve ventilation at home, if possible.

Don’t share personal household items such as cups, towels and utensils.

Monitor your symptoms and if you have any emergency warning signs, such as trouble breathing, seek emergency medical care immediately.

When you have COVID-19, isolation is counted in days as follows:

- If you are **ASYMPTOMATIC**:
  - Day 0 of isolation is the day you were tested and Day 1 is the first full day following the day you were tested.
  - If you develop symptoms within 10 days of when you were tested, the clock restarts at Day 0 on the day of symptom onset.

- If you have **SYMPTOMS**:
  - Day 0 of isolation is the day of symptom onset, regardless of when you tested positive.
  - Day 1 is the first full day after your symptoms started.

**TESTING**

**Types of Tests**

- Nucleic Acid Amplification Test [NAAT] – NAATS, such as PCR based tests, are most often performed in a laboratory and are generally the most reliable tests for people with or without symptoms. You should not use a NAAT test if you have tested positive in the last 90 days as viral genetic material may stay in your body for up to 90 days.

- Antigen Test – Antigen tests are rapid tests which produce results in 15 – 30 minutes. They are less reliable than NAATS, especially on people who do not have symptoms. To best detect infection, a negative antigen test should be repeated at least 48 hours apart as a single, negative antigen test does not rule out infection. Sometimes a follow up NAAT may be recommended to confirm an antigen test result.

- Self-Test – Or at home tests, are usually antigen tests that can be taken anywhere. FDA or manufacturer instructions should be closely followed, including the number of times you have to test.

- Antibody or Serology Test – Look for antibodies in your blood that fight the virus that causes COVID-19. They should not be used to detect current infection because it can take 1 to 3 weeks after infection for your body to develop antibodies.

**Choosing a Test**

- You have not had COVID or had a positive test in the past 90 days
  - You may use a NAAT or antigen test.

- You tested positive in the last 90 days:
If your first positive test result was within **30 days or less** and you have **SYMPTOMS**, use an antigen test. If negative, multiple tests may be necessary.

If your first positive test result was within **30 days or less** and you are **ASYMPTOMATIC**, testing is not recommended to detect a new infection.

If your first positive test result was within **31 - 90 days** and you have **SYMPTOMS**, use an antigen test. If negative, multiple tests may be necessary.

If your first positive test result was within **31 - 90 days** and you are **ASYMPTOMATIC**, use an antigen test. If negative, multiple tests may be necessary.
Appendix B

Curbside Pickup

In Brief
Mahopac Public Library (MPL) will provide “no contact” curbside pickup of library materials. Patrons will be able to retrieve materials which they have reserved in curbside pickup bags. Curbside pickup will be available during select days and times depending upon the service level.

Preparation for Service
Before curbside pickup begins, staff will be onsite to receive training on the new procedures. Time will also be spent on PPE training, and training to use MyLibro, an app specifically designed for curbside pickup. Spaces in the library will be set up for the safe exchange of materials. Spaces and processes for quarantining incoming materials will be designated.

Quarantining Materials
All incoming materials must be handled by staff wearing PPE (gloves, masks). Materials will be returned via the outdoor book drops only, with the exception of fragile items which may be returned via curbside service. Materials may be quarantined based on the latest guidance and findings from relevant authorities. Staff shall put any items to be quarantined onto book carts or in bins, which will then be dated and isolated. Notes listing the date and time isolated will be affixed to each cart. After the quarantine time has passed, materials will be checked in, processed, and put back into circulation.

Preparation of Materials
Patrons will reserve their items using either the MyLibro app, which is available only to Mahopac Central School District residents, the catalog, or by calling or emailing the library. A list of requested items will be prepared. Staff will pull items from the shelves, checked them in and place them on reserve. The items will then be put into in bags with the patron’s name attached. Once the materials are selected and checked out, the bags will be kept in alphabetical order by the patron’s last name for easy retrieval once the patron has arrived for pickup.

Movement of Materials Between Libraries
Once deliveries between Mid-Hudson libraries resume, all material received will be treated as above under Quarantining Materials.

Preparation of Space
The library shall prepare a space which allows for a “walk up, walk away” interaction with patrons. Parking spots will be clearly marked as “curbside pickup parking.” Signage will be placed identifying the pickup area. The Library will place a table outside the front door of the building under the awning. The protection of the awning will allow pickup to be available during inclement weather. Waiting areas will be designated (lines, parking areas) to maximize social distance among patrons, and minimize interactions with staff. When possible, patrons should stay in their cars until delivery of their items to the table, at which time they may exit their car to retrieve their curbside bags.

Process
Patrons will reserve material by contacting the library by phone or email, or through the MyLibro app. Pickup will be arranged by staff or through the app. Patrons will alert the staff upon arrival; a staff member, wearing a face covering and gloves, will place the curbside bag on the table and return to the building. The patron will then retrieve their bag. There will be little to no contact with staff in this process.

Any materials being returned by patrons shall be returned via the outdoor book drop with the exception of fragile materials which may be returned via curbside service.
Staffing
Staff will be required to pull reserved material from the shelves, check in the material, fill the curbside pickup bags, and bring the bags to the pickup area upon patron arrival. Staff, while wearing gloves and a facemask, will also empty the book return throughout the day. Materials may be quarantined based on the latest guidance and findings from relevant authorities. Staff will also monitor phone and email requests for items and schedule pickup times. These tasks will be done by limited staff working in teams. As per CDC recommendation, staff who can work from home will continue to work from home.

Requirements
The curbside pickup service and the MyLibro app will be publicized through social media, e-newsletters, press releases and the MPL website.
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Approved by the Board of Trustees June 24, 2020

Mahopac Public Library Continuation of Service Plan | August 25, 2022