

# APPENDICES

**Appendix A**  
**Use Application Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Karen A. Garafalo Cultural Center/ Dot Bowes Pavilion

Name(s) of individual/organization \_\_\_\_\_

Date of application \_\_\_\_\_

Description of proposed event and how the space would be used

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

*Note: If you intend to display artworks, please attach a detailed catalogue list.*

Requested date(s) of program(s) \_\_\_\_\_

Requested time(s) of program(s) \_\_\_\_\_

Contact information

Name of person in charge \_\_\_\_\_

Address \_\_\_\_\_

Phone(s) \_\_\_\_\_

Email \_\_\_\_\_

Website/Instagram/Other \_\_\_\_\_

**Appendix B**  
**Use Agreement Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Karen A. Garafalo Cultural Center/ Dot Bowes Pavilion

1. All posted rules must be adhered to.
2. Patrons using either the Karen A. Garafalo Cultural Center (CC) or the Dot Bowes Pavilion (Pavilion) must be over 12 years of age unless supervised by an adult. Exceptions may be made at the discretion of the Library staff.
3. Immediately following each use of the CC/Pavilion, the group leader(s) shall complete a sign-up book entry noting the number of participants.
4. The allowance of food and/or drink in the CC or the Pavilion shall be at the discretion of the Library Director.
5. Smoking, alcohol, and/or drug use is prohibited.
6. Violence, bullying, and/or weapons of any kind, including children's toys, are prohibited.
7. All individuals and/or groups using the CC or the Pavilion shall be responsible for the removal of all items brought in and the complete clean-up of the space following each use. The condition of the space and the configuration of its furniture must be the same as they were prior to use. If the space is not left in satisfactory condition and additional clean-up is necessary, an appropriate fee shall be charged to cover the cost of the clean-up.
8. All individuals and/or groups using the CC or the Pavilion shall be responsible for any and all damages incurred during its use.
9. All artists exhibiting in the CC shall agree to take full responsibility for the setting up and the removal of all items displayed during the duration of the event/exhibit.
10. All artists exhibiting in the CC shall agree not to hold the Library responsible for any damage to/destruction of any items displayed during the duration of the event/exhibit.
11. Suggested donations for use of the CC or the Pavilion:
  - a) Nonprofit organizations:
    - 1) Weekly meetings: \$25 per month
    - 2) Monthly or bimonthly meetings: \$10 per use
    - 3) Single or occasional meetings: \$10 per use
  - b) Private individuals or groups: Amounts to be decided on a sliding scale

I, \_\_\_\_\_, have read and agree to all terms of use of the Karen A. Garafalo Cultural Center/Dot Bowes Pavilion. (Please print.)

Signature \_\_\_\_\_ Date \_\_\_\_\_

**Appendix C**  
**Space Reservation Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Karen A. Garafalo Cultural Center/ Dot Bowes Pavilion

Name(s) of individual/organization \_\_\_\_\_

Reason for Use \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date(s) of program(s) \_\_\_\_\_

Time(s) of program(s) \_\_\_\_\_

Contact information

Name of person in charge \_\_\_\_\_

Address \_\_\_\_\_

Phone(s) \_\_\_\_\_

Email \_\_\_\_\_

**Appendix D**  
**Tutoring Reservation Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Name of student \_\_\_\_\_

Date(s) of tutoring session(s) \_\_\_\_\_

Time(s) of tutoring sessions(s) \_\_\_\_\_

Contact information:

Name of Tutor \_\_\_\_\_

Address \_\_\_\_\_

Phone(s) \_\_\_\_\_

Email \_\_\_\_\_

**Appendix E**  
**Patron Complaint Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Name \_\_\_\_\_

Address \_\_\_\_\_

E-mail \_\_\_\_\_

Phone(s) \_\_\_\_\_

Are you a Philmont Public Library cardholder? \_\_\_\_\_

If the answer to is "no", please state the name of any public library of which you are a cardholder. \_\_\_\_\_

Please briefly describe your complaint in the space below or on an attached sheet. If relevant, include in your description where and when the incident occurred (date and time), the full names of any Library staff or patrons involved and how they were involved, any previous efforts made by you and/or Library staff to resolve the complaint, and any other significant information.

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Signature \_\_\_\_\_ Date \_\_\_\_\_

**Appendix F**  
**Violence/ Threat of Violence Report Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Name or description of person who allegedly committed act(s) or threat(s) of violence:

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Address:

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Phone number(s) and e-mail:

Name of alleged victim:

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Address:

Phone number(s) and e-mail:

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Date, time, and place of the incident:

All people involved in the incident:

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Parents/legal guardians of minors involved:

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Description of the incident:

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Library staff and/or authorities to whom the incident was reported, with dates and times:

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Actions taken by the Library staff, with dates and times:

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Actions taken by authorities, with dates and times:

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Resolution, with dates and times:

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Signature of the reporting person:

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Date and time:

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**Appendix G**  
**Sexual Harassment Report Form**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

Name or description of person who allegedly committed act(s) of sexual harassment:

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Address:

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Phone number(s) and e-mail:

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Name of alleged victim:

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Address:

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Phone number(s) and e-mail:

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Date, time, and place of the incident:

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All people involved in the incident:

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Parents/legal guardians of minors involved:

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Description of the incident:

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Library staff and/or authorities to whom the incident was reported, with dates and times:

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Actions taken by the Library staff, with dates and times:

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Actions taken by authorities, with dates and times:

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Resolution, with dates and times:

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Signature of the reporting person:

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Date and time:

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## **Appendix H**

### **LIBRARY SERVICE LEVELS DURING PROGRESSIVE PHASES OF A PANDEMIC**

Philmont Public Library  
101 Main Street  
Philmont, NY 12565

#### **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. 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 check out materials would violate stay-at-home orders and pose a risk to staff and public health.

##### *Services Offered*

1. Online resources
2. Email support for reference and online resources
3. Online programming and events
4. Safety check calls to senior patrons

##### *Considerations for Safe Operations and Services at this Service Level*

###### *Availability of PPE and Cleaning and Disinfection Supplies*

1. Reusable cloth facemasks
2. Disposable gloves
3. Disinfectant cleaners
4. Hand sanitizer

###### *Administrative Controls*

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

### *Policies*

1. Telecommuting
2. Proactive Infection Plan
3. Emergency Sick Leave

### *Physical and Facility Controls*

1. None

### **Library Operations at this Level of Service**

#### Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's Telecommuting Policy at this service level.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use. If masks are lost or worn out, the library will take responsibility for replacing them.
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 for limited services that will require PPE and other measures to increase staff and public safety. Training topics will include employee and public safety, new library procedures, and the library's Proactive Infection Plan.
5. Library staff will be required to wear their masks any time they are within six feet of another person except when doing so would inhibit or otherwise impair the patron's health.
6. Library staff time will be staggered (one staff member at a time in the building) to allow social distancing.
7. 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 afterward.

#### Entrance to the Library Building

Entrance to the building will be restricted to staff performing the operations outlined at this service level or obtaining supplies needed to work at home, as well as to essential visitors.

#### 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 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, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks and maintaining social distance. 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. If possible, ventilation will be increased in these spaces when occupied by more than one staff member.
5. Restrooms will not be open to the public.
6. Study areas 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

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

### Circulation

#### *Patrons Borrowing Materials*

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

#### *Patrons Returning Materials*

1. The library will take returns through the book drop. If the library cannot take returns, the book drop will be locked, and a sign will be posted on the book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours.
3. Staff handling returned materials from book drops will use PPE including mask (required) and gloves (optional) and will wash hands after handling materials.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before being handled, checked in, or shelved in the collection or on the holds shelf. **Please note: MHLS delivery bins cannot be used to quarantine materials.**
6. When checking in materials using Sierra at this level of service, Sierra Notices should not be sent.

#### *Patron Holds*

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

### MHLS Delivery

1. MHLS delivery may not operate at regular intervals due to restrictions at this service level.
2. MHLS may run delivery operations in special cases at this service level, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials, and these boxes will be clearly labeled as outgoing materials.
5. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and 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, social media, phone calls, mail, or email to communicate with patrons about library services and provide support in tones appropriate to the current climate.
3. When possible, library phone numbers will be routed to library staff to answer patron questions regarding library services, resources, and general reference queries. If calls cannot be routed, voicemail will be set up and regularly checked for messages and followed up on.
4. U.S. postal mail will be forwarded to an appropriate address when possible. Delivery companies like FedEx or UPS will be notified of the building closure and arrangements will be made to hold or safely receive deliveries.

### Library Programming and Events

1. In-person library programming and events will be suspended at this service level according to New York State Executive Orders.
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.
2. Accommodations to Open Meetings Law such as transcripts and recordings of meetings required to conduct meetings via teleconference will be observed using software such as GoToMeeting. These will be provided by request or as otherwise directed by the Committee on Open Government and relevant NYS Executive Orders.

### Outreach and Engagement

1. Library staff will work and meet and connect remotely with community partners to collaborate on providing support for the community.

2. Library staff will not attend in-person community meetings or meetings of other organizations.

#### Materials Purchasing and Processing

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

#### Home Delivery

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

#### Bookmobiles and Mobile Library Services

Materials will not be distributed from these mobile service points at this service level.

#### Meeting and Study Areas

The Cultural Center and study areas will not be open to the public at this service level.

#### Public Computer Use

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

#### Internet Access

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

#### Technology Help

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

## **SERVICE LEVEL B:**

### **Curbside Service**

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

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

The World Health Organization and the Northeast Document Conservation Center report that the most common vehicle for transmitting COVID-19 is through person-to-person contact. They also report that COVID-19 may live on paper and cardboard for up to 24 hours and on plastic and other surfaces for up to 72 hours, and it may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. Physical library materials will be handled and processed with these risks and timelines in mind. At this level of service, all staff whose work can be completed from home will telecommute according to the library’s Telecommuting Policy. The library will provide staff working at the library facility with necessary PPE.

#### *Services Offered*

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

#### *Considerations for Safe Operations and Services at this Service Level*

##### *Availability of PPE and Cleaning and Disinfection Supplies*

5. Reusable cloth facemasks
6. Disposable gloves
7. Disinfectant cleaners
8. Hand sanitizer

##### *Administrative Controls*

1. Telecommuting
2. Social distancing
3. Regular handwashing

4. Staff training on employee and public safety related to COVID-19
5. Staff training on PPE use
6. Employee Screening: Staff will submit an online form before each shift.
7. Appointing COVID-19 workplace Coordinator Director
8. Limiting access to building: Only staff, Director and Board members will have access to the building .
9. Minimizing face-to-face interactions, with only one person in the building at most times. However, there may be a supervisor in a separate area of the building.

#### *Policies*

- 1.** Telecommuting
- 2.** Proactive Infection Plan
- 3.** Emergency Sick Leave
- 4.** Meeting Room
- 5.** Employee Dress Code
- 6.** Patron Conduct
- 7.** Computer Use

#### **Library Operations at this Level of Service**

##### **Library Staff**

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy. 50% of regularly scheduled staff will be in the building at a time and will maintain social distance.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if masks are lost or worn out, the library will take responsibility for replacing them.
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and will maintain an adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures for limited services that will require PPE and other measures to increase staff and public safety. Training topics will include employee and public safety, new library procedures, and the library's Proactive Infection Plan.
5. Library staff will be required to wear their masks any time they are within six feet of another person except when doing so would inhibit or otherwise impair the patron's health.
6. In-person gatherings of staff will be limited as much as possible to video and teleconferencing.
7. Staff should disinfect shared equipment before and after each use followed by hand hygiene.
8. Staff will disinfect shared equipment and workstations at the end of their shifts.

9. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19. These include including telecommuting arrangements according to the library's Telecommuting Policy and assigning them tasks that reduce contact with patrons and other staff.
10. 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.

#### Entrance to the Library Building

1. Entrance to the building will be restricted to staff performing the operations outlined at this service level or obtaining supplies needed to work at home, as well as to essential visitors such people making deliveries or repairs.
2. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.

#### Facilities

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, excluding deliveries that are performed with appropriate PPE or through contactless means.
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.
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.
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. If possible, ventilation will be increased in these spaces when occupied by more than one staff member.
6. Restrooms will not be open to the public.
7. The Cultural Center and study areas 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.
9. Signage will be posted in staff areas to encourage PPE best practice, including good handwashing and social distancing.

#### Cleaning

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

2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*.
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, and touch screens will be cleaned and disinfected daily.
4. Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily.
5. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
6. Staff areas will be cleaned and disinfected daily.
7. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log.

## 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 post signage to reserve parking spaces near the main/rear door for curbside pickup.
4. The library will use tables, car trunks or other means that avoid direct hand-off to patrons for curbside pickup. Patrons will call or email their requests and be notified when items are ready to be picked up. They will set an appointment time and will be required to call when they arrive in the parking lot. A staff member will carry the items in a paper bag with the patron's name and printed receipt and leave the materials either in the patron's open trunk or on a table. The patron will then wait until the staff member is back in the building before leaving their car to retrieve their items.
5. The library will provide staff with training on curbside pickup procedure.
6. Staff will sanitize hands before and after transferring materials.
7. Staff interacting with patrons will practice regular handwashing.
8. Patrons will not be allowed in the building.

### *Patrons Returning Materials – Book Drop Only*

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours.
3. Staff handling returned materials from book drops will use PPE including mask and gloves, and will practice regular hand after handling materials.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.

5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before being handled, checked in, or shelved in the collection or on the holds shelf.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS.
7. Library staff will not receive returns from patrons directly.

#### *Patron Holds*

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

#### *MHLS Delivery*

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

#### *Communications*

1. The library will communicate with library staff using Workplace, designated email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support.
3. Patron questions by telephone regarding library services, and resources will be answered by staff at the library.
4. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.

#### *Library Programming and Events*

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

#### Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to accommodate social distancing.

#### Outreach and Engagement

Library staff will work and meet 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.
3. New materials received will be sequestered for 24 hours before unpacking and processing.

#### Bookmobiles and Mobile Library

Materials will not be distributed from these mobile service points at this service level.

#### Public Computer Use

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

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

## **SERVICE LEVEL C:**

### **Limited Access to Library Building**

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

#### *Services Offered*

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

#### *Considerations for Safe Operations and Services at this Service Level*

##### *Availability of PPE and Cleaning and Disinfection Supplies*

1. Reusable cloth facemasks
2. Disposable gloves
3. Disinfectant cleaners
4. Hand sanitizer

##### *Administrative Controls*

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

##### *Policies*

1. Telecommuting
2. Proactive Infection Plan
3. Emergency Sick Leave
4. Meeting Room Use

5. Employee Dress Code
6. Patron Conduct Policy
7. Computer Use Policy

#### *Physical and Facility Controls*

1. Front/Circulation desk has been moved inside a room with a plexiglass window that will be modified to have a space for material to be passed through by patrons.
2. Floor markings and signage will help with social distancing in staff areas and areas of patron interaction. Tape will be used to mark the floors for distancing and patron traffic flow. Signage regarding physical distancing, cleaning work stations, and handwashing will be posted.

#### **Library Operations at this Level of Service**

##### **Library Staff**

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out, the library will take responsibility for replacing them.
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 for limited services that will require PPE and other measures to increase staff and public safety. Training topics will include employee and public safety, new library procedures, and the library's Proactive Infection Plan.
5. Library staff will be required to wear their masks any time they are within six feet of another person except when doing so would inhibit or otherwise impair the patron'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 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 will avoid sharing equipment such as computers and phones when possible. Staff will disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shifts.
12. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 including telecommuting arrangements according

to the library's telecommuting policy and assignments of tasks that reduce contact with patrons and other staff whenever possible.

13. 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.

#### Entrance to the Library Building

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

#### Facilities

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area, excluding deliveries that are performed with appropriate PPE or through contactless means and 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.
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.
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. If possible, ventilation will be increased in these spaces when occupied by more than one staff member.
6. Restrooms will be open to the public.
7. Study areas will not be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
12. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.

13. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
14. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
15. Markers and signage will be put in place to encourage social distancing while waiting for library services.
16. Markers and signage will be put in place to encourage one-way foot traffic in the building.

### Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s *"Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes."*
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, sinks, and touch screens will be cleaned and disinfected daily.
5. Restrooms will be available for use by staff. 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.
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log.
9. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, and touch screens will be cleaned and disinfected daily more frequently as outlined below.
10. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons.

### 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 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, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup. Patrons will call or email their requests and be notified when items are ready to be picked up. They will set an appointment time and will be required to call when they arrive in the parking lot. A staff member will carry the items in a paper bag with the patron's name and printed receipt and leave them either in the patron's open trunk or on a table. The patron will then wait until the staff member is back in the building before leaving their car to retrieve their items.
6. Staff interacting with patrons will be provided by the library with PPE including mask and gloves. The library will provide them with training on proper use of the PPE to ensure employee and public safety related to COVID-19.
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize their 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.

#### Browsing and Circulation Desk Checkout

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

### *Patrons Returning Materials*

#### *Book Drop Only*

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours.
3. 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. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before being handled, checked in, or shelved in the collection or on the holds shelf. **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.
7. Library staff will not receive returns from patrons directly.

#### *Patron Holds*

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

#### *MHLS Delivery*

1. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
2. Library staff will wear masks when handling items from the delivery system.

#### *Communications*

1. The library will communicate with library staff using Workplace or designated email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and to provide support.
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. 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 in this phase.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in person.

### Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to 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.

### Materials Purchasing and Processing

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

### Study Areas

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

### Public Computer Use

1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. Four rather than the usual seven public computers will be available at this time.
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.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
6. Staff will disinfect computer equipment patrons have contacted after each use including mouse, keyboard, CPU housing, monitor bezel.
7. Hand sanitizer will be available for patrons to use before and after using public computers.
8. Printer/Copier/Fax machine will be handled by staff only.

### 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

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

### Business Affirmation

The library must affirm using the form at the link below that they have reviewed and understand the state-issued industry guidelines, *INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* and that they will implement them.

## **SERVICE LEVEL D:**

### **Reopening with Social Distancing**

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

#### *Services Offered*

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. 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. 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
2. Disposable gloves
3. Disinfectant cleaners
4. Hand sanitizer

##### *Administrative Controls*

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

##### *Policy*

1. Telecommuting
2. Proactive Infection Plan
3. Emergency Sick Leave
4. Meeting Room Use
5. Employee Dress

6. Patron Conduct
7. Computer Use Policy

#### *Physical and Facility Controls*

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

#### **Library Operations at this Level of Service**

##### Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use. If masks are lost or worn out, the library will take responsibility for replacing them.
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 topics will include use of PPE, employee and public safety, new library procedures, and the library's Proactive Infection Plan.
5. Library staff will be required to wear their masks any time they are within six feet of another person except when doing so this would impair the patron'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 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 and workstation at the end of their shifts.
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 including telecommuting arrangements according to the library's telecommuting policy and assigning tasks that reduce contact with patrons and other staff.

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.

#### Entrance to the Library Building

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

#### Facilities

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area, excluding people making deliveries that are performed with appropriate PPE or through contactless means, and patrons. Patrons 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.
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.
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. If possible, ventilation will be increased in these spaces when occupied by more than one staff member.
6. Restrooms will be open to the public.
7. Study areas will be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Public areas will be arranged to enforce social distancing including removing chairs from tables and removing some computers.
11. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
12. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
13. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.

14. Markers and signage will put in place to encourage social distancing while waiting for library services.
15. Markers and signage will put in place to encourage one-way foot traffic in the building.
16. Furniture will be moved or removed to encourage social distancing in study areas.

#### Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s *"Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes."*
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*.
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, and touch screens will be cleaned and disinfected daily.
4. Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily.
5. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
6. Staff areas will be cleaned and disinfected daily.
7. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log.
8. 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.
9. Study areas will be cleaned frequently along with high contact areas.

#### 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 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, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
  - a. Patrons will call or email their requests and be notified when items are ready to pick-up. They will set an appointment time and will be required to call when they arrive in the parking lot. A staff member will carry the items in a paper bag with

the patron's name and printed receipt and leave either in the patron's open trunk or on a table. The patron will then wait until the staff member is back in the building before leaving their car to retrieve their items.

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. The library will provide staff with training on curbside pickup procedure.
7. Staff will sanitize hands before and after transferring materials.
8. Staff interacting with patrons will practice regular handwashing.
9. Patrons will not be allowed in the building.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

#### Browsing and Circulation Desk Checkout

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

#### *Patrons Returning Materials*

##### Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours.
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including after handling materials.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before being handled, checked in, or shelved in the collection or on the holds shelf.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS.

7. Library staff will not receive returns from patrons directly.

#### *Patron Holds*

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

#### *MHLS Delivery*

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

#### *Communications*

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

#### *Library Programming and Events*

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

#### *Governance and Board Operations*

1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to 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 be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New books received will be sequestered for 24 hours before processing.
4. New DVD's received will be sequestered for 72 hours before processing.
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

### Home Delivery

1. The library will provide home delivery services according to its home delivery policy in this phase.
2. Staff handling home delivery materials will use PPE including gloves and mask.
3. Materials will be left on the doorstep for the home delivery patron to pick up.
4. Staff will not hand materials to home delivery patrons.

### Bookmobiles and Mobile Library

1. The library will use bookmobiles and mobile service points to provide mobile internet to geographic areas that are in need.
2. Materials will be distributed from these mobile service points in this phase using physical barriers or social distancing and PPE.

### Study Areas

1. Browsing materials will be treated as returned materials outlined in this phase.
2. Study areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing. Study areas will be disinfected twice daily.

### Public Computer Use

1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. 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.
3. Staff unable to use social distancing while assist patrons with public computers will use PPE including mask and gloves.

4. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
5. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, and monitor bezel.
6. Printer/ copier/ Fax machine will be handled by staff only.
7. Hand sanitizer will be available for patrons to use before and after using public computers.

#### Internet Access

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

#### Technology Help

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

## **SERVICE LEVEL E:**

### **Reopening with Social Distancing**

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

#### *Services Offered*

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. 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. 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
2. Disposable gloves
3. Disinfectant cleaners
4. Hand sanitizer

##### *Administrative Controls*

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

##### *Policies*

1. Telecommuting
2. Proactive Infection Plan
3. Emergency Sick Leave

4. Meeting Room Use
5. Employee Dress Code
6. Patron Conduct
7. Computer Use

#### *Physical and Facility Controls*

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

#### **Library Operations at this Level of Service**

##### **Library Staff**

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if masks are lost or worn out the library will take responsibility for replacing them.
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. They will receive training on PPE, employee and public safety, new library procedures, and the library's proactive infection plan.
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 patron'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 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 and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 including telecommuting arrangements according

to the library's telecommuting policy and tasks that reduce contact with patrons and other staff.

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.

#### Entrance to the Library Building

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

#### Facilities

1. The library will maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area, excluding people making deliveries that are performed with appropriate PPE or through contactless means; This also excludes patrons, who may be encouraged to provide contact information to be logged but are not mandated to do so.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels.
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.
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. If possible, ventilation will be increased in these spaces when occupied by more than one staff member.
6. Restrooms will be open to the public.
7. Study areas will be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing some computers.
12. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.

13. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
14. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
15. Markers and signage will be put in place to encourage social distancing while waiting for library services.
16. Markers and signage will be put in place to encourage one-way foot traffic in the building.
17. Furniture will be moved or removed to encourage social distancing in study areas.
18. Library programming and event setup will encourage social distancing.

### Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s *"Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes."*
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, sinks, and touch screens will be cleaned and disinfected daily.
5. Restrooms will be available for use by staff. 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.
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log.
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.
10. Study areas will be cleaned frequently along with high contact areas.
11. Surfaces contacted by patrons at library programs will be cleaned and disinfected after the program.

## 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, give instructions for pickup, and tell 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, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
  - a. Patrons will call or email their requests and be notified when items are ready to pick-up. They will set an appointment time and will be required to call when they arrive in the parking lot. A staff member will carry the items in a paper bag with the patron's name and printed receipt and leave either in the patron's open trunk or on a table. The patron will then wait until the staff member is back in the building before leaving their car to retrieve their items.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of PPE.
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing.
10. Patrons will not be allowed in the building.
11. Staff will disinfect surfaces patrons contacted after each library materials transaction.

#### Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to reshelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.
6. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out.
7. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE.
8. The library will provide staff with training on checkout procedure.

9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

### *Patrons Returning Materials*

#### *Book Drop Only*

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours.
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing after handling materials.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before being handled, checked in, or shelved in the collection or on the holds shelf.
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS.
7. Library staff will not receive returns from patrons directly.

#### *Patron Holds*

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

#### *MHLS Delivery*

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

#### *Communications*

1. The library will communicate with library staff using Workplace, designated email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support.
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.

4. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
5. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

#### Library Programming and Events

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

#### Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to 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 attending in-person community meetings or meetings of other organizations will be encouraged to practice social distancing guidelines at the meeting.
3. Library staff will be encouraged to follow the same procedure for masks and social distancing when attending meetings in the community.

#### Materials Purchasing and Processing

1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New materials received will be sequestered for 24 hours before processing.

#### Study Areas

1. Browsing materials will be handled as returned materials.
2. Study areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing. Study areas will be disinfected twice daily.

### Public Computer Use

1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. 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.
3. Staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves.
4. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
5. Staff will disinfect computer equipment patrons have contacted after each use including mouse, keyboard, CPU housing, and monitor bezel.
6. Hand sanitizer will be available for patrons to use before and after using public computers.
7. Printer/Copier/Fax machine will be handled by staff only.

### 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 in the 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

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