

Covid-19 Library Reopening Service Plan

The following guidelines were approved by the Town of Ballston Community Library Board of Trustees on June 8, 2020 and will be reviewed and revised as updated information is received.

Reopening the Library will be based on a plan that follows county, state, federal, municipal, and CDC guidelines for safe operations, is in coordination with other system libraries, and is contingent on a decision by the Governor to allow non-essential businesses to reopen.

Reopening of the Library must match the capacity of the organization, taking into consideration the health and safety of staff and patrons.

Communication of current protocols will be posted at the Library Building, on the Library Website, and on social media outlets.

Factors that need to be taken into consideration when creating a Library Reopening Service Plan include:

- The Governor lifting the PAUSE and allowing non-essential businesses to reopen.
- Staffing capacity – a recognition that some staff may not be able to return to work immediately due to health, family obligations or choice.
- Cleaning protocols that follow the CDC and state guidelines for cleaning and disinfecting the library building.
- Having the necessary materials and supplies to maintain high hygiene standards.
- Adequate PPE for all staff.
- Installation of droplet contamination protection (i.e. plexiglass/acrylic shields) at all public service desks.
- Physical changes in building for social distancing will be completed including removal of chairs at desks and tables, and rearranging the Community Room for materials return.
- The very real concern that there may be a recurrence which may require an additional closure of the physical building.

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Staff Admission to the Library

When allowed back in the building, the following will be required of staff members until further notice:

- Strict social distancing protocols of being at least 6 feet apart must be followed.
- Staff must wear a mask when working.
- Staff will be provided with masks and gloves to be used.
- Staff must follow established cleaning protocols for their workstations and shared workstations.
- Staff must stay home if they have any symptoms of COVID-19 and follow established return to work protocols, OR if they have a suspected exposure to a person that has tested positive.

Public Admission to the Library

- Members of the public must, until further notice, wear at least a protective mask or cloth covering that covers their nose and mouth while inside the building.
- The Library will not provide masks to the public.
- Social distancing protocols must be followed. As guidelines change, policies will be updated to reflect current recommended protocols.
- Members of the public who refuse to follow these guidelines will be asked to leave the Library. If a patron refuses to comply with Library policy, the authorities may be notified.
- The number of people in the building will be monitored and patrons may be asked to wait to be admitted.

Note – The timing of the Stages is subject to adjustment depending on any guidance from NYS, the Saratoga County Health Department, the Southern Adirondack Library System, the Town of Ballston, as well as any other relevant circumstances, and public response and need. In addition, the above stated guidelines and requirements apply to all the stages outlined in subsequent pages unless otherwise specified. The Library reserves the right, at its discretion, to change, modify, add, or remove portions of the plan. Please check this document periodically for changes.

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STAGE 1: STAFF RETURN TO THE BUILDING/MATERIALS RETURN BEGINS

Operation of the Library is contingent on the State mandates and recommendations that the current health crisis has reached a level that it is safe to resume increasingly "normal" activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.

Staff Hours of Operation

- Hours M-F 9:30am – 4:00pm
- Work from home where possible and approved by their supervisor

Staff in Building

- Staff will wear PPE and follow strict social distancing guidelines
- Staff will be scheduled in shifts and will continue to telework where possible
- Staff will be expected to complete job-specific duties and tasks that may include:
 - Processing new materials that have been delivered
 - Rearranging furniture in building to accommodate social distancing
 - Shifting of collections
 - Training on curbside delivery policies
 - Training on material quarantine/check-in
 - Material quarantine and check-in

Public Hours of Operation

- Library facility will remain closed to the public; no hours open to the public

Number of Public in Building

- 0% of maximum building capacity

Safety Measures – Staff

- Masks must be worn.
- Masks and gloves required for handling recently returned materials.

Materials/Returns

- Returns only.
- Patrons may return library materials between 10:00am-4:00pm.
- The outside book drop will be the only location returns will be accepted.
- A designated area will be used to quarantine returned materials.
Curbside pickup hours will be communicated through appropriate channels in advance.

Services

- Digital only; telephone and email reference and circulation services

Programs

- Remote programming via appropriate virtual channel.

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STAGE 2: STAFF IN BUILDING; NO PUBLIC

Operation of the Library is contingent on the State mandates recommendations that the current health crisis has reached a level that it is safe to resume increasingly “normal” activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.

Staff Hours of Operation

- Hours M-F 9:30am – 4:00pm
- Work from home where possible, and approved by their supervisor.

Staff in Building

- Staff will wear PPE and follow strict social distancing guidelines
- Staff will be scheduled in shifts and will continue to telework where possible
- Staff will be expected to complete job-specific duties and tasks that may include:
 - Processing new materials that have been delivered
 - Rearranging furniture in building to accommodate social distancing
 - Shifting of collections

Public Hours of Operation

- Library facility will remain closed to the public
- Curbside pickup only

Number of Public in Building

- 0% of maximum building capacity

Safety Measures – Staff

- Masks must be worn.
- Masks and gloves required for materials handling and curbside pickup
- Workstations cleaned before and after shifts
- Frequent handwashing

Materials / Returns

- Patrons may return library materials between 10:00am-4:00pm.
- The outside book drop will be the only location returns are accepted.
- A designated area will be used to quarantine returned materials.
- Curbside pickup hours will be communicated through appropriate channels in advance.

Services

- Digital only; telephone and email reference and circulation services

Programs

- Remote programming via appropriate virtual channel.

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STAGE 3: OPENING OF THE LIBRARY BUILDING TO PUBLIC

Operation of the Library is contingent on the State mandates and recommendations that the current health crisis has reached a level that it is safe to resume increasingly "normal" activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.

Staff Hours of Operation

- Hours M-F 9:30 - 5:00pm, Sat. 9:30 - 2:00pm
- Work from home where possible and approved by their supervisor.

Staff in Building

- Staff will wear PPE and follow strict social distancing guidelines
- Staff will be scheduled in shifts and will continue to telework where possible
- Staff will be expected to complete job-specific duties and tasks that may include:
 - Processing new materials that have been delivered; curbside delivery
 - Rearranging furniture to accommodate social distancing
 - Shifting of collections

Public Hours of Operation

- 10:00am – 5:00pm Monday- Friday, Saturday 10:00am – 2:00pm
- Curbside pickup

Number of Public in Building

- 57 members of the public at a time (50% building capacity)
- Public will be allowed into the building to order and pick up materials, use computers, copier
- Numbers of public in the building will be limited and monitored at the entrance

Safety Measures – Staff

- Masks must be worn.
- Masks and gloves required for materials handling and curbside pickup
- Workstations cleaned before and after shifts
- Frequent handwashing

Safety Measures – Public

- Patrons must wear mask to enter building
- Accommodations made for ADA

Materials / Returns

- Patrons may return library materials anytime.
- The outside book return will be the only place returns will be accepted.
- A designated area will be used to quarantine returned materials.
- Curbside pickup hours during hours of operation

Services

- All service desks operational
- Check out at Circulation Desk

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- Telephone, email reference and circulation services
- No meeting room use
- Public computers will be available (half of total stations removed)
- Study tables will be available for single use only
- No toys or iPads in Children's Library

Programs

- Remote programming via appropriate virtual channel.

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STAGE 4: REGULAR HOURS

Operation of the Library is contingent on the State mandates and recommendations that the current health crisis has reached a level that it is safe to resume increasingly "normal" activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.

Staff Hours of Operation

- Regular hours
- Work from home where possible and approved by their supervisor.

Staff in Building

- Staff will wear PPE and follow strict social distancing guidelines
- Staff will be scheduled in shifts and will continue to telework where possible
- Staff will be expected to complete job-specific duties and tasks that may include:
 - Processing new materials that have been delivered; curbside delivery
 - Rearranging furniture in building to accommodate social distancing
 - Shifting of collections

Public Hours of Operation

- Regular hours
- Curbside pickup

Number of Public in Building

- 57 members of the public at a time (50% building capacity)
- Public will be allowed into the building to order and pick up materials
- Numbers of public in the building will be limited and monitored at the entrance

Safety Measures - Staff

- Masks must be worn.
- Masks and gloves required for materials handling and curbside pickup
- Workstations cleaned before and after shifts
- Frequent handwashing

Safety Measures - Public

- Patrons must wear mask to enter building
- Accommodations made for ADA

Materials / Returns

- Patrons may return library materials anytime.
- The outside book return will be the only location returns are accepted.
- A designated area will be used to quarantine returned materials.
- Curbside pickup hours during open hours

Services

- All service desks operational
- Check out at Circulation Desk

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- Telephone and email reference and circulation services
- No meeting room use
- Public computers will be available (half of stations removed)
- Study tables will be available for single use only

Programs

- Remote programming via appropriate virtual channel.

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STAGE 5: LIMITED PROGRAMMING

Operation of the Library is contingent on the State mandates and recommendations that the current health crisis has reached a level that it is safe to resume increasingly "normal" activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.

Staff Hours of Operation

- Regular hours
- Work from home where possible

Staff in Building

- Staff will wear PPE and follow strict social distancing guidelines
- Staff will be scheduled in shifts and will continue to telework where possible
- Staff will be expected to complete job-specific duties and tasks

Public Hours of Operation

- Regular hours
- Curbside pickup by appointment

Number of Public in Building

- 57 members of the public at a time (50% building capacity)
- Public will be allowed into the building to order and pick up materials
- Numbers of public in the building will be limited and monitored at the entrance

Safety Measures - Staff

- Masks must be worn.
- Masks and gloves required for materials handling and curbside pickup
- Workstations cleaned before and after shifts
- Frequent handwashing

Safety Measures - Public

- Patrons must wear mask to enter building
- Accommodations made for ADA

Materials / Returns

- Patrons may return library materials during open hours.
- The outside book drop will be the only location returns are accepted.
- Curbside pickup hours during open hours.

Services

- All services

Meeting Rooms

- Limited to groups of not more than 10 in meeting rooms

Programs

- Remote programming via appropriate virtual channel.
- Library programming begins on a limited basis with hard caps for attendance (beginning no earlier than September).

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STAGE 6: FULL OPERATION

Full operation of the Library is contingent on the State recommendation that the current health crisis has reached a level that it is safe to resume “normal” activities. At such a time, the Library will resume its regular, pre-COVID-19 hours and work schedule.

Due to the possibility of a recurrence of COVID-19 in the fall, the following precautionary measures are recommended to be continued until at least the end 2020.

- Opening of the building will follow any county, state, federal “back to work” guidance
- Social distancing of computers and equipment
- Social distancing of study tables by removing chairs and re-positioning tables
- Floor markings at service desks to separate patrons from each other and from staff
- Signage asking patrons to wash hands before and after using library equipment
- No toys in public spaces
- Plastic keyboard covers will be put on public computers
- Make sure all surfaces are wiped down before and after programs
- Staff to wash hands before and after desk shifts and programs.
- All devices with hard surfaces (playaways, puzzles, etc) should be wiped down when returned.
- Procedures for processing returned materials will be developed based on best guidance for materials handling.
- Facilities staff will clean daily.
- Consider banning food from the library for a period of time depending on FDA and state guidelines.