



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Memo: To East Greenbush Community Library Board of Trustees
From: Jill Dugas Hughes, Director
Date: March 12, 2020 (#1), Revised April 15, 2020 (#2)
Re: COVID-19/Health Risk Scenarios- Continuation of Service Plan (Update #2)

Continuation of Services Plan

The purpose of this memo is to share our Continuation of Service Plan that will be put into place in the event the library needs to close or modify services due to COVID-19 or other unusual health situations to ensure the safety and overall well-being of community members and staff.

The library director will be the chief spokesperson for the library, communicating internally with the staff and board, as well as the public.

In times of normally elevated health risk *(example: a typical flu season)*

- Library staff will be reminded of general health practices, using guidance from the Center for Disease Control (CDC).
- Signage encouraging proper handwashing will be posted in the restroom, and various locations in the library. Hand sanitizer and tissues will be available to the public.
- Staff will regularly disinfect commonly-used hard surfaces following protocols recommended by the CDC.

In times of unusually elevated health risk *(example: cases of a new or especially virulent disease are present in our general area (COVID-19)).*

- In addition to all of the above;
- Director and Board of Trustees will continually monitor information from trusted health sources to determine which actions are most appropriate.
- Staff may communicate inside and outside of library, messages encouraging patrons/staff to practice general health best practices and any other health practices recommended by the CDC that may help slow the spread of a particular disease.
- Staff may communicate both inside and outside of the library, messages encouraging patrons not to use the library facility if they are experiencing symptoms of infectious disease
- Staff will institute procedures to limit person-to-person contact with others (follow 6 feet guidelines by CDC).
- Collections deemed as presenting an elevated risk of spreading disease may be temporarily removed from public spaces
- Staff will evaluate programs for the possibility of spreading disease; programs may be altered to lessen the risk of spreading disease, or programs may be cancelled or rescheduled

- Library may temporarily offer additional service options in order to meet the needs of those who might wish to avoid entering the library (ex. Encourage use of drive thru window services)
- If practical and appropriate, protective gear (and training for the use, removal, and proper disposal of such gear) may be made available to staff members to prevent the spread of disease.
- Library outreach services may be temporarily suspended.
- Public use of the meeting rooms may be temporarily suspended.
- Patrons will be made aware of any changes to the library's modes of operation through as many channels as possible.
- Staff schedules may be staggered to accommodate social distancing and tracing. Only scheduled staff will be allowed in the building.
- Consider the temporary suspension of volunteer services.
- Limited use of building.
- Consider limited hours to accommodate staggered staff schedule.
- Institute a single point of service for material returns.
- Follow any CDC or DOH guidelines, including the use of PPE, cleaning protocols, etc. Institute staff training at the beginning of each shift to go over protocols and reminders.
- Staff will be encouraged to telecommute where possible (particularly employees who are member of at-risk populations)
- Consider restrictions on shared use of technology/devices (phones, keyboards, etc.)

In times of a severe health risk (example: East Greenbush Central Schools are closed in response to the presence of a new or especially virulent disease in our community)

- All of the above in addition to:
- The library director and board of trustees will follow the guidance and actions of government entities (federal, state, county, town), local school districts, and UHLS in determining whether the library should be temporarily closed to the public due to health concerns.
- The library will be closed to the public if we don't have enough staff to open and operate due to callouts for sickness. This decision will be made by the director and implemented immediately.
- If it is determined that the library will be closed to the public due to health concerns, all East Greenbush Community Library employees shall receive pay for the hours they had been originally scheduled to work for the duration of the closure.
- Some maintenance staff will return to duty while practicing social distancing.
- Some administrative duties requiring access to the building are allowed (business, director, IT)
- Although many library services are out of reach if the library facility is closed, there are some resources the library may continue to provide:

Services to the Public

- Digital Materials (eBooks, eAudiobooks, eMagazines, eVideos, eMusic) can be borrowed online and downloaded/streamed to personal devices and computers via the library website and related mobile apps.
- Databases can be accessed from the library website
- Staff will provide live reference questions via phone (main library number- 518-477-7476) and email (circ@eglibrary.org) during the following schedule:

1pm-8pm Mondays & Wednesdays

10-8pm Tuesdays & Thursdays

All other calls and emails will be responded to on weekdays within 24 hours.

- We will curate educational, entertainment, and literacy resources (videos, tutorials, book suggestions, etc.) for people to use at home and post them on our website.
- We will increase our social media and virtual presence.
- In the event of a closing lasting more than one week, we will share videos of staff doing storytimes (and possibly other programs) on social media channels.
- Updates about the closure and library's efforts will be regularly communicated through the website, email, and social media channels.

Staffing to Implement these Services

- We are ready to purchase additional eMaterials, that can be restricted to East Greenbush Community Library patrons only, once the decision to close is made.
- Essential staff have been identified and will be in regular contact during the closure to ensure services are working as intended. Every seven days, this team will meet and a determination will be made whether a longer closure is required.
- Library staff will be given the proper equipment, as needed, to ensure phone calls and emails can be answered.
- Most staff will be asked to work from home on ongoing or future library projects during a closure.
- Library staff will collaborate using Microsoft Teams software and other remote work tools as necessary.
- The library may temporarily redirect phone service to a library staff member for troubleshooting issues with digital collections access, handling research requests, and responding to questions from the public.
- The director will work closely with the Upper Hudson Library System, department heads, and library board to put together a phased re-opening plan.