



## Director's Report – March 2020

*Submitted April 21, 2020 by Jill Dugas Hughes*

As I reflect on how much has changed since the beginning of March before the COVID-19 pandemic came to our community, I am humbled. In just over a month, the roadmap for 2020 took an unexpected turn. Very few things previously planned remain, and we have re-envisioned how we provide library services at record speed. We remained true to our mission: to serve as a community center for lifelong learning, with access to a broad range of ideas and information through traditional and emerging resources to meet the intellectual, recreational and cultural needs of East Greenbush residents.

- March 1, the Governor announce the first confirmed case of the virus in New York State.
- March 2, new cleaning protocols for schools and public transportation were announced.
- March 3, the outlook still seemed to be well within management, there was another positive case announced and the Governor signed a \$40 million emergency management authorization.
- March 4, SUNY announced the cancellation of study abroad programs in high risk countries.
- By March 5, there were 22 confirmed cases, however none were in the Capital District.
- March 6, the Department of Health announced new testing guidance, as well as quarantine and isolation guidance.
- On March 7, NYS cases increased to 89; 2 of which were in Saratoga County, and the Governor announced a State of Emergency.
- March 8, the Governor encouraged working from home and avoiding densely populated spaces whenever possible. This is the date where we began responding to the emerging pandemic in earnest. We increased cleaning of high touch points at the library, instructed staff on new protocols recommended by CDC, moved furniture to increase social distancing, and began creating a list of technology infrastructure needs to prepare for working remotely. We implemented previously unthought of protocols at service desks such as asking patrons to hold their own library cards for scanning, encouraging the use of drive-thru window services, and only serving pre-packaged food. We posted flyers at service desks and restrooms with proper handwashing protocols.
- On March 9, 142 cases in New York were announced.
- On March 10, food-related programming at the library was cancelled.
- March 11, Governor Cuomo announced a new cooperative effort with New York business leaders to voluntarily implement telecommuting protocols. Staff were reminded of the emergency closing procedures which would be immediately put into place upon notification of a patron or staff member testing positive. Additional signage was created to request that patrons clean the computers after use and to encourage patrons to use the drive-thru window services. Additionally, we implemented additional procedures for notification of any onset illness for staff.



- March 12, the state announced limits on mass gatherings; events with 500+ were cancelled/postponed. Events with less than 500 attendees were directed to cut capacity to 50 percent.
- March 13, 325 total cases were confirmed in New York State, and we saw the first case in Albany County. As a result, we suspended all library programs- for all age groups- as well as the use of our meeting spaces by outside groups, and all donations. At this time, the library still remained open, however, we asked library visitors to stay home if they are sick, use hand sanitizer upon entering, and to begin using the library for core information services, and not as a community gathering space. We removed many computers from service (4 in adult and 1 in youth services remained). Laptop use was encouraged, and the guest pass restriction for laptops was removed for the duration of public reduced computer availability. Inter-library loan (outside of UHLS) was suspended. The Continuity of Services Plan was distributed to the Board. All library fines have been suspended until further notice. Staff were instructed on how to access their work computer remotely.
- March 14, the library was closed to the public; except for drive-thru window services. Hours: Saturday, 10-5, Sunday 1-5.
- March 15, 729 cases confirmed in New York State.
- March 16, transitioned to M-F only drive-thru window services. 10-6. The Governor announced that crowd capacity for recreational and social gatherings is limited to 50. At 8pm, restaurants and bars transitioned to take-out only services. Movie theaters, gyms, and casinos closed. East Greenbush Schools closed for the day so that staff can meet and prepare for distance learning. Effective at 6pm, library officially closed to the public. Book-drop and drive-thru window service suspended. The library building is closed to all except for 1-3 staff daily (essential work only). Staff were directed to work on projects from home. Essential staff have been set up for telework. Staff will continue to be paid for their regularly scheduled hours. Staff will work together to brainstorm ways to build community (amongst each other and with the greater community) digitally. The library will prioritize digital lending and allocate more financial resources. The building will continue to be monitored. I will remain in regular contact with staff, library board, UHLS directors, and town leaders. The financial business of the library will continue and all finances will be paid via "off-warrant." The March board meeting is cancelled.
- March 17, began getting information out to the community on how to apply for library cards online, so they can access all the online resources. UHLS has made all online temporary cards 90 days instead of 10. Delivery service has been halted. Expired library cards will be renewed automatically. Staff were notified that we would use Microsoft Teams (part of the Microsoft Suite that we already had access to, but never used) as our primary communication tool. Training videos and quick start guides were distributed along with notification that more information would be coming on how this tool would be implemented. Department Heads worked with individual staff to communicate work from home initiatives. The Governor announced comprehensive paid sick leave for quarantined workers.
- March 18, the Governor announced the temporary closure of all indoor portions of retail shopping malls, amusement parks, and bowling alleys, effective 8pm.
- March 20, the Governor announced the temporary closure of barber shops, nail and hair salons, and related personal care services. He also announced that effective 8pm on Sunday, 100% closure of non-



essential businesses (exceptions made for essential services such as groceries and healthcare).  
Statewide total cases 7,102.

- March 23, Statewide total cases increased to 20,875
- March 29, Governor announced that the shut-down will continue for another two weeks, through April 15. Statewide total cases increased to 59,513
- April 6, Shutdown for schools and non-essential businesses will continue for another two weeks, through April 29. Total confirmed cases statewide increased to 130,689.
- April 12, Governor announced executive order requiring employers to provide masks for employees who work with the public. The library ordered masks.
- April 15, Governor announced requirement for all people in New York to wear masks in public. Total confirmed cases 213,779.
- April 16, Governor announced “Pause” extended until May 15. Total confirmed cases statewide increased to 222,284.

I am incredibly proud of the work of the East Greenbush Community Library staff over the past month. In response to the COVID-19 pandemic, we have instituted the following initiatives:

- Extended online renewal policies
- Expanded online checkout services
- Added virtual programming, many of which will likely continue once we reopen. We have been heartened by the community response!
- Added phone, email, and chat reference/help desk services
- Added access to digital services for library cards registered online
- Began online library card registration campaign
- Providing a list of non-COVID-19 online resources (activities to do at home etc.)
- Fine forgiveness
- Wifi services in the library parking lot 24/7
- Creating and publicizing virtual staff recommendations for books
- Supplying books for YMCA childcare program at Goff MS for children of essential workers
- Updated library website to make most relevant information readily accessible
- Expanded social media footprint to provide timely information and to build community virtually
- Promoting Census virtually
- Making personal outreach calls to patrons
- All staff were given the option to work from home and be paid. 100% of full-time staff and the majority of part-time staff have chosen to work from home. Staff are collaborating daily through the Teams software and learning new skills at a record pace.
- We are working on a safety plan and re-opening plan. I am serving on the UHLS committee to recommend best practices for reopening for UHLS libraries.
- Hoopla services are now available for all UHLS patrons.
- Weekly eNewsletter



Thank you for your continued support. I encourage you to read the department reports to see more detailed information for March activities. Now that we have our “new reality and infrastructure” up and running, I have been encouraging staff to slow down and try to pace themselves. It is critical that we make time to take care of our own mental health during this pandemic, so that we can continue to provide exemplary services to the community. We are working on a health and wellness initiative for staff. I have tremendous respect for our team of public servants. Not once have we faltered; but rather, we have come together, evolved, and implemented innovative services for our community. I am humbled and incredibly proud of our team.

## Reference Department Report – March 2020

*Submitted by Elizabeth Putnam*

### Highlights

- We were able to offer 16 program sessions between 3/1 and 3/12. Twenty-seven programs that were scheduled to occur between 3/12-3/31 had to be cancelled, including two sessions of TaxAide, the monthly free movie, and the Murderous March Confab.
- Adult Services staff are working on the following projects from home:
  - Contributing to the library’s weekly e-newsletter and social media presence
  - Gathering themed groupings of virtual library content to share with patrons (ex. Books from Hoopla paired with an activity or exercise)
  - Creating a Monday night Facebook book chat event
  - Creating virtual book discussion group(s)
  - Training in Beanstack, the online product we plan to use for summer reading
  - Training in Microsoft Teams, LiveChat, Grasshopper phone service
  - Cancelling and rescheduling live programs; determining ways to transfer some of our programming to an online format
  - Creating a virtual reference service schedule and factsheets for virtual reference staff
  -

### Organizations we partnered with this March to deliver programming:

- AARP TaxAide
- AARP Driver Safety
- Community Loan Fund of the Capital Region
- Greenbush Garden Club
- Questar III

### Professional Development

#### Reference Service

Data is in library building. Will report once we regain building access.



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## March 2020 Programs

(10 programs, 16 sessions, 256 attendees, average attendance per session: 16)

51	AARP TaxAide	3/2/2020
6	ENL: English as a New Language	3/2/2020
22	MVP Tai Chi Moves	3/3/2020
0	Drop-In Tuesday Tech Time	3/3/2020
14	Greenbush Garden Club - Five Rivers Environmental Education Center: A Capital Region Gem	3/3/2020
5	ENL: English as a New Language	3/4/2020
16	Grant Writing Workshop with Community Loan Fund, part 1 of 2	3/5/2020
13	Open Recreation Space	3/6/2020
48	AARP TaxAide	3/9/2020
5	ENL: English as a New Language	3/9/2020
31	AARP Smart Driver Course	3/9/2020
20	MVP Tai Chi Moves	3/10/2020
7	Drop-In Tuesday Tech Time	3/10/2020
5	ENL: English as a New Language	3/11/2020
3	Legal Project Free Legal Consultations	3/11/2020
10	Understanding Alzheimer's and Dementia	3/12/2020



## Resource Sharing & Access Report – March 2020

*Submitted by Dawn Geurds*

### Highlights

- Monday March 16 was the last day the library drive-thru was open to the public.
- Tuesday March 17, the library was totally closed to the public.
- Wednesday March 18, I went into the library and processed the books that had been delivered by mail or UPS.
- Been working from home since Thursday March 19 due to the COVID-19 Pandemic.
- Spring arrived on Thursday March 19 at 11:49 pm.
- Monday March 23, we received 6.1 inches of snow.
- For the most part weather wise, the month of March has been pretty nice.

### Statistics

- Answered 5 reference questions by e-mail.
- Requested 11 ILLS
- Received 7 ILLS
- Sent out 3 ILLS
- 449 items requested within UHLS.
- 2,715 items that were placed on the Hold Shelf.
- 1,474 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 164 expired holds were not picked up by the patrons that requested them.
- (NA at this time) items were found on the library's shelves that were marked lost in transit.
- (NA at this time) items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 165 times.
- Ongoing Booksale made (NA at this time) for the month.
- Library was open 16 days / 140 hours.



## Youth Services Report – March 2020

*Submitted by Molly Chatt*

**Youth Services Department Highlights:** March started out like any other month, with our regular storytimes and programs, planning for yet another summer reading program. Obviously, that has all changed, and the youth services staff is now working from home. We were already working on providing an online Summer Reading Challenge this year through Beanstack, and Jen and Jenna have continued working on creating our program from home. We have posted several virtual storytimes through Facebook, and are working on other virtual programming, including crafts, Lego challenges, and book groups. I have listed some statistics from the one online storytime we had in March below. I did not include the numbers in our spreadsheet, but I have maintained a record of them until we decide which statistics will be included in state reports.

**Tween/Teen Services:** There were 67 teens in the Teen Room during the 8 days the room was staffed in March.

**1000 Books Before Kindergarten:** 1 new child registered for the 1000 Books Before Kindergarten program this March. 7 children checked in to record another 100 books, and 2 children graduated from the program and finished all 1000 books!

**Virtual Programs:** Miss Molly presented two short virtual storytimes in March. They were posted on Facebook, and currently live on the library's YouTube channel.

**3/28 storytime:** 720 people reached, 143 engagements, 101 views

**3/31 storytime:** 779 people reached, 134 engagements, 67 views

### Children's Programs

Program	Ages	#Sessions	Children	Adults
Movers & Shakers	0-3	6	99	81
Preschool Storytime	3-5	4	73	40
Saturday Storytime	All	1	19	17
Preschool Yoga w/ YMCA	2-5	1	23	13
Saturday Spring Crafts	5+	1	8	6
Girl Scout Troop Visit (VISIT)	5-7	1	7	5
<b>Total Children's Programs</b>		<b>14</b>	<b>229</b>	<b>162</b>



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### Tween/Teen Programs

Program	#Sessions	#Tweens/Teens
Friday Mashup	1	8
Anime Club	1	10
Total Tween/Teen Programs	2	18

### Youth Services Provided

Type of Service	Quantity
Reference questions – Children’s & Teen desks	344
Computer Assistance	20
Miscellaneous questions – program signups, board games, directional, meeting rooms	71
Games Computer Sessions	205
Volunteers	4 Volunteers 6.25 Hours



## Technical Services Report – March 2020

*Submitted by Susan Dague*

I will have to add my narrative later as my notes are on my blotter calendar at the library.

Number of items processed: 186 (total – unknown)

Audio (adult + YA + juvenile)	1
Juvenile Fiction	99
Juvenile Nonfiction	1
Electronic (adult + YA + juvenile)	0
Fiction (adult + YA)	41
Miscellaneous	0
Unknown (on order records)	191
Nonfiction (adult + YA)	16
Print Subscriptions (adult + YA + juvenile)	27
Video (adult + juvenile)	1
<b>Total</b>	<b>377</b>

Number of items withdrawn: 587

Added for the year to date: 1,550

Withdrawn for the year to date: 2,917

Total items: 92,790



## Digital Services Report – March 2020

*Submitted by Karrie McLellan*

The first half of the month was very different from the second half of the month. When library closure became imminent, current project were dropped in favor of emergency planning and communications. I have split this report accordingly.

*While the library was open:*

### Online Presence

- Researching a site map issue that cropped up with our site and blogs after moving to eglibrary.org.
- Hold redelivery went live on OverDrive. This allows patrons more flexibility in managing holds.
- Planned for implementation of the new meeting room policy

### UHLS

- Troubleshooting Sierra facet display with Rob and Innovative. This issue started after the last Sierra update.

### Library Computers/Hardware

- Moved from backing up the server on tape (antiquated and failing tape drive) to using a network attached storage (NAS) device. The NAS creates a second backup to a different cloud storage location than the cloud the server backs up to directly. Extra bank trips and daily tape changes will no longer be needed, saving staff time.
- Deployed two Census-only computers for the public to use.

*While closing and during closure:*

### Online Presence

- Suspended the ability of patrons to request meeting rooms.
- Added a central mailbox for the library and routed as much of our online communication to it as possible. This will make sure questions get seen and answered in a timely fashion, no matter who is available to work.
- Marked us temporarily closed on our website, Google, Bing, and similar sites
- Worked with Susan and Elizabeth to redesign the front page of our website to highlight digital resources and closure FAQ. Added COVID-19 resources to a previous post and linked from the front page.
- Increased the number of monthly Hoopla circulations allowed for patrons.
- Secured free use of Tech Talk newsletter and database (tech and communication tips) for staff and patrons.
- Exploring chat reference platforms



- Created social media posts about digital services and Tech Tips posts to assist patrons in learning to use them.
- Repurposing the old Staff Picks blog to aggregate staff reviews from Goodreads and link to the titles on our digital platforms.

### Library Computers/Hardware

- Configured an on-site computer with QuickBooks for Jill to access remotely.
- Jill and I worked with Key Communications to implement call forwarding in a manner that would allow staff to return reference calls while making it appear as if the calls came from the library. This turned out to be a method lacking sustainability. Looking into Grasshopper as an alternative.
- DWService to remote into computers for staff. Had to troubleshoot various issues. Some reported lagging connections, so I started uploading priority files to the cloud via Teams to minimize need for remote access.
- Collected a list of staff inadequate home computers, headsets, and internet service for telecommuting. Jill ordered and distributed Chromebooks and headsets. I uploaded a simple getting started guide and links to Chromebook help.
- Tested Teams and GoToMeeting for video meetings. GoToMeeting was far superior for a large group, though Teams may be enough for smaller, ad hoc meetings.
- Collaborated with department heads to find the best ways to organize and use Teams.
- Supported staff in new software use.
- When it became clear we would not be in the library for a while, I turned off monitors, printers, and other non-essential equipment to save power.
- Digital book club – Holly and Marion are exploring hosting a virtual book club. Made platform recommendations and suggested the Hoopla digital book club.

### Statistical Notes:

- Facebook and Twitter reach skyrocketed, but many other “digital branch” stats were level.
- As expected, stats for in-person visits and any tech that requires physical presence were about half the expected amount.

### Back-Burnered Projects:

- Everything not tied to the virtual library and communications.



## Circulation Report – March 2020

*Submitted by Marion Pierson*

### Highlights

I attended the Circulation Advisory Council meeting on March 4<sup>th</sup>, and a Meeting Room Transition planning meeting on March 9<sup>th</sup>. Other circulation staff-hosted programs, Crafter eve and Cooking the Books cookbook club were cancelled.

One statistic I would like to highlight. After the library was shut down to the public, on Saturday March 14<sup>th</sup> through Monday March 16<sup>th</sup>, 165 patrons picked up 650 items at the drive-through window. This was a wonderful effort by the circulation team and back office library staff to get materials into our patrons' hands before the full shutdown.

### Statistics

**Patrons:** 40 new patrons registered at the library from March 1<sup>st</sup>-13<sup>th</sup>.

East Greenbush Residents	14
Schodack Residents	10
Other	13
UHLS MyCard	3

**Checkouts:**

March 2020	13,512 (March 1st-13 <sup>th</sup> .)
March 2019	31,493

**Volunteers:** 00 volunteers worked 00 hours (These numbers are not available.)

Outreach

Adult

**Notary Services:** (This number is not available.)



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## Outside Groups – March 2020

*Submitted by Kathy Rossello*

**51 Event Reservations - 18 Approved, 33 Cancelled due to COVID-19**  
**Total Expected Attendance - All Events: 1,117**

<b>18 Events Held</b>	<b>Date</b>	<b>Expected Attendance</b>
East Bank Arts Alliance	03/02/2020	20
Tuesday Ramblers	03/03/2020	25
School Systems FCU	03/04/2020	8
Trip to Europe	03/04/2020	60
Flying Knights Model Aircraft Club	03/04/2020	20
Tri-City Red Hat Ladies	03/05/2020	15
American Needlepoint Guild	03/05/2020	15
Kindergarten Lip Sync	03/05/2020	26
Girl Scout Brownie Troop 1041	03/07/2020	15
AUHV	03/08/2020	35
Troop 1145 meeting	03/08/2020	12
Genet lip sync	03/08/2020	10
Mohawk Hudson Chapter of AMC	03/09/2020	12
Girl Scout Brownie Troop 1041	03/09/2020	12
Girl Scout Brownie Troop 1041	03/09/2020	12
Tuesday Ramblers	03/10/2020	25
Columbia Lacrosse Club	03/10/2020	30
Girl Scout troop 5514	03/11/2020	11
<b>Total Expected Attendance</b>		<b>363</b>

### **33 Events Cancelled**

Girl Scout - Junior and Cadette - Think Like a Programmer	03/01/2020	15
Brownie / Junior Girl Scouts - Think Like a Programmer	03/02/2020	20
CDLUG (Capital District Linux Users Group)	03/07/2020	40
CDPHP Fitness for Arthritis	03/12/2020	20
Genet Kindergarten Lip Sync (Cancelled)	03/13/2020	25
Capital Region RWA (cancelled)	03/14/2020	35
CDLUG (Capital District Linux Users Group) (Cancelled)	03/14/2020	40
Capital Hudson Iris Society (Cancelled)	03/15/2020	25
Brownie / Junior Girl Scouts - Think Like a Programmer (Cancelled)	03/16/2020	20
Tuesday Ramblers (Cancelled)	03/17/2020	25
Girl Scout leader meeting (cancelled)	03/17/2020	15
Girl Scouts Leader Meeting Su136 (CANCELLED)	03/17/2020	1



Kindergarten Lip Sync (Cancelled)	03/18/2020	25
Early Ford V8 Club (Cancelled)	03/18/2020	30
Fort Orange Garden Club (Cancelled)	03/19/2020	30
Spiritual Protection for Paranormal Investigation (Cancelled)	03/19/2020	40
Troop 1145 meeting (CANCELLED)	03/22/2020	12
Genet lip sync (CANCELLED)	03/22/2020	8
Schodack Folk Sessions (learning session) Open to public (CANCELLED)	03/23/2020	20
EGPW Board Meeting (CANCELLED)	03/23/2020	20
Brownie / Junior Girl Scouts - Think Like a Programmer (CANCELLED)	03/23/2020	20
Tuesday Ramblers (CANCELLED)	03/24/2020	25
Travel Buddies (CANCELLED)	03/24/2020	25
EGA Studio Time - March 2020 mtg (CANCELLED)	03/25/2020	15
Girl Scout troop 5514 (CANCELLED)	03/25/2020	11
CDJW - Capital District Jeep Wrangler (CANCELLED)	03/25/2020	25
Climate Crisis and the American Northeast (CANCELLED)	03/25/2020	50
Adoption Orientation Session (CANCELLED)	03/26/2020	25
Kindergarten Lip Sync (CANCELLED)	03/26/2020	25
Troop 1145 meeting (CANCELLED)	03/29/2020	12
Brownie / Junior Girl Scouts - Think Like a Programmer (CANCELLED)	03/30/2020	20
Tuesday Ramblers (CANCELLED)	03/31/2020	25
The Writer's Bloc (CANCELLED)	03/31/2020	10
<b>Total Expected Attendance</b>		<b>754</b>



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**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](mailto: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.

East Greenbush Community Library - DRAFT  
Board of Trustees - Administrative Committee Minutes  
April 10, 2020

In Attendance by videoconference:  
Lynne Oudekerk (chair), Bob West, Michael Poost, Jill Dugas Hughes  
Absent: Kevin McCann

## **1. Coronavirus Update**

**Background:** Jill provided an update on library operations, staff actions, and future plans in light of the coronavirus pandemic.

**Library Operations** - The library building fully closed on March 15 with no date certain for reopening. This has necessitated many changes as the library seeks to meet the needs of the community virtually. Members of the public can now apply for a library card online, the website has been updated to provide COVID-19 information and to highlight available digital magazines, books, movies, resources. The website also offers “tech talk” tutorials to those seeking guidance on accessing digital resources, and provides opportunities for community members to communicate with staff via chat, email and by phone. The library’s social media presence is frequently updated, and now offers virtual story times, book clubs, youth activities, virtual museum tours, and links to other resources. In addition, the library emails a weekly newsletter to community members.

**Staffing** – Most library have been working remotely since March 15<sup>th</sup>. Paul has been working on site to maintain the building. Four part-time staff have opted not to work for the library during this closure due to other personal obligations. These four staff are not being paid during their break in service, but all other staff are receiving their regular pay for time worked. Staff have made use of existing software (Microsoft Office Teams) to coordinate staff communication. Jill feels that staff communication is excellent and that supervisors are closely overseeing staff in their departments.

**Future Plans** – The library has adjusted expenditures to accommodate needs during this extraordinary time, but is still within the budget for the current year. For example, the library purchased five Chromebooks for staff working remotely who did not have a computer at home. In addition, staff have been reallocating collection purchases to ensure more digital resources are available to community members. The library will also be purchasing a fogger machine to sanitize hard surfaces. In addition to budget changes, Jill has updated the library’s Emergency Closing Policy, Continuation of Service Plan, and Reopening Plan for Board consideration. We also reviewed the Open Meetings Law requirements in light of current social distancing requirements.

**Action:** The library is self-insured for unemployment insurance, a decision that was made by the board several years ago. Funds to support unemployment claims are incorporated in the operational contingency fund, but are not specifically named in that account. While there is no plan to lay off staff this calendar year, the board might wish to clearly identify an unemployment insurance fund within the operational contingency fund.

The committee refers to the Board for consideration at our April meeting the revised Emergency Closing Policy.

### **Financial Review/ Audit Interviews**

**Background:** Jill received a proposal for audit/ financial review services from Bryans & Gramuglia which was forwarded to committee members for review and comment. The cost for a GAP-compliant audit for the 2019 year is \$6,500. A review of our financial records would be \$3,500. Their proposal holds these costs for the 2020, 2021, 2022, and 2023 fiscal year audits/reviews

**Action:** The Audit Committee recommends that we retain Bryans & Garmuglia to audit the library's 2019 financial records.

### **2. Succession Plan**

**Background:** There was no report on the Succession Plan.

**Action:** Based on feedback from the February Board meeting, Lynne will draft a second version, including a trustee recruitment document, for consideration by the Admin Comm at our May meeting.

### **3. Schodack Contract Negotiations**

**Background:** There was no report on Schodack Contract Negotiations.

**Action:** Jill and Michael will prepare funding formula options for consideration at the May Admin Comm meeting.

### **4. Construction Grant**

**Background:** There was no report on the Construction Grant.

**Action:** Jill and Michael will meet to develop a plan for completion of the grant work by the grant's end date of 6/30/2021. They will propose sources of match funding for each project and will recommend whether or not the library should request grant funding from the Friends for any part of this grant. They will also make recommendations re future grant requests.

### **5. Long Term Plan/ Strategic Plan**

**Background:** It was determined that the Strategic Plan would be deferred to 2021.

**Action:** None required.

# DRAFT REVISIONS- 4/15/2020

## DECLARATION OF EMERGENCY POLICY

### ~~EMERGENCY CLOSING POLICY~~

~~Under emergency conditions, as determined by the Director an emergency closing may be necessary the library may need to close, reduce hours, declare stand-by alerts, reduce staff on site, and/or direct staff to work remotely. "Emergency conditions" and ensuing action shall be determined by the Director or, in the absence of the Director, by the Senior Person in Charge on duty. In the absence of the Director, In the event of the latter, the Senior Person in Charge on duty shall make every effort to contact him/her the Director before closing. If the Director is unavailable, the Senior Person in Charge on duty is authorized to close the library. The Board President shall be timely notified of the emergency actions taken by the Director (or person acting in their place).~~

~~If the Library closes because of extreme weather conditions or other emergency, employees that had been scheduled to work during that time will be credited with time as if worked, with the exception of those employees who had previous time off approved. Approved time off shall supersede any credited time provided as a result of an emergency closure.~~

~~If the Library is impacted by a community emergency situation forcing closure, reduced staffing, stand-by alerts, a shift to remote operations, or other significant change to library operations, the Director shall enact a contingency operations plan as soon as practicable, and in the best interests of safety and the library community. Consultation with appropriate local and state authorities and fellow community partners will be included, as deemed appropriate by the Director and Board President.~~

~~The Director and Board President shall maintain ongoing communication to monitor the best approach to address safety and operational concerns during states of emergency, and shall timely involve the full Board of such communications.~~

~~The Director or Person in Charge may declare a standby alert (see below).~~

#### ~~Procedures:~~

- ~~• Patrons should be evacuated.~~
- ~~• In the case of children with no way home, the Person in Charge will try to contact the parents and stay until the children are picked up. Staff and Child(ren) must remain outside until the building is cleared. If parents cannot be located, the Police will be called.~~
- ~~• A sign on the front door will be posted explaining why the library is closed and when it is expected to re-open.~~

- ~~Scheduled programs and any meeting room activities will be cancelled. Program contacts, meeting room contacts, literacy volunteers and staff who are scheduled to work must be called and informed of the decision to close.~~
- ~~The telephone system "Day Menu 100" message must be changed to state the reason for the closing and when the library is expected to re open (see Telephone System instructions).~~

### **STANDBY ALERT**

During a standby alert staff will remain available for recall to work at either 1pm or 5 pm.

For example:

- ~~If the library closes at 10:30 am, staff would be called by 12 noon to return to work at 1pm.~~
- ~~If the library closed at 2 pm, staff would be called by 4 pm to report to work at 5 pm.~~
- ~~If the staff is not called by 4 pm it will be assumed that the library will not reopen that evening.~~
- ~~A staff notification chain will be coordinated by the Director or Senior Person in Charge on duty.~~ \_\_\_\_\_