



Inspiring Ideas, Strengthening Community, Enriching Lives

East Greenbush
COMMUNITY LIBRARY

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees May 19, 2020 Doc. #1

AGENDA

Board of Trustees

May 19, 2020

7:00pm

1.	Call to Order/Review of Agenda	M. Poost	1:00	Doc. #1
2.	Public Comment	M. Poost	5.00	
3.	Approval of Minutes April 21, 2020	M. Poost	5.00	Doc. #2
4.	Treasurer's Reports Off Warrant <ul style="list-style-type: none"> April 18-May 15 (\$96,825.96) Warrant <ul style="list-style-type: none"> May 19, 2020 (\$15,685.50) P&L/Balance Sheet(s) <ul style="list-style-type: none"> May 13, 2020 (38%) P&L May 13, 2020 Balance Sheet 	R. West	5.00	Doc. #3 Doc. #4 Doc. #5 Doc. #6
5.	Director's Report UHLS Reopening Committee Recommendations; Appendix E Summary of Levels Community Flyer	J. Dugas Hughes	10.00	Doc's #7, #8, #9 Doc. #10
6.	Committee Reports Admin Service <i>Draft Motion: Adopt the State of Emergency Procedures Authorization Policy</i>	L. Oudekerk M. Harris	5.00 5.00	Doc. #11
7.	Liaison Reports <ul style="list-style-type: none"> Friends of The Library Town of East Greenbush 	L. Reyner H. Kennedy	5.00 5.00	

	<ul style="list-style-type: none"> • Rensselaer County • UHLS Board 	<p>T. Grant 5.00</p> <p>M. Poost 5.00</p>	
8.	Personnel- NONE	J. Dugas Hughes	0.00
9.	New Business	M. Poost	5. 00



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Board of Trustees May 19, 2020 Doc. #2

EAST GREENBUSH COMMUNITY LIBRARY BOARD MEETING
by videoconference

DRAFT

APRIL 21, 2020

In attendance: Michael Poost, President
Kevin McCann, Vice President
Bob West, Treasurer
Lynne Oudekerk, Secretary
Jill Dugas Hughes, Library Director
Elizabeth Giugno
Mari Harris
Shay Harrison
Tom Grant, Rensselaer County Legislator

CALL TO ORDER: The meeting was called to order at 7:03 pm.

PUBLIC COMMENT: Kathy Rossello, library staff member, thanked the Board for their support of the library during the coronavirus pandemic.

APPROVAL OF MINUTES: Board members noted that there were several typographical errors in the draft minutes from the February 18, 2020 meeting. The March 17, 2020 board meeting was cancelled due to the coronavirus pandemic.

MOTION: Mr. McCann made a motion to accept the minutes of the February 18, 2020 meeting with corrections. 2nd Ms. Harris. All in favor. None opposed. The motion carried.

TREASURER'S REPORT: Because there was no board meeting in March, we had to review and approve expenses that normally would have been approved at both the March and April meetings. In the absence of a March board meeting, all of February 13 – March 12 expenses were paid as off-warrant expenses.

MOTION: Mr. McCann made a motion to accept the Off Warrant dated March 12, 2020 in the amount of \$102,638.12. 2nd Ms. Oudekerk. All in favor. None opposed. The motion carried.

MOTION: Mr. McCann made a motion to accept the Off Warrant dated March 12, 2020 in the amount of \$17,321.21. These expenses were converted to off-warrant expenses in the absence of a March 2020 board meeting. 2nd Mr. Harrison. All in favor. None opposed. The motion carried.



Board of Trustees May 19, 2020 Doc. #2

MOTION: Ms. Oudekerk made a motion to accept the Off Warrant dated April 17, 2020 in the amount of \$432,651.53. This includes payment of the library's final bond payment. 2nd Mr. McCann. All in favor. None opposed. The motion carried.

MOTION: Mr. McCann made a motion to authorize the signing of the Warrant dated April 17, 2020 in the amount of \$31,664.12. 2nd Ms. Giugno. All in favor. None opposed. The motion carried.

MOTION: With 29% of the year completed, Ms. Harris made a motion to accept the P & L and Balance Sheet as presented. Of note, 2020 public funds from East Greenbush and Schodack have been received. The pandemic-related closure of the library in mid-March and subsequent move to all virtual library services has significantly impacted the library's expenses and income. This will be closely tracked moving forward. 2nd Mr. McCann. All in favor. None opposed. The motion carries.

DIRECTOR'S REPORT: Ms. Dugas Hughes reported on the unprecedented changes that have faced the library due to the coronavirus. She is proud of the library staff who have maintained their commitment to its mission and goals while transitioning to a fully virtual operation. A few of the changes include an enhanced online presence, improved website, virtual reference service and programming, enhanced social media presence, and a weekly e-newsletter. All staff are working at home, communicating with those who call or email the library and each other using existing and new technologies. Ms. Dugas Hughes is working with UHLS to develop both the Continuity of Service and Reopening Plans. At this point, there is no date certain for reopening, but it will definitely be phased in.

COMMITTEE REPORTS

ADMINISTRATIVE COMMITTEE: The committee met via videoconference on April 10, 2020. Much of the meeting focused on the impact of the coronavirus pandemic on community needs and library services. The committee agreed to forward to the board for consideration two matters: recommend the library contract with Bryans & Garmuglia for audit and financial review services and recommend approval of the draft Declaration of Emergency Policy.

MOTION: Mr. McCann made a motion to contract with Bryans & Garmuglia for financial review and accounting services. 2nd Mr. West. All voted in favor. None opposed. The motion carried.

MOTION: Ms. Harris made a motion to approve the Declaration of Emergency policy (4/15/2020). 2nd Mr. West. All voted in favor. None opposed. The motion carried.



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SERVICE COMMITTEE: The committee met virtually on April 11, 2020. They discussed moving forward with Strategic Planning, board bylaws, library policies, and staff procedure manual in light of the coronavirus pandemic. It was determined that the library's current 2017 – 2020 Strategic Plan will be extended one more year, to encompass 2021. The committee will also begin working on a board bylaws review, as the last update was in 2009.

LIAISON REPORTS

FRIENDS OF THE LIBRARY: Based on a written report from Liz Reyner, President - The Friends has selected a new vice-president, Charlie Pensabene. In addition, four individuals have stepped forward to consider managing future library book sales. The spring book sale was cancelled in advance of the library's closure. The Friends are still planning to hold a fall Children's Festival and a fall book sale, the current circumstances make these major fundraising initiatives tentative at best. While they are exploring other fundraising opportunities (such as Better World Books), fundraising will be low for 2020.

TOWN OF EAST GREENBUSH: There was no report.

RENSELAER COUNTY: The legislature is meeting virtually. Road work will begin starting this week. There have been more than 200 coronavirus cases in the county to date with nine deaths.

UHLS: The NYS state fiscal year 2021 budget restored operating funds to the level sought by UHLS, but the construction grant request was cut by \$15 million (about half of the request).

PERSONNEL: There was no report.

NEW BUSINESS: Work is slated to begin on the library's 2021 operating budget. All board members are invited to serve on the Budget committee. Committee meetings are scheduled on May 12, May 21, and June 23.

MOTION: Mr. McCann made a motion to adjourn the meeting at 8:31 pm. 2nd Ms. Harris.

Respectfully Submitted,
Lynne Oudekerk, Secretary



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Board of Trustees May 19, 2020 Doc. #2

TO: EGCL Board of Trustees
 FROM: Robert West, Treasurer
 RE: Off Warrant Expenses
 DATE: April 18-May 15, 2020

Date	Amount	Vendor/Notes:
Payroll:		
05.01.20	\$ 88.96	Paychex
	\$ 38,565.02	Payroll and Employee Benefits
	\$ 2,847.37	Employer Tax Contribution
05.15.20	\$ 88.96	Paychex
	\$ 38,238.09	Payroll and Employee Benefits
	\$ 2,822.33	Employer Tax Contribution
04.23.20	\$ 3,331.68	BlueShield
04.23.20	\$ 6,725.98	CDPHP
04.23.20	\$ 1,159.78	MVP
04.23.20	\$ 1,185.37	Nationalgrid
04.23.20	\$ 524.00	Time Warner (Fiber Optic)
04.23.20	\$ 210.82	Time Warner
05.04.20	92.24	Empire BlueCross
05.04.20	\$ 945.36	NYS Deferred Comp.
Total	\$ 96,825.96	

East Greenbush Community Library
Warrant 2020
For Trustee Review and Approval

May 19, 2020

	<u>Amount</u>
Aflac	
Total Aflac	398.06
AMAZON.COM CREDIT SERVICES	
Total AMAZON.COM CREDIT SERVICES	84.17
B & L CONTROL SERVICE, INC.	
Total B & L CONTROL SERVICE, INC.	875.00
BOA CARD SERVICES (JILL)	
Total BOA CARD SERVICES (JILL)	1,387.00
Brodart	
Total Brodart	997.58
Capital Security	
Total Capital Security	47.00
Crystal Rock	
Total Crystal Rock	12.00
CURTIS PRINT & DESIGN LLC	
Total CURTIS PRINT & DESIGN LLC	280.00
EBSCO (CHECK FOR CREDIT)	
Total EBSCO (CHECK FOR CREDIT)	4,788.70
EMPIRE BLUECROSS	
Total EMPIRE BLUECROSS	92.24
Grainger, W.W.,Inc.	
Total Grainger, W.W.,Inc.	120.24
HILL & MARKES, INC.	
Total HILL & MARKES, INC.	1,123.49
HOME DEPOT	
Total HOME DEPOT	138.61
MicroMarketing LLC	
Total MicroMarketing LLC	39.09
NATIONAL BUSINESS EQUIP. (CHICAGO)	
Total NATIONAL BUSINESS EQUIP. (CHICAGO)	108.00
NATIONAL BUSINESS LEASING (PA)	
Total NATIONAL BUSINESS LEASING (PA)	269.12
NATIONAL BUSINESS TECH. (ALBANY)	
Total NATIONAL BUSINESS TECH. (ALBANY)	114.86
New York State Deferred Comp.	
Total New York State Deferred Comp.	945.36
OVERDRIVE	
Total OVERDRIVE	3,484.99
STAPLES	
Total STAPLES	96.05
Town of East Greenbush	
Total Town of East Greenbush	283.94
TOTAL	<u><u>15,685.50</u></u>

East Greenbush Community Library
Profit & Loss Budget vs. Actual 2020
 Ammended Budget as of April 24, 2020

	Jan - Dec 20	Budget	% of Budget
Ordinary Income/Expense			
Income			
Fines & Fees			
Printing/Fax/Fees	2,353.64	12,000.00	19.6%
Out of County	244.30	2,000.00	12.2%
General Fines	7,482.16	34,000.00	22.0%
Lost or Damaged	1,192.52	5,500.00	21.7%
Total Fines & Fees	11,272.62	53,500.00	21.1%
LLSA	0.00	4,800.00	0.0%
Other Income			
Friends Grants Income	15,000.00	15,000.00	100.0%
Interest	1,981.21	7,000.00	28.3%
Reserve	0.00	23,481.00	0.0%
Total Other Income	16,981.21	45,481.00	37.3%
Public Funds			
East Greenbush	1,721,454.00	1,721,454.00	100.0%
Schodack	311,313.00	311,313.00	100.0%
Total Public Funds	2,032,767.00	2,032,767.00	100.0%
Total Income	2,061,020.83	2,136,548.00	96.5%
Gross Profit	2,061,020.83	2,136,548.00	96.5%
Expense			
Annual Bond Expense	287,000.00	287,000.00	100.0%
Operating Expenses			
Technology/Communications			
Equipment	3,296.13	9,500.00	34.7%
IT Hard/Software	6,145.81	16,000.00	38.4%
IT Maint/Service	620.00	9,000.00	6.9%
Telecommunications	4,634.02	8,800.00	52.7%
Total Technology/Communications	14,695.96	43,300.00	33.9%
Programming & Planning	2,242.47	11,000.00	20.4%

On this date, the year is 38% over.

05/13/20

East Greenbush Community Library
Profit & Loss Budget vs. Actual 2020
 Ammended Budget as of April 24, 2020

	Jan - Dec 20	Budget	% of Budget
Bks & Mat'ls			
AV Materials	5,503.79	21,600.00	25.5%
Books	12,596.52	53,500.00	23.5%
Downloadable Materials	19,007.33	42,725.00	44.5%
Databases	2,145.00	5,250.00	40.9%
Periodicals	4,788.70	5,000.00	95.8%
Shipping and processing	616.16	2,000.00	30.8%
Lost and Paid	198.88	1,000.00	19.9%
Total Bks & Mat'ls	44,856.38	131,075.00	34.2%
Facilities Expenses			
Contract Maintenance	11,804.07	50,000.00	23.6%
Insurance	0.00	26,000.00	0.0%
Phys Plant Repair/Maint/Equip	1,551.07	28,000.00	5.5%
Maintenance Supplies	1,996.62	6,000.00	33.3%
Utilities	6,914.83	35,000.00	19.8%
Water/Sewer/Tax	1,986.91	2,900.00	68.5%
Total Facilities Expenses	24,253.50	147,900.00	16.4%
Professional Services	16,469.61	50,000.00	32.9%
Operat'ns			
Election	0.00	1,200.00	0.0%
Printing/Marketing	5,246.44	16,500.00	31.8%
Postage/Travel	623.85	4,000.00	15.6%
Library/Office Supplies	3,103.15	12,000.00	25.9%
Total Operat'ns	8,973.44	33,700.00	26.6%
Personnel			
Aflac Post-tax	-123.60		
Aflac Pre-tax	-274.46		
Disability	1,978.20	3,000.00	65.9%
Health Insurance	48,111.28	125,700.00	38.3%
NYS Deferred Comp 457B	0.00		

On this date, the year is 38% over.

05/13/20

East Greenbush Community Library
Profit & Loss Budget vs. Actual 2020
 Ammended Budget as of April 24, 2020

	Jan - Dec 20	Budget	% of Budget
NYSLRS			
NYSLRS Employer Contribution	135,056.00	124,377.00	108.6%
NYSLRS 414H Employee Cont.	-1,051.65		
NYSLRS 414H Loan Repayment	-632.05		
NYSLRS 414H Arrears	0.00		
Total NYSLRS	133,372.30	124,377.00	107.2%
Salaries			
PT Hourly	60,278.29	173,953.00	34.7%
Substitutes	4,355.51	26,316.00	16.6%
Salaries FT	331,940.03	879,616.00	37.7%
Total Salaries	396,573.83	1,079,885.00	36.7%
Social Security & Medicare	29,309.28	82,611.00	35.5%
Human Resources/Staff Dev./Trav	285.00	5,000.00	5.7%
Workers Compensation	13,263.00	12,000.00	110.5%
Total Personnel	622,494.83	1,432,573.00	43.5%
Total Operating Expenses	733,986.19	1,849,548.00	39.7%
Total Expense	1,020,986.19	2,136,548.00	47.8%
Net Ordinary Income	1,040,034.64	0.00	100.0%
Net Income	1,040,034.64	0.00	100.0%

On this date, the year is 38% over.

East Greenbush Community Library

Balance Sheet

As of December 31, 2020

May 13, 2020

ASSETS

Current Assets

Checking/Savings

Gift & Grant Cash

Pioneer GIFT & GRANT XXXX0186 66,241.60

Petty Cash G&G 200.00

Total Gift & Grant Cash 66,441.60

Cash

Pioneer OPERATING XXXX0178 53,687.83

Pioneer PUBLIC FINANCE XXXX0194 1,429,795.25

Pioneer FUND BALANCE XXX251 26,660.99

Petty Cash 200.00

Total Cash 1,510,344.07

Reserve

Pioneer HURR ACCOUNT XXX244 98,376.35

Pioneer CAPITAL RESERVE XXXX0228 256,092.72

Pioneer OPER. CONT. RES XXXX0210 95,711.02

Total Reserve 450,180.09

Total Checking/Savings 2,026,965.76

Other Current Assets

Register Cash 250.00

Total Other Current Assets 250.00

Total Current Assets 2,027,215.76

Fixed Assets

Fixed Assets

Building 3,953,382.09

Equipment 172,214.73

Furniture 557,074.52

Land Improvements 647,875.60

Software and Licenses 26,183.06

Total Fixed Assets 5,356,730.00

Fixed Assets - A/D

A/D - Building (1,650,135.49)

A/D - Equipment (130,437.02)

A/D - Furniture (536,803.14)

A/D - Land Improvements (582,717.93)

A/D - Software and Licenses (22,501.35)

Total Fixed Assets - A/D (2,922,594.93)

Land 248,028.78

Total Fixed Assets 2,682,163.85

TOTAL ASSETS 4,709,379.61

LIABILITIES & EQUITY

Liabilities	
Current Liabilities	
Other Current Liabilities	
Land Bond S/T	265,000.00
Total Other Current Liabilities	<u>265,000.00</u>
Total Current Liabilities	265,000.00
Long Term Liabilities	
Bond Liability	280,000.00
Total Long Term Liabilities	<u>280,000.00</u>
Total Liabilities	545,000.00
Equity	
Retained Earnings	3,092,446.35
Net Income	1,071,933.26
Total Equity	<u>4,164,379.61</u>
TOTAL LIABILITIES & EQUITY	<u><u>4,709,379.61</u></u>

Director’s Report – April 2020

Submitted May 19, 2020 by Jill Dugas Hughes

Along with all UHLS member libraries, our building remains closed to the public. Our mission to serve as a community center for lifelong learning has remained central as we have increased our digital presence during this mandated closure. We are providing live reference services via phone, email, and chat. Librarians have put together engaging virtual programs which are posted on social media channels, along with other engaging content. Our weekly e-newsletter has been popular, as well as the newly created adult services bi-weekly “The Greenbush Bookmark for Adults.” Additionally, we partnered with the Town of East Greenbush, Police Department, School District, and YMCA to mail a Community Resource Guide to every resident and business (attached).



We have also announced our newest mascot, “Charlie” to the community. Visit this link to see our official launch video https://youtu.be/947UWUHs_Cw. Our current mascot “Sully” has been quite popular during the shut-down; he has had quite a following on Facebook, thanks to the lighthearted images Paul (building maintenance mechanic) has been sending to staff each week. Paul has been busy cleaning, maintaining, and painting the library during the closure (in addition to his creative Sully fun).



The Upper Hudson Library System Director’s Association put together an ad-hoc committee charged with researching and drafting a coordinated reopening recommendation for libraries. The committee was made up of 6 library directors, in addition to me, as well as the director of UHLS. On May 15 we

released recommendations to the Director’s Association (attached) which are being used to plan our own phased reopening plan for when state guidelines allow us to provide in-person services again. We will begin with accepting material returns and drive-thru window lending



service. We are making sure we have the quantity and types of supplies needed and that we have developed protocols and procedures for safe operating. Access to the library building and in-person programs may be limited for some time so that we can do our

best to safeguard public health. We continue to establish extensive sanitizing and cleaning protocols for the building and loaned materials. Our Farmers’ Market, in

Contact Us!

LIVE SERVICE HOURS ARE BACK!

Mondays & Wednesdays: 1pm-8pm
Tuesdays & Thursdays: 10am-8pm
518-477-7476

*press 0 to skip greeting; please allow time to be connected

If we can't answer, please leave us a voicemail or email anytime at eglibraryinfo@eglibrary.org



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partnership with the YMCA, will open on June 10th with enhanced safety protocols. In the meantime, we have partnered with Field Goods to provide farm-fresh delivery. When you use your discount code EGREENBUSHLIB for your first home delivery order, you will receive \$20 off and Field Goods will make a \$20 contribution to East Greenbush Community Library.

Our mission to serve as a community center for lifelong learning has remained central as we have increased our digital presence during this mandated closure. We look forward to putting forward that same energy toward inspiring ideas, strengthening community, and enriching lives when we can once again be a vibrant community gathering space.

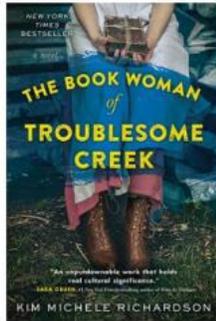


Book Discussion Group

Monthly. Any day, any time!
Online on Goodreads.com



May's book is
The Book Woman of Troublesome Creek by
Kim Michele Richardson



Use your library card to download this month's book selection in ebook or audiobook on Hoopla



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Genealogy & Family History

Ancestry + Overdrive + Hoopla + your library card =
The Family History Project You've Always Meant to Tackle



More great resources

- 13 DIY Family History Crafts & Gifts from Family Tree Magazine
- New York Heritage Digital Collections
- New York State Historic Newspapers
- PRS Finding Your Roots with Henry Louis Gates, Jr.



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Reference Department Report – April 2020

Submitted by Elizabeth Putnam

Highlights

Note: This report contains updated information from March, as well as our April summary.

In March and April, Adult Services staff focused on ordering Overdrive content, coordinating and providing virtual reference services, exploring opportunities to deliver virtual programming, preparing for summer reading, taking over the majority of our departmental promotion and marketing efforts, and participating in meetings and professional development opportunities, while adjusting to new tools (software, websites) and new procedures (communication, reporting).

Overdrive content

- Elizabeth worked with Jill to redistribute departmental funds to support additional Overdrive purchasing.
- Catherine ordered 33 audiobooks and 107 ebooks on Overdrive.
- Although we have suspended the ordering of physical materials (print and media), collections librarians are monitoring patron requests and new releases for when we are able to resume ordering.

Virtual reference service

- Adult Services staff provide 13 hours of virtual reference service per week, primarily by phone.
- Reader's advisory is an important service that we have traditionally provided at the reference desk and through in-library displays. To continue offering our patrons reading suggestions and advice, we've increased our creation of reader's advisory flyers (shared via email newsletter or social media), staff reviews on our "staff picks" Goodreads presence (thanks go to all library staff for the increased and much appreciated contributions!), and through our programs (see below).

Virtual programming

- Catherine has started an informal weekly book discussion on Facebook, the Monday Night Book Chat. Catherine monitors our Facebook page on Mondays between 7-9 pm to chat with participants about what they are reading while offering reader's advisory services like book recommendations and suggestions for further reading.
- Elizabeth moved the library's monthly Book Discussion Group to an online platform, Goodreads. Nine of our book discussion regulars have joined the group, which provides an opportunity to share thoughts on our monthly book. In May, the group is reading and discussing *The Book Woman of Troublesome Creek* by Kim Michele Richardson.
- Jody is working with Selena to create an online trivia event for our patrons. Jody and Selena are researching the best platform to offer this type of programming (ex. GoToMeeting or Zoom).



- Jody has been in touch with several of our regular program presenters to inquire about their ability and willingness to offer online programming with us. While some do not have the time or technical ability to participate, Jody has several promising leads. She is following up on potential programs such as:
 - Resume and career workshops and one-on-one counseling appointments with a local career services consultant
 - Adult storytelling events for summer reading (theme: “Imagine Your Story”)
 - Journaling or memoir writing
 - Exercise or yoga classes

Adult Summer Reading Challenge 2020

- Adult Services will join Youth Services in using Beanstack to facilitate an online Summer Reading Challenge. Beanstack allows us to offer summer reading from a distance by offering challenge categories online and allowing patron to respond to challenges, log their reading, and enter prize drawings online.
- In considering our past summer and winter reading challenges, we determined that a sizeable percentage of our participants still prefer print formats over digital. We decided to go ahead and create a print entry card. We hope to mail it to East Greenbush and Schodack residents via the library’s print summer newsletter, which is, as of this writing, still under consideration. The Beanstack and print challenges will offer the same challenge categories and prizes.
- We hope to support local businesses by purchasing all prizes locally this year (as opposed to gift certificates to national chains as in previous years). It remains to be seen, however, which businesses will open and when, so our prize planning is on hold until later in the summer reading season.

Promotion and marketing

- Since our department’s communication with our patrons has shifted from primarily in-person to entirely virtual (or phone), we recognize the increasing importance of regular email and social media contact. And as library staff roles also shift in our new environment, Adult Services has been given the opportunity to take the lead in the creation of our promotional content and its delivery over email and social media. We’re not going it entirely alone, though, and our thanks go to Susan and Selena for their assistance as we learn the social media ropes.
- Greenbush Bookmark for Adults newsletter
Every other week, we distribute a new issue of Greenbush Bookmark for Adults (via email list or over social media). The newsletter features reader’s advisory content and DIY library program “kits,” and promotes our programs and eresources (such as Overdrive, Hoopla, Ancestry). (Issue one, issue two.) We are also contributing content to the weekly library-wide enewsletter.
- Social media
 - We have selected 5 weekly slots in which to post content to Facebook, Twitter, and Instagram. Selena assists us with our posts and also facilitates the posting of other, extra content in between our scheduled slots.
 - Monday morning, we promote the Facebook book chat or the Goodreads book discussion group.
 - Monday evening, Catherine conducts her Facebook book chat.
 - Tuesday evening, we share the latest issue of Greenbush Bookmark for Adults or a Virtual Library Kit (created by Jody and/or Holly).
 - Thursday evening, Catherine posts a new reader’s advisory flyer (example).



- Friday afternoons, we offer a community interest or public service-related post, such as Census response, job seeking, or unemployment benefits. The Friday slot may also be used to promote new programming as it becomes available.
- Marcia from Circulation has started a Facebook cookbook chat on Wednesday evenings, 7-9, using the same model as Catherine’s book chat, and has gotten a great response. Culinary advisory, perhaps?
- Jody has been working on increasing our department’s presence on Pinterest
- We have created a departmental social media plan and have coordinated with Karrie and Selena on technical details and best practices.

Meetings and professional development

- Staff attend the weekly all-staff meeting on Wednesdays, and Elizabeth attends the weekly Department Head meeting on Thursdays. Additional activities are listed in the Professional Development section below.

New tools and tech

During March and April, we have learned (or in the process of learning) the following websites, programs, or technology:

- | | | |
|------------------------|-------------|-------------------------------|
| ▪ Microsoft Teams | ▪ Twitter | ▪ Library Aware |
| ▪ LiveChat | ▪ Instagram | ▪ Beanstack |
| ▪ Grasshopper (phones) | ▪ Hootsuite | ▪ Skillup Capital Region |
| ▪ GoToMeeting | ▪ Goodreads | ▪ Chromebooks and peripherals |
| ▪ Facebook | ▪ Robly | ▪ Remote computer access |



Professional Development

- March 5 / Elizabeth / Cultivating Protective Factors for Safe Libraries and Resilient Communities / WebJunction webinar / 1 hour
- March 7 / Elizabeth / Presenter: “Trauma-Informed Libraries” in *Other Duties as Assigned, a Library Unconference* / NYLA & CDLC in-person conference / 2 hours
- March 10 / Elizabeth / Library 2.020 Virtual Mini Conference: Wholehearted Libraries / Library 2.0 Learning Revolution online mini-conference / 3 hours
- March 17 / Elizabeth / Core Values of Librarianship with Jessamyn West / NYLA Developing Leaders Program webinar / 1.5 hours
- March 24 / Elizabeth / Managing Virtual Teams / LinkedIn Learning online class / 1 hour
- March 26 / Jody and Catherine / UHLS Adult Services Advisory Committee video meeting / 1 hour
- April 1 / Elizabeth / Using Beanstack in Your Library: Uses, Tips & Training / Webinar/training session / 1 hour
- April 3 / Lauren / Working from Home: Strategies to Stay Organized / NYS OMA / 1 hour
- April 10 / Elizabeth / Providing Virtual Programming in a Health Crisis / NNLM webinar / 1 hour
- April 14 / Jody / Dewey Decibel: Presential Libraries Then & Now, Telling Women’s Stories, Exploring Gale’s Womens Studies / ALA Podcasts / 1.25 hours
- April 15 / Jody / Providing Virtual Programming in a Health Crisis / NNLM webinar / 1 hour
- April 15 / Elizabeth / Connecting Communities to Health Info: Graphic Medicine Kits at the Public Library / NNLM webinar / 1 hour
- April 16 / Lauren / What the COVID-19 Crisis Tells Us About Structural Racism / EmbraceRace.org webinar / 1 hour
- April 21 / Jody / Failing in the Right Direction / WebJunction webinar / 1 hour
- April 23 / Catherine / Providing Virtual Programming in a Health Crisis / NNLM webinar / 1 hour
- April 23 / Catherine / Strategies for Advancing Digital Equity / PLA webinar / 1 hour
- April 24 / Lauren / Public Libraries Respond to COVID-19: National Survey Results / PLA webinar / 1 hour
- April 24 / Lauren / Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis / PLA webinar / 1 hour
- April 29 / Catherine / Dementia Awareness / NNLM webinar / 1 hour
- April 29 / Catherine / Staff manual update meeting / 1 hour
- April 30 / Elizabeth / “Large Library Concerns” meeting / UHLS / 1 hour



Reference Service

In April, library staff responded to 85 reference questions from patrons over phone, email, or chat. (This does not include outgoing calls made to patrons by Circulation Department staff)

- 21 email
- 63 phone
- 1 chat

April 2020 Programs, Reader’s Advisory, and Promotions

Date	Item	Category	Attendance/participation/stats
March	Book Discussion: <i>The Great Believers</i>	Program	23 posts
April	Book Discussion: <i>Clock Dance</i>	Program	18 posts
4/3	Tiger King Read-alikes	Reader’s advisory flyer	(FB) 4 engagements
4/4	Mindfulness & Well-Being; Paint by Numbers	Virtual Library Kits	(Weekly newsletter) 2,668 subscribers
4/13	Monday Night Book Chat	Program	(FB) 53 comments, 144 engagements
4/18	Earth Day	Virtual Library Kit	(Weekly newsletter) 2,661 subscribers
4/20	Monday Night Book Chat	Program	(FB) 41 comments, 152 engagements
4/21	Greenbush Bookmark for Adults	Newsletter	0 subscribers (first issue) (FB) 48 engagements, 39 clicks
4/23	What’s Cooking? Good Booking! Cookbook chat	Program	(FB) 48 comments, 124 engagements
4/23	Schitt’s Creek Read-alikes	Reader’s advisory flyer	(FB) 60 engagements, 23 clicks (TW) 13 clicks (IG) 5 likes
4/27	Monday Night Book Chat	Program	(FB) 44 comments, 3 likes, 122 engagements
4/28	Genealogy & Family History	Virtual Library Kit	(FB) 14 engagements
4/30	The Office Read-alikes	Reader’s advisory flyer	(FB) 4 engagements, 3 clicks (IG) 3 likes



Resource Sharing & Access Report – April 2020

Submitted by Dawn Geurds

Highlights

- Submitted a cleaning and disinfecting plan for the reopening of the library in phases.
- I have been communicating and collaborating with co-workers via Teams; attending staff, department heads, and staff manual review committee meetings; viewing webinars; reading appropriate articles; staffing the live chat service; researching appropriate PPE for staff to wear; keeping up with the governor's daily briefings.

Statistics

- 8 hours of Chat (4/27-4/30)
- Answered 20 reference questions by e-mail.
- Requested 0 ILLS
- Received 0 ILLS
- Sent out 0 ILLS
- 0 items requested within UHLS.
- 0 items that were placed on the Hold Shelf.
- 0 items were pulled from our shelves and sent to other libraries within the UHLS, to fill requests for their patrons.
- 0 expired holds were not picked up by the patrons that requested them.
- 0 items were found on the library's shelves that were marked lost in transit.
- 0 items were found on the shelves from the Unfilled But Available Item-Level Requests Report
- Drive-thru patron assistance was needed 0 times.
- Ongoing Booksale made \$ 0 for the month.
- Library was open 0 days / 0 hours.



Youth Services Report – April 2020

Submitted by Molly Chatt

Programming: Youth Services staff kept busy this month creating virtual content and planning for the future. We created 4 craft videos and 8 storytimes, and posted 3 virtual Lego/Building Challenges on Facebook and 4 virtual tween/teen Mashup craft projects on our Facebook & Teen Instagram accounts. Results have been mixed, with positive feedback and views of our storytime and craft videos, but low participation in our virtual challenges. One reason for this could be that school-aged children and teens are still busy with their online learning and are not interested right now in anymore virtual activities. We have decided to focus our efforts elsewhere but may bring back these types of challenges once school is over for the year. Here are stats from our storytime and craft videos that are hosted on the library's youtube channel and shared on Facebook:

8 Storytimes with Miss Joelle and Miss Molly
3,531 reached, 394 engagements, 464 views

4 Craft Videos with Miss Ariana
1,900 reached, 286 engagements, 272 views

Other Projects:

*Youth Services staff provides 18 hours a week of phone reference service, so far it has gone well, and patrons seem appreciative for the assistance.

*Jenna is responsible for creating and posting Youth Services content to the library's Facebook page, and creates numerous posts a week highlighting events, collections, Sully's adventures, and links to other information of interest to our patrons.

*YS introduced a weekly online activity kit called Boredom Busters in April, which includes links to books, videos, crafts, and other activities centered around a theme. Diana has been curating the content for these, and topics so far have included fairies/gardens, biking, and dance.

*Staff have also been training in LibraryAware to continue our virtual reader's advisory services to feature our digital materials on Overdrive & Hoopla.

*The library coordinated with the YMCA to provide books for the students enrolled in the childcare program that is offered to essential workers, with Jen selecting the materials and Jill dropping them off.

*We are continuing to provide our 1000 Books Before Kindergarten program online after several patrons inquired about the possibility of downloading and printing out our record logs. We did not have anything digital prepared for this program, so Jen created two reading logs that patrons are now able to access on our website and print out at home in order to continue tracking their child's progress while the library is closed.

Summer Reading: Our biggest project in the spring is preparing for our annual Summer Reading Challenge, and this year is no exception. The entire department has been involved in brainstorming new and creative ways we can keep kids reading with our SRC this year. Since in-person programming does not look likely, we are thinking of virtual programs we can offer to keep kids and teens engaged with books, our library, and learning. Ideas in the works include Grab N Go craft and science kits as well as virtual storytimes and book clubs. Jen and Jenna have been hard at work creating our online summer reading challenge on Beanstack, a new reading challenge software/mobile app that we will be using for the first time beginning in June. Beanstack has hosted two virtual Town Halls on April 2nd and 30th that Molly, Jen, and Jenna attended, in which staff from Beanstack and librarians from all over the country shared ideas about switching to an entirely virtual SRC. The Youth Services



team also met with members of the EG Adult Services staff on April 28th to coordinate our library-wide summer reading program and to discuss utilizing Beanstack to offer an online option for Adult SRC.

Mary Fellows and UHLS have recognized the unique challenges facing us this year in planning our SRC and have hosted several meetings to facilitate collaboration and resource sharing among the youth services librarians in our system. YS staff attended UHLS SRC meetings on April 7th, 14th, and 30th. There was also a joint meeting between the Youth and Adult divisions of UHLS to discuss our virtual programming options on April 21st.

Meetings & Webinars: YS has had weekly meetings to touch base and discuss our summer reading plans. In addition to all the meetings listed above in the Summer Reading Planning section, here are other specific meetings that YS staff participated in during the month of April:

- *Jen is the public library representative for the school library system council for the Rensselaer-Columbia-Greene BOCES and attended a meeting on 4/8.
- *Molly is the library representative for the Kiwanis Club of East Greenbush and attended a meeting on 4/14.
- *Molly attended the board meeting of the Cornell Cooperative Extension of Rensselaer County as a member of the Family and Consumer Sciences Program Development Committee on 4/22.
- *Jen attended a meeting of the Staff Manual Committee on 4/29.

The following are webinars that staff watched:

- *Foundations of Early Childhood Development: It's All About Relationships
- *Public Libraries Respond to COVID-19: Successful Ways to Work Remotely
- *STRETCH your storytime! Supporting early learning with yoga and movement
- *Failing in the Right Direction
- *Choosing Good Picture Books
- *Free Tools for Working with Social Media,
- *Accessibility and Online Multimedia Content
- *Fundamentals of Library Advocacy
- *Middle Grade Magic Virtual Conference
- *Public Libraries Respond to COVID-19: Managing Stress and Anxiety
- *Inspiring High-Level Thinking in Young Children
- *Public Libraries Respond to COVID-19: Innovative Solutions in Times of Crisis
- *Youth Engagement and Leadership--YALSA



Technical Services Report – April 2020

Submitted by Susan Dague

As evidenced by the lack of numbers in the processed items table, no items were processed in April since we suspended the delivery of ordered materials while technical services staff work from home. Staff have been communicating and collaborating with co-workers via Teams; attending staff, department heads, and committee meetings; viewing webinars; reading pertinent articles; staffing the live phone reference service; responding to emails sent to the library’s general email address; and correcting errors in item and bibliographic records in the catalog.

Number of items processed: 0 (total – unknown)

Audio (adult + YA + juvenile)	0
Juvenile Fiction	0
Juvenile Nonfiction	0
Electronic (adult + YA + juvenile)	0
Fiction (adult + YA)	0
Miscellaneous	0
Unknown (on order records)	0
Nonfiction (adult + YA)	0
Print Subscriptions (adult + YA + juvenile)	0
Video (adult + juvenile)	0
Total	0

Number of items withdrawn: 0

Added for the year to date: 1,916

Withdrawn for the year to date: 2,917

Total items: 92,585

Digital Services Report – April 2020

Submitted by Karrie McLellan

Online Presence:

- Library Market Calendar:
 - Development for the new meeting room policy continues.
 - Support ticket regarding reports was resolved.
 - Added a “virtual branch” to our online event calendar to market virtual live and on-demand programming. Added events that link to the content.
- Databases
 - Publicized free access to Tumblebooks and Ancestry access from home (both temporary).
- Websites:
 - Several revisions to the front page and interior pages to reflect access to new resources and highlight virtual programming.
 - Added a virtual events page to link from the home page to our digital event content.
 - Posts to the Tech Tips blog to assist patrons with our online resources and direct them to other free media streaming sources.
 - Goodreads reviews were aggregated and posted to the (former) Staff Picks blog with links to their titles in our online services.
 - Edited our Robly signup widgets to include a category for the new adult e-newsletter.
 - Updated Connect 2 U staff training modules to reflect the latest changes in our digital services.
 - Fixed an issue with website backups.
- Social Media:
 - Worked with the team to appoint leads and create a process for creating and publishing social media content that would avoid duplication and users blocked from signing in.
 - Explored social media metrics and reports available to us. Researched which metrics we (public libraries) should be following and how to set appropriate goals.
 - Selena has been editing virtual programming videos for YouTube and helping to manage posting in our social media channels. She is also testing GoToMeeting for providing live virtual tech events.
- Fax24: Our fax service is available online for patrons who can scan a document but can only submit by fax and not email. Added this information to the website.
- Statistics across channels: rethinking the way we count engagement statistics when all circulation and program attendance is virtual.

UHLS:

- UHLS coordinated access to Tumblebooks and Ancestry from home for the system libraries.
- UHLS provided access to Hoopla for the system libraries, matching our limit of 5 checkouts.
- Assisted APL IT with Sierra notice issue.
- There is no geographic restriction on online card signup, so people outside our service area (in some cases, VERY far) were getting cards and access to our materials. Library staff have been urged to run reports to root out these applicants and shut down access. At the time of this report, I am unsure if this has been resolved.



Library Computers/Hardware:

- Configured and deployed Live Chat for Teams to create a chat box on our website. Worked out several bugs with staff during training. Chat is monitored on a minimal schedule. When chat is unmonitored, the chat box offers the patron a chance to send a message, which is sent to the library's main email.
- Configured and deployed Grasshopper to allow staff to receive and make calls from their personal phones as if they were calling from the physical library. Again, worked out several bugs with staff during training. The phones are monitored by staff on a regular schedule. When unmonitored, patrons can leave a voicemail which is checked and resolved at the beginning of the next shift.
- Created and distributed basic targeted Teams training documents, as well as links to training resources provided by Microsoft.
- Contacted Meraki about extending Wi-Fi coverage throughout the parking lot and connected our rep with Accu-Networks to determine what hardware is needed for our network.
- Continued troubleshooting of remote access to computers. Uploaded needed files from network drives to Teams to reduce the need for remote computer login.
- Shut down public computers and monitors and changed settings to prevent them from turning on and off automatically daily. Some of the computers continued to power on, so I went to the library to physically power down and unplug them. While there, I found additional items that could be powered down to save electricity.
- Brainstorming ways to safely and sanitarly manage tech lending and access as we phase back in. This includes a closer look at self-check systems.
- Renewed Deep Freeze Cloud subscription
- Received a failure error from the backup account that Accu-Networks was able to resolve.

Meetings/Workshops:

- Several hours of webinars and videos about how to use Teams effectively.

Statistical Notes:

- I am now tracking any reference questions I get on the library-wide reference statistics sheet.
- Zero statistics for Ancestry are likely because remote traffic goes through UHLS, not our library's IP address.
- I double-checked and yes, Flipster stats are the same as last month.
- It makes sense that online borrowing has increased significantly, but the fact that searches on our Gale database are double last month's and hundreds more than February is a bit surprising.
- Website sessions were about half of last month's total. This can be attributed, at least in part, to the fact that many people only go to our website to search the catalog. Because it is uncertain when libraries will reopen to the public, hold requests and account management have likely dropped off.

What's Next:

- Revised digital collections webpage
- Revised adult services webpage
- Create revised statistics spreadsheet to include digital activity



Circulation Report – April 2020

Submitted by Marion Pierson

Highlights

Circulation staff were very busy working from home in April. While continuing to learn the Teams software, they also participated in multiple trainings and webinars. Here are just some of them:

COVID-19 and Structural Racism, Extreme Customer Service, Managing Difficult Volunteer Transitions, What's New in Children's Literature 2020, Being Customer Focused, Information Literacy Among the Elderly, Shelving With Dewey, Culinary Literacy: A Library Recipe For Cooking Up Literacy and Community, Dealing With Angry Patrons, Managing Your Digital Archive, After the Storm: Libraries Helping to Heal a Community, OCLC COVID-19 Virtual Town Hall.

Staff also did extensive research into disinfecting collections in a pandemic, how to manage a phased reopening, and how to handle returns, request lists and various aspects of library service post-pandemic.

Roseann and Mary Ann called a combined total of 197 patrons to check in, let them know we missed them and told them about our virtual services. Many staff attended the full staff meetings on Wednesdays. Marcia hosted a virtual cookbook club, *What's Cooking? Good Booking!* on Facebook, and Holly provided crafting content for the e-newsletter, as well as filming several meditation and wellness videos for the library's YouTube channel. Selena has been working her circulation hours in the Digital Services Department. I attended the virtual Circulation Advisory Council meeting on April 1st and Department Heads meetings weekly.

Several staff members did volunteer projects in the community. Marcia sewed masks for the Firefighters' Retirement Home, Marianne sewed masks for the MoonCatcher Project, Leeann is sewing masks for staff to use when they return to the library, Holly wrote "Thinking of You" cards for distribution to nursing home residents, as well as collecting and delivering food donations to the VA food bank, and Roseann sorted salvage projects for the Regional Food Bank.

Statistics

Patrons: 24 new patrons registered online in April

East Greenbush Residents 23

Schodack Residents 1

Checkouts:

April 2020

April 2019

Volunteers: 00 volunteers worked 00 hours

Outreach

Adult



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Outside Groups – April 2020

Submitted by Kathy Rossello

29 Cancelled Reservations – 645 Total Expected Attendance	Date	Expected Attend
CANCELLED) DHPSNY Workshop: Essential Policies and Procedures for Collecting Institutions	04/01/2020	40
Flying Knights Model Aircraft Club (CANCELLED)	04/01/2020	20
Tri-City Red Hat Ladies (CANCELLED)	04/02/2020	15
American Needlepoint Guild (CANCELLED)	04/02/2020	15
Illiterati Book Club (CANCELLED)	04/02/2020	15
Renss. Co. Master Gardeners Trip Planning meeting (CANCELLED)	04/02/2020	20
Capitolers (CANCELLED)	04/04/2020	25
CDLUG (Capital District Linux Users Group) (CANCELLED)	04/04/2020	40
Troop 1145 meeting (CANCELLED)	04/05/2020	12
Genet lip sync - all the single ladies (CANCELLED)	04/05/2020	10
Homebuyers Orientation (Cancelled)	04/06/2020	60
Brownie / Junior Girl Scouts - Think Like a Programmer (Cancelled)	04/06/2020	20
Girl Scout Brownie Troop 1041 (Cancelled)	04/06/2020	15
Tuesday Ramblers (Cancelled)	04/07/2020	25
Columbia Lacrosse Club (Cancelled)	04/07/2020	30
Girl Scout troop 5514 (Cancelled)	04/08/2020	11
Capital Region RWA (Cancelled)	04/11/2020	32
Tuesday Ramblers (Cancelled)	04/14/2020	25
MVP HEALTH CARE (Cancelled)	04/16/2020	10
Capital Hudson Iris Society (Cancelled)	04/19/2020	25
Cross Stitch Plus (CANCELLED)	04/20/2020	12
Tuesday Ramblers (CANCELLED)	04/21/2020	25
Commons Homeowners Annual Meeting (CANCELLED)	04/21/2020	50
EGA Studio Time - April 2020 mtg (CANCELLED)	04/22/2020	15
Travel Buddies (CANCELLED)	04/22/2020	30
Girl Scout troop 5514 (CANCELLED)	04/22/2020	11
Troop 1145 meeting (CANCELLED)	04/25/2020	12
Girl Scout Brownie Troop 1041(CANCELLED)	04/27/2020	15
The Writer's Bloc (CANCELLED)	04/28/2020	10
Total Expected Attendance for Cancelled		645

UHLS Coordinated Reopening Committee Recommendations

Finalized Recommendations - May 15, 2020

UHLS Coordinated Reopening Committee members: Evelyn Neale - CHAIR (COLN), Sarah Clark (VOOR), Jill Dugas-Hughes (EGRN), Scott Jarzombek (APL), Margie Morris (POES), Hannah Stahl (COHS), Melissa Tacke (CAST), and Tim Burke (UHLS).

List of Contents:

- 1. Introduction and General Recommendations (p. 1-3)**
- 2. Narrative of Leveled Recommendations (p. 4-10)**
- 3. Appendix A - Safe Staffing Measures (p. 11-12)**
- 4. Appendix B - Sample Curbside Service Procedure (p. 13-15)**
- 5. Appendix C - Resources (p. 16-19)**
- 6. Appendix D - Levels at a Glance (p. 20, and as separate attachment)**
- 7. Appendix E - Summary of Levels (see separate attachment)**

Background: The UHLS Directors Association (DA) established this committee to develop a list of recommendations to provide guidance to all member libraries as they plan the reintroduction of library service to their public. The committee recognizes that each library has its own decision making structure and unique constraints that will affect how each library approaches issues of scheduling, staffing, service hours, cleaning, policies, etc. However, the committee also acknowledges the importance of having a coordinated approach to reopening libraries across the two-county service area, both in terms of timing and general approach to the reintroduction of services. These recommendations are intended to guide each library in the development of their own phased approach to reopening within the general structure provided, but also to encourage as much system-wide coordination of plans, schedules, and reopening activities as possible.

General Recommendations: Based on the committee's discussions and informed by all the available guidance and resources, the following are being put forward as universal recommendations for ALL libraries in planning for reopening:

- ALL libraries should plan for a gradual, phased approach to re-opening and not plan to simply open their doors. ALL public library service upon reopening MUST reflect thoughtful and carefully guided plans that are designed to protect the health and safety of both library staff and members of the community using the library, its collections, and its services.
- ALL libraries should try, within their own local constraints, to coordinate reopening dates with all other member libraries in UHLS, and particularly with neighboring libraries.
- ALL libraries should actively prepare plans and procedures to be ready to close the library to the public once again, in the event of a resurgence of the virus and a return to essential service and workforce restrictions.
- ALL libraries should expect to move forward and backward between the levels in this document based on local conditions and government directives.
- Once the UHLS delivery service of materials between the libraries is reintroduced, ALL libraries will be expected to adhere to all UHLS delivery protocols and procedures regarding the handling and processing of all shared physical materials.

Coordinated Reopening Recommendation: Just as our communities are unique but interconnected, so too are our libraries unique but interconnected, and the actions and decisions of one community or one library can impact the other. Based on this reality, UHLS is recommending a coordinated plan and schedule for reopening for all member libraries, within the limits of each library's local constraints. Maximizing the coordination of library reopenings is critical to ensure a quick and efficient restart of the UHLS delivery service to all member libraries. In addition, coordinating reopening will mitigate any concerns of some libraries experiencing increased demand from surrounding communities that have unopened libraries. Finally, coordinating reopening will also uphold our commitment to equitable library services to our region as outlined in the [UHLS Free Direct Access Plan](#).

Reopening Themes: In general, all of the following recommendations and considerations for phased reopening for UHLS libraries are based on several overarching themes that should guide library decision making regarding reopening:

SAFE – Safe reopening of UHLS libraries means that the health and safety of library staff and the public MUST be the highest priority when planning for reopening. Libraries must be fully prepared, before offering any services, with policies, procedures and training to ensure the safety of the staff, when working with each other and when working with the public. Libraries must have sufficient supplies (masks, gloves, basic cleaning supplies) to ensure a safe working environment. Libraries must prepare/reconfigure service desks, staff spaces, public spaces, and collections to accommodate social distancing measures and the gradual reintroduction of library services, based on the library's reopening plan.

SMART – Smart reopening of UHLS libraries means the library monitors and adheres to the current guidance from both governmental and scientific authorities for providing safe library service and for the safe handling of library materials. Libraries should make thoughtful staffing and service decisions in order to limit staff exposure, protect the public, and control risk and liability.

GRADUAL – UHLS libraries should plan to gradually re-acclimate library staff to their new working environment and all of the changes in their library, their workspaces, and their services. Staff will need to spend time devoted to developing and training in new protocols and practices. Sufficient time should also be allowed for the staff to prepare the collections and manage the impact of the restart of the UHLS delivery service....all before the library offers any public services. The amount of time needed will differ from library to library depending on many factors, including the size of the facility, staffing levels, etc. The reintroduction of library services to the public should also be planned as a phased approach, gradually adding services as the staff and public become familiar with new routines and practices. It is always easier to slowly expand services rather than offer too much, too soon and have to then curtail services soon after reopening.

FLEXIBLE - Libraries should prepare their organization to be flexible and to be able to make service and policy changes rapidly as dictated by internal and external factors. ALL libraries should prepare plans and procedures to be able to close the library to the public once again, in the event of a resurgence of the virus and a return to essential service and workforce restrictions. ALL libraries should expect to move forward and backward between these recommended reopening levels of service based on Government directives and guidance.

Timeline for Reopening: The question of when our libraries can open is still very much an unknown. The timeline will be determined largely by the Governor's phased reopening plan for the state. This statewide plan contemplates a regional approach to reopening the state based on New York's 10 economic development zones. Because the entire UHLS service area is part of the Capital Region Zone it is expected that executive orders will allow all libraries in our system to open on the same date (although there is still much ambiguity based on the organizational structure of each library). This factor will help facilitate the plan for a coordinated reopening by the UHLS member libraries.

UHLS will continue to closely monitor the current status of public libraries in the state's reopening plans and will also continue to participate in the advocacy efforts for the library specific guidance we need from the Governor's office and Empire State Development.

UHLS libraries should use these recommendations and the accompanying resources to begin planning their own reopening plans and are encouraged to reach out to UHLS for additional support in those planning activities.

Recommendations for Gradually Reopening UHLS Libraries

Level 1: Communication to your community (All activity in the level is taking place BEFORE staff return to work and the library begins to reopen)

- Communicate with Library Friends and Volunteers about reopening plans and how they will be impacted
- Consider establishing a “State of Emergency Policy”, which will allow library administration to efficiently override existing policies as needed
- Be sure to conduct regular Virtual Board meetings (following OML) - maintain regular communication with Board and make sure the Board is able to continue to make decisions for the library
- Make checklist of tasks you stopped when the Library closed (mail, phone, deliveries, newspapers, Better World Books, security company, bookdrops, outside vendors with keys, email, voice messages, social media accounts, standing orders) - this is vital to “reverse engineer” your closing, but also should you need to shut down again if there’s a resurgence of the virus
- Communicate with community partners and other stakeholders (those that use your space regularly) about reopening plans and how they will be impacted
- Maintain regular communication with your Municipality, School District, etc.
- Maintain regular communication with UHLS
- Secure staff protective gear and cleaning supplies

Level 1A: Initial Staff Training and Reacclimating (Some staff begin to return to library on a scheduled basis)

- Familiarize yourself with recent laws affecting public libraries :
Governor’s Executive Orders
<https://www.governor.ny.gov/news/governor-cuomo-signs-new-york-state-pause-executive-order>
List of all executive orders: <https://www.governor.ny.gov/executiveorders>
Matilda’s Law: <https://elderjusticenyc.org/what-is-matildas-law/>
Family First Act: <https://www.dol.gov/agencies/whd/ffcra>
CARES ACT (PPP and SBA Loans):
<https://www.sbc.senate.gov/public/index.cfm/guide-to-the-cares-act>
- Review the recommendations/guidance for the number of staff/people that can safely be in your building and in your offices, staff room, and all work areas, etc.
- Remote training should be provided to staff as appropriate throughout this level.
- **Plan staff schedules and work shifts to ensure physical distancing**
- **Enforce scheduling discipline by staff (work only exactly when you are scheduled) to enable contact tracing if infections occur.**

- <https://www.cdc.gov/coronavirus/2019-ncov/php/open-america/contact-tracing.html>
- Consider implementing or reminding staff of existing rules and policies to ensure physical distancing in staff spaces
- Establish frequent and consistent cleaning protocols for all areas used by staff and or the public
- Regularly provide training on proper use of PPE (masks, gloves) and safety protocols
- Develop Library Materials Handling protocols for all types of materials
- Analyze the library's staff and public spaces and what changes must be made to deliver service safely for both the public and for staff
- Develop approved talking points for all staff to use in interacting with the public after reopening, especially regarding new rules and procedures (requirements for masks, limits to collection access, reduced hours, etc.)
- Make sure all staff know what to do if they or someone in their household gets sick
- Review staff sick leave/call in policies and procedures with all staff
- Encourage digital documents whenever possible to minimize handling of the public's physical material

Level 2: Building Cleaning and Reorganizing (limited staff working in building as needed and as appropriate to maintain social distancing)

- For smaller libraries, cleaning person (or in some cases this might be library staff) should come in for one or a few days prior to staff returning to deep clean the library
- For libraries with facilities staff, they should come in for one or a few days prior to staff returning to deep clean the library
- For libraries using an outside cleaning contractor for a one time service, they should come in for one or a few days prior to staff returning to deep clean the library
- Cleaning checklist for regular cleaning throughout the day (very important for libraries with no facilities staff (see resource sheet). This is especially important for all common surfaces, high touch surfaces like telephones, telephone keypads, keyboards, mice, alarm keypads, door handles, staff lounge, etc.
- Removing all high touch items/non-transactional materials - toys, puzzles, pens, crayons, etc.
- Re-organize all public and staff furniture and collections for transactional service and physical distancing recommendations
- Determine how you will handle Magazines/Newspapers
- Determine how you will handle your Library of things-cake pans, hotspots, other non-traditional circulating material
- Extend due dates to minimize necessary library transactions and to spread out the material being returned
- Establish a quarantine protocol and designated location(s) for all returned materials and ensure staff are trained on how material is to be received to avoid contact
- Avoid contact with door handles and other contact points after you've touched

returned materials.

- Establish a quarantine/cleaning protocol and designated location(s) for incoming materials from vendors, USPS, and other delivery services and ensure staff are trained on how material is to be received to avoid contact.
- Cover/turn off/disable water fountains
- Consider signage for all new procedures and changes to building, collections, etc.
- Consider a handout sheet or FAQ for all known common questions (post on website, fb page, etc.)
- Reduce/eliminate clutter on service desks (scrap paper, signage, pens, etc.)
- Reinforce the importance of cleaning common surfaces in between shifts
- Reinforce the importance of cleaning all equipment after use
- As much as possible within safety and security considerations, prop doors/windows open and make sure that HVAC units are open to maximum fresh air levels
- Determining and labeling an “in door” and an “out door” if you have multiple doors
- Brightly colored tape on floor to remind people of physical distancing at service desks, etc.: you can also use physical barriers ie. table in front of circ desk
- Tape out work spaces for physical distancing as a reminder to staff
- Consider installing “sneeze guards” at service desks: Plexiglass, clear plastic
- If no drop box or drop slot, identify a single place for book returns that does not allow/encourage patrons to touch any hard surfaces
- Quarantine all books for 72 hours after being returned

“There are no studies that specifically answer the question of how transmissible COVID19 might be from the most common library materials – for example coated and uncoated paper, bookcloth, or polyester book jackets. Quarantine of materials for 72 or more hours seems to be the safest course.... There is very little research on the effects of medically effective sterilization and sanitization measures on the condition of library materials, another reason to favor quarantine.” - Jacob Nadal, Director for Preservation, The Library of Congress

Level 2a: Staff Return to the Building (all library staff return to regular scheduled shifts at the library)

- **Train/reinforce procedures at the beginning of every shift**
- Non-medical Masks required . Gloves should be available for those who wish to use them (must conduct constant staff training on the proper use and disposal of masks and gloves)
W.H.O. How and When to Use Masks:
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>
- Regularly train and reinforce hand washing and all other hygiene protocols
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>

- Consider providing each staff member with their own mouse and keyboard to minimize surface sharing.
- Scheduling discipline - Only allow staff in the building who are supposed to be in the building according to their schedule to assist in contact tracing
- Retain all staff work schedules (digital or in paper) to assist in contact tracing
- Put in place a staff work from home policy and continue to encourage staff working from home wherever appropriate to reduce the number of staff in the library building as necessary
- Develop and train staff on rules and procedures - How many people can be in the Staff lounge during breaks?, during lunch?, new rules about food/eating/drinking at desks, water cooler gatherings, etc.
- Develop some “What happens if...” guidelines and talking points for some possible scenarios involving patron behavior, ignoring rules, arguing about new policies, etc.

Level 2b: Continue to Prepare for Public Service with Only Staff in the Building

- UHLS delivery service starts up again for all libraries with adjustments to schedules and procedures to maximize “contactless” delivery and to conform to shortened hours schedules.
- UHLS will quarantine all interlibrary delivery materials for 3 days (72 hrs.) at the system office to ensure all deliveries coming from other libraries through delivery are clean and ready to process immediately when they arrive at the library.
- Develop protocols and procedures to manage delivery material at your library.
- Library staff receive and process delivery materials, familiarize themselves with new protocols and procedures.
- UHLS will provide each library extra empty bins to assist in the quarantine and management of local material in the library
- Library staff will work on resolving the current hold shelf, including possible outreach to current hold patrons to determine if material is still wanted and to inform patrons of the library’s current plans for checking out physical material (curbside, appointment, etc.).

Level 3a: Reintroducing Library Circulation Services - No Patrons in the Building

(all library staff continue regular scheduled shifts at the library as determined by the library’s plan and schedule for reintroducing service to the public)

- Open book drop, begin accepting returned material
- Consider limited return schedule to enable the library to familiarize and follow its return material quarantine protocol (should be 72 hours)
- UHLS will extend the grace period for check-outs in Sierra to accommodate full quarantine of returns
- Consider waiving fees, including damage fees
- Modify hours dependent on staffing (safe and discipline scheduling) and needs of the steps below as well cleaning and supply protocols.

Level 3b: Reintroducing Library Circulation Services - Limited public services offered outside the library building (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

- Alternative material delivery/public service (see appendix for suggested guidelines)
- Curbside service/walk-up service
- Homebound/books by mail
- Start running pull list for locally owned items/local patrons first
- Override/waive any financial transactions until later levels of service to postpone the handling of cash from the public

Level 4: Limited Opening of the library building to the Public (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

Step 1 - controlled public use of the library

- Transactions by appointment (limited number of patrons in the building based on facility size, staff size, social distancing formulas)
- Staff-performed pick-ups from library collection (stacks closed to the public)
- Continue with virtual programming
- No public meetings
- Copy/scan/fax - Staff-facilitated services with cleaning protocol between each use
- Printing - Staff-performed (patron emails item to be printed, staff prints and delivers to patron, via touchless, curbside, email or USPS)
- Override/waive any financial transactions until later levels of service to postpone the handling of cash from the public

Step 2 - Limited walk in service to the public

- Open to the public for transactions only
- Continue to strictly enforce building occupancy formula
- No Opac access for patrons: time limited browsing or staff assisted
- Consider installing a self checkout station
- Consider specific hours for seniors/at risk patrons
- Consider no public bathrooms

Level 5: Open to the Public for Limited Seating extended library use (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

Step 1 - Social distancing

- 6 feet apart/one person one table - no group seating available (consider special seating for small gatherings - ie. families and group home visits)
- Extended, but still time limited stay in the library

- Patrons should bring their own devices using the library's wifi
- Public computer use (see appendix for guidelines)
- No play spaces/consider closing children's rooms/designing services specifically for families - number of families in the space at a time, book bundles

Step 2: Gradual relaxation of library use restrictions (space use, time limits for use, etc.)

- As government restrictions allow, gradually phase back in use
- Gradual return to normal hours of operation
- Book sales - consider only preset bag sales to limit material and cash handling

Step 3: Limited in-person programming reintroduced at some libraries **Note: This step applies only to libraries with program spaces that allow for adequate physical distancing during library programs. Libraries with program spaces that do not allow for adequate physical distancing should scale in-person programming as appropriate until guidelines are relaxed.**

- Follow official government restrictions and guidelines for how many can gather (based on square footage)
- Plan programming in shorter intervals (ie. monthly not weekly)
- Limited registration for all programming
- Pre-registration for all programming
- No drop-in programs
- Cleaning protocols in between all programs
- Where physical distancing is challenging, do not offer program

Level 6: Service Expands in Response to Changing Physical Distancing

Restrictions and Guidelines (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

- Limited in-person programming is gradually reintroduced (with as much system-wide coordination as possible, to avoid overuse of individual libraries and programs)
- Follow official guidelines for how many can gather (based on square footage)
- Plan programming in shorter intervals (ie. monthly not weekly)
- Limited registration for all programming
- Pre-registration for all programming
- No drop-in programs
- Cleaning protocols in between all programs
- Allow community group meeting room use with an MOU/Agreement that groups will follow official guidelines, participant restrictions, social distancing requirements, etc.
- In-person library board meetings resume (provided that the board can gather in compliance with official guidelines)
- Gradual relaxation/modification of staff protocols
- Masks no longer required for staff/patrons as dictated by official directives

- Workspaces, public computing areas, and other public spaces may be gradually returned to traditional configurations in response to the relaxation of physical distancing guidelines
- Staff break times no longer scheduled; staff asked to maintain distance in break spaces based on official guidelines
- Impact on building use - Public restrooms made available, water fountains made available

Appendix A - Safe Staffing Measures

Staff members are a library's most valuable assets. Library services can't run without staff. As libraries plan their phased reopenings, we encourage putting special staffing measures into place **preemptively**. Having such measures in place can help keep libraries open and maintain service when some staff members cannot work in the building due to illness or quarantine. There are many different measures that might be implemented; your library will likely utilize several at once. **The key is to develop a plan before you bring staff back into the building.**

Reduce Hours of Operation

- This measure allows libraries to gradually reintroduce services and manage patron expectations. As a public-facing industry, our impulse may be to return to full hours immediately; however, reducing hours -- especially in initial reopening stages -- allows us to better manage new realities in terms of staff and patron safety, cleaning protocols, staff training, and new services (i.e. curbside pickup).
- This measure limits the amount of time staff spend in the proximity of each other and members of the public.
- This measure enables your library to make other "safe staffing" measures possible, such as A-Week/B-Week.
- The "checkouts" field of the Hourly Circulation Transactions Ad Hoc Report (https://reports.uhls.org/reports/circ_hourly.html) can provide guidance on which hours might provide the best access to patrons in your community.
- Particularly during initial reopening stages, consider reducing or eliminating hours on days when you do not have an adequate number of supervisors in the library (such as on weekends).
- For libraries with a small staff, where one person may be put in the position of working entirely alone, each day's hours of operation should not exceed the maximum daily hours that person is permitted to work. Additionally, weekly hours of operation should not exceed that person's full hours.

Minimize Exposure

- Staff every shift at minimal levels.
- Make sure that work stations are socially distanced, and that workflows and break procedures allow for social distancing when people are away from their main workstation.
- If possible, have staff perform tasks such as shelving prior to opening to the public each day, or after the library closes to the public for the day.
- Where appropriate, allow staff to work partially from home.
- Unless volunteers are required to operate the library, eliminate or limit volunteer hours.

Schedule Staff for Contact Tracing Purposes

- Require that staff are only in the building for their scheduled shift.
- Discourage staff from coming early for their shift or staying in the library after their shift.

- Ask that staff not leave the library grounds during their shift.
- Retain all schedules in case needed for contact tracing.

Training

- Make sure staff are trained in cleaning protocols and hygiene procedures before they are allowed back in the building
- Update staff at the start of their shifts on cleaning protocols and any changes made to cleaning protocols

Health Monitoring and Sick Leave

- Ask staff to take their temperature before coming to work.
- Ask staff to stay home from their shift if they are experiencing any of the following symptoms:
 - Cough
 - Shortness of breath or difficulty breathing
 - Fever or chills
 - New loss of taste or smell
- Thoroughly review the Families First Coronavirus Response Act (FFCRA) and the Coronavirus Aid, Relief and Economic Security (CARES) Act, and communicate with all staff about how these measures will impact the library's response to COVID-19 illness/quarantine.

A-Week/B-Week Model

- Assign all staff members to one of two teams: A-week and B-week.
- Put staff on a rotation where they work one week in the building and (where appropriate) one week from home.
- Assign staff to a particular building and have them only work in that building.
- Prohibit staff from working split shifts during their in-building week.
- Ask staff not to enter the building on weeks they are not assigned, or outside of their assigned hours during their in-building week.

Scale Back Services

- If only one staff member is available to work for a particular shift, close the building to the public and scale back service to a manageable level (for example, curbside pickup by appointment only).
- This measure might also be utilized on an ongoing basis during shifts when supervisors are not available (such as on weekends).

Temporary Staff

- Include temporary staff in all training on safety protocols, cleaning protocols, new service procedures, etc. in case they are needed to cover.
- Consider hiring additional temporary staff to cover shifts in case of absence or quarantine.

Appendix B - Sample Curbside Service Procedure (COLN)

A soft opening to the service will be with the current reserves that we have on the shelves. Calls will be made for those.

<p>Curbside for Reserves (after initial are cleared) Through normal pull list procedure or new books Patrons will be notified through Sierra: Wait 24 hours before pick up in notification</p> <ul style="list-style-type: none"> ● Patrons will come, park in a numbered spot, call the phone number indicated on signage at the parking spot. ● Circ staff will ask patron, name on order, any other orders and spot number (script needed) ● Items will be pulled from the hold shelf, checked out to patron(s) placed in a paper bag or FOL bag and taken out to the numbered spot indicated and placed in the trunk. ● Staff dealing with patrons will wear face shields, masks and gloves. Gloves to be changed between orders. 	<p>Curbside by phone (primary audience the elderly, library regulars and families)</p> <ul style="list-style-type: none"> ● Call-in Service (need script) ● Script at service desk will include next day pick up and instructions on curbside service ● Form to fill out at service desks (Info, YS & YA) - Digital form to be printed once order is complete to be given to circ ● Staff to handle phones? ● Staff to fulfill forms? ● Items retrieved from shelves, placed on reserve for patron, checked in, reserve slip printed. ● Materials and form taken to Circ placed on hold shelf ● Patron will be notified through Sierra holds system ● Patrons will come, park in a numbered spot, call the phone number indicated on signage at the parking spot. ● Circ staff will ask patron, name on order, and spot 	<p>Curbside for reference:</p> <ul style="list-style-type: none"> ● Must call ahead ● Tax forms ● Print from anywhere up to 10 pages black and white only ● NY Times Sunday crossword ● No Notary service until transaction only
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	<p>number (script needed)</p> <ul style="list-style-type: none"> ● Items will be pulled from the hold shelf, checked out to the patron(s) placed in a paper bag or FOL bag and taken out to the numbered spot indicated and placed in the trunk. ● Staff dealing with patrons will wear face shields, masks and gloves. Gloves to be changed between orders. ● NO special collections. ● Books, Audios, Music, DVDs and Video Games only ● 1 order per vehicle. Max 10 items per order per day ● Need to number parking spaces and create signage with phone number and space number. ● Curb signage needed for returns only ● If a patron doesn't have a card use Outreach application. Include the card with item pick up. 	
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Workflow: For traditional reserves Circ will be doing the pull list. Coln pick up/Coln material only for XXX amount of time.

There will be a separate number for ordering and for pick up. Each number will ring on multiple extensions.

For Call in Service for safety reasons there will be one staff assigned to answer phones and take orders and one staff person to fill orders.

Call taker will fill in digital form (TBD) and print to designated printer. If a patron does not have a library card, the call taker will fill in the outreach form and take to circ, mark the form with the card being created. Call takers will instruct patrons on curbside pick up rules using script. If a reference item, the call taker can fulfill the request. Two hour shifts assigned to take place at service desks. Cleaning protocol after each shift

Runners will fill orders. Two hour shifts assigned. Designated computer and printers. Pick up the order from the designated printer. As many as are in the printer. Once search is complete, form will be noted for items substituted or put on reserve. Items collected will be placed on reserve for patrons and checked in. Form and books with reserve receipts in them will be brought to the designated circulation area for hold items. Cleaning protocol after each shift.

For Curbside pickup-Circ staff patrons will call pick up number. Staff members will follow the script, find out name, space number, model and make and color of vehicle. Find items on the hold shelf, check out, bag, order sheet will be in one of the materials. Put on gloves, a visor and masks. Take the bag out to the spot. Put it in the trunk. Throw away gloves.

Appendix C - Resources

General Information – COVID-19, Cleaning, Disinfecting:

1. “Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections.” Institute of Museum and Library Services Webinar, <https://youtu.be/iuuczms4BR0>
2. Ewen, L. “How to Sanitize Collections in a Pandemic.” American Libraries, 2020. <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/> Accessed 27, Mar. 2020.
3. Jansen, K. “How we know disinfectants should kill the COVID-19 coronavirus,” Chemical & Engineering News, 2020. <https://cen.acs.org/biological-chemistry/infectious-disease/How-we-know-disinfectants-should-kill-the-COVID-19-coronavirus/98/web/2020/03> Accessed 27, Mar. 2020.
4. “List N: Disinfectants for Use Against SARS-CoV-2.” Environmental Protection Agency, 2020. <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
5. “Schools, Workplace & Community Locations.” Centers for Disease Control, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/community/index.html>
6. “Cleaning and Disinfection for Community Facilities.” Centers for Disease Control, 2020. <https://www.cdc.gov/coronavirus/2019-ncov/community/organizations/cleaning-disinfection.html>
7. “OSHA 3990-03 2020 Guidance on Preparing Workplaces for COVID-19.” Occupational Safety and Health Administration, 2020. <https://www.osha.gov/Publications/OSHA3990.pdf>
8. Goldman, Bruce. “What’s a virus, anyway? Part 1: The bare-bones basics.” Scope 10K, Stanford Medicine, 2020. <https://scopeblog.stanford.edu/2020/04/02/whats-a-virus-anyway-part-1-the-bare-bones-basics/> Accessed 3 Apr. 2020
9. Adamec, Christine, and P.H. Chandrasekar. “Coronavirus (COVID-19, 2019-NCoV).” The Encyclopedia of Infectious Diseases, Facts On File, 2020. Health Reference Center, online.infobase.com/Auth/Index?aid=277015&itemid=WE48&articleId=587751. Accessed 3 Apr. 2020.
10. K.H. Chan, et.al. “The Effects of Temperature and Relative Humidity on the Viability of the SARS Coronavirus.” Advances in Virology, 2011. <https://doi.org/10.1155/2011/734690>. Accessed 3 Apr. 2020.

11. Serradell, Joaquina. "Lessons Learned from the SARS Epidemic." SARS, Second Edition, Chelsea House, 2009. Health Reference Center, online.infobase.com/Auth/Index?aid=277015&itemid=WE48&articleId=394577. Accessed 27 Mar. 2020
12. ALA; Handling Library Materials and Collections During a Pandemic: <http://www.ala.org/alcts/preservationweek/resources/pandemic>
13. NEDCC: http://www.ala.org/alcts/sites/ala.org.alcts/files/content/UPDATE_NEDCC%20recommendations%20for%20disinfecting%20books_Mar2020-converted.pdf
14. Medium.com: A Phased Reopening Plan for Libraries as COVID 19 Restrictions Are Lifted: <https://medium.com/@john.alan.thill/a-phased-reopening-plan-for-libraries-as-covid-19-restrictions-are-lifted-2d96885c0c1d>
15. Wyoming Government Public Services Return to Work/Library Re-Opening Plan: <https://library.wyo.gov/wp-content/uploads/2020/04/Staged-Reopening-Plan.pdf>

Human Resources:

1. "Families First Coronavirus Response Act: Employer Paid Leave Requirements." U.S. Department of Labor, 2020. <https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>
2. Poster: "Employee Rights: Paid Sick Leave and Expanded Family and Medical Leave under The Families First Coronavirus Response Act (FFCRA)." U.S. Department of Labor, 2020. https://www.dol.gov/sites/dolgov/files/WHD/posters/FFCRA_Poster_WH1422_No_n-Federal.pdf
3. Hyman, J. "The DOL's Families First Coronavirus Response Act regulations contain some big changes." April 6, 2020. <https://www.workforce.com/news/the-dols-families-first-coronavirus-response-act-regulations-contain-some-big-changes>
4. "KNOW YOUR RIGHTS: The Families First Coronavirus Response Act Paid Leave & Paid Sick Time FAQ." April 10, 2020. <https://www.abetterbalance.org/resources/know-your-rights-the-families-first-coronavirus-response-act-faq/>
5. "US Department of Labor Publishes Regulations Clarifying Various Aspects of the Families First Coronavirus Response Act (US)." April 2020. <https://www.employmentlawworldview.com/usdepartment-of-labor-publishes-regu>

[lations-clarifying-various-aspects-of-the-families-first-coronavirusresponse-act-us /](#)

6. Grider, K. "The Families First Coronavirus Response Act: DOL Releases Updated Guidance on Telework and Intermittent Leave." The National Law Review, March 2020.

<https://www.natlawreview.com/article/families-first-coronavirus-response-act-dol-releases-updatedguidance-telework-and>

Supplies & Materials:

Sneeze Guards

Provider	Name of Product	Cost	Dimensions	Link
Displays 2 Go	Countertop Sneeze Shield, Acrylic, Three Panels - Clear	\$109	36" Wide x 40" Tall	https://www.displays2go.com/P-51365/Acrylic-Countertop-Cashier-Shield-Adjustable-Panels?fbclid=IwAR0G6PJb8SVIvsbxkD_M6BkJ5aosyGg1rssTj0nFiqfTLIh3WYpHP8U
Displays 2 Go	Countertop Sneeze Shield, Adjustable, Acrylic, Three Panels	\$74.99	48" Wide x 18" Tall or 28" Tall	https://www.displays2go.com/M-585/Acrylic-Protective-Splash-Guard-18-28-Tall-Models-Hinged-Design?variantId=51366&artifiOrder=New
ShopPO PDisplays	Countertop Clear Acrylic Splash Shield Sneeze Guard	\$65	25" High x 11.75" Wide	https://www.shoppopdisplays.com/12844/countertop-clear-acrylic-splash-shield-sneeze-guard-25h-x-1175w-x-12d.html

Picture Hanging Systems	STAS sneeze guard - barrier screen	\$60	39" High x 32" Wide	https://www.picturehangingsystems.com/stas-barrier-screen-g?gclid=CjwKCAjwvtX0BRAFEiwAGWJyZJ2iVwEt0NbP1HTd8hfUYnuaiVxedP8k66YijpDkDZTPYCEMiN2XOxoCDcMQAvD_BwE
Webstaurant Store	Cal-Mil 22131-24 Barrier Solutions Mounted Register Shield	\$47.52	24 ½" High x 24 ½" Wide	https://www.webstaurantstore.com/cal-mil-22131-24-barrier-solutions-mounted-register-shield-24-1-2-x-24-1-2/2112213124.html

Keyboard Covers

<https://www.amazon.com/Thinnest-Waterproof-Anti-Dust-Sanitized-Universal/dp/B07HY Y2YHP>

Monitors & Mice

Use general shrink wrap applied by a hair dryer or heat gun. Remove and replace as needed. Spray any cleaner on top of them.

https://www.amazon.com/Metronic-Shrink-Soaps-Candles-Small/dp/B01MQQCAJ7?ref_=s9_apbd_orecs_hd_bw_b9KqRVb&pf_rd_r=DW7XEQ9Z5FE8TYVRFMVS&pf_rd_p=0f6996ff-1072-59a0-ba0f-f232e53a8291&pf_rd_s=merchandised-search-10&pf_rd_t=B ROWSE&pf_rd_i=8553221011

<https://www.amazon.com/Gauge-Stretch-Wrap-Extended-Handles/dp/B0029B0NG4#customerReviews>

Signage

Free downloadable signs:

<https://www.signs.com/coronavirus-signage/>

<https://www.displays2go.com/S-4316/covid-19-printable-signs>

<https://plumgroveinc.com/products/marketing/free-covid-19-coronavirus-sign-poster-templates/>

Appendix D - Levels at a Glance

Appendix D - Levels at a Glance	Level 1	Level 1A	Level 2	Level 2A	Level 2B	Level 3	Level 4	Level 5	Level 6
Library building closed to public	X	X	X	X	X	X			
Ongoing staff training	X	X	X	X	X	X	X	X	X
Ongoing communication with the public/stakeholders	X	X	X	X	X	X	X	X	X
Encourage working from home for some staff where appropriate	X	X	X	X	X	X	X	X	X
No in-person library programs	X	X	X	X	X	X	X	X	
Virtual programming is offered	X	X	X	X	X	X	X	X	X
Library Board meetings are held virtually	X	X	X	X	X	X	X	X	
Establish & follow enhanced cleaning protocols		X	X	X	X	X	X	X	X
Schedule staff and assign workspaces/equipment for physical distancing		X	X	X	X	X	X	X	X
No Community Room use or public meetings			X	X	X	X	X	X	
Workspaces & public spaces reorganized for physical distancing			X	X	X	X	X	X	
No public seating			X	X	X	X	X		
No public computers			X	X	X	X	X		
No play spaces			X	X	X	X	X	X	X
No high-touch/non-transactional materials (i.e. crayons, puzzles)			X	X	X	X	X	X	X
No public restroom			X	X	X	X	X	X	
No water fountains			X	X	X	X	X	X	
Masks required for staff				X	X	X	X	X	
Staff library in consideration of Safe Staffing measures				X	X	X	X	X	
Retain staff schedules for contact tracing purposes				X	X	X	X	X	X
Items returned only in book drops - quarantine for 72 hours before checking in				X	X	X	X	X	X
Staff break times scheduled to enable physical distancing				X	X	X	X	X	
No eating in staff workspaces				X	X	X	X	X	X
No loans of specific types of items (i.e. Library of Things)				X	X	X	X	X	X
Reduced/altered hours of operation				X	X	X	X		
Alternative delivery offered (i.e. curbside pick-up)				X	X	X	X	X	X
Waive overdue fines and copy/print/fax fees to minimize cash handling					X	X	X	X	X
No staff touching of patron library cards						X	X	X	X
No use of library phones by the public						X	X	X	X
Open to the public for transactions by appointment and/or at reduced capacity							X	X	
Limited public seating (physically distanced - 1 person/table)								X	X
Limited public computer use (physically distanced stations or bring your own device)								X	X
Limited in-person library programming with preregistration and hard attendance caps									X
Limited use of Community Rooms by the public									X

Appendix E - Summary of Levels See Separate Attachment

Current Allowable Service Level 1 and Level 1a Per Current NYS Pause Executive Order until phased reopening of Capital Region set to begin. Still waiting to hear which priority industry phase libraries fall under.

Last Updated: 5/15/2020

Principles of personal safety, risk mitigation, transparency, and capacity guide the ongoing collaborative development and application of these guidelines. Libraries may need to move forward or backward between these levels in compliance with official guidelines. Staff who work directly with the community are considered "Medium exposure risk jobs" and Staff who have minimal occupational contact with public and other coworkers are considered "Lower risk (caution)."

Bounceback	Service Level	Summary of Services and Activities	Dependencies
Building Closed to Staff and Public	Level 1 Communications to Community	<p>Library building is closed and staff reduced to essential personnel only</p> <p>Provide training for essential job functions, staff health and safety</p> <p>Services should be transitioned to remote delivery</p> <p>Encourage working from home for staff where appropriate</p> <p>Update policies and procedures</p> <p>Purchase needed safety equipment supplies</p> <p>Continuation and amplification of digital services remotely</p> <p>Preparation of spaces, redevelopment of spaces for following level (remotely)</p>	<p>Allowances/Restrictions</p> <p>Goes into effect during local outbreak of COVID</p> <p>No gathering of people</p> <p>Expect interrupted supply/delivery</p> <p>In-person activities should be delayed until Level 3</p>
	Level 1A Initial Staff Training and Reacclimating	<p>Some staff begin to return to library on a scheduled basis</p> <p>Deep clean and sanitize library facilities</p> <p>Preparation for reopening premises to staff</p> <p>Adjust workplace hours and shift design to reduce density in the workplace</p> <p>Develop material handling protocols and signage</p> <p>Provide remote training for essential job functions, staff health and safety</p>	<p>Allowances/Restrictions</p> <p>Goes into effect after local COVID cases/hospitalizations decline</p> <p>No gathering of people</p> <p>Continued interrupted supply/delivery</p> <p>Frequent and consistent cleaning protocols enacted</p> <p>Extremely limited staff</p>
Staff Begin Returning to Building (still closed to public)	Level 2 Building Cleaning and Reorganizing	<p>Staff will continue to be encouraged to work from home where possible</p> <p>Only staff critical to develop new workflows will report</p> <p>Workspaces reorganized for physical distancing</p> <p>Consider restricting access to only certain workplace areas for staff</p> <p>Enact physical distancing protocols (distance work spaces, stagger breaks, don't share food or utensils)</p> <p>Modify entrances/exits for staff and delivery service(s) with hygiene stations set up</p> <p>Continue to prepare for limited public services (curbside)</p>	<p>Allowances/Restrictions:</p> <p>Goes into effect when proper equipment and consistent cleaning protocols are possible</p> <p>Actively encourage sick employees to stay home</p> <p>Consider regular health checks (temperature and/or respiratory screening) for staff (ideally upon arrival to work)</p> <p>PPE required for staff</p> <p>Frequent and consistent cleaning protocols enacted</p>
	Level 2a Staff Return to Building	<p>Preparation for serving public</p> <p>Staff return on a limited basis</p> <p>Staffing the building will be done on a staggered schedule and/or in separate areas of the building to encourage physical distancing</p> <p>Train all staff on proper cleaning and disinfecting procedures.</p> <p>Implement physical distancing strategies</p> <p>Train/reinforce procedures at the beginning of every shift</p> <p>Staff will continue to be encouraged to work from home where possible</p> <p>Discourage workers from using other workers' phones, desks, offices, or other work tools and equipment, when possible.</p>	<p>Allowances/Restrictions</p> <p>Goes into effect when workspaces are reorganized for physical distancing</p> <p>Safe staffing measures allowing for contact tracing</p> <p>Health screening checks for staff continue</p> <p>Frequent and consistent cleaning protocols continue</p> <p>PPE required for staff</p> <p>No returns yet because the facility needs to be set up with quarantine zones and the large volumes processed make the quarantine zones complex</p> <p>Actively encourage sick employees to stay home</p>
	Level 2b Continue to Prepare for Public Service with only Staff in the Building	<p>UHLS delivery service begins for all libraries; modified as necessary</p> <p>Staff receive and process delivery materials, existing holds</p> <p>Intensify cleaning and disinfection efforts</p>	<p>Allowances/Restrictions</p> <p>All Level 2a allowances/restrictions apply</p>
	Level 3: Reintroducing Library Circulation	<p>STEP 1: Open book drops in a controlled way/on a schedule to follow quarantine protocol (72 hours unless new protocols are announced)</p> <p>Extend grace periods, consider waiving fines/damage fees</p> <p>STEP 2: Alternative Material Delivery with PPE and physical distancing</p> <p>Curbside/Walk up/Drive-Thru Service (see sample procedure)</p>	<p>Allowances/Restrictions</p> <p>Goes into effect once facility is rearranged with quarantine zones for returns, staff are fully trained, and public have been notified of new procedures</p> <p>Separation of lending and return spaces</p> <p>Safe staffing measures allowing for contract tracing continue</p>

	Library Circulation Services- No patrons in the building	<p>Homebound/Books by Mail</p> <p>Fulfill holds (may be temporarily limited to home library patrons); override financial</p> <p>Access to the library's computer equipment is in high demand and is a major issue for digital library inclusion. However, the provision of computer equipment must be made under certain conditions as this type of equipment is particularly conducive to the spread of the virus. A special cleaning protocol must be put in place first. No public computer use until Level 5.</p>	<p>Reduced/altered hours of operation- dependent on staffing and availability of cleaning supplies</p> <p>Health screening checks for staff continue</p> <p>Frequent and consistent cleaning protocols continue</p> <p>PPE required for staff</p>
Limited Public in Building	Level 4: Limited Opening to the Public	<p>STEP 1: Transactions by appointment</p> <p>Staff-performed pick-ups (closed stacks)</p> <p>Continue with virtual programming</p> <p>No public meetings</p> <p>Copy/scan/fax - staff-facilitated with cleaning protocol between each use</p> <p>Printing - staff-performed (patron emails item to be printed)</p> <p>No public computer use</p> <p>Consider waiving fees until later level</p> <p>STEP 2: Open to the public for limited walk-in transactions</p> <p>Number of people (patrons & staff) allowed in building at once based on facility size and social distancing formulas</p> <p>No OPACs - patrons must browse or are assisted by staff</p> <p>Consider installing a self-checkout station</p> <p>Consider specific hours for seniors/at risk patrons</p> <p>Consider no public bathroom</p> <p>No computer use by public</p>	<p>Allowances/Restrictions</p> <p>Ensure you have a means of counting people entering and leaving library</p> <p>Stagger arrival times for patrons</p> <p>Establish and implement a traffic plan to limit situations where people need to pass each other, and respect physical distances</p> <p>Ask users to wash or disinfect their hands systematically when they enter the premises</p> <p>Suspend use of water fountains</p> <p>Rigid (plexiglass) barriers installed at service desks</p> <p>Stagger arrival times for patrons</p> <p>Ensure disinfectant cleaning of items returned or put down by readers</p> <p>Suspend use of water fountains</p> <p>Group gathering is prohibited based on current guidelines</p> <p>If possible, leave doors/windows open while ensuring that patron flows are regulated</p>
Open to Public	Level 5: Open to the Public for Limited Seating	<p>STEP 1: Open to public with physical distancing protocols (current health recommendations: 6 ft per person)</p> <p>Public computer services added</p> <p>No Play Spaces/Gathering Spaces</p> <p>Consider closing children's rooms/designing services specifically for families</p> <p>STEP 2: Return to normal hours of operation as staffing and budgets allow</p> <p>Modified booksales added (bag sales)</p> <p>STEP 3: Limited in-person programming may be reintroduced at some libraries with adequate physical distancing; consider offering video/audio of events. Consider offering programming with pre-registration and "cohorts" so that mixing of households is limited</p> <p>Plan programming in shorter intervals (monthly); no drop-in programs, limited registration; cleaning protocols in between programs</p>	<p>Allowances/Restrictions</p> <p>This level goes into effect when the governor allows gatherings of greater than 10 people, and national, state, and health officials no longer recommend public stay at home.</p> <p>Limited time in building for library users</p> <p>Follow official guidelines for how many can gather (based on square footage)</p> <p>Allowances/Restrictions</p> <p>As government restrictions allow, gradually phase back in use and hours</p> <p>Allowances/Restrictions</p> <p>This level goes into effect when the governor lifts the mandatory stay at home order, gatherings of greater than 25 people are allowed, health officials no longer recommend public stay at home</p> <p>Do not offer programs where physical distancing is challenging</p>
	Level 6: Service Expands in Response to Changing Physical Distancing Guidelines	<p>Limited in-person programming is gradually reintroduced (with as much system-wide coordination as possible, to avoid overuse of individual libraries and programs. Follow steps listed for Level 5, Step 3)</p> <p>Community Room Use Begins with Guidance/Restrictions</p> <p>In-Person Library Board Meetings/Consider offering video/audio of events (as long as board can gather in compliance with official guidelines)</p> <p>Masks no longer required for staff (as long as legal requirement is lifted)</p> <p>Staff break times no longer scheduled; staff asked to maintain distance in break spaces based on official guidelines</p> <p>Workspaces, public computing areas, and other public spaces may be reorganized in response to the relaxation of physical distancing guidelines</p> <p>Water fountains available</p> <p>Public restrooms available</p>	<p>Allowances/Restrictions</p> <p>This level goes into effect when the governor lifts the mandatory stay at home order, gatherings of greater than 50 people are allowed, health officials no longer recommend public stay at home</p> <p>Do not offer programs where physical distancing is challenging</p> <p>Continue to implement personal protective measures (e.g., stay home when sick, handwashing, respiratory etiquette, clean frequently touches surfaces daily, ensure hygiene supplies are readily available). Know the signs and symptoms of COVID-19 and know what to do if staff, volunteers, or public becomes symptomatic</p>
	No Restrictions	In a post-pandemic situation, all library services and public programming can be delivered	Allowances/Restrictions

This level goes into effect when all restrictions on gatherings have been removed. Evidence of isolated cases or limited community transmission, case investigations underway, no evidence of exposure in large communal settings

WE'RE HERE FOR YOU

East Greenbush is strong!

We are all in this together. Although our buildings are closed to the community, we are still here for you! Stay safe. Keep showing creativity, love, and compassion. Together we will get through this difficult time and grow stronger as a community.



East Greenbush Central School District

Online Learning, Free Meal Service Pick-up & Delivery, Childcare for Essential Workers

Phone: (518) 207-2500

<https://egcsd.org/coronavirus/>

<https://www.facebook.com/egcsd/>



East Greenbush Community Library

Free eBooks/audio, Streaming TV & Video, Virtual Programs and Storytimes, Wellness Checks, Phone/Email Reference, E-Newsletter, Online Library Card Registration, Farmers' Market, Due dates have been extended for all borrowed items, No donations or returns being accepted

Phone: (518) 477-7476

Email: eglibraryinfo@eglibrary.org

<https://eglibrary.org>

<https://www.facebook.com/eglibrary>



East Greenbush Police Department

Community Patrolling, Meal Deliveries to Senior Citizens, Supporting Backpack Program and others in Need of Meals and Essential Items, Welfare Checks, Escorting Parades, Virtual Activities

Emergency: dial 911 or (518)-479-1212

Non-Emergency Phone: (518) 479-2525

(lines are answered by live 911 police dispatchers)

Email: chief@egpolice.org

<https://www.eastgreenbush.org/police>

<https://www.facebook.com/EastGreenbushPoliceDept/>



Greenbush YMCA

Childcare for Essential Workers, Free Virtual Workouts, Online Community Resource Guides, Farmers' Market, Continued membership support efforts to maintain current critical services

<https://cdymca.org/resources/>

<https://www.facebook.com/cdymcagreenbush/>



Town of East Greenbush

Maintenance Services/Lawn Repairs, Catch Basin Cleaning, Paving Improvements, Brush Pickup, Transfer Station, Permits, Licenses, Proof of Residency, Virtual Community Activities

Phone: (518)-477-2005

www.eastgreenbush.org

<https://www.facebook.com/TownofEG/>

Emergency and Health

www.rensco.com and www.ny.gov

- Emergency: Dial 911 or (518) 479-1212 (lines are answered by live 911 police dispatchers)
- Poison Control: 1-800-222-1222; <https://upstate.edu/poison/>; <https://aapcc.org/>
- COVID-19 Hotline Rensselaer County: 9am-5pm, (518) 270-0450; After Hours, (518) 857-4660
- COVID-19 Hotline (General Questions, NYS): 1-800-364-3065
- Mental Health 24 Hour Crisis Line Rensselaer County: (518) 270-2800
- Suicide Prevention 24 Hour Hotline: 1-800-273-8255; <https://suicidepreventionlifeline.org>
- Domestic Violence 24 Hour Hotline: 1-800-942-6906 or Text (844)-997-2121
- Anonymous Crisis Texting: Text "GOT5" to 741741
- Water/Sewer Emergencies: (518) 477-6103 or (518) 479-2525
- NYS Child Protective Services: <http://ocfs.ny.gov/main/cps/>
- National Sex Offender Registry: <https://www.nsopw.gov/>
- Addiction Recovery Helpline, 7 days/week, 9am-9pm: 1-833-467-3123
- Veteran's Crisis Help Hotline: 1-800-273-8255 Press 1
- Anonymous Crime Tips: <http://capitalregioncrimestoppers.com/>

Food Services

Free meals for families in our school community

- Grab 'n' Go Meals: Donald P. Sutherland, 10am-12pm; Red Mill, 10am-12pm. Delivery (518) 477-9288
- Food for Families- pick up at Columbia HS (May 4, 6, 11, 13; 8-10am & 4-6pm) LeonarMi@egcsd.org or DiBaccou@egcsd.org
- Local Restaurant Take Out & Delivery: <https://cdymca.org/rensselaer-restaurants/>

Childcare for Essential Workers

Free for eligible parents; Contact the provider directly for more information

- Bloom and Grow/Rensselaer: (518) 309-8683
- Creative Minds Daycare/Troy: (518) 779-8444
- Howard L. Goff Middle School/Greenbush YMCA: (518) 869-3500
- Viking Child Care Center/HVCC: (518) 629-4506

Community Services

- Town Assessment Roll Inspections available 5/1; Grievance Day Documents due 5//19; Grievance Day 5/26; www.eastgreenbush.org
- E-Commerce & Craigslist Safe Exchange Zone (located at the front of the police station)
- 24/7 Free Wi-Fi in the library parking lot spaces closest to the building, or on the patio
- Phone Reference Service with Librarian: Mon. & Wed. 1-8pm, Tues. & Thurs. 10am-9pm; (518) 477-7476 or eglibraryinfo@eglibrary.org
- East Greenbush Transfer Station – open regular hours
- East Greenbush DWP Brush pickup – 5/11, 5/18 & 5/26
- Town Clerk Applications & Permits: epangburn@eastgreenbush.org; Use green mailbox marked 'Receiver of Taxes' in front of Town Hall (no cash payment)
- School Budget Vote & Board Election: 6/9; Absentee Ballots <https://www.elections.ny.gov/votingabsentee.html>
- Rensselaer County Updates: <https://www.facebook.com/rensselaercounty/>

Programs & Resources

Free access to virtual programs and resources

- Live, Learn & Thrive with the Y Virtual Programming at: www.cdymca.org
- Greenbush Bookmark subscribe at: <https://eglibrary.org/newsletter/>
- Storytime, Crafts & Wellness Virtual Programs at: <https://www.youtube.com/user/eglibrary/videos>
- Book Discussion Groups (online) at: <https://eastgreenbushlibrary.org.librarymarket.com/>
- Access to Digital Content: e-books, e-audiobooks, streaming movies & music, e-magazines, digital newspaper subscriptions, research, articles & more. <https://eglibrary.org/digital/>
- Apply online for a library card: <https://eglibrary.org/about/policies/#apply>
- Distance Learning Resources: <https://egcsd.org/academics/egcsd-student-online-resources/>
- Town Summer Camp Applications are still being accepted: mmartin@eastgreenbush.org
- Livestream Board Meetings: Town of East Greenbush www.eastgreenbush.org <http://www.eastgreenbush.org>, East Greenbush Community Library <https://eglibrary.org>, East Greenbush Central School District <https://egcsd.org>
- Virtual YMCA 5K & Kid's Duathlon, May 25: <https://cdymca.org/virtualrace/>

You Can Make A Difference

- Y Togetherhood: Activating People for Good – COVID-19 Food Insecurity; Become a Volunteer: <https://cdymca.volunteermatters.org/project-catalog/315>
- Donate Food (school families): <https://egcsd.org/coronavirus/> or LeonarMi@egcsd.org or (518) 477-9288
- Request a Wellness Check: eglibraryinfo@eglibrary.org or (518) 477-7476
- Respond to the 2020 Census: <https://2020census.gov/>



Inspiring Ideas, Strengthening Community, Enriching Lives

518-477-7476 | www.eastgreenbushlibrary.org

Board of Trustees May 19, 2020 Doc. #11

**Draft- May 16, 2020 Board Meeting
State of Emergency Procedures Authorization Policy**

In a state of emergency, the library director will have authority to restrict services and/or implement immediate procedures as deemed necessary to preserve and ensure the safety of library Staff and Patrons. This policy will take precedence and override conflicting policies during a state of emergency.

Restriction of services will be determined in accordance with any applicable Executive Orders from the State and Local Government and will be executed by the Library Director in coordination with the Library Board of Trustees.

Pertinent changes will be communicated to the library community as quickly as possible, and as safety allows.