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Reopening Plan

Adopted by the East Greenbush Community Library Board of Trustees; May 23, 2020

Introduction

At the point of development, the East Greenbush Community Library facility remains closed under the Governor's Pause Executive Order. The library has increased virtual services during the building closure. The library will work collaboratively with other Upper Hudson Library system libraries to provide a reintroduction of in-person services in a gradual, phased approach to protect the health and safety of both library staff and members of the community using the library, its collections, and its services. This plan also considers the possibility that the library may need to move backward and forward between phases based on local health factors and government directives.

Timeline for Reopening

At this point, we have moved to an entirely virtual service model. This began on March 15 and at the date of this document is tentatively planned to end on June 1. However, it is highly unlikely we will be able to reopen and resume full operations on day 1. The timeline for reopening 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. This plan assumes that the library will be able to legally provide curbside services during NYS (New York State) Phase 1 and will move to limited in-person transactional library visits during NYS Phase 2. The dates/durations for each service level are subject to change based on constantly changing public health conditions and government edicts.

This document is a guide for our gradual reopening. It uses a phased "level" approach, with services gradually increased as public health guidance evolves. Within each service level, content is divided to represent the library's five fundamental areas of operation: facilities, collections, meetings, staffing, and services.

It will also match the capacity of our library organization, taking into consideration the health and well-being of staff and patrons. Three factors are being taken into consideration while drafting this plan. First is staffing capacity. Some staff may not be returning to work by choice, family obligations, or health. This will allow us to staff public service desks in a way that minimizes exposure. The second is the capacity of our maintenance staff to keep up a heightened cleaning protocol, including staffing and supplies. The third is the ability for library leadership to pivot in case of a "second wave" of coronavirus and the need for the organization to shut down operations in the face of another quarantine.

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This plan will begin upon approval from the East Greenbush Community Library Board of Trustees. Moving into each subsequent service level will be contingent on the library's capability to expand services, are subject to future revision, and must be approved by the library board.

Definitions:

PPE: [Personal Protective Equipment for Staff](#)

All staff will be provided with essential PPE and will be trained on proper [donning](#) (putting on) and [doffing](#) (taking off), and disposal of PPE. Staff will be trained on proper [hand hygiene](#) protocols. Employees should avoid touching their faces, including their eyes, noses, and mouths, particularly until after they have thoroughly washed their hands upon completing work and/or removing PPE. Throughout their work shift, (minimum, every two hours), staff will frequently wash hands with soap and water for at least 20 seconds, or if soap and water are unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol. All staff and visitors will wear a mask while on library property.

- Masks (required): non-medical grade. Cloth masks are acceptable. One mask per person will be available. Disposable masks will be provided. Masks must be disposed or rewashed daily.
- Face Shields (optional): one face shield per person will be provided upon request. They must be disinfected daily.
- Gloves (optional for most scenarios): non-sterile gloves will be available. Gloves will be required for when implementing protocols for cleaning and disinfecting frequently touched surfaces and handling item returns.

Materials Quarantine: See Appendix A

Returns and Drive-Thru Window Service: See Appendix B

Cleaning/Sanitizing: See Appendix C

- Occupied areas of the library will be deep cleaned and sanitized daily according to [CDC](#) and [OSHA](#) recommendations. [CDC](#) approved disinfectants will be used.

List of Service Levels:

Level 1: BUILDING CLOSED TO PUBLIC- ONLINE/VIRTUAL SERVICES ONLY

Level 2: LIMITED STAFF RETURN TO BUILDING TO PREPARE FOR PUBLIC SERVICES

Level 3: REINTRODUCING LIBRARY CIRCULATION PHYSICAL MATERIALS (no public in building)

Level 4: LIMITED OPENING TO THE PUBLIC FOR TRANSACTIONAL SERVICES ONLY

Level 5: OPEN TO THE PUBLIC WITH LIMITED SEATING

Level 6: SERVICE EXPANDS IN RESPONSE TO CHANGING PHYSICAL DISTANCING GUIDELINES

Level 7: NO RESTRICTIONS- POST PANDEMIC

Level 1: BUILDING CLOSED TO PUBLIC- ONLINE/VIRTUAL SERVICES ONLY

(See Continuation of Services Plan for Details)

REOPENING PROCEDURES BEGIN WITH LEVEL 2

Level 2: LIMITED STAFF RETURN TO BUILDING TO PREPARE FOR PUBLIC SERVICES

Move to this level when the Governor announces Phase 1 for the Capital District, the library has trained staff remotely on safety procedures, proper equipment/PPE supplies are secured, safe staffing measures which allow for contact tracing and physical distancing are in place, and upon approval from the Library Board of Trustees.

Facilities

- Library facilities will remain closed to the public until **service level 4**
- Occupied service areas will be deep cleaned and sanitized daily according to [CDC](#) recommendations (**all service levels**)
- Remove all high touch items/non-transactional materials/clutter from workspaces to make it easier to sanitize between staff shifts (**in effect until service level 7**)
- Maintenance staff will manage cleaning process and help set up facility for physical distancing among staff and public. Prioritize initial staff workspaces, book return set-up, and curb-side services set-up, including the installation of plexiglass sneeze guards.
- Tape out workspaces for physical distancing as a reminder to staff. Physical distancing measures for staff workstations and breaks will remain in place through at least **service level 5**
- Establish new cleaning/quarantine protocols for all incoming materials from vendors, USPS, UPS, FED EX, and other delivery services through at least **service level 6**
- Implement new cleaning protocols and usage rules for staff bathrooms until at least **service level 6**
- Water fountains will be closed until **service level 7**
- Clean all surfaces between shifts until at least **service level 6**
- Add signage for new procedures and changes to building, collections, etc. as they are determined [interior (audience- staff) and exterior (audience- public)] (all service levels)
- As much as possible within safety and security considerations prop doors open and make sure that HVAC units are open to supply maximum fresh air levels (**through service level 5**)
- Determine an “in” door and “out” door for staff entry/exit with enhanced safety protocols (**through service level 5**)

Meetings/Group Gatherings

- No public use of meeting rooms (except as required by law- ex: elections) until **service level 6**
- No gathering at the library of any kind without physical distancing (no group visits until **service level 6**)

Staffing

- Most staff continue to work from home [virtual programming, enhanced digital lending, increased web, and social media presence, monitor email, chat (M-F; 9-11am), phone reference (M&W 1-8pm; T&R 10-8pm)]. Reference hours subject to adjustment as needed based on community demand and staffing capacity.
- Limited staff return to building and begin to prepare to reopen returns and curbside services. Access is restricted to certain workspaces for staff and is limited to scheduled time in the building. PPE required and health check process implemented.
- Masks will be required for all staff while working in the building through at least service level 5. Masks (non-medical grade) will be provided by the Library. Alternately, staff may choose to wear their own face coverings.
- Gloves not required for all staff workflows; but will be available for staff who wish to use them through at least service level 5. If they are used, staff must undergo training on proper use and follow safety guidelines.
- Documentation of staff schedules will be maintained during this level and subsequent levels, in case required for future contract tracing.
- Staff will receive ongoing training during this phase and all subsequent phases (in-person and/or virtual)
- Safety and cleaning protocols will be reviewed at the beginning of every shift during this service level and **all subsequent levels**
- Eating will not be permitted at any public workstation during this level and all subsequent levels. Food consumed on-site must be consumed at designated (break table(s), at scheduled time(s). All staff will be assigned a designated desk/break area. Staff are responsible for disinfecting their assigned area directly after eating (all levels). The break room will be closed for gathering and/or eating until **service level 6**.
- Each staff member will be supplied their own mouse and keyboard to minimize surface sharing (**all levels**)
- Staff will be trained on “What happens if...” guidelines and talking points for scenarios involving patron behavior, ignoring rules, arguing about new policies, etc.) (**all levels**)
- Planning, preparation, and training begin for following service levels (**all levels**)
- Staffing Level- Days 1 & 2- Prepare for staff to return (Director, 2 Department Heads, 1 Maintenance) Estimated Dates: Tues, 5/26 & Wed, 5/27
- Staffing Levels Days 3 & 4 Days Begin Training for Staff (shift scheduling) (total of 4-8 staff in building at a time: 1 Department Head, 1 Maintenance, 2 Circulation Clerks, Director. Note re: Special Projects: a maximum of 1 staff member in youth services, 1 staff member in adult services, 1 staff member in tech services, and 1 staff member in the business office per shift to work on special projects that are unable to be completed at home. Staffing will be scheduled, and staff may only be in the building during their scheduled hours. Estimated Dates: Thurs, 5/28 & Fri, 5/29

Services/Collections

- Physical collection closed/ Due dates are automatically extended, and overdue/lost items do not block patrons from accessing digital resources. Some library funds were reallocated to purchase e-Content. (Limited physical lending will begin again during **service level 3**)

- No returns yet because the facility needs to be set up with quarantine zones and the large volumes processed make the quarantine zones complex (**until service level 3**)
- Wi-Fi remains available for use during this all levels of service
- UHLS Courier not in service until **service Level 3**
- Virtual programming will continue until **service level 6**, or until staffing allows
- Email reference will continue for all service levels
- Virtual Chat Service (M-F, 9am-11am) will continue until service level 6, or until staffing allows. Hours subject to adjustment as needed based on community demand and staffing capacity.
- Increased web and social media presence until **service level 6**, or until staffing allows.
- The meeting rooms/hallway alcoves will be used as staging areas for returns and staffing area until **service level 5**
- 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 upcoming plans to provide drive-thru window services (current service level)
- If possible, a "soft-opening" for returns will be put in place on (estimated Tuesday, May 26, 2020)

Level 3: REINTRODUCING LIBRARY CIRCULATION PHYSICAL MATERIALS (no public in building)

Move to this level when the Governor announces Phase 1 for the Capital District, the library has trained staff remotely on safety procedures, proper equipment/PPE supplies are secured, safe staffing measures which allow for contact tracing are in place, and approval from Library Board of Trustees has been received. Begin by accepting returns, then move to drive-thru window service for lending. Library hours (with limited services) will be reduced and work schedules may be altered/reduced based on library needs.

Facilities

- Intensify cleaning and disinfection efforts (cleaning checklist for regular cleaning throughout the day)
- Library building will remain closed to the public
- Library will operate on reduced hours of operation
- Increased signage for returns and drive-thru service for public, including staging 6 feet markers for book return area.

Meetings

- No public use of meeting rooms (except as required by law- ex: elections) until **service level 6**
- No gathering at the library of any kind without physical distancing (no group visits until **service level 6**)

Staffing

- Limited staff in building. Access is restricted to certain workspaces for staff and is limited to scheduled time in the building. PPE required and health check process implemented.
- The majority of staff continue to work from home [virtual programming, enhanced digital lending, increased web and social media presence, monitor email, chat (M-F; 9-

11am), phone reference (M&W 1-8pm; T&R 10-8pm)] Reference hours subject to adjustment as needed based on community demand and staffing capacity.

- Staff hours may be reduced/altered based on library needs
- Staff will be trained on procedures for reopening the building to the public for **service level 4**

Services/Collections

- UHLS (Upper Hudson Library System) Delivery Service Begins (modified)- this will allow staff to begin processing backlog before opening for curbside services. UHLS will quarantine all interlibrary delivery materials for 72 hours 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. Extra bins will be provided by UHLS to aid in quarantine and management of local material in the library. Estimated Date: Monday, June 8
- Staff receive and process delivery materials and existing holds (begin with filling home library holds and expand as staffing and workflow allows) Estimated Date: Tuesday, May 26
- Public can begin returning materials (staged in between sliding doors to allow for 72-hour quarantine, limited hours Estimated Date: Tuesday, May 26
- All items “returns” will be made in large bins temporarily located in the front vestibule. The front door will remain open/unlocked and the interior door will remain locked. Large bins will be covered with tarps and labeled with the day’s date and moved to the staging area in the meeting rooms. Staff emptying book returns will be outfitted with masks, gloves and required to thoroughly wash hands after touching any potentially contaminated materials (materials/bins are considered “contaminated” until they have sat, untouched in quarantine for 72 hours).
- During this service level and all later service levels, item returns will be quarantined for 72 hours. At this point they will be checked in and returned to library shelves or transferred to their home library using the courier service.
- Overdue fines and damage fees will be waived for all returned items for this service level and remain in place until **service level 6**
- Begin providing curbside lending services via the drive-thru window (with safety enhanced process, limited days/times to ensure physical separation among staff and contract tracing). Drive-thru window lending service begins and will continue through all service levels. Initially, lending may have quantity limits to responsibly meet demand and manage workflow. Pickups may be for item checkout or for copy/print orders. The parameters for drive-thru window service may be altered in future phases as other aspects of library services expand. Estimated Date: Monday, June 1
- Some Library of Things items may not be available for checkout during the pandemic. TBD.
- Book-drop stays closed to ensure no cross contamination between outgoing and incoming materials until **service level 6**.

Level 4: LIMITED OPENING TO THE PUBLIC FOR TRANSACTIONAL SERVICES ONLY WITH STRICT HEADCOUNTS

Move to this level when the Governor announces Phase 3 for the Capital District, the library has trained staff remotely on safety procedures, proper equipment/PPE supplies are secured, safe staffing measures which allow for contact tracing are in place, and approval from Library Board of Trustees has been received. Begin by opening for limited transactional services by appointment and transition to transactional walk-in services. Continue drive-thru services and accepting returns with quarantine process. Library hours (with limited services) will be reduced and work schedules may be altered/reduced based on library needs.

Facilities

- Intensify cleaning and disinfection efforts (cleaning checklist for regular cleaning throughout the day)
- Library will operate on reduced hours of operation
- Increased signage for returns and drive-thru service for public, including staging 6 feet markers for book return area, and instructions for transactional services
- Temporary markings on the floor and/or physical barriers will encourage patrons to keep physical distance from library staff at service desks and will remain in place through at least **service level 5**.
- No toys or high-touch items in public spaces until **service level 7**

Meetings

- No public use of meeting rooms (except as required by law- ex: elections) until **service level 6**
- No gathering at the library of any kind without physical distancing (no group visits until **service level 6**)

Staffing

- Limited staff in building, only required to staff service desks, continue business operations, and to manage lending. Access is restricted to certain workspaces for staff and is limited to scheduled time in the building. PPE required and health check process implemented.
- Some staff will continue to work from home [virtual programming, enhanced digital lending, increased web, and social media presence, monitor email, chat, phone reference. Virtual reference hours subject to adjustment as needed.
- Staff hours may be reduced/altered based on library needs
- Staff will be trained on procedures for reopening the building to the public for **service level 5**

Services/Collections

- The library will be open to the public for transactional services only (item checkout, copy/fax/print/scan services/notary/reference questions)
- The number of people allowed to be in the building at once will be reduced to allow for physical distancing during this service level. Reduced capacity will follow official guidelines based on square footage. To control the number of people in the building, service will begin by appointment only. Appointment times may be limited in duration.

- The Children’s Room and Teen Room will be closed to the public, but collections will be available by request. Staff will provide enhanced readers advisory via phone and email.
- No public computer use until **service level 5**
- No public seating or tables until **service level 5**
- Limited public restroom use (by key only) to allow for sanitizing in between use
- No public use of the library’s phone during this service level and all subsequent levels
- Wi-Fi use inside the building should be limited to brief use to conduct library business (for example, checking the online catalog).

Level 5: OPEN TO THE PUBLIC WITH LIMITED SEATING WITH STRICT HEADCOUNT

Move to this level when the Governor announces Phase 4 for the Capital District and allows gatherings of greater than 25 people, the library has trained staff remotely on safety procedures, proper equipment/PPE supplies are secured, safe staffing measures which allow for contact tracing are in place, and approval from Library Board of Trustees has been received. Limited seating is supplied for the public, increased over time. Public computer use is restored.

Facilities

- Intensify cleaning and disinfection efforts (cleaning checklist for regular cleaning throughout the day)
- Library will operate on reduced hours of operation
- Increased signage for returns and drive-thru service for public, including staging 6 feet markers for book return area, and instructions for limited services/seating
- Temporary markings on the floor and/or physical barriers will encourage patrons to maintain physical distance from library staff at service desks and will remain in place through at least **service level 5**.
- Public computers stations will be reduced in number to keep physical distancing for patrons and staff. Equipment specific cleaning products and protocols will be put into place, including checking out keyboards and mice which will be sanitize in between use. No headphones provided.
- Physically distanced tables and seating will be reintroduced, with one seat per table

Meetings

- No public use of meeting rooms (except as required by law- ex: elections) until **service level 6**
- No gathering at the library of any kind without physical distancing (no group visits until **service level 6**)
- The library will begin working with community partners to determine how and in what capacity in-person outreach programs will resume during **service level 6**

Staffing

- Limited staff in building. Access is restricted to certain workspaces for staff and is limited to scheduled time in the building. PPE required and health check process implemented.
- Some staff will continue to work from home [virtual programming, enhanced digital lending, increased web, and social media presence, monitor email, chat.
- Staff hours may be reduced/altered based on library needs

- Staff will be trained on procedures for reopening the building to the public for **service level 6**

Services/Collections

- The number of people permitted to be in the building at once will be reduced to allow for physical distancing during this service level. Reduced capacity will be responsible to official guidelines based on square footage. To control the number of people in the building, service will begin by appointment only. Appointment times may be limited in duration.
- Access to the Children's Room and Teen Room will be extremely limited and may be appointment only based on the challenges for physical distancing.
- Limited public computer use added
- Limited Public seating/tables added

Level 6: SERVICE EXPANDS IN RESPONSE TO CHANGING PHYSICAL DISTANCING GUIDELINES. HEADCOUNTS NO LONGER REQUIRED.

Move to this level when the Governor lifts the mandatory stay at home order, announces Phase 4 for the Capital District, gatherings of greater than 50 people are allowed, and health officials no longer recommend public stay at home. All library staff have been trained on safety procedures, proper equipment/PPE supplies are secured, safe staffing measures which allow for contact tracing are in place, and approval from Library Board of Trustees has been received. Begin reducing physical distancing measures and reintroduce in-person programming.

Facilities

- Intensify cleaning and disinfection efforts (cleaning checklist for regular cleaning throughout the day)
- Library will return to normal hours of operation (if budget and staffing allows)
- Restroom is made fully available to the public
- The multipurpose room is repurposed for in-person library programs and small meetings and is no longer used as a workspace or staging area for returned items.
- The staging area for returned items is moved to Meeting Room B.

Meetings/Groups

- In-person programming may be reintroduced on a limited basis. The library will follow official guidelines for how many can gather for programs, based on the square footage of the program space.
- Registration will be required for all in-person programs. There will be registration/attendance caps for all in-person programs, which may be limited by residency.
- No drop-in programs will be offered
- No food will be permitted at programs until **service level 7**
- A buffer time of at least one hour between all library program and public meetings will be enforced to limit the number of people in the building at once and allow for proper cleaning

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- Members of the public will be allowed to reserve meeting rooms on a limited basis. Groups will be required to sign a MOU that they will follow official guidelines when using the space.
- In-person Board of Trustees and Friends meetings resume
- In-person outreach programs resume on a limited basis, following procedures agreed upon by the library and its community partners.
- Staff will continue to offer virtual programs; the number may be reduced as more in-person programs are offered

Staffing

- Limited staff in building. Access is restricted to certain workspaces for staff and is limited to scheduled time in the building. PPE required and health check process implemented.
- Some staff work limited hours from home [virtual programming, enhanced digital lending, increased web, and social media presence]
- Staff hours may be reduced/altered based on library needs
- Staff will be trained on procedures for reopening the building to the public for **service level 7**

Services/Collections

- Same as **service level 5**, hours expanded
- Addition of limited group use

Level 7: NO RESTRICTIONS- POST PANDEMIC

Move to this level when COVID-19 is no longer considered a threat in our community, the library may need to continue to adhere to some safety precautions, and approval from Library Board of Trustees has been received. This service level is contingent on the library's capability to expand services.



Library Reopening Plan: Appendix A

Materials Quarantine Procedures

- All incoming materials shall be held in quarantine under cover or in closed containers for no less than three (3) full twenty-four (24) hour periods keeping all materials isolated and quarantined for seventy-two (72) hours.
- There will be a designated “parking area” for quarantined materials. This area will be in a low/no use space. Since we will not be offering in person programming for some time the meeting rooms may offer potential space for this need. Hallway nooks may be used for large bins which are unable to fit through meeting room doorways.
- Materials shall be held in quarantine prior to check in, sorting, shelving, holds requests, or any other significant or sustained contact.
- All individual items shall be handled with PPE including a mask and gloves prior to the end of their 72-hour quarantine.
- No materials shall be transported between locations before passing the 72-hour quarantine. No item shall go onto any UHLS truck prior to clearing quarantine.
- When materials are received, they shall be placed in/on a book bin, truck, or a rolling cart depending on the volume of materials incoming and the materials handling equipment on hand. When the container is approximately 3/4s (75%) full the materials shall be isolated. Bins with lids shall be closed. Book trucks shall be covered by garbage bags. Rolling bins shall be covered with tarps which can be secured or weighted from the top in such a way as to close off these items from contact with the air.
- A sign indicating when materials were isolated shall be placed on each container/truck/bin at the time of isolation/cover. This sign shall indicate the date and exact time that the container was closed/covered. It shall also indicate the time and date 72-hours later when the materials can be accessed and processed.
- Items shall remain in the isolation “parking lot” until such time as these quarantine times are reached and shall be tracked by the labels placed at closure/isolation. No items may be accessed until this 72-hour quarantine is complete.
- Once materials have fully cleared the 72-hour quarantine they may be checked in, routed to other libraries, used to fill holds, or shelved accordingly.
- Items which are delivered from another library will be quarantined by UHLS for 72-hours. They will not require quarantine once they arrive at the East Greenbush Community Library and may follow the regular process to fill holds or shelved accordingly.



Library Reopening Plan: Appendix B

Curbside Service

Drive-Thru Window Service: How will it work and what can you expect

Starting on June 1, **Drive-thru window service** will be available to **pick up holds** for which you have been notified already for pick-up. Holds may be placed online or by calling the library. Holds placed over the phone are limited to (5). The book drop will remain closed and **all returns will be accepted at the front of the library in the vestibule**. For your safety and the safety of our staff, everyone will be **required to wear a mask** while on library property.

Special Note:

Not every library in the Upper Hudson Library System will reopen at the same time. All member libraries have their own governing board, budgets, sanitizing supplies/PPE, and capacity. Our reopening plan has a phased approach which incrementally increases services based on safety.

RETURNS

- Returns will be accepted beginning May 26 with limited hours in the front vestibule of the library. Returns will **not** be accepted in the book drop.
- Currently there are more than 13,500 items in people's homes. If everything comes back at once, the library will be flooded with materials.
- Please be patient as library staff works to process the backlog of materials in the community.
- If you have materials to return, please follow these guidelines: If your **birthday is on an even** numbered day, only **return materials on an even** day; if it is on an odd day, please **return materials on an odd** day. This will cut down on backlogs in processing and make for smoother return of materials.
- If you have items to return, please find a parking spot and walk to the front vestibule of the library, where returns can be placed in a large bin.
- Please follow physical distancing protocols to keep everyone safe: **one person** allowed in the **vestibule** at a time.
- **Returns will be accepted Monday-Friday, 10am-6pm and Saturday, 9am-1pm, beginning June 1.**
- All returned materials will be quarantined for 3 days before they are available to the community. That means it will take up to 5 days for materials you have returned to be removed from your account.
- We are not charging late fees/fines during this time.

DRIVE-THRU WINDOW CURBSIDE SERVICE

- Lending through the drive-thru window will begin June 1 with limited hours. **The drive-thru window will be open for pick up Monday-Friday, 2pm-6pm and Saturday, 9am-1pm.**
- EGRN Drive-Thru Window Service will allow patrons to reserve books, DVDs and other materials online at eglibrary.org or by calling 518-477-7476. Holds will be filled in the order they are requested. We appreciate your patience; it will take longer than usual to fill holds due to high demand and enhanced safety protocols.
- We will notify you via email or phone when your materials are ready for pickup. Once you have been notified, items will be available for pickup at the drive-thru window.
- Patrons who are coming to pick up or return materials **must** wear a mask and practice appropriate physical distancing. Staff will also be **required** to wear a mask and practice physical distancing. There will be signage directing patrons to the drive-thru window and the materials return area. Thank you for doing your part to help keep each other safe by wearing a mask, practicing physical distancing, and practicing good handwashing hygiene.
- When you arrive at the drive-thru window, show Photo ID or your library card, and staff will get your materials and hand them to you through the drive-thru window. You will not have contact with staff. Your items will already be checked out and a receipt will be bundled with your items.
- Returns will **not** be accepted at the drive-thru window
- **How do I reserve items?** You can reserve most titles online or over the phone. We ask that you please limit your requests to five (5) items at a time, when calling. There is no fee for this service. Once your hold is available, you will be notified. You will have 7 days to pick up your item(s). After 7 days, your item(s) will be placed back on the shelves.
- **What if I have items on hold but do not feel comfortable using the curbside service?** All items currently held will remain on the holds shelf until at June 8.
- **What if I no longer want to check out the items I have on hold?** Please call [518-477-7476](tel:518-477-7476) and ask a staff member to cancel your hold or visit your library account online to cancel your hold.

Next Steps... Opening the Building...

Library staff are dedicated to serving our community and have been working during the shutdown to provide remote services.

- The building is not open to the public yet. We need to install safety equipment, reconfigure our spaces and create new pathways to get around our libraries.
- When we do open to the public, we will likely have to limit how many people are in the library at any given time along with the services we provide.
- Patrons will be required to wear masks while on library property for the foreseeable future.

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- We are prepared and ready to safely offer drive-thru window lending service, as well as provide our community with educational and entertaining virtual programming options as we move forward, including a virtual summer reading program for youth and adults.
- For detailed information regarding our reopening plans, please see the board approved Library Reopening Plan. The document is a guide for our gradual reopening, which is designed to incorporate safety protocols for our community and staff in a phased “level” approach, with services gradually increasing as public health guidance evolves.

We are deeply committed to your safety and that of your neighbors. These are challenging times and the staff at the East Greenbush Community Library is ready to accept this new challenge. We hope that the library can be a way for East Greenbush library patrons of all ages to experience a small bit of normalcy by curling up with a new book from the library.



Library Reopening Plan: Appendix C

Keeping Your Library Clean and Disinfected

The East Greenbush Community Library cares about your health and safety. We are cleaning, disinfecting, and sanitizing occupied areas of the library daily to keep everyone safe from viruses, including COVID-19. We are providing you with health and safety information for each of the products we use and the areas where we are using the product. While these products clean and protect, they may also contain allergens or irritants. Safety Data Sheets are available for each product upon request.

Bathroom(s)

- Big D Concentrated Room Deodorant
- Clario Pink Lotion Skin Cleanser
- Lysol Power Toilet Bowl Cleaner
- Weiman Stainless Steel Cleaner & Polish Aerosol

Carpets

- ZEP Foaming Wall Cleaner

Computer Keyboards & Mice; Phones, Doorknobs

- Lysol Disinfecting Wipes

Glass/Windows

- CRC HydroForce Glass Cleaner
- Spray Away Glass Cleaner

Hand Sanitizer available on Service Desks and Public Entrance

- Mountain Falls Advanced Hand Sanitizer
- Perk Say Hello Hand Sanitizer
- PURELL Advanced Hand Sanitizer

Hard Surface Floors

- Brighton Professional Lemon DC Plus Disinfectant Cleaner, Lemon Scent
- Simple Green Industrial Cleaner and Degreaser
- ZEP Antibacterial Disinfectant & Cleaner with Lemon

Kitchen(s)

- Ajax Powder Cleanser with Bleach
- Ajax Ultra Super Degreaser Lemon
- Clario Pink Lotion Skin Cleanser

Surfaces

- Brighton Professional Lemon DC Plus Disinfectant Cleaner, Lemon Scent
- PURTABS sanitizing solution for electrostatic sprayers
- Simple Green Industrial Cleaner and Degreaser



Library Reopening Plan: Appendix D

Staff Safety Approach

After several weeks of shuttering most of America due to the COVID-19 Pandemic, we are steadily approaching the relaxing of stay-at-home orders at the federal and state levels. The East Greenbush Community Library is dedicated to the safety and health of our employees and the public we serve. We are basing the decisions made to re-open and how we conduct everyday business on information received from Federal, State and County health officials to provide the safest working environment possible.

Pre-opening planning is vitally important to the success of our library reopening, and we are grateful for staff input in providing our phased approach with incremental increases in service levels. Keep in mind that the guidelines on the response to the pandemic are very dynamic and may require amending some of our procedures as those guidelines come available.

Definitions:

PPE: Personal Protective Equipment for Staff

All staff will be provided with essential PPE and will be trained on proper donning (putting on) and doffing (taking off), and disposal of PPE. Staff will be trained on proper hand hygiene protocols. Employees should avoid touching their faces, including their eyes, noses, and mouths, particularly until after they have thoroughly washed their hands upon completing work and/or removing PPE. Throughout their work shift, (minimum, every two hours), staff will frequently wash hands with soap and water for at least 20 seconds, or if soap and water are unavailable, use an alcohol-based hand sanitizer with at least 60% alcohol. All staff and visitors will wear a mask while on library property.

- Masks (required): non-medical grade. Cloth masks are acceptable. One mask per person (per shift) will be available. Disposable masks will be provided. Masks must be disposed or rewashed daily.
- Face Shields (optional): one face shield per person will be provided upon request. They must be disinfected daily.
- Gloves (optional for most scenarios): non-sterile gloves will be available. Gloves will be required for when implementing protocols for cleaning and disinfecting frequently touched surfaces and handling item returns.

Materials Quarantine:

See Appendix A

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Returns and Drive-Thru Window Service:

See Appendix B

Cleaning/Sanitizing:

See Appendix C

- Occupied areas of the library will be deep cleaned and sanitized daily according to CDC and OSHA recommendations. CDC approved disinfectants will be used.

The following are the protocols addressing the reopening of the Library:

1. All employees will be held to a **zero tolerance** for sick workers reporting to work.

If you are sick, stay home!

If you feel sick, go home!

If you see someone sick, send them home!

2. Employees are required to self-report any COVID-19 symptoms to the director (email: director@eglibrary.org). Employees who are sick should follow [CDC recommended steps](#). Employees should not return to work until they have met the criteria to [discontinue home isolation](#) and have consulted with a healthcare provider and state or local health department. Under legislation signed by Governor Cuomo, New York workers are guaranteed job protection and financial compensation while they are on mandatory or precautionary quarantine order due to COVID-19. If employees are quarantined but able to work from home, they do not qualify for these benefits. For more information go to ny.gov/COVIDpaysickleave
3. All library employees will adhere to recommendations from the CDC and Department of Health on how to stay safe. These recommendations are available from the Center for Disease Control and Prevention at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> and the New York State Department of Health at www.ny.gov. These documents are also available from the Department of Human Resources.
4. Staff Entrance/Exit Procedure:
 - All staff will always maintain 6 feet of distance.
 - Entry into the building by staff will continue through the staff door.
 - A safety checklist will be posted on the exterior door as a reminder to staff.
 - In order to protect staff who are working in the drive-thru window area, please **only** use the staff-entrance when the drive-thru window is **not in operation**.
 - If you must enter the library during drive-thru window hours, ring the bell and a staff member will let you in an alternate door.

- Staff will be allowed to **exit** the building through one of the **meeting room doors**.
 - Maintenance staff will be responsible for alarming the building at the end of the day with the regular exit protocol.
5. Upon entry, employees will conduct daily self-checks and a self-screening to assure the following:
- No sign of a fever, chills, or body aches (for the purposes of this guidance, fever is defined as subjective fever (feeling feverish) or a measured temperature of 100.3 degrees within the past 24 hours. (Touchless thermometers will be available for employees that need to check their temperature. Proper sanitizing of the device will be performed by the employee that handles it.)
 - No shortness of breath within the past 24 hours
 - No sore throat or loss of taste or smell within the past 24 hours
 - No nausea, vomiting, or diarrhea within the past 24 hours
 - Has not had "close contact" with an individual diagnosed with COVID-19. "Close contact" means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19 or being within 6 feet of a person who has tested positive for COVID-19 for about 15 minutes.
 - Has not come in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic.
6. Employees who have symptoms when they arrive at work or become sick during the day should immediately be separated from other employees, patrons, and visitors and sent home.
7. Anyone who becomes sick while at the library, or reports symptoms of COVID-19 after recently spending time in the library; any area(s) used or visited by the ill person should be closed for 24 hours to the staff and public.
- Outside doors and windows will be opened as much as possible to ensure that doing so does not become a safety risk for staff or visitors.
 - Once the area has been [appropriately disinfected](#), it can be opened for use.
 - Workers **without** close contact with the person with confirmed or suspected COVID-19 can return to work immediately after disinfection is completed.
8. Anyone who become sick while at the library should be sent home or to a healthcare facility.
- Local health officials, staff, and patrons should be immediately notified of a possible case while maintaining confidentiality consistent with the Americans with Disabilities Act (ADA) and other applicable federal and state privacy laws.

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- Those who have had close contact with a person diagnosed with COVID-19 will be notified and directed to stay home and self-monitor for symptoms, and to follow CDC guidelines if symptoms develop.
 - If a person does not have symptoms follow appropriate CDC guidelines for home isolation.
 - Sick employees should not return to work until they have met CDC's criteria to discontinue home isolation.
9. Physical distancing will be practiced in the library as well as outdoors on library property. Physical distancing is **keeping 6 feet between themselves and others**, whenever possible. When it is not possible to physical distance, a facemask is to be worn.
10. All library staff **will** wear a cloth face covering while on library property to help slow the spread of COVID-19 and help people who may have the virus and do not know it from transmitting it to others.
- Use of a mask is mandatory and must be worn properly while on library property ([covering mouth and nose](#)).
 - Masks will be provided for all staff and are designed to be used once and then discarded.
 - If an employee chooses to wear a cloth mask, they are required to wash them in between uses.
 - All staff will be trained on proper mask usage.
 - Staff will be provided with a face shield to wear upon request, which should be worn over a mask.
11. All employees will continue to practice healthy hand hygiene. All staff will be trained on proper hand hygiene.
12. Gloves will be provided for any staff member who wishes to wear them. All staff will be trained on proper glove usage. Gloves should be used for one task and then discarded.
13. Alcohol-based hand sanitizers should remain accessible in all common to encourage hand hygiene among building occupants.
14. "Stop the Spread of Coronavirus" flyer, which is available at nyc.gov/health/coronavirus should be posted in common areas.
15. Each area in the library will limit the number of people (most likely one at a time for offices and service desks) entering a work area.

16. Staff are only allowed to be in the building during their scheduled shift to allow for contract tracing and reduced in-person interactions among staff. Schedules will be staggered as much as possible.
17. Staff with underlying medical conditions that may increase the risk of severe illness from COVID-19 for individuals of any age (according to CDC guidelines) or employees with disabilities may request accommodations in accordance with the Americans with Disabilities Act (ADA). The library will follow [EEOC](#) and ADA guidelines and will make every effort to provide reasonable accommodations which do not provide undue hardship on the library for any staff member after a [request](#) is made. Efforts to minimize contacts with others have already been implemented for all staff and library management is dedicated to continuing to follow the most up to date workplace safety guidance based on evolving CDC, DOH, and WHO guidance.
18. In-person meetings and in-person social contacts in the library should be limited. If necessary, staff should remain 6-feet apart.
19. The library will install barriers in any area where staff are required to offer face-to-face contact with the public.
20. Staff will be assigned with an individual keyboard and mouse. Cleaning protocols for any shared equipment will be provided. Disinfection of the shared equipment will be the responsibility of the individual employee and shall be completed at the beginning and end of each shift or transition to a new work-space.
21. Staff are responsible for disinfecting the toilet after they use it. Gloves, disinfectant, and paper towels will be provided. Staff must wash their hands properly after using the restroom.
22. When deliveries are taking place to library facilities (for example, packages, food deliveries, etc.) building occupants will maintain physical distancing when getting packages or mail, and when entering or exiting the building. This does not change the policy of mandatory face coverings as long as that policy is in effect. Visitors are not allowed inside the building until the library is open to the public.
23. All employees should follow the library's standard protocols if there is a fire alarm, and fire safety should not be compromised. Fire and building codes should continue to be followed, and fire doors should not be propped open. Encourage building occupants to practice physical distancing and maintain at least 6 feet distance from each other as they exit the building during such an incident.

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24. If repairs are being conducted in a specific area (for example, plumbing, maintenance) Building occupants and employees will follow normal preventive actions, such as practicing healthy hand hygiene and maintaining physical distancing while the work is being completed. Building occupants and workers should also be wearing face coverings. The director should be notified in advance for any planned repairs.