



## **Phased Reopening Plan Bethlehem Public Library Working Document (v. 7/23/2020)**

### **Phase 0.5 – Outside access to the building and shed only**

**Phase initiators: school closures, community health and safety concerns, NYS PAUSE**

#### **Executive Order**

##### **Building**

- Library building remains closed to public and staff (except for essential maintenance and administration tasks) almost all staff

##### **Staffing**

- Some limited maintenance staff return to perform outside duties while maintaining social distancing
- Some administrative duties requiring access to building are allowed (business office, IT, director)

##### **Duties**

- Outside work such as spring cleanup Maintenance (Kevin) may be in the building to accept deliveries
- Maintenance monitors HVAC system and building needs
- Shut off major deliveries
- Kevin picks up mail regularly, Geoff opens mail and reviews invoices for delivery to Tanya
- Fish tank cleaned at later date
- IT confirms wi-fi and server operation

##### **Services**

- Book drops remain closed
- Remote services continue
  - Monitoring of email and phone messages from public
  - Increased social media and virtual presence
  - Increased virtual meetings and internal communication practices
  - Increase purchase of digital content

### **Phase 1 – Limited staff return to the building (Pre-staff opening)**

**Phase initiators: Reduction in daily COVID-19 cases, state, local, and federal guidance**

##### **Building**

- Library building remains closed to public and staff (except for essential maintenance and administration tasks)

##### **Staffing**

- Maintenance staff return to the building – limited hours: M-F 9-2
- Majority of staff continue to work from home

### **Duties**

- Maintenance staff will focus on cleaning physical spaces and surfaces
- Maintenance staff will clean returned library materials based on CDC recommendations
- Turn on deliveries to the building (UPS, FedEx, Mail etc)

### **Services**

- Book drops remain closed
- Remote services continue
- Marketing and publicize information to prepare for reopening

## **Phase 2 (current phase)– Begin some physical services (Limited staff opening)** **Phase initiators: CDC and federal, state and local guidance, NYS PAUSE executive order lifted, state reopening, NY Forward**

### **Building**

- Library building remains closed to public

### **Staffing**

- Determine appropriate service hours based on staffing and guidelines (Monday-Friday 7am-9pm staff in building)
- Majority of staff hours 11am–7pm; Evening staff stay until 9pm
- Curbside pickup hours 1pm – 7pm
- Keep staff spaced to then-current social distancing guidelines
- Maintenance staff works limited hours
- Keep staff spaced to current social distancing guidelines
- Move work to temporary workspaces in periodicals, meeting rooms, study rooms, breakroom, board room, community room, story hour room
- Phones to be used by individual staff members only per shift
- Timeclock procedures suspended—use daily entrance log
- Reduction in staff returning to the building (Work following A/B schedule for all staff to work in the building and remotely)
- Remove break room table
- Reroute staff entrance to and exit library
- Require safety training before all employees return
- Monitor and log entrance to building
- Add book drop sheds for isolation
- Books to people resumes mid-phase
- Books to people expands during phase

### **Duties**

- Circulation and public services staff will check in materials
- All staff shelve materials
- Purchase new Chromebooks
- All staff will support curbside hold pick up
  - Assigned clerks to call current holds on shelf and coordinate pickup time for items on holdshelf before March 13
  - Reroute parking lot traffic for hold pick up and returns

- Maintenance deep cleans surfaces each morning before work begins (7-11am)
- Maintenance cleans throughout day
- Equipment not shared between staff members
- UHLS courier returns to building (96 hour item sequester at UHLS)
- Contact vendors to determine what materials were returned to vendor after closure
- Submit staggered vendor orders to prevent rapid influx of materials
- Reassess materials budget after increased purchase of econtent
- Clean returned materials according to best guidelines available at the time: sequester 96 hours

#### **Services**

- Begin contactless curbside pickup items on hold
- Phones are answered live at circulation during curbside pickup one person per phone (phone option for curbside pickup)
- Information desk voicemail answered by librarians working from home
- Remote services continue
- Continue virtual programming using onsite and work from home resources
- Book drop sheds open
- Better world books donation bin open
- Pop up library starts outside of library building during limited days of the week
- Masks are required around pop up library by public and staff
- Some library of things available for loan, some museum passes available for loan

### **Phase 3 – Limited opening to the public (Limited public opening)**

**Phase initiators: Follow best guidelines available, coordinate with other similar Upper Hudson Library System members, regional libraries, and the Upper Hudson Library System**

#### **Building**

- Limited open hours, staffing hours may be longer
- Consider longer hours (9-7 Monday through Friday, 10-5 Saturday)
- Senior hours possible
- Number of people in the building is strictly limited to then-current guidelines
- Only plaza entrance open
- Chairs and seating significantly limited and spaced, or removed according to distancing guidelines
- Set up public computers in outside hallway, repurpose community room
- Children's outdoor space remains closed or limited to one family at a time
- No toys in the Children's area
- No studio or tech makerspace use, genealogy or technology one-on-one assistance, or exam proctoring

#### **Staffing**

- Most staff returned to building
- Consider increasing scheduled number of employees
- Some staff may need to continue to work remotely depending on guidelines from NYS
- Some staff/most staff continue working from alternative desks to allow for distancing
- Roaming librarians increased, while limiting staff at the information desks to allow for distancing. Assign laptop or tablet for shift

#### **Duties**

- Maintenance cleans surfaces each morning before work begins
- Process new materials as they are delivered

### **Services**

- Certain services are limited
- No programs
- No public meetings
- No study room use (staff use)
- Outreach in the park and other outdoor venues
- Public PCs, sanitize between each user
- Public printing mediated by librarian
- Public copiers and fax machine used by public but patron monitors sanitization

## **Phase 4 – Increased opening to the public (Full public opening)**

### **Phase initiators: Local, state, and federal guidance**

#### **Building**

- Increase in open public hours (9am-9pm Monday through Friday; Saturday and Sunday)
- No toys in the Children's area

#### **Staffing**

- All staff routinely working from the library

#### **Duties**

- Maintenance cleans surfaces each morning before work begins
- Clean returned materials according to best guidelines available at the time: sequester 72 hours
- Full service checkout over desk and curbside still in effect

#### **Services**

- Return of physical Board Meetings
- No programs
- No public meetings
- No study room use
- Certain services are limited (No one-on-one tech and genealogy help, makerspaces not available, no exam proctoring)
- Provide public PCs in as safe a manner as possible

## **Phase 5 – Continued progress towards service normalization (Programming opening)**

### **Phase initiators: Local, state, and federal guidance**

#### **Building**

- Regular hours
- No toys in the Children's area

#### **Staffing**

- All staff routinely working in the library
- Social distancing in the workplace

**Duties**

- Enhanced cleaning protocols continue

**Services**

- Very limited programs: attendance numbers capped by current guidelines for public gatherings
- Very limited public meetings: attendance numbers capped by current guidelines for public gatherings and enforced by library staff
- One program or public meeting at a time: leave time between for cleaning of all surfaces
- Limited study room use with time in between for cleaning
- Furniture and public computers are significantly limited

**Phase 6 – Full operation (Programming opening II)****Phase initiators: Local, state, and federal guidance****Building**

- Furniture and computers are positioned in accordance with distance guidelines
- No toys in children's area

**Staffing**

- Typical staffing levels and work schedules

**Duties**

- Enhanced cleaning protocols continue
- Social distancing between coworkers
- Staff practice good hand sanitizing procedures before and after shift, and before and after desk shifts

**Services**

- Ask patrons to use proper hand sanitizing procedures before and after equipment use
- Consider ILL from outside the system
- No phone use by the public
- Only pre-packaged food (if at all)
- Surfaces sanitized down between programs, following the best guidance then available (extended maintenance time between programs and meetings)
- Program size limited
- Volunteer opportunities resume

**Phase 7 – Complete full operation****Phase initiators: Unknown****Building**

- Furniture and computers are positioned in accordance with distance guidelines

**Staffing**

- Typical staffing levels and work schedules

**Duties**

- Enhanced cleaning protocols continue
- Staff practice good hand sanitizing procedures before and after shift, and before and after desk shifts

**Services**

- Ask patrons to use proper hand sanitizing procedures before and after equipment use
- All library services resume