



Phased Reopening Plan Bethlehem Public Library Working Document (v. 9/01/2020)

Increase in virus rates or positive tests and/or local, state and federal requirements can return the library reopening plan to a previous phase

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 – 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
- Begin book bundle service (curated materials selection for individual users)
- 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 (current phase)– Limited opening to the public (Limited public opening)

Phase initiators: Follow best guidelines available, coordinate with Upper Hudson Library System and member libraries, regional libraries

Building

- Starting September 2, 2020 limited open hours, staffing hours may be longer
- Public in building, 9:30am – 12:30pm Monday – Friday
- Everyone entering building over the age of 2, including staff and members of the public, must wear a mask and practice social distancing
- Sanitizing stations placed throughout library
- Number of people in the building is strictly limited to current guidelines; no more than 10 members of the public and staff limited to no more than 30
- Members of the public must wait to enter building when capacity of library users is over 10 people
- Children under twelve not allowed in the library without adult supervision
- Public water fountains not available
- Public restroom facilities provided
- Members of the public asked to efficiently use time in building to browse for and checkout materials; limited help from library staff will be provided
- Only plaza entrance open
- Seating, public computers, and public catalogs removed
- Self checkout provided
- Children’s outdoor space remains closed
- No toys in the Children’s area

- No studio or tech makerspace use, in-person assistance, or exam proctoring
- Genealogy and tech help offered virtually

Staffing

- Most staff returned to building
- Some staff rotation of work from home
- Staff work stations spread apart to allow social distancing
- Checkout moved to Information Desk to allow social distancing
- Main Information Desk relocated to front of library
- Checkout Desk hub for curbside pickup
- Roaming librarians or supervisors increased, while limiting staff at service desks to allow for distancing

Duties

- Maintenance cleans surfaces each morning and evening
- Process new materials as they are delivered

Services

- Virtual programming continues
- Curbside service continues
- Pop-up library continues
- Certain services are limited (there will be no in person technology help)
- Some items from the library collection will not be circulated when shared use, return, or isolation of materials is not possible (e.g, telescopes, binoculars)
- No indoor programs
- No indoor public meetings
- No study room use by the public (staff use)
- Public printing mediated by librarian
- Public copiers and fax machine used by public
- Outreach outside the library, in the park and other outdoor venues possible

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

Phase initiators: Local, state, and federal guidance

Building

- Increase in open public hours: extend weekday hours or add partial Saturday opening
- 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 96 hours
- Full service checkout over desk and curbside service offered

Services

- Return of physical Board Meetings

- No indoor programs
- No indoor 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 indoor programs: attendance numbers capped by current guidelines for public gatherings
- Very limited indoor public meetings: attendance numbers capped by current guidelines for public gatherings and enforced by library staff
- One program or public meeting using library indoor space 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