



Phased Reopening Plan Bethlehem Public Library Working Document (v. 7/9/2021)

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

Potential 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)

Potential 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 – Some physical services (Limited staff opening)

Potential phase initiators: CDC and federal, state and local guidance, NYS PAUSE executive order lifted, state reopening, NY Forward, coordination with other area libraries

Building

- Library building remains closed to public

Staffing

- Director in consultation with the Library Board will determine appropriate service hours based on staffing and guidelines
- Curbside pickup hours as appropriate to meet community needs and accommodate staffing
- Keep staff spaced to current social distancing guidelines
- Temporary workspaces set up 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
- Percentage based reduction in the number of staff reporting to the
- Break room limited to 1 staff member at a time while eating/masks are off. Alternate/additional break room space created in the Board Room.
- 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 - available to anyone that feels they cannot come to the library

Duties

- Circulation and public services staff will check in materials
- All staff shelve materials if necessary
- Chromebooks and wifi hotspots available for request and checkout to provide internet service
- All staff will support curbside hold pick up
 - Use area outside garage door for curbside pickup with designated spots marked
- Maintenance deep cleans surfaces each morning before work begins (7-11am)
- Maintenance cleans throughout day
- Equipment not shared between staff members without cleaning/sanitizing
- UHLS courier returns to building
- Work with vendors to ensure uninterrupted deliveries as much as possible
- Continue to allocate materials budget based on need and demand including increased spending on econtent
- Sequester returned materials for an appropriate amount time upon return according to the best guidance available

Services

- Contactless curbside pickup items on hold
- Book bundle service (curated materials selection for individual users)

- Phones are answered live during staffed hours
- 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 outside of library building during limited days of the week weather permitting
- Masks are required around pop up library by public and staff
- Some library of things available for loan, some museum passes available for loan
- Photocopier available between inner and outer doors of the library
 - Self-service, no charge
- No fines during this phase

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

Potential phase initiators: Follow best guidelines available, coordinate with Upper Hudson Library System and member libraries, vaccine availability for staff

Building

- Limited public in building, hours based on staff availability and curbside pickup schedule
- 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 limited; appropriate number of members of the public allowed determined by the director in consultation with the board, staff limited to no more than 30 at a time
- Members of the public must wait to enter building when capacity of library users is over the limit
- 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 stations spread out to allow social distancing
- Main Information Desk relocated to front of library
- 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 weather permitting

- 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
- Fines re-instituted as determined by the board of trustees

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

Potential phase initiators: Local, state, and federal guidance, vaccine is available for all staff, coordination with other local libraries

Building

- Everyone entering building over the age of 2, including staff and members of the public, must wear a mask and practice social distancing
- Increase in open public hours: extend hours - Weekend and evening hours resume
- Limit on the number of patrons in the building at one time - move towards official building capacity as guideline for total number of people allowed in the building at one time
- No toys in the Children's area
- Relocate door greeter desk. Mask guidelines enforced by staff in the library
- Ask patrons to use proper hand sanitizing procedures before and after equipment use

Staffing

- All staff routinely working from the library
- Work from home shifts assigned based on distancing guidelines, COVID-19 symptoms and exposure, or other factors as determined by state and federal law
- Maintain appropriate social distancing for staff workstations according to CDC, NYS, and Albany County Health Department guidelines

Duties

- Maintenance cleans high-touch surfaces each morning before work begins
- Move towards elimination of quarantine - continue to use return sheds as deemed appropriate
- Full service checkout over desk and curbside service offered

Services

- Continue virtual board meetings as allowed under Open Meetings Law executive order
- 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 in seating under CDC and NYS guidelines including current social distancing
- Outdoor programs begin adhering to current mask and social distance guidelines
- Fax, printing, copying, and scanning available

Phase 5 – Continued progress towards service normalization

Potential phase initiators: Local, state, and federal guidance, Coordination with other local libraries

Building

- Regular hours; continue abbreviated hours on Friday
- No toys in the Children's area
- Signs indicating proper hand sanitizing procedures before and after equipment use
- In accordance with guidance from NYS masks are encouraged indoors for all patrons; masks required for unvaccinated patrons
- Staff members demonstrating status as fully vaccinated to HR or Administration may remove masks when indoors (~~starting 7/1~~)
- Masks will not be required for staff or patrons at outdoor events
- No quarantine for returned items; indoor book drops not used

Staffing

- All staff routinely working in the library – Work from home shift at the needs of the library (quarantine, COVID- related childcare needs, exposure, etc)
- Social distancing in the workplace - according to CDC guidelines (awaiting updated guidelines)

Duties

- Enhanced cleaning protocols continue - phase out more intense cleaning routines

Services

- Very limited indoor programs: attendance numbers capped by current guidelines for public gatherings – towards the end of phase 5
- Very limited indoor public meetings: attendance numbers capped by current guidelines for public gatherings and enforced by library staff – towards the end of phase 5
- One program or public meeting using library indoor space at a time: leave time between for cleaning
- Limited study room use with time in between for cleaning
- Furniture and public computers are limited – director to determine number of computers and time limits.
- Out of system interlibrary loan returns
- Notary services resume
- In person/Hybrid Board Meetings resume – public comment continues to be electronic
- Curbside service continues indefinitely

Current Phase

Phase 6 – Full operation (Programming opening)

Potential phase initiators: Local, state, and federal guidance

Building

- In accordance with guidance from New York State COVID-19 restrictions are completely lifted
- Masks are not required for staff or patrons, any staff member or member of the public may choose to wear a face mask
- No toys in children's area
- Some furniture returns in the Children's Place
- Hand sanitizer continues to be made available for staff and public
- Masks are available for staff and public
- Furniture begins to return to traditional layout

Staffing

- Typical staffing levels and work schedules
- Work from home shifts at the needs of the library
- In accordance with updated social distancing guidelines staff members return to traditional work spaces

Duties

- Moderated cleaning protocols continue
- Staff practice good hand sanitizing procedures before and after shift, and before and after desk shifts
- Cleaning products remain available for staff to sanitize workstations if desired
- Phones are cleaned between users

Services

- No phone use by the public
- Only pre-packaged food (if at all) during programs
- Indoor book returns are open
- Volunteer opportunities resume
- Reservations for public meeting rooms resume with no capacity limits or mask requirements
 - Reservations may be limited in frequency or time until normal operations resume
- Study Rooms become available
- Embargoed Library of Things items return to circulation
- Fees for printing/photocopying return
- Modified procedures for public PCs continue
- Laptop checkout returns
- In person board/hybrid board meetings under Open Meetings Law
- Indoor adult programs may resume

Phase 7 – Complete full operation

Potential phase initiators: Unknown

Building

Staffing

- Typical staffing levels and work schedules

Duties

- Staff practice good hand sanitizing procedures before and after shift, and before and after desk shifts

Services

- Signs indicating handwash and handrub instructions
- All library services resume