Phased Reopening Plan Roeliff Jansen Community Library

The levels of service that follow in this planning document divide common library services that may align with the planned phases of reopening for businesses and industries laid out by the New York Forward Reopening plan using guidance from the Centers for Disease Control and Prevention, the Occupational Safety and Health Administration, the Institute of Museum and Library Services, and the New York State Department of Health. Progression from one phase to another will be determined by the library director and Board of Trustees, in keeping with guidance from the state. Much is not known about COVID-19, and the library will continue to monitor information from these sources and local health authorities and adjust its plans to offer services safely according to developing information and guidance.

Service Level A: Library Services Under Stay at Home Orders with 100% Workforce Reduction for Nonessential Businesses

Stay-at-home orders can mitigate the risk of spreading COVID-19 by limiting person-to-person contact through respiratory droplets, which is the main way the virus is spread [1]. Under stay-at-home orders the library building will be closed to library patrons with the library supporting the community primarily through services online, by phone, and any other way patrons can interact with staff and access library resources without meeting in-person or entering the library building. Traveling to the library to obtain materials to check out materials would violate stay-at-home orders and pose a risk to staff and public health.

Services Offered

1. **Online resources**
2. **Telephone and online support for reference and online resources**
3. **Online programming and events**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting

2. Social Distancing
3. Regular Handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]

Physical and Facility Controls
1. None

Library Operations at this Level of Service

Library Staff
1. Library staff will work with their supervisor to complete their work and provide library services while working from home.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain an adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
5. Library staff are required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Library staff will practice social distancing while interacting with other library staff whenever possible.
7. With access to the building and regular tasks reduced, library staff will be provided with increased training to support their work for the library during the pandemic and after.

Entrance to the Library Building
1. Entrance to the building will be restricted to staff performing the operations outlined at this service level, staff obtaining supplies needed to work at home, staff checking on facilities and book drop, and essential visitors.

Facilities
1. Signage on the status of the library's hours and on materials returns will be displayed for patrons that may visit the building and find it closed.
2. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
3. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
4. Tightly confined spaces (small rooms, narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
5. The building will not be open to the public.
6. The building and facility should be checked at regular intervals to ensure there is no failure of major systems or equipment including HVAC, plumbing, electrical, and roofing systems.
7. The book drop will be checked regularly.

Cleaning
1. The library will be cleaned according to regular schedule or as necessary while the building is closed.

Circulation

Patrons Borrowing Materials

- Patrons will not be able to borrow physical materials from the library.

Patrons Returning Materials

1. The library will take returns through the book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and wash hands after handling materials. [4]
4. Materials will be quarantined on book carts or other containers for 72 hours before handling, checking in, or shelving in the collection or on the holds shelf. [4]
5. When checking in materials using Sierra, Sierra Notices will not be sent. [5]

Patron Holds

1. Patrons will not be able to place holds on physical library materials through the catalog.
2. The library will not place holds for patrons until MHLS reopens the holds system.
3. Patrons will not be able to pick up holds on physical materials at this service level.

MHLS Delivery

1. MHLS delivery will be suspended.
2. MHLS may run delivery operations in special cases, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials and these boxes will be clearly labeled as outgoing materials.
4. Incoming materials received through delivery will be held for 48 hours before handling, checking in, or shelving.
5. Staff handling materials received through delivery will use PPE including mask and gloves and wash hands after handling materials.

Communications

1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outdoor signage, its website, social media, phone calls, mail, or email to communicate with patrons about library services and provide support. [6]
3. Voicemail will be regularly checked for messages and followed up on.
4. The director will pick up U.S. postal mail. Delivery companies like FedEx or UPS will be notified of the building closure and arrangements will be made to hold or safely receive deliveries.

Library Programming and Events

1. In-person library programming and events will be suspended according to New York State Executive Orders. [7]
2. The library will provide library programming through online channels and other communication channels that do not require meeting in person.

Governance and Board Operations

1. Library business and governance will be conducted through teleconferencing as much as Open Meetings Law and relevant NYS Executive Orders allow. [8]
2. Accommodations to Open Meetings Law such as transcripts and recordings of meetings required to conduct meetings via teleconference will be made using software such as Zoom. These will be provided by request or as otherwise directed by the Committee on Open Government and relevant NYS Executive Orders.

Outreach and Engagement

1. Library staff will work and meet and connect remotely with community partners to collaborate on providing support for the community.
2. Library staff will not attend in-person community meetings or meetings of other organizations.

Materials Purchasing and Processing

1. Materials purchasing will shift to support an electronic collection where possible.
2. Physical materials will not be processed.
3. New materials received from booksellers will be quarantined until the library begins processing physical materials.

Home Delivery

1. The library will not provide home delivery services.

Study and Reading Areas

1. Study and reading areas will not be open to the public.

Public Computer Use

1. Public computers will not be accessible by the public.

Other Services

1. The library will not provide copying, printing, or faxing services.
2. The library will not provide notary services.

Internet Access

1. WiFi in the library building will be left on for people to use from the library grounds or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Service Level B: Curbside Service

At this level of reopening there is still a high risk of transmitting COVID-19 through person-to-person contact, but falling hospitalization and death rates related to COVID-19 and other regional precautions put in place indicate to state and local health officials that "more essential" retail business operations and professional services with lower risk of infection can begin to reopen with precautions in place to reduce person-to-person contact and transmission of the virus, including curbside pickup. [9]

At this level of service, the library will coordinate the services offered with neighboring libraries to avoid creating a dangerous situation where too many people are drawn to the library. The library will offer services to all MHLS member library patrons as outlined in the MHLS Free Direct Access Plan. Services offered will limit public and staff access to the building and interactions where possible. Some staff will be back in the building working while others will still be telecommuting to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines.

Transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented, and the most common vehicle for transmitting the disease is through person-to-person contact. [1] The World Health Organization [3] and the Northeast Document Conservation Center [4] report that COVID-19 may live on paper and cardboard for up to 24 hours and on plastic and other surfaces for up to 72 hours, and it may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. Physical library materials will be handled and processed with these risks and timelines in mind. At this level of service, all staff that are capable and whose work can be completed from home will continue to telecommute. The library will provide staff working at the library facility with necessary PPE.

Services Offered

1. Online resources
2. Telephone and online support for reference and online resources
3. Online programming and events
4. **Curbside pickup**
5. **Home delivery**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

5. Reusable cloth facemasks (required) [10]
6. Disposable gloves (required) [4]
7. Disinfectant cleaners (required) [11]
8. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. **Employee Screening (required) [13, 14]**
7. **Appointing COVID-19 workplace coordinator**
8. **Limiting patron and staff access to building**

9. **Minimizing face-to-face interactions**

Physical and Facility Controls

1. Rearrangement of staff work areas to allow social distancing.
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and **provide library services at home to reduce building occupancy**.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
5. Library staff are required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
7. **Shift start times for library staff will be staggered to allow social distancing. Staff will work in teams of two, with one team working each day to minimize contact. [24]**
8. **In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.**
9. **Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.**
10. **Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use, followed by hand hygiene.**
11. **Staff will disinfect shared equipment and workstations at the end of their shift.**
12. **Shared food will not permitted be at the library.**
13. **The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16], including telecommuting arrangements and tasks that reduce contact with patrons and other staff. [14]**
14. **The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.**

Entrance to the Library Building

2. Entrance to the building will be restricted to staff performing the operations outlined at this service level, staff obtaining supplies needed to work at home, and essential visitors.
3. **The number of staff and others in the building will not exceed 50% of the building-rated occupancy.**

Facilities

1. **The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.**

2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small rooms, narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. The building will not be open to the public.
7. **The library will ensure the ventilation systems are working and increase outside air ventilation where possible before staff return to the building.**
8. **Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.**
9. **Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.**

Cleaning
1. **The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]**
2. **The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]**
3. **Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]**
4. **Staff restroom will be available for use by staff. Restroom will be cleaned and disinfected daily. [21]**
5. **High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.**
6. **Staff areas will be cleaned and disinfected daily. [21]**
7. **Employees and cleaning staff performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]**

Circulation

Patrons Borrowing Materials

Curbside Pickup [18]
1. **Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.**
2. **The library will use outside signage to display the services available, instructions for pickup, and hours of operation. The library will also post instruction on its website.**
3. **Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup location.**
4. **The library will use tables to avoid direct hand-off to patrons for curbside pickup.**
   a. **One staff member will complete each patron transaction—gathering the materials, checking them out to the patron, placing the materials in a bag, labeling the bag, and transferring the bag to the patron—in order to minimize the number of persons in contact with the material.**
   b. **Staff will notify patrons when their material is ready for pickup and schedule a time for pickup.**
   c. **Items will be placed in a bag labeled with the patron name and the bag will be placed on a table outside the library entrance for pickup at the scheduled time.**

    d. **Patrons will be advised to maintain proper social distancing verbally, through signage, and with social distancing markers.**

5. **The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]**
6. **The library will provide staff with training on curbside pickup procedure.**
7. **Staff will sanitize hands before and after transferring materials.**
8. **Staff interacting with patrons will practice regular handwashing.**
9. **Patrons will not be allowed in the building.**

Patrons Returning Materials – Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and wash hands after handling materials. [4]
4. Materials will be emptied from the book drop into bins and quarantined for 72 hours before handling, checking in, or shelving in the collection or on the holds shelf. [4]
5. **When checking in materials using Sierra, Sierra Notices may be sent based on guidance from MHLS. [5]**
6. **Library staff will not receive returns from patrons directly.**

Patron Holds

1. **Patrons will be able to pick up holds and requests on physical materials as described above. Availability of physical materials for patrons may be limited to the library's local holdings depending on the status of the MHLS delivery system.**
2. **If MHLS has restarted the holds system, patrons will be able to place holds on physical library materials through the catalog at this service level.**
3. **If the MHLS holds system has not been restarted, patrons may place holds by completing an online form or by calling or emailing the library at holds@roejanlibrary.org.**

MHLS Delivery

1. MHLS delivery may not operate at regular intervals due to restrictions and limited member library openings at this service level.
2. MHLS may run delivery operations in special cases at this service level, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials and these boxes will be clearly labeled as outgoing materials.
4. Incoming materials received through delivery will be held for 48 hours before handling, checking in, or shelving.
5. Staff handling materials received through delivery will use PPE including mask and gloves and wash hands after handling materials.
6. **If MHLS delivery is running, staff will page for title and item level holds in the local collection to be put into outgoing delivery.**

Communications

1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, its website, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. **Staff will answer patron questions by telephone regarding library services, resources, and general reference.**
4. **Deliveries from companies like FedEx or UPS will be received at the library building.**

Library Programming and Events

1. In-person library programming and events are suspended.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations

1. **In-person library Board of Trustees meetings and business will resume <u>if</u> state and local restrictions on social gathering are eased sufficiently and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.**
2. **Seating at meetings will be arranged to accommodate social distancing.**

Outreach and Engagement

1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. **Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.**
3. **Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.**

Materials Purchasing and Processing

1. **Physical materials will be selected and purchased during this phase.**
2. **Materials will be processed in this phase.**
3. **New materials received will be sequestered for 24 hours before unpacking and processing.**

Home Delivery

1. **The library will provide home delivery services according to its home delivery policy.**
2. **Staff handling home delivery materials will use PPE including gloves and mask.**
3. **Materials will be left on the doorstep for the home delivery patron to pick up.**
4. **Staff will not hand materials to home delivery patrons.**

Study and Reading Areas

1. Study and reading areas will not be open to the public.

Public Computer Use

1. Public computers will not be accessible by the public.

Other Services

1. The library will not provide copying, printing, or faxing services.
2. The library will not provide notary services.

Internet Access

1. WiFi in the library building will be left on for people to use from the library grounds or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation

The library must affirm using the form at the link below that they have reviewed and understand the state-issued industry guidelines, *INTERIM GUIDANCE FOR CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [25], and that they will implement them.

Business Affirmation Form

https://forms.ny.gov/s3/ny-forward-affirmation

Service Level C: Limited Access to Library Building

At this service level, hospitalization rates and death rates continue to fall in the region, and the controls and safety nets local leaders have put into place are controlling outbreaks. Businesses deemed to be "less essential" and carry a higher risk of COVID-19 transmission by state and local authorities will begin to reopen, including retail and professional services. Critical services like public computer access will be restored in a limited capacity. Some staff will be back in the building working while others will still be telecommuting to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. **Checkout at the circulation desk**
7. **Access to browse the collection**
8. **Public computer access**
9. **In-person support for reference and other services**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

9. Reusable cloth facemasks (required) [10]
10. Disposable gloves (required) [4]
11. Disinfectant cleaners (required) [11]
12. Hand sanitizer (required)

Administrative Controls

10. Telecommuting
11. Social distancing (required) [13]
12. Regular handwashing
13. Staff training on employee and public safety related to COVID-19 (required) [12]
14. Staff training on PPE use (required) [2]
15. Employee Screening (required) [13, 14]
16. Appointing COVID-19 workplace coordinator
17. Limiting patron and staff access to building
18. Minimizing face-to-face interactions

Physical and Facility Controls

1. Rearrangement of staff work areas to allow social distancing.
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. **Clear plastic sneeze guards installed at the circulation desk.**

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services at home to reduce building occupancy.

2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
5. Library staff are required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. Staff will work in teams of two, with one team working each day to minimize contact. [24]
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use, followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Shared food will not be permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.

Entrance to the Library Building
1. The number of staff and others in the building will not exceed 50% of the building-rated occupancy.
2. **The library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.**
3. **Patrons and others entering the building will be required to wear masks, except when doing so would inhibit or otherwise impair their health, and to maintain social distancing. Those who cannot cannot wear a mask for health reasons should contact the director to arrange for reasonable accommodation.**

Facilities
1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]

5. Tightly confined spaces (small rooms, narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. **Restrooms will be open to the public.**
7. Study and reading areas will not be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. **Public computer areas will be arranged to enforce social distancing, including removing chairs from tables and removing computers.**
12. **Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.**
13. **Hand sanitizer will be available for patrons in the stacks for before and after handling materials.**
14. **Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.**
15. **Markers and signage will be put in place to encourage social distancing while waiting for library services.**
16. **Markers and signage will be put in place to encourage one-way foot traffic in the building.**

Cleaning
1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
4. Restrooms will be cleaned and disinfected daily. [21]
5. Staff areas will be cleaned and disinfected daily. [21]
6. Employees and cleaning staff performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
7. **High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]**

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]
1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage to display the services available, instructions for pickup, and hours of operation.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup location.
4. The library will use tables to avoid direct hand-off to patrons for curbside pickup.
   a. One staff member will complete each patron transaction—gathering the materials, checking them out to the patron, placing the materials in a bag, labeling the bag, and transferring the bag to the patron—in order to minimize the number of persons in contact with the material.
   b. Staff will notify patrons when their material is ready for pickup and schedule a time for pickup.

      c.   Items will be placed in a bag labeled with the patron name and the bag will be placed on a table outside the library entrance for pickup at the scheduled time.

      d.   Patrons will be advised to maintain proper social distancing verbally, through signage, and with social distancing markers.

5. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
6. The library will provide staff with training on curbside pickup procedure.
7. Staff will sanitize hands before and after transferring materials.
8. Staff interacting with patrons will practice regular handwashing.

Browsing and Circulation Desk Checkout

1. **Patrons will be allowed to enter the building to pick up and request physical materials.**
2. **Patrons will be allowed to browse the collection to select materials.**
3. **Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.**
4. **Hand sanitizer will be available to patrons to use before and after browsing the collection.**
5. **Patrons will be encouraged not to reshelve materials and place materials they have handled on carts. These materials will be disinfected before reshelving by staff.**
6. **The library will provide a sneeze guard to limit staff and patron exposure during check out.**
7. **The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]**
8. **The library will provide staff with training on checkout procedure.**
9. **Staff interacting with patrons will practice regular handwashing.**

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and wash hands after handling materials. [4]
4. Materials will be emptied from the book drop into bins and quarantined for 72 hours before handling, checking in, or shelving in the collection or on the holds shelf. [4]
5. When checking in materials using Sierra, Sierra Notices may be sent based on guidance from MHLS. [5]
6. Library staff will not receive returns from patrons directly.

Patron Holds

1. Patrons will be able to pick up holds on physical materials as described above.
2. **Patrons will be able to place holds on physical library materials through the catalog.**
3. **Library staff will place holds for patrons received over the phone or by email at holds@roejanlibrary.org.**
4. **Library staff will clear the holds shelf.**
5. **Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.**

MHLS Delivery

1. Incoming materials received through delivery will be held for 48 hours before handling, checking in, or shelving.
2. Staff handling materials received through delivery will use PPE including mask and gloves and wash hands after handling materials.
3. **Staff will page for title and item level holds in the local collection to be put into outgoing delivery.**

Communications

1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, its website, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Staff will answer patron questions by telephone regarding library services, resources, and general reference.
4. Deliveries from companies like FedEx or UPS will be received at the library building.
5. **The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.**

Library Programming and Events

1. In-person library programming and events are suspended in this phase.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering are eased sufficiently and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement

1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased.
2. Materials will be processed.
3. New materials received will be sequestered for 24 hours before processing.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy.
2. Staff handling home delivery materials will use PPE including gloves and mask.
3. Materials will be left on the doorstep for the home delivery patron to pick up.
4. Staff will not hand materials to home delivery patrons.

Study and Reading Areas

2. Study and reading areas will not be open to the public.

Public Computer Use

1. **Limited access to public computers will be available in this phase if social distancing can be maintained.**
2. **Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.**
3. **Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.**

4. **Library staff unable to use social distancing while assisting patrons with public computers will use PPE including mask and gloves.**
5. **Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.**
6. **Staff will disinfect computer equipment patrons contacted after each use, including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]**
7. **Hand sanitizer will be available for patrons to use before and after using public computers.**

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study and reading areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Other Services

1. Library staff will provide copying, printing, and faxing services. The copier will be disinfected after each use.
2. The library will provide notary services, with proper social distancing. Patrons wishing to access notary services should schedule an appointment by calling the library.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Service Level D: Reopening with Social Distancing

At this service level, restaurants and hotels have started to open, and libraries can consider allowing patrons to sit in the library and use the work study spaces while social distancing is maintained. Small meetings and programs will be allowed.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. **Public access to study and reading areas**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Physical and Facility Controls

1. Rearrangement of staff work areas to allow social distancing.
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Clear plastic sneeze guards installed at the circulation desk.

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services at home to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]

3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
4. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
5. Library staff are required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. Staff will work in teams of two, with one team working each day to minimize contact. [24]
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Shared food will not be permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.

Entrance to the Library Building
1. The number of staff and others in the building will not exceed 50% of the building-rated occupancy.
2. The library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.
3. Patrons and others entering the building will be required to wear masks, except when doing so would inhibit or otherwise impair their health, and to maintain social distancing. Those who cannot cannot wear a mask for health reasons should contact the director to arrange for reasonable accommodation.

Facilities
1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small rooms, narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]

6. Restrooms will be open to the public.
7. **Study and reading areas will be open to the public.**
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
12. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
13. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
14. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
15. Markers and signage will be put in place to encourage social distancing while waiting for library services.
16. Markers and signage will be put in place to encourage one-way foot traffic in the building.
17. **Furniture will be moved or removed to encourage social distancing in study and reading areas.**

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
4. Restrooms will be cleaned and disinfected daily. [21]
5. Staff areas will be cleaned and disinfected daily. [21]
6. Employees and cleaning staff performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
7. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]
8. **Study and reading areas will be cleaned twice daily.**

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage to display the services available, instructions for pickup, and hours of operation.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup location.
4. The library will use tables to avoid direct hand-off to patrons for curbside pickup.
   a. One staff member will complete each patron transaction—gathering the materials, checking them out to the patron, placing the materials in a bag, labeling the bag, and transferring the bag to the patron—in order to minimize the number of persons in contact with the material.
   b. Staff will notify patrons when their material is ready for pickup and schedule a time for pickup.
   c. Items will be placed in a bag labeled with the patron name and the bag will be placed on a table outside the library entrance for pickup at the scheduled time.

d. Patrons will be advised to maintain proper social distancing verbally, through signage, and with social distancing markers.

5. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
6. The library will provide staff with training on curbside pickup procedure.
7. Staff will sanitize hands before and after transferring materials.
8. Staff interacting with patrons will practice regular handwashing.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
10. Patrons will be encouraged not to reshelve materials, and place materials they have handled on carts. These materials will be disinfected before reshelving by staff.
5. The library will provide a sneeze guard to limit staff and patron exposure during check out.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on checkout procedure.
8. Staff interacting with patrons will practice regular handwashing.

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and wash hands after handling materials. [4]
4. Materials will be emptied from the book drop into bins and quarantined for 72 hours before handling, checking in, or shelving in the collection or on the holds shelf. [4]
5. When checking in materials using, Sierra Notices may be sent. [5]
6. Library staff will not receive returns from patrons directly.

Patron Holds

1. Patrons will be able to pick up holds on physical materials as described above.
2. Patrons will be able to place holds on physical library materials through the catalog.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery

1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Library staff will wear a mask and gloves when handling library materials.

Communications

1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.

2. The library will use outside signage, its website, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Deliveries from companies like FedEx or UPS will be received at the library building.
5. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events

1. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering are eased sufficiently and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement

1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased.
2. Materials will be processed in this phase.
3. New materials received will be sequestered for 24 hours before processing.
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy in this phase.
2. Staff handling home delivery materials will use PPE including gloves and mask.
3. Materials will be left on the doorstep for the home delivery patron to pick up.
4. Staff will not hand materials to home delivery patrons.

Study and Reading Areas

1. **Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study and reading areas. Returned browsing materials will be quarantined for at least 24 hours before being made available again.**
2. **Study and reading areas will be arranged to enforce social distancing, including by removing chairs from tables and removing furniture that discourages social distancing. Study and reading areas will be disinfected twice daily.**

Public Computer Use

1. Limited access to public computers will be available if social distancing can be maintained.

2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library staff unable to use social distancing while assisting patrons with public computers will use PPE, including mask and gloves.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
6. Staff will disinfect computer equipment patrons contacted after each use, including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
7. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study and reading areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Other Services

1. Library staff will provide copying, printing, and faxing services. The copier will be disinfected after each use.
2. The library will provide notary services, with proper social distancing. Patrons wishing to access notary services should schedule an appointment by calling the library.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Service Level E: Reopening with Limited In-Person Programming

In this phase, state and local officials believe person-to-person transmission has dropped enough and adequate regional support systems and resources are in place to support businesses and organizations providing programing and services related to arts, education, recreation. Library services and facilities will continue to be available with protections in place, but more library programming can take place if social distancing can be maintained. Most library staff will be working in the building.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. Public access to study and reading areas
11. **In-person programs with adequate social distancing**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Minimizing face-to-face interactions

Physical and Facility Controls

1. Rearrangement of staff work areas to allow social distancing.
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Clear plastic sneeze guards installed at the circulation desk.

Library Operations at this Level of Service

Library Staff

1.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]

3. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
4. Library staff are required to wear their mask any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
5. Shift start times for library staff will be staggered to allow social distancing. [24]
6. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
7. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
8. Staff should avoid sharing equipment such as computers and phones when possible.
9. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements and tasks that reduce contact with patrons and other staff. [14]
10. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.

Entrance to the Library Building
1. The number of staff and others in the building will not exceed 50% of the building-rated occupancy.
2. Patrons entering the building will be required to wear masks, except when doing so would inhibit or otherwise impair their health, and to maintain social distancing.

Facilities
1. The library will maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who may be encouraged to provide contact information to be logged but are not mandated to do so.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small rooms, narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. Study and reading areas will be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Public computer areas will be arranged to enforce social distancing, including removing chairs from tables and removing computers.
11. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
12. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.

13. Markers and signage will be put in place to encourage social distancing while waiting for library services.
14. Furniture will be moved or removed to encourage social distancing in study and reading areas.
15. **Library programming and event setup will encourage social distancing.**

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
4. Restrooms will be cleaned and disinfected daily. [21]
5. Staff areas will be cleaned and disinfected daily. [21]
6. Employees and cleaning staff performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
7. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]
8. **Surfaces contacted by patrons at library programs will be cleaned and disinfected after the program.**

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage to display the services available, instructions for pickup, and hours of operation.
3. The library will use tables to avoid direct hand-off to patrons for curbside pickup.
   a. One staff member will complete each patron transaction—gathering the materials, checking them out to the patron, placing the materials in a bag, labeling the bag, and transferring the bag to the patron—in order to minimize the number of persons in contact with the material.
   b. Staff will notify patrons when their material is ready for pickup and schedule a time for pickup.
   c. Items will be placed in a bag labeled with the patron name and the bag will be placed on a table outside the library entrance for pickup at the scheduled time.
   d. Patrons will be advised to maintain proper social distancing verbally, through signage, and with social distancing markers.
4. The library will provide staff interacting with patrons with PPE including mask as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
5. The library will provide staff with training on curbside pickup procedure.
6. Staff interacting with patrons will practice regular handwashing.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. The library will provide a sneeze guard to limit staff and patron exposure during check out.
6. The library will provide staff interacting with patrons with PPE including mask as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]

7. The library will provide staff with training on checkout procedure.
8. Staff interacting with patrons will practice regular handwashing.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above.
2. Patrons will be able to place holds on physical library materials through the catalog.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
2. Library staff will wear a mask when handling library materials.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, its website, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Deliveries from companies like FedEx or UPS will be received at the library building.
5. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. **In-person library programming and events that can be accomplished while providing adequate social distancing will resume.**
2. **Library programs will require registration, with registration limited to the number of people that can safely occupy the programming space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.**
3. **Pre-event reminders, markings, physical barriers, and furniture arrangement will be used to enforce social distancing at library programs.**
4. **Patrons and families at library programs that cannot observe social distancing guidelines will be asked to leave the library.**
5. **Tables and surfaces that are touched by patrons as part of the program as well as other high touch areas in the programming space will be disinfected after the program or event.**
6. **Library programs will not provide shared food but may offer individually packaged items.**

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering are eased sufficiently and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.

2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased.
2. Materials will be processed in this phase.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy.
2. Staff handling home delivery materials will use PPE, including mask.

Study and Reading Areas

1. Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study and reading areas.
2. Study and reading areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing.

Public Computer Use

1. Limited access to public computers will be available if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library staff unable to use social distancing while assisting patrons with public computers will use PPE, including mask.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers. Time may be extended if availability permits.
6. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
7. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study and reading areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Other Services

1. Library staff will provide copying, printing, and faxing services.
2. The library will provide notary services, with proper social distancing. Patrons wishing to access notary services should schedule an appointment by calling the library.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Service Level F: Reopening with Limited In-Person Programming, with Vaccination Available

In this phase, state and local officials believe person-to-person transmission has dropped enough and adequate regional support systems and resources are in place to support businesses and organizations providing programing and services related to arts, education, recreation. Most adults in the community have had at least one dose of a vaccine, and all library staff are fully vaccinated. State and CDC guidance has eased occupancy restrictions and mask mandates. Library services and facilities will continue to be available with protections in place, but more library programming can take place if social distancing can be maintained. Most library staff will be working in the building.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. Public access to study and reading areas
11. In-person programs with adequate social distancing

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Minimizing face-to-face interactions

Physical and Facility Controls

1. Rearrangement of staff work areas to allow social distancing.
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Clear plastic sneeze guards installed at the circulation desk.

Library Operations at this Level of Service

Library Staff

1. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]
2. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
3. **Library staff do not need to wear masks in staff areas. They are required to wear masks when in public areas at any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health**.[24]
4. Shift start times for library staff will be staggered to allow social distancing. [24]
5. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
6. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements and tasks that reduce contact with patrons and other staff. [14]
7. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.

Entrance to the Library Building

1. The number of staff and others in the building will not exceed 50% of the building-rated occupancy.
2. Patrons entering the building will be required to wear masks, except when doing so would inhibit or otherwise impair their health, and to maintain social distancing.

Facilities

1. The library will maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who may be encouraged to provide contact information to be logged but are not mandated to do so.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small rooms, narrow aisles) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. Study and reading areas will be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Public computer areas will be arranged to enforce social distancing, including removing chairs from tables and removing computers.
11. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
12. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.

13. Markers and signage will be put in place to encourage social distancing while waiting for library services.
14. Furniture will be moved or removed to encourage social distancing in study and reading areas.
15. Library programming and event setup will encourage social distancing.

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
4. Restrooms will be cleaned and disinfected daily. [21]
5. Staff areas will be cleaned and disinfected daily. [21]
6. Employees and cleaning staff performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
7. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]
8. Surfaces contacted by patrons at library programs will be cleaned and disinfected after the program.

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage to display the services available, instructions for pickup, and hours of operation.
3. The library will use tables to avoid direct hand-off to patrons for curbside pickup.
   a. Staff will notify patrons when their material is ready for pickup and schedule a time for pickup.
   b. Items will be placed in a bag labeled with the patron name and the bag will be placed on a table outside the library entrance for pickup at the scheduled time.
   c. Patrons will be advised to maintain proper social distancing verbally, through signage, and with social distancing markers.
4. The library will provide staff interacting with patrons with PPE including mask as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
5. The library will provide staff with training on curbside pickup procedure.
6. Staff interacting with patrons will practice regular handwashing.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. The library will provide a sneeze guard to limit staff and patron exposure during check out.
6. The library will provide staff interacting with patrons with PPE including mask as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on checkout procedure.
8. Staff interacting with patrons will practice regular handwashing.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above.
2. Patrons will be able to place holds on physical library materials through the catalog.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, its website, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Deliveries from companies like FedEx or UPS will be received at the library building.
5. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. In-person library programming and events that can be accomplished while providing adequate social distancing will resume.
2. Library programs will require registration, with registration limited to the number of people that can safely occupy the programming space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.
3. Pre-event reminders, markings, physical barriers, and furniture arrangement will be used to enforce social distancing at library programs.
4. Patrons and families at library programs that cannot observe social distancing guidelines will be asked to leave the library.
5. Tables and surfaces that are touched by patrons as part of the program as well as other high touch areas in the programming space will be disinfected after the program or event.
6. Library programs will not provide shared food but may offer individually packaged items.
7. **Masks will not be required at outdoor programs.**
8. **Fully vaccinated attendees of small, limited programs, as designated by staff, held outside of public library hours will not be required to wear masks upon presentation of proof of vaccination**.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering are eased sufficiently and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement
1. Library staff will work and meet remotely and in person with community partners to collaborate on providing support for the community.

2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased.
2. Materials will be processed in this phase.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy.

Study and Reading Areas

1. Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study and reading areas.
2. Study and reading areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing.

Public Computer Use

1. Limited access to public computers will be available if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library staff unable to use social distancing while assisting patrons with public computers will use PPE, including mask.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers. Time may be extended if availability permits.
6. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
7. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study and reading areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Other Services

1. Library staff will provide copying, printing, and faxing services. The copier will be disinfected after each use.
2. The library will provide notary services, with proper social distancing. Patrons wishing to access notary services should schedule an appointment by calling the library.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Service Level G: Reopening with Limited In-Person Programming, with Vaccination Widely Achieved and State Mandates Eased

In this phase, state and local officials believe person-to-person transmission has dropped enough and adequate regional support systems and resources are in place to support businesses and organizations providing programing and services related to arts, education, recreation. At least 70% of adults in the community have had at least one dose of a vaccine, and all library staff are fully vaccinated. State and CDC guidance has further eased occupancy restrictions and mask mandates. Library services and facilities will continue to be available with protections in place, but more library programming can take place if social distancing can be maintained. Most library staff will be working in the building.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. Public access to study and reading areas
11. In-person programs with adequate social distancing

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Appointing COVID-19 workplace coordinator

Physical and Facility Controls

1. Rearrangement of staff work areas to allow social distancing.
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.
3. Clear plastic sneeze guards installed at the circulation desk.

Library Operations at this Level of Service

Library Staff

1. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks after each shift and that if lost or worn out the library will take responsibility for replacing them. [24]

2. Library staff will receive training for procedures at limited services levels that will require PPE and other controls to increase staff and public safety. They will receive training on PPE [2], employee and public safety [12], new library procedures, and the library's proactive infection plan.
3. Library staff do not need to wear masks in staff areas. They are required to wear masks when in public areas at any time they are within six feet of another person except when doing so would inhibit or otherwise impair their health. [24]
4. Shift start times for library staff will be staggered to allow social distancing. [24]
5. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
6. Staff will disinfect shared equipment and workstation at the end of their shift.
7. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements and tasks that reduce contact with patrons and other staff. [14]
8. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19.

Entrance to the Library Building
1. The number of staff and others in the building will not exceed 50% of the building-rated occupancy.
2. When staff deem it safe and appropriate, fully vaccinated patrons entering the building will no longer be required to wear masks, but unvaccinated patrons will continue to be required to wear masks. Staff will not screen patrons but rely upon patrons to be truthful and responsible.

Facilities
1. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
2. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
3. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
4. Tightly confined spaces (small rooms, narrow aisles) will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
5. Restrooms will be open to the public.
6. Study and reading areas will be open to the public.
7. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
8. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
9. Public computer areas will be arranged to enforce social distancing, including removing chairs from tables and removing computers.
10. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
11. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
12. Markers and signage will be put in place to encourage social distancing while waiting for library services.
13. Furniture will be moved or removed to encourage social distancing in study and reading areas.
14. Library programming and event setup will encourage social distancing.

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
4. Restrooms will be cleaned and disinfected daily. [21]
5. Staff areas will be cleaned and disinfected daily. [21]
6. [21]
7. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage to display the services available, instructions for pickup, and hours of operation.
3. The library will use tables to avoid direct hand-off to patrons for curbside pickup.
   a. Staff will notify patrons when their material is ready for pickup and schedule a time for pickup.
   b. Items will be placed in a bag labeled with the patron name and the bag will be placed on a table outside the library entrance for pickup at the scheduled time.
   c. Patrons will be advised to maintain proper social distancing verbally, through signage, and with social distancing markers.
4. The library will provide staff interacting with patrons with PPE including mask as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
5. The library will provide staff with training on curbside pickup procedure.
6. Staff interacting with patrons will practice regular handwashing.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. The library will provide a sneeze guard to limit staff and patron exposure during check out.
6. The library will provide staff interacting with patrons with PPE including mask as well as training on proper use of the PPE [2] and employee and public safety related to COVID-19. [12]
7. The library will provide staff with training on checkout procedure.
8. Staff interacting with patrons will practice regular handwashing.

Patron Holds

1. Patrons will be able to pick up holds on physical materials as described above.
2. Patrons will be able to place holds on physical library materials through the catalog.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.

5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery

1. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.

Communications

1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, its website, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Deliveries from companies like FedEx or UPS will be received at the library building.
5. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events

1. In-person library programming and events that can be accomplished while providing adequate social distancing will resume.
2. Library programs will require registration, with registration limited to the number of people that can safely occupy the programming space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.
3. Pre-event reminders, markings, physical barriers, and furniture arrangement will be used to enforce social distancing at library programs.
4. Patrons and families at library programs that cannot observe social distancing guidelines will be asked to leave the library.
5. Tables and surfaces that are touched by patrons as part of the program as well as other high touch areas in the programming space will be disinfected after the program or event.
6. Library programs will not provide shared food but may offer individually packaged items.
7. Masks will not be required at outdoor programs.
8. Fully vaccinated attendees of small, limited programs will not be required to wear masks.

Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering are eased sufficiently and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement

1. Library staff will work and meet remotely and in person with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased.
2. Materials will be processed in this phase.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy.

Study and Reading Areas

1. Magazines, newspapers, and other browsing materials will be returned to the study and reading areas.
2. Study and reading areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing.

Public Computer Use

1. Limited access to public computers will be available if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers. Time may be extended if availability permits.
4. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study and reading areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.

Other Services

1. Library staff will provide copying, printing, and faxing services.
2. The library will provide notary services, with proper social distancing. Patrons wishing to access notary services should schedule an appointment by calling the library.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

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