

# **UHLS Coordinated Reopening Committee Recommendations**

**Finalized Recommendations - May 15, 2020**

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**Background:** The UHLS Directors Association (DA) established this committee to develop a list of recommendations to provide guidance to all member libraries as they plan the reintroduction of library service to their public. The committee recognizes that each library has its own decision making structure and unique constraints that will affect how each library approaches issues of scheduling, staffing, service hours, cleaning, policies, etc. However, the committee also acknowledges the importance of having a coordinated approach to reopening libraries across the two-county service area, both in terms of timing and general approach to the reintroduction of services. These recommendations are intended to guide each library in the development of their own phased approach to reopening within the general structure provided, but also to encourage as much system-wide coordination of plans, schedules, and reopening activities as possible.

**General Recommendations:** Based on the committee's discussions and informed by all the available guidance and resources, the following are being put forward as universal recommendations for ALL libraries in planning for reopening:

- ALL libraries should plan for a gradual, phased approach to re-opening and not plan to simply open their doors. ALL public library service upon reopening MUST reflect thoughtful and carefully guided plans that are designed to protect the health and safety of both library staff and members of the community using the library, its collections, and its services.
- ALL libraries should try, within their own local constraints, to coordinate reopening dates with all other member libraries in UHLS, and particularly with neighboring libraries.
- ALL libraries should actively prepare plans and procedures to be ready to close the library to the public once again, in the event of a resurgence of the virus and a return to essential service and workforce restrictions.
- ALL libraries should expect to move forward and backward between the levels in this document based on local conditions and government directives.
- Once the UHLS delivery service of materials between the libraries is reintroduced, ALL libraries will be expected to adhere to all UHLS delivery protocols and procedures regarding the handling and processing of all shared physical materials.

**Coordinated Reopening Recommendation:** Just as our communities are unique but interconnected, so too are our libraries unique but interconnected, and the actions and decisions of one community or one library can impact the other. Based on this reality, UHLS is recommending a coordinated plan and schedule for reopening for all member libraries, within the limits of each library's local constraints. Maximizing the coordination of library reopenings is critical to ensure a quick and efficient restart of the UHLS delivery service to all member libraries. In addition, coordinating reopening will mitigate any concerns of some libraries experiencing increased demand from surrounding communities that have unopened libraries. Finally, coordinating reopening will also uphold our commitment to equitable library services to our region as outlined in the [UHLS Free Direct Access Plan](#).

**Reopening Themes:** In general, all of the following recommendations and considerations for phased reopening for UHLS libraries are based on several overarching themes that should guide library decision making regarding reopening:

**SAFE** – Safe reopening of UHLS libraries means that the health and safety of library staff and the public MUST be the highest priority when planning for reopening. Libraries must be fully prepared, before offering any services, with policies, procedures and training to ensure the safety of the staff, when working with each other and when working with the public. Libraries must have sufficient supplies (masks, gloves, basic cleaning supplies) to ensure a safe working environment. Libraries must prepare/reconfigure service desks, staff spaces, public spaces, and collections to accommodate social distancing measures and the gradual reintroduction of library services, based on the library's reopening plan.

**SMART** – Smart reopening of UHLS libraries means the library monitors and adheres to the current guidance from both governmental and scientific authorities for providing safe library

service and for the safe handling of library materials. Libraries should make thoughtful staffing and service decisions in order to limit staff exposure, protect the public, and control risk and liability.

**GRADUAL** – UHLS libraries should plan to gradually re-acclimate library staff to their new working environment and all of the changes in their library, their workspaces, and their services. Staff will need to spend time devoted to developing and training in new protocols and practices. Sufficient time should also be allowed for the staff to prepare the collections and manage the impact of the restart of the UHLS delivery service....all before the library offers any public services. The amount of time needed will differ from library to library depending on many factors, including the size of the facility, staffing levels, etc. The reintroduction of library services to the public should also be planned as a phased approach, gradually adding services as the staff and public become familiar with new routines and practices. It is always easier to slowly expand services rather than offer too much, too soon and have to then curtail services soon after reopening.

**FLEXIBLE** - Libraries should prepare their organization to be flexible and to be able to make service and policy changes rapidly as dictated by internal and external factors. ALL libraries should prepare plans and procedures to be able to close the library to the public once again, in the event of a resurgence of the virus and a return to essential service and workforce restrictions. ALL libraries should expect to move forward and backward between these recommended reopening levels of service based on Government directives and guidance.

**Timeline for Reopening:** The question of when our libraries can open is still very much an unknown. The timeline will be determined largely by the Governor's phased reopening plan for the state. This statewide plan contemplates a regional approach to reopening the state based on New York's 10 economic development zones. Because the entire UHLS service area is part of the Capital Region Zone it is expected that executive orders will allow all libraries in our system to open on the same date (although there is still much ambiguity based on the organizational structure of each library). This factor will help facilitate the plan for a coordinated reopening by the UHLS member libraries.

UHLS will continue to closely monitor the current status of public libraries in the state's reopening plans and will also continue to participate in the advocacy efforts for the library specific guidance we need from the Governor's office and Empire State Development.

UHLS libraries should use these recommendations and the accompanying resources to begin planning their own reopening plans and are encouraged to reach out to UHLS for additional support in those planning activities.

## **Recommendations for Gradually Reopening UHLS Libraries**

**Level 1: Communication to your community** (All activity in the level is taking place BEFORE staff return to work and the library begins to reopen)

- Communicate with Library Friends and Volunteers about reopening plans and how they will be impacted
- Consider establishing a “State of Emergency Policy”, which will allow library administration to efficiently override existing policies as needed
- Be sure to conduct regular Virtual Board meetings (following OML) - maintain regular communication with Board and make sure the Board is able to continue to make decisions for the library
- Make checklist of tasks you stopped when the Library closed (mail, phone, deliveries, newspapers, Better World Books, security company, bookdrops, outside vendors with keys, email, voice messages, social media accounts, standing orders) - this is vital to “reverse engineer” your closing, but also should you need to shut down again if there’s a resurgence of the virus
- Communicate with community partners and other stakeholders (those that use your space regularly) about reopening plans and how they will be impacted
- Maintain regular communication with your Municipality, School District, etc.
- Maintain regular communication with UHLS
- Secure staff protective gear and cleaning supplies

**Level 1A: Initial Staff Training and Reacclimating** (Some staff begin to return to library on a scheduled basis)

- Familiarize yourself with recent laws affecting public libraries :  
Governor’s Executive Orders  
<https://www.governor.ny.gov/news/governor-cuomo-signs-new-york-state-pause-executive-order>  
List of all executive orders: <https://www.governor.ny.gov/executiveorders>  
Matilda’s Law: <https://elderjusticenyny.org/what-is-matildas-law/>  
Family First Act: <https://www.dol.gov/agencies/whd/ffcra>  
CARES ACT (PPP and SBA Loans): <https://www.sbc.senate.gov/public/index.cfm/guide-to-the-cares-act>
- Review the recommendations/guidance for the number of staff/people that can safely be in your building and in your offices, staff room, and all work areas, etc.
- Remote training should be provided to staff as appropriate throughout this level.
- **Plan staff schedules and work shifts to ensure physical distancing**
- **Enforce scheduling discipline by staff (work only exactly when you are scheduled) to enable contact tracing if infections occur.**
- <https://www.cdc.gov/coronavirus/2019-ncov/php/open-america/contact-tracing.html>
- Consider implementing or reminding staff of existing rules and policies to ensure physical distancing in staff spaces
- Establish frequent and consistent cleaning protocols for all areas used by staff and or the public

- Regularly provide training on proper use of PPE (masks, gloves) and safety protocols
- Develop Library Materials Handling protocols for all types of materials
- Analyze the library's staff and public spaces and what changes must be made to deliver service safely for both the public and for staff
- Develop approved talking points for all staff to use in interacting with the public after reopening, especially regarding new rules and procedures (requirements for masks, limits to collection access, reduced hours, etc.)
- Make sure all staff know what to do if they or someone in their household gets sick
- Review staff sick leave/call in policies and procedures with all staff
- Encourage digital documents whenever possible to minimize handling of the public's physical material

**Level 2: Building Cleaning and Reorganizing** (limited staff working in building as needed and as appropriate to maintain social distancing)

- For smaller libraries, cleaning person (or in some cases this might be library staff) should come in for one or a few days prior to staff returning to deep clean the library
- For libraries with facilities staff, they should come in for one or a few days prior to staff returning to deep clean the library
- For libraries using an outside cleaning contractor for a one time service, they should come in for one or a few days prior to staff returning to deep clean the library
- Cleaning checklist for regular cleaning throughout the day (very important for libraries with no facilities staff (see resource sheet). This is especially important for all common surfaces, high touch surfaces like telephones, telephone keypads, keyboards, mice, alarm keypads, door handles, staff lounge, etc.
- Removing all high touch items/non-transactional materials - toys, puzzles, pens, crayons, etc.
- Re-organize all public and staff furniture and collections for transactional service and physical distancing recommendations
- Determine how you will handle Magazines/Newspapers
- Determine how you will handle your Library of things-cake pans, hotspots, other non-traditional circulating material
- Extend due dates to minimize necessary library transactions and to spread out the material being returned
- Establish a quarantine protocol and designated location(s) for all returned materials and ensure staff are trained on how material is to be received to avoid contact
- Avoid contact with door handles and other contact points after you've touched returned materials.
- Establish a quarantine/cleaning protocol and designated location(s) for incoming materials from vendors, USPS, and other delivery services and ensure staff are trained on how material is to be received to avoid contact.
- Cover/turn off/disable water fountains
- Consider signage for all new procedures and changes to building, collections, etc.

- Consider a handout sheet or FAQ for all known common questions (post on website, fb page, etc.)
- Reduce/eliminate clutter on service desks (scrap paper, signage, pens, etc.)
- Reinforce the importance of cleaning common surfaces in between shifts
- Reinforce the importance of cleaning all equipment after use
- As much as possible within safety and security considerations, prop doors/windows open and make sure that HVAC units are open to maximum fresh air levels
- Determining and labeling an “in door” and an “out door” if you have multiple doors
- Brightly colored tape on floor to remind people of physical distancing at service desks, etc.: you can also use physical barriers ie. table in front of circ desk
- Tape out work spaces for physical distancing as a reminder to staff
- Consider installing “sneeze guards” at service desks: Plexiglass, clear plastic
- If no drop box or drop slot, identify a single place for book returns that does not allow/encourage patrons to touch any hard surfaces
- Quarantine all books for 72 hours after being returned

*“There are no studies that specifically answer the question of how transmissible COVID19 might be from the most common library materials – for example coated and uncoated paper, bookcloth, or polyester book jackets. Quarantine of materials for 72 or more hours seems to be the safest course.... There is very little research on the effects of medically effective sterilization and sanitization measures on the condition of library materials, another reason to favor quarantine.” - Jacob Nadal, Director for Preservation, The Library of Congress*

## **Level 2a: Staff Return to the Building** (all library staff return to regular scheduled shifts at the library)

- **Train/reinforce procedures at the beginning of every shift**
- Non-medical Masks required . Gloves should be available for those who wish to use them (must conduct constant staff training on the proper use and disposal of masks and gloves)  
W.H.O. How and When to Use Masks: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/when-and-how-to-use-masks>
- Regularly train and reinforce hand washing and all other hygiene protocols  
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>
- Consider providing each staff member with their own mouse and keyboard to minimize surface sharing.
- Scheduling discipline - Only allow staff in the building who are supposed to be in the building according to their schedule to assist in contact tracing
- Retain all staff work schedules (digital or in paper) to assist in contact tracing
- Put in place a staff work from home policy and continue to encourage staff working from home wherever appropriate to reduce the number of staff in the library building as necessary

- Develop and train staff on rules and procedures - How many people can be in the Staff lounge during breaks?, during lunch?, new rules about food/eating/drinking at desks, water cooler gatherings, etc.
- Develop some “What happens if...” guidelines and talking points for some possible scenarios involving patron behavior, ignoring rules, arguing about new policies, etc.

### **Level 2b: Continue to Prepare for Public Service with Only Staff in the Building**

- UHLS delivery service starts up again for all libraries with adjustments to schedules and procedures to maximize “contactless” delivery and to conform to shortened hours schedules.
- UHLS will quarantine all interlibrary delivery materials for 3 days (72 hrs.) at the system office to ensure all deliveries coming from other libraries through delivery are clean and ready to process immediately when they arrive at the library.
- Develop protocols and procedures to manage delivery material at your library.
- Library staff receive and process delivery materials, familiarize themselves with new protocols and procedures.
- UHLS will provide each library extra empty bins to assist in the quarantine and management of local material in the library
- Library staff will work on resolving the current hold shelf, including possible outreach to current hold patrons to determine if material is still wanted and to inform patrons of the library’s current plans for checking out physical material (curbside, appointment, etc.).

### **Level 3a: Reintroducing Library Circulation Services - No Patrons in the Building**

(all library staff continue regular scheduled shifts at the library as determined by the library’s plan and schedule for reintroducing service to the public)

- Open book drop, begin accepting returned material
- Consider limited return schedule to enable the library to familiarize and follow its return material quarantine protocol (should be 72 hours)
- UHLS will extend the grace period for check-outs in Sierra to accommodate full quarantine of returns
- Consider waiving fees, including damage fees
- Modify hours dependent on staffing (safe and discipline scheduling) and needs of the steps below as well cleaning and supply protocols.

### **Level 3b: Reintroducing Library Circulation Services - Limited public services**

**offered outside the library building** (all library staff continue regular scheduled shifts at the library as determined by the library’s plan and schedule for reintroducing service to the public)

- Alternative material delivery/public service (see appendix for suggested guidelines)
- Curbside service/walk-up service
- Homebound/books by mail
- Start running pull list for locally owned items/local patrons first

- Override/waive any financial transactions until later levels of service to postpone the handling of cash from the public

**Level 4: Limited Opening of the library building to the Public** (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

Step 1 - controlled public use of the library

- Transactions by appointment (limited number of patrons in the building based on facility size, staff size, social distancing formulas)
- Staff-performed pick-ups from library collection (stacks closed to the public)
- Continue with virtual programming
- No public meetings
- Copy/scan/fax - Staff-facilitated services with cleaning protocol between each use
- Printing - Staff-performed (patron emails item to be printed, staff prints and delivers to patron, via touchless, curbside, email or USPS)
- Override/waive any financial transactions until later levels of service to postpone the handling of cash from the public

Step 2 - Limited walk in service to the public

- Open to the public for transactions only
- Continue to strictly enforce building occupancy formula
- No Opac access for patrons: time limited browsing or staff assisted
- Consider installing a self checkout station
- Consider specific hours for seniors/at risk patrons
- Consider no public bathrooms

**Level 5: Open to the Public for Limited Seating extended library use** (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

Step 1 - Social distancing

- 6 feet apart/one person one table - no group seating available (consider special seating for small gatherings - ie. families and group home visits)
- Extended, but still time limited stay in the library
- Patrons should bring their own devices using the library's wifi
- Public computer use (see appendix for guidelines)
- No play spaces/consider closing children's rooms/designing services specifically for families - number of families in the space at a time, book bundles

Step 2: Gradual relaxation of library use restrictions (space use, time limits for use, etc.)

- As government restrictions allow, gradually phase back in use
- Gradual return to normal hours of operation
- Book sales - consider only preset bag sales to limit material and cash handling

Step 3: Limited in-person programming reintroduced at some libraries **Note: This step applies only to libraries with program spaces that allow for adequate physical distancing during library programs. Libraries with program spaces that do not allow for adequate physical**



**distancing should scale in-person programming as appropriate until guidelines are relaxed.**

- Follow official government restrictions and guidelines for how many can gather (based on square footage)
- Plan programming in shorter intervals (ie. monthly not weekly)
- Limited registration for all programming
- Pre-registration for all programming
- No drop-in programs
- Cleaning protocols in between all programs
- Where physical distancing is challenging, do not offer program

**Level 6: Service Expands in Response to Changing Physical Distancing Restrictions and Guidelines** (all library staff continue regular scheduled shifts at the library as determined by the library's plan and schedule for reintroducing service to the public)

- Limited in-person programming is gradually reintroduced (with as much system-wide coordination as possible, to avoid overuse of individual libraries and programs)
- Follow official guidelines for how many can gather (based on square footage)
- Plan programming in shorter intervals (ie. monthly not weekly)
- Limited registration for all programming
- Pre-registration for all programming
- No drop-in programs
- Cleaning protocols in between all programs
- Allow community group meeting room use with an MOU/Agreement that groups will follow official guidelines, participant restrictions, social distancing requirements, etc.
- In-person library board meetings resume (provided that the board can gather in compliance with official guidelines)
- Gradual relaxation/modification of staff protocols
- Masks no longer required for staff/patrons as dictated by official directives
- Workspaces, public computing areas, and other public spaces may be gradually returned to traditional configurations in response to the relaxation of physical distancing guidelines
- Staff break times no longer scheduled; staff asked to maintain distance in break spaces based on official guidelines
- Impact on building use - Public restrooms made available, water fountains made available

## **Appendix A - Safe Staffing Measures**

Staff members are a library's most valuable assets. Library services can't run without staff. As libraries plan their phased reopenings, we encourage putting special staffing measures into place **preemptively**. Having such measures in place can help keep libraries open and maintain service when some staff members cannot work in the building due to illness or quarantine. There are many different measures that might be implemented; your library will likely utilize several at once. **The key is to develop a plan before you bring staff back into the building.**

### **Reduce Hours of Operation**

- This measure allows libraries to gradually reintroduce services and manage patron expectations. As a public-facing industry, our impulse may be to return to full hours immediately; however, reducing hours -- especially in initial reopening stages -- allows us to better manage new realities in terms of staff and patron safety, cleaning protocols, staff training, and new services (i.e. curbside pickup).
- This measure limits the amount of time staff spend in the proximity of each other and members of the public.
- This measure enables your library to make other "safe staffing" measures possible, such as A-Week/B-Week.
- The "checkouts" field of the Hourly Circulation Transactions Ad Hoc Report ([https://reports.uhls.org/reports/circ\\_hourly.html](https://reports.uhls.org/reports/circ_hourly.html)) can provide guidance on which hours might provide the best access to patrons in your community.
- Particularly during initial reopening stages, consider reducing or eliminating hours on days when you do not have an adequate number of supervisors in the library (such as on weekends).
- For libraries with a small staff, where one person may be put in the position of working entirely alone, each day's hours of operation should not exceed the maximum daily hours that person is permitted to work. Additionally, weekly hours of operation should not exceed that person's full hours.

### **Minimize Exposure**

- Staff every shift at minimal levels.
- Make sure that work stations are socially distanced, and that workflows and break procedures allow for social distancing when people are away from their main workstation.
- If possible, have staff perform tasks such as shelving prior to opening to the public each day, or after the library closes to the public for the day.
- Where appropriate, allow staff to work partially from home.
- Unless volunteers are required to operate the library, eliminate or limit volunteer hours.

### **Schedule Staff for Contact Tracing Purposes**

- Require that staff are only in the building for their scheduled shift.
- Discourage staff from coming early for their shift or staying in the library after their shift.
- Ask that staff not leave the library grounds during their shift.
- Retain all schedules in case needed for contact tracing.

### Training

- Make sure staff are trained in cleaning protocols and hygiene procedures before they are allowed back in the building
- Update staff at the start of their shifts on cleaning protocols and any changes made to cleaning protocols

### Health Monitoring and Sick Leave

- Ask staff to take their temperature before coming to work.
- Ask staff to stay home from their shift if they are experiencing any of the following symptoms:
  - Cough
  - Shortness of breath or difficulty breathing
  - Fever or chills
  - New loss of taste or smell
- Thoroughly review the Families First Coronavirus Response Act (FFCRA) and the Coronavirus Aid, Relief and Economic Security (CARES) Act, and communicate with all staff about how these measures will impact the library's response to COVID-19 illness/quarantine.

### A-Week/B-Week Model

- Assign all staff members to one of two teams: A-week and B-week.
- Put staff on a rotation where they work one week in the building and (where appropriate) one week from home.
- Assign staff to a particular building and have them only work in that building.
- Prohibit staff from working split shifts during their in-building week.
- Ask staff not to enter the building on weeks they are not assigned, or outside of their assigned hours during their in-building week.

### Scale Back Services

- If only one staff member is available to work for a particular shift, close the building to the public and scale back service to a manageable level (for example, curbside pickup by appointment only).
- This measure might also be utilized on an ongoing basis during shifts when supervisors are not available (such as on weekends).

### Temporary Staff

- Include temporary staff in all training on safety protocols, cleaning protocols, new service procedures, etc. in case they are needed to cover.
- Consider hiring additional temporary staff to cover shifts in case of absence or quarantine.

## **Appendix B - Sample Curbside Service Procedure (COLN)**

A soft opening to the service will be with the current reserves that we have on the shelves. Calls will be made for those.

<p>Curbside for Reserves (after initial are cleared) Through normal pull list procedure or new books Patrons will be notified through Sierra: Wait 24 hours before pick up in notification</p> <ul style="list-style-type: none"> <li>• Patrons will come, park in a numbered spot, call the phone number indicated on signage at the parking spot.</li> <li>• Circ staff will ask patron, name on order, any other orders and spot number (script needed)</li> <li>• Items will be pulled from the hold shelf, checked out to patron(s) placed in a paper bag or FOL bag and taken out to the numbered spot indicated and placed in the trunk.</li> <li>• Staff dealing with patrons will wear face shields, masks and gloves. Gloves to be changed between orders.</li> </ul>	<p>Curbside by phone (primary audience the elderly, library regulars and families)</p> <ul style="list-style-type: none"> <li>• Call-in Service (need script)</li> <li>• Script at service desk will include next day pick up and instructions on curbside service</li> <li>• Form to fill out at service desks (Info, YS &amp; YA) - Digital form to be printed once order is complete to be given to circ</li> <li>• Staff to handle phones?</li> <li>• Staff to fulfill forms?</li> <li>• Items retrieved from shelves, placed on reserve for patron, checked in, reserve slip printed.</li> <li>• Materials and form taken to Circ placed on hold shelf</li> <li>• Patron will be notified through Sierra holds system</li> <li>• Patrons will come, park in a numbered spot, call the phone number indicated on signage at the parking spot.</li> <li>• Circ staff will ask patron, name on order, and spot number (script needed)</li> <li>• Items will be pulled from the hold shelf, checked out to the</li> </ul>	<p>Curbside for reference:</p> <ul style="list-style-type: none"> <li>• Must call ahead</li> <li>• Tax forms</li> <li>• Print from anywhere up to 10 pages black and white only</li> <li>• NY Times Sunday crossword</li> <li>• No Notary service until transaction only</li> </ul>
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	<p>patron(s) placed in a paper bag or FOL bag and taken out to the numbered spot indicated and placed in the trunk.</p> <ul style="list-style-type: none"> <li>• Staff dealing with patrons will wear face shields, masks and gloves. Gloves to be changed between orders.</li> <li>• NO special collections.</li> <li>• Books, Audios, Music, DVDs and Video Games only</li> <li>• 1 order per vehicle. Max 10 items per order per day</li> <li>• Need to number parking spaces and create signage with phone number and space number.</li> <li>• Curb signage needed for returns only</li> <li>• If a patron doesn't have a card use Outreach application. Include the card with item pick up.</li> </ul>	
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Workflow: For traditional reserves Circ will be doing the pull list. Coln pick up/Coln material only for XXX amount of time.

There will be a separate number for ordering and for pick up. Each number will ring on multiple extensions.

For Call in Service for safety reasons there will be one staff assigned to answer phones and take orders and one staff person to fill orders.

Call taker will fill in digital form (TBD) and print to designated printer. If a patron does not have a library card, the call taker will fill in the outreach form and take to circ, mark the form with the card being created. Call takers will instruct patrons on curbside pick up rules using script. If a reference item, the call taker can fulfill the request. Two hour shifts assigned to take place at service desks. Cleaning protocol after each shift

Runners will fill orders. Two hour shifts assigned. Designated computer and printers. Pick up the order from the designated printer. As many as are in the printer. Once search is complete, form will be noted for items substituted or put on reserve. Items collected will be placed on reserve for patrons and checked in. Form and books with reserve receipts in them will be brought to the designated circulation area for hold items. Cleaning protocol after each shift.

For Curbside pickup-Circ staff patrons will call pick up number. Staff members will follow the script, find out name, space number, model and make and color of vehicle. Find items on the hold shelf, check out, bag, order sheet will be in one of the materials. Put on gloves, a visor and masks. Take the bag out to the spot. Put it in the trunk. Throw away gloves.

## **Appendix C - Resources**

### **General Information – COVID-19, Cleaning, Disinfecting:**

1. "Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections." Institute of Museum and Library Services Webinar, <https://youtu.be/iuuczmz4BR0>
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7. "OSHA 3990-03 2020 Guidance on Preparing Workplaces for COVID-19." Occupational Safety and Health Administration, 2020. <https://www.osha.gov/Publications/OSHA3990.pdf>
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## Human Resources:

1. "Families First Coronavirus Response Act: Employer Paid Leave Requirements." U.S. Department of Labor, 2020.  
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6. Grider, K. "The Families First Coronavirus Response Act: DOL Releases Updated Guidance on Telework and Intermittent Leave." The National Law Review, March 2020. <https://www.natlawreview.com/article/families-first-coronavirus-response-act-dol-releases-updated-guidance-telework-and>

## Supplies & Materials:

### **Sneeze Guards**



Provider	Name of Product	Cost	Dimensions	Link
Displays 2 Go	<b>Countertop Sneeze Shield, Acrylic, Three Panels - Clear</b>	\$109	36" Wide x 40" Tall	<a href="https://www.displays2go.com/P-51365/Acrylic-Countertop-Cashier-Shield-Adjustable-Panels?fbclid=IwAR0G6PJb8SVIvsbxkD_M6BkJTJ5aosyiGg1rssTj0nFigfITLIIh3WYpHP8U">https://www.displays2go.com/P-51365/Acrylic-Countertop-Cashier-Shield-Adjustable-Panels?fbclid=IwAR0G6PJb8SVIvsbxkD_M6BkJTJ5aosyiGg1rssTj0nFigfITLIIh3WYpHP8U</a>
Displays 2 Go	<b>Countertop Sneeze Shield, Adjustable, Acrylic, Three Panels</b>	\$74.99	48" Wide x 18" Tall or 28" Tall	<a href="https://www.displays2go.com/M-585/Acrylic-Protective-Splash-Guard-18-28-Tall-Models-Hinged-Design?variantId=51366&amp;artifiOrder=New">https://www.displays2go.com/M-585/Acrylic-Protective-Splash-Guard-18-28-Tall-Models-Hinged-Design?variantId=51366&amp;artifiOrder=New</a>
ShopPO PDisplays	<b>Countertop Clear Acrylic Splash Shield Sneeze Guard</b>	\$65	25" High x 11.75" Wide	<a href="https://www.shoppopdisplays.com/12844/countertop-clear-acrylic-splash-shield-sneeze-guard-25h-x-1175w-x-12d.html">https://www.shoppopdisplays.com/12844/countertop-clear-acrylic-splash-shield-sneeze-guard-25h-x-1175w-x-12d.html</a>
Picture Hanging Systems	<b>STAS sneeze guard - barrier screen</b>	\$60	39" High x 32" Wide	<a href="https://www.picturehangingsystems.com/stas-barrier-screen-g?gclid=CjwKCAjwvtX0BRAFEiwAGWJyZJ2iVwEt0NbP1HTd8hfUYnuaiVxedP8k66YiipDkDZTPYCEMiN2XOxoCDcMQAvD_BwE">https://www.picturehangingsystems.com/stas-barrier-screen-g?gclid=CjwKCAjwvtX0BRAFEiwAGWJyZJ2iVwEt0NbP1HTd8hfUYnuaiVxedP8k66YiipDkDZTPYCEMiN2XOxoCDcMQAvD_BwE</a>

Webstaurant Store	<b>Cal-Mil 22131-24 Barrier Solutions Mounted Register Shield</b>	\$47.52	24 ½" High x 24 ½" Wide	<a href="https://www.webstaurantstore.com/cal-mil-22131-24-barrier-solutions-mounted-register-shield-24-1-2-x-24-1-2/2112213124.html">https://www.webstaurantstore.com/cal-mil-22131-24-barrier-solutions-mounted-register-shield-24-1-2-x-24-1-2/2112213124.html</a>
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### **Keyboard Covers**

<https://www.amazon.com/Thinnest-Waterproof-Anti-Dust-Sanitized-Universal/dp/B07HYY2YHP>

### **Monitors & Mice**

Use general shrink wrap applied by a hair dryer or heat gun. Remove and replace as needed. Spray any cleaner on top of them.

[https://www.amazon.com/Metronic-Shrink-Soaps-Candles-Small/dp/B01MQQCAJ7?ref=s9\\_apbd\\_orecs\\_hd\\_bw\\_b9KqRVb&pf\\_rd\\_r=DW7XEQ9Z5FE8TYVRFMVS&pf\\_rd\\_p=0f6996ff-1072-59a0-ba0f-f232e53a8291&pf\\_rd\\_s=merchandise-search-10&pf\\_rd\\_t=BROWSE&pf\\_rd\\_i=8553221011](https://www.amazon.com/Metronic-Shrink-Soaps-Candles-Small/dp/B01MQQCAJ7?ref=s9_apbd_orecs_hd_bw_b9KqRVb&pf_rd_r=DW7XEQ9Z5FE8TYVRFMVS&pf_rd_p=0f6996ff-1072-59a0-ba0f-f232e53a8291&pf_rd_s=merchandise-search-10&pf_rd_t=BROWSE&pf_rd_i=8553221011)

<https://www.amazon.com/Gauge-Stretch-Wrap-Extended-Handles/dp/B0029B0NG4#customerReviews>

### **Signage**

Free downloadable signs:

<https://www.signs.com/coronavirus-signage/>

<https://www.displays2go.com/S-4316/covid-19-printable-signs>

<https://plumgroveinc.com/products/marketing/free-covid-19-coronavirus-sign-poster-templates/>

## **Appendix D - Levels at a Glance**

Appendix D - Levels at a Glance									
	Level 1	Level 1A	Level 2	Level 2A	Level 2B	Level 3	Level 4	Level 5	Level 6
Library building closed to public	X	X	X	X	X	X			
Ongoing staff training	X	X	X	X	X	X	X	X	X
Ongoing communication with the public/stakeholders	X	X	X	X	X	X	X	X	X
Encourage working from home for some staff where appropriate	X	X	X	X	X	X	X	X	X
No in-person library programs	X	X	X	X	X	X	X	X	
Virtual programming is offered	X	X	X	X	X	X	X	X	X
Library Board meetings are held virtually	X	X	X	X	X	X	X	X	
Establish & follow enhanced cleaning protocols		X	X	X	X	X	X	X	X
Schedule staff and assign workspaces/equipment for physical distancing		X	X	X	X	X	X	X	X
No Community Room use or public meetings			X	X	X	X	X	X	
Workspaces & public spaces reorganized for physical distancing			X	X	X	X	X	X	
No public seating			X	X	X	X	X		
No public computers			X	X	X	X	X		
No play spaces			X	X	X	X	X	X	X
No high-touch/non-transactional materials (i.e. crayons, puzzles)			X	X	X	X	X	X	X
No public restroom			X	X	X	X	X	X	
No water fountains			X	X	X	X	X	X	
Masks required for staff				X	X	X	X	X	
Staff library in consideration of Safe Staffing measures				X	X	X	X	X	
Retain staff schedules for contact tracing purposes				X	X	X	X	X	X
Items returned only in book drops - quarantine for 72 hours before checking in				X	X	X	X	X	X
Staff break times scheduled to enable physical distancing				X	X	X	X	X	
No eating in staff workspaces				X	X	X	X	X	X
No loans of specific types of items (i.e. Library of Things)				X	X	X	X	X	X
Reduced/alterd hours of operation				X	X	X	X		
Alternative delivery offered (i.e. curbside pick-up)				X	X	X	X	X	X
Waive overdue fines and copy/print/fax fees to minimize cash handling					X	X	X	X	X
No staff touching of patron library cards						X	X	X	X
No use of library phones by the public						X	X	X	X
Open to the public for transactions by appointment and/or at reduced capacity							X	X	
Limited public seating (physically distanced - 1 person/table)								X	X
Limited public computer use (physically distanced stations or bring your own device)								X	X
Limited in-person library programming with preregistration and hard attendance caps									X
Limited use of Community Rooms by the public									X

## **Appendix E - Summary of Levels**

### **See Separate Attachment**