

Schenectady County Public Library COVID-19 Phased Re-Opening Plan

Approved by the Board of Trustees December 3, 2020

*Plan revised and updated 12/03/2020

Zone Designation: In the event of zone designation by Governor Cuomo based on the escalation of the virus in the region see the attached addendum of the SCPL COVID-19 Re-Opening Plan.

Step One: New York State COVID Pause has been lifted and our region enters Phase 2. Full-time staff and limited part-time staff report to work.

- **Access to Building and Collections:** Libraries remain closed to the public. Full-time staff and limited part-time staff report to work. Masks and social distancing are required.
 - Operations: for cleaning and building preparations for resumption of limited library service
 - Administration: for preparations for a phased reopening, including payroll/processing of purchases, and development, training and oversight of the safety plan
 - Technical Services: resume ordering and processing library materials
 - Professional staff: assist as needed in the preparations necessary for the resumption of library service to the public across nine locations. Continue to develop and carry out virtual programming, perform collection management duties, including ordering and weeding of the library collection, update public materials and displays, and other duties as assigned to prepare for the resumption of limited service.
 - Preparations for the purchase and distribution of protective shields/PPE has commenced and signage at all library locations will be posted
 - Preparations for curbside pickup begin
 - Quarantine stations will be set up in each branch to begin receiving library materials from the book drops
- **Materials Handling:** Book drops will open on June 8, 2020 to receive materials from patrons and will be quarantined at each library for a period of three days. Deliveries to and from other libraries resume on June 8, 2020 in order to allow all libraries to receive items that are coming back, for quarantine. Limited library staff at all locations will check in library materials that have been untouched since the Pause began. New materials that are received will be quarantined and prepared for shelving and shipping via the courier. Patrons who have had library materials on hold since March at all locations will be contacted to see if they are still in need of the material.
- **Checkouts:** Digital content only
- **Programs and Meetings:** Virtual only
- **Volunteers:** Friends of the Library volunteers involved with the collection, organization and sale of donations may make an appointment with Library Administration to carry out the necessary activities for the management and sale of the donated books and will comply with distancing and the wearing of masks.

Step Two: Resumption of circulation of physical materials via curbside pickup.

- **Access to Building and Collections:** Closed to the public. Full-time staff and limited part-time staff report to the Karen B. Johnson (KBJ) library to implement curbside service and limited branch staff report to their buildings to begin to prepare for curbside pickup at their locations. Preparations begin for eventual limited public access, masks and social distancing required. Hours of operations will be limited and may be adjusted as deemed necessary upon the recommendation of the Library Director and approval of the Board of Trustees.
 - Circulation and branch staff: for emptying of the book drop and the movement of these materials to the quarantine area and implementation of curbside pickup at KBJ on June 22, 2020 and to carry out our MVLS delivery responsibilities. Curbside may commence at the Niskayuna and Mont Pleasant branch libraries on June 29, 2020 and all other libraries on July 6, 2020.
 - Information desk: limited hours of operation via the KBJ reference desk for reference service by phone and email and assistance with curbside requests.
 - Children's desk: limited hours of operation to answer information requests from families, provide assistance to families over the phone about curbside selections, collection maintenance and other available services as needed, including Summer Reading program inquiries.
- **Materials Handling:** Materials will continue to be returned to book drops only and will be quarantined at each library for a period of four days. MVLS deliveries will continue as the backlog of materials from other libraries continues to be processed. Limited library staff at all locations will check in library materials from the book drops and the courier. New materials that are received will be quarantined and prepared for shelving and shipping via the courier. Patrons who have had library materials on hold since March at all locations will be contacted to see if they are still in need of the material.
- **Checkouts:** Digital content may be borrowed online. Circulation staff at the KBJ library will check out patron materials that are part of the curbside pickup service.
- **Programs & Meetings:** Virtual only
- **Volunteers:** Only Friends of the Library volunteers involved in the collection, organization and sale of donations may report to the Friends of the Library area to carry out the necessary activities for the management and sale of donated books and will comply with distancing and the wearing of masks.

Step Three: Public Allowed at five branch locations (Phyllis Bornt, Glenville, Mont Pleasant, Niskayuna, and Rotterdam) on a metered basis beginning October 5, 2020.

- **Access to Building and Collections:** The public may return to the authorized locations to retrieve holds, and select materials following the one-way floor markings, and check out library materials on a metered basis. Lingering will not be allowed. Entry will be metered to stay below applicable COVID-19 public

density guidelines. Patrons are required to wear a mask, maintain physical distancing, and comply with all County procedures which may include having their temperature taken and signing in for the purpose of contact tracing.

Failure to comply with County mask requirements upon entry into the library may result in a suspension of library privileges.

- Chairs, other than those needed for computer appointments, children's furniture, toys and puzzles will be removed and/or cordoned off.
- Patrons in need of research or reference assistance may contact Information Services by phone at 518-388-4511 or email scp-ref@sals.edu.
- Computer usage is limited and available by appointment only, one time per day, at the authorized branches.
- Beginning October 5, 2020, collection of payment for fines and fees will resume and patrons must be in good standing in accordance to SCPL Policies to borrow materials. Resumption of services for fax, copy and prints will also begin.
- **Materials Handling:** Materials will continue to be returned to the book drops only and will be quarantined at each library for a period of four days. New materials that are received will be quarantined and prepared for shelving and shipping via the courier.
- **Checkouts:** Digital content may be borrowed online. Materials may be checked out in-person at all five locations authorized by the County during in-person hours. Self-check machines are the preferred method to check out library materials, if available. Curbside service continues on a limited basis at all locations.
- **Programs and Meetings:** Virtual only. No community use of study rooms or meeting space.
- **Volunteers:** Only Friends of the Library volunteers involved in the collection, organization and sale of donations may report to the Friends of the Library area to carry out the necessary activities for the management and sale of donated books and will comply with distancing and the wearing of masks.

Step Four: Public allowed at the Quaker Street, Scotia and Karen B Johnson on a metered basis beginning November 4, 2020.

Access to Building and Collections: Beginning 11/4/20 the public may return to the Quaker and Scotia branch libraries on their regularly scheduled curbside days and the Karen B Johnson library on Saturdays, from 9:00 am to 1:00 pm, as authorized by the County to retrieve holds, select library materials, following the one-way floor markings, and check out library materials. Lingering will not be allowed. Entry will be metered to stay below applicable COVID-19 public density guidelines. Patrons are required to wear a mask, maintain physical distancing, and comply with all county procedures which may include having their temperature taken and signing in for the purpose of contact tracing. **Failure to comply with County mask requirements upon entry into the library may result in a suspension of library privileges.**

- Chairs, other than those needed for computer appointments, children's furniture, toys and puzzles will be removed and/or cordoned off.
 - Computer usage is limited and available by appointment only, one time per day.
 - Curbside pickup will continue on a limited basis for those community members needing it.
- **Materials Handling:** Materials will continue to be returned to book drops only and will be quarantined at each library for a period of three days. New materials that are received will be quarantined and prepared for shelving and shipping via the courier.
 - **Checkouts:** Digital content may be borrowed online. Metered access for in-person checkouts at locations authorized by the County. Self-check machines are the preferred method to check out materials, if available. Curbside pickup will continue on a limited basis for those community members needing it.
 - **Programs and Meetings:** Virtual only. No community use of study rooms or meeting space.
 - **Outreach:** Outreach requests from community organizations will be evaluated on a case by case basis and must be accompanied by a safety plan for the event that will be evaluated and may be approved by Library Administration.
 - **Volunteers:** Only Friends of the Library volunteers involved in the collection, organization and sale of donations may report to the Friends of the Library area to carry out the necessary activities for the management and sale of donated books and will comply with distancing and the wearing of masks.

Step Five: Resumption of limited programs and meetings

- **Access to Buildings and Collections:** The public may retrieve library holds and select library materials following distancing guidelines. Curbside pickup will remain an option for patrons at all locations for those needing the service.
- **Materials Handling:** Materials will continue to be returned to book drops only and will be quarantined at each library for a period of four days.
- **Checkouts:** Digital content may be borrowed online. Materials will be checked out at designated public service desks and the use of self-check machines will be promoted, if available.
- **Programs and Meetings:** Programs and meetings resume and will be limited in size to allow for social distancing based on updated guidelines and reflected in posted room capacity. Registration will be required for all library programs to comply with physical distancing restrictions.
- **Meeting rooms and study space:** Available to the public with capacity restrictions for each room at all library locations.
- **Outreach:** Outreach requests from community organizations will be evaluated on a case by case basis and must be accompanied by a safety plan for the event that will be evaluated and may be approved by Library Administration.

Step Six: Full Opening and Resumption of Normal Operations

Upon declaration from the Schenectady County Manager and the Board of Trustees, the library will resume operations.

This plan will be reviewed as needed and is subject to change. All actions planned and implemented will be done in compliance with New York State and Schenectady County the Public Health Services recommendations and will be approved by the Board of Trustees.

The initial Fall hours of operation will be reviewed on an as needed basis, and may be subject to change as conditions warrant.

Periodic disruption to the days and hours of operation may occur due to the impact of COVID and/or staffing limitations. Library patrons are encouraged to check the Library website for the most up to date information.

Addendum A: In the event of a Yellow Zone designation by Governor Cuomo

- **Access to Buildings and Collections:** In the event of a Yellow Zone designation made by Governor Cuomo for the County of Schenectady, all County libraries will revert back to curbside service. Patrons are advised to check the library website for any updates to library days and hours of operation. Upon the removal of a Yellow Zone designation, SCPL libraries will resume limited in person service.
- **Information service:** Phone and email information services will be available at the Karen B. Johnson library and on a limited basis at branch locations. Days and hours of operation may be limited due to staffing constraints.
- **Children's desk:** Youth Services staff at KBJ will answer information requests from families and provide assistance over the phone about curbside selections for their families.
- **Checkouts:** Will be by curbside and Digital content only
- **Programs and Meetings:** Virtual only
- **Volunteers:** Friends of the Library volunteers involved with the collection, organization and sale of donations may make an appointment with Library Administration to carry out the necessary activities for the management and sale of the donated books and will comply with distancing and the wearing of masks.