

Wood Library Phased Reopening Plan

This plan is to be used to prepare Wood Library's reopening per the Governor's Order. Before the Library can reopen, specific guidelines and necessary equipment need to be in place. Wood Library's utmost priority when reopening is protecting the health and safety of its staff and patrons. This maintains Wood Library's mission - to provide exceptional public Library service in a comfortable and safe environment where people can satisfy their curiosity, stimulate their imaginations, and connect to the local community and to the world.

This plan is designed to be flexible, so that the Library can adapt and refine its response plans as needed. Wood Library will coordinate with the Ontario County Health Department and other officials so timely and accurate information can guide its appropriate rounds of reopening. The Library will also pay close attention to local and regional cases, outbreaks and changes as they occur.

Wood Library's reopening plan actualizes the following assumptions for operations as they relate to the global COVID-19 pandemic and its local implications on public health. Please note: the service levels referred to in this plan are not intended to align with the phases imposed by state or local governments. The Library's service levels refer only to its own internal reopening process. Service levels may be modified as guidance changes.

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 is 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 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. Working remotely
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]

Policy

1. Pandemic Policy
2. Emergency Closing Policy (updated 6.7 in Employee Handbook)
3. Working Remotely Policy
4. Staff Protective Equipment Policy
5. Employee Health Screening Policy

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 according to the Library's working remotely policy at this service level.
2. The Library will issue one reusable cloth face mask for staff to wear while working on behalf of the Library. The Library will advise staff to wash their masks routinely at least after each use

and that if lost or worn out the Library will take responsibility for replacing them. Disposable face masks will be provided if cloth masks are not available. Face shields will be required at the Information Desk and will be provided by the Library.

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. Staff will receive training on PPE [2], employee and public safety [12], new Library procedures, and the Library's Employee Health Screening Policy.
5. Library staff will be 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.
6. In certain cases, shift start times for Library staff will be staggered to allow social distancing.
7. Library staff will practice social distancing while interacting with other Library staff whenever possible.
8. 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, and essential visitors.

[Facilities](#)

1. Signage including the status of the Library's hours and whether or not the Library is accepting returns at this time will be displayed for patrons that may visit the building and find it closed.
2. Restrooms will be open for staff use.
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.
4. Tightly confined spaces (small stock rooms, narrow aisles, elevators, break room) will be limited to one staff member unless all employees in such spaces are wearing masks. Social distance must be maintained between staff members.
5. Restrooms will not be open to the public.
6. Study areas and meeting rooms will not be open to the public.
7. 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.

[Cleaning](#)

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

[Circulation](#)

[Patrons Borrowing Materials](#)

1. Patrons will not be able to borrow physical materials from the Library.

[Patrons Returning Materials](#)

1. The Library will not accept returns at this service level. The book drop will be locked, and a sign will be posted on the book drop.

Patron Holds

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

PLS Delivery

1. PLS delivery may not operate at regular intervals due to restrictions at this service level.
2. PLS may run delivery operations in special cases at this service level, and the Library will look to PLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Items will be stored to the side if the Library does not have enough PLS delivery bins for outgoing materials and will be clearly labeled as outgoing materials.
5. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.

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, social media, phone calls, mail, and/or email to communicate with patrons about Library services and provide support.
3. When possible, Library phone numbers will be routed to Library staff to answer patron questions regarding Library services, resources, and general reference queries. If calls cannot be routed, voicemail will be set up and regularly checked for messages and followed up on.
4. U.S. postal mail will be held or forwarded to an appropriate address when possible. 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 at this service level according to New York State Executive Orders.
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 observed using software such as GoToMeeting. 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 in this phase.
3. Vendors will be contacted to suspend automated orders.
4. New materials received from booksellers will be quarantined until the Library begins processing physical materials.

Meeting Rooms

1. Meeting rooms and study areas will not be open to the public at this service level.

Public Computer Use

1. Public computers will not be accessible by the public at this service level.

Internet Access

1. WiFi in the Library building will be left on for people to use from the Library grounds or parking lot.

Technology Help

1. The Library will provide tech support and other tech help to patrons via email and Facebook Messenger.

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. Certain services which limit person-to-person contact, including curbside pickup, may begin. [9]

Services offered will limit public and staff interactions and access to the building. At this level of service, all staff who are capable and whose work can be completed from home will telecommute according to the Library's working remotely policy.

Transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented, however, in the interest of the safety of Library staff and the community, caution will be used in the physical handling of Library materials. The Library will provide staff working at the Library facility with necessary PPE.

Note: **BOLD** items are new to this service level.

Services Offered

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

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. Working remotely
2. Social distancing (required)
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 Health Screening (required)** [14]
7. **Limiting staff access to building**
8. **Minimizing face-to-face interactions**

Policy

1. Pandemic Policy
2. Emergency Closing Policy
3. Working Remotely Policy
4. Staff Protective Equipment Policy
5. Employee Health Screening Policy
6. **Contact Tracing Policy**



7. **Quarantining Materials Plan**
8. **Contactless Checkout Plan**

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage 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 according to the Library's working remotely policy at this service level to reduce building occupancy.
2. The Library will issue one reusable cloth face mask for staff to wear while working on behalf of the Library. The Library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the Library will take responsibility for replacing them. Disposable masks will be provided if cloth masks are unavailable. Face shields will be required at the Information Desk and will be provided by the Library.
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. Staff will receive training on PPE [2], employee and public safety [12], new Library procedures, and the Library's Employee Health Screening and Contact Tracing Policies.
5. Library staff will be 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. Library staff will wear their mask in common areas including elevators, lobbies, and when moving around the Library.
6. Shift start times for Library staff will be staggered to allow social distancing.
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. **Buffet-style and shared meals are not 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 according to the Library's working remotely policy and tasks that reduce contact with patrons and other staff. [14]

- 14. The Library will follow the approved Employee Health Screening Policy 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

- 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 vendors.
- The Library will keep masks and gloves on hand for essential staff and vendors that may be in need.**

Facilities

- The Library will maintain a continuous log of every person, including staff and vendors, who may have close contact with other individuals at the Library or on Library property; excluding deliveries that are performed with appropriate PPE or through contactless means.**
- 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.
- Restrooms will be open for staff use.
- 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.
- Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Social distance must be maintained between staff members. Ventilation will be increased in these spaces when occupied by more than one staff member.
- Restrooms will not be open to the public.
- Study areas and meeting rooms will not be open to the public.
- The Library will ensure the ventilation systems are working.**
- Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice, and remind staff to report symptoms or exposure to COVID-19 to the Executive Director. [28]**
- Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work as well as break areas.**
- Receptacles will be placed around the building for disposal of soiled items, including PPE.**

Cleaning

- 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."**

2. **The Library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]**
3. **When reopening the Library building, if the Library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.**
4. **Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks will be cleaned and disinfected daily. [21]**
5. **Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily. [21]**
6. **Staff areas will be cleaned and disinfected daily. [21]**
7. **Employees 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

1. **Refer to the Library's *Contactless Checkout Plan*.**

Patrons Returning Materials – Book Drop Only

1. **The Library will accept returned materials from patrons through the Library book drop; Library staff will not receive returns from patrons directly.**
2. **Refer to the Library's *Quarantining Materials Plan*.**
3. **When checking in materials using Evergreen at this level of service, pickup notifications will be turned off. Patrons will be notified by a Library staff member.**

Patron Holds

1. **Patrons will be able to pick up holds and requests on physical materials as described in the *Contactless Checkout Plan*. Availability of physical materials for patrons may be limited to the Library's local holdings depending on the status of the PLS delivery system.**
2. **If PLS has restarted the holds system, patrons will be able to place holds on physical Library materials through the catalog at this service level.**
3. **Library staff will place holds for patrons received over the phone, by email, or patron may place holds through the catalog.**

PLS Delivery

1. **PLS delivery may not operate at regular intervals due to restrictions at this service level.**
2. **PLS may run delivery operations in special cases at this service level, and the Library will look to PLS for guidance on how to best prepare for materials delivery and pickup.**
3. **Outgoing materials will be forward-sorted as they would normally.**

4. **Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.**
5. **If PLS delivery is running, holds will be filled for other libraries and put into outgoing delivery.**
6. **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, social media, phone calls, mail, or email to communicate with patrons about available Library services and provide support.
3. **Patron questions by telephone regarding Library services, resources, and general reference queries will be answered by staff at the Library.**
4. **Relevant Library phone numbers will be routed to Library staff to answer patron questions regarding specific Library services.**
5. **U.S. postal mail and 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 at this service level.
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 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. **Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works to process materials.**

Meeting Rooms

1. Meeting rooms and study areas will not be open to the public at this service level.

Public Computer Use

1. Public computers will not be accessible by the public at this service level.

Internet Access

1. WiFi in the Library building will be left on for people to use from the Library grounds or parking lot.

Technology Help

1. The Library will provide tech support and other tech help to patrons over the phone and via email or Facebook messaging.

Service Level C: Limited Access to Library Building

At this service level, critical services like public computer access will be restored in a limited capacity. Some staff may be back in the building working while others may still be working remotely to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines. Some limited patron access is available at this level.

Note: **BOLD** items are new to this service level.

Services Offered

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

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

Administrative Controls

1. Working remotely
2. Social distancing (required)
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) ^[14]
7. Limiting patron and staff access to building
8. Minimizing face-to-face interactions

Policy

1. Pandemic Policy
2. Emergency Closing Policy
3. Working Remotely Policy
4. Staff Protective Equipment Policy
5. Employee Health Screening Policy
6. Contact Tracing Policy
7. Quarantining Materials Plan
8. Contactless Checkout Plan
9. Patron Code of Conduct Policy

10. Patron Protective Equipment Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage 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 according to the Library's working remotely policy at this service level to reduce building occupancy.
2. The Library will issue one reusable cloth face mask for staff to wear while working on behalf of the Library. The Library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the Library will take responsibility for replacing them. Disposable masks will also be provided if cloth masks are unavailable. Face shields will be required at the Information Desk and will be provided by the Library.
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. Staff will receive training on PPE [2], employee and public safety [12], new Library procedures, and the Library's Employee Health Screening and Contact Tracing Policies.
5. Library staff will be 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. Library staff will wear their mask in common areas including elevators, lobbies, and when moving around the Library.
6. In certain cases, shift start times for Library staff will be staggered to allow social distancing.
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. Buffet-style and shared meals are not 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 according to the Library's working remotely policy and tasks that reduce contact with patrons and other staff. [14]

14. The Library will follow the approved Employee Health Screening Policy 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 patrons in the building will not exceed 50% of the building rated occupancy.**
2. **The Library will monitor and control the flow of traffic into the building to ensure adherence to maximum capacity requirements. Markers and signage will put in place to encourage social distancing for patrons waiting to enter the Library building.**

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. **Restrooms will be available to the public for use and for handwashing that include soap, running warm water, and disposable paper towels.**
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.
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) 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.
6. Meeting rooms and study areas will not be open to the public.
7. The Library will ensure the ventilation systems are working..
8. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice, and remind staff to report symptoms or exposure to COVID-19 to the Library Executive Director. [28]
9. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work as well as break areas.
10. Receptacles will be placed around the building for disposal of soiled items, including PPE.
11. **Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computer equipment.**
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. **Tables will be placed in the stacks with signage encouraging patrons not to reshelve books.**
15. **Markers and signage will put in place to encourage social distancing while waiting for Library services.**
16. **Markers and signage will put in place to encourage one-way foot traffic into the building.**
17. **Water fountains without bottle refilling stations will be closed.**

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.*"
2. The Library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. When reopening the Library building, if the Library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time.
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks will be cleaned and disinfected daily. [21]
5. Restrooms will be available for use by staff and patrons. Restrooms will be cleaned and disinfected daily. [21]
6. Staff areas will be cleaned and disinfected daily. [21]
7. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
8. **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

1. Refer to the Library's *Contactless Checkout Plan*.

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 and checkout areas.**
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 but place materials they have handled on provided tables. These materials will be treated as returned materials described below.**
6. **The Library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out.**
7. **The Library will provide staff interacting with patrons with masks and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local procedures. [12]**
8. **The Library will provide staff with training on checkout procedure.**
9. **Staff interacting with patrons will practice regular handwashing.**
10. **Staff will disinfect surfaces patrons contacted after each Library materials transaction.**
11. **Library staff must wear assigned PPE when interacting with patrons or patron Library materials.**
12. **The Library will use touchless transactions when possible.**

Patrons Returning Materials – Book Drop Only

1. The Library will accept returned materials from patrons through the Library book drop; Library staff will not receive returns from patrons directly.
2. Refer to the Library's *Quarantining Materials Plan*.
3. When checking in materials using Evergreen at this level of service, pickup notifications will be turned off. Patrons will be notified by a Library staff member.

Patron Holds

1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. Patrons will be able to place holds on physical library materials through the catalog in this phase.
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.**

PLS Delivery

1. PLS delivery may not operate at regular intervals due to restrictions at this service level.
2. PLS may run delivery operations in special cases at this service level, and the Library will look to PLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.
5. If PLS delivery is running, holds will be filled for other libraries and put into outgoing delivery.
6. 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, social media, phone calls, mail, or email to communicate with patrons about available Library services and provide support.
3. Patron questions by telephone regarding Library services, resources, and general reference queries will be answered by staff at the Library.
4. Relevant Library phone numbers will be routed to Library staff to answer patron questions regarding specific Library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the Library building.
6. **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 unless approved by the Executive Director.
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 guidelines 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 during this phase.
2. Materials will be processed in this phase.
3. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Meeting Rooms

1. Meeting rooms and study areas will not be open to the public at this service level.

Public Computer Use

1. **Limited access to public computers will be available in this phase if social distancing can be maintained.**
2. **Library computer equipment will be removed or unplugged 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 will remotely view patrons' computer screens to provide assistance to patrons on public PC's.**
5. **Staff unable to use social distancing while assisting patrons with public computers will use masks/face shields and gloves.**
6. **Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.**
7. **Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, computer tower, monitor bezel, and printer. [20]**
8. **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 from the Library grounds or parking lot.

Technology Help

1. The Library will provide tech support and other tech help to patrons over the phone and via email and Facebook messaging.

Service Level D: Reopening with Social Distancing in Study Areas

At this service level, the previous rules and restrictions put into place remain in effect, however, patrons are allowed to sit in the Library and use the work study spaces while social distancing is maintained.

Note: **BOLD** items are new to this service level.

Study Areas

1. **Study areas will be open to the public.**
2. **Furniture will be moved or removed to encourage social distancing in study areas.**
3. **Study areas will be cleaned frequently along with high contact areas.**

Service Level E: Reopening with Social Distancing Programs & Events

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 programming and services related to arts, education, recreation. Wood Library will continue to be available with protections in place, and Library programming can restart if social distancing can be maintained. Most Library staff will be working in the building. At this service level, the previous rules and restrictions put into place remain in effect.

Note: **BOLD** items are new to this service level.

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 capacity limited to the number of people who can safely occupy the programming space while maintaining social distancing. Patrons 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 who 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 use individual portions.**

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