

## CONTINUATION OF OPERATIONS POLICY

P2720

Last updated 4/26/2023 by Library Board of Trustees. Library currently in phase 6.

The following guidelines were approved by the Ballston Community Public Library Board of Trustees on June 8, 2020 and will be reviewed and revised as updated information is received.

Continued service of the Library will be based on a plan that follows county, state, federal, municipal, and CDC guidelines for safe operations, is in coordination with other system libraries, and is contingent on a decision by the Governor to allow non-essential businesses to reopen.

Reopening of the library must match the capacity of the organization, taking into consideration the health and safety of staff and patrons.

Communication of current protocols will be posted at the Library Building, on the Library Website, and on social media outlets.

Factors that need to be taken into consideration when creating a Library Continuation of Service Plan include:

- The Governor allowing non-essential businesses to reopen.
- Staffing capacity - a recognition that some staff may not be able to return to work immediately due to health, family obligations or choice.
- Cleaning protocols that follow CDC and state guidelines for cleaning and disinfecting the library building.
- Having the necessary materials and supplies to maintain high hygiene standards.
- Adequate PPE for all staff.
- Installation of droplet contamination protection (i.e. plexiglass/acrylic shields) at all public service desks.
- Completion of building changes for social distancing, including removal of chairs at desks and tables, and rearranging the Community Room for materials return.
- Recurrence may require a building closure.

### **Staff Admission to the Library**

When allowed back in the building, the following will be required of staff members until further notice:

- Strict social distancing protocols of being at least 6 feet apart must be followed.
- Staff must wear a mask when working.
- Staff will be provided with masks and gloves to be used.
- Staff must follow established cleaning protocols for their workstations and shared workstations.
- Staff must stay home if they have any symptoms and follow established return to work protocols, OR if they have a suspected exposure to a person that has tested positive.

### **Public Admission to the Library**

- Members of the public must, until further notice, wear at least a protective mask or cloth covering that covers their nose and mouth while inside the building.
- The Library will not provide masks to the public.
- Social distancing protocols must be followed. As guidelines change, policies will be updated to reflect current recommended protocols.
- Members of the public who refuse to follow these guidelines will be asked to leave the Library. If a patron refuses to leave, authorities will be called.
- The number of people in the building will be monitored and patrons may be asked to wait to be admitted.

**Note - The timing of the Stages is subject to adjustment depending on any guidance from NYS, the Saratoga County Health Department, the Southern Adirondack Library System, the Town of Ballston, as well as any other relevant circumstances, and public response and need.**

## **STAGE 1: STAFF RETURNS TO THE BUILDING, MATERIALS RETURN BEGINS**

*Operation of the Library is contingent on the State recommendation that the current health crisis has reached a level at which it is safe to resume increasing “normal” activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.*

### **Staff Hours of Operation**

- Hours M-F 9:30 a.m. – 4:00 p.m.
- Work from home where possible and approved

### **Staff in Building**

- Staff will wear PPE and follow strict social distancing guidelines.
- Staff will be scheduled in shifts and will continue to telework where possible.
- Staff will be expected to complete job-specific duties and tasks that may include:
  - Processing new materials received;
  - Rearranging furniture in building to accommodate social distancing;
  - Shifting of collections;
  - Training on curbside delivery policies;
  - Training on material quarantine/check-in;
  - Material quarantine and check-in.

### **Public Hours of Operation**

- Library facility will remain closed to the public.

### **Public in Building**

- None

### **Safety Measures – Staff**

- Masks must be worn.
- Masks and gloves required for handling recently returned materials.

### **Materials>Returns**

- Only material returns will be permitted.
- The outside book drop will be the only location where returns are accepted, and will be accessible 24/7.
- The Community Room will be used to quarantine returned materials.

### **Services**

- Digital only; telephone and email reference and circulation services

### **Programs**

- Remote programming via appropriate virtual channel.

## **STAGE 2: STAFF IN BUILDING; NO PUBLIC**

*Operation of the Library is contingent on the State recommendation that the current health crisis has reached a level at which it is safe to resume increasing “normal” activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.*

### **Staff Hours of Operation**

- Hours M-F 10:00 a.m. – 4:00 p.m.
- Staff will work from home where possible and approved by their supervisor.

### **Staff in Building**

- Staff will wear PPE and follow strict social distancing guidelines.
- Staff will be scheduled in shifts and will continue to telework where possible.
- Staff will be expected to complete job-specific duties and tasks that may include:
  - Processing new materials that have been delivered;
  - Rearranging furniture in building to accommodate social distancing;
  - Shifting of collections.

### **Public Hours of Operation**

- Library facility will remain closed to the public.
- Curbside pickup only for material loans.

### **Public in Building**

- None

### **Safety Measures – Staff**

- Masks must be worn.
- Masks and gloves required for materials handling and curbside pickup.
- Workstations will be cleaned before and after shifts.
- Staff will follow enhanced hygiene protocols including frequent handwashing.

### **Materials/Returns**

- Patrons may return library materials anytime.
- The outside book drop will be the only location where returns are accepted.
- The Community Room will be used to quarantine returned materials.
- Curbside pickup hours TBD.

### **Services**

- Digital only; telephone and email reference and circulation services.

### **Programs**

- Remote programming via appropriate virtual channel.

### **STAGE 3: OPENING OF THE LIBRARY BUILDING TO PUBLIC**

*Operation of the Library is contingent on the State recommendation that the current health crisis has reached a level at which it is safe to resume increasing “normal” activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.*

#### **Staff Hours of Operation**

- Hours Monday & Thursday 9:30 a.m. – 7:00 p.m., Tuesday, Wednesday, Friday 8:30 a.m. – 4:00 p.m.
- Work from home where possible and approved by their supervisor.

#### **Staff in Building**

- Staff will wear PPE and follow strict social distancing guidelines.
- Staff will be scheduled in shifts and will continue to telework where possible.
- Staff will be expected to complete job-specific duties and tasks that may include:
  - Processing new materials that have been delivered; curbside delivery;
  - Rearranging furniture to accommodate social distancing;
  - Shifting of collections.

#### **Public Hours of Operation**

- Open to public: Monday & Thursday 1:00 p.m. – 7:00 p.m., Tuesday, Wednesday, Friday 9:00 a.m. – 4:00 p.m.
- Curbside pickup available: Monday & Thursday 1:00 p.m. – 6:30 p.m., Tuesday, Wednesday, Friday 9:00 a.m. – 3:30 p.m.

#### **Public in Building**

- 30 members of the public at a time. Maximum allowable is 50% of total building occupancy including staff. Building capacity is 137, 50% capacity is up to 68 people.
- Public will be allowed into the building to order and pick up materials, browse throughout the building and use public computers.
- Number of public in the building will be limited and monitored at the entrance.

#### **Safety Measures – Staff**

- Masks must be worn.
- Masks are required for materials handling and curbside pickup.
- Workstations will be cleaned before and after shifts.
- Staff will follow enhanced hygiene protocols including frequent handwashing.

#### **Safety Measures – Public**

- Patrons must wear a mask to enter building.
- Accommodations can be made for ADA compliance.

#### **Materials/Returns**

- Patrons may return library materials anytime.
- The outside book return will be the only place where returns are accepted.
- The Community Room will be used to quarantine returned materials for a number of days based on CDC and NYS guidance.

**Services**

- All service desks operational
- Check out at Circulation Desk
- Telephone and email reference and circulation services
- Notary Public by appointment
- No meeting room use
- Public computers available (half of total stations removed)
- Photocopier, equipment cleaned between uses by staff
- No study tables

**Programs**

- Remote programming via appropriate virtual channel
- Outdoor programming where social distancing protocols can be maintained

## **STAGE 4: REGULAR HOURS**

*Operation of the Library is contingent on the State recommendation that the current health crisis has reached a level at which it is safe to resume increasing “normal” activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.*

### **Staff Hours of Operation**

- Regular hours
- Work from home where possible and approved by their supervisor.

### **Staff in Building**

- Staff will wear PPE and follow strict social distancing guidelines.
- Staff will be scheduled in shifts and will continue to telework where possible.
- Staff will be expected to complete job-specific duties and tasks that may include:
  - Processing new materials that have been delivered; curbside delivery;
  - Rearranging furniture in building to accommodate social distancing;
  - Shifting of collections.

### **Public Hours of Operation**

- Regular hours
  - Mondays 9:00 a.m. – 7:00 p.m.
  - Tuesdays 9:00 a.m. – 7:00 p.m.
  - Wednesdays 9:00 a.m. – 5:00 p.m.
  - Thursdays 9:00 a.m. – 7:00 p.m.
  - Fridays 9:00 a.m. – 5:00 p.m.
  - Saturdays 9:00 a.m. – 2:00 p.m.
- Curbside pickup available during open hours.

### **Public in Building**

- Public will be allowed into the building to access library services and materials.
- Members of the public will continue to social distance.

### **Safety Measures – Staff**

- Masks must be worn inside the building, except for fully vaccinated individuals.
- Masks are optional at outdoor programs and events.
- Masks will be required for all following current CDC guidance if Saratoga County is deemed to be of “substantial or high community transmission.”
- Workstations will be cleaned before and after shifts.
- Staff will follow enhanced hygiene protocols including frequent handwashing.

### **Safety Measures – Public**

- Patrons must wear masks inside the building, except for fully vaccinated individuals.
- Masks are optional at outdoor programs and events.
- Masks will be required for all following current CDC guidance, if Saratoga County is deemed to be of “substantial or high community transmission.”
- Accommodations can be made for ADA compliance.

### **Materials>Returns**

- Patrons may return library materials anytime.
- Returns will be accepted at the inside or outside book drops.

### **Services**

- All service desks operational
- Check out at Circulation Desk
- Telephone and email reference and circulation services
- No meeting room use
- Public computers will be available (half of stations removed)
- Some public seating available, socially distanced

### **Programs**

- Remote programming via appropriate virtual channel
- In person outdoor programming



## **STAGE 5: LIMITED PROGRAMMING**

*Operation of the Library is contingent on the State recommendation that the current health crisis has reached a level at which it is safe to resume increasing “normal” activities. The Library will reassess and adjust operations to reflect these recommendations as appropriate.*

### **Staff Hours of Operation**

- Regular hours
- Work from home as needed

### **Staff in Building**

- Staff has the option to wear PPE, but will follow social distancing guidelines.
- Staff will be scheduled in shifts and will continue to telework where possible.

### **Public Hours of Operation**

- Regular hours
- Curbside pickup by appointment

### **Public in Building**

- Public will be allowed into the building to access library services and materials.
- Members of the public will continue to follow current health and safety guidelines.

### **Safety Measures – Staff**

- The Library will follow health and safety guidelines from the CDC and other local authorities for items including mask wearing, social distancing and capacity requirements.
- Workstations will be cleaned before and after shifts.
- Staff will follow enhanced hygiene protocols including frequent handwashing.

### **Safety Measures – Public**

- The Library will follow health and safety guidelines from the CDC and other local authorities for items including mask wearing, social distancing and capacity requirements.
- Accommodations can be made for ADA compliance.

### **Materials/Returns**

- Library materials may be returned using indoor or outdoor returns
- Curbside pickup available by appointment

### **Services**

- All services
- Limited toys or multi-touch items

### **Meeting/Study Rooms**

- Limited to 80% capacity to allow for social distancing

### **Programs**

- Remote programming via appropriate virtual channel
- Indoor and outdoor programming

## **Stage 6: Full Operation**

*Full operation of the Library is contingent upon the State recommendation that the current health crisis has reached a level at which it is safe to resume “normal” activities.*

### **Staff Hours of Operation**

- Regular hours
- Work from home as needed

### **Staff in Building**

- Staff has the option to wear PPE and will follow social distancing guidelines.
- Staff will be scheduled in shifts and will continue to telework where possible.

### **Public Hours of Operation**

- Regular hours
- Curbside pickup by appointment

### **Public in Building**

- Public will be allowed into the building to access library services and materials.
- Members of the public will continue to follow current health and safety guidelines.

### **Safety Measures - Staff**

- The Library will follow health and safety guidelines from the CDC and other local authorities for items including mask wearing, social distancing and capacity requirements.
- Workstations will be cleaned before and after shifts.
- Staff will follow enhanced hygiene protocols including frequent handwashing.

### **Safety Measures - Public**

- The Library will follow health and safety guidelines from the CDC and other local authorities for items including mask wearing, social distancing and capacity requirements.
- Accommodations can be made for ADA compliance.

### **Materials>Returns**

- Library materials may be returned using indoor or outdoor returns.
- Curbside pickup is available by appointment.

### **Services**

- All services
- Toys or multi-touch items accessible to the public

### **Meeting/Study Rooms**

- Open to the public

### **Programs**

- Remote programming via appropriate virtual channel
- Indoor and outdoor programming