

# MHLS Director Briefing

COVID-19 | April 17, 2020



# Today

- Announcements
  - Rebekkah
  - Laurie
  - Casey
- Intro to Paid Sick Leave & COVID-19
- Re-opening Considerations
  - Review of “Sierra: Reopening your library after COVID-19”



# Management & Governance

- **New York on PAUSE:** May 15<sup>th</sup>
  - Temporary suspension of MHLS delivery, ILL, in-person events extended as well
- **Open Meetings Law adjustments:** May 7<sup>th</sup>
- **Reopening Guidance Campaign**
- **MHLS Services & Programs**
  - **Suspended:**
    - Non-fiction purchases in print and in OverDrive with Central Library Aid
    - Outreach Mini-Grant Program
    - NYLA Scholarship
    - 2020 Lab Project

## Services & Programs...

- **Coming Soon:**
  - Trustee Briefing #2
  - More Director Briefing Dates
  - Spotlight webinars on member library activities
  - Online Trustee Education Series
  - State Library efforts to help libraries plan a Summer Reading Program in a COVID-19 world

# Technology Operations

- **Extend your due dates\***
- **Sierra Access**
  - Web Client – close out properly
  - Desktop Application – IP reset due to power outages\*
- **Decision Center**
  - Documentation & webinar recording now available
  - Staff authorization\*
  - Registration now open: Decision Center for Directors (DA Workshop) on May 5<sup>th</sup>
- **On Site**
  - Signage to help patrons know if their items are being checked-in or not

*\*please use [techsupport@midhudson.org](mailto:techsupport@midhudson.org) to open a ticket*

# Upcoming Webinars

- **April 20:** Sierra Data Entry
- **April 21:** Basic Create Lists
- **April 22:** Create Lists 2: Patron Data Reports
- **April 23:**
  - Applying for Funds Through the State Aid for Library Construction Program
  - Create Lists 2: Item Data Reports
- **April 24:**
  - Civil Service 101
  - Sierra Circulation 101
  - MHLS Director Briefing
- **April 27:** Basic Create Lists
- **April 30:** County Funding Advocacy Meeting

Families First Coronavirus Response Act (FFCRA)  
&  
NY Paid Family Leave COVID-19 (NYPFL)



## Who is Eligible for Emergency Sick Leave Benefits

- Employees unable to work because they are sick, or under quarantine or isolation as directed by a healthcare provider
- Employees unable to work because they are taking care of someone who is sick or under quarantine as directed by a healthcare provider
- Employees unable to work because their minor dependent's childcare or school is closed\*

## Who is **Not** Eligible for Emergency Sick Leave Benefits

- Employees that are unable to work because their place of business is closed
- Employees that are quarantined and are able to work from home



# NYS Senate Bill S8091

March 18, 2020

If at any point while this section shall be in effect the federal government by law or regulation provides sick leave and/or employee benefits for employees related to COVID-19, then the provisions of this section, including, but not limited to, paid sick leave, paid family leave, and benefits due to disability, shall not be available to any employee otherwise subject to the provisions of this section; provided, however, that if the provisions of this section would have provided sick leave and/or employee benefits in excess of the benefits provided by the federal government by law or regulation, then such employee shall be able to claim such additional sick leave and/or employee benefits pursuant to the provisions of this section in an amount that shall be the difference between the benefits available under this section and the benefits available to such employee, if any, as provided by such federal law or regulation.





The difference between putting pizza rolls in the oven vs putting pizza rolls in the microwave



ON LIBRARY SYSTEM

# Families First Coronavirus Response Act

Effective April 1, 2020

## EMPLOYEE RIGHTS

### PAID SICK LEAVE AND EXPANDED FAMILY AND MEDICAL LEAVE UNDER THE FAMILIES FIRST CORONAVIRUS RESPONSE ACT

The Families First Coronavirus Response Act (FFCRA or Act) requires certain employers to provide their employees with paid sick leave and expanded family and medical leave for specified reasons related to COVID-19. These provisions will apply from April 1, 2020 through December 31, 2020.

#### ▶ PAID LEAVE ENTITLEMENTS

Generally, employers covered under the Act must provide employees:

Up to two weeks (80 hours, or a part-time employee's two-week equivalent) of paid sick leave based on the higher of their regular rate of pay, or the applicable state or Federal minimum wage, paid at:

- 100% for qualifying reasons #1-3 below, up to \$511 daily and \$5,110 total;
- ⅔ for qualifying reasons #4 and 6 below, up to \$200 daily and \$2,000 total; and
- Up to 12 weeks of paid sick leave and expanded family and medical leave paid at ⅓ for qualifying reason #5 below for up to \$200 daily and \$12,000 total.

A part-time employee is eligible for leave for the number of hours that the employee is normally scheduled to work over that period.

#### ▶ ELIGIBLE EMPLOYEES

In general, employees of private sector employers with fewer than 500 employees, and certain public sector employers, are eligible for up to two weeks of fully or partially paid sick leave for COVID-19 related reasons (see below). Employees who have been employed for at least 30 days prior to their leave request may be eligible for up to an additional 10 weeks of partially paid expanded family and medical leave for reason #5 below.

#### ▶ QUALIFYING REASONS FOR LEAVE RELATED TO COVID-19

An employee is entitled to take leave related to COVID-19 if the employee is unable to work, including unable to telework, because the employee:

- |   |   |
|---|---|
| 1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;              | 5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or |
| 2. has been advised by a health care provider to self-quarantine related to COVID-19;                       | 6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services.                           |
| 3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;                                    |   |
| 4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); |   |

#### ▶ ENFORCEMENT

The U.S. Department of Labor's Wage and Hour Division (WHD) has the authority to investigate and enforce compliance with the FFCRA. Employers may not discharge, discipline, or otherwise discriminate against any employee who

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- |   |   |
|---|---|
| <ol style="list-style-type: none"><li><b>1.</b> is subject to a Federal, State, or local quarantine or isolation order related to COVID-19;</li><li><b>2.</b> has been advised by a health care provider to self-quarantine related to COVID-19;</li><li><b>3.</b> is experiencing COVID-19 symptoms and is seeking a medical diagnosis;</li><li><b>4.</b> is caring for an individual subject to an order described in (1) or self-quarantine as described in (2);</li></ol> | <ol style="list-style-type: none"><li><b>5.</b> is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons; or</li><li><b>6.</b> is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services.</li></ol> |
|---|---|
- 

| Employee Condition  | Fed <500 Emp.  | NY < 10 Emp.   | NY > 10 Emp.   | NY Public   |
|---|--|--|--|---|
| 1. is subject to a Federal, State, or local quarantine or isolation order related to COVID-19               | <ul style="list-style-type: none"> <li>• <b>100% pay for up to 80 hours</b></li> </ul> | <ul style="list-style-type: none"> <li>• 0 sick days</li> <li>• Job protection</li> <li>• Special PFL up to \$840.70 and then special TDI up to 100% \$2,043.92 max</li> </ul> | <ul style="list-style-type: none"> <li>• Up to 5 Sick days</li> <li>• job protection</li> <li>• After sick days - Special PFL up to \$840.70 and then special TDI up to 100% \$2,043.92 max</li> </ul> | <ul style="list-style-type: none"> <li>• Up to 14 days at 100%</li> <li>• Job protection</li> </ul> |
| 2. has been advised by a health care provider to self-quarantine related to COVID-19;                       | <ul style="list-style-type: none"> <li>• <b>100% pay for up to 80 hours</b></li> </ul> | <ul style="list-style-type: none"> <li>• N/A</li> </ul>  | <ul style="list-style-type: none"> <li>• N/A</li> </ul>  | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |
| 3. is experiencing COVID-19 symptoms and is seeking a medical diagnosis;                                    | <ul style="list-style-type: none"> <li>• <b>100% for up to 80 hours</b></li> </ul>     | <ul style="list-style-type: none"> <li>• N/A</li> </ul>  | <ul style="list-style-type: none"> <li>• N/A</li> </ul>  | <ul style="list-style-type: none"> <li>• N/A</li> </ul>   |
| 4. is caring for an individual subject to an order described in (1) or self-quarantine as described in (2); | <ul style="list-style-type: none"> <li>• <b>2/3 pay for up to 80 hours</b></li> </ul>  | <ul style="list-style-type: none"> <li>• PFL 60% of average weekly wage up to \$840.80 (<a href="#">link</a>)</li> </ul>   | <ul style="list-style-type: none"> <li>• PFL 60% of average weekly wage up to \$840.80 (<a href="#">link</a>)</li> </ul>   | <ul style="list-style-type: none"> <li>• PFL possible if opted in</li> </ul>                        |



| Employee Condition  | Federal   | NY <10 Emp.   | NY >10 Emp.   | NY Public   |
|---|---|---|---|---|
| 5. is caring for his or her child whose school or place of care is closed (or child care provider is unavailable) due to COVID-19 related reasons;* | <ul style="list-style-type: none"> <li>• <b>2/3 pay for 80 hours – Up to 12 weeks at 2/3 pay</b></li> </ul> | <ul style="list-style-type: none"> <li>• N/A</li> </ul> | <ul style="list-style-type: none"> <li>• N/A</li> </ul> | <ul style="list-style-type: none"> <li>• N/A</li> </ul> |
| 6. is experiencing any other substantially-similar condition specified by the U.S. Department of Health and Human Services.                         | <ul style="list-style-type: none"> <li>• <b>2/3 pay for 80 hours</b></li> </ul>                             | <ul style="list-style-type: none"> <li>• N/A</li> </ul> | <ul style="list-style-type: none"> <li>• N/A</li> </ul> | <ul style="list-style-type: none"> <li>• N/A</li> </ul> |

# Emergency Paid Sick Leave

- All Emergency Sick Leave is to be used for reasons specified only
- All Emergency Sick Leave is in addition to other leave an employee may have accrued or be entitled to



# \* When Does the Exemption Apply to Exclude an Organization From #5?

An employer, including a religious or nonprofit organization, with **fewer than 50 employees** (small business) is exempt from providing (a) paid sick leave due to school or place of care closures or child care provider unavailability for COVID-19 related reasons and (b) expanded family and medical leave due to school or place of care closures or child care provider unavailability for COVID-19 related reasons when **doing so would jeopardize the viability of the small business as a going concern**. A small business may claim this exemption if an **authorized officer of the business has determined that**:

1. The provision of paid sick leave or expanded family and medical leave would result in the small business's expenses and financial obligations **exceeding available business revenues** and cause the small business to **cease operating at a minimal capacity**;
2. The absence of the employee or employees requesting paid sick leave or expanded family and medical leave would entail a **substantial risk** to the financial health or **operational capabilities** of the small business because of their specialized skills, knowledge of the business, or responsibilities; or
3. There are not sufficient workers who are able, willing, and qualified, and who will be available at the time and place needed, to perform the labor or services provided by the employee or employees requesting paid sick leave or expanded family and medical leave, and these labor or services are needed for the small business to operate at a minimal capacity.



# When Does NYPFL COVID-19 Apply?

- Applies for employees on a mandatory or precautionary quarantine order due to COVID-19 issued **before April 1** issued by the state of New York, the Department of Health, local board of health, or any government entity duly authorized to issue such order, or whose minor dependent child is under such an order
- Most employees whose minor dependent child is under a mandatory or precautionary order of quarantine or isolation issued **before April 1** by the state of New York, the Department of Health, local board of health, or any government entity duly authorized to issue such order due to COVID-19



# Documenting Emergency Paid Sick Leave

- Employees should provide oral notice and sufficient information for an employer to determine whether the requested leave is covered by the FFCRA
- Libraries should document Emergency Paid Sick Leave taken under NYPFL COVID-19 and FFCRA as some libraries may be eligible for payroll tax credits



# “Unpausing”: NYS Approach

|                       | “More-Essential” Industry   | “Less –Essential” Industry  |
|-----------------------|---|---|
| Low Infection Risk    | First Priority: 100%  | 25% - 50% - 75%<br>As infection rate goes down, pace of reopening goes up   |
| Higher Infection Risk | 25% - 50% - 75%<br>As infection rate goes down, pace of reopening goes up | “Serious precautions – no vulnerable employees or customers, antibody & diagnostic testing”<br><br>“Last priority – dependent on infection decline and precautions put in place.” |

+ “Reimagine the Workplace”

# Management Considerations

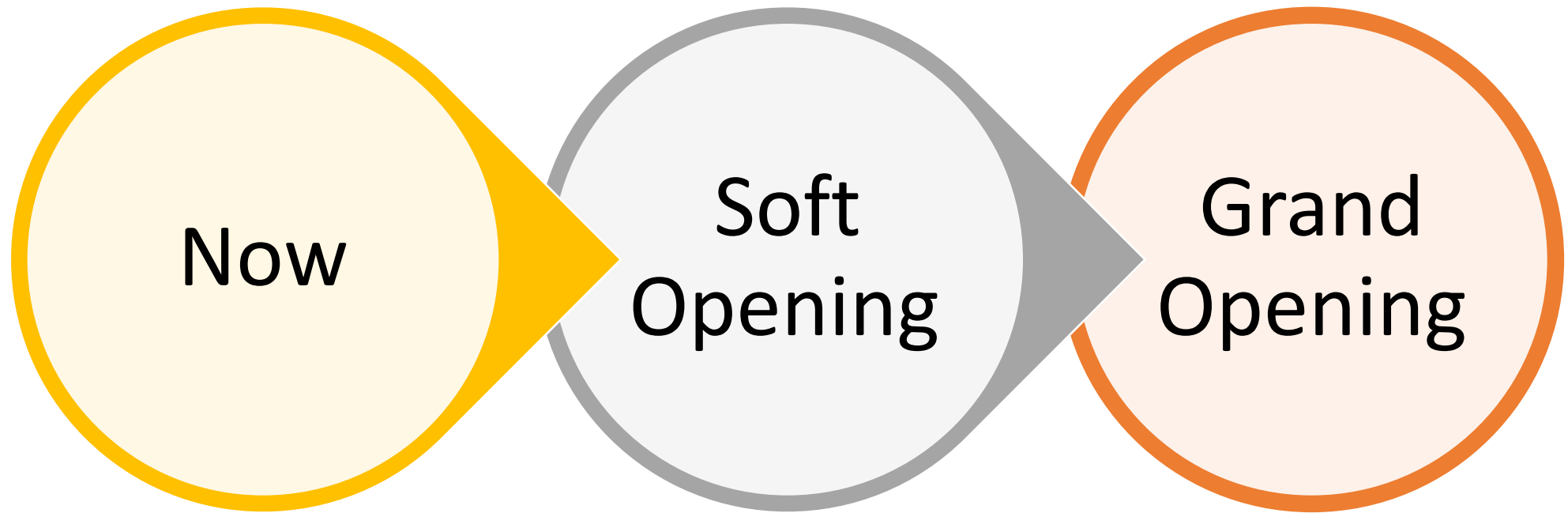
## Unknowns

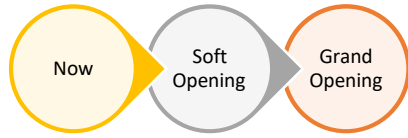
- Timing
- Staffing Levels
- Fully or Partially Open
- Public Health Guidance

## Knowns

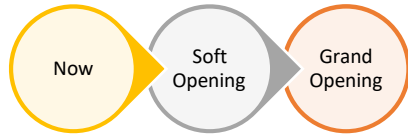
- “DO NO HARM”: Social Distancing through 2020+
  - Cleaning Protocols
  - Personal Protective Equipment (PPE)
  - Rethinking Facilities
- Finding Balance:
  - Innovations you’ve already developed are still there
  - Staff will be cautious
  - Patrons need and want what you’ve got!

# What does re-opening look like?





|  |  |
|--|--|
| <p><b>MHLS Will</b></p> <p>Some activity happens prior to and during soft opening.</p> | <ul style="list-style-type: none"> <li>• Update Encore messaging with date for future service restoration</li> <li>• Extend the expiration date of all holdshelf items system wide to 2 weeks after full opening date (May 30, based on the Governor’s current plan for schools)</li> <li>• Extend the expiration dates on unfilled holds to 2 weeks after the full opening date.</li> <li>• Remove/edit closed notes in Encore</li> <li>• Update days closed table for each library to recommended opening unless they have indicated a longer closure. This will manage paging to open libraries only and eliminate paging where libraries have not reported closure.</li> <li>• A code for waiving fines for COVID-19 is in place as a payment type in Sierra</li> <li>• MHLS will disable text notices until there is an Open day determined.</li> </ul>   |
| <p><b>Libraries Do</b></p>   | <ul style="list-style-type: none"> <li>• Report scheduled opening (days closed) via online form to MHLS.</li> <li>• The library will need to determine if they will waive fines during the closure. If they choose to waive fines:             <ul style="list-style-type: none"> <li>○ Begin check-ins with a backdate to the last date open for business. This will eliminate fines, overdues and bills for items that have been dropped off.</li> <li>○ Waive fines using the COVID-19 payment when waiving</li> </ul> </li> <li>• Check in your delivery bins. It is important to re-use the bins for your outgoing delivery items during this higher demand for delivery.             <ul style="list-style-type: none"> <li>○ Items filling holds can go on the holdshelf will have an extended period for pickup (MAY 30<sup>th</sup>) and not the usual 7 days.</li> <li>○ Shelve items that belong in your library that do not have holds</li> </ul> </li> <li>• Items that check in and go in transit can be placed in delivery bins.</li> <li>• Run the item and title paging, filling any standing holds that your collection may currently be able to fill. This will be minimal as your library is currently closed in Sierra. Put these items into delivery.</li> <li>• Staff functions in Sierra that are unrelated to circulation and notices may be completed (cataloging, orders, patron entry, patron record merging and online patron registration review).</li> <li>• All items borrowed thru MHLS OCLC have been extended by supplying libraries to May 29<sup>th</sup>. The due dates will be extended again and again as the Governor extends the deadline. We are</li> </ul> |
| <p><b>Libraries Do Not</b></p>   | <ul style="list-style-type: none"> <li>• Do not send Hold Pick Up notices- your patrons will not be able to pick up until you are open. The messages will remain in the queue until business resumes.</li> <li>• Do not send Overdue notices</li> <li>• Do not send Bills</li> <li>• Do not clear your holdshelf</li> </ul>  |



## Open to Public – On the established “First day Open”

|                                       |   |
|---------------------------------------|---|
| <p><b>MHLS Will</b></p>               | <ul style="list-style-type: none"> <li>• Remove Encore messaging</li> <li>• Return text messaging to original version</li> <li>• Monitor the Holds system and Delivery for issues and modify processes as necessary</li> <li>• Open holds to the public in Encore by adding back the request it button.</li> <li>• Announce the ability for libraries to run notices based on volume.             <ul style="list-style-type: none"> <li>○ Hold notices will be prioritized</li> <li>○ Overdue notices and bills will be staged last.</li> </ul> </li> </ul>  |
| <p><b>Libraries ALSO BEGIN to</b></p> | <ul style="list-style-type: none"> <li>• Clear Holdshelf – This will be very important in managing the volume of holds and notices. The extended dates of your holdshelf will protect those items patrons are waiting for. Clearing will eliminate any data that should be cleared from holds cancelled by patrons in out downtime.</li> <li>• The library will need to determine if they will waive fines during the closure. <b>MHLS can extend due dates to eliminate fines to mitigate the number of items with fines during closures.</b> <ul style="list-style-type: none"> <li>○ Continue to check-in with a backdate to the last date open for business. This will eliminate fines, overdues and bills for items that have been dropped off or were due during the closure and are checking in now.</li> <li>○ Waive fines using the COVID-19 payment when waiving</li> <li>○ Once the volume of items due during the Covid-19 closure is covered</li> </ul> </li> <li>• Send Hold Pickup notices to alert patrons of items on the holdshelf</li> </ul> |
| <p><b>Libraries Do Not</b></p>        | <ul style="list-style-type: none"> <li>• Do not send Overdue notices – Once the volume of Holdpickup notices are completed, we will notify you to process your Overdue notices</li> <li>• Do not send Bills – Once the Overdue notices are completed; we will notify you to process your Bill notices.</li> </ul>   |

Thank you!

Rebekkah Smith Aldrich, Executive Director

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