



Staged Reopening Plan for Member Libraries

PURPOSE: To provide practical reopening guidelines and recommendations to RCLS member libraries in Rockland, Orange, Sullivan, and Southern Ulster Counties. This document describes a chronological method of reopening services and buildings to community members while keeping with the CDC and New York State guidelines.

GENERAL RECOMMENDATIONS:

1. The RCLS Reopening Plan will not take effect until the State of New York begins Phase 2 in the Mid-Hudson Region. (NYS Phase 2 = RCLS Reopening Plan Stage 1)
2. RCLS Reopening recommendations should be implemented through the leadership of the library director in consultation with library staff, and with the support and approval of the Library Board of Trustees. Each library should develop its Reopening Plan based on their community's needs and the library's resources. Each library should coordinate their plans and transition of the different stages within the RCLS Reopening plan with nearby libraries, especially libraries that share users.
3. Each Stage within the RCLS Reopening Plan adds services to the library; this means no services should be drop as the library transition to the next stage within this plan.
4. Libraries should adjust their services to meet government and health officials' recommendations.
5. Develop a marketing strategy to promote the different stages.
6. Evaluate your current collection development practices.
7. Continue offering virtual programming and services.
8. Continue to hold Library Board meetings online until new guidelines are provided.
9. Strong consideration should be given to going fine-free through the end of the year or until the New York State of Emergency is declared over. Phrase recommended for marketing use: *"Your library loves you as much as you love us. All materials are fine-free until [time]. Take your time returning material and be safe."*

The quarantine period for the purpose of this document, refers to the 7 days' period recommended by this committee to store library materials.

The quarantine period may change as new information on the proper handling of library materials becomes available.

GENERAL HEALTH STRATEGIES:

1. All library staff must wash their hands regularly for 20 seconds with soap.
2. All library staff must wear a mask if a distance of 6 feet cannot be maintained between yourself and others. The cloth face cover is not a substitute for social distancing.
3. All libraries must provide masks to their staff.
4. All library staff must frequently disinfect their work surfaces.
5. All library staff must stay home if they are sick.

RESOURCE:

<https://www.cdc.gov/coronavirus/2019-ncov/community/reopen-guidance.html>

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

STAGE 1: PREPARATION (limited staff, no public)

1. Confirm that HVAC systems are clean and functioning safely.
2. Check building infrastructure in general: Electrical, plumbing, etc.
3. Verify that technology is working correctly; contact the RCLS IT department if needed.
4. Acquire appropriate Personal Protective Equipment (PPE) for staff. This may include but not be limited to:
 - Masks
 - Hand sanitizer
 - Gloves
 - Infrared thermometer
 - Tape or "footprint" sticker
 - Caution tape.
 - Occupancy counter
 - Disinfectant for surfaces
 - Disposable covering (gown, smock, etc.)
5. Library staff supplied with and trained on, the use of Personal Protective Equipment (PPE).
6. Develop social-distancing practices for staff and library users.
7. Prepare signage as needed.
8. Design traffic flow for public access to building.
9. Redesign staff areas for proper social distancing (6 feet)
 - A. Install shield if desired
 - B. Place hand sanitizer in all public areas as needed
10. Library materials currently held in the library must be returned to the owning library.
 - A. No holds or check outs are recommended during this stage.
 - B. Discharge library materials to Transit to owning library, generating a Transit slip.
 - C. Place library materials in the RCLS delivery bins to be routed to the owning library.

- D. Empty existing delivery bins [from March] and remove Hold Shelf items owned by other libraries, Discharge those items and generate a Transit slip. [The Available Holds for these patrons have been canceled, but new holds for them have been placed and suspended.]
 - E. Items you receive now via RCLS deliveries (your items) can be discharged and reshelfed - they have only been handled since March/April by drivers and other library staff wearing masks and gloves.
 - F. Sort outgoing RCLS delivery bins according to the RCLS Delivery Run Sheet.
 - G. For libraries that have book drops open: **Quarantine Period:** Items returned to libraries within seven days must be placed in Quarantine for a period of seven days. Library staff should separate items by return date and make sure to mark the date that items are returned. There is no need to Discharge them until the Quarantine for each dated item has expired.
11. Design a curbside pickup program.
12. Develop new library policies or temporary amendments to current policies. For example:
- A. Code of conduct
 - B. Community room usage

RESOURCES:

<https://www.osha.gov/SLTC/covid-19/controlprevention.html#interim>

<https://www.wnylrc.org/ask-the-lawyer/filter/88>

RCLS ILS: All existing holds are suspended, and Symphony Hold Map is set not to fill or allow any new holds.

RCLS Delivery: The RCLS Delivery team will deliver library materials currently stored in the RCLS garage since March 13, 2020.

The RCLS Delivery team will pick up library materials that have been stored in the buildings and have not been touched in over a week.

This includes:

- A. Items that are in delivery bins since delivery was suspended.
- B. Items returned in open book drops during March and April.
- C. Items on hold shelf that are owned by other libraries.

STAGE 2: PREPARATION CONTINUES/APPOINTMENT SERVICES (limited staff, limited public by appointment)

1. The library materials within the library must be returned to the owning library.
2. No holds or checkouts are recommended during this stage.
3. Reopen closed book drops, accept returns in stages, and designate quarantine space & timeframe.

4. **Quarantine Period:** Items returned to libraries must be placed in Quarantine for a period of seven days. Library staff should separate items by return date and make sure to mark the date that items are returned. There is no need to Discharge them until the Quarantine for each dated item has expired.
5. After newly returned items have completed their Quarantine period, Discharge library materials to Transit to owning library to generate a Transit slip.
6. Place library materials in the RCLS delivery bins to be routed to the owning library by using routing slips.
7. Continue to sort materials in RCLS delivery bins according to the RCLS Delivery Run Sheet.
8. Items you receive now via RCLS deliveries (your items) can be Discharged and reshelfed - they have completed Quarantine and have only been handled by drivers and other staff wearing masks and gloves.
9. Reopen closed book drops, accept returns in stages, and designate quarantine space & timeframe.
10. Consider expanded availability of technology. For example:
 - A. Extend Wi-Fi coverage area, if possible
 - B. Loan hotspots
 - C. Circulate laptops/tablets

Note: Disinfect technology when returned and before loaning it out.

11. Offer Essential Services "by appointment" if able. For example:
 - A. Notary
 - B. Faxing
 - C. Photocopying
 - D. Passport Services
12. Curbside pickup program design ready to go live.
13. Review homebound delivery service if available.
14. Continue Virtual Programming and services.
15. Continue developing a marketing strategy to communicate the adapted services.

RCLS ILS: Symphony Hold Map will be changed to allow placement of new local-only holds. Enterprise catalog will be modified to only show local items.

RCLS Delivery: The RCLS Delivery team will continue to deliver library materials to their owning libraries. Library materials being picked up from libraries must have been in Quarantine for seven days prior to being placed in the RCLS delivery bins.

STAGE 3: SERVICES (staff, public service outside the building)

1. Local-only holds can be placed and filled with discharged items.
2. Encourage community members to place local holds using the Library Catalog or RCLS Gateway app.

3. Offer curbside pickup services or lobby pickup only. For example:
 - A. Library Materials
 - B. Take-home crafts
 - C. Fun things families or adults can do at home
4. Continue "by appointment" essential services.
5. Homebound delivery services are offered.
6. Closed Stack system: local holds and runners to grab materials; this will limit the number of people handling library materials.
7. Process new library materials by current library procedures.
8. Consider a special schedule to serve "at risk patrons".
9. **Quarantine Period continues:** Items returned to libraries must be placed in Quarantine for a period of seven days. Library staff should separate items by return date and make sure to mark the date that items are returned.
10. **IMPORTANT:** Once your library (and neighboring libraries) start to offer curbside/mail services and begin checking out items, you can no longer place newly-returned items into your Quarantine area without checking them out to your nnnQUARANTINE user record. Do NOT Discharge them—if you do, you will trigger holds that can't be given to patrons because of their need for a quarantine period. Override any hold messages that may appear during these checkouts. Checking these items out to nnnQUARANTINE removes them from your patron's list of checkouts.
11. Discharge only library materials that have been in Quarantine for seven days to fill holds or reshelve.
12. Prepare space to allow patrons access to the building for Stage 4.

RCLS ILS: Message on library catalog and RCLS Gateway will be replaced to inform community members that only home library's materials are able to be requested at this time.

Symphony Hold Rules can be opened to allow Local-Only holds to be filled, and new local-only holds to be placed. Patrons with locally-owned items on the Hold Shelf since March can fill and be called.

RCLS Delivery: The RCLS Delivery team will continue to deliver library materials to their owning libraries. Library materials being picked up from libraries must have been in Quarantine for seven days prior to being placed in RCLS delivery bins.

STAGE 4: SERVICES & LIMITED PUBLIC (staff, limited public in the building)

1. Libraries open to the public with limited hours.
2. Libraries open to a limited amount of people at a time. The number of people allowed within the building will depend on the ability to maintain social distance guidelines and the seating arrangement within the facility.
 - A. Public space square footage / 113 square feet per person = number public allowed in the library

B. Staff space square footage / 113 square feet per employee = number of employees allowed within a workspace

3. Closed stacks are still in place.
4. Continue to loan technology to library users if applicable.
5. Offer computer by appointment or limited by social distancing if applicable.
6. Services provided in Stage 3 continue.
7. Updated Code of Conduct available to the public.
8. No in-person programs, only virtual programs.
9. No toys or other items that can be handled.
10. Regional ILL opens, not system-wide ILL available. Library users will be able to borrow library materials from other libraries within the RCLS Delivery route.
11. Continue to evaluate the library's collection development practices by using Blue Cloud reports.
12. Discourage library users from staying in library buildings for extended periods.
13. Items handle by patrons and not check out, should be check out to mmmQUARANTINE for 7 days prior to reshelving them
14. **Quarantine Period continues:** Items returned to libraries must be placed in Quarantine for a period of seven days. Library staff should separate items by return date and make sure to mark the date that items are returned.
15. **IMPORTANT:** Check newly-returned items out to your nnnQUARANTINE user record. Do NOT Discharge them—if you do you will trigger holds than can't be given to patrons because of their need for a quarantine period. Override any hold messages that may appear during these checkouts. Checking these items out to nnnQUARANTINE removes them from your patron's list of checkouts.
16. Discharge only library materials that have been in Quarantine for seven days to fill holds, reshelve, or go In Transit to their home libraries.

RESOURCE:

https://www.usfa.fema.gov/coronavirus/planning_response/occupancy_social_distancing.html

RCLS ILS: Message on library catalog and RCLS Gateway will be replaced to inform community members that they can place holds with limited access.

Symphony Hold Rules can be opened to allow Regional Only holds to be filled, and new Regional only holds to be placed.

RCLS Delivery: The RCLS Delivery team will continue to deliver library materials based on the regional ILL system demand. Library materials being picked up from libraries must have been in Quarantine for seven days prior to being place on RCLS delivery bins.

STAGE 5: SERVICES & LIMITED PUBLIC (staff, limited public in the building)

1. Increase the number of operational hours to the public based on new CDC/NYS guidelines.
2. Increase the number of people allowed in the building at one time based on new CDC /NYS guidelines.
3. Open closed stacks, if CDC/NYS guidelines suggested positively altered.
4. Computers continue to be available to library users by appointment or limited by social distancing, if applicable.
5. Services provided in Stages 3 and 4 continue.
6. Update all practices detailed in Stages 3 and 4 based on new CDC/NYS guidelines.
7. RCLS ILL system will open system-wide depending on changes in CDC/NYS guidelines. If no new instructions are provided, the RCLS Regional ILL system will continue.
8. Quarantine Period will cease when new guidelines are available.

STAGE 6: ADAPTED SERVICES (new normal)

1. RCLS ILL System opens system-wide.
2. Limited in-person library programs start.
3. Services and practices offered during Stages 3, 4, and 5 must be reviewed based on CDC guidelines and New York State recommendations.
4. Continue to promote positive and adaptable ways to deliver library services within this new environment.

SUMMARY

Stage One PREPARATION (limited staff, No public)	Stage Two PREPARATION <i>(cont'd)</i> APPOINTMENT SERVICES (limited staff, limited public by appointment)	Stage Three SERVICES (staff, public service outside the building)	Stage Four SERVICES & LIMITED PUBLIC (staff, limited public in the building)	Stage Five SERVICES & LIMITED PUBLIC (staff, limited public in the building)	Stage 6 ADAPTED SERVICES (New normal)
No loans/No holds Create a plan for the next stages Check building & IT Order PPE Return all non- owned items to the home library Discharge all non- owned items 7 days before RCLS pickup Sort materials by Delivery Run (<i>extra bins available</i>) Prepare signage/ marketing	No loans/No holds Accept returns, place in Quarantine Continue returning items to owning library after Quarantine period Offer essential services by appointment Finalize curbside pickup program Loan technology, if able	Local holds only Curbside or lobby pickup only Continue returning items to owning library after Quarantine period Checkout newly- returned items to nnnQUARANTINE user Essential services by appointment Homebound delivery Loan technology Closed stacks "At risk patrons" open hour	Holds allowed via RCLS Regional Run Open to the public for limited hours Continue returning items to owning library after Quarantine period Checkout newly- returned items to nnnQUARANTINE user Count patrons at the door Offer "at risk" hours Closed stacks	RCLS ILL resumes system-wide, if possible Review of quarantine period Open stacks	RCLS ILL resumes system-wide In-house programs resume Promote positive ways to provide service

COMMITTEE MEMBERS:

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ADDITIONAL RESOURCES:

1. A Phased Reopening Plan for Libraries as COVID 19 Restrictions Are Lifted by John Thill
2. Albany Public Library's six stages to reopening
3. Beaufort County COVID Reopen Plan
4. Centers for Disease Control and Prevention
5. E&I Cooperative Services Guidelines for Higher Education
6. Harvard University: Collections Handling and COVID19
7. John Hopkins: Public Health Principles for a Phased Reopening During COVID19 Guidance for Governors.
8. NEDCC Disinfecting Books & Other Collections
9. New Mexico Public Services Return to Work/Library Re-Opening Plan
10. Reaching Across Illinois Library System Guidelines for Libraries Considering Curbside Service and/or Phased Reopening
11. Re-Entry for Retailers: Returning to the Store
12. Reopening and Restarting: Discussions for Planning
13. Texas Health Protocols for libraries: Minimum Standard Health Protocols: Checklist for Museum and Libraries.