**Summary of Updates to MHLS Phased Reopening Plan Template Version 2**

Additions and edits to Version 1 of the *MHLS Phased Reopening Plan Template 2020.05.15* are highlighted in yellow in the latest version *MHLS Phased Reopening Plan Template 2020.06.15*. Additions and edits are based on newly released guidance from NYS Department of Health, Executive Orders from the Office of the Governor of NYS, and the Centers for Disease Control and Prevention.

**Updates**

**Service Level A**

* Library Staff
  + - Edit for typos and clarity in Library Staff items number 4 and 5.
      * 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](https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html)], employee and public safety [[12](https://niehstraining.vividlms.com/)], new library procedures, and the library’s proactive infection plan [see Appendix].
      * 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. [[24](https://midhudson.org/wp-content/uploads/2020/05/CurbsideInStoreRetailMasterGuidance.pdf)]

**Service Level B**

* Includes the updates to service level plan above.
* Library Staff
  + - Edit to item 5 to include requirements for library staff to wear masks in common areas based on NYS DOH Office Guidelines.
      * 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 the patron’s health. [[24](https://midhudson.org/wp-content/uploads/2020/05/CurbsideInStoreRetailMasterGuidance.pdf)] Library staff will wear their mask in common areas including elevators, lobbies, and when moving around the library. [[30](https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf)]
* Entrance to Building
  + - Addition of item 3 based on NYS DOH Office Guidelines.
      * **3. The library will keep masks and other required PPE on hand for essential visitors that may be in need. [**[**30**](https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf)**]**
* Facilities
  + - Edit item 1 to include [sample contact log](https://midhudson.org/wp-content/uploads/2012/11/Contact-Log.docx).
    - Edit item 8 to include HVAC guidance from CDC.
      * **8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible before staff return to the building including the following activities:**
        + **Increase ventilation rates.**
        + **Ensure ventilation systems operate properly and provide acceptable indoor air quality for the current occupancy level for each space.**
        + **Increase outdoor air ventilation, using caution in highly polluted areas. With a lower occupancy level in the building, this increases the effective dilution ventilation per person.**
        + **Disable demand-controlled ventilation (DCV).**
        + **Further open minimum outdoor air dampers (as high as 100%) to reduce or eliminate recirculation. In mild weather, this will not affect thermal comfort or humidity. However, this may be difficult to do in cold or hot weather.**
        + **Improve central air filtration to the MERV-13 or the highest compatible with the filter rack, and seal edges of the filter to limit bypass.**
        + **Check filters to ensure they are within service life and appropriately installed.**
        + **Keep systems running longer hours, 24/7 if possible, to enhance air exchanges in the building space. [**[**31**](https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html)**]**
    - Edit to item 9 to clarify signage posted to include reminder for staff to report symptoms, and add link to CDC posters.
      * **9.** **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. [**[**28**](https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc)**]**
    - Edit to item 10 to include break areas according to NYS DOH Office Guidelines.
      * **10.** **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. [**[**30**](https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf)**]**
    - Addition of item 11 to include water system guidance from CDC.
      * **11. The library will check the water system before staff return to the building including flushing the water system, performing maintenance on water heaters, cleaning and maintaining cooling towers, and ensuring fire sprinkler systems, eye wash stations and safety showers are cleaned and maintained. [**[**32**](https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html)**]**
    - Addition of item 12 to include receptacles for PPE and soiled items based on NYS DOH Office Guidelines.
      * **12. Receptacles will be placed around the building for disposal of soiled items, including PPE. [**[**30**](https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf)**]**
* Cleaning
  + - Edit under Cleaning to item 8 to include a [sample cleaning logs **[**[**33**](https://midhudson.org/wp-content/uploads/2012/11/Cleaning-Log.docx)**][**[**36**](https://midhudson.org/wp-content/uploads/2020/06/Breakroom_Maintenance_Log.odt)**]**](https://midhudson.org/wp-content/uploads/2012/11/Cleaning-Log.docx)
* Curbside Pickup
  + - Addition of item 12 to clarify library staff must wear PPE when performing curbside pickup and handling materials to be checked out.
      * **12. Staff must wear assigned PPE when interacting with patrons or patron library materials.**

**Service Level C**

* Includes the updates to service level plans above.
* Entrance to the Library Building
  + - Addition of item 4 to monitor building occupancy based on NYS DOH Guidelines for Phase II Retail Guidelines.
      * **4. 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. [**[**26**](https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf)**]**
    - Addition of item 5 to require patrons and visitors entering library to wear a mask based on Executive Orders and NYS DOH Phase II Retail Guidelines.
      * **5. Entrance to the library will only be permitted for patrons and visitors wearing an acceptable face covering; provided, however, that the customer is over the age of two and able to medically tolerate such covering.** 
        + **The library is prohibited from requesting or requiring medical or other documentation from a patron who declines to wear a face covering due to a medical or other health condition that prevents such usage.**
        + **If entry is denied, the library will seek to provide alternate methods of library service for the patron. [**[**26**](https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf)**] [**[**29**](https://www.governor.ny.gov/news/no-20234-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency)**]**
* Facilities
  + - Addition of item 19 to close water fountains based on NYS DOH Retail Guidelines.
      * **19. Water fountains will be closed. [**[**26**](https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf)**]**
* Browsing and Circulation Desk Checkout
  + - Edit to item 3 to add physical barriers or social distancing markers to checkout areas.
      * **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.**
    - Addition of item 11 to clarify library staff must wear PPE when performing and handling materials to be checked out.
      * **11. Library staff must wear assigned PPE when interacting with patrons or patron library materials. [**[**26**](https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf)**]**
    - Addition of item 12 to use touchless transactions when possible.
      * **12. The library will use touchless transactions when possible. [**[**26**](https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf)**]**
* Public Computer Use
  + - Addition of item 4 to provide an example of touchless public computer assistance.
      * **4. Library staff will utilize software solutions like Microsoft Windows Quick Assist for providing touchless assistance to patrons on public PC’s, when possible. [**[**35**](https://support.microsoft.com/en-us/help/4026516/windows-solve-pc-problems-remote-connection-quick-assist)**]**
    - Edit to item 5 to include a link to [NYS DOH Guidance for Hair Salons and Barbershops](https://midhudson.org/wp-content/uploads/2020/06/HairSalonsAndBarbershopMasterGuidance.pdf) to specify mask requirement for core services that require a distance shorter than prescribed social distancing.
* Business Affirmation
  + - Edited to use latest retail and office guidance.
      * The library must affirm using the form at the link below that they have reviewed and understand the state-issued industry guidelines, *Interim Guidance for Essential & Phase II Retail Business Activities During the Covid-19 Public Health Emergency* [[26](https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf)] and *INTERIM GUIDANCE FOR OFFICE-BASED WORK DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [[30](https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf)], and that they will implement them.

**Service Level D**

* Includes the updates to service level plans above.

**Service Level E**

* Includes the updates to service level plans above.

**Appendix**

* The following resources were added to the Appendix.

1. Interim Guidance for Essential & Phase II Retail Business Activities During the Covid-19 Public Health Emergency, *New York State Department of Health* <https://midhudson.org/wp-content/uploads/2020/06/RetailMasterGuidance.pdf>
2. Interim Guidance for Hair Salons and Barbershops During the Covid-19 Public Health Emergency, *New York State Department of Health* <https://midhudson.org/wp-content/uploads/2020/06/HairSalonsAndBarbershopMasterGuidance.pdf>
3. Print Resources, *Centers for Disease Control and Prevention* <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc>
4. Executive Order 202.34 Continuing Temporary Suspension and Modification of Laws Relating to the Disaster Emergency, *Office of the Governor of New York State* <https://www.governor.ny.gov/news/no-20234-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency>
5. Interim Guidance for Office-based Work During the COVID-19 Public Health Emergency, *New York State Department of Health* [*https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf*](https://midhudson.org/wp-content/uploads/2020/06/offices-interim-guidance.pdf)
6. Interim Guidance for Businesses and Employers Responding to Coronavirus, *Centers for Disease Control and Prevention* <https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html>
7. 8 steps to minimize Legionella risk before your business or building reopens, *Centers for Disease Control and Prevention* <https://www.cdc.gov/coronavirus/2019-ncov/php/building-water-system.html>
8. Cleaning Log Template <https://midhudson.org/wp-content/uploads/2012/11/Cleaning-Log.docx>
9. Contact Log Template <https://midhudson.org/wp-content/uploads/2012/11/Contact-Log.docx>
10. Solve PC problems over a remote connection, *Microsoft* <https://support.microsoft.com/en-us/help/4026516/windows-solve-pc-problems-remote-connection-quick-assist>