MHLS Director Briefing
COVID-19  |  December 2, 2020
Today

• Annual Report to the State Update

• Pandemic Planning
  • Proactive Infection Plan
  • Health Emergency Plan/Pandemic Response Plan

• New York State
  • Retail Advisory
  • Cluster Look-up Tool

• MHLS:
  • Status Update Form
  • Closing Down Circ Operations at Your Library
  • Update on OverDrive and Magazines
Annual Report to the State

- **Hours Open**
  - Public Service Information (Section 8)
    - Curbside / Lobby Service Will Not Count as Hours Open
  - Minimum Standards (Section 7)
    - More Info Coming

- **Library Sponsored Programs** (Section 3)
  - Virtual Programs (Live)
    - Now Count as Program Sessions and Attendance
    - Use Unique Views or Peak Views to Count Attendance*
    - Facebook, YouTube, Zoom Can be Counted
  - Recorded Programs
    - Not Counted in Program Sessions and Attendance Totals
    - May be Counted Separately*

*Estimates can be used if necessary
Pandemic Planning

- **Proactive Infection Plan**
  - Template available in the MHLS Template for the Phased Reopening Plan

- **Pandemic Response Plan**, also known as the Health Emergency Plan
  - Templates available through the MHLS COVID-19 Resources Page

- **Status Update with MHLS**

https://midhudson.org/covid19/
NYS COVID-19 Resources

Retail Advisory
• Limit capacity to no more than 50%
• Maintain social distancing of six feet
• Ensure acceptable face coverings are worn
• Provide hand hygiene stations
• Regularly clean and disinfect

on.ny.gov/36ptVLr

Cluster Look-Up Tool

This address "264 Main St, Rocendale, NY, 12472, USA" is not currently in a Cluster Hot Spot Zone

zoomhotspotlookup.health.ny.gov/
MHLS Status Update Form
https://midhudson.org/mhls-library-status-form/
COVID-19 Resources

For more information see the pages below:

- **COVID-19 Updates to Member Libraries**
- **Current Status of Libraries in the System**

MHL5 will provide Director Briefings to ensure library directors have up-to-date information about MHL5 services, news from NYS, and answers to frequently asked questions the MHL5 staff have been fielding from member libraries.
<table>
<thead>
<tr>
<th>Library</th>
<th>County</th>
<th>Status</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Canaan Branch Library</td>
<td>Columbia</td>
<td>Service Level B: Curbside Service</td>
<td>June 24, 2020</td>
</tr>
<tr>
<td>Chatham Public Library</td>
<td>Columbia</td>
<td>Service Level C: Limited Public Access to Library Building</td>
<td>October 1, 2020</td>
</tr>
<tr>
<td>Claverack Library</td>
<td>Columbia</td>
<td>Service Level C: Limited Public Access to Library Building</td>
<td>August 3, 2020</td>
</tr>
<tr>
<td>Germantown Library</td>
<td>Columbia</td>
<td>Service Level C: Limited Public Access to Library Building</td>
<td>September 15, 2020</td>
</tr>
<tr>
<td>Roeliff Jansen Community Library</td>
<td>Columbia</td>
<td>Service Level D: Reopening Facility with Social Distancing</td>
<td>October 5, 2020</td>
</tr>
<tr>
<td>Hudson Area Association Library</td>
<td>Columbia</td>
<td>Service Level C: Limited Public Access to Library Building</td>
<td>September 9, 2020</td>
</tr>
<tr>
<td>Kinderhook Memorial Library</td>
<td>Columbia</td>
<td>Service Level C: Limited Public Access to Library Building</td>
<td>October 6, 2020</td>
</tr>
<tr>
<td>Livingston Free Library</td>
<td>Columbia</td>
<td>Service Level C: Limited Public Access to Library Building</td>
<td>September 16, 2020</td>
</tr>
</tbody>
</table>

Last updated November 24, 2020 9:53 am
# Changing Circ. Operations at Your Library

## Service level changes

Don't forget to report service level changes on the Library Status form (Click Here)

To find step by step instructions to change your service level, locate the Service Level, where you currently fit, and below that select the letter of the service level that bests fits the level you will move to.

### Service Level A
- Building Closed
- Online resources
- Telephone support reference
- Online programming

#### Change to Service Level:
- B – Click for directions
- C – Click for directions
- D – Click for directions
- E – Click for directions

### Service Level B
- Online resources
- Telephone support reference
- Online programming
- Curbside pickup

#### Change to Service Level:
- A – Click for directions
- C – No Sierra changes required
- D – No Sierra changes required
- E – No Sierra changes required
What you need to do.

Service Level Change

<table>
<thead>
<tr>
<th>Service Level B</th>
<th>Service Level A</th>
</tr>
</thead>
<tbody>
<tr>
<td>Building Open Only to Staff</td>
<td>Building Closed</td>
</tr>
<tr>
<td>Online resources</td>
<td>Online resources</td>
</tr>
<tr>
<td>Telephone support reference</td>
<td>Telephone support reference</td>
</tr>
<tr>
<td>Online programming</td>
<td>Online programming</td>
</tr>
<tr>
<td>Circulation (Curbside) resumes</td>
<td>Not Circulating items</td>
</tr>
</tbody>
</table>

The distinction in this service level change may seem small, but it includes ending transactional services to patrons which affects many areas of Sierra and many areas of messaging.

Timeline of Tasks – If your service change is scheduled, use the timeline below. If it is an emergency situation, choose the items from the list that include the [1] in the order that they display on the list.

Planning: You must know

- Dates Closed in Sierra – What range of dates will your library be closed to the public and not processing circulation transactions.
- Extension of due dates and patron record expirations
  - Patron records that expire before your reopen can be set to expire after your open date
  - Items already checked that will be due during closure can be extended to after your closed date.
- Book drop – Will patrons be able to return items
- Alternative Pickup location – It may be possible to have another library process your holds while you are closed for an extended period. This must be arranged with both MHLS Technology Operations Support and Delivery.
- Long term closures will require a plan for storing items that accumulate in MHLS Delivery or items that have been returned.
- Quarantine – If you quarantine, how will that be included in your storage and process plans.
ASAP – As soon as you are aware of the pending change of service begin this task list.

1. Transition date [!] – complete the online form to inform staff at MHLS that a service change is pending. It will trigger tickets for MHLS to complete edits in the following areas.
   a. Closed dates in Sierra: The table will be updated to reflect your service level during the range of dates you have provided in the form. Any Change of plans needs to be reported ASAP.
   b. Your pickup location

2. Delivery changes [!] - Contact Tom Finnigan at Ext. 244 or by email at tfinnigan@midhudson.org at least 3 days prior to restarting your delivery. Temporary changes require 3 days notice, permanent changes (such as a move to a new building) require 2 weeks for contract changes with our delivery vendor.
One week Prior to Closing: As soon as you are aware of the pending change of service

1. **Update Pickup Notices** to inform patrons that the library will be closing and that all items waiting to be picked up should be retrieved before the closure date. Provide any new instruction for the interim that you have put in place.

2. **Holdshelf review:** If you are planning closure, let patrons know what the final day to pickup their holds will be. Holds can be cancelled and/or replaced for another pickup location if your closure will not be brief. Holdshelf expirations cannot be extended for a single location, so it is important that patrons holdshelves be cleared right up through the last day open. If your closed dates are in place items checked in and placed on the holdshelf will take into consideration your span of closure when calculating the holdshelf expiration. Closed dates will not be included in the 7 days to pickup the hold.
Immediately Before closure: The day before your last scheduled delivery pickup.

1. **Clear your holdshelf** - Check in and return expired and cancelled holds and place in delivery. Any holds left on your holdshelf for patrons should be picked up or cancelled, checked in and placed in delivery before your last pickup.

2. **Checkin your final delivery** - Any items that are on your holdshelf should be checked out and picked up by patrons or cancelled and checked in for return delivery before your last pickup.

3. **Return Quarantined items** – If your library is quarantining items owned by other libraries, they must be put back into circulation before you close.
   a. Items returned by patrons in quarantine must be checked in to be put into delivery before your last pickup.
   b. Items coming in from MHLs delivery in quarantine must be checked in.

   Patrons must pick up holds before you close, or the holds must be cancelled and the items checked back into delivery. You will need to note the cancellation patron and item info to replace at a later date.

   **Instructions for:** [Cancelling Holds](#) and [Reinstating Holds](#)

3. **Fill Holds** - You must run the **Title and Item paging lists**. Now that you are officially open in the days closed table, your site is a potential paging location to fill holds for other libraries. The paging of each library is in place for 48 hours, so filling your holds quickly, or marking your items lost if not found, keeps the requests moving quickly.
OverDrive Platform Fee reduced further for 2021!

They reduced us by 2K to help us with our NY State funding cut, and pledged to reduce by another 2K if we could exceed our 2019 content expenditures by $50k. We exceeded them by twice that. Currently we have spent $408,000 in content.
Magazines in OverDrive

• June 23rd OverDrive purchases RBDigital
• Through November, we were advised to prepare a purchase through RBDigital.
• 4 of 5 Counties have committed funds to the former order process of RBDigital
• November 14th we were notified that the RBDigital titles would begin moving to OverDrive in late January.
• OverDrive’s Magazine product is a bundled package that currently is priced over 2 times what we pay RBDigital (including the platform fee). We must submit our order NOW!
• These titles will be priced under RBDigital pricing and moved to the OverDrive platform.
• OverDrive will move other RBDigital content later – likely April
thank you!

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