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

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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

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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/
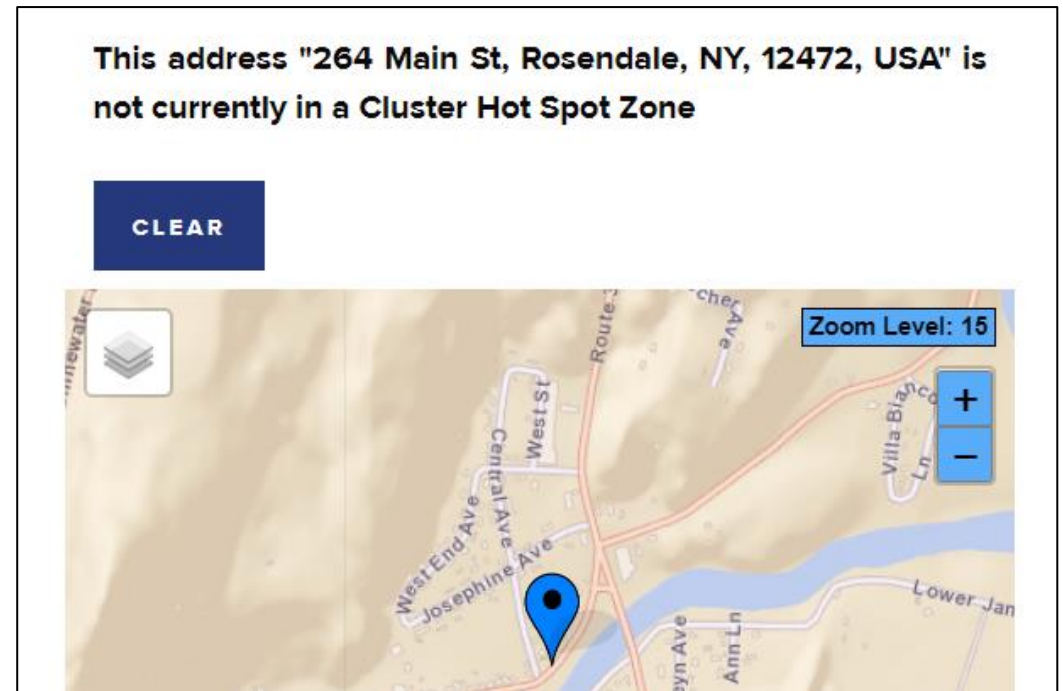
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NYS COVID-19 Resources

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, Rosendale, NY, 12472, USA" is not currently in a Cluster Hot Spot Zone

CLEAR

Zoom Level: 15

covidhotspotlookup.health.ny.gov/

Start Date *

MM	DD	YYYY

Service Level Description *

...ice Level A: Library Services Under Stay at Home Orders with 100% Workforce ...on for Nonessential Businesses

... B: Curbside Service

...imited Public Access to Library Building

...ening Facility with Social Distancing

... Facility and Programing with Social Distancing

...evel of library service you plan to offer? See service levels

MHLS Status Update Form

https://midhudson.org/mhls-library-status-form/

... Zone *

...e you quarantining materials? (for MHLS use only) *

...s

◯ No

Will there be a change in your operating hours that need to be update in Sierra/ILS? *

◯ Yes

◯ No

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Mid-Hudson Syste

| Home | About MHLS | **Topics** | Calendar | Member Libraries | For the Public | 🔍 |

Topics

Home › Topics

Resource Sharing & Technology

- Technology Operations
- Sample Tech Documentation
- Tech Purchasing
- Interlibrary Loan (ILL)
- IT/ILS Knowledgebase
- Resource Sharing
- Resource Sharing Standards
- Delivery
- Library Card Registration Forms
- E-Rate

Sustainable Libraries

- Sustainable Funding
- Marketing & Public Relations
- Advocacy
- Community Connections
- Programming
- Friends Groups
- Fundraising
- Vote Toolbox
- COVID-19 Resources

COVID-19 Resources

Home › COVID-19 Resources

| **Administrative Resources** | Marketing Online Resources | Engaging Patrons | Remote Staff Training |

This tab contains information to support library governance and administration through the COVID-19 Pandemic.

For more information see the pages below:

- COVID-19 Updates to Member Libraries
- Current Status of Libraries in the System
- **Director Briefings**
  MHLS will provide Director Briefings to ensure library directors have up-to-date information about MHLS services, news from NYS, and answers to frequently asked questions the MHLS staff have been fielding from member libraries.

Search

🔍

Upcoming Events

MHLS Director Briefing
1:00 PM - 2:00 PM
12/2/2020

Financial & Fiduciary Re
(MHLS Trustee Educatic
5:30 PM - 7:00 PM
12/2/2020

MHLS Library Status Form-Directors can Click to edits to library status.

Last updated November 24, 2020 9:53 am

Show 71 entries   Search: [   ]

Library ⬍	County ⬍	Status ⬍	Date ⬍
Canaan Branch Library	Columbia	Service Level B: Curbside Service	June 24, 2020
Chatham Public Library	Columbia	Service Level C: Limited Public Access to Library Building	October 1, 2020
Claverack Library	Columbia	Service Level C: Limited Public Access to Library Building	August 3, 2020
Germantown Library	Columbia	Service Level C: Limited Public Access to Library Building	September 15, 2020
Roeliff Jansen Community Library	Columbia	Service Level D: Reopening Facility with Social Distancing	October 5, 2020
Hudson Area Association Library	Columbia	Service Level C: Limited Public Access to Library Building	September 9, 2020
Kinderhook Memorial Library	Columbia	Service Level C: Limited Public Access to Library Building	October 6, 2020
Livingston Free Library	Columbia	Service Level C: Limited Public Access to Library Building	September 16, 2020

Changing Circ. Operations at Your Library

Knowledge Base

https://kb.midhudson.org/service-level-changes/

HOME   MHLS   CALENDAR   DOWNLOAD   SUPPORT TICKET   SUGGESTIONS

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

Service Level B	Service Level A
Building Open Only to Staff	Building Closed
Online resources	Online resources
Telephone support reference	Telephone support reference
Online programming	Online programming
Circulation (Curbside) resumes	Not Circulating items

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

2. **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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