

After Emergency: Reopening

Updated: 10/5/2020

Opening Statement

The Cutchogue New Suffolk Free Library will continue to build robust online/distance service programs and maintain “work from home” capacity for library staff. It is likely additional social distancing mandates will be put forth by the government in the coming months, and that new patron behaviors and usage patterns will emerge in response to this crisis.

Reopening the building and resuming “onsite” service plans will be tailored to specific government social distancing guidelines in four distinct stages:

1. Full social distancing
2. Significant social distancing (groups of 10 or less)
3. Modest social distancing (groups of 50 or less), and
4. No social distancing

Communications - Disseminating Information & Procedures to the Public

Communication to our community and users of safety and service changes being made will be done through the Library newsletter, mailings, website, social media outlets, email blasts, onsite signage, and phone calls. Print and broadcast media will be employed when necessary. Dissemination of information to the public will be well-rounded to ensure reaching the “hard to reach” population including seniors, the unemployed, and immigrants.

Reopening Procedures & Services

The Library will be tentatively reopening in 4 Phases (outlined below). These phases will ensure safe reintegration of staff into the library, services to our patrons, and ultimately reintegration of patrons into the library. It is anticipated there will be a minimum of 2 weeks separating each phase; however, that is subject to change. Staff are required to wear Personal Protective Equipment (provided by the Library), practice social distancing from both staff and patrons during work hours, and follow safety mandates set forth by the Government. Lunch & break times will be configured to allow social distancing measures. Parameters will be put in place for the safety of staff and patrons. *In an effort to keep our staff as healthy as is possible, staff are asked to have an open dialogue with the Director about any health concerns relating to COVID-19.*

Phase 1 – 2 Weeks, June 2 – June 16, 2020

Reintegration of *some* staff into the building and continuation of current distance services. **During Phase 1 the Library building will not be open to the public.** Staff will log anyone who enters the building for essential services (ie: Electrician, HVAC technician, etc.). The book return drop will be accessible to the public. The Library will have reduced operational hours, and a temporary staff schedule will be put in place to accommodate a limited number of staff members in the building at one time. Staff working in the building will resume traditional duties onsite, and will be accessible to answer patron inquiries via phone. These staff and others will continue virtual services as well. Employees will be working to continue enhancing social distance services, and to prepare the library facility for future onsite services. Phase one operational hours: 9:00am-2:00pm, Tuesday through Saturday. The Library will be closed Sunday and Monday to accommodate enhanced cleaning procedures. Staff continuing to work from home may enter the building from 2:00-6:00pm Tuesday-Saturday for materials (and other) after Director approval.

- a. **(1) Director** – Continue hybrid of work from home & work in library as needed.
- b. **(1) Business Manager** – Continue hybrid of work from home & work in library as needed. Required to keep personal office space closed due to social distancing requirements.

- c. **(1) Custodian** – Resume normal duties at library; regular evening hours.
- d. **(3) Programming Librarians (Children, Tween, Teen & Adult)** – Continue work from home entirely; may enter Library building for materials; may return to work in phase 3 or 4 (TBD).
- e. **(1) Marketing & Virtual Services (Librarian Trainee/Circulation Staff)** – Continue work from home; may be called in for Circulation assistance; resume working in library in phases 3 or 4 (TBD).
- f. **(6) Circulation & Technical Services** – Resume traditional duties at library and continue work from home; change in hours to accommodate a minimum number of staff in the building at a time.
- g. **(5) Information, Youth Services, Outreach & Local History** – Hybrid of work from home, and work at the library; change in at library hours to allow for social distancing; resume working normal hours in phase 3 or 4 (TBD).
- h. **(4) Student Pages** – Not returning to work at this point (reduced hours; students in school). Reintegrate into schedule when hours, and schooling permits (TBD)
- i. **(1) Volunteers** – Not permitted in building at this time (this includes Friends)

Phase 1 Operational Hours (1 Shift: 9:00am-2:00pm) There will be 4 Staff Teams (A, B, C, D). Team A & B will be on a rotating schedule at the library, while also continuing to work virtually, Team C will continue to work virtually, Team D will work a hybrid of at the library and virtual.

Monday: Closed for cleaning
Tuesday: 9:00am-2:00pm
Wednesday: 9:00am-2:00pm
Thursday: 9:00am-2:00pm
Friday: 9:00am-2:00pm
Saturday: 9:00am-1:00pm
Sunday: Closed

Phase 2 – 2 Weeks TBD, Start: June 27, 2020

Begin Curbside Pickup for traditional materials, and Virtual Program “Take & Make” Kits and continuation of current distance services. **The Library building will not be open to the public for traditional use during this phase.** Staff will log anyone who enters the building for essential services (ie: Electrician, HVAC technician, etc.). Operational hours will be increased to 9:00am-6:00pm Tuesday – Friday, and 9:00am-1:00pm on Saturdays. The Library will be closed on Sunday and Mondays to allow for enhanced cleaning procedures. A new schedule will be put in place to accommodate curbside pickup. Services by appointment may be reintegrated (for example: notary, etc.).

Phase 2 Operational Hours – (Tuesday-Friday, 9am-6pm; Saturday, 9am-1pm)

There will be 4 Staff Teams (A, B, C, D). Team A & B will be on a new rotating schedule at the library, while also continuing to work virtually, Team C will continue to work virtually, Team D will work a hybrid of at the library and virtual.

Monday: Closed for Cleaning
Tuesday: 9:00am-6:00pm
Wednesday: 9:00am-6:00pm
Thursday: 9:00am-6:00pm
Friday: 9:00am-6:00pm
Saturday: 9:00am-1:00pm

Sunday: Closed

Phase 3 – June 29, 2020 – July 11, 2020

Limited in building services will begin and continuation of curbside pickup, “Take & Make” Kits, and current distance services. **During this Phase the Library will be open to the public in a limited capacity with safety precautions in place (such as social distancing, face coverings, and other government mandates).** Staff will continue to log anyone who enters the building for essential services (ie: Electrician, HVAC technician, etc.). Operational Hours will continue as 9:00am-6:00pm Tuesday-Friday, and will increase to 9:00am-5:00pm on Saturdays. The Library will continue to be closed Sunday and Monday to allow for enhanced cleaning procedures. A new schedule will be put in place.

Safety Precautions & Service Changes will include

- a. Masks covering nose and mouth upon Library entry for Staff & Patrons
- b. 6 Foot Social Distancing
- c. Follow state & federal safety requirements as pertains to COVID-19
- d. Reopening Date & Hours of Operation (Date TBD)
 - i. Limited Hours – 9:00am-6:00pm Tuesday-Friday, 9:00am-5:00pm Saturday
 1. Closed Sunday & Monday for cleaning
 2. 2 Staff Shifts (9:00am-1:30pm & 1:30pm-6:00pm), Saturday normal
 - ii. Daily Senior Hours – 9:30am-10:30am (65 & up)
- e. Limited patron time in the building (15 minutes per person)
- f. Limited number of people in the building at one time (25%, 50%, 75%)
- g. All items returned to the outside book drops (both will be open at all times)
- h. Enter through main entrance; exit through door behind Info Desk (unless ADA needs)
- i. Acceptable Patron Quick Use to:
 - i. Find materials
 1. Patrons will be asked to put books they have pulled from the stack, but are not checking-out in a bin to be sterilized
 - ii. Ask a Reference Question
 1. Also available virtually (website, or phone)
 - iii. Limited public computer access
 1. Computers will be cleaned after each patron use
 2. Computers will be on a 20-minute timer
 3. Only a few computers will be available due to social distancing, and regular cleaning needs
 - iv. Print a document
 1. Also available upon request via phone for curbside pickup
 - v. Attend a service appointment (scheduled beforehand)
 1. Notary
 2. Local History
 3. Passport will be suspended until further notice
- j. Long-Term Library use will not be permitted, such as:
 - i. Newspaper or Magazine Reading
 - ii. Regular in-house Reading
 - iii. Studying, Working or Tutoring
 - iv. Meetings, or Use of Meeting Spaces
 - v. Puzzles, Toys, and Realia
 - vi. Socialization (i.e: coffee date, teen meet up, children playing, mahjong, etc.)

- k. No Meeting Room use for Outside Groups
- l. Furniture will be rearranged to discourage long term use
- m. Coffee & Water Stations unavailable
- n. No donations accepted

Phase 3 Operational Hours (2 Shifts 9am-1:30pm & 1:30-6:00pm; Saturday 9am-5pm)

There will be 4 Staff Teams (A, B, C, D). Team A & B will be on a new rotating schedule at the library, and will continue to work virtually, Team C will continue to work virtually, and will start to be integrated back into the normal schedule. Team D will work a hybrid of at the library and virtual.

Monday: Closed for Cleaning

Tuesday: 9:00am-6:00pm (Senior Hours 9:30am-10:30am)

Wednesday: 9:00am-6:00pm (Senior Hours 9:30am-10:30am)

Thursday: 9:00am-6:00pm (Senior Hours 9:30am-10:30am)

Friday: 9:00am-6:00pm (Senior Hours 9:30am-10:30am)

Saturday: 9:00am-5:00pm (Senior Hours 9:30am-10:30am)

Sunday: Closed

Phase 4 – July 13, 2020 – End Date Unknown

Regular Library Operations minus programming (end of social distancing) & continuation of current program distance services.

- a. Continuation of curbside pickup for items
- b. Continuation of “Take & Make” kits for virtual programming
- c. Small group meetings permissible (social distancing & masks required)
- d. In-person programming dictated by parameters set forth from the Government
- e. Social distancing & mask wearing will continue to be practiced

Phase 4 Operational Hours

Staff shifts will begin to resume normal hours; may still enable some staff to work from home.

Monday: 9:00am-8:00pm

Tuesday: 9:00am-8:00pm

Wednesday: 9:00am-8:00pm

Thursday: 9:00am-8:00pm

Friday: 9:00am-8:00pm

Saturday: 9:00am-5:00pm

Sunday: Closed*

**At the September 21, 2020 Board Meeting, the Trustees made a motion to remain closed on Sundays for the November 2020 – March 2021 season.*

End of Social Distancing

Normal operational hours, programs, and services in place. Continuation of enhanced cleaning parameters for building and incoming materials (72-hour item quarantine no longer in effect).

Preparing the Library for Reopening

Phase 1 through 4, addressed above are only possible after the following steps are completed by staff in preparation for the reopening of the Library. These steps address cleaning measures, and necessary supplies to ensure staff safety, as well as curbside pickup. All staff must be trained on quarantining and disinfecting all incoming items. All staff must know the daily closing procedures.

STEP 1 – Cleaning & Supplies

1. Building decontamination
 - a. Air Ducts (Belfor) TBD
 - b. Carpets & Surfaces by Chem Dry (May 26)
2. Supplies (to start)
 - a. 4 Sneeze Guards (2 at Circulation, 1 at Info, 1 at Children’s)
 - b. 2 Patron Antibacterial Hand Sanitizer Stations (1 in Lobby, 1 in Adult Room), other “informal” Stations throughout Library
 - c. 40 Antibacterial hand pump bottles
 - d. 100 throw-away Face Masks
 - e. 40 cloth Face Masks
 - f. 2 case of Sanitizing Wipes
 - g. 1 case of Disinfectant Cleaner
 - h. 2 cases of Gloves
 - i. Social distancing signs & tape to keep patrons 6 feet away from Service Desks
 - j. 2 sizes of Paper Bags with handles for curbside pickup procedure
 - k. Signage (created by Staff)
 - l. Plastic 5 drawer supply holder & garbage can that is designated for staff PPE (personal protective equipment)
 - m. 13 Washable Keyboards for Patron Computers

STEP 2 – Setup & Preparation (before Phase 1)

1. 4-3 Days before Reopening (2-day setup)
 - a. Set up staff team will enter the Library and prepare the following safety precautions:

STAFF

- i. Setup (PPE) Personal Protective Equipment supply station for staff (in front of staff closet)
 1. Include a discard bin for staff for end of day
 2. Label all drawers for PPE materials, and stock with supplies
 3. Include instructional signage
- ii. Put caution tape over staff communal closet and sign; keep all personal belongings at desk. If you do not have a downstairs desk, you may keep your coat/belongings at a designated location downstairs; you may not keep on the main floor.
- iii. New temporary schedule posted
- iv. FFCRA poster posted in Staff Break Room (complete 3/2020)

PATRON

- v. Put up Sneeze Guards at Public Service Desks with signs
- vi. Put tape & signs marking 6-foot distance at Public Service Desks
- vii. Set up Circulation area with cleaning materials for incoming items
- viii. Set up Glassroom with cleaning materials, carts/tables, signs (Quarantine Room, 72, 48, 24 hours and Ready To Be Disinfected, Ready To Be Shelved)
- ix. Put caution tape over every other public computer in adult room; include signs indicating limited usage.
- x. Put caution tape over two public computers in teen room

- xi. Put caution tape over every other public computer in children's room
 - xii. Put disinfectant wipes by Scannx Station/Copier/Fax, and put up sign that machines will be wiped down by staff after each patron use
 - xiii. Remove all "extra" items (place in storage)
 - 1. Lobby items
 - 2. Juvenile Toys & Realia
 - 3. Adult & Juvenile Puzzles
 - xiv. Put signs indicating "Check-Out Only – Not for Use in Library" over Magazines (Adult, Teen, Juv)
 - xv. Put caution tape over Newspaper collection
 - xvi. Put signage on the shelves for Newspapers, Puzzles, Toys, etc. notifying public these items are temporarily unavailable for Safety Purposes
 - xvii. Put signage on all Meeting Room & Office Doors in Buildings notifying public of No Public Entry for Safety Precaution Due to COVID-19
 - xviii. Rearrange furniture so patrons practice social distancing (discourage long-term visitation)
 - xix. Prepare outdoor signage (front walkway) notifying patrons to put all returned items in the outside bins
 - xx. Prepare outdoor signage (road) notifying patrons we are open with safety measures in place, and new operating hours, also notifying patrons they must have a mask or face & nose covering upon entry
 - xxi. Put up sign at entrance notifying public we are monitoring the # of people allowed in the building, and limited amount of time per person
 - xxii. Staff will regularly wipe down elevator buttons and bathroom knobs
 - xxiii. Custodian check bathroom soap dispenser, toilet and tissue supplies, and trash cans before opening
 - xxiv. Staff replenish all supplies at public service desks, etc.
 - xxv. Prepare signage for future new patron entry & exit path (enter through main entry; exit through side entry behind Info Desk, except for those in need of ramp)
- 2. 2 Days Before Reopening
 - a. Staff Team A may come in and set up their work spaces.
 - i. All workspaces must be neat and tidy
 - ii. Clear mailboxes
 - iii. Cleanup personal cubbies
 - iv. Turn computer on and allow to go through updates
 - 3. 1 Day Before Reopening
 - a. Steam Team B & C may come in and set up their work spaces.
 - i. All workspaces must be neat and tidy
 - ii. Clear mailboxes
 - iii. Cleanup personal cubbies
 - iv. Turn computer on and allow to go through updates
 - b. Staff Team C may collect necessary items to continue working from home
 - c. Staff Team D has continued library use through COVID-19, and does not require setup

Quarantining & Disinfecting all Incoming Items

- 1. *Patrons did not incur fines during closure, monitored by SCLS; checking in items will not require extra steps*
- 2. *Prior to checking in PALS & SCLS Director Kevin Verbese needs to be notified.*

3. Checking In (Items will be quarantined for 72 hours, then sanitized with wipes before checking-in and shelving, or putting in ILL bins)
4. Checking in items will be done throughout the day; process does not need to be completed during opening procedures as it is far more labor intensive
5. During Phase 1, only designated Staff Members will check in items
6. There is a Book Drop Safety Checklist attached to the Reopening Plan as an addendum

Daily Opening Procedures

1. Put out outdoor signage
2. Set up curbside pickup
3. Fill out Health Questionnaire

Daily Closure Procedures

1. Carts in Classroom are dated, and signs are updated for the following day
2. Any books left on tables (or other) throughout the library are put on the 72-hour cart.
3. Staff sanitize personal work area
4. Staff must sanitize areas to assist custodian
 - a. All staff work surfaces (including desk tops, chairs, computers, mouse, keyboards, cash register, etc.)
 - b. All public work areas (including copier, scan, fax machine, public printers, public computer desk surfaces, computers/mouse/keyboards, OPACs)
5. Staff checks that all caution tape and signage is in place
6. Before exiting, staff can remove gloves and put into specific discard bins; or wait until in parking lot to put in dumpster, or staff have the option to wear home (whatever is most comfortable)
7. Staff bring in any cones and outdoor signs
8. Custodial staff
 - a. Sanitize all stair railings, and high touch places (ie: tabletops, doorknobs, faucets, wood on chairs, hassocks in children's room, elevator buttons, etc.)
 - b. Follow additional procedures put in place before closure (as pertains to COVID-19)

STAFF SAFETY

1. All employees are required to self-screen for the COVID-19 symptoms upon reporting to work. Screening questionnaires are located at the PPE Station in the Staff Room. (Questionnaire is attached to the Reopening Plan as an addendum).
2. If you feel sick; you are required to contact the Director before coming into the building and will be asked not to come to work and to visit your primary care doctor.
2. Staff are required to wear masks or face coverings at all times.
3. Disposable masks should be disposed of properly and not reused. There will be a designated Discard Bin located in the staff room.
4. Cloth masks and face coverings should be carefully removed and bagged until they can be washed. Washing of reusable masks is the responsibility of individuals.
6. Gloves are required for staff members handling incoming and outgoing materials (including collecting items from the Holds Lists). At completion, gloves should be properly removed and

placed for disposal based on the CDC guidelines. A poster is located in the staff room at the PPE Station.

8. All cleaning paper cloths, disinfecting wipes, used gloves, disposable masks, or any sanitizing or disinfecting items should be placed in an open trash can with plastic trash bag liner.

9. Staff should wash hands with soap and water for at least 20 seconds after the aforementioned tasks, and frequently throughout the day.

11. Staff must practice social distancing of six feet. Staff schedules have been staggered to allow for social distancing to be adequately practiced.

12. Staff should wipe down all work surfaces and equipment they use at the end of their shift or the end of the workday.

12. Excluding cloth masks which should be taken home and washed before reuse, all PPE and cleaning supplies purchased by the Library for staff use are not to be removed from the building. Removal from the building for non-work-related use will be considered insubordination. Supply levels will be monitored and reordered as needed.

Book Drop Safety Checklist

- ✓ Always wear a mask that covers your nose & mouth
- ✓ Roll up your sleeves
- ✓ Put on gloves
- ✓ Locate cleaning supplies
- ✓ Empty book drops (you may roll cart inside) one at a time
- ✓ Spray cart and let sit for one minute
- ✓ Transfer items to next available table
- ✓ Add 72-hour sign, and write date
- ✓ Put book drop cart back
- ✓ Remove and dispose of gloves per CDC guidelines (sign located at PPE station in Staff Room)
- ✓ Wash hands for a minimum of 20 seconds

Health Questionnaire – *Staff item*