Phased Reopening Plan Template for MHLS Member Libraries

MHLS has assemble this phased reopening template to help libraries restart critical services in a way that keeps staff and patrons safe based on current guidance from authorities, so that the community can access library resources and staff.

This document is meant to serve as a base that libraries can use to build their plan for reopening. Libraries provide many different services and cannot be fit into any one of New York State's phases of reopening. The levels of service that follow in this planning document divide common library services that may align with the planned phases of reopening for businesses and industries laid out by the New York Forward Reopening plan using guidance from the Centers for Disease Control and Prevention, the Occupational Safety and Health Administration, the Institute of Museum and Library Services, and the New York State Department of Health. Much is not known about COVID-19, and libraries should continue to monitor information from these sources and local health authorities, and adjust their plans to offer services safely according to developing information and guidance. Library plans should not violate any state or federal laws.

This template is offered for planning purposes only. MHLS is not a public health authority and defers to guidance from county, state and federal public health agencies which may be updated on an on-going basis, including since this template was last updated. Libraries are responsible to ensure their plans are in compliance with directives and guidance from public health officials. MHLS advises that all libraries have their reopening plan reviewed by their insurance company.

MID-HUDSON LIBRARY SYSTEM

Service Level A: Library Services Under Stay at Home Orders with 100% Workforce Reduction for Nonessential Businesses

Stay-at-home orders can mitigate the risk of spreading COVID-19 by limiting person-to-person contact through respiratory droplets, which is the main way the virus is spread [1]. Under stay-at-home orders the library building will be closed to library patrons with the library supporting the community primarily through services online, by phone, and any other way patrons can interact with staff and access library resources without meeting in-person or entering the library building. Traveling to the library to obtain materials is to check out materials would violate stay-at-home orders and pose a risk to staff and public health.

Services Offered

1. **Online resources**
2. **Telephone support for reference and online resources**
3. **Online programming and events**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social Distancing
3. Regular Handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy

Physical and Facility Controls

1. None

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.

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 will receive training on PPE [2], employee and public safety [12], 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 the patron's health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. [24]
7. Library staff will practice social distancing while interacting with other library staff whenever possible.
8. With access to the building and regular tasks reduced, library staff will be provided with increased training to support their work for the library during the pandemic and after.

Entrance to the Library Building
1. Entrance to the building will be restricted to staff performing the operations outlined at this service level, staff obtaining supplies needed to work at home and essential visitors.

Facilities
1. Signage including the status of the library's hours and whether or not the library is accepting returns at this time will be displayed for patrons that may visit the building and find it closed.
2. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
3. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
4. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
5. Restrooms will not be open to the public.
6. Study areas will not be open to the public.
7. The building and facility should be checked at regular intervals to ensure there is no failure of major systems or equipment including HVAC, plumbing, electrical, and roofing systems.

Cleaning
1. The library will be cleaned according to regular schedule or as necessary while the building is closed.

Circulation
Patrons Borrowing Materials
● Patrons will not be able to borrow physical materials from the library.

Patrons Returning Materials
1. The library will take returns through the book drop. If the library cannot take returns, the book drop will be locked, and a sign will be posted on the book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and wash hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] **Please note: MHLS delivery bins cannot be used to quarantine materials.**

MID-HUDSON LIBRARY SYSTEM

6. When checking in materials using Sierra at this level of service, Sierra Notices should not be sent. [5]

Patron Holds
1. MHLS will disable patrons from placing holds on physical library materials through the catalog.
2. The library will not place holds for patrons until MHLS reopens the holds system.
3. Patrons will not be able to pick up holds on physical materials at this service level.

MHLS Delivery
1. MHLS delivery may not operate at regular intervals due to restrictions at this service level.
2. MHLS may run delivery operations in special cases at this service level, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials and these boxes will be clearly labeled as outgoing materials.
5. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outdoor signage, social media, phone calls, mail, or email to communicate with patrons about library services and provide support in tones appropriate to the current climate. [6]
3. When possible, library phone numbers will be routed to library staff to answer patron questions regarding library services, resources, and general reference queries. If calls cannot be routed, voicemail will be set up and regularly checked for messages and followed up on.
4. U.S. postal mail will be forwarded to an appropriate address when possible. Delivery companies like FedEx or UPS will be notified of the building closure and arrangements will be made to hold or safely receive deliveries.

Library Programming and Events
1. In-person library programming and events will be suspended at this service level according to New York State Executive Orders. [7]
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. Library business and governance will be conducted through teleconferencing as much as Open Meetings Law and relevant NYS Executive Orders allow. [8]
2. Accommodations to Open Meetings Law such as transcripts and recordings of meetings required to conduct meetings via teleconference will be observed using software such as GoToMeeting. These will be provided by request or as otherwise directed by the Committee on Open Government and relevant NYS Executive Orders.

Outreach and Engagement
1. Library staff will work and meet and connect remotely with community partners to collaborate on providing support for the community.
2. Library staff will not attend in-person community meetings or meetings of other organizations.

Materials Purchasing and Processing
1. Materials purchasing will shift to support an electronic collection where possible.
2. Physical materials will not be processed in this phase.

MID-HUDSON LIBRARY SYSTEM

3. New materials received from booksellers will be quarantined until the library begins processing physical materials.

Home Delivery

1. The library will not provide home delivery services at this service level.

Bookmobiles and Mobile Library Services

1. The library will use bookmobiles and mobile service points to provide mobile internet to geographic areas that are in need.
2. Materials will not be distributed from these mobile service points at this service level.

Study Areas

1. Study areas will not be open to the public at this service level.

Public Computer Use

1. Public computers will not be accessible by the public at this service level.

Internet Access

1. WiFi in the library building will be left on for people to use from the library grounds or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Service Level B: Curbside Service

At this level of reopening there is still a high risk of transmitting COVID-19 through person-to-person contact, but falling hospitalization and death rates related to COVID-19 and other regional precautions put in place indicate to state and local health officials that "more essential" retail business operations and professional services with lower risk of infection can begin to reopen with precautions in place to reduce person-to-person contact and transmission of the virus including curbside pickup. [9]

At this level of service, the library will coordinate the services offered with neighboring libraries to avoid creating a dangerous situation where too many people are drawn to the library. The library will offer services to all MHLS member library patrons as outlined in the MHLS Free Direct Access Plan. Services offered will limit public and staff access to the building and interactions where possible. Some staff may be back in the building working while others may still be telecommuting to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines.

Transmission of COVID-19 to persons from surfaces contaminated with the virus has not been documented, and the most common vehicle for transmitting the disease is through person-to-person contact. [1] The World Health Organization [3] and the Northeast Document Conservation Center [4] report that COVID-19 may live on paper and cardboard for up to 24 hours and on plastic and other surfaces for up to 72 hours, and it may be possible for a person to get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. Physical library materials will be handled and processed with these risks and timelines in mind. At this level of service, all staff that are capable and whose work can be completed from home will telecommute according to the library's telecommuting policy. The library will provide staff working at the library facility with necessary PPE.

Services Offered
1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. **Curbside pickup**
5. **Home delivery**

Considerations for Safe Operations and Services at this Service Level
Availability of PPE and Cleaning and Disinfection Supplies
5. Reusable cloth facemasks (required) [10]
6. Disposable gloves (required) [4]
7. Disinfectant cleaners (required) [11]
8. Hand sanitizer (required)

Administrative Controls
1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. **Employee Screening (required) [13, 14]**
7. **Appointing COVID-19 workplace coordinator**
8. **Limiting patron and staff access to building**
9. **Minimizing face-to-face interactions**

Policy [19]
1. Pandemic Policy

MID-HUDSON LIBRARY SYSTEM

2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
8. Computer Use Policy

Physical and Facility Controls
1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.

Library Operations at this Level of Service

Library Staff
1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
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 will receive training on PPE [2], employee and public safety [12], 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 the patron's health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. [24]
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. **In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.**
9. **Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.**
10. **Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.**
11. **Staff will disinfect shared equipment and workstation at the end of their shift.**
12. **Buffet-style and shared meals are not permitted at the library.**
13. **The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library's telecommuting policy and tasks that reduce contact with patrons and other staff. [14]**
14. **The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]**

Entrance to the Library Building
2. Entrance to the building will be restricted to staff performing the operations outlined at this service level, staff obtaining supplies needed to work at home and essential visitors.
3. **The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.**

MID-HUDSON LIBRARY SYSTEM

Facilities

1. **The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.**

2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.

3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]

4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]

5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]

6. Restrooms will not be open to the public.

7. Study areas will not be open to the public.

8. **The library will ensure the ventilation systems are working and increase outside air ventilation where possible before staff return to the building.**

9. **Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.**

10. **Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.**

Cleaning

1. **The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]**

2. **The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]**

3. **When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. [17]**

4. **Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]**

5. **Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily. [21]**

6. **High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.**

7. **Staff areas will be cleaned and disinfected daily. [21]**

8. **Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]**

Circulation

Patrons Borrowing Materials

Curbside Pickup [18]

1. **Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.**

MID-HUDSON LIBRARY SYSTEM

2. **The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.**
3. **The library will post signage to reserve parking spaces near the front door for curbside pickup.**
4. **Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction and patrons lining up.**
5. **The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.**
   a. **Please add a detailed description of your curbside service here.**
6. **The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]**
7. **The library will provide staff with training on curbside pickup procedure.**
8. **Staff will sanitize hands before and after transferring materials.**
9. **Staff interacting with patrons will practice regular handwashing.**
10. **Patrons will not be allowed in the building.**
11. **Staff will disinfect surfaces patrons contacted after each library materials transaction.**

Patrons Returning Materials – Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.
5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] **Please note: MHLS delivery bins cannot be used to quarantine materials.**
6. **When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]**
7. **Library staff will not receive returns from patrons directly.**

Patron Holds

1. **Patrons will be able to pick up holds and requests on physical materials as described above at this service level. Availability of physical materials for patrons may be limited to the library's local holdings depending on the status of the MHLS delivery system.**
2. **If MHLS has restarted the holds system, patrons will be able to place holds on physical library materials through the catalog at this service level.**
3. **If the holds system has not been restarted, library staff will place holds for patrons received over the phone or by email.**

MHLS Delivery

1. MHLS delivery may not operate at regular intervals due to restrictions and limited member library openings at this service level.
2. MHLS may run delivery operations in special cases at this service level, and the library will look to MHLS for guidance on how to best prepare for materials delivery and pickup.
3. Outgoing materials will be forward-sorted as they would normally.
4. Sturdy boxes will be used if the library does not have enough MHLS delivery bins for outgoing materials and these boxes will be clearly labeled as outgoing materials.

5. Incoming materials received through delivery will be considered to possibly have COVID-19 present for up to 72 hours and handled as return materials described above.
6. **If MHLS delivery is running, staff will page for title and item level holds in the local collection to be put into outgoing delivery.**

Communications

1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. **Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.**
4. **Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.**
5. **U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.**

Library Programming and Events

1. In-person library programming and events are suspended at this service level.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations

1. **In-person library Board of Trustees meetings and business will resume if state and local restrictions on social gathering and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.**
2. **Seating at meetings will be arranged to accommodate social distancing.**

Outreach and Engagement

1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. **Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.**
3. **Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.**

Materials Purchasing and Processing

1. **Physical materials will be selected and purchased during this phase.**
2. **Materials will be processed in this phase.**
3. **New books received will be sequestered for 24 hours before unpacking and processing.**
4. **New DVD's received will be sequestered for 72 hours before unpacking and processing.**
5. **Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member works to process materials.**

Home Delivery

1. **The library will provide home delivery services according to its home delivery policy in this phase.**
2. **Staff handling home delivery materials will use PPE including gloves and mask.**
3. **Materials will be left on the doorstep for the home delivery patron to pick up.**
4. **Staff will not hand materials to home delivery patrons.**

Bookmobiles and Mobile Library

1. The library will use bookmobiles and mobile service points to provide mobile internet to geographic areas that are in need.
2. Materials will not be distributed from these mobile service points at this service level.

Study Areas

1. Study areas will not be open to the public at this service level.

Public Computer Use

1. Public computers will not be accessible by the public at this service level.

Internet Access

1. WiFi in the library building will be left on for people to use from the library grounds or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation

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 CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [25], and that they will implement them.

Business Affirmation Form

https://forms.ny.gov/s3/ny-forward-affirmation

Service Level C: Limited Access to Library Building

At this service level, hospitalization rates and death rates continue to fall in the region, and the controls and safety nets local leaders have put into place are controlling outbreaks. Businesses deemed to be "less essential" and carry a higher risk of COVID-19 transmission by state and local authorities will begin to reopen including retail and professional services. Critical services like public computer access will be restored in a limited capacity. Some staff may be back in the building working while others may still be telecommuting to limit unnecessary staff exposure and observe restrictions still in place from state and local guidelines.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. **Checkout at the circulation desk**
7. **Access to browse the collection**
8. **Public computer access**
9. **In-person support for reference and other services**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

9. Reusable cloth facemasks (required) [10]
10. Disposable gloves (required) [4]
11. **Disinfectant cleaners (required) [11]**
12. Hand sanitizer (required)

Administrative Controls

10. Telecommuting
11. Social distancing (required) [13]
12. Regular handwashing
13. Staff training on employee and public safety related to COVID-19 (required) [12]
14. Staff training on PPE use (required) [2]
15. Employee Screening (required) [13, 14]
16. Appointing COVID-19 workplace coordinator
17. Limiting patron and staff access to building
18. Minimizing face-to-face interactions

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
8. Computer Use Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
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 will receive training on PPE [2], employee and public safety [12], 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 the patron's health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. [24]
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library's telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

Entrance to the Library Building

1. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.
2. **At this service level the library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.**

Facilities

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.

MID-HUDSON LIBRARY SYSTEM

Updated May 15, 2020

3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. **Restrooms will be open to the public.**
7. Study areas will not be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. **Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.**
12. **Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.**
13. **Hand sanitizer will be available for patrons in the stacks for before and after handling materials.**
14. **Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.**
15. **Markers and signage will put in place to encourage social distancing while waiting for library services.**
16. **Markers and signage will put in place to encourage one-way foot traffic in the building.**

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. [17]
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
5. Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily. [21]
6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
7. Staff areas will be cleaned and disinfected daily. [21]
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
9. **Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily more frequently as outlined below. [21]**
10. **High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]**

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

12. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
13. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
14. The library will post signage to reserve parking spaces near the front door for curbside pickup.
15. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction and patrons lining up.
16. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
    a. Please add a detailed description of your curbside service here.
17. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]
18. The library will provide staff with training on curbside pickup procedure.
19. Staff will sanitize hands before and after transferring materials.
20. Staff interacting with patrons will practice regular handwashing.
21. Patrons will not be allowed in the building.
22. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Browsing and Circulation Desk Checkout

1. **Patrons will be allowed to enter the building to pick up and request physical materials.**
2. **Patrons will be allowed to browse the collection to select materials.**
3. **Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.**
4. **Hand sanitizer will be available to patrons to use before and after browsing the collection.**
5. **Patrons will be encouraged not to reshelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.**
6. **The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out**
7. **The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]**
8. **The library will provide staff with training on checkout procedure.**
9. **Staff interacting with patrons will practice regular handwashing.**
10. **Staff will disinfect surfaces patrons contacted after each library materials transaction.**

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.

5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] **Please note: MHLS delivery bins cannot be used to quarantine materials.**
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. **Patrons will be able to place holds on physical library materials through the catalog in this phase.**
3. **Library staff will place holds for patrons received over the phone or by email.**
4. **Library staff will clear the holds shelf.**
5. **Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.**

MHLS Delivery
1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. **Staff will page for title and item level holds in the local collection to be put into outgoing delivery.**
3. **Library staff will wear a mask and gloves when handling library materials.**

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
6. **The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.**

Library Programming and Events
1. In-person library programming and events are suspended in this phase.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.

3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New books received will be sequestered for 24 hours before processing.
4. New DVD's received will be sequestered for 72 hours before processing.
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy in this phase.
2. Staff handling home delivery materials will use PPE including gloves and mask.
3. Materials will be left on the doorstep for the home delivery patron to pick up.
4. Staff will not hand materials to home delivery patrons.

Bookmobiles and Mobile Library

1. The library will use bookmobiles and mobile service points to provide mobile internet to geographic areas that are in need.
2. **Materials will be distributed from these mobile service points in this phase using physical barriers or social distancing and PPE.**

Study Areas

2. Study areas will not be open to the public at this service level.

Public Computer Use

1. **Limited access to public computers will be available in this phase if social distancing can be maintained.**
2. **Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.**
3. **Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.**
4. **Library**
5. **Staff unable to use social distancing while assist patrons with public computers will use PPE including mask and gloves.**
6. **Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.**
7. **Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]**
8. **Hand sanitizer will be available for patrons to use before and after using public computers.**

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation

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 CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [25], and that they will implement them.

Business Affirmation Form

https://forms.ny.gov/s3/ny-forward-affirmation

Service Level D: Reopening with Social Distancing

At this service level, restaurants and hotels have started to open, and libraries can consider allowing patrons to sit in the library and use the work study spaces while social distancing is maintained.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. **Public access to study areas**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
8. Computer Use Policy

Physical and Facility Controls

1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.

MID-HUDSON LIBRARY SYSTEM

Library Operations at this Level of Service

Library Staff

1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
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 will receive training on PPE [2], employee and public safety [12], 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 the patron's health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. [24]
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library's telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

Entrance to the Library Building

1. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.
2. At this service level the library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building. must affirm that they have reviewed and understand the state-issued industry guidelines, and that they will implement them.

Facilities

1. The library will maintain a continuous log with contact information for every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who cannot be mandated to sign the log but are welcome to do so if they would like to be notified should an outbreak be identified at the library.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.
3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]

4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. **Study areas will be open to the public.**
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
12. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
13. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
14. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
15. Markers and signage will put in place to encourage social distancing while waiting for library services.
16. Markers and signage will put in place to encourage one-way foot traffic in the building.
17. **Furniture will be moved or removed to encourage social distancing in study areas.**

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. [17]
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
5. Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily. [21]
6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
7. Staff areas will be cleaned and disinfected daily. [21]
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
9. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily more frequently as outlined below. [21]
10. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]
11. **Study areas will be cleaned frequently along with high contact areas.**

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
3. The library will post signage to reserve parking spaces near the front door for curbside pickup.
4. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction and patrons lining up.
5. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
   a. Please add a detailed description of your curbside service here.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing.
10. Patrons will not be allowed in the building.
11. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to reshelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.
6. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out
7. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]
8. The library will provide staff with training on checkout procedure.
9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.

MID-HUDSON LIBRARY SYSTEM

5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] **Please note: MHLS delivery bins cannot be used to quarantine materials.**
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. Patrons will be able to place holds on physical library materials through the catalog in this phase.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Library staff will wear a mask and gloves when handling library materials.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
6. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. In-person library programming and events are suspended in this phase.
2. The library will provide library programming through online channels and other communication channels that do not require meeting in-person.

Governance and Board Operations
1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement
1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.

3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New books received will be sequestered for 24 hours before processing.
4. New DVD's received will be sequestered for 72 hours before processing.
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy in this phase.
2. Staff handling home delivery materials will use PPE including gloves and mask.
3. Materials will be left on the doorstep for the home delivery patron to pick up.
4. Staff will not hand materials to home delivery patrons.

Bookmobiles and Mobile Library

1. The library will use bookmobiles and mobile service points to provide mobile internet to geographic areas that are in need.
2. Materials will be distributed from these mobile service points in this phase using physical barriers or social distancing and PPE.

Study Areas

1. **Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study areas. Returned browsing materials will be treated as returned materials outlined in this phase.**
2. **Browsing materials will be handled as returned materials outlined above.**
3. **Study areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing. Study areas will be disinfected twice daily.**

Public Computer Use

1. Limited access to public computers will be available in this phase if social distancing can be maintained.
2. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
3. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
4. Library
5. Staff unable to use social distancing while assist patrons with public computers will use PPE including mask and gloves.
6. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
7. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
8. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access

1. WiFi in the library building will be left on for people to use in the library facility in study areas, from the library grounds, or parking lot.

MID-HUDSON LIBRARY SYSTEM

2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help

1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation

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 CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [25], and that they will implement them.

Business Affirmation Form

https://forms.ny.gov/s3/ny-forward-affirmation

Service Level E: Reopening with Social Distancing

In this phase, state and local officials believe person-to-person transmission has dropped enough and adequate regional support systems and resources are in place to support businesses and organizations providing programing and services related to arts, education, recreation. Library services and facilities will continue to be available with protections in place, but library programming can restart if social distancing can be maintained. Most library staff will be working in the building.

Services Offered

1. Online resources
2. Telephone support for reference and online resources
3. Online programming and events
4. Curbside pickup
5. Home delivery
6. Checkout at the circulation desk
7. Access to browse the collection
8. Public computer access
9. In-person support for reference and other services
10. **Public access to study areas**

Considerations for Safe Operations and Services at this Service Level

Availability of PPE and Cleaning and Disinfection Supplies

1. Reusable cloth facemasks (required) [10]
2. Disposable gloves (required) [4]
3. Disinfectant cleaners (required) [11]
4. Hand sanitizer (required)

Administrative Controls

1. Telecommuting
2. Social distancing (required) [13]
3. Regular handwashing
4. Staff training on employee and public safety related to COVID-19 (required) [12]
5. Staff training on PPE use (required) [2]
6. Employee Screening (required) [13, 14]
7. Appointing COVID-19 workplace coordinator
8. Limiting patron and staff access to building
9. Minimizing face-to-face interactions

Policy [19]

1. Pandemic Policy
2. Telecommuting Policy
3. Proactive Infection Plan [see Appendix]
4. Emergency Sick Leave Policy
5. Meeting Room Use Policy
6. Employee Dress Code
7. Patron Conduct Policy
8. Computer Use Policy

MID-HUDSON LIBRARY SYSTEM

Physical and Facility Controls
1. Physical barriers like clear plastic sneeze guards
2. Floor markings and signage [15] to help with social distancing in staff areas and areas of patron interaction.

Library Operations at this Level of Service

Library Staff
1. Library staff will work with their supervisor to complete their work and provide library services according to the library's telecommuting policy at this service level to reduce building occupancy.
2. The library will issue two reusable cloth face masks for staff to wear while working on behalf of the library. The library will advise staff to wash their masks routinely at least after each use and that if lost or worn out the library will take responsibility for replacing them. [24]
3. The library will provide disposable waterproof gloves for staff to wear while working at the library and maintain and adequate stock of gloves necessary for library staff.
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 will receive training on PPE [2], employee and public safety [12], 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 the patron's health. [24]
6. Shift start times for library staff will be staggered to allow social distancing. [24]
7. Library staff will practice social distancing while interacting with other library staff and library patrons whenever possible.
8. In-person gatherings of staff will be limited as much as possible in favor of video and teleconferencing.
9. Library staff will observe markings or physical barriers put in place to define social distancing boundaries in areas where multiple staff members share space.
10. Staff should avoid sharing equipment such as computers and phones when possible. Staff should disinfect shared equipment before and after use followed by hand hygiene.
11. Staff will disinfect shared equipment and workstation at the end of their shift.
12. Buffet-style and shared meals are not permitted at the library.
13. The library will work to provide accommodations for vulnerable employees at a higher risk for severe illness from COVID-19 [16] including telecommuting arrangements according to the library's telecommuting policy and tasks that reduce contact with patrons and other staff. [14]
14. The library will follow the approved proactive infection plan for screening library staff and in the event that a staff member becomes symptomatic or tests positive for COVID-19. [see Appendix]

Entrance to the Library Building
1. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.
2. At this service level the library will offer special hours limited to vulnerable populations so that they can access the library when few patrons will be in the building.

Facilities
1. The library will maintain a continuous log of every person, including workers and visitors, who may have close contact with other individuals at the work site or area; excluding deliveries that are performed with appropriate PPE or through contactless means; excluding patrons, who may be encouraged to provide contact information to be logged but are not mandated to do so.
2. Signage including the status of the library's hours and services will be displayed for patrons that may visit the building and find it closed.

3. The library will provide hygiene stations for handwashing that include soap, running warm water, and disposable paper towels. [24]
4. The library will provide an alcohol-based hand sanitizer containing at least 60% alcohol for areas where handwashing facilities may not be available or practical. [24]
5. Tightly confined spaces (small stock rooms, narrow aisles, elevators) will be limited to one staff member unless all employees in such spaces are wearing masks. Occupancy in these spaces will not exceed 50% of the maximum capacity of the space unless it is designed for use by a single occupant. Ventilation will be increased in these spaces when occupied by more than one staff member. [24]
6. Restrooms will be open to the public.
7. Study areas will be open to the public.
8. The library will ensure the ventilation systems are working and increase outside air ventilation where possible.
9. Signage will be posted in staff areas to encourage good handwashing and social distancing and PPE best practice.
10. Markings or physical barriers will be put in place to define social distancing boundaries in areas where more than one staff member work.
11. Public computer areas will be arranged to enforce social distancing including removing chairs from tables and removing computers.
12. Signage will be posted in public areas to encourage good handwashing and social distancing and PPE best practice.
13. Hand sanitizer will be available for patrons in the stacks for before and after handling materials.
14. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
15. Book carts will be posted in the stacks with signage encouraging patrons not to reshelve books.
16. Markers and signage will put in place to encourage social distancing while waiting for library services.
17. Markers and signage will put in place to encourage one-way foot traffic in the building.
18. Furniture will be moved or removed to encourage social distancing in study areas.
19. Library programming and event setup will encourage social distancing.

Cleaning

1. The library will maintain routine cleaning and disinfection of the library facility as outlined in the Environmental Protection Agency (EPA) & Centers for Disease Control & Prevention (CDC)'s "*Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes.*" [17]
2. The library will use disinfectants from *List N: Disinfectants for Use Against SARS-CoV-2*. [22]
3. When reopening the library building, if the library has been unoccupied for 7 days or more it will be cleaned according to a normal routine cleaning schedule before reopening. This is because the virus that causes COVID-19 has not been shown to survive on surfaces longer than this time. [17]
4. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily. [21]
5. Restrooms will be available for use by staff. Restrooms will be cleaned and disinfected daily. [21]
6. High contact areas accessed by patrons for curbside pickup will be cleaned and disinfected after each transaction when possible.
7. Staff areas will be cleaned and disinfected daily. [21]
8. Employees performing routine cleaning and disinfecting will document the date, time, and scope of cleaning performed using the cleaning log. [21]
9. Frequently touched surfaces like tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets and sinks, touch screens will be cleaned and disinfected daily more frequently as outlined below. [21]
10. High contact areas accessed by patrons including computers, monitor bezels, keyboards, mice, printers, and service desks will be cleaned and disinfected after interactions with patrons. [21]
11. Study areas will be cleaned frequently along with high contact areas**.**

MID-HUDSON LIBRARY SYSTEM

12. Surfaces contacted by patrons at library programs will be cleaned and disinfected after the program.

Circulation

Patrons Borrowing Materials –

Curbside Pickup [18]

1. Patrons will be able to borrow physical items from the library through curbside pickup or other means that limit staff and patron interaction and allow for social distancing.
2. The library will use outside signage or a sidewalk sign to display the services available, instructions for pickup, and hours of operation.
3. The library will post signage to reserve parking spaces near the front door for curbside pickup.
4. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in curbside pickup interaction and patrons lining up.
5. The library will use tables, lockers, car trunks or other means that avoid direct hand-off to patrons for curbside pickup.
   a. Please add a detailed description of your curbside service here.
6. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]
7. The library will provide staff with training on curbside pickup procedure.
8. Staff will sanitize hands before and after transferring materials.
9. Staff interacting with patrons will practice regular handwashing.
10. Patrons will not be allowed in the building.
11. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Browsing and Circulation Desk Checkout

1. Patrons will be allowed to enter the building to pick up and request physical materials.
2. Patrons will be allowed to browse the collection to select materials.
3. Markings or physical barriers will be put in place to define social distancing boundaries for patrons and staff in the library aisles.
4. Hand sanitizer will be available to patrons to use before and after browsing the collection.
5. Patrons will be encouraged not to reshelve materials, and place materials they have handled on carts. These materials will be treated as returned materials described below.
6. The library will provide physical barriers like sneeze guards and protective panels to limit staff and patron exposure during check out
7. The library will provide staff interacting with patrons with PPE including mask and gloves as well as training on proper use of the PPE [2] employee and public safety related to COVID-19, and local . [12]
8. The library will provide staff with training on checkout procedure.
9. Staff interacting with patrons will practice regular handwashing.
10. Staff will disinfect surfaces patrons contacted after each library materials transaction.

Patrons Returning Materials

Book Drop Only

1. The library will accept returned materials from patrons through the library book drop.
2. Returned materials will be considered to possibly have COVID-19 present for up to 72 hours. [3]
3. Staff handling returned materials from book drops will use PPE including mask and gloves and practice regular hand washing including washing hands after handling materials. [4]
4. Markings or physical barriers will be put in place to define social distancing boundaries in areas where multiple staff process returns.

MID-HUDSON LIBRARY SYSTEM

5. If possible, materials will be quarantined on book carts or in bags or other containers for 72 hours before handling checking in or shelving in the collection or on the holds shelf. [4] **Please note: MHLS delivery bins cannot be used to quarantine materials.**
6. When checking in materials using Sierra at this level of service, Sierra Notices may be sent based on guidance from MHLS. [5]
7. Library staff will not receive returns from patrons directly.

Patron Holds
1. Patrons will be able to pick up holds on physical materials as described above at this service level.
2. Patrons will be able to place holds on physical library materials through the catalog in this phase.
3. Library staff will place holds for patrons received over the phone or by email.
4. Library staff will clear the holds shelf.
5. Library staff will place holds on materials requested by patrons in-person using physical barriers, social distancing, or PPE best practice.

MHLS Delivery
1. Deliveries received will be considered to possibly have COVID-19 present for up to 72 hours.
2. Staff will page for title and item level holds in the local collection to be put into outgoing delivery.
3. Library staff will wear a mask and gloves when handling library materials.

Communications
1. The library will communicate with library staff using designated library email accounts as well as by phone or text as necessary.
2. The library will use outside signage, social media, phone calls, mail, or email to communicate with patrons about available library services and provide support. [6]
3. Patron questions by telephone regarding library services, resources, and general reference queries will be answered by staff at the library.
4. Relevant library phone numbers will be routed to library staff to answer patron questions regarding specific library services.
5. U.S. postal mail and deliveries from companies like FedEx or UPS will be received at the library building.
6. The library will provide in-person reference and general assistance using physical barriers, social distancing, and PPE.

Library Programming and Events
1. **In-person library programming and events that can be accomplished while providing adequate social distancing will resume.**
2. **Library programs will require registration with registration limited to the number of people that can safely occupy the programming space while maintaining social distancing. Patrons that are not registered for a library program will be admitted if space allows.**
3. **Pre-event reminders, markings, physical barriers, and furniture arrangement will be used to enforce social distancing at library programs.**
4. **Patrons and families at library programs that cannot observe social distancing guidelines will be asked to leave the library.**
5. **Tables and surfaces that are touched by patrons as part of the program as well as other high touch areas in the programming space will be disinfected after the program or event.**
6. **Library programs will not provide shared food but use individual portions.**

Governance and Board Operations

1. In-person library Board of Trustees meetings and business will resume if guidelines and space availability permit the group as well as possible public visitors to observe social distancing during the meetings.
2. Seating at meetings will be arranged to enforce for social distancing.

Outreach and Engagement

1. Library staff will work and meet remotely with community partners to collaborate on providing support for the community.
2. Library staff may attend in-person community meetings or meetings of other organizations if the meeting space allows social distancing guidelines to be followed at the meeting.
3. Library staff will follow the same procedure for masks and social distancing when attending meetings in the community.

Materials Purchasing and Processing

1. Physical materials will be selected and purchased during this phase.
2. Materials will be processed in this phase.
3. New books received will be sequestered for 24 hours before processing.
4. New DVD's received will be sequestered for 72 hours before processing.
5. Markings or physical barriers will be put in place to define social distancing boundaries in areas used to process materials.

Home Delivery

1. The library will provide home delivery services according to its home delivery policy in this phase.
2. Staff handling home delivery materials will use PPE including gloves and mask.
3. Materials will be left on the doorstep for the home delivery patron to pick up.
4. Staff will not hand materials to home delivery patrons.

Bookmobiles and Mobile Library

1. The library will use bookmobiles and mobile service points to provide mobile internet to geographic areas that are in need.
2. Materials will be distributed from these mobile service points in this phase using physical barriers or social distancing and PPE.

Study Areas

1. Magazines, newspapers, and other browsing materials will be available for checkout, but will not be put out in study areas. Returned browsing materials will be treated as returned materials outlined in this phase.
2. Browsing materials will be handled as returned materials outlined above.
3. Study areas will be arranged to enforce social distancing including removing chairs from tables and removing furniture that discourages social distancing. Study areas will be disinfected twice daily.

Public Computer Use

9. Limited access to public computers will be available in this phase if social distancing can be maintained.
1. Library computers will be removed or unplugged and covered and chairs removed to accommodate safe social distancing for public computer users.
2. Markings or physical barriers will be put in place to define social distancing boundaries for staff to assist library users with computer questions when possible.
3. Library

4. Staff unable to use social distancing while assist patrons with public computers will use PPE including mask and gloves.
5. Patron use of computers will be limited to one hour to reduce building occupancy and increase availability of computers.
6. Staff will disinfect computer equipment patrons contacted after each use including mouse, keyboard, CPU housing, monitor bezel, and printer. [20]
7. Hand sanitizer will be available for patrons to use before and after using public computers.

Internet Access
1. WiFi in the library building will be left on for people to use in the library facility in study areas, from the library grounds, or parking lot.
2. If this service is found to create an unsafe situation and library patrons are unable to practice social distancing while using library WiFi while the building is closed, the library will not provide this service.
3. The library will explore providing WiFi access through community service points outside the library building.

Technology Help
1. The library will provide tech support and other tech help to patrons over the phone and through video conferencing platforms.

Business Affirmation
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 CURBSIDE AND IN-STORE PICKUP RETAIL BUSINESS ACTIVITIES DURING THE COVID-19 PUBLIC HEALTH EMERGENCY* [25], and that they will implement them.

Business Affirmation Form

https://forms.ny.gov/s3/ny-forward-affirmation

Appendix

Proactive Infection Plan

Screening

- The library will screen all employees and essential visitors as described below. The library will not screen patrons.
- The library will remotely, by phone or electronic form, screen employees scheduled to work in the library building before each shift about any COVID-19 symptoms identified by public health officials in accordance with the U.S. Equal Employment Opportunity Commission's (EEOC) *Pandemic Preparedness in the Workplace and the Americans with Disabilities Act* including confidentiality of medical information. The library will not retain any employee health data. [24]
- Screening will include the following question:
  - Are any of the following statements true?
    - I have experienced symptoms of COVID-19 including fever, cough, shortness of breath, or at least two of the following symptoms: fever, chills, repeated shaking with chills, muscle pain, headache, sore throat, or new loss of taste or smell in the past 14 days, OR
    - I have tested positive for COVID-19 in the past 14 days, OR
    - I have knowingly been in close or proximate contact in the past 14 days with someone who has tested positive for COVID-19 or who has or had symptoms of COVID-19.
  - Library staff or essential visitors should immediately notify the library director if the answers to these questions change later including during or outside work hours.
- The library director will review all responses collected by the screening process on a daily basis and maintain a record of this review.
- The library will maintain a log of all library staff and essential visitors in the facility including contact information. This information will be used to trace and notify staff and visitors in the event an employee is diagnosed with COVID-19.

Employees that Test Positive for COVID-19 or Report COVID-19 Symptoms

5. The library will observe directions from local health officials for best practice in staff and public health safety in the event that a staff member reports developing symptoms related to COVID-19 or testing positive for COVID-19.
6. Library staff that develop symptoms related to COVID-19 or test positive for COVID-19 will be directed to not come in to the library or to leave the library if they are already at work, and contact a medical professional or the local health department immediately. The library will provide the employee with healthcare and testing information.
7. The library director will immediately notify state and local health departments and cooperate with contact tracing efforts, including notification of potential contacts, such as workers or visitors who had close contact with the individual, while maintaining confidentiality required by state and federal law and regulations. [21]
8. Areas used by the symptomatic or sick person will be cleaned and disinfected according to the CDC cleaning and disinfection recommendations after the person has left the facility:
   1. Close off areas used by the person.
      - It is not necessary to close operations if the affected areas can be closed off.
   2. Open outside doors and windows to increase air circulation in the area.
   3. Wait 24 hours before you clean and disinfect. If 24 hours is not feasible, wait as long as possible.
   4. Clean and disinfect all areas used by the person who is sick or symptomatic, such as offices, bathrooms, common areas, and shared equipment.

5. Once the area has been appropriately disinfected, it can be opened for use.
   - Employees without close contact with the person who is sick can return to the work area immediately after disinfection.
- If an employee tests positive for COVID-19 or shows symptoms of COVID-19 and is not tested for COVID-19, they may only return to work after completing a 14 day self-quarantine. If an employee has had close contact with a person with COVID-19 and is symptomatic, they may only return to work after completing a 14 day self-quarantine. [24]
- If an employee has had close contact with a person with COVID-19 for a prolonged period of time and is not symptomatic, the employee should notify the library director and adhere to the following practices prior to and during their work shift, which will be documented by the library director:
   1. Regular monitoring: As long as the employee does not have a temperature or symptoms, they should self-monitor under the supervision of their employer's occupational health program.
   2. Wear a mask: The employee should wear a face mask at all times while in the workplace for 14 days after last exposure.
   3. Social distance: Employee should continue social distancing practices, including maintaining, at least, six feet distance from others.
   4. Disinfect and clean work spaces: Continue to clean and disinfect all areas such as offices, bathrooms, common areas, and shared electronic equipment routinely. [24]
9. Employees that are alerted that they came in close or proximate contact with a person with COVID-19 via tracing, tracking, or other mechanism are required to report this information to the library director. [24]

Patrons that Test Positive for COVID-19

10. The library will observe directions from local health officials for best practice in staff and public health safety in the event that a patron reports developing symptoms related to COVID-19 or testing positive for COVID-19 when they have recently visited the library.
11. If a library patron who has visited the library reports testing positive for COVID-19, the library will notify local health officials.
12. The library will work with local health officials to notify staff and patrons that may have been in contact with the infected patron, while maintaining the patron's right to the privacy of their health information, and the confidentiality of library records.

References

1. How COVID-19 Spreads, *Centers for Disease Control and Prevention*
   https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html
2. Using Personal Protective Equipment (PPE), *Centers for Disease Control and Prevention*
   https://www.cdc.gov/coronavirus/2019-ncov/hcp/using-ppe.html
3. Q&A on coronaviruses (COVID-19) - How does the virus last on surfaces, *World Health Organization*
   https://www.who.int/emergencies/diseases/novel-coronavirus-2019/question-and-answers-hub/q-a-detail/q-a-coronaviruses
4. 3.5 Disinfecting Books and Other Collections, *Northeast Document Conservation Center*
   https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books
5. Sierra & Encore during Covid 19, *Mid-Hudson Library System*
   https://kb.midhudson.org/sierra-encore-during-covid-19/?hilite=%27covid%27
6. Coronavirus & Public Libraries Resources: Communications Guide, *South Carolina State Library*
   http://guides.statelibrary.sc.gov/coronavirusresources/communications
7. Travel, Large Gatherings and Quarantines - Large Gatherings, *New York State Department of Health*
   https://coronavirus.health.ny.gov/travel-large-gatherings-and-quarantines#large-gatherings
8. Executive Order No. 202.18: Continuing Temporary Suspension and Modification of Laws Relating to the Disaster Emergency, *New York State*
   https://www.governor.ny.gov/news/no-20218-continuing-temporary-suspension-and-modification-laws-relating-disaster-emergency
9. Regional Guidelines for Re-Opening New York, *New York State*
   https://www.governor.ny.gov/new-york-forward/regional-guidelines-re-opening-new-york
10. Interim Guidance on Executive Order 202.16 Requiring Face Coverings for Public and Private Employees Interacting with the Public During the COVID-19 Outbreak, *New York State Department of Health*
    https://coronavirus.health.ny.gov/system/files/documents/2020/04/doh_covid19_eo20216employeefacecovering_041420.pdf
11. List N: Disinfectants for Use Against SARS-CoV-2, *United States Environmental Protection Agency*
    https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2
12. NIEHS COVID-19 Response Training, *National Institute of Environmental Health Sciences*
    https://niehstraining.vividlms.com/
13. What You Should Know About COVID-19 and the ADA, the Rehabilitation Act, and Other EEO Laws, *United States Equal Employment Opportunity Commission*
    https://www.eeoc.gov/wysk/what-you-should-know-about-covid-19-and-ada-rehabilitation-act-and-other-eeo-laws
14. Interim Guidance for Businesses and Employers Responding to Coronavirus Disease 2019 (COVID-19), May 2020, *Centers for Disease Control and Prevention*
    https://www.cdc.gov/coronavirus/2019-ncov/community/guidance-business-response.html
15. Best Practices for Ohio's Public Libraries under COVID-19 - Tools and Templates, *Ohio Library Council*
    http://olc.org/reopening-oh-libraries/
16. People Who Are at Higher Risk for Severe Illness, *Centers for Disease Control and Prevention*
    https://www.cdc.gov/coronavirus/2019-ncov/need-extra-precautions/people-at-higher-risk.html
17. Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes, *Centers for Disease Control and Prevention and the Environmental Protection Agency*
    https://midhudson.org/wp-content/uploads/2020/05/EPA-CDC.pdf
18. COVID-19 Guidance for Restaurants & Beverage Vendors Offering Takeout or Curbside Pickup, *Occupational Safety and Health Administration* https://www.osha.gov/Publications/OSHA4017.pdf
19. COVID-19 Resources page, *Mid-Hudson Library System* https://www.midhdson.org/covid19

20. Guidance for Keeping Your Dell Technologies Equipment Clean, *Dell Technologies*
https://www.dell.com/support/article/en-us/sln308919/guidance-for-keeping-your-dell-technologies-equipment-clean?lang=en

21. NY Forward Business Reopening Safety Plan Template, *New York State Department of Health*
https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS_BusinessReopeningSafetyPlanTemplate.pdf

22. List N: Disinfectants for Use Against SARS-CoV-2*, United States Environmental Projection Agency*
https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2

23. Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections (Webinar Recording, *Institute of Museum and Library Services*
https://www.gotostage.com/channel/eeb07eb464d84f9b84eba5d5b0642e9c/recording/747b2b4a617b48a69e3145e28073d595/watch

24. Curbside In-Store Retail Guidelines for Employers and Employees, *New York State Department of Health*
https://midhudson.org/wp-content/uploads/2020/05/CurbsideInStoreRetailMasterGuidance.pdf

25. Interim Guidance for Curbside And In-Store Pickup Retail Business Activities During the Covid-19 Public Health Emergency, *New York State Department of Health*
https://midhudson.org/wp-content/uploads/2020/05/CurbsideIn-StorePickupRetailShortGuidelines-1.pdf