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Castleton Public Library Phased Reopening Plan

Due to the novel coronavirus, CPL’s library operations have been drastically reduced. The initial closure of all buildings, and shifting to an entirely virtual service model, started March 16, 2020.

The following plan illustrates a pathway to gradually reopen in-person library services in accordance with information from federal, state, and local authorities, and taking into consideration the following factors:

- Health comes first.** We will prioritize the health and safety of our employees and our patrons.
- Limits of library space.** The library’s small space makes it a challenge for staff and patrons to maintain physical distance.
- Staffing capacity.** Some staff may need to take leave if they become ill or are quarantined after we reopen. Illness of one staff member may prompt the need for other staff members to be quarantined.
- Ability to adhere to safety and cleaning regimen.** Our staff must be able to accommodate new safety protocol and enhanced disinfection practices for a prolonged period. The library must be able to maintain adequate supplies for these efforts.
- Ability to change course quickly.** The library may need to alter our service model quickly in response to information and guidance provided by federal, state, and local authorities.

CPL’s reopening phases are described in this document. No dates or projected durations are currently attached to these phases, as the situation is constantly changing. The duration of each individual phase may be short or long, as we act in response to public health circumstances and governmental edicts. Additionally, CPL may need to move backward to a previous phase in response to local conditions. This plan is in compliance with UHLS Phased Re-Opening Recommendations (currently in draft form).

List of Phases

- Phase 1: Closed to the Public – Online/Virtual Services Only
- Phase 2: Staff Return to Building – Building Closed to the Public
- Phase 3: Limited Circulation Services – Building Closed to the Public
- Phase 4: Limited Opening to the Public for Transactional Services Only
- Phase 5: Open to the Public with Limited Seating
- Phase 6: Service Expands in Response to Changing Physical Distancing Guidelines
- Phase 7: “New Normal” with Continued Precautions

Phases at a Glance

	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6	Phase 7
Library building closed to public	X	X	X				
Ongoing staff training	X	X	X	X	X	X	X
Ongoing communication with the public/stakeholders	X	X	X	X	X	X	X
Encourage working from home for some staff where appropriate	X	X	X	X	X	X	
Library funds reallocated to increase eContent purchasing	X	X	X	X	X	X	X
Public spaces reorganized for physical distancing		X	X	X	X		

	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5	Phase 6	Phase 7
Establish & follow enhanced cleaning protocols	X	X	X	X	X	X	X
Scheduling/workspace assigned for physical distancing		X	X	X	X		
Masks required for staff		X	X	X	X		
Retain staff schedules for contact tracing purposes		X	X	X	X	X	X
Items returned only in book drops (quarantine for 72 hours before checking in items)		X	X	X	X	X	X
Waive overdue fines and copy/print/fax fees			X	X	X		
Open to the public for transactions by appointment and/or at reduced capacity				X	X		
No eating in staff workspaces		X	X	X	X	X	X
Staff break times scheduled to enable physical distancing		X	X	X	X		
No staff touching of patron library cards			X	X	X	X	X
No public seating				X			
No public computers				X			
No toys or high-touch items in public spaces				X	X	X	X
No public restroom				X	X		
No use of library phones by the public				X	X	X	X
No in-person library programs				X	X		
No in-person outreach programming		X	X	X	X		
Virtual programming is offered	X	X	X	X	X	X	
Social media engagement focuses on digital services	X	X	X	X	X	X	
No Community Room use or public meetings		X	X	X	X		
Library Board meetings are held virtually	X	X	X	X	X		
No loans of specific types of items (i.e. cake pans)			X	X	X	X	X
Reduced/altered hours of operation		X	X	X	X		
Alternative delivery offered (i.e. curbside pick-up)			X	X	X	X	X
Limited public seating (physically distanced)					X		
Limited public computer use (physically distanced stations)					X	X	X
Limited in-person library programming with preregistration and hard attendance caps						X	X
Limited use of Community Rooms by the public						X	X

Phase 1: Closed to the Public – Online/Virtual Services Only

- Professional staff (Director & Librarian I) work remotely for their scheduled hours.
- Paraprofessional staff (Library Assistant & Library Aides) remain at home. Paraprofessional staff may be paid for all or part of their scheduled hours for a specific time period with approval by the Board of Trustees.
- Some library programs, such as storytimes and book discussion groups, are offered virtually.
- Social media engagement focuses on virtual collections, resources, and programs.
- Some library funds are being reallocated to increase purchasing of eContent.
- Wifi remains available for use outside of the building **during this phase and all subsequent phases.**
- Library Board meetings are held virtually.
- Planning, preparation, and training begin for next phases.
- The Director outlines procedures for reopening and provides an overview of each phase.

Phase 2: Staff Return to Building – Building Closed to the Public

- The library will remain closed to the public.
- The library will operate on reduced hours of operation.
- Staff hours may be reduced, and work schedules will be altered. The Director and Librarian I may work partially from home.
- Documentation of staff schedules will be maintained **during this phase and subsequent phases**, in case required for future contact tracing.
- Staff will receive ongoing training **during this phase and all subsequent phases**. If training is virtual, staff will be paid for their time for these meetings when attending from home.
- Safety and cleaning protocols will be reviewed at the beginning of every shift **during this phase and all subsequent phases**.
- Eating will not be permitted at any workstation **during this phase and all subsequent phases**. Food consumed on-site must be consumed at a designated break table, at a scheduled time. Staff are responsible for disinfecting the table directly after eating.
- Physical distancing measures will be in place for all staff working in the building. Physical distancing measures for staff workstations and breaks **will remain in place through at least Phase 5**.
- Masks will be required for all staff while working in the building **through at least Phase 5**. Cloth masks (non-medical grade) will be provided by the Library. Alternately, staff may choose to wear their own face coverings.
- During this phase, staff will complete job-specific duties and tasks to prepare for the resumption of circulation services (Phase 3) and the reopening of the library to the public (Phase 4).
- The Community Room will be used as a workspace and staging area for returned items **beginning in this phase and continuing through Phase 5**.
- Staff will continue to offer virtual library programming **during this phase and continuing through at least Phase 6**.
- Social media engagement will continue to focus on virtual collections, resources, and programs **during this phase and continuing through at least Phase 6**.
- Some library funds will continue to be reallocated to increase purchasing of eContent **during this phase and continuing through all subsequent phases**.
- UHLS delivery service resumes. UHLS will provide each library extra courier bins to aid in the quarantine and management of returned items.
- Communication with the public begins regarding what library services will be included when we reopen, and what to expect during our initial reopening.
- Members of the public may begin to return checked-out items using the book drop while the library remains closed during this phase (see Phase 3 for book drop procedure & overdue/damage fines).
- Staff will be trained on curbside/walk-up service procedures in preparation for Phase 3.
- Library board meetings will continue to be held virtually **during this phase, and continue through at least Phase 5**.
- Staff will prepare the building for Phase 4 (such as eliminating seating in the library).

Phase 3: Limited Circulation Services – Building Closed to the Public

- The library will remain closed to the public.
- The library will operate on reduced hours of operation.
- Staff hours may be reduced, and work schedules will be altered. The Director and Librarian I may work partially from home.

- Curbside/walk-up service begins and continues to be offered **during all subsequent phases**. Pickups may only be offered by appointment initially, in order to responsibly meet demand and manage workflow. Pickups may be for item checkout or for copy/print/fax orders. The parameters for curbside/walk-up service may be altered in future phases as other aspects of library service expand.
- The library will use a dedicated email account to facilitate printing and scanning needs **during this phase and all subsequent phases**.
- Some Library of Things items (such as cake pans) may not be available for checkout **during this phase and all subsequent phases**.
- All items will be returned using the outdoor book drop. The outdoor book drop will be emptied on a specific schedule. Items in the book drop will be transferred directly into courier bins labeled with the day's date and moved to the staging area. Staff emptying book drops will be required to thoroughly wash hands after emptying the book drop and before doing any other tasks.
- **During this phase and all subsequent phases**, all returned items will be quarantined for 72 hours. At that point, they will be checked in and returned to CPL's shelves, or transferred to their home library using the courier service.
- Overdue fines and damage fees will be waived for all returned items **during this phase and for all subsequent phases**.
- The Director will outline procedures for reopening the building to the public and will train all staff on procedures in preparation for Phase 4.

Phase 4: Limited Opening to the Public for Transactional Services Only

- The library will operate on reduced hours of operation.
- Staff hours may be reduced, and work schedules will be altered. The Director and Librarian I may work partially from home.
- The library will be open to the public for transactional services only (item checkout, copy/fax/print/scan services, reference questions).
- The number of people permitted to be in the building at once will be reduced to allow for physical distancing during this phase. Reduced capacity will be responsive to official guidelines based on square footage. In order to control the number of people in the building, service may be offered by appointment only. Appointment times may be limited in duration.
- Temporary markings on the floor and/or physical barriers will encourage patrons to maintain physical distance from library staff at service desks, and **will remain in place through at least Phase 5**.
- Fees for copy/print/scan/fax services will be waived, in order to limit cash handling. Such fees will continue to be waived **through at least Phase 5**.
- No public computer use.
- No public seating or tables.
- No public restroom **during this phase or during Phase 5**.
- No public use of the library's phone **during this phase and all subsequent phases**.
- Newspapers will not be available for browsing.
- Wifi use inside the building should be limited to brief use in order to conduct library business (for example, checking the online catalog).
- **For this phase and all subsequent phases**, all items are to be returned via book drops (outdoor or indoor). Book drops will be emptied on a specific schedule. Items in the book drops will be transferred directly into courier bins labeled with the day's date and moved to the staging area. Staff emptying book drops will be required to thoroughly wash hands after emptying book drops, before doing any other tasks.

- Signage will be posted encouraging patrons to wear masks and to practice physical distancing. Signage will **remain posted through at least Phase 5**.
- No in-person programming will be offered **during this phase or during Phase 5**.
- No in-person outreach programming will be offered **during this phase or during Phase 5**.
- No public use of the Community Room will be permitted **during this phase or during Phase 5**.

Phase 5: Open to the Public with Limited Seating

- The library will operate on reduced hours of operation.
- Staff hours may be reduced, and work schedules will be altered. The Director and Librarian I may work partially from home.
- The number of people permitted to be in the building at once will be reduced to allow for physical distancing during this phase. Reduced capacity will be responsive to official guidelines based on square footage. In order to control the number of people in the building, service may be offered by appointment only. Appointment times may be limited in duration.
- Public computer stations will be reduced in number. Computer stations will be relocated in order to maintain physical distancing for patrons and staff.
- To use a public computer, a patron will borrow a clean keyboard and mouse from the service desk. The keyboard and mouse are to be returned to service desk after use for disinfection. Computer headphones will also be loaned upon request and returned to service desk for disinfection.
- Public computer time may be limited.
- Physically distanced tables and seating will be reintroduced, with one seat per table.
- The library will work with our community partners to determine how and in what capacity in-person outreach programs will be resumed during Phase 6.

Phase 6: Service Expands in Response to Changing Physical Distancing Guidelines

- The library returns to normal hours of operation.
- The Community Room is repurposed for in-person library programs and small meetings and is no longer used as a workspace.
- The staging area for returned items is relocated to the upstairs storage room.
- Restroom is made available to the public.
- In-person programming is reintroduced on a limited basis. The library will follow official guidelines for how many can gather for programs, based on the square footage of the program space.
- Registration will be required for all in-person programs. There will be registration/attendance caps for all in-person programs.
- No drop-in programs will be offered.
- Only individually-packaged food and drink items will be permitted at programs.
- A buffer time of at least one hour between all library programs and public meetings will be enforced to limit the number of people in the building at once and to allow for proper cleaning of spaces.
- Members of the public will be permitted to reserve the Community Room on a limited basis. Groups will be required to sign an MOU that they will follow official guidelines when using the space.
- In-person Board of Trustees and Friends of CPL meetings resume.
- In-person outreach programs resume on a limited basis, following procedures agreed upon by the library and its community partners.
- Staff continue to offer virtual programs; the number of virtual programs offered may be reduced as more in-person programs are offered.

- Staff members no longer required to wear masks.
- Workspaces, public computing areas, and other public spaces may be reorganized in response to the relaxation of physical distancing guidelines.
- Staff break times are no longer scheduled; staff are asked to maintain distance in break spaces based on official guidelines.

Phase 7: “New Normal” with Continued Precautions

Until COVID-19 infection is no longer considered a threat in our community, the library may need to continue to adhere to the following precautions:

- Twice-daily disinfection of commonly-used surfaces and workspaces in the library.
- Front door propped open to eliminate common touch point (as weather allows).
- No toys or high-touch items in public spaces.
- Continued distancing of public computer stations. Patrons will continue to borrow a keyboard and mouse from the front desk and return these items to the desk for disinfection.
- Patrons will be looked up by name rather than by scanning a library card.
- All items are to be returned via book drops. Book drops will be emptied at scheduled intervals.
- Returned items may be isolated for 72 hours before being checked in and shelved or transferred to courier bins.
- No public use of the library’s phone.
- Only individually-packaged food and drink items will be permitted at programs.
- Curbside/walk-up service will continue to be offered. The parameters for curbside/walk-up service may be altered as other aspects of library service expand.
- Staff will not be permitted to eat in any workspace. Any meals/snacks consumed on site must be consumed in the Community Room during a designated break. Staff will be responsible for disinfecting the table directly after eating.
- Staff may continue to offer virtual programs; the number of virtual programs offered may be reduced as more in-person programs are offered.

Approved by CPL Board of Trustees – 18 May 2020