

# Briarcliff Manor Public Library

## COVID- 19 Service Plan

December 9, 2020

prepared by Donna Pesce

Approved by the Library Board of Trustees, December 9, 2020

To be reviewed at January 9, 2020 Library Board meeting

One Library Road, Briarcliff Manor, New York  
914-941-7072 [bmplibrarycirc@gmail.com](mailto:bmplibrarycirc@gmail.com)  
[www.BriarcliffManorLibrary.org](http://www.BriarcliffManorLibrary.org)

# Contents

Overview	3
Services to Provide	5
Staffing	7
Procedures in Case of COVID-19 Case	10
COVID- 19 Policies Adopted by the Library Board of Trustees	12
Curbside Procedures	15
Browse & Go Procedures	17
PR Statements for Study Hour Requests	20
Bibliography	22

## OVERVIEW

The purpose of this plan is to outline the services and that can be offered during the COVID pandemic, while keeping the community and staff safe and library services sustainable.

### Implementation is contingent on the following:

- Governor's order
- Village protocol
- Library Board approval
- The library has access to the necessary materials to maintain high hygiene standards.
- The library has access to the necessary materials to administer essential services.
- The library has access to enough staffing to run all of its core operations and encourage sick or high-risk staff to stay home.
- Monitoring of staff health, reporting of illness and stay-at-home policies are in place.
- Service is provided at nearby Libraries and cases are low in nearby communities.

If the above criteria are not met, services may return to a previous stage.

### Additional measures to consider, as the plan is implemented:

- Crisis communications to keep the public informed of risk developments,
- Safe-use recommendations for the public, including new research and current cases,
- Updated code of conduct policies to include health recommendations and accommodation policy,
- Insurance coverage appropriate to situation,
- County and State requirement are met including NYS plan document,
- Recommended cleaning/disinfecting arrangements are in place with a log kept,
- Air circulation system follows current recommendations,
- Restroom risks should be minimized,
- This plan should be reviewed and updated as new information is available.

### Preparations

The following should be observed:

- Staff and contractors only in the Library building, except by arrangement
- Continuing remote services, including customer service and programs
- Perform transactions remotely or with least contact
- Furniture is arranged for low-density and social distancing
- Clear signage should be posted
- Hand sanitizer should be available for patrons and staff
- Onsite, staff must wear masks, except as noted, and minimize contact.
- Staff interactions should be remote when possible.
- Items should be quarantined for recommended duration.
- Regular professional cleaning/disinfecting and frequent high-touch surface wiping are performed and logged.
- Some windows should be open for air circulation, when practical.

**Library Board Statement on Services**

Given the increase in COVID cases, given the onset of winter and colder weather, the board would like to use an excess of caution and pull back on services at the discretion of the Library Director, so that we can maintain the best possible services to the public and provide a safe working environment for the staff. The board would also like to implement a rotating schedule by allowing for staff to work from home (at the discretion of the Library Director) to minimize the possibility of infection and the library having to close entirely because of limited staff. The board would like this to be in effect through March 31, 2021.

## SERVICES TO PROVIDE

- Reference help and customer service by phone, email, text, website and video conferencing
- Remote programs via video conferencing, video, slide show, phone, mail or curbside pickup
- Physical and electronic collections for all ages.
- Curbside pickup for physical items
- Browse & Go for selecting items, brief visits and computer use
- Museum pass loans, by arrangement
- Remote or onsite printing

### Communications

The following methods may be used to communicate service changes:

- eBlasts
- Website
- Signage outside or on door of building
- Social media
- Village Manager's Weekly newsletter
- Phone calls
- Emails to program lists
- Announcements at programs
- Phone message, incoming calls
- Board and Friends can help
- WLS

### Reference help and customer service

- Patrons can contact the library at 914-941-7072. Staff will answer and return voicemail messages during business hours.
- Patrons can email [bmplibrarycirc@gmail.com](mailto:bmplibrarycirc@gmail.com) or individual staff emails. Emails will generally be returned during business hours.
- Youth questions may be answered by text to the youth
- Book recommendation forms are available on the website [www.briarcliffmanorlibrary.org](http://www.briarcliffmanorlibrary.org)
- Staff can videoconference with patrons, as needed.

### Curbside

**Returns** - Most items must be returned through the outdoor book and media drops. Staff will quarantine items for recommended time before checking items in. Currently, books must be quarantined for 4 days and media items quarantined for 5 days. Items should be checked in using "Amnesty mode" through at least January 13, 2021.

ILLs and museum passes must be returned either during Curbside service or at another time, by arrangement. These items should not be returned in the book drop.

**Check outs** - Patrons can place holds through the library catalog or with staff assistance. When they are notified that the item(s) have arrived, patrons should call the library to arrange a pickup time during scheduled hours. Staff will check item(s) out to the patrons and place item(s) on the proper cart. Patron will call the library on arrival to the traffic circle at the appointed time. Staff will put item(s) on the outdoor table and patron can retrieve item(s) when staff has re-entered the building. Patrons can request reasonable accommodations.

**Browse & Go-** *Browse & Go services will be temporarily suspended, effective immediately. The situation will be reevaluated at the January 13, 2021 Library Board meeting.*

Patrons will call the library to make an appointment to use a specific area of the library for a limited time, during specific hours. Computer appointments are available. Staff will confirm that patron will wear a mask, has an active library card, if needed, and if the patron will be accompanied. Patrons must check in and out at the desk. Appointments are self-service. Patrons may pick up holds, check out items and request printing. Limited free printing will be available. Larger printing jobs may be paid by credit or debit card or put on library account. All other services are to be done remotely.

### **Service Hours**

#### *Curbside Hours, by appointment*

Monday	11 AM - 3 PM
Wednesday	11 AM - 3 PM
Tuesday	1 PM – 5 PM
Thursday	11 AM – 1 PM & 4 PM - 7 PM
Friday	11 AM - 3 PM
Saturday	11 AM - 2 PM

#### *Browse & Go Hours, temporarily suspended*

#### *Library Staff Hours, additional hours added*

Monday	10 AM to 6 PM
Tuesday	10 AM to 6 PM
Wednesday	10 AM to 6 PM
Thursday	10 PM to 7 PM
Friday	10 AM to 6 PM
Saturday	10 AM to 2 PM

Staff will arrive between 9:30 and 10 AM to prepare for opening, and may stay later to host programs or socially distant work, do holds and shelve items.

Hours may be added based on patron demand and staffing levels. **Work towards the state minimum standard for library hours.** (Retrieved 7/1/20 from <http://www.nysl.nysed.gov/libdev///compchart.htm>.)

## STAFFING

### General Protocols for staff

- Per the Village, staff will work onsite, unless exception is arranged.
- If a staff member becomes ill, County and CDC protocol must be followed.
- Staff will be distanced apart.
- Each staff member will use assigned workstation/phone. Use pens, pencils, tape, staplers, rubber bands and paper from assigned work station. Wiping work station before use is recommended.
- Sign in and out using key pad is required, per Village. Use hand sanitizer.
- Staff time must be allowed to perform safety procedures. Fewer tasks may be assigned. (Adams, Legal Issues)
- Staff communication will be by email or phone, whenever possible.
- Staff meetings will take place by phone or videoconferencing.
- Staff may use break room in staggered shifts.
- Staff may designate restroom/staff for individual use when possible.
- Patron engagement must be remote, whenever possible.
- Staff must wear masks, except during video conferencing, for which staff should use remote area of library, or eating/drinking in the staff room or remote area. Masks are provided, but staff may wear their own. Disposable masks must be discarded in trash receptacle lined with a plastic bag. Gloves will also be provided and are optional.
- Staff must confirm that they do not exhibit symptoms by questionnaire. Staff must stay home from work and contact the Library Director they answer "yes" to any of the questions. A thermometer is available for staff to use, if they need it.
- Staff entering building should be scheduled or let others know that they are dropping in to better keep social distancing.
- Staff and the facilities manager will keep a cleaning log to include the date, time and scope of cleaning. Retrieved 6/4/20 from [https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS\\_BusinessReopeningSafetyPlanTemplate.pdf](https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/NYS_BusinessReopeningSafetyPlanTemplate.pdf)
- Staff should keep a log of who entered the library area for contact tracing. (This should not include patrons if building is open to the public.)

Retrieved 6/3/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>.

### Health Screening for Employees

Library staff will be asked to fill out a Google form survey arriving to work. The survey will be emailed. Staff may answer at work as long as they can respond "no" to all questions.

Library staff should answer the following three questions each day, before arriving to work:

1. Have you knowingly been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has or had symptoms of COVID-19?
2. Have you tested positive for COVID-19 in the past 14 days?

3. Have you experienced any symptoms of COVID-19 in the past 14 days? Symptoms of COVID-19 include, but are not limited to: cough, shortness of breath or difficulty breathing, fever, chills, muscle pain, sore throat, or new loss of taste or smell.

Retrieved 6/2/20 from <https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf>

Staff who are sick should stay home or return home, if they become ill at work. If Library staff is ill or answers “yes” to any on these questions, please contact the Library Director by phone at 914-941-7072, extension 6 and leave a confidential message or email at [dpesce@wlsmail.org](mailto:dpesce@wlsmail.org) and should not come to work.

Retrieved 6/3/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>

If an employee has COVID-19 symptoms AND EITHER tests positive for COVID-19 OR did not receive a test, the individual may only return after completing at least 14 days of self-quarantine. If an employee is critical to the operation or safety of an office, the Responsible Parties may consult the local health department where the building is located and the most up-to-date CDC and DOH standards on the minimum number of days to isolate before an individual is safely able to return to work with additional precautions to mitigate the risk of COVID-19 transmission.

Retrieved 6/23/20 from <https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf>

The library director or other designated staff should review surveys daily. Records should be kept for three years. (Adams, Legal Issues)

### **Staff Professional Training for COVID-19**

Instructions for the following will be posted behind the Circulation Desk. Masks, gloves and hand sanitizer are located near the circulation desk.

- How to put on and take off a mask: [https://www.who.int/docs/default-source/epi-win/how-to-use-mask-v0-1-print.pdf?sfvrsn=64ba1493\\_2](https://www.who.int/docs/default-source/epi-win/how-to-use-mask-v0-1-print.pdf?sfvrsn=64ba1493_2)
- How to remove gloves: <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

### **Can patrons be required to wear a mask and follow other health recommendations?**

The Library Board adopted a temporary policy (see Appendix 2) based on current health recommendations during the COVID-19 pandemic. Please be aware that some patrons may be eligible for accommodations. Contact the library director if you have a concern.

Retrieved 6/3/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>

Library Director will work with the patron to decide on a suitable accommodation that meets the patron's needs, while keeping the staff and public safe.

A limited number of masks are available for patrons who do not have a mask.

**If a patron is exhibiting symptoms, follow the procedures on in the next section.**

It is very difficult to determine if some physical factors—coughing, a flush, seeming malaise—are in fact symptoms of COVID-19. Confronting a patron with suspected symptoms can also lead to concerns impacting community relations, privacy, and the ADA.

Western New York Library Resource Counsel. Retrieved 8/26/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/25>.

It is **not** advisable to ask patrons to leave the public building if they are exhibiting any visible COVID symptoms . . . Rather, it is required that your Safety Plan keep people distant from each other, and that the library be ready to address any real or suspected exposure as quickly and effectively as possible.

Western New York Library Resource Counsel. Retrieved 8/26/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>.

**If a Library Patron expresses concerns:**

- Listen to the patron's concerns and do not argue,
- Take good notes,
- Ask when would be a good time for the patron to be contacted,
- Notify the Library Director by email, phone or in person as soon as possible.

Adams, Stephanie 'Cole.' "Legal Considerations for a Library Board When (Re)-Opening During the 2020 COVID-10 Pandemic." Presentation May 29, 2020 through the Northern New York Network.

## PROCEDURES IN CASE OF COVID CASE

### What to do in case of COVID-related incident

If someone reports being ill while at the library or exhibits COVID symptoms:

- If the person reports feeling ill, offer to call for assistance. If necessary, call 911 (press “9” for outside line first: “9911”) for medical assistance.
- Be aware that exhibiting COVID symptoms may be a sign of another condition.
- Contact the library director or person in charge at 914-9417072.
- Lock the library entrance.
- Close off the area once the person has left.
- Inform those in the building that there was a health concern and we asking everyone to leave the library as a precaution. (Include staff, patrons, Recreation Department, Historical Society and Community Center users.) Maintain the privacy of the person with symptoms.
- Contact facilities manager (Dan Curtis at 914-941-6560) or cleaning contractor (Alvarez Cleaning at 914-741-1224) to arrange for next-day cleaning and disinfection.
- Contact the State Department of Health at the hotline 888-364-3065. Follow instructions.
- Email the Library Board, Village Manager, remaining library staff, maintaining the privacy of the person with symptoms.
- Public will be informed appropriately, once information is gathered.

If someone who has been in the library recently reports ill or exhibiting symptoms:

- Contact the library director or person in charge at 914-9417072, who should contact the State Department of Health at the hotline 888-364-3065. Follow instructions for notification, cleaning and disinfection.

### See the following CDC Guidance

Cleaning and Disinfection After Persons Suspected/Confirmed to Have COVID-19 Have Been in the Facility

#### Timing and location of cleaning and disinfection of surfaces

- At a school, daycare center, office, or other facility that **does not house people overnight**:
  - Close off areas visited by the ill persons. Open outside doors and windows and use ventilating fans to increase air circulation in the area. Wait 24 hours or as long as practical before beginning cleaning and disinfection.
  - **Cleaning staff should clean and disinfect all areas such as offices, bathrooms, common areas, shared electronic equipment (like tablets, touch screens, keyboards, remote controls, and ATM machines) used by the ill persons, focusing especially on frequently touched surfaces. (CDC, cleaning) (Adams, Legal Issues)**

## PR Statement

To the Community,

A case of COVID-19 was reported involving a person who had been in the Library/Community Center building on July ---, 2020, between – AM and –AM.

Following CDC and NYS recommendations, we are taking the following steps to mitigate the risk to the community and staff:

- This was reported to the County Health Department,
- Staff will quarantine and deliveries discontinued for recommended time,
- The building is being cleaned and disinfected according to CDC recommendations,
- Public access to the building and related services are being discontinued for recommended time.

We will provide more information as it becomes available. Thank you for your understanding as we do what is necessary to keep the community and staff safe.

Please contact me if you have any questions or concerns.

Sincerely,

Library Director

914-941-7072

Retrieved 6/3/20 from <https://www.governor.ny.gov/sites/governor.ny.gov/files/atoms/files/offices-interim-guidance.pdf>

Retrieved 6/3/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>

## COVID- 19 POLICIES ADOPTED BY THE LIBRARY BOARD OF TRUSTEES

#1

### Health Statement for In-person Library Use - updated

Please help to keep the community safe by:

- Wearing a mask or face covering if you are over 2 years old and medically able
- Washing your hands with soap and water for 20 seconds or using hand sanitizer
- Keeping a social distance of 6 feet
- Avoiding touching your eyes, nose, and mouth
- Covering coughs and sneezes with a tissue and discarding it in a closed container
- Cleaning frequently touched surfaces and objects
- Not to using the library facility if you are not feeling well
- Reporting exposure to COVID-19 to the library director, as appropriate.

New York State Department of Health. "Protect Yourself . . . ". Retrieved 5/20/20 from <https://coronavirus.health.ny.gov/protect-yourself-and-your-family-coronavirus-covid-19>.

Mid-hudson Library System. Retrieved 8/26/20 from <https://midhudson.org/covid19/>.

Western New York Library Resource Counsel. Retrieved 8/26/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>.

Adopted by the Briarcliff Library Board of Trustees September 9, 2020 as COVID-19 Policy #1 - updated.

## #2

### **Scope of Temporary Safety Measures**

The Briarcliff Manor Public Library operates per relevant law and Executive Orders, including those pertaining to mandatory workforce reductions. Therefore, the temporary practices in this Policy may be further modified as needed to conform with relevant Orders.

### **Activities**

Until the board votes to revoke this temporary policy, only the following routine activities may be performed on site at the library:

- Noncontact curbside pickup
- Use of the library building by the public by appointment

### **Safety Practices**

Until the board votes to revoke this temporary policy, the library will require all people on the premises to abide by the following safety practices:

- Wearing a mask or face covering if you are over 2 years old and medically able
- Keeping a social distance of 6 feet
- Cover your cough and sneezes

### **ADA**

In the event any safety requirement is not practicable on the basis of a disability, please contact the Library Director to explore a reasonable accommodation.

### **Communication**

To aid the community in honoring these requirements, the Library will transmit this policy on our website, with signage and verbally to transmit this message in a manner consistent with our mission and our identity as a welcoming and accessible resource to the community.

### **Code of Conduct**

Adherence to these practices shall be enforced as a requirement of the Library's Code of Conduct until such time as this temporary policy is revoked.

Adopted by the Briarcliff Library Board of Trustees July 8, 2020 as COVID-19 Policy #2.

Retrieved 6/18/20 from <https://www.wnylrc.org/ask-the-lawyer/filter/88>.

#3

**Elevator and Meeting (breakout rooms) Library Policy**

To help keep the community safe, **please, limit elevator and meeting room use to one individual or party that arrived together, at one time.**

*Thank you.*

Adopted by the Briarcliff Library Board of Trustees July 8, 2020 as COVID-19 Policy #3.

#4

**Touching Items Policy**

*A friendly reminder . . .*

*please avoid touching items and surfaces unless necessary. Place items that you have touched and do not want on the nearby cart.*

*Thank you*

Adopted by the Briarcliff Library Board of Trustees July 8, 2020 as COVID-19 Policy #4.

## **CURBSIDE PROCEDURES**

### **Returned Items Procedure**

- WLS item returns are being accepted through outside item drops only.
- Non-WLS items will be accepted by arrangement.
- All items are fine free until further notice. This may be extended, depending on conditions.
- Procedures will be communicated to patrons by signage, on website, through newsletter eblast, phone recording and in staff response to emails and phone calls.
- Media items must be quarantined for 5 days and all other items must be quarantined for 4 days (OCLC) before check-in.
- Extra bins will be used for the book drop to quarantine books for four days and trash bags will be used for the media drop to quarantine media items for five days. Label and date bins and bags.
- After 4 days (OCLC), bundles or bins can be checked in. Put media bag aside and check in after 5 days. (Trash bag can be returned to book drop room for reuse.)
- Check items in using the following procedure, now that holds are reactivated:

*In Check in, before scanning items, set the check in modifiers  
Amnesty Mode*

- Items can then be placed on re-shelving carts, on holds shelves or in delivery bins, as appropriate.
- Staff will need to re-shelf items, place holds in appropriate spot and prepare delivery bins.

### **Curbside Staff Procedure**

- Noncontact curbside pick-up began June 15 and will continue until library facility open to the public.
- At least two staff will be in the building, during curbside hours.
- Service will continue during limited scheduled hours. Hours can be added as needed.
- Limitations as to card holder and number of items may be imposed.
- Staff should print the holds list, gather and process holds each morning and/or afternoon.
- Patrons will be notified through WLS to contact the library for a pickup appointment, which staff will schedule on the Google schedule.
- Include magazines, rapid reads, express DVDs by phone request. These items are not holdable in the catalog.
- Loan period will begin when order is processed. All fines are waived.
- Pick up hours will be divided into half hour time slots with a limited number of patrons scheduled during each time slot.
- Set-up
  - Check in and shelve quarantined items to provide supply of items
  - Carts set up in front of the circulation desk to keep labeled “orders”
  - Set up table and signage outside door for putting out items

- Table will be to the side of the door. The green benches are more than 6 feet away for walk-ups
- Put out drive up signage
- Staff must wear masks
- Staff should use the formatted Google appointment chart or use app interface, when introduces, to schedule pick-ups
- Gather items from holds, email, or phone requests, label and place on table in front of circulation desk.
- Respond to patron requests to set up a time slot for pick up.
- When patron calls upon arrival, staff may ask car color/make and put order on outside table, reenter the library and close the door.
- Patron can then leave car and pick up items and use book drop if necessary.
- Some patrons may need accommodations or may not have a phone. Be flexible, while keeping safe.

### **Curbside Patron Procedure**

- Patrons can place holds on items in the catalog, or by phone or by email to the library to request specific items in our local collection, or items that we choose for them.
- Staff may not have time to process immediate requests.
- Patron will receive notification to contact library to set appointment.
- Patron can drive to the traffic circle at the library and call the library are 914-941-7072. Staff member will provide curbside instructions on the phone and ask name (and car make/color, if needed).
- Staff member will put order on outside table, then return to building and close the door.
- Patron can then leave their car to retrieve order and drop any returns in item drops.
- If there is a line of cars, patrons may need to wait until their turn.
- Patron should notify staff if they need an accommodation.

## **BROWSE & GO PROCEDURES**

*Browse & Go services will be temporarily suspended, effective immediately. The situation will be reevaluated at the January 13, 2021 Library Board meeting.*

### **Browse & Go Staff Procedure**

- As patrons call, staff will need to explain how Browse & Go works at our Library. Details are on our website.
- Staff should schedule patrons who call for appointments to use a specific part of the library for 30 minutes, using a prepared spreadsheet. The following information is needed:
  - Reservation name (can be just first or last name)
  - Phone number (in case of emergency cancellation)
  - If patron will be accompanied and how many total
  - Mask wearing is confirmed or exceptions noted or passed to director
  - Confirm that patron has active library card if one will be needed
- Appointments will be during specific times and be starting on the hour and patrons arriving within 15 minutes of the scheduled time.
- Initially, the following areas will be available:
  - New book/magazine Area, 1<sup>st</sup> Floor
  - Children's and Teen Rooms, 1<sup>st</sup> Floor
  - Adult Collection, 2<sup>nd</sup> Floor
  - Public Computer, 2<sup>nd</sup> Floor (on designated computer)
- Initially, one patron will be scheduled for each area at one time. Patron may be accompanied if that is specified when appointment is made.
- Staff must set up before browse and go hours by placing the book carts for quarantining touched items in the new book, youth and adult areas. Close doors to the Community Center on 1<sup>st</sup> and 2<sup>nd</sup> floors. Rolling tables should be placed in front of indoor book drop. Front door should be unlocked and "welcome" sign placed outside the front door. A window should be opened in each area.
- Staff should greet each patron upon entry to guide patron through the process and provide reassurance. (Adams, Legal Issues)
- The following will be available at the circulation desk to offer patrons: policy printouts, earbuds and courtesy masks (Adams, Legal Issues).
- Appointment is self-service, to browse or briefly use a computer. Staff will stay behind service desks with sneeze guards. Assistance will be provided by phone or email at another time.
- Appointment is for designated area in order to maintain social distance, capacity level and cleaning frequency. Patrons should not be assigned to a second area unless this has been scheduled ahead of time.
- Designated restrooms on the second floor are available for patron use. Patrons must maintain social distancing and wear a mask.
- For those accessing the physical collection, (first three areas), ask that they keep their masks on, maintain social distancing, and avoid touching surfaces and items unless necessary. Please place

items that are not wanted on provided carts. Bring items to the desk for checkout within a half hour and check out at desk before leaving. To check out items, ask the patron to hold up barcodes and scan through the sneeze guard.

- For those accessing the computers, make an appointment using a guest pass, for the computer number designated on the spread sheet. Give patrons the guest pass and computer number and offer headphones. Appointments are for the specific computer, for 30 minutes with no extensions. Alternately, computers may be used without Envisionware appointment software. A mask must be worn at all times. Ten pages of printing are available free of charge. Additional pages may be provided at staff discretion. Printing may be charged to a debit or credit card or patrons library card account. Patrons should check out at the desk before leaving and may retrieve printing.
- Check patrons out on spreadsheet.
- Notify the director or senior person if a patron has not checked out in time. Director or senior person can approach the patron from a social distance, wearing a mask and face shield, if desired, to respectfully remind them that their appointment is over.
- At the end of the browse and go hours, staff should take in “welcome” sign, lock the front door and put away quarantine carts of touched items. Quarantine items may be left on the carts for 4 to 5 days before shelving or handled with gloves. Close windows.

### **Browse & Go Patron Procedure**

- Patrons should call the library at 914-941-7072 to make an appointment to use a specific area of the library for 30 minutes. (Patron may be accompanied, if specified.)
- Patrons must arrive within 15 minutes after the set time, observe social distancing and wear a mask, unless under 2 years old. Patron must let staff know when appointment is made if an accommodation is requested. The library director will make a determination about an accommodation in advance.
- Patron must have a valid library card or library card number to check out items. This should be confirmed when appointment is made.
- Appointment is self-service, to browse or briefly use a computer. Staff will stay behind service desks with sneeze guards or in offices and will check out selected items and/or holds for patrons with library cards or library card numbers. All other services and assistance (e.g. placing holds, book recommendations, library card and PIN issues, etc.) will continue to be provided by phone or email.
- On arrival, patron should check in at the front desk and receive user information before heading to specific, reserved area.
- Policies will be posted throughout the library. Printouts will be available at the circulation desk.
- Hand sanitizer will be provided throughout the library.
- While inside the library, patrons must wear masks as required at all times, maintain social distancing, avoid touching items unless necessary, place touched items in designated areas on provided cart.

- Computer users may request a guess pass. Computer appointments will be for 30 minutes, with no extensions. Ten pages may be printed free of charge. Additional pages may be provided at staff discretion. Larger printing jobs may be paid for by credit card.
- Patrons should return to front desk within 30 minutes of check in to check out items, pick up holds, or retrieve printing.
- Credit card payments for lost items and printing jobs will be accepted by staff at his time.
- Longer study appointments may be added later.

## PR STATEMENTS FOR STUDY HOUR REQUESTS

**For Community-***to be added to website and emailed to community, if need arises.*

We are so happy to hear from so many members of the community who are looking to the library to help them through this very difficult time. In order to provide safe and sustainable service, we have:

- Enhanced our eBook and streaming collections to access from home,
- Continued to provide assistance from our knowledgeable staff by phone, email and online,
- Continued to offer our full schedule of programs for all ages in various virtual formats,
- Implemented contact-free curbside pickup of items quarantined for your safety,
- Reorganized the building to safely accommodate browsers and computer users,
- Continued to update our hours and services as needs arose that could be safely met.

As schools have opened this fall amidst all this uncertainty, prudent decisions have been made to offer fewer hours of in-person learning to keep everyone safe. For elementary, middle and high schools, that means staggered days and earlier dismissals. For colleges, that means sending students home to their communities for extended stays. Despite large investments and considerable resources and expertise, only so much can be done to keep students safe from the virus.

That leaves both parents and students in need of a quiet place to work. Many are looking to the library. We always want to be an open resource for our community but sadly we cannot fulfill this role right now because of Covid. We are focused on keeping our core services of book lending, information assistance and programming available to the fullest extent.

These decisions do not come easily to the Library Board of Trustees or the staff. We must follow guidance from New York State and the CDC among others. The library is small so it is difficult to allow people to work for extended periods of time while maintaining social distancing and safe air quality. In addition, surfaces will have to be sanitized after each use. Each service must be carefully thought out and new procedures put into place and approved. At this time, our public access policies are in line with other Westchester Library System Libraries.

As always, please call or email us if we can be of assistance. As a small Village Library, we can provide personal service and help identify solutions.

**For staff to use for phone or email inquiries-**

*Patrons may call the library to ask for a “quiet” study or work area or “study hours.” At this point, we are not offering study hours in the library and the study rooms are closed off to store extra furniture.*

*Here is a statement to use as a guide:*

We are sorry but, we are not providing study space right now due to Covid. We are required to follow guidance from New York State and the CDC among others. Because the library is small, it is difficult to allow people to work for extended periods of time while maintaining social distancing and safe air quality.

*If patrons ask about using the 2<sup>nd</sup> floor of the community center, please refer them to the Rec Department at 914-941-6560 or they can email Henry at [hjamin@briarcliffmanor.org](mailto:hjamin@briarcliffmanor.org) . (Henry will keep track of requests and work with the Village.)*

*There is a list at the front desk for staff to record requests for planning purposes at the library.*

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