



Chautauqua-Cattaraugus Library System Reopening Guidance for Member Libraries

Libraries will be able to develop a reopening plan that is tailored specifically for their building, staff and patrons by working with the guidance in this document and the NY Forward Business Re-Opening Safety Plan Template. It is crucial to focus on safety and comply with local, state, and national directives. All recommendations will depend on Governor Cuomo's Executive orders, guidance from County governments, and guidance from public health authorities. Libraries are responsible to ensure their plans are in compliance with directives and guidance from public health officials.

Uniform Reopening

At this time, CCLS is recommending a unified system-wide reopening. We have learned throughout the course of the pandemic that all of our communities are interconnected. COVID-19 does not respect state, county, or town boundary's and it is precisely for this reason that we are recommending a unified reopening. This will mitigate any concerns of some libraries experiencing increased demand from surrounding communities that have unopened libraries. CCLS libraries are part of our Direct Access Plan that provides system-wide access to member libraries for all residents within the System's service area. <https://www.cclsny.org/wp-content/uploads/2018/04/CCLSDirectAccess2017to2021.pdf>

Reopening Plan Guidelines

Your library **MUST** follow the **MINIMUM** requirements outlined in the NY Forward Business Re-Opening Safety Plan Template. Note, you are free to provide additional precautions or increase restrictions to the current NYS guidelines. In addition, the plan template is NOT industry-specific, therefore we strongly recommend the addition of library industry-related guidelines for the levels of patron services outlined below. Remember, it is unknown how long Western New York will remain in any phase of the state's plan. Safety for staff and patrons is the first priority.

NOW: Preparing for Patron Service Level A

Staffing: Employees permitted in building for essential services only (getting mail, checking building, paying bills/payroll). See NYS Guidance on Essential Services (<https://esd.ny.gov/guidance-executive-order-2026>)

Library Services: NO physical contact with patrons, only virtual/remote contact.

Preparations for Patron Service Level A

- Complete **Your Library's Safety Plan** using the NY Forward Business Re-Opening Safety Plan Template provided. Review and approval by Board is recommended with the understanding that this is a living document and may need to change over time.
- Review available guidance from the CDC and NYS
 - CDC: <https://www.cdc.gov/coronavirus/2019-ncov/communication/guidance-list.html?Sort=Date%3A%3Adesc>
 - NYS
 - <https://forward.ny.gov/statewide-guidelines>
 - <https://forward.ny.gov/industries-reopening-phase>
- Review and update library policies to ensure they comply with the Families First Coronavirus Response Act (FFCRA) and the Coronavirus Aid, Relief, and Economic Security (CARES) Act.
 - <https://www.dol.gov/agencies/whd/pandemic/ffcra-employer-paid-leave>
 - <https://home.treasury.gov/policy-issues/cares>



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- Purchase personal protective equipment (PPE) and cleaning supplies to ensure you have a pipeline in place for the coming weeks and months – masks/facial coverings, gloves, hand sanitizer, hand soap, cleaning wipes, etc. CCLS is working to help procure enough masks, gloves, and sanitizer to allow libraries to get started.

Patron Service Level A

The governor **lifts or partially lifts the mandatory work from home order** and national, state, and regional elected and health officials allow staff to begin to re-enter the library building.

Begin to follow your library's documented Safety Plan at Patron Service Level A addressing the areas of physical distancing, protective equipment, hygiene and cleaning, communication, screening, contact tracing and additional library industry-related guidelines.

Staffing: More employees are permitted in building. Recommend staffing to encourage social distancing, when possible, i.e. staggered work schedules, in separate areas of building, work from home.

Library Services: NO physical contact with patrons, only virtual/remote services.

Library Materials: No materials leaving building. Materials entering building from patron returns and new item purchases. Follow all recommended guidelines for quarantining for 72 hours and sanitizing materials that are returned.

Building Preparation

- Post proper FFCRA signage and share it with employees <http://olc.org/wp-content/uploads/2020/04/COVID-19-FFCRA-Poster.pdf>
- Provide instruction on and institute cleaning, sanitation, and staff hygiene protocols.
- Clean library according to CDC's "Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes." https://www.cdc.gov/coronavirus/2019-ncov/community/pdf/Reopening_America_Guidance.pdf
- Ensure that ventilation systems are functioning properly and increase outside air ventilation where possible.

Patron Service Level B

The governor **lifts or partially lifts the mandatory stay at home order** and national, state, and regional elected and health officials permit limited, controlled, minimal contact with public.

Continue to follow your library's documented Safety Plan, with additional guidelines for Patron Service Level B addressing the limited patron contact through curbside pickup and materials leaving building.

Staffing: Employees are permitted in building. Continue staffing to encourage social distancing, when possible, i.e. staggered work schedules, in separate areas of building, work from home.

Library Services: Curbside pickup **by appointment only**. (See curbside pickup recommendations.) Continue virtual/remote services.



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Library Materials: Materials leaving building. Materials entering building from patron returns and new item purchases. Follow all recommended guidelines for quarantining for 72 hours and sanitizing materials that are returned.

Building Preparation:

- Signage including the status of the library's hours and current services will be displayed for patrons that may visit the building and find it closed.
- Appropriate signage and accommodations for curbside service.

Patron Service Level C

The governor **lifts or partially lifts the mandatory stay at home order** and national, state, and regional elected and health officials permit limited, controlled, access to retail-style businesses. The number of staff and patrons in the building will not exceed 50% of the building rated occupancy.

Continue to follow your library's documented Safety Plan, with additional guidelines for Patron Service Level C addressing patrons entering facility with only limited use of computer equipment and increased patron-employee contact.

Staffing: Employees are permitted in building. Continue staffing to encourage social distancing, when possible.

Library Services: Patrons will handle materials inside the building. Offer limited access to the building, monitoring entrances and exits to limit the number of patrons in the building at any point. Offer limited computer use and fax services by appointment only. Continue curbside pickup by appointment only for patrons with special needs and virtual/remote services. No group activities of any kind.

- Patrons will be able to come into the library for specific services for a set amount of time.
- Libraries offer computer use by appointment **ONLY** if they are able to maintain proper social distancing. Keyboard, mice, and desktops must be disinfected after each use and both staff and patrons will wear proper protective equipment.
- Libraries offer fax services by appointment only while maintaining proper social distancing.

Library Materials: Materials leaving building AND being handled in the building by patrons. Materials entering building from patron returns and new item purchases. Follow all recommended guidelines for quarantining for 72 hours and sanitizing materials that are returned.

Building Preparation:

- Signage including the status of the library's hours, current services, and capacity level will be displayed for patrons that may visit the building and find it closed.
- Provide floor markings and signage to help with social distancing in staff areas and areas of patron interaction.
- Provide adequate protection at circulation desks such as counter shields and floor markings to direct patrons on where to stand.
- Ensure library is set up for appropriate social distancing (removing furniture, computer spacing, etc)
- Hand sanitizer will be available for patrons
- Book carts will be posted with signage encouraging patrons not to reshelve books.
- Address restroom use (contact CCLS with questions)



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Patron Service Level D

The governor **lifts or partially lifts the mandatory stay at home order** and national, state, and regional elected and health officials permit expanded, access to retail-style businesses.

Continue to follow your library's documented Safety Plan, with additional guidelines for Patron Service Level D addressing patrons entering facility accessing materials, computer equipment, etc. and increased patron-employee contact.

Staffing: Employees are permitted in building. Continue staffing to encourage social distancing, when possible.

Library Services: Offer limited patron access to the building for checking out materials, computer use by appointment, and fax services. Continue curbside pickup by appointment only for patrons with special needs and virtual/remote services.

- Resumption of core services and an increase in the number of patrons allowed in the building in accordance with state and local guidelines with an emphasis on maintaining social distancing and enhanced cleaning practices.
- Meeting room use resumes with social distancing required (library will determine number of people that can safely use meeting spaces at one time)

Library Materials: Materials leaving building AND being handled in the building by patrons. Materials entering building from patron returns and new item purchases. Follow all recommended guidelines for quarantining for 72 hours and sanitizing materials that are returned.

Building Preparation

- Updated signage including the status of the library's hours, current services, and capacity level will be displayed for patrons that may visit the building and find it closed.

Patron Service Level E

This phase goes into effect when **all restrictions have been removed**.

- Social distancing requirements lifted
- Return all furniture, fixtures, and stacks to use
- Allow unrestricted computer use
- Libraries offer in-person programming
- Full access to meeting rooms for community use

Planning Specifics

Library Personnel: Staff and Volunteers

It is important to consider the safety of your staff and understand that there may be staff who are uncertain about returning to work. A well thought out plan will provide staff and volunteers with guidance and instill confidence.

Volunteers are valuable to the success of our libraries. It is possible to have volunteers return to work alongside library staff. It would be wise to ask volunteers who are part of a vulnerable population or immunocompromised to return at a later phase of reopening.



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Personal Health and Sanitation Measures

- Conduct daily health screening
- Stay home if you are sick
- Wash hands with soap for 20 seconds regularly
- Wear a facial covering inside the library until otherwise directed
- Wash hands with soap after touching materials or high touch surfaces
- Wash or sanitize hands between each patron interaction where materials have been touched

Health 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.
- 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 or a select board member if necessary 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.

Personal Protective Equipment

[NY State Guidance](#)

What to Obtain

- [NY State Guidance on Face Coverings](#)
- [OSHA Standards for PPE](#)
- [OSHA Act of 1970](#)
- OSHA Handout [“Employers Must Provide and Pay for PPE”](#)
- [OSHA New York State Plan](#)



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Where to Obtain It

- [NYSID](#)
- County Health Departments or Emergency Services Departments
 - Chautauqua County
 - PPE request form- <http://www.chautcofire.org>.
email- contactus@chautcofire.org
DO NOT USE A YAHOO EMAIL ADDRESS TO SEND REQUESTS. ALL YAHOO EMAIL ADDRESSES ARE REJECTED BY THE COUNTY
 - Cattaraugus County: Anthony J. Ellis ajellis@cattco.org

Links to Instruction on How to Use PPE

- [CDC Sequence for Putting on PPE](#)
- [CDC Use of Cloth Face Coverings to Help Slow the Spread of COVID-19](#)
- [CDC Cloth Face Coverings FAQs](#)
- [CDC ASL Video on Making Cloth Face Coverings](#)
- [CDC Video on Making Cloth Face Coverings](#)

Library Facility

**All actions taken to change the state of the building to accommodate social distancing requirements should take into account facility design under the Americans with Disabilities Act.*

Circulation desks should have shield guards that minimize staff or patron exposure to spreading viruses. Length and height of the shield guard will depend on the size of the service desk, and should provide a barrier between all staff and all patrons in areas where circulation or reference transactions take place. If shields are not available, clear markings on the floor indicating where patrons are to stand should be provided. Gaffers tape is recommended for floor markings.

Signage and directional information should be hung where staff, volunteers and patrons can read and see clearly. Signage should indicate where to stand while waiting in line for checkout, where to place books upon return (book drop), when or when not to enter the building, rules of conduct for browsing collections or utilizing library space, availability of library computers, meeting/program room or restroom restriction notices, etc.

Furniture, Fixtures, and Stacks should be arranged to prevent close distance behaviors. Common areas or shared spaces that allow for sitting, standing or socializing closely should be rearranged or removed from the library floor to meet a 6-foot minimum of social distancing and reduce the amount of items or space staff are required to sanitize.

Health and Sanitation Measures for Library Staff and Facility Cleanliness and Safety

- Provide receptacles for materials to be returned inside library to cut down on touching and need to wear/change gloves
- Use gloves when handling any materials that have been in contact with a patron.
- Avoid sharing equipment such as computers or telephones when possible. Shared equipment will be disinfected between uses and staff will sanitize their hands before and after use.
- Buffet-style and shared meals are not permitted at the library while restrictions are in place.
- Quarantine materials that have been returned for 72 hours before shelving or putting into delivery bags



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- The following items should be temporarily removed from public spaces: passive program equipment, materials or supplies such as toys, games, crafts, interactive displays, VR equipment, and learning activities. Public computers will also require consideration.
- Do not provide shared supplies with patrons until all restrictions are lifted
- Provide location for patrons to place materials that need to be reshelved. Those materials need to be quarantined for 72 hours before shelving.
- Clean frequently touched items such as desks and chairs, counters, tables, door handles and pushplates, handrails, light switches, handles on equipment (e.g., book carts), shared telephones, shared computers, keyboards, and mice, shared electronics

Basic Building Cleaning Guidance

- [NY State Guidance for cleaning public and private buildings](#)
- [CDC Guidance for Cleaning and Disinfecting Public Spaces, Workplaces, Businesses, Schools, and Homes](#)
- [CDC Cleaning & Disinfecting Decision Tool](#)

Equipment & Supplies

- [NY State Registered Disinfectant List](#)
- [EPA List of Disinfectants for Use Against SARS-CoV-2](#)

Restrooms

Handwashing is a critical practice for the safety of staff and patrons during this time. If service is focused on the distribution and return of library materials, then the availability of restrooms may be limited in the initial stages of reopening. This could reduce the spread of viruses and limit the number of times staff are required to clean a public bathroom. However, restrooms might be the only point for public handwashing within a library facility. Libraries will need to decide at the local level how to mitigate risk to staff and patrons when it comes to managing a public restroom and providing access to warm or hot water for proper handwashing.

Materials Handling

Library materials must be quarantined for 72 hours upon return **BEFORE** they are handled by staff or checked in with the exclusion of emptying a book drop. Libraries will need to post signage and inform patrons that materials will remain on their accounts for three days after their return. No fines will be accrued during quarantine.

When library materials are handled, they should be treated in the following manner:

- Materials should be returned via book drop whenever possible.
- Provide a secure location (book cart, box, etc) inside the library where patrons can return materials during the day. The container should be dated and then quarantined for 72 hours.
- After 72 hours of quarantine, books should be cleaned and checked in using the date that the materials were returned to the library.
- Refrain from stacking returned materials on the circulation or staff desks
- Staff should wear personal protective equipment and refrain from touching other items while cleaning library materials, and immediately wash hands upon task completion.



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Library Technology

- Public computer stations should be spaced at least 6' apart in order to adhere to social distancing requirements.
 - For assistance in moving computers or determining proper set up, contact Mike Jones.
 - Sanitization of keyboards, mice, and surfaces (desktop, plastic/wood touch points on chairs) must occur between each user.
 - Washable and disposable keyboard covers are available for purchase (see document). Computer keyboards are difficult to clean due to the spaces between keys and the sensitivity of its hardware to liquids. The use of covers minimizes disease transmission.
 - Prominent signage should be posted in locations with computers requesting that patrons sanitize their hands before and after computer use.
 - Patrons should provide their own headphones.
 - Printers, scanners, copiers, and similar technologies should be cleaned regularly. CCLS recommends that library staff use these machines for patrons whenever possible.
- Social distancing requirements will make providing computer assistance challenging. Staff are encouraged to maintain a safe social distance.

Delivery

We anticipate CCLS Delivery will reopen after member libraries staff are able to return to limited work. CCLS will notify directors when delivery is ready to resume.

Member libraries and CCLS will both be required to quarantine materials for a specific period of time before they are sent through Delivery. This process would include:

- All library materials will be quarantined for 72 hours **BEFORE** they are placed in an CCLS Delivery Bag.
- Library materials will be placed in a CCLS Delivery Bag only after the 72 hour quarantine period.
- **No materials will be quarantined in CCLS delivery bags.**
- No library materials will be sorted in route by Delivery Drivers.
- All library materials will be quarantined at CCLS Headquarters as well.

Interlibrary Loan

- Interlibrary Loan Services will resume after CCLS delivery and resumption of the service by the University of Buffalo. Member libraries should return all outstanding requests that have arrived, or have been returned by patrons during stay-at-home orders. The same quarantine guidelines will apply.

Library Programs

- Libraries should plan to continue to ALL conduct ALL programs virtually until more information has been provided.