

Board of Trustees, September 22, 2020, Doc. #10- Revised 9/22/20 (highlighted)

## Computer Use Plan and Safety Protocols- Service Level 5

### Computer Safety Overview

- Computer terminals will be reduced to follow physical distancing protocols
- Computer use will be available for a limited session
- Chairs, mice, keyboard are removed from computers not in use to assist with physical distancing protocols
- Allow for cleaning in between uses and/or alternate workstations
- Headphones are removed from the workstations. Patrons BYO or sold by the library. Patrons must bring their own or they can purchase earbuds from the circulation desk for \$1.00.
- Replace and sanitize keyboards and mouse after each use
- One on one computer assistance will be limited by physical distancing protocols. Floor will be marked with tape for 6' distance for staff to stand.
- Staff can use a laser pointer or dual monitors to help assist
- One OPAC will be available for public use. Keyboard and mouse will be disinfected regularly.
- Staff will release print jobs. The coin machines will not be operational.
- 4 Computer Terminals will be available for 30 minute, "walk-in" use. *Subject to revision.*
- 2 Computer Terminals will be available for 1 hour "appointments." *Subject to revision.*

### Public Use Procedures for Walk-In Use Computers

- Patrons who wish to use a computer will check in at the welcome desk first to determine availability. They will be directed to the Reference Desk, where they will request a keyboard and mouse to use a computer. When they return keyboard/mouse, librarian will remind them to check out at greeter desk. *Subject to revision*
- Terminals 1, 8, 9, and 10 will be walk-in use terminals, no appointment necessary, first come first served. *Subject to revision*
- These terminals will be available at library opening time and will automatically shut down 20 minutes before closing time.
- Patrons using the walk-in terminals will be counted in the building capacity limit.
- Computer sessions will be 30 minutes with no self-extension. At their discretion, reference staff may extend for 5-10 minutes to allow user to finish or save their work. Staff will not extend beyond 5-10 minutes. *Subject to revision*
- One session per person per day.

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## Public Use Procedures for 1 Hour Computer Terminals by Appointment

- Appointments may be made up to two days in advance by UHLS cardholders, and are reserved for educational, employment, social services, medical, civic, legal, and research uses that require longer than a half hour session. Recreational users should be directed to the walk-in terminals or encouraged to borrow a laptop (if they are EG or Schodack cardholders). *Subject to revision*
- If there are no pre-existing appointments, same day reservations may be made at the Welcome Desk. *Subject to revision*
- Patrons who have made an appointment in advance will check in at the Welcome Desk. They will be directed to the Reference Desk, where they will request a keyboard and mouse to use with the computer they previously reserved. When they return keyboard/mouse, librarian will remind them to check out at Welcome Desk. *Subject to revision*
- Terminals 11 and 12 will be made available, by appointment, for hour-long sessions. *Subject to revision*
- These users do not count towards the building capacity limit. Upon entering library, user should tell greeter that they have an appointment for a one-hour computer session. ~~Greeter will subtract user from current door count.~~
- Login will allow a one-hour session with no self-extension. At their discretion, reference staff may extend for 5-10 minutes to allow user to finish or save their work. Staff will not extend beyond 5-10 minutes. Patrons who need more time are encouraged to borrow a laptop (EG & Schodack cardholders only).
- One session per person per day.
- Appointment times will be as follows
  - First appointment will be at opening time. Subsequent appointments will be scheduled at one-and-a-half hour intervals. Final appointment of the day must not be scheduled later than one-and-a-half hours prior to closing time.
  - Ex: If library is open 11 am – 6 pm, appointment slots will be:
    - 11:00
    - 12:30
    - 2:00
    - 3:30
  - A half-hour will be reserved in between each appointment to allow for cleaning.
  - Computers will shut down 20 minutes before closing.

## Equipment

- Computer station will have CPU, monitor, and chair.
- Patrons will need to request keyboard and mouse from the reference desk.
- Headphones will not be available at the computers. Patrons must bring their own or they can purchase earbuds from the circulation desk for \$1.00. *Subject to availability*



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## Enhanced Cleaning Protocols for Public Computer Use during COVID-19

- All keyboards and mice will be cleaned between uses by library staff. We have purchased keyboards and mice which are designed to be immersed in a disinfecting solution between uses.
  - Reference staff will use proper glove protocols to handle returned items and perform cleaning or will use hand sanitizer immediately before touching anything else.
- <https://www.cdc.gov/vhf/ebola/pdf/poster-how-to-remove-gloves.pdf>

### Keyboards and Mice

- There will be two buckets at the ref desk, one with cleaning solution, one empty.
- Maintenance will mix cleaning solution each morning for reference desk and will dispose of used solution each evening.
- Completely immerse the full keyboard and the mouse (up to cord) into solution in bucket. Leave cord out of water.
- Do not get the USB end of the cord wet.
- Gently agitate keyboard and mouse around so that the liquid reaches every recess on all surfaces. The process of agitated immersion requires at least 5 seconds to be effective.
- DO NOT "SOAK" units for several minutes or longer. Soaking is unnecessary and may void your product warranty.
- Place keyboard in the other bucket (with cord dangling outside of bucket) to dry. Allow the disinfectant to remain on the product for at least 5 seconds to continue killing remaining pathogens.
- Allow to drip dry or shake gently to drain excess liquid and wipe dry with a clean cloth.
- Once the keyboard and mouse are completely dry, they can be used by the next patron.

### Vacated computer desk

- Staff will clean vacant computer stations periodically, and by patron request.
- Spray desk-top with cleaning solution and wipe down with paper towel. Spray chair with cleaning solution and wipe, making sure to get arm rests.

### Staff Assistance

- Staff may assist computer users at the user's terminal from a six-foot distance.
- Staff can use a laser pointer to assist patron.
- Staff may assist with computer use, searches, etc. at the reference desk with the librarian demonstrating and the user watching from the mirrored display monitor on the other side of the acrylic divider.

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- Intensive assistance may always not be able to be provided depending on staffing capacity and/or safety.

## Printing

- All printing will be released by the librarian at the reference desk. The self-serve print release is unavailable until further notice.
- ~~• We will print up to 5 pages (black and white or color) per patron per day free of charge.~~
- ~~• Larger print jobs will require use of credit card at the circ desk, or patron may be referred to Staples or another print service.~~
- There is no minimum charge for credit cards.
- Patrons will pay for all copies at the circulation desk.
- ~~• Cash will be accepted at an acrylic cash drop box located on the reference desk. No change will be provided.~~
- ~~• Same procedures apply for remote printing (5 free copies, credit card/cash to pay for overage, release at ref desk).~~

## OPAC Terminals

- One OPAC search terminal will be available for patron self-serve use.
- Terminal will be equipped with a Wetkey keyboard and mouse.
- Staff will spray sanitize keyboard and mouse periodically throughout day. Signage will alert patrons to this and let them know they can ask us to clean before they use.
- Spray cleaning instructions:
  - Before you wash a CORDED product, be sure that the USB Plug (connector) is kept safely away from the sink and remains dry. DO NOT place the USB or PS/2 connector into liquid.
  - Clean the surface of the item by wiping, gently brushing, dipping it or by following the “spraywipespray” protocol outlined below.
  - Spray the product and cord heavily with disinfecting spray, wipe away dirt and organic solids with a cloth then spray the product completely again with disinfecting spray allowing the disinfectant to remain on the product for at least 5 seconds.
  - Either wipe with dry cloth or shake gently and allow to air dry. Never hang a keyboard or mouse by its cord or damage to the cable and watertight seal can occur.
  - Once the product and USB connector are completely dry, reconnect to computer or tablet.
  - Turn ON the computer
- Keyboard and mouse will be dip sanitized before closing for use the following day. (See instructions in Cleaning section above.)