

Service Level 5 OPEN TO THE PUBLIC WITH LIMITED SEATING

Overview

Move to Service Level 5: Tentatively Planned for September 29, 2020.

Service Level 5		
Service Overview	Current	Proposal
		Level 5 Service hours and details might change as demand and capacity shifts occur.
Facilities	<p>Cleaning: Enhanced</p> <p>Hours: 5 days, 32 hours</p> <p>Public Computers:</p> <ul style="list-style-type: none"> No in-person computer use Laptop and Hotpots available for check-out (EG and Schodack patrons) <p>Print/Copy/Scan/Fax:</p> <ul style="list-style-type: none"> Limited copy, print, fax, scan service available. 5 copies free daily <p>Public Seating: None</p>	<p>Cleaning: Enhanced</p> <p>Hours: Gradually expand hours, beginning with 6 days, 37 hours (minimum) (hours will increase on October 5, 2020 and will be reevaluated monthly)</p> <p>Public Computers:</p> <ul style="list-style-type: none"> In-Person Public Computer Use Added; (4) 30-min. terminals available for walk-in use; (2) 1-hour terminals available for appointments reserved for educational, employment, social services, medical, civic, legal, and research use. No residency limits. Enhanced cleaning protocols in place. <i>Terminal time limits and breakdown of number of 30 min vs. 1 hour terminals, and/or the limits on appointments will be reevaluated monthly.</i> Laptop and Hotpots available for check-out (EG and Schodack patrons) <p>Print/Copy/Scan/Fax:</p>

		<ul style="list-style-type: none"> Limited copy, print, fax, scan service available. 5 copies free daily Begin accepting payment for print/copy/scan/fax services (first 5 copies still free) <p>Public Seating: Limited</p> <ul style="list-style-type: none"> Gradually reintroduce seating, one seat per table
<p>Meetings</p>	<p>Meeting Rooms</p> <ul style="list-style-type: none"> No public use of Meeting Rooms except as required by law or intended to assist with public health emergency (ex: elections, blood drives) Meeting Rooms A&B and Hurr Education Center have been temporarily repurposed to internal staffing areas to allow for increased physical distancing Library Board meetings are held virtually <p>Outdoor Gatherings</p> <ul style="list-style-type: none"> Public Is allowed to gather at the library outside as long as they observe social distancing and wear a mask. Limited outdoor programming for adults No gathering at the library of any kind without physical distancing (no group visits inside the library) 	<p>Meeting Rooms:</p> <ul style="list-style-type: none"> No public use of Meeting Rooms except as required by law or intended to assist with public health emergency (ex: elections, blood drives) Meeting Rooms A&B and Hurr Education Center have been temporarily repurposed to internal staffing areas to allow for increased physical distancing Library Board Meetings may be held in person (as well as virtually) <p>Outdoor Gatherings</p> <ul style="list-style-type: none"> Public Is allowed to gather at the library outside as long as they observe social distancing. Mask use is encouraged required when in groups or when social distancing is not possible. Limited outdoor programming for adults No gathering at the library of any kind without physical distancing (no group visits inside the library) The library will begin working with community partners to determine how and in what capacity in-person outreach programs will resume during service level 6

<p>Staffing</p>	<p>Staffing Capacity:</p> <ul style="list-style-type: none"> Limited staff in building. PPE required and health check process implemented. Some departments will shift to full in-person staffing (circulation, technical services, maintenance) Other departments (adult services, youth services, digital services, admin will work in-person as required. All work which is not necessary to be completed in-person should continue to be completed remotely. (ex: virtual programming, enhanced digital lending, increased web, and social media presence, reporting, etc.) Staff hours may be reduced/altered based on library needs Staff will be trained on procedures for service level 5. 	<p>Staffing Capacity:</p> <ul style="list-style-type: none"> Limited staff in building. PPE required and health check process implemented. Some departments will shift to full in-person staffing (circulation, technical services, maintenance) Other departments (adult services, youth services, digital services, admin will work in-person as required. All work which is not necessary to be completed in-person should continue to be completed remotely. (ex: virtual programming, enhanced digital lending, increased web, and social media presence, reporting, etc.) Staff hours may be reduced/altered based on library needs Staff will be trained on procedures for service level 6.
<p>Services/Collections</p>	<p>In-Person Capacity for Public:</p> <ul style="list-style-type: none"> Number of people (public) permitted to be in the building at once is reduced (capacity 15) to allow for physical distancing The children’s room and teen room have limited capacities to allow for physical distancing. Children’s Room (capacity 10), Teen Room (capacity 2) <p>Fines/Fees:</p> <ul style="list-style-type: none"> Overdue fines waived for items checked out during COVID-19 (exception: specialty items) No fees for services collected (except for purchase of specialty items- library merchandise) Staff will accept credit card payment for old fines, fines/fees for 	<p>In-Person Capacity for Public:</p> <ul style="list-style-type: none"> Number of people (public) permitted to be in the building at once is reduced (capacity 15 plus computer appointments: maximum 20) to allow for physical distancing. Capacity counts will be re-evaluated monthly. The children’s room and teen room have limited capacities to allow for physical distancing. Children’s Room (capacity 10), Teen Room (capacity 2) <p>Fines/Fees:</p> <ul style="list-style-type: none"> Overdue fines waived for items checked out during COVID-19 (exception: specialty items) Collection of fees will begin.

	<p>specialty items, or replacement items.</p> <p>Materials Returned:</p> <ul style="list-style-type: none"> Quarantined for 96 hours <p>WiFi:</p> <ul style="list-style-type: none"> 24/7 Parking Lot While library is open in the building <p>Virtual Events</p> <ul style="list-style-type: none"> Facebook, YouTube, Zoom <p>Drive-Thru Window Service:</p> <ul style="list-style-type: none"> Holds Pickup <p>Library Visits:</p> <ul style="list-style-type: none"> Limited to Grab & Go Service (15-30 minutes, no computers, no seating or computers) <p>Copy/Fax/Scan/Print:</p> <ul style="list-style-type: none"> First five copies/prints available- no cost; Scanning Free; Additional printing/copying is referred to an alternative business. <p>Notary Service:</p> <ul style="list-style-type: none"> Not available <p>Public Seating</p> <ul style="list-style-type: none"> Not available <p>Children’s Play Area:</p> <ul style="list-style-type: none"> Not available <p>Indoor Events:</p> <ul style="list-style-type: none"> Not available <p>Outdoor Events:</p> <ul style="list-style-type: none"> Limited <p>Bathrooms:</p> <ul style="list-style-type: none"> Limited <p>Water Fountain:</p> <ul style="list-style-type: none"> Not available 	<ul style="list-style-type: none"> Staff will accept all types of payment (only accepted at circulation desk) for old fines, fines/fees for specialty items, replacement items. <p>Materials Returned:</p> <ul style="list-style-type: none"> Quarantined for 96 hours <p>WiFi:</p> <ul style="list-style-type: none"> 24/7 Parking Lot While library is open in the building <p>Virtual Events</p> <ul style="list-style-type: none"> Facebook, YouTube, Zoom <p>Drive-Thru Window Service:</p> <ul style="list-style-type: none"> Holds Pickup <p>Library Visits:</p> <ul style="list-style-type: none"> Limited to 30 minutes (one hour with computer reservations), limited seating and computers <p>Copy/Fax/Scan/Print:</p> <ul style="list-style-type: none"> First five copies/prints available- no cost; Scanning Free; Additional printing/copying is Available for purchase <p>Notary Service:</p> <ul style="list-style-type: none"> Available by appointment <p>Public Seating:</p> <ul style="list-style-type: none"> Limited (one seat per table) <p>Children’s Play Area:</p> <ul style="list-style-type: none"> Not available <p>Indoor Events:</p> <ul style="list-style-type: none"> Not available <p>Outdoor Events:</p> <ul style="list-style-type: none"> Limited <p>Bathrooms:</p> <ul style="list-style-type: none"> Limited
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	<p>Ongoing Booksale:</p> <ul style="list-style-type: none">• Suggested Donation. No change provided on donations. <p>Book Drop:</p> <ul style="list-style-type: none">• Book drop is closed for returns. All returns must be made in the front vestibule. <p>Book Sale Donations:</p> <ul style="list-style-type: none">• No donations of books accepted	<p>Water Fountain:</p> <ul style="list-style-type: none">• Not available <p>Ongoing Booksale</p> <ul style="list-style-type: none">• Suggested Donation. No change provided on donations. <p>Book Drop:</p> <ul style="list-style-type: none">• Book drop is closed for returns. All returns must be made in the front vestibule. <p>Book Sale Donations:</p> <ul style="list-style-type: none">• No donations of books accepted
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Increased Hours: Tentatively Planned October 5, 2020

Increased Hours Proposal

Step 1: Tentatively Planned October 5, 2020

Draft Step 2: (subject to change based on demand, safety, and capacity)

- October 19- Add Drive-Thru Window Service 11am-6pm
- November 2- Open the building to the Public 11am-6pm

Day of the Week	Current Hours <i>Effective: August 11, 2020</i>	Proposed Hours Step 1
Monday	Building Closed to Public	Building Closed to Public Returns Accepted 10:00 am-2:00 pm
Tuesday	11:00 am-6:00 pm	11:00 am-6:00 pm
Wednesday	11:00 am-6:00 pm	11:00 am- 7:00 pm
Thursday	11:00 am-6:00 pm	11:00 am-6:00 pm
Friday	11:00 am-6:00 pm	11:00 am-6:00 pm
Saturday	9:00 am-1:00 pm	10:00 am-2:00 pm
Sunday	Closed to Public	Closed to Public