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pwd=RjJnYnN1Y3FTdHVNS083d0NDbkJ5dz09Meeting ID856 2812

3160Password: 245405Phone Dial in: (929) 205-6099Pursuant to Governor Baker's March 12, 2020 Order Suspending Certain Provisions of the Open Meeting Law, G.L. c. 30A, §18, and the Governor's March 15, 2020 Order imposing strict limitation on the number of people that may gather in one place, this meeting of the Great Barrington Library Trustees will be conducted via remote participation to the greatest extent possible. Specific information and the general guidelines for remote participation by members of the public and/or parties with a right and/or requirement to attend this meeting can be found on town's website, at www.townofgb.org. For this meeting, members of the public who wish to listen to the meeting may do so in the following manner: See instructions at the top of the agenda. No in-person attendance of members of the public will be permitted, but every effort will be made to ensure that the public can adequately access the proceedings in real time, via technological means. In the event that we are unable to do so, despite best efforts, we will post on the town's website an audio or video recording, transcript, or other comprehensive record of proceedings as soon as possible after the meeting.

Great Barrington Libraries Board of Trustees
August, 18, 2020 5:30 pm Meeting via Zoom only

I. Call to Order: AT 5:32 PM

A. Roll Call: PATRICK HOLLENBECK, KATHLEEN PLUNGIS,
MARGARET HEILBRUN, CHRIS TUCCI LAUREN CLARK SIGNED ON AT 5:40.
ABSENT: JANE STANHOPE THE LIBRARY DIRECTOR WAS NOT PRESENT.
AUDIENCE: 1

B. Approval of July Minutes:

MOTION TO APPROVE THE JULY MINUTES WITH ONE CORRECTION.

2nd. NO DISCUSSION.

ROLL CALL VOTE: PH: YES KP: YES MH: YES CT: YES VOTE: 4-0

C. Friends Report: Ed: The rolling carts continue to be set out at Mason, many books are being given away and some \$ donations are coming in. He's now taking book donations at his home.

CT asked if the same thing could be done at Ramsdell. Ed will speak with Holly.

CT: what if the cart could be placed at Aberdale's. Ed will look into it.

D. Directors Update:

Director's report: PH reported. Stated that it was a good report. He wanted to recognize the Children's Librarians Laurie and Michelle for their excellent summer reading

program. That the Children's program ranks in the top percentile in the state.

PH brought up the digital newspapers, that digital is the wave of the future.

What is the status of the ventilation systems of Mason and Ramsdell? Can testing be done by the DPW? KP noted that the Ramsdell report sent by Rob Cullen stated that Ramsdell has "none".

PH stated that our new website needs to be completed soon.

KP brought up ADeG's \$500 request for advertising. Much discussion. Two Trustees wanted clarification as signage is different from advertising. Another Trustee asked why isn't the Berkshire Edge being used as outreach? LC will reach out to Marcie Sellow. PH wondered if we could pay for yearly "pop-ups". LC will pursue.

General discussion-which staff member is responsible to outreach re press releases, articles, etc. Needs to be sent out on a consistent basis. Have the Shoppers Guide's Friday free classifieds been used.? Need for lawn signs for both libraries WiFi availability, curbside.

GB Facebook- the Friends use it, why isn't the library on it? Back to who is the Outreach Staff person?

MOTION TO APPROVE UP TO \$200 FROM STATE AID FOR LAWN SIGNS.

2nd. DISCUSSION.

ROLL CALL VOTE: PH: YES KP: YES LC: YES MH: YES CT: YES

VOTE: 5 – 0

MOTION TO APPROVE UP TO \$2,500 FROM STATE AID FOR A YEARLY DIGITAL SUBSCRIPTION TO THE NYTIMES PENDING ON THE DAILY NUMBER OF LOG-ON SUBSCRIBERS.

2nd. DISCUSSION. PH: we need to purchase more chrome books. That Ramsdell needs 3, not 2 as mentioned in ADeG's Covid report.

Back to the NY Times. Who should be getting back in touch with the NY Times. ADeG, PH? Motion is contingent on how many people can access the paper a day-is there a limit?

ROLL CALL VOTE: PH: YES KP: YES LC: YES MH: YES CT: YES

VOTE: 5 – 0

Trustees LC and JS then asked that a subscription to the Washington Post be explored.

E. Library Co-vid life: PH reported: ADeG did an amazing amount of work on the Covid report. CT agreed, very comprehensive.

PH noted that area libraries have reopened. When will ours?

Discussion: No curbside hours for working people, No Saturday-that Ramsdell needs

Saturdays. To either expand or change hours to accommodate working people.

Is the plexiglass now in place at the libraries?

Another Trustee wanted clarification on why a porta potty is needed on library grounds- who requested it? Discussion.

Discussion on inside library browsing, reservations needed? How many minutes will a person be allowed in the library? A Trustee asked if people will be allowed in the library to sit? KP responded No.

PH: We should begin talking about ways the front room of the Housy Dome could be used for curbside pick-up or browsing as the weather gets colder. Be creative, to give service to Housatonic, will Ramsdell open given lack of ventilation?

II. Business:

Treasurers Report: KP: Finance report good.

A Trustee asked whether the magazine subscriptions have been suspended. Did not know.

Building and Grounds: CT meets with ADeG this week and he'll ask about ventilation.

III. Citizens Speak: NONE

IV. Board Speak: LC asked about the status of the WEB DuBois statue location. Discussion. The location hasn't been decided.

V. Adjournment: MOTION TO ADJOURN AT 6:57 PM. 2nd.

ROLL CALL VOTE: PH: YES KP: YES LC: YES MH: YES CT: YES

NEXT TRUSTEE MEETING: THURSDAY, SEPTEMBER 10, 2020 AT 5:30 PM

Pursuant to MGL. 7c. 30A sec. 20 (f), after notifying the chair of the public body, any person may make a video or audio recording of an open session of a meeting of a public body, or may transmit the meeting through any medium. At the beginning of the meeting, the chair shall inform other attendees of any such recordings. Any member of the public wishing to speak at the meeting must receive permission of the chair. The listings of agenda items are those reasonably anticipated by the chair which may be discussed at the meeting. Not all items listed may in fact be discussed and other items not listed may also be brought up for discussion to the extent permitted by law.

Kathleen Plungis, Secretary

July 2020 Covid

Account as of 7/31/2020
Page 1 of 1

Account	Date	Start	End	Balance	Total	Start	End	Total
7/31/2020	7/31/2020	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00			
7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
7/31/2020	7/31/2020	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00			

Account	Date	Start	End	Balance	Total	Start	End	Total
7/31/2020	7/31/2020	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00			
7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
7/31/2020	7/31/2020	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00			

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7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
7/31/2020	7/31/2020	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00			

Account	Date	Start	End	Balance	Total	Start	End	Total
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7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
7/31/2020	7/31/2020	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00			

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7/31/2020	7/31/2020	\$1,000.00	\$1,000.00	\$1,000.00	\$1,000.00			
7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
7/31/2020	7/31/2020	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00			

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7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
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7/31/2020	7/31/2020	\$2,000.00	\$2,000.00	\$2,000.00	\$2,000.00			
7/31/2020	7/31/2020	\$5,000.00	\$5,000.00	\$5,000.00	\$5,000.00			

August 13, 2020

July Library Life

OverDrive Circulation: 1,432 (eBook and eAudio)

CW MARS Circulation: 4,104 (Mason), 311 (Ramsdell)

- The Summer Reading Program has been wildly successful this year! All of the activities and tracking have been online this year but Laurie and Fran (our new Young Adult Tech) have been creating and handing out craft activities at curbside and found fun new ways to interact with our younger patrons. In addition to earning badges, free books, gift certificates, Legos and more, the kids have also been working on building a sticker puzzle. Laurie and Fran have had to up the minutes challenge nearly every week as our kids are reading us out of the water. Summer Reading will end on August 21. The current count is 148,752 minutes. A huge thank you is due to Laurie and Fran for all their hard work on this and to the Friends for paying for our many of our prizes.
- Our collaboration with the Berkshire Museum for their virtual "Be a Chemist" workshop series was also maxed out with attendees. The workshop met for four Fridays and kids picked up the supply kits each week at curbside. Laurie and Fran were able to join in and be with the kids during the program.
- In partnership with CHP (and with extensive planning and permission by the Board of Health), we were able to help host one outdoor story walk for young children. It took place on the front lawn at Mason and was limited to 20 participants. It went well (social distancing and masks required for those over 2) and we saw many familiar faces that we have missed. We are working with CHP for some additional events similar to this for young kids outside.
- For the adult crowd, we had two Zoom events: a lecture/discussion on the wildlife corridor we live in and a music program celebrating the 65th birthday of rock and roll. Both programs had about 20 attendees each. I will be uploading the recordings to the library's Niche Academy website. We are working on additional remote programming for the fall including a book making workshop.
- Curbside continued all month and continues to keep staff very busy. On average, we get about 50 emails a day and nearly the same number of phone calls. At Mason we had 936 Curbside pick-up appointments for books, DVDs, magazines, craft kits, SRP prizes and more during the month of July. Often these pick-ups were for more than one item. At Ramsdell, we had 150 pick-ups.
- Inter-library Loan as we knew it resumed on July 20. Libraries are sharing material again, but it is a slower process than before. Items are quarantined when they arrive so there is a delay in getting material out, but this has been true all along.
- NYT Digital Subscription. Both Pat and I spoke with the NYT regarding a digital subscription. I will let Pat share the details. I am all for it – my only request is that this year we use either donation or State Aid money to cover it since I did not incorporate it into the current budget.

- The Selectboard has requested that we look at re-opening the libraries to the public. You will find my plan for this below in Appendix A. The tentative plan (depending on plexi-glass installation) is to open Mason on August 17. We will re-open Ramsdell at a later date. What we are able to offer is very dependent on staffing. More information can be found in the plan.
- A draft pandemic plan is also below in Appendix B. This documents what we have done to date and proposes what we can do in the future.
- Website has stalled as I did not have the time to work on it in July. At this point I am working on populating the webpages with information. I am hoping to get back to that once I complete the Annual State ARIS report.
- Financial Report is for FY2021. I've changed how the report looks as I am experimenting with a different way of allocating and recording information. I was finding that there were many services we were all using that I was taking out of my adult budget and I decided it was time to share the cost. For the print budget the shared services are magazine subscriptions and our Wowbrary platform (notifies patrons of new books). For the nonprint budget the shared services are CatExpress and WebDewey (cataloging resources), Niche Academy and RB Video. We will be adding a remote tech support application later this year. I also took out eContent so that I was not purchasing it all out of the adult budget. I will see how it works this year and make adjustments as needed.
- *Buildings and Grounds:* Mason's AC broke the week of July 27. The old unit died, and they were able to bypass to use the new unit, but the climate control in the building is impacted. Each unit controls different zones so we now have different hot spots. I am not sure when this will be remedied but it does have implications for providing safe air flow during the pandemic.
- *Advertising Funds:* It has been brought to my attention that the Board would like to see more advertising and lawn signs placed at both libraries. I am asking that the Board allocate up to \$500 that I can use to place ads in the Shopper's Guide, purchase some lawn signs (one set with Curbside and one set with Limited Opening) that can be used no matter what phase we are in. There is plenty of money in either Donation Account or State Aid. My operating budget has not traditionally included an advertising budget, but this is something we could consider for the FY22 budget.

APPENDIX A. Re-Opening Plan

Next Steps: Mason

Tentative Start Date of In Library Pickup is August 17 (pending plexiglass). Outdoor browsing would start August 24.

Computer Access is a work in progress. Have requested COVID-19 Funding for Chrome Books that can be loaned out (4 for Mason, 2 for Ramsdell) and taken home for 3 days at a time.

The requests are in for expanded services. Curbside pick-up is very popular right now. Currently we have curbside pick-up three afternoons per week. Tuesday, Wednesday & Fridays from 1-4. During this time frame, we have been averaging 45 to 72 bags going out to individuals & families per curbside day (roughly 177 bags per week – each bag often contains multiple items) including science kits from the children's summer reading program.

ILL deliveries are also picking up at Mason. Mason receives deliveries from Optima five days/week (Monday-Friday) with 5-7 bins currently arriving each day (approximately 30-35 items/bin). **All book drop returns and ILL items are being quarantined for 72 hours.** Returns received in the book drop are quarantined in the Main Reading Room at Mason. ILL delivery items are being quarantined in the Community Room.

Staff will still need mornings (and Mondays) to check in items to be quarantined from the book drops, check in and sort delivery items, retrieve items for the ILL pull list to go into delivery and answer phones and ongoing patron emails.

Expanded proposal:

Open the doors, in a controlled manner. The doors on the parking lot side of the building would be open so that patrons can come inside the building to pick up their holds. This would allow for some patron flexibility in the pick-up of their items. Curbside would still be available to those who need/ want it. Propping the doors open for this time period would keep contact to surfaces down. Masks would be required. Patrons would be offered hand sanitizer as they entered the building at a table that would be manned by a staff "greeter". This staff person would be responsible for keeping track of and limiting the number of patrons in the building at one time. There will be no access to the stacks or computers at this time. Restrooms are to remain unavailable to patrons, with one restroom designated for emergencies only. A Porta Potty has been requested. DPW is working on plexiglass shields, stanchions and PPE. Library director has provided one cloth mask to each member of staff.

In an effort to accommodate requests that inevitably will come up for browsing, Mason will offer a couple of carts of new book/DVD and or children's items, with patrons browsing on the sidewalk or lawn one afternoon per week. The time frame of 1-4 pm, would allow staff to be able to move everything back into the building. Depending on the location (front vs. side of the building), we would need one to two staff people to man this station. This staff member would be responsible for checking items out and would also allow for possible new patron sign-ups. In an effort to be consistent, we would add the browsing component on Thursday, which would also allow the "Friends" to be able to continue their book giveaway on Friday, Saturday, Sunday with no conflicting days.

The children's room will remain closed to the public. Parents would be able to come in the main floor to pick up holds or arrange for curbside pick-up. Summer Reading programs to continue.

Tuesdays, Wednesday & Fridays

Time: Vulnerable population - TBD

Time: 1:00-5:00 pm

Building Occupancy Limit: (7 Staff + 10)

1 staff at the circ desk

1 staff to answer phones & patron emails

1 greeter/ people counter/ curbside (additional staff person)

1 staff for cataloging/phones, (greeter as needed)

2 children's room staff - to facilitate summer reading, catalog, etc.

1 Director (or Assistant Director, Programming & Outreach - when not at Ramsdell)

All staff will work together to do necessary cleaning

Mason parking lot side doors open 1-5 pm, Tuesday, Wednesday and Friday.

A table just inside the doors with a staff Greeter/people counter.

Social distancing facilitates only one staff member at the circulation desk at a time.

There would be clearly defined arrows/directional & roped off areas.

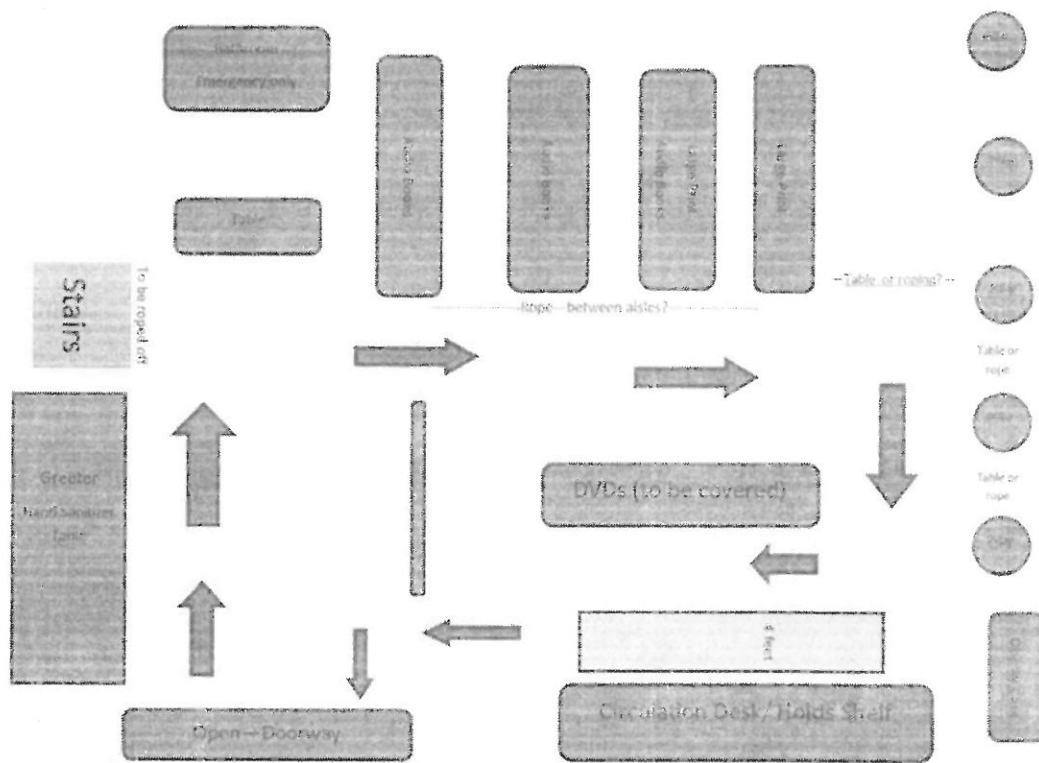
Markers for six-foot distancing.

Public restrooms would remain unavailable (one for emergencies only).

No access to the stacks or computers at this time.

Children's Room remains closed to the public. Curbside available for programming.

Curbside pick-up still available (as needed).



Thursday

Time: 1:00-4:00 pm (to allow time for staff to bring everything back into the building.)

Browsing Carts (outdoors)

New (book/dvd/kids items TBD). (2 carts) to be quarantined after use.

Tent canopy, which could be borrowed from the "Friends".

Table (or two) with plexiglass shielding. "Greeters" table can be used for this also.

Laptop loaded with Evergreen for staff use.

One to two staff as needed.

Building is closed to the public on this day.

No curbside available on this day.

Protocols:

Hourly wipe downs of surfaces.

Patrons sanitize hands when entering.

Wear a mask while in the library (curbside available for patrons who are unable or unwilling to wear a mask.)

Pick-up of holds only. No browsing in the library. No seating areas.

Next Steps: Ramsdell**Step 1: Expanded Curbside Pick-up**

The Trustees have been pushing (and some patrons have requested) expanded pick-up hours, including weekends. With staffing constraints, extensive weekend pick-up hours are impossible, so this proposal is a compromise but requires the assistance of a member of the Friends or the Trustees.

ILL deliveries at Ramsdell are Tuesdays (~2pm) and Fridays (~11am). Current curbside pick-up is Wednesday 2-4pm, with a staff member on the premises all day on Wednesday.

Expanded proposal:

Tuesdays

- Staff member at Ramsdell 2-5pm
- Pull list
- Call patrons with holds
- Package holds
- Shelve Friday quarantine table
- Book drop
- Process Tuesday bins

Wednesdays

- Staff member at Ramsdell 8:30-5 (full day)
- Mail/PO
- Pull list
- Call patrons with holds
- Package holds
- Set up Holds Table
- 2-4pm Pick-Up
- Cataloging
- De-newment

Friday

- Staff member at Ramsdell noon-5pm (can adjust down if this much time is not needed)
- Pull list
- Call patrons with holds to arrange pick-up
- Package holds
- Set up Holds Table
- Process Friday bins
- Shelve Tuesday's quarantine table
- All remaining shelving from the week

Saturday

A member of the Trustees or the Friends unlocks the front door of Ramsdell for 1 hour for pick-up (time TBD)

Step 2: Partial Re-Opening

Occupancy: 8 (2 staff + 6)

Supply Needs*:

- *Plexiglass shield*
- Medium gloves
- *Paper towels*
- *Sanitizing wipes*
- Supply of undiluted disinfectant (so I can mix my own solution at Ramsdell)
- Disposable masks (to offer patrons, in case I forget mine, etc.) (?)
- *Rope/caution tape to mark off no-go areas for patrons*

DPW Requests*:

- *Plexiglass shield*
- *Paper towels*
- Please remove boxes of books on back table (not current magazines, also on back table)
- Regular (weekly) trash & recycling pick-ups
- Additional fans to circulate air because no HVAC system (advise on placement?)
- *Sanitizing wipes*
- 2 deep-cleans a day when we are open
- Toilet brush/cleaning supplies for public bathroom
- *Rope/caution tape to mark off no-go areas for patrons*

****Items in italics are in both categories***

Protocols:

- Hourly cleaning (will need to lock door): clean public bathroom sink, latch, door handles, flush lever, seat; wipe down circ desk
- Sanitize hands when entering
- Wear mask while in library (curbside available for patrons who are unable or unwilling to wear a mask)
- LoT area and back table off-limits for browsing (table becomes quarantine table)
- No seating areas, patrons not encouraged to linger

Specifics:

- Front door and glass doors are propped open to avoid "high-touch"
- In the vestibule there is a table with hand sanitizer (pump bottle), table does not block bathroom door. Table also has signage
- Patrons encouraged to "Browse with Your Eyes"
- Children's Room remains inaccessible: children's books (YPY, JGR, YNF, J) curbside only
- YFC, JCD, YDV, YA, YAGR –in the main part of the library, available for browsing
- No sitting, reading newspapers, etc.
- In-building time limit?

Days & Hours of Operation:

Deliveries are currently Tuesdays and Fridays (time ~2pm T and 10:45am F)

Staff Schedule: Tuesday afternoon, all day Wednesday, Friday afternoon

Will have to see how the new schedule works before proposing browsing hours. Different days than pick up – maybe Tuesdays and Fridays?

Table Signage:

- Please wear your mask* and sanitize your hands when entering
- Building occupancy limited to four (4) at a time
- Children's Room inaccessible for browsing or playing, children's materials available through curbside pick-up only
- Please "Browse with Your Eyes" as much as possible

*Patrons unable or unwilling to wear a mask may request items for curbside pick-up

APPENDIX B: Pandemic Plan

GB Libraries Pandemic Plan – DRAFT4

Guiding Principles

We value staff safety

We value patron safety

We don't have to rush

The situation will evolve, and we may move forward and/or backward

We will be kind to each other (and to ourselves)

****Note:** At any time, and dependent on Federal, State, or Local guidelines, the Great Barrington Libraries may revert to an earlier phase in this plan. **

Library Phase 0

Building Access

- Four staff members working at the library: the Director, two Assistant Directors, and the Children's Librarian.
- Remaining staff is furloughed.
- Telework is encouraged amongst all staff members.
- Deliveries will be accepted.
- No public access.

Operational Priorities

- Building cleaning, disinfecting surfaces
 - DPW continues to clean building daily, especially areas that staff are using. Daily disinfection of high-touch surfaces.
 - Library staff clean surfaces when handling book drop materials and any other potentially contaminated material. Staff wash hands regularly and wear masks.
 - Staff goes through COVID checklist before entering library.
- Book drops emptied Mondays and Thursdays. 72-hour quarantine of all returned items.
- Continue to purchase physical and digital content (emphasis on digital acquisition for continued patron access). Process and catalog said content.
- Provide phone support and reference services via phone and email.
- Assist patrons with issues over phone or email.
- Patrons printing offered via email.
- Projects as time allows (weeding, cleaning, shifting books on shelves, organizing collections, book and DVD repair).
- Determine next phase and requirements for staff and patrons.

Library Phase 1, Part 1: Planning to resume in person service

Building Access

New This Phase

- Recall 1 staff member (Adult Circulation Supervisor); others remain furloughed.
- Access to town departments to assist in reopening plans (DPW, Board of Health, Town Manager).

Same as Previous Phase

- Original four staff continue working at the library. (Remaining staff furloughed)
- Telework at home is still encouraged.
- Deliveries will be accepted.
- No public access.

Operational Priorities

New This Phase

- Stocking cleaning supplies and PPE (where available without taking supplies from health care and front-line responders).
 - Require 50 masks a week (25 for Ramsdell)
 - Require 200 pairs of gloves (100 for Ramsdell)
 - Require 2 Gallons of hand sanitizer PLUS individual ones for staff (6)
 - Require disinfecting spray (2 gallons) or wipes (10 packs of 100). [1 gallon for Ramsdell, 5 packs of 100 for Ramsdell]
 - Require 15 rolls of paper towels a week (7 for Ramsdell)
 - Failure to supply or decrease in supplies will impact opening hours and services.
- Coordination with DPW on purchase and installation of protective barriers and signage to encourage social distancing and protect staff. Any in person services will NOT proceed without this.
- Establish procedures for enforcing patron compliance with social distancing and face covering, room use, fine forgiveness, hours of operation during limited service phase.
- Establish staff and patron safety protocols in compliance with local health board.
- Determine next phase's limited opening hours, staffing, and use of remote staffing.
 - Curbside Pickup will be next phase
 - Computer access will remain unavailable, but we will print items emailed to us.
 - Staffing
 - Recall Adult Circulation Supervisor to administer Curbside Pick Up. If demand is great, recall Adult Circulation Technician.

- Assistant Directors and Children's Librarian continue to work.
 - All other staff remains furloughed.
 - Hours staff will be available are 10am to 5pm
- Survey surrounding municipalities' library opening plans to coordinate where possible.
 - Develop tailored service workflows to minimize contact for basic library operations that include curbside service, book returns, book drop procedures, book check out, accepting other libraries' materials, and identify areas of the building that will be closed to the public.
 - Continue with 72-hour quarantine of all returned items. Material has been quarantined in the Main Reading Room but will add the Community Room in anticipation of more material coming in. Items in quarantine will be checked in but their status will be changed to unavailable until they are out of quarantine.
 - Requisition additional laptops from Ramsdell for staff use to reduce the sharing of workstations, if necessary.

Same as previous phase

- Building cleaning, disinfecting surfaces
 - DPW continues to clean building daily, especially areas that staff are using. Daily disinfection of high-touch surfaces.
 - Library staff clean surfaces when handling book drop materials and any other potentially contaminated material. Staff wash hands regularly and wear masks.
 - Staff goes through COVID checklist before entering library.
- Book drops emptied Mondays and Thursdays.
- Continue to purchase physical and digital content (emphasis on digital acquisition for continued patron access). Process and catalog said content.
- Provide phone support and reference services via phone and email.
- Assist patrons with issues over phone or email.
- Projects as time allows (weeding, cleaning, shifting books on shelves).
- Determine next phase and requirements for staff and patrons.

Library Phase 1, Part 2: Initiate services that emphasize limited in-person contact

Building Access

- Some staff resume working at the library, and others remain furloughed. Total number of staff needed is six to provide limited hours. If levels fall below, services will be impacted.
- Telework at home is still encouraged when needed.
- Access to town departments to assist in reopening plans (DPW, Board of Health, Town Manager).
- Deliveries will be accepted.
- No public access.
- In-person services will include curbside pick-up.

Operational Priorities

New This Phase

- Implementing curbside pickup.
- Communicate the procedures of curbside service to the community.
- Hours of operation (in consultation with municipal Board of Health and Town Manager).
 - Delivery from other libraries is still suspended. We will not be able to fulfill requests of materials that are not on our shelves.
 - To request material, please call Mason at 413-528-2403 or email us at masonramsdell@gmail.com. We will see if we can locate the material and will walk you through how to get it.
 - Requests for Mason items with a pickup at Mason Library will be available to pick up from 1-4pm on Tuesday, Wednesday, and Friday. Items requested from Ramsdell with a Mason pick up will be available the following Friday from 1-4pm. Pick up will be just outside the side door, adjacent to the parking lot.
 - Requests for Ramsdell items with a pickup at Ramsdell Library must be placed by 12pm. Item pick up at Ramsdell will be from 2-4pm. Ramsdell pickups are ONLY on Wednesdays. Requests for Mason items with a Ramsdell pick up will be available the following Wednesday. Pick up will be just inside the front door at Ramsdell.
 - Your library account must be in good standing, as usual, to borrow items.
 - Current holds that are on our Holds Shelf will be available for pick up.
- Service offerings include access to eMaterial, virtual programming and curbside pick-up.
- Computer access is unavailable, but printing services offered via email.
- Communicate with all staff to ensure all safety, building, service expectations, and HR policies are understood.

- Establish staff schedule with as much flexibility built in as possible to accommodate added stress and workloads.
- Post all safety, social distancing and COVID-19 related procedures at all entrances.
- Institute regular staff meetings to gather feedback on how services are proceeding.
- Regularly evaluate services; if something doesn't work be prepared to change.
- Staff observe social distancing protocols that include required mask use.
- Staff responsible to sanitize individual workstations at regular intervals.
- Remote staff continue to support virtual services: remote reference, virtual programming, and discrete projects as assigned.
- Continue materials handling procedures making adjustments based on emerging science and recommendations from state and federal sources.
- Delivery of Inter Library Loans (ILL): When service resumes, ILL bins/material will be left in Pantry area or the Community Room to quarantine for 72 hours before they are processed and made available to patrons. All ILL items will be handled with gloves and disinfectant will be used as needed.

Same as previous phases:

- Building cleaning, disinfecting surfaces
 - DPW continues to clean building daily, especially areas that staff are using. Daily disinfection of high-touch surfaces.
 - Library staff clean surfaces when handling book drop materials and any other potentially contaminated material. Staff wash hands regularly and wear masks.
 - Staff goes through COVID checklist before entering library.
- Book drops emptied Mondays and Thursdays. 72-hour quarantine of all returned items.
- Continue to purchase physical and digital content (emphasis on digital acquisition for continued patron access). Process and catalog said content.
- Provide phone support and reference services via phone and email.
- Assist patrons with issues over phone or email.
- Projects as time allows (weeding, cleaning, shifting books on shelves).
 - Stocking cleaning supplies and PPE (where available without taking supplies from health care and front-line responders).
 - Require 100 masks a week (50 for Ramsdell)
 - Require 400 pairs of gloves (200 for Ramsdell)
 - Require 4 Gallons of hand sanitizer PLUS individual ones for staff (12)
 - Require disinfecting spray (2 gallons) or wipes (10 packs of 100). [1 gallon for Ramsdell, 5 packs of 100 for Ramsdell]
 - Require 15 rolls of paper towels a week (7 for Ramsdell)
 - Failure to supply or decrease in supplies will impact opening hours and services.
 - Coordinate with DPW on purchase and installation of protective barriers and signage to encourage social distancing and protect staff. Any in person services will NOT proceed without this.

Library Phase 2, Part 1: Soft opening and limited services

Building Access

- Six staff needed to provide limited hours. If levels fall below, services will be impacted. Additional staff will be needed for any expansion of hours or addition of days of service. As services increase, additional staff must be recalled from furlough.
- Continuing telework at home when needed.
- Access to town departments to assist in reopening plans.
- Deliveries will be accepted.

Mason

- Building is open for pick-up of holds at Circulation Desk.
- Designated day for "Browsing" selected collections outside library.
- Continue offering support by phone and email.
- Curbside continues as needed. Patrons who cannot (or will not) wear a mask will be directed to curbside.
- Limited public access based on established occupancy limits.
 - Upstairs Occupancy is 17 for this phase.
 - 7 Staff [1 at Circ Desk, 1 to Answer Phone, 1 Greeter/People Counter, 1 for cataloging/phones, 2 Children's Room to facilitate Summer Reading, 1 Director or Assistant Director (when not at Ramsdell)].
 - 10 patrons allowed in at a time, properly spaced.
- Children's Room and lower level remains closed.
- Computers are unavailable but printing services via email is available. Working to use COVID funds for Chrome Books that patrons can check out for three days at a time.

Ramsdell

- Until libraries are better staffed, Ramsdell will continue to offer curbside only.
- Library staff is investigating adding an additional day of pick-up. If we can get volunteer support this can be on a weekend day.
- Plan for limited browsing hours under development, cannot be implemented until better staffed.
- When we move to in building pick-up, occupancy level for Ramsdell will be 8 (2 staff plus 6 patrons). 1 staff member will be greeter/counter and the other will staff circulation desk.
- Hours/day(s) for in building pick-up TBD.

Operational Priorities

New This Phase

- Establish initial hours of operation. (Mason: Tues-Friday, 1-5pm).
- Define service offerings and promote them to the community. Patrons must adhere to COVID checklist before entering building.

- Communicate with all staff to ensure all safety, building, service expectations, and HR policies are understood.
- Establish staff schedule with as much flexibility built in as possible to accommodate added stress and workloads.
- Require reporting staff to observe social distancing protocols that will include required mask use.
- Instruct reporting staff to sanitize individual workstations at regular intervals.
- Develop contingency plan if staff test positive for COVID-19: alternative staff, cleaning of building, suspension of services.

Same as previous phases:

- Building cleaning, disinfecting surfaces:
 - DPW responsible for daily cleanings (M-F).
 - Library staff clean surfaces when handling book drop and after any contact with potentially contaminated material. Staff wash hands regularly.
 - Staff goes through COVID checklist before entering library.
 - Hand sanitizer, masks, disinfecting wipes and gloves MUST be available in adequate supplies. If supply levels are down, library will not open.
- Stocking cleaning supplies and PPE (where available without taking supplies from health care and front-line responders).
 - Require 100 masks a week (50 for Ramsdell)
 - Require 400 pairs of gloves (200 for Ramsdell)
 - Require 4 Gallons of hand sanitizer PLUS individual ones for staff (12)
 - Require disinfecting spray (2 gallons) or wipes (10 packs of 100). [1 gallon for Ramsdell, 5 packs of 100 for Ramsdell]
 - Require 15 rolls of paper towels a week (7 for Ramsdell)
 - Failure to supply or decrease in supplies will impact opening hours and services.
- Coordination with DPW on purchase and installation of protective barriers and signage to encourage social distancing and protect staff. Any in person services will NOT proceed without this.
- Items must still be quarantined.
- Books drops will remain open and are the only receptacles for returned material.
- Post all safety, social distancing and COVID-19 related procedures at all entrances.
- In-person services may include curbside service and in library pick up.
- Regular staff meetings to gather feedback on how services are proceeding.
- Regularly evaluate services; if something doesn't work be prepared to change.
- Staff continue to support virtual services: remote reference, virtual programming, and discrete projects as assigned.
- Continue materials handling procedures making adjustments based on emerging science and recommendations from state and federal sources.
- Continue staff scheduling with as much flexibility built in as possible to accommodate added stress and workloads.

Library Phase 2, Step 2 Increased Access to Building

Building Access

New this phase

- Public allowed to browse stacks. Occupancy limits adhered to. (Mason ~25, Ramsdell ~10)
- Limited computer sessions available.
- No seating and no study rooms.
- Children's room possibly open by appointment, one family at a time.

Same as previous phases:

- Staffing levels must be near to regular levels to increase access to buildings.
- Staff continues working at the library and telework at home when needed.
- Access to town departments to assist in reopening plans.
- Deliveries will be accepted.

Operational Priorities

- Building cleaning, disinfecting surfaces:
 - DPW responsible for daily cleanings (M-F).
 - Library staff clean surfaces when handling book drop material on Mondays and Thursdays and after any contact with potentially contaminated material. Staff wash hands regularly.
 - Staff goes through COVID checklist before entering library.
 - Hand sanitizer, masks, disinfecting wipes and gloves MUST be available in adequate supplies. If supply levels are down, library will not open.
- Stocking cleaning supplies and PPE (where available without taking supplies from health care and front-line responders).
 - Require 100 masks a week (50 for Ramsdell)
 - Require 400 pairs of gloves (200 for Ramsdell)
 - Require 4 Gallons of hand sanitizer PLUS individual ones for staff (12)
 - Require disinfecting spray (2 gallons) or wipes (10 packs of 100). [1 gallon for Ramsdell, 5 packs of 100 for Ramsdell]
 - Require 15 rolls of paper towels a week (7 for Ramsdell)
 - Failure to supply or decrease in supplies will impact opening hours and services.
- Coordination with DPW on purchase and installation of protective barriers and signage to encourage social distancing and protect staff. Any in person services will NOT proceed without this.
- Establish initial hours of operation. (Tues-Friday, 1-5pm).
- Items must still be quarantined.
- Masks required by all entering building. Those who cannot wear one will be directed to curbside.
- Curbside will continue but on as needed basis.
- Virtual programming continues with some outdoor programming (if possible).

COVID Checklist

If you answer YES to any of the following, please DO NOT enter the library.

1. In the past 14 days have you been within six feet of a person with a lab-confirmed case of COVID-19 for 10 minutes or longer, or had direct contact with their mucus or saliva?
2. In the past 14 days have you spent 10 minutes or longer with anyone exhibiting any of the COVID-19 symptoms?
3. Do you have a COVID-19 test pending?
4. In the past 14 days have you traveled for personal reasons out of Massachusetts?
5. In the past 48 hours have you had any of the following symptoms?
 - a. Fever of 100 F or above?
 - b. Felt feverish, sweating, chills or repeated shaking?
 - c. Cough?
 - d. Shortness of breath or difficulty breathing?
 - e. Sore throat?
 - f. Nausea, vomiting or diarrhea?
 - g. Fatigue, muscle or body aches not related to physical activity?
 - h. Loss of taste or smell?
 - i. Headache that is not chronic?
 - j. Congestion or runny nose?