



Growing with Our Community

# LEVITTOWN PUBLIC LIBRARY

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## LPL COVID-19 Reopening Plan

### INTRODUCTION

In effort to coordinate the reopening of the Levittown Public Library building and resume onsite services with other libraries in Nassau County, this plan aligns with several South Shore and/or Village libraries that worked together to create a coordinated reopening plan for their libraries. This plan incorporates guidelines from the CDC, ALA, the Nassau County Health Department, and other agencies, recommendations from the Nassau Library System, and mandates from New York State.

A coordinated reopening plan is necessary because Nassau library patrons have always been able to, and, in fact, do go from library to library seeking items they wish to borrow; they attend programs at different libraries, and they go to other libraries for convenience based on different hours of operation and proximity to home. Therefore, a coordinated opening plan will benefit our patrons so they will have the same or similar library experience at each of our libraries.

It is also important for us to have a coordinated plan for our staff. They will have similar training for handling the reopening of our libraries; they will be following the same procedures for circulating materials, and they will have similar protocols for providing services.

This reopening plan will be adjusted and updated as we move forward, learn more about COVID- 19 safety issues, and additional mandates are announced. Therefore, no dates or timetables are included in the plan. The duration of each phase will vary. At this time, no reopening date has been determined.

The reopening of the Levittown Public Library will be in phases to ensure the **health and safety** of our staff and the public. As the Governor's PAUSE went into effect in March in increments by Executive Orders, the Governor is taking a similar approach towards reopening with a Phased Plan.

### REOPENING PLAN GUIDELINES

The reopening of our Nassau County libraries will be guided by Governor Cuomo's plan to Un-PAUSE New York:

- Evaluating the risk by industry – Businesses considered “more essential” with inherent low risks of infection in the workplace and to customers will be prioritized, followed by other businesses considered “less essential” or those that present a higher risk of infection spread. Libraries are considered community gathering spaces with important societal benefits. However, libraries are not low-risk businesses. Because libraries have become community centers providing a variety of services besides the circulation of materials, they might be

classified as medium or high risk, **unless** libraries can address workplace and customer interaction issues effectively.

- Transport – Employees must have safe transport to commute to work or allow for telecommuting/work from home. Most of our library employees have private transportation and are not dependent on public transit, so this is not a significant issue for our libraries in Nassau County.
- Workplace – Libraries must be able to accommodate social distancing measures (i.e., desks six feet apart, redesigning public areas), telecommuting for those who can and the most vulnerable. This will require changes in our work areas, public spaces, and public computer areas.
- Customer Interaction – Libraries must put in place measures designed to ensure minimal contact with customers, ensure public-interacting employees have necessary protective supplies such as gloves, masks, etc. Special precautions will need to be taken for most vulnerable populations.

In Governor Cuomo’s reopening plans, he asks businesses (or in our case, libraries) to consider various factors to create a “New Normal” when they reopen:

- PEOPLE – Employees and Customers; Gathering Size; Social Distance; PPE, Mental Health & Wellness; Vulnerable Populations
- PLACES – Access & Screening; Capacity Requirements; Cleaning & Hygiene; PPE; Frequent Use; Travel & Transportation
- PROCESS – Test, Trace, & Isolate; Training; Risk; People Policies; Communication

## **NY State on PAUSE**

- PEOPLE –
  - FULLY CLOSED TO PUBLIC AND STAFF
  - Director may work in the library to the extent permitted by law and prudent (crucial functions such as fiscal, personnel, and statistical tasks, retrieval of necessary materials and documents)
  - Staff work from home to the extent possible, including virtual programming and reference
- PLACES –
  - Routine maintenance
- DURATION: Until the lifting of NYS PAUSE by Governor Cuomo

## **PHASE 1**

- PEOPLE –
  - NO PUBLIC IN THE BUILDING.
  - Director (and administrative staff) may work in the library to the extent permitted by law and prudent (crucial functions such as fiscal, personnel, and statistical tasks, retrieval of necessary materials and documents)
  - Staff continues to work from home to the extent possible, including virtual programming and reference

- PLACES –
  - Routine maintenance
  - Building cleaned to prepare for staff to return to work
    - Building Facilities Staff
    - Commercial Cleaning Service
  - Guidelines for cleaning the library available from the CDC at:
    - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>
    - <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility-H.pdf>
      - Cleaning and disinfecting
      - Soft surfaces, carpets, and electronics
      - Appropriate personal protective equipment (PPE) while cleaning
  - EPA List of Disinfectants to Use
    - <https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>
  - PPE – The library receives personal protective equipment (PPE) for staff (face masks, nitrile or vinyl gloves, sanitizing wipes, sanitizing sprays, paper towels).
  - The library is mandated by Governor Cuomo to provide face masks for its employees.
  - Protective sneeze shields to be installed at public circulation areas and public reference desks – customized for different heights and widths. Three examples cited by the American Library Association are:
    - <https://www.shoppopdisplays.com/12882/portable-clear-acrylic-u-shape-barrier-shield-ships-flat-355h-x-304w-x-1175d.html> - Portable Clear Acrylic U Shape Barrier Shield Ships Flat - 35.5"H x 30.4"W x 11.75"D
    - <https://www.displays2go.com/P-51462/Clear-Countertop-Sneeze-Shield-Knockdown-Design-Transaction-Slot?st=Search&sid=sneeze%20shields> - Countertop Sneeze Shield, Acrylic, Horizontal Orientation – Clear
    - <https://www.displays2go.com/P-51365/Acrylic-Countertop-Cashier-Shield-Adjustable-Panels?st=Search&sid=sneeze%20shields> - Countertop Sneeze Shield, Acrylic, Three Panels –Clear
- PROCESS –
  - Planning for safety precautions and social distancing in staff work areas – signage, trash receptacles for gloves, wipes, etc.
  - Reviewing guidelines from WHO on Workplace Safety - [https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf?sfvrsn=bd671114\\_6](https://www.who.int/docs/default-source/coronaviruse/advice-for-workplace-clean-19-03-2020.pdf?sfvrsn=bd671114_6)
  - Reviewing OSHA’s Guidance on Preparing Workplaces for COVID-19 <https://www.osha.gov/Publications/OSHA3990.pdf>
- DURATION: Until NYS guidance permits the next stage with approval by the Library Board of Trustees

## PHASE 2

- PEOPLE –
  - NO PUBLIC IN THE BUILDING.
  - Director (and administrative staff) resumes work in the library
  - Some staff continues to work from home to the extent possible, including virtual programming and reference
  - Some staff comes back into the building according to set schedule for social distancing
    - One person in work area at a time

- Possibly with only 25-50% in the building at one time, depending on Un-PAUSE guidelines
- Identification of staff from vulnerable populations – Accommodations as per U.S. Dept. of Labor guidelines to continue work at home
  - Return-to-Work Toolkit: Using Accommodations to Retain or Return Employees to Work <https://www.dol.gov/odep/return-to-work/employer-accommodations.htm>
  - OSHA COVID-19 Guidelines - <https://www.osha.gov/SLTC/covid-19/>
  - NYS Retirement Information
    - <https://www.osc.state.ny.us/retire/members/disability-benefits.php>
    - <https://nyretirementnews.com/15-day-notice-for-retirement-waived-during-covid-19-emergency/>
    - <https://nyretirementnews.com/retirement-online-makes-applying-for-retirement-fast-easy/>
- Hours may vary from to accommodate staff and to help stagger staff to maintain social distancing since no public will be permitted in the building.
- PLACES –
  - Preparing signage for next phase when services are being offered on a limited basis
    - Hours of service for telephone reference and other inquiries
    - Rules for return of materials in book depositories only
    - Rules for contactless pickup & take-and-go craft pickup
      - Review discussion on curbside pickup service to be aware of safety concerns - “Why You Shouldn’t Do Curbside during COVID-19 Backtalk” - <https://www.libraryjournal.com/?detailStory=Why-You-Shouldnt-Do-Curbside-During-COVID-19-Backtalk&fbclid=IwAR3DeVqlqyP8LayOaEa8D2kBEX%E2%80%A6>
      - RAILS Guidelines for Libraries Considering Curbside Service and/or Phased Reopening - [https://www.railslibraries.info/sites/default/files/Curbside%20Delivery%20and%20%20Reopening%20Considerations\\_2.pdf](https://www.railslibraries.info/sites/default/files/Curbside%20Delivery%20and%20%20Reopening%20Considerations_2.pdf)
  - Planning for safety precautions and social distancing in public areas
    - Signage and floor markings
      - CDC Signage Resources - <https://www.cdc.gov/coronavirus/2019-ncov/communication/print-resources.html?Sort=Date%3A%3Adesc&Page=2>
      - Free Printable Templates - <https://www.signs.com/coronavirus-signage/>
      - Free COVID-19 Digital Signage Templates – English and Spanish - <https://www.pinghd.com/free-covid-19-digital-signage-templates/>
      - COVID-19 Posters in different languages - <https://www1.nyc.gov/site/doh/covid/covid-19-posters-and-flyers.page>
      - Coronavirus Safety Signs & Tape - <https://stop-painting.com/facility-safety/coronavirus-safety-signs-tape/>
      - WHO Advice for Public: Downloadable Signs & Posters - <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>
    - Recommendations for maximum capacity in public areas
    - Determining what additional PPE or safety measures needed in public areas – keyboard covers, desk dividers, trash receptacles, hand sanitizer stations, tables in front of circulation desks and reference desks
  - Developing a plan to limit access and number of patrons in the building – possible security guard or presence, buzz-to-enter system

- PROCESS –
  - Staff trained on the proper use of PPE, sanitary guidelines, and new workflow changes
    - <https://www.youtube.com/watch?v=dXU6VjJLFsw> – YouTube video about cross-contamination
    - <https://www.youtube.com/watch?v=ct4IerL2FZc> – YouTube video about wearing gloves
    - <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/prevention.html> - How to Protect Yourself and Others
    - <https://youtu.be/d914EnpU4Fo> - YouTube video about hand washing
    - <https://www.menshealth.com/health/a31996093/gloves-grocery-shopping/> - Glove safety information (“You Shouldn’t Be Wear Gloves to Go Grocery Shopping”)
  - Staff procedures for returning to work including self-checking and what to do if you are sick
    - <https://www.cdc.gov/coronavirus/2019-ncov/community/general-business-faq.html>
    - <https://www.cdc.gov/coronavirus/2019-ncov/if-you-are-sick/steps-when-sick.html>
    - [https://www.eeoc.gov/eeoc/newsroom/wysk/wysk\\_ada\\_rehabilitaion\\_act\\_coronavirus.cfm](https://www.eeoc.gov/eeoc/newsroom/wysk/wysk_ada_rehabilitaion_act_coronavirus.cfm)
  - Staff work would be limited to:
    - Checking in items that have already been received in library book depositories
    - Accepting returns in library book depositories using appropriate PPE and specific procedures for handling materials.
      - Isolation of new materials received from book depositories by date
      - Quarantine of new materials as per recommendations for CDC, NEDCC and ALA
        - <https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books>
          - Minimum of 24 hours for paper and cardboard recommended
          - Minimum of 72 hours for books with mylar or plastic jackets, CDs, and DVDs
          - Quarantine periods may be revised as additional research is being done by the COVID-19 Research Partnership (Institute of Museum and Library Services, OCLC, Battelle, the Smithsonian, the Library of Congress, and the National Archives and Records Administration)
            - <https://www.ims.gov/news/covid-19-reseearch-partnership-inform-safe-handling-collections-reopening-practices-libraries>
        - Library Workflow for Handling Returned Items – COVID-19 Best Practices
        - [https://docs.google.com/document/d/1st-NouL1ToQHFnyXp9kflIN08r6\\_OCAQ87Qo68SVJls/edit](https://docs.google.com/document/d/1st-NouL1ToQHFnyXp9kflIN08r6_OCAQ87Qo68SVJls/edit)
      - Returning materials to other libraries as per guidelines from NLS ILS – no new interlibrary loans
      - Providing virtual reference
      - Handling mail and book deliveries
      - Processing new materials and data entry
      - Collection maintenance – shelving returned materials, shelf reading, weeding
- DURATION: Until NYS guidance permits the next stage with approval by the Library Board of Trustees
- It is recommended that the decision to move to this next phase should be coordinated between all libraries and the Nassau Library System so that one library does not open before the others and become overwhelmed with outside patrons.
- Coordinated announcement that libraries are moving to next phase

## PHASE 3

- PEOPLE –
  - NO PUBLIC IN THE BUILDING.
  - Most staff (almost 100%) return to work into the building according to set schedule for social distancing
    - One person in work area at a time with additional people if six feet distancing can be maintained or revised social distancing guidelines
    - Staff continues to train on the proper use of PPE, sanitary guidelines, and new workflow changes as stated in Phase 2.
      - Staff procedures for returning to work including self-checking and what to do if you are sick procedures as stated in Phase 2.
    - Accommodations for staff as per U.S. Dept. of Labor to continue work at home –
      - Telecommuting Options – Work assignments, access to technology to facilitate work from home
      - Schedule and timesheets
      - Workplace Flexibility regarding leave policies, etc.
      - The Coronavirus Checklist for Newly Remote Teams – Template from Zenefits
  - Standard hours Monday – Friday 9:00 am - 9:00 pm, Saturday 9:00 am - 5:00 pm to accommodate staff schedules and to provide access for working patrons.
- PLACES –
  - Signs at all entrances for this phase when limited services are available
    - Closed to public – Telephone calls, email, and chat communication
    - Contactless pickup service
    - Books & materials to be returned in book depositories ONLY
  - Safety precautions to be installed and social distancing outside the library
    - Signs for social distancing outside the library
      - Sign for contactless pickup service area
    - Possible sources of signs listed under Phase 2
  - Preparing signage for next phase when public permitted in the library on a limited basis
    - Hours of service for telephone reference and other inquiries
    - Rules for return of materials in the library, in addition to book depositories – Designating one area for materials returned in the library
    - Limits on the number of people in the building
    - Designate checkout stations
  - Removal of toys or other materials that would be hard to keep sanitized
  - Removal of counter displays, information racks, etc. that would be hard to keep sanitized
  - Installation of public hand sanitizer stations, keyboard covers, desk dividers
  - Rearrangement of furniture to prevent extended stays, mingling or congregating in public areas when library opens
    - Removal of seating or blocking access to seating
    - Blocking access to public computers
  - Installation of a security guard station, a buzz-in system, or some way to manage entrance
  - Continued planning for safety precautions and social distancing in public areas
    - Signage and floor markings
      - Restrooms
      - Rules and scheduling for computer use

- Application of floor markings throughout the building
    - Directional signage to reduce patrons mingling or contact
  - Screening of public when the library opens
    - Signage about whether a person may or may not have COVID-19
    - Establish an emergency plan to isolate someone who you may suspect of having COVID-19 and who to contact
    - Establish a plan and who to contact to remove someone who refuses to wear face masks, or follow social distancing, etc.
- PROCESS –
  - Continuation of virtual programming and reference
  - Additional staff work to be resumed:
    - Materials accepted in book depositories ONLY
    - Isolation of new materials received at Circulation Desk or from book depositories by date as stated in Phase 2
    - Quarantine of new materials as per recommendations for CDC, NEDCC and ALA as stated in Phase 2
    - Accepting telephone calls for book checks, reference, and inquiries
  - Resuming item checkouts via contactless pickup
    - Signage for contactless pickup area
    - Book requests accepted via telephone, email, or chat
    - Patron barcode confirmation and checkout, prior to pickup
    - Appointments pickup times
    - Bags pickup packages
    - Use of appropriate PPE with minimal to no contact transactions
  - Possible distribution of crafts-on-the-go packages
    - Similar procedures as contactless pickup check-outs
- DURATION: Until NYS guidance permits the next stage with approval by the Library Board of Trustees
- This phase may vary depending on when libraries are able to ready their buildings for safe distancing throughout the library.
- It is recommended that the decision to move to this next phase should be coordinated between all libraries and the Nassau Library System so that one library does not open before the others and become overwhelmed with outside patrons.
- Coordinated announcement that libraries are moving to next phase

## PHASE 4

- PEOPLE –
  - LIMITED PUBLIC IN THE BUILDING (Possibly no more than 10 at a time)
    - Browsing library stacks and check out – contactless service may continue based on patron demand and limits to the number of people permitted in the building
    - Return of materials at one designated Check-in Area using appropriate PPE and specific procedures for handling materials. Materials still accepted in book depositories.

- Isolation of new materials received at Circulation Desk or from book depositories by date as stated in Phase 2
    - Quarantine of new materials as per recommendations for CDC, NEDCC and ALA as stated in Phase 2
  - No seating available
  - No public computers available
  - No mingling or congregating
  - No in-house programs
  - 100% Staff return to work into the building according to set schedule for social distancing
    - One person in work area at a time with additional people if six feet distancing can be maintained or revised social distancing guidelines
    - Staff continue to train on the proper use of PPE, sanitary guidelines, and new workflow changes
  - Standard hours Monday – Friday 9:00 am - 9:00 pm, Saturday 9:00 am - 5:00 pm to accommodate staff schedules and to provide access for working patrons.
- PLACES –
  - Application of additional safety precautions and social distancing when public enters the library
    - Signage at all Entrances
      - Browsing / check in or check out only
      - No public computers available
      - No mingling or congregating
      - Limited in-house reference service
      - No in-house programs
    - Signage and floor markings inside the library
      - Signage for Check-In Station
      - Signage for Check-Out Station
      - Limited Reference Service – No one-on-one assistance in stacks
  - Arrangement of equipment at Circulation Desk as needed to maintain social distancing
    - Payment of Fines
      - Signage about fine policies
      - Specific staff training for handling of cash – use of gloves, need to avoid cross contamination, use of a stylus (or even a golf pencil!) to touch cash register keys
      - Cash, check, or credit card options for libraries accepting credit cards
      - E-commerce payment encouraged over \$5.00, cash, or check
      - Hand-out for paying fines using E-commerce from home
      - Possible increasing fine thresholds so patrons can check out items
      - Receipts, Date Cards
- PROCESS –
  - Educating the public about safety measures
    - Signage and rules for safe use of library
    - <https://www.cdc.gov/coronavirus/2019-ncov/community/stay-safe.html>
  - Continuation of virtual programming and reference
  - Continuation of telephone calls for book checks, reference, and inquiries



- Continuation of contactless pickup service depending on demand and need to maintain social distancing
- Distribution of take-and-go crafts
  
- DURATION: Until NYS guidance permits the next stage with approval by the Library Board of Trustees
- This phase may vary depending on when NYS guidance allows for additional capacity
- It is recommended that the decision to move to this next phase should be coordinated between all libraries so that one library does not increase services and hours before the others and become overwhelmed with outside patrons.
- Coordinated announcement that libraries are moving to next phase

## PHASE 5

- PEOPLE –
  - LIMITED PUBLIC IN THE BUILDING (Possibly no more than 50 at a time)
    - Limited seating allowed keeping social distancing in mind.
    - Limited computer use permitted allowing for social distancing
      - Appointments
      - Limited computer time
      - Patrons should wear gloves
      - No library headphones
      - No one-on-one library assistance
      - Keyboard covers
        - <https://www.protectcovers.com/products/perfect-fit-covers/keyboard-covers.html>
        - [https://www.amazon.com/BronaGrand-Computer-Keyboard-Protection-Protector/dp/B01AXR9OQ0?ref=fsclp\\_pl\\_dp\\_2](https://www.amazon.com/BronaGrand-Computer-Keyboard-Protection-Protector/dp/B01AXR9OQ0?ref=fsclp_pl_dp_2)
      - Sanitation between each use
    - Reference service permitted keeping social distancing in mind
    - Return of materials at one designated Check-in Area using appropriate PPE and specific procedures for handling materials. Materials still accepted in book depositories.
      - Quarantine of new materials as per recommendations for CDC, NEDCC and ALA as stated in Phase 2
      - Quarantine periods may be revised as additional research is being done by the COVID-19 Research Partnership (Institute of Museum and Library Services, OCLC, Battelle, the Smithsonian, the Library of Congress, and the National Archives and Records Administration)
        - <https://www.ims.gov/news/covid-19-research-partnership-inform-safe-handling-collections-reopening-practices-libraries>
    - No-in house programs
  - 100% Staff return to work into the building maintaining social distancing
    - One-two people in work area at a time with additional people if six feet distancing can be maintained or revised social distancing guidelines
    - Staff continues proper use of PPE, sanitary guidelines, and new workflow changes

- Standard hours Monday – Friday 9:00 am - 9:00 pm, Saturday 9:00 am - 5:00 pm to accommodate staff schedules and to provide access for working patrons.
- PLACES –
  - Seating to be re-arranged – one chair per table, tables separated for social distancing
  - Spacing between computer stations – every other one station, possible station dividers
  - Revised signage to let patrons know about service limitations
  - Sanitation Schedule
    - Restrooms
    - Counters and Tables
    - Computer Stations
- PROCESS –
  - Educating the public about safety measures
    - Signage and rules for safe use of library
    - <https://www.cdc.gov/coronavirus/2019-ncov/community/stay-safe.html>
  - Continuation of virtual programming and reference
  - Continuation of take-and-go craft pickup
  - Possible discontinuation of contactless pickup (May continue as an ongoing service to our public.)
- DURATION: Until NYS guidance permits the next stage with approval by the Library Board of Trustees
- This phase may vary depending on when NYS guidance allows for additional capacity
- It is recommended that the decision to move to this next phase should be coordinated between all libraries so that one library does not increase services and hours before the others and become overwhelmed with outside patrons.
- Coordinated announcement that libraries are moving to next phase

## PHASE 6

- PEOPLE –
  - LIMITED PUBLIC IN THE BUILDING (Possibly no more than 100 at a time)
    - Limited seating allowed keeping social distancing in mind.
    - Limited computer use permitted allowing for social distancing
    - Reference service permitted keeping social distancing in mind
    - Return of materials at one designated Check-in Area using appropriate PPE and specific procedures for handling materials. Materials still accepted in book depositories.
    - Quarantine of new materials as per recommendations for CDC, NEDCC and ALA as stated in Phase 2
    - Small in-house programs keeping social distancing in mind
  - 100% Staff return to work into the building maintaining social distancing
    - One-two people in work area at a time with additional people if six feet distancing can be maintained or revised social distancing guidelines
    - Staff continues proper use of PPE, sanitary guidelines, and new workflow changes
  - Standard hours Monday – Friday 9:00 am - 9:00 pm, Saturday 9:00 am - 5:00 pm to accommodate staff schedules and to provide access for working patrons.

- PLACES –
  - Seating to be increased –tables separated for social distancing
  - Spacing between computer stations – more computers available
  - Revised signage to let patrons know about service limitations
  - Sanitation Schedule
    - Restrooms
    - Counters and Tables
    - Computer Stations
  
- PROCESS –
  - Educating the public about safety measures
    - Signage and rules for safe use of library  
<https://www.cdc.gov/coronavirus/2019-ncov/community/stay-safe.html>
  - Continuation of virtual programming and reference, reduced number of people entering the library
  - Continuation of take-and-go craft pickup
  
  - DURATION: Until NYS guidance permits business as usual, with approval by the Library Board of Trustees
  - This phase may vary depending on when NYS guidance allows for the return to business as usual
  - It is recommended that the decision to move to this final phase should be coordinated between all libraries so that one library does not increase services and hours before the others and become overwhelmed with outside patrons.
  - Coordinated announcement that libraries are resuming normal service

Thank you to the following libraries below for sharing their plan for other libraries in Nassau Counties to adapt and coordinate with them:

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 Malverne Public Library – Carol Lagos  
 Mineola Memorial Library – Charles Sleafé  
 Rockville Centre Public Library – Catherine Overton  
 Williston Park Library – Donna McKenna

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