



Covid-19 Reopening Plan

This plan serves as a guide for library patrons regarding how the Geneva Public Library (Library) is planning the reopening of our building and library services in response to the Covid-19 pandemic. It is consistent with the latest information from the CDC, OSHA, NYS Department of Health, all reopening mandates in [NY Forward](#), and the [Pioneer Library System's](#) reopening plan.

This is a fluid document, which will be evaluated and updated frequently as new information becomes available. Patrons are advised to monitor this plan or contact Library Director Chris Finger at cfinger@pls-net.org or 315-789-5303, ext.106 for the latest information

The Library is opening under Phase 4 of Governor Cuomo's phased reopening plan, which encompasses arts, entertainment, recreation, and education industries. We are working with the Pioneer Library System to reopen, in coordination with other libraries within the system, with the health of library staff and patrons as a top priority.

The following plan outlines a four-step approach that includes estimated timelines and activities. The Library's reopening plans are subject to change based on guidelines from the CDC, the Governor's phased reopening plan, and local health officials. The dates and activities represented below are estimates based on the Governor's phased reopening plan. Should our area suffer an increased infection rate while carrying out this plan, all reopening activities will discontinue and the Library will follow appropriate closing procedures outlined by the Governor's office.

Priorities

- Health and wellness of library staff and patrons
- Coordination with other libraries within our system
- Preparation for future disruptions due to Covid-19 or other pandemic illnesses

Steps 1-3 available at the end of this document_____

Step Four: Slowly Increase Services to the Public

Timeline: August 4, 2020 to TBD

Last Updated: November 4, 2020

As infection rates continue to decrease in our area, community interactions will hopefully be deemed safer and the Library will be able to slowly implement additional services. Library staff and the Board of Trustees will routinely evaluate the implementation of those services.

Given the uncertainty regarding spikes in COVID-19 cases, the potential for rollbacks in NY Forward restrictions for open businesses, and the logistical efforts necessary to make floor plan layout changes, the Library is taking a cautious approach to how we add back our services. Please refer to the *Services* section below for information on our current service offerings.

The exact timeline for the return of unavailable services and regular hours is unknown at this time. The COVID-19 Reopening Plan will be amended on an ongoing basis to reflect new information regarding Library activities as we move forward within Step Four. Typically, decision regarding whether to extend or modify open hours and library services will be made by the Library's Board of Trustees at their regular meetings. The next meeting is scheduled for Wednesday, December 23 at 5:00 PM.

Geneva Area Micro-Cluster Zone Designations

In conjunction with New York State's COVID-19 micro-cluster strategy, the Library is working, with guidance from our library system, to plan for what services we will be able to offer if the Geneva area were to be designated a yellow, orange, or red micro-cluster zone. At this time, our understanding is that the Library will be able to remain open, in the same capacity as we are currently, if the area were to be designated a yellow or orange zone.

In the event that Geneva were to be designated a red micro-cluster, the library building would be closed and services would need to very restricted. Our hope is that if the area were to fall within a red zone that the Library could still provide for the curbside pickup of items and hold requests for materials owned by us. Unfortunately, our plans across each of the three micro-cluster zones are subject to change based on updated guidance from NYS, Ontario County Public Health, and the Pioneer Library System, and based on the Library's concerns for the safety of our staff and patrons.

Library Hours

Through at least December 31, 2020, the Library will continue with reduced regular open hours and will be open Monday- Friday from 9:00 AM- 6:00 PM. The reduction in hours allows the

Library to schedule staff with flexibility for working from home and in consideration of modified services.

Services

The focus of our service offerings will be on the circulation of materials, quick reference help, tutoring services, and expedited public computer use. At this time, the Library is generally not offering services that require groups of people gathering, an extensive amount of time spent in the building, large amounts of meeting space, or frequent touching of surfaces.

The following services are available at this time:

- Borrowing of loanable library materials, including materials from other OWWL libraries
- Virtual programming and the takeout of programming materials
- Three-60 minute use public computers for adults-see *Adult Public Computers* section below
- Two- 60 minute use public computers for youth, available 2:00 PM- 6:00 PM- see *Youth Public Computers* section below
- Tutoring of one student (includes adult tutoring) see *Tutoring* section below
- Two seating areas for quiet study and use of Library Wi-Fi- limited to 2 hours of use per day- see *Study Areas* section below
- Item donations (excluding magazines) - see *Item Donations* section below
- The Balcony Book Store
- Basic reference services
- New library card registrations
- Photocopying, faxing, and scanning
- Use of the microfilm reader and associated computer- limited to 60- see *Microfilm* section below
- Exam proctoring
- 1-on-1 computer help classes (limited to virtual appointments)
- Main floor bathrooms
- Newspapers

The services that are not available at this time include, but are not limited to:

- Catalog computers and self-checkout stations
- Library meeting and study room and seating areas
- In-person programming, excluding programs allowing for the pickup of materials
- Ground floor play equipment
- Magazine donations
- Public copier
- Ground floor bathrooms
- Drinking fountains

Adult Public Computers

The Library offers three computers for use by patrons ages 18 and older. Computer use will be limited to one 60 min. period per patron per day. Given the limited availability, the Library encourages patrons to use the public computers for essential tasks. Printing is available from the public computers.

Patrons must obtain a guest pass for use of the computer at the Library's Main Desk. Library staff will disinfect the computer equipment and workstations after each use. For staff safety, and to comply with social distancing guidelines, staff may be unavailable to assist patrons within the designated work areas. Patrons with questions are encouraged to come to the Main Desk with questions.

The Library will monitor the demand for and use of the public computers and make determinations whether to modify procedures and the number of devices available.

Youth Public Computers

Between the hours of 2:00 PM and 6:00 PM on days school is in session, the Library offers two laptop computers for use by patrons under age 18. On days schools are closed, the computers will be available from 9:00 AM – 6:00 PM.

Computer use will be limited to one 60 min. period per patron per day. Given the limited availability, the Library encourages youth patrons to use the public computers for schoolwork and other essential tasks. Printing is available from the public computers.

Patrons must borrow and return the computers at the Library's Ground Floor Desk. Library staff will disinfect the devices and workstations after each use. Patrons are required to use the laptops in the designated computer areas on the ground floor. For staff safety, and to comply with social distancing guidelines, staff may be unavailable to assist patrons within the designated work areas. Patrons with questions are encouraged to come to the Ground Floor Desk with questions.

The Library will monitor the demand for and use of the public computers and make determinations whether to modify procedures and the number of devices available.

Tutoring

School Aged Tutoring

The Library offers two workstations on the ground floor for tutors (term includes parents, and other adult caregivers) working with school-aged students. The workstations will be available

between during all open hours. Tutors will be allowed to work in the library for a total of no more than 4 hours per day and with a maximum of one student at a time.

Adult Tutoring

The Library offers one workstation on the first floor for tutors serving adult-aged students. The workstations will be available during all open hours. Tutors will be allowed to work in the library for a total of no more than 4 hours per day and with a maximum of one student at a time.

Reservations and Compliance Procedures

To confirm the availability of workspaces, tutors may reserve stations ahead of time by speaking with a library staff member in-person or by calling 315-789-5303, option 2. Reservations cannot be made more than 30 days in advance.

Tutors and students must maintain six feet of social distance from their students and other library users, wear masks at all times in the building, and comply with the Library's [Personal Protective Equipment Policy](#) and [Tutor Policy](#).

Tutors and students must sign in before the start of their sessions via a log kept at the staff desk where the tutoring is happening. Tutors and students must attest to the following conditions when signing in:

1. They do not have a fever of 100 degrees and/or symptoms consistent with COVID-19 including fatigue, dry cough, shortness of breath, aches and pains, sore throat, nausea, loss of smell or taste.
2. They have not knowingly been in close or proximate contact in the past 14 days with anyone who has tested positive for COVID-19 or who has had symptoms of COVID-19.
3. They themselves have not tested positive for COVID-19 in the past 14 days nor have they experienced any symptoms of COVID-19 in the past 14 days.
4. Attesting they themselves are in compliance with the NY State COVID Travel Advisory protocols.

If an individual cannot attest to those conditions, they must leave the library building immediately and are unable to return until they are able to do so.

Tutor kits and laptops for school aged tutoring are be available for use and are loaned on a first-come, first-serve basis from the ground floor desk. Tutors must borrow and return the laptops at the Library's Ground Floor Desk. Library staff will disinfect the devices and workstations after each use

Closed tutor spaces, such as the Community Room, remain unavailable at this time.

Study Areas

The Library offers two quiet study tables in our first floor Periodical Room for individual patrons. Users are limited to one hour of use per day. The Library will regularly sanitize the study areas but patrons are encouraged to notify staff if they would like a study area sanitized before using it.

Item Donations

The Library will accept donations of materials in good condition for sale in the Balcony Bookstore or the Foundation for Geneva Public Library's annual Book Sale events or for general use by the Library. Please refer to [our website](#), for information on items that are not accepted.

Donations are limited to a maximum of one box of items per day. Donors should place donations in the Library's Castle St. book drop or on the designated tables adjacent to our Castle St. entranceway. If someone is interested in making a larger donation of items, they are required to call ahead to confirm the availability of necessary space and to allow for the Library or the Foundation for Geneva Public Library to make accommodations for receiving the items. The preferred contact methods are calling Library Director Chris Finger at 315-789-5303, ext.106 or emailing genevalibrarydirector@owwl.org.

The Library maintains the right to suspend accepting donations in account of limited space or other concerns.

Donations will be quarantined in the same manner as all returned library materials.

Microfilm

The Library allows for public use of our microfilm reader and connected computer. Use of the microfilm system will be limited to one 60 min. period per patron per day. Users must visit the Library's Main Desk for assistance logging on to and using the microfilm reader.

Our microfilm system allows for scanning, printing, and collage features. The Geneva Library holds the microfilm reels of the Finger Lakes Times newspaper, going as far back as November 1806 when it was the Geneva Gazette.

Newspapers

Copies of the Finger Lakes Times and New York Times are available for the public to browse. In order to make the newest editions of the papers available as soon as possible, the papers are not being quarantined. The papers are also not being disinfected due to the difficulties in doing so. Patrons are asked to use the papers at their own discretion in understanding of these circumstances.

Face Masks and Other Personal Protective Equipment (PPE)

All individuals are required to wear a mask or face covering on library property, inside the library's facilities, and when interacting with library staff and other patrons. This applies to all persons over the age 2. Individuals who cannot medically tolerate the wearing of a mask or face covering are asked to contact the library before visiting so reasonable accommodation(s) for services can be made.

Based on the CDC's guidance, face shield are not considered an eligible replacement for face masks.

Along with wearing PPE, the Library will enforce strict social distancing guidelines of at least six feet between all individuals on library property. This policy and related procedures will be enforced under all current and future New York State Executive Orders required of the Library, including those pertaining to PPE, workforce and occupancy reductions, and social distancing guidelines. We also ask that patrons abide by other New York State Executive Orders, such as those related to travel quarantining and other preventive measures, which are not under the purview of the Library to enforce.

Patrons refusing to abide by this policy will be subject to the corrective action steps, including possible banning, as outlined in the Library's [Suspension of Patron Access Policy](#). Complete information regarding the Library's policy on face masks, PPE, and social distancing guidelines is available in our [Personal Protective Equipment Policy](#).

Longer Wait Times

During the periods in which Covid-19 related restrictions are in place, patrons may experience longer than average wait times for services. In accordance with NYS reopening guidelines and to meet social distance recommendations, the Library is operating with a reduced staff.

Curbside Pickup Process

- Patrons should only request curbside pickup if they have been notified that they have held materials available for pickup.
- Patrons must call the Library's Main Desk line at 315-789-5303, option 4 and request to pick up their materials curbside.
- A library staff member will ask for the patron's library card number or account verification information, confirm the availability of the requested materials, and check out the items to the patron.
- A library staff member will advise the patron to park in front of the Castle St. entrance, or as close to it as possible, if they have not already done so already, and to call the Library again once they have arrived.

- In order to receive curbside pickup, a patron must be able to call the Library from their parking place, as we are not scheduling specific pickup times.
- The patron will provide information regarding where they have parked and the color/other identifying information about their vehicle.
- The patron will then open their trunk or rear door so materials can be placed there.
- The staff member will bring the materials out and close the trunk/door.

Borrowed Item Due Dates and Overdue Fees

Items checked out after June 9 follow the standard due dates outlines in the Library's Circulation Policy.

Beginning October 19, overdue fines will no longer accrue for all items checked out at the Geneva Public Library, including those materials lent by other libraries (unless otherwise noted during checkout), except for the following:

- Hotspot Kits
- Empire Passes

This does not apply to items owned by the Geneva Public Library that are delivered to and checked out at other member libraries within our system.

Items that were checked out prior to October 19 will accrue overdue fees. However, such fees will be waived automatically for items returned to Geneva no later than November 30, 2020.

Placing Holds

As part of the coordinated reopening of libraries within the Pioneer Library System, there will be modifications to the typical limits and procedures related to placing holds on library materials. The system will be evaluating these modifications and carefully re-adding hold and delivery services as deemed safe and practical.

These changes include, but are not limited to, the following:

- Items may be requested from other libraries but there may be significant increases in wait times for holds due to modified processes and limited delivery runs.
 - If a hold request is placed for pickup at Geneva and Geneva owns a copy or copies of the requested item, only Geneva copies will be used to fulfill the hold.
- Patrons will be limited to seven (7) held items per account.
- Holds will not be available until the Library has contacted the patron alerting them about an item's availability.
- Holds for items available on our shelves may take up to three (3) business days to process depending on need for quarantining.
 - Patrons who need items sooner are encouraged to come into the library to find the item on the shelves.

Returned Items and Quarantine

All items, excluding Hotspot Kits, Empire Passes, bike locks, and oversized items, must be returned to the Library's Castle St. book drop or the temporary book drop located on the ground floor. Besides the excluded items noted above, materials should not be returned to the Library's information desks.

Returned items will be quarantined for a minimum of 72 hours and will not be checked in until after the quarantine period. Items will still appear on a patron's library account while returned materials are in quarantine.

Patrons will not be subject to overdue fines for time that materials are sitting in quarantine. However, they may be held responsible for items left outside of the book drop that become lost, stolen or damaged.

For item types with automated checkout limits, such as DVDs and video games, staff will override those limits so patrons can borrow additional items while their returns are quarantined. Patrons will be allowed to have no greater than twice the limited number. For example, the limit for New DVD/Blu-Ray is two (2) items per account so patrons with two items on their account that are quarantined are allowed to check out two additional items. The Library reserves the right to modify these limits. Please refer to the Library's Circulation Policy for checkout limits.

Staffing

The Library will continue to allow staff, especially vulnerable populations, to work from home, provided that it maintains enough staff in the building at a time to run core operations. Working from home hours will be regularly scheduled.

Step One: Planning for Local Reopening

Timeline: March 17- June 15, 2020

All library staff should be working from home. Single employees may enter the library to complete a specific task such as payroll, accounts payable, and monitoring of the facility. Routine or non-essential procedures should not be performed inside the library building. Staff entering the building have been advised to limit their contact with library materials as much as possible.

Services

Information on library services during Step One is available on the [Library's website](#).

All library services should be remote or virtual.

New Policies

The following Library policies have been adopted and/or updated:

- [Emergency & Disaster Plan](#)
- [Emergency Closing Policy](#)
- [Personnel Policy](#)

The following procedures and, when applicable, policies have been adopted

- [Personal Protective Equipment Policy](#)
- [Employee Health Screening Policy](#)
- Cleaning and disinfecting common areas
- [Handling and quarantining of library materials](#)
- [Contact Tracing](#)
- [Contactless Checkout Policy](#)

Budget

The Library has drafted a contingency budget for forecasted cuts to income and increases in expenses related to Covid-19.

Procure PPE for Staff and Cleaning Supplies

Guided by mandates from OSHA and NYS, guidance from our library system, and based on feedback from staff and patrons, the Library has purchased a variety of personal protective equipment (PPE), cleaning supplies, and equipment. Those purchases include, but are not limited to, masks, gloves, hand sanitizer, disinfectant, and sneeze guards.

Facilities Analysis

The Library's floor plans, especially staff work spaces, information desks, and seating areas, have been analyzed under physical distancing guidelines. Staff will use this analysis to reconfigure floor plans during Step Two.

An area where returned library materials can be quarantined for at least 72 hours will be designated.

Step Two: Bringing Staff Back to the Library

Timeline: June 15, 2020 to June 29, 2020

The Library expects that preparing to resume limited library services upon reopening will take at least 2 weeks. This includes time to clean the building, ensure an appropriate stock of PPE and supplies, implement and train on new procedures, clear the backlog of to-be-shelved items.

Staff Scheduling

During Step Two, supervisory and cleaning staff will return for shifts in the building two weeks prior to the library's reopening to the public to help prepare the building. All staff will return for a minimum of one training shift before reopening. Meetings will continue to be conducted virtually when possible.

In an effort to reduce the number of staff working within the building for the safety of staff and patrons, a reopening staff schedule has been drafted for Step Three to allow staff to work from home in a manner that does not disrupt the library services being offered.

Staff Training

Library staff will be trained on the following topics:

- Proper PPE use
- New cleaning and disinfecting procedures for library facilities
- Processes for cleaning, disinfecting, and quarantining library materials
- Reviewing employee health screening procedures
- Reviewing contact tracing procedures
- Reviewing revised service procedures

Services

Library programming staff will start to plan, record, promote, and schedule the release of virtual programming. The Library's summer reading program, which will be virtual, will be planned and promoted.

Procedures will be drafted for contactless pickup options and the procedures for patrons receiving help at the Library's information desks.

More information on library services during Step Two is available on the [Library's website](#).

Book Drop

The Library's Castle St. book drop will be reopened on Tuesday, June 16 at 10:00 AM. Returned items will be quarantined for a minimum of 72 hours and will not be checked in until after the quarantine period. Items will still appear on a patron's library account while returned materials are in quarantine.

Patrons will not be subject to overdue fines for time that materials are sitting in quarantine. However, they may be held responsible for items left outside of the book drop that become lost, stolen or damaged.

Please note that all items checked out before March 15 that were due between March 15 and July 1 have had their due dates extended to September 30 so patrons that have concerns about returning materials need not return items at this time.

The due dates for items that were due before March 15 have not been extended and overdue fines will begin to accrue again on patrons' accounts beginning July 1. However, all overdue fines will be waived for materials returned through at least September 30.

Facilities

Library staff will be removing seating areas and other furniture to comply with current physical distancing guidelines and to remove those service offerings during the Step Three reopening period. Public computers, catalog computers, and self-checkout stations will also be removed and will be added back as the Library moves into Step Four.

Cleaning logs will be maintained to document the date, time, and scope of cleaning.

6' distance markers will be placed on the floor for queues at information desks.

Step Three: Reopening to the Public with Modified Services

Estimated Timeline: June 30, 2020 to TBD (earliest July 31, 2020)

The Library will be reopening our building to the public for modified services.

Library Hours

Through at least July, the Library will be reducing our regular open hours and will be open Monday- Friday from 9:00 AM- 6:00 PM. The reduction in hours allows the Library to schedule staff with flexibility for working from home and in consideration of modified services.

A decision whether to extend or modify the open hours will be made by the Library's Board of Trustees on Wednesday, July 29.

Services

The focus of our service offerings will be on the circulation of materials, including curbside pickup, and basic reference services including library account assistance, photocopying and scanning.

The following services will not be offered under Step Three:

- Public computers, microfilm, catalog computers, and self-checkout stations.
- Library meeting and study room and seating areas.
- In-person programming, excluding programs allowing for the pickup of materials.
- Ground floor play equipment
- Ground floor bathrooms
- Drinking fountains
- Library terrace
- Item donations, including magazines
- The Balcony Book Store
- Public copier
- Newspapers
- Faxing

Face Masks and Other Personal Protective Equipment (PPE)

All individuals are required to wear a mask or face covering on library property, inside the library's facilities, and when interacting with library staff and other patrons. This applies to all persons over the age 2. Individuals who cannot medically tolerate the wearing of a mask or face covering are asked to contact the library before visiting so reasonable accommodation(s) for services can be made.

Based on the CDC's guidance, face shield are not considered an eligible replacement for face masks.

Along with wearing PPE, the Library will enforce strict social distancing guidelines of at least 6 feet between all individuals on library property. This policy and related procedures will be enforced under all current and future New York State Executive Orders required of the Library, including those pertaining to PPE, workforce and occupancy reductions, and social distancing guidelines. We also ask that patrons abide by other New York State Executive Orders, such as those related to travel quarantining and other preventive measures, which are not under the purview of the Library to enforce.

Patrons refusing to abide by this policy will be subject to the corrective action steps, including possible banning, as outlined in the Library's Suspension of Patron Access Policy. Complete information regarding the Library's policy on face masks, PPE, and social distancing guidelines is available in our Personal Protective Equipment Policy. Complete information regarding the

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Longer Wait Times

During the periods in which Covid-19 related restrictions are in place, patrons should expect longer than average wait times for services. In accordance with NYS reopening guidelines and to meet social distance recommendations, the Library is operating with a reduced staff.

Curbside Pickup Process (taking a vehicle)

- Patrons should only request curbside pickup if they have been notified that they have held materials available for pickup.
- Patrons must call the Library's Main Desk line at 315-789-5303, option 4 and request to pick up their materials curbside.
- A library staff member will ask for the patron's library card number or account verification information, confirm the availability of the requested materials, and check out the items to the patron (if they have not been checked out already).
- A library staff member will advise the patron to park in front of the Castle St. entrance, or in a parking space on Castle St, if they have not already done so already, and to call the Library again once they have arrived.
 - In order to receive curbside pickup, a patron must be able to call the Library from their parking place, as we are not scheduling specific pickup times.
- The patron will provide information regarding where they have parked and the color/other identifying information about their vehicle.
- The patron will then open their trunk or rear door so materials can be placed there.
- The staff member will bring the materials out and close the trunk/door.

Curbside Pickup Process (alternative)

For patrons requesting to pick up materials that are not taking a vehicle to the library, there is a slightly different process:

- Patrons should only request curbside pickup if they have been notified that they have held materials available for pickup.
- Patrons must call the Library's Main Desk line at 315-789-5303, option 4 and request to pick up their materials curbside.
- A library staff member will ask for the patron's library card number or account verification information, confirm the availability of the requested materials, and check out the items to the patron (if they have not been checked out already).
- If a patron indicates that they are not taking a vehicle to the library, a library staff member will advise the patron to call the library again once they have arrived, if possible.
 - If the patron cannot call when they arrive, they should provide a time when they plan to arrive.

- To avoid direct contact with the patron, a staff member will then leave the materials in a bag on a table in the Castle St. entranceway.

Borrowed Item Due Dates

Items Due Before the Library Closed in March

Items that were due before March 15 are still due on their original dates. Overdue fines did not accrue from March 15- June 30 but will start to accrue again on July 1. All overdue fines will be waived for items returned by September 30.

Items Checked Out Before We Closed But Due After March 15

Items checked out before we shutdown on March 17 and due between 3/15 - 7/2 have had their due dates updated periodically through the closure and are now due September 30. Overdue fines will start to accrue beginning October 1 unless otherwise noted.

Items Checked Out After June 9

Items checked out after June 9 follow the standard due dates outlines in the Library's Circulation Policy. Overdue fines will begin to accrue on items after a five-day grace period following their due dates. However, All overdue fines will be waived for items returned by September 30.

Staff Pre-checking Out Held Items:

Requested holds will be checked out on a patron's account prior to their arrival for pickup to help minimize the number of staff members touching materials.

Items will be checked out at the time the patron is contacted about their available item.

While item due dates will reflect the dates items are checked out, patrons will not be charged for any overdue fees for items returned by September 30.

Placing Holds

As part of the coordinated reopening of libraries within the Pioneer Library System, there will be modifications to the typical limits and procedures related to placing holds on library materials.

Complete information about the modifications is available on the Library's website.

These changes include, but are not limited to, the following:

- Patrons will be limited to seven (7) held items per account, including suspended holds.
 - This limit does not affect any holds placed prior to March 17 however those holds may be unable to be fulfilled if Geneva does not own a copy since items are not being delivered from other libraries during this stage of reopening.
 - Patrons may cancel unwanted holds through their online account or by speaking to a library staff member.
- Holds for pickup at Geneva may be placed on Geneva items only; items from other libraries within the system will be unavailable.

- Automatic email and text notifications for available holds are disabled.
 - Library staff members will call patrons to alert them of available holds.
 - The Library will make two attempts to reach a patron by phone (including voicemail).
 - Patrons will have seven (7) days from the point of contact, if contact is made, to pick up their hold and are advised to contact the Library if they need more time.
 - If the patron cannot be reached after two phone calls, or does not have a valid phone number on file, the Library will attempt to contact the patron by email. No texts or post cards alerts will be sent.
 - If a patron cannot be reached, their hold will be cancelled after seven (7) days from its process date.
- Holds will not be available until a library staff member has contacted the patron alerting them about an item's availability.
- Holds for items available on our shelves may take up to three (3) business days to process depending on need for quarantining.
 - Patrons who need items sooner are encouraged to come into the library to find the item on the shelves.
- Requests for library staff to place holds on library materials via the phone or in-person interactions will be limited to three (3) items per day.

Returned Items and Quarantine

All items, excluding Hotspot Kits, Empire Passes, bike locks, and oversized items, must be returned to the Library's Castle St. book drop or the temporary book drop located on the ground floor. Besides the excluded items noted above, materials should not be returned to the Library's information desks.

Returned items will be quarantined for a minimum of 72 hours and will not be checked in until after the quarantine period. Items will still appear on a patron's library account while returned materials are in quarantine.

Patrons will not be subject to overdue fines for time that materials are sitting in quarantine. However, they may be held responsible for items left outside of the book drop that become lost, stolen or damaged.

For item types with automated checkout limits, such as DVDs and video games, staff will override those limits so patrons can borrow additional items while their returns are quarantined. Patrons will be allowed to have no greater than twice the limited number. For example, the limit for New DVD/Blu-Ray is two (2) items per account so patrons with two items on their account that are quarantined are allowed to check out two additional items. The Library reserves the right to modify these limits. Please refer to the Library's Circulation Policy for checkout limits.

Staffing

The Library will continue to allow staff, especially vulnerable populations, to work from home, provided that it maintains enough staff in the building at a time to run core operations. Working from home hours will be regularly scheduled.

Adopted by the Board of Trustees: June 24, 2020

Amended by the Board of Trustees: 7/29/2020, 8/26/2020, 9/30/2020, 10/28/2020, 11/18/2020