

In the case of a pandemic, the Library may be required to change its usual operating hours and level of service, in order to slow the spread of illness. These measures may include, but are not limited to, decreasing service hours, implementing service restrictions or modifications, quarantining materials, or building closure. Recovery from a pandemic may be slow, as compared with other crises, so the Library has established the following policy to help determine how/if core business activities can be maintained safely over time.

The Library building will close due to a pandemic in the event that there is a mandate or recommendation for closure issued by public health or government officials on the local, county, state, or federal level.

At the discretion of the Library Director and/or the Library Board of Trustees, the Library may also close the building, reduce its operating hours, or limit services temporarily (e.g. cancel programming) in the event that there is not sufficient staff to maintain basic Library service levels, provide adequate social distancing, or perform appropriate cleaning.

In the event that the Gloversville Enlarged School District is closed due to confirmed cases of illness, the Library will remain open unless one of the aforementioned requirements for closing are also met.

The Library's *Minimum Staff Requirement Policy* will inform the Library's ability to provide services and maintain operating hours during a pandemic. An inability to maintain the temporary minimal level or the necessity to maintain this temporary minimal level for more than two consecutive days will result in the restriction of services, reduced hours, or closure.

In providing service safely and efficiently, the following actions may be taken at the discretion of the Library Director or staff member in charge:

- Closure of the Library building
- Reduction of operating hours
- Cancellation of programs, special events, and meeting room reservations
- Restriction of access to designated areas of the Library
- Implementation of social distancing practices (6' separation between individuals) in public and staff areas
- Shift to digital/virtual services or other appropriate service models
- Reallocation of staff responsibilities and/or work schedule changes
- The removal of materials (e.g. kits and realia, computer keyboards, etc.) from public areas to minimize spread through surfaces frequently touched; such materials will be cleaned, placed into storage, and temporarily unavailable for use and/or circulation

In the event of changes in services or operating hours, the Library Director or staff member in charge will maintain communication with staff, the Library Director, and the Board of Trustees.

Effective communication with the public about any changes in services or operating hours is of the utmost importance, as well. Staff should follow the usual procedures for unexpected closure/program cancellation, which includes: Posting information in prominent areas inside and/or outside the building, on the Library's incoming phone message, on the Library website, and on the Library's social media accounts. In addition, MVLS, *The Leader-Herald*, and WENT radio should all be informed and kept up-to-date.

In the event of reduced staffing, operating hours, or services, library staff shall perform priority responsibilities that most directly impact patrons prior to any other work tasks. Priority responsibilities shall follow this order:

- i. Direct patron assistance tasks: check out, issuing library cards, computer and reference assistance, facility and collection supervision/safety/maintenance.
- ii. Patron-related tasks: check in, incoming delivery, shelving.
- iii. Workflow tasks: pull list, material orders, cataloging
- iv. Operational tasks: payroll, accounts payable, Library Board meetings.

Individual responsibilities outside of those described shall be completed after these prioritized tasks, if time permits, performing those duties with a deadline or significant impact first. Employees should consult with the Director or staff member in charge to determine staffing area assignments and to confirm the priority of work tasks.

Library staff will be provided with appropriate Personal Protective Equipment (PPE), including, but not limited to, face masks, disposable gloves, hand sanitizer, and surface disinfectants. Staff may be required to wear appropriate PPE while on site.

If the Library building is open to either the public or staff only, staff members are expected to report to work on time, as scheduled.

If a staff member receives an Order of Isolation or medical direction to isolate, and is required to quarantine at home, and able to work, the staff member will notify the Library Director and/or the staff member in charge of the Library. The staff member in question will then be excused from reporting to work. Any staff member ordered to quarantine will be expected to work remotely and coordinate with the appropriate Department Head or the Library Director to document their work time. If necessary, the Library will loan staff members limited numbers of laptops and/or mobile hotspots, to assist in telecommuting.

If a staff member under quarantine orders is able to work remotely, but is unwilling to so, or if a staff member chooses to self-quarantine, the Library's leave policy (as outlined in the *Employee Handbook*) will be in effect.

In the event that the Library closes due to a pandemic, every effort shall be made to compensate staff for their regularly scheduled hours (except for any scheduled time off), while they work remotely.

When advised by local, state, county, and/or federal health authorities or government officials that the pandemic is no longer a threat to the community, and if the Library Director deems that conditions have been met for the Library to operate safely, normal operations and services will be resumed.

If, for any reason, the Library Director is unable or unavailable to perform the responsibilities and decisions outlined in this policy, administrative authority for this policy and all library operations shall follow *Appendix A: GPL Organizational Chart* and the *Responsibility for Library Operations Policy*.

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GPL Organizational Chart

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