

South Hadley Public Library will offer modified public access to the South Hadley Public Library and Gaylord Memorial Library following the [Safety Standards and Checklist: Sectors Not Otherwise Addressed](#).

- Services & service areas may continue to be limited.
- Close contact assistance from staff will not be available.
- Curbside/outdoor pickup will be offered for those who are uncomfortable or unable to come into the building following these guidelines.

#### **SOCIAL DISTANCING AND CAPACITY LIMITS**

- *Face masks will be required to enter the building; Patrons unable to wear masks will be offered outdoor curbside delivery.* Require face coverings for all workers and customers, except where an individual is unable to wear a face covering due to a medical condition or disability.
- *An appointed staff member will be responsible for monitoring building capacity on an hourly basis.* Each enterprise must monitor customer entries and exits and limit occupancy at all times to 50% of the building's maximum permitted occupancy as documented in its occupancy permit on record with the municipal building department or other municipal record holder. All occupant counts and calculations shall include customers but may exclude staff, and other workers
- *Social distancing will be enforced & acrylic barriers will be in place.* Ensure separation of 6 feet or more between individuals where possible:
  - Close or reconfigure common spaces and high density areas where workers and patrons are likely to congregate (e.g., computer commons, lounge seating) to allow social distancing. *Limit occupancy in staff break room.*
  - *Available computers will be limited to an arrangement that supports social distancing.*
  - Physical partitions will separate workstations that cannot be spaced out (partitions must be at least 6 feet in height).
  - Install physical barriers for checkout stations where possible; otherwise maintain 6 feet distance by closing adjacent checkout stations as needed to establish 6 feet of separation.
  - Install visual social distancing markers to encourage patrons to remain 6 feet apart (e.g., checkout lines, item displays).
  - Mark rooms and hallways to indicate 6 feet separation.
- *Work schedules will be arranged to minimize overlap of breaks.* Stagger lunch and break times for workers, regulate the maximum number of people in one place, and ensure at least 6 feet of physical distancing
- *Arrows on the floor will establish directed pathways and signage will be used for direction.* Establish directional pathways to manage visitor flow for foot traffic, to minimize contact (e.g.,

one-way entrance and exit to rooms, one-way pathways). Post clearly visible signage regarding these policies

- *Online payment through the library catalog will be encouraged.* Contactless payment methods are encouraged
- *Patrons who refuse to comply with mask/face covering, social distancing, or other requirements will be asked to leave the building*

## **HYGIENE PROTOCOLS**

- *Hand sanitizer & public restrooms will be available throughout the building.* Ensure access to handwashing facilities on site, including soap and running water, and allow sufficient break time for workers to wash hands frequently; alcohol-based hand sanitizers with at least 60% alcohol may be used as an alternative
- *Staff will regularly clean/disinfect high touch areas.* Provide regular sanitation of high touch areas, such as workstations, equipment, screens, doorknobs, and restrooms throughout work site
- *Cleaning supplies will be available to all staff close to their work areas.* Supply workers at workplace location with adequate cleaning products (e.g., sanitizer, disinfecting wipes)
- *Safety/hygiene signage will be prominently posted at the library.* Post visible signage throughout the site to remind workers and customers of hygiene and safety protocols
- *Hand sanitizer will be available throughout the building.* Alcohol-based hand sanitizers with at least 60% alcohol should be made available at entrances and throughout floor areas for both workers and customers
- *Staff will avoid sharing equipment & supplies where possible.* Avoid sharing equipment and supplies between workers
- *Disinfecting supplies will be provided at each work area.* Disinfect shared equipment before use by another worker
- *Headphones will not be provided to patrons; patrons must bring their own earbuds or headphones for computer use.*
- *No food or drink may be brought into the library by patrons.*
- *Patrons will deposit all returned items in the exterior book drop before entering the building. No returned items will be accepted at the Circulation Desk.*

## **STAFFING AND OPERATIONS**

- *Information and websites will be provided to staff for hygiene and safety measures.* Provide training to workers on up-to-date safety information and precautions including hygiene and other measures aimed at reducing disease transmission, including:
  - Social distancing, hand-washing, proper use of face coverings
  - Self-screening at home, including temperature and symptom checks

- Importance of not coming to work if ill
- When to seek medical attention if symptoms become severe
- Which underlying health conditions may make individuals more susceptible to contracting and suffering from a severe case of the virus
- *Staff will self-screen and certify they are fit for reporting to work each day, or stay home.* Facilities must screen workers at each shift by ensuring the following:
  - Worker is not experiencing any symptoms such as fever (100.0 and above) or chills, cough, shortness of breath, sore throat, fatigue, headache, muscle/body aches, runny nose/congestion, new loss of taste or smell, or nausea, vomiting or diarrhea
  - Worker has not had “close contact” with an individual diagnosed with COVID-19. “Close contact” means living in the same household as a person who has tested positive for COVID-19, caring for a person who has tested positive for COVID-19, being within 6 feet of a person who has tested positive for COVID-19 for 15 minutes or more, or coming in direct contact with secretions (e.g., sharing utensils, being coughed on) from a person who has tested positive for COVID-19, while that person was symptomatic
  - Worker has not been asked to self-isolate or quarantine by their doctor or a local public health official
  - Workers who fail to meet the above criteria must be sent home
- *Staff schedules & workplaces will be adjusted for social distancing.* Adjust workplace hours and shifts (working teams with different schedules or staggered arrival / departure) to minimize contact across workers and reduce congestion
- *Vendors will be limited to essential business.* Encourage customers or outside vendors to make appointments in advance to receive service or deliver materials if possible
- *Patrons will be required to submit name and contact information when entering the building.* Maintain a log of workers, customers, and temporary visitors to support contact tracing (name, date, time, contact information) if needed
- *Specific times for browsing may be designated for high-risk populations based on need and usage.* Enterprises are encouraged to offer exclusive hours or other accommodations for those in high- risk populations as defined by the CDC if applicable
- Workers may not come in to work if feeling ill
- Encourage workers who are particularly vulnerable to COVID-19 according to the Centers for Disease Control to stay home or re-assign duties to reduce contact with other workers and customers
- Workers are strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer
- Encourage workers who test positive for COVID-19 to disclose to the Library Director for purposes of cleaning / disinfecting and contact tracing. If the Director is notified of a positive case at the workplace, the Director must immediately notify the South Hadley Board of Health (BOH). Employers must assist the BOH with contact tracing efforts, including advising likely contacts to isolate and self-quarantine. Testing of other workers may be recommended consistent with guidance and / or at the request of the BOH

- *Appropriate posters & signage will be throughout the building.* Post notice to workers and customers of important health information and relevant safety measures as outlined in the Commonwealth's [Mandatory Safety Standards for Workplace](#)
- Enterprises should maintain operating hours that allow for on-going off-hour sanitation and cleaning
- *Deliveries will be directed to a side entrance; vendors will be limited to essential services.* Limit visitors and service providers on site; shipping and deliveries should be completed in designated areas
- *Shared work spaces will be reconfigured to minimize overlap.* Limit employee movement to discrete work zones to minimize overlap where possible

### **CLEANING AND DISINFECTING**

- In event of a positive case, [follow current CDC guidance](#) on cleaning and disinfecting areas when someone has a COVID-19 diagnosis
- *The custodian will clean & disinfect the site daily.* Conduct frequent cleaning and disinfection of site (at least daily, and more frequently if feasible)
- *Staff will maintain a cleaning log.* Keep cleaning logs that include date, time, and scope of cleaning
- *Staff will frequently clean high-tough surfaces throughout the day.* Conduct frequent disinfecting of high traffic areas and high-touch surfaces (e.g., doorknobs, rolling carts, bathrooms)
- In the event of a positive case, shut down the site for a deep cleaning and disinfecting of the workplace in accordance with CDC guidance
- Open windows and doors to increase airflow where possible

### **STANDARDS OF CONDUCT**

- *Staff and patrons are expected to be polite and courteous with each other as people may feel anxiety in a public setting.*
- *Questions on library services, procedures, and limitations are welcome provided they are asked in a courteous manner. These questions may be referred to the Library Director.*
- *Badgering or harassing staff members because of dissatisfaction with the limitations on services are not acceptable behavior. People exhibiting this behavior will be asked to leave the library.*

### **EVENTS & MEETINGS**

- *Only library-sponsored events and meetings may take place at the library; all events will follow the current [Massachusetts Safety Standards and Checklist: Indoor and Outdoor Events](#).*