

ARKELL MUSEUM & CANAJOHARIE LIBRARY

REOPENING AFTER THE PAUSE:

UPDATED GUIDELINES, NEW PROCEDURES, AND MINDFUL AWARENESS

INTRODUCTION

We will need to adjust the way we operate and serve our community in order to provide a safe and healthy environment for staff, visitors, and patrons. Working together, we can ensure that our “new” environment not only IS safe but FEELS safe and welcoming to all who enter the building.

These policies, guidelines, and procedures are based on the best information currently available from New York State (NYS), the Centers for Disease Control and Prevention (CDC), the New York Library Association (NYLA), the Mohawk Valley Library System (MVLS), the American Alliance of Museums (AAM), and the Museum Association of New York (MANY).

This plan will be updated as appropriate. Each staff member will receive a print copy of this document and will be issued updated copies and/or additional pages as/if needed.

A mandatory all-staff training will be held prior to reopening. Health expectations will be reviewed and stressed; all staff and will be asked to sign an Oath of Personal Responsibility (this is not a legally binding document but will serve to underscore the importance of proper procedure and to encourage good role modeling). This guide and all new procedures will be reviewed and demonstrated. Staff will be encouraged to speak freely regarding concerns and be given the opportunity for confidential communication. A mental health professional will address the staff and provide coping mechanisms regarding fear, anxiety and/or stress management, and provide opportunity for confidential communication.

This document is divided into three sections:

FACILITY

PUBLIC SERVICE

STAFF EXPECTATIONS

There are six appendices:

Appendix A: Oath of Personal Responsibility

Appendix B: New Guidelines Compliance

Appendix C: Daily Access (staff, contractor, artist), Staff Personal Health, and Cleaning Log Templates

Appendix D: Public and Staff Signage (marked with ♦ throughout this document)

Appendix E: Curbside Pickup

Appendix F: Resources

FACILITY

TOTAL BUILDING OCCUPANCY

- Total Square Feet: 25,221*
- Total allowed: 700**
- 50% = 350

*Including lower level storage, workshop, mechanical; excluding parking lots, great lawn, garden

**International Building Code Occupancy Loads (<https://legalbeagle.com/6087483-international-building-code-occupancy-loads.html>)

ADJUSTED TOTAL BUILDING OCCUPANCY

- Public Areas: 105
- Total Building: 175 (25% of IBCOL max)

Adjusted total building occupancy takes into consideration:

- Irregular/limited access to lower level storage, workshop, and mechanical areas
- Lower level storage/mechanical unit square footage
- Upper level furniture, bookcases/stacks, display unit square footage
- Standing & seated patrons/visitors
- Typical patron/visitor traffic pattern (eg along the book case or gallery wall)

BUILDING AREAS (PUBLIC) – RECOMMENDED OCCUPANCY

Note: To limit possible spread of contagion, freestanding fans will not be used in public areas

Desk staff will make regular walk-throughs to ensure visitors/patrons are social distancing

Consideration will be allowed for residential and family groups who have quarantined together (eg family of four sharing a bench)

Taking into consideration display units, bookcases, free-standing book stacks, furniture (tables, chairs, benches), space egress/enter, and the fact the gallery visitors and library patrons typically walk along gallery walls or book stacks (and do not disperse themselves evenly across the entire area), occupancy numbers based on square footage have been reduced by 25%, 50%, or 75% to ensure 6-foot social distancing in each space:

Space	Adjusted	Actual Allowed/SqFt*	Square Footage
• Gift Shop	3	4	(156 ft ²)
• Great Hall	n/a	61	(2202 ft ²)
• Gallery 1	10	14	(510 ft ²)
• Galleries 2 & 3	22	29	(1058 ft ²)
• Walkway	7	31	(1141 ft ²)
• Walkway Gallery	3	7	(268 ft ²)
• Night Watch	19	26	(938 ft ²)
• South Gallery (Regional Art)	3	6	(238 ft ²)
• Community Gallery (Regional Art)	6	8	(321 ft ²)

• Adult Stacks	9	38	(1398 ft ²)
• Children's Area	3	10	(392 ft ²)
• Teen Area**	6	9	(352 ft ²)
• Reading Room	10	40	(1461 ft ²)
• Tutoring Room	1	2	(97 ft ²)
• Classroom	3	14	(507 ft ²)

*Actual Allowed Number with 6 ft Social Distancing Accommodation

**Dispersed among three distinct Teen Areas: stacks, café table, work table.

◆Occupancy: *Area Occupancy Limit: #*

Multiple signs will be produced; above hash tag is a placeholder for the occupancy number specific to each area; at least one sign per area will be placed in a highly visible location in each area and/or as each area is entered

PUBLIC SEATING

- Café Tables
 - One chair/table
 - At least 6 feet between tables
- Garden Benches
 - One person/bench
 - Already located at least 6 feet apart
- Library Tables (Children's and Teen Areas, Reading Room)
 - Sufficient number of chairs will be removed to ensure proper social distancing
 - Table signs will remind patrons to practice social distancing
 - All floor seating, board games, puzzles, etc will be removed from the Teen Area
- Children's Area
 - Two (of four) easy chairs will be removed; one each will be placed at far ends of opposite Stone Wall area
 - All toys have been removed from this area
- Museum, Library & Regional Art Gallery Benches
 - Two people/bench
 - Opposite ends, facing away

◆Table signs: *Seating has been limited to ensure proper social distancing. Thank you for not grouping chairs. Help keep the curve flat!*

◆Bench Seating: *Bench seating limited to two. Thank you for sitting at opposite ends of the bench and facing away from each other. Help keep the curve flat!*

SANITIZING STATIONS

- All staff workstations will be equipped with hand sanitizer

- Public contact-less hand sanitizers will be located throughout the building
- All public hand sanitizers are floor stand models within ADA required height
 - Entry
 - Museum Galleries (opposite donor wall)
 - Also serves Elevator, Servery, Garden Door
 - Memorial Walkway (location tbd; middle or foot of walkway)
 - Serves Walkway, Walkway Gallery, and Night Watch
 - Public Computer/Children's Area (against east side of clock post)
 - Teen Area/Reading Room Entry
 - Classroom/Regional Art Gallery
 - Also serves Elevator

DEEP CLEANING

- Frequently touched areas will be sanitized at opening/closing and frequently throughout the day
- High-touch areas include (but are not limited to):
 - Exterior & Interior Door Handles
 - ADA Entry/Exit buttons
 - Exterior Book Drop
 - Exterior Handle
 - Interior Bin Handle
 - Water Cooler Toggle (staff only access)
 - Stanchions
 - Stair Rails
 - Hand sanitizers
 - ●Museum Entry, Library Check-Out & Library Information Countertops
 - Countertops will be covered with a Mylar (or similar) easy-to-replace sheet (smooth surfaces are easier to keep clean)
 - ●Elevator Buttons
 - ●Water Fountain Push Bars and Basin Rims
 - ●Bathroom Surfaces
 - ●Seating Areas & Tables
 - Chairs within each area will be placed to ensure proper social distancing
- ●Specific procedures for these areas are addressed in this document

MAIN FLOOR RESTROOMS (single sink and stall each)

- Limit occupancy to one person or one parent/caregiver and charge(s)
- Add pop-up sanitizing wipes to counter

◆Restroom Exterior – Main Floor (1): *Thank you for waiting until the restroom is unoccupied before entering. Please check occupancy with a quick tap of your foot!* (include fun graphic of tap dancer or other appropriate)

◆ Restroom Interior (2): *We sanitize our restrooms frequently throughout the day. You are welcome to use a sanitizing wipe on frequently touched surfaces. Thank you for using only one wipe. Please dispose in trash bin!* (include trash bin and toilet bowl with red X graphics)

LOWER LEVEL RESTROOMS (multiple sinks and stalls)

- Limit occupancy to two people or one parent/caregiver and charge(s)
- Close off middle stalls and sinks (leaving one regular and one accessible)
- Add pop-up sanitizing wipes to counter

◆ Restroom Exterior – Lower Level (1): *Occupancy Limit: Two (2) Thank you for observing occupancy limit. Please check occupancy upon entry. Thank you for exiting and waiting to re-enter.*

◆ Restroom Interior: *We sanitize our restrooms frequently throughout the day. You are welcome to use a sanitizing wipe on frequently touched surfaces. Thank you for using only one wipe. Please dispose in trash bin!* (include trash bin and toilet bowl with red X graphics)

LOWER LEVEL TOURISM INFORMATION

◆ Lower Level Tourism (1): *Sanitize or wash your hands before browsing. We sanitize these pockets frequently throughout the day. Help us keep the curve flat!*

WATER FOUNTAINS (one each main and lower level)

- Closed to “mouth-drinking”
- Front Desk Staff will provide disposable cup following this procedure:
 - Sanitize hands
 - Open and carefully push down bag sleeve to expose cup BOTTOM
 - Do not touch cup!
 - Extend cup bottom to patron/visitor
 - Cheerfully remind patron/visitor to grasp/touch only one cup

◆ Water Fountains (2): *No Mouth Drinking! Please pick up a disposable cup at the Front Desk. Do not touch the rim of your cup to the fountain. Help keep the curve flat!* (include fun graphics of fountain drinker getting splashed in face covered by red X & water fountain and water stream with cup held under stream and NOT near fountain)

ELEVATOR

- Occupancy limited to two people or one parent/caregiver and charge(s)

◆ Elevator (2): *Elevator occupancy is limited to two people or one parent/caretaker and charges(s). Help keep the curve flat!*

GARDEN

- Occupancy limited to three people or one parent/caregiver and charges

◆Garden: *Thank you for practicing social distancing. Seating is limited to one person or one commonly isolated group per bench. Help keep the curve flat!*

GIFT SHOP

- Occupancy limited to three people or one parent/caregiver and charges

◆Gift Shop: *Please use hand sanitizer before browsing. Help keep the curve flat!*

SNACK BAR

- Closed to the public until further notice

◆Snack Bar: *Our Snack Bar is closed until further notice. We donated all of our single-serve snack pouches to service organizations!*

SNACK BAR (Internal)

- The Snack Bar is closed to limit contact and staff overhead.
- A gloved staff member will remove all beverages and snacks.
- Snacks (all single-serve sealed manufacturer pouches) approaching expiration date will be offered to local providers (police/fire, health care, food bank, etc) and/or staff
- **Keurig** and pods will be removed to Servery for staff use only
 - Wash or use hand sanitizer before and after using
 - Wash personal mug before each use
 - Take care not to touch the rim of mug to the machine during operation

FRONT DOOR, ENTRY AREA, AND GENERAL BUILDING SIGNAGE

◆Front Door: *Welcome! Practice social distancing. Wear a mask. Help keep the curve flat!*

◆Front Door: *Stop! Masks covering both nose and mouth are required to enter this building! We must remain in compliance with New York State and Public Health directives in order to remain open. Any individual over age two, and able to medically tolerate a face-covering, is required to cover their nose and mouth with a mask or cloth face-covering when in a public place. Compliance with our new interior signs is also a requirement for continued use of the Library and Museum. Help keep the curve flat!*

Mask language will be adjusted as/if needed; example: *Please wear a mask to help our staff, patrons, and visitors stay healthy and feel safe Or Wear a mask, wash your hands, we all stay safe!*

◆Front Door: *Attention! If you are experiencing any COVID-related symptoms (cough, shortness of breath, difficulty breathing) or any two of these symptoms: fever, chills, muscle pain, headache, sore throat or new loss of sense of smell or taste, or have had contact with a person with COVID, please do not enter the building. Thank you and be well.*

◆Entry Area: *The Arkell Museum and Canajoharie Library are committed to providing comfortable, safe, and healthy spaces. Frequently touched surfaces are cleaned frequently throughout the day. Staff are working behind safety shields, wearing cloth masks, and taking frequent breaks to sanitize their hands. Occupancy limits are posted in each area of the building. Hand sanitizers are located throughout the building. Thank you for your patience while we all work to keep the curve flat!*

◆Entry Area & Several Locations: *Wear a mask, wash your hands, we all stay safe!*

◆Entry Area & Several Locations: *The Arkell Museum and Canajoharie Library are committed to providing safe and healthy spaces. Please consider notifying us should you be lab-diagnosed, or learn that you had been in close contact with someone lab-diagnosed, with COVID-19 within seven (7) days of your visit.*

◆Library Stacks (several locations): *Practice social distancing! Browse the stacks one at a time. Wait your turn. Help keep the curve flat!*

◆Galleries (several locations): *Practice social distancing! Keep three or four paintings between you and the next viewer. Enjoy the artwork and help keep the curve flat!*

CLOSING

- Executive Director and Library Director will be responsible for monitoring mandates/conditions
- The entire facility will immediately close under any one of the following conditions:
 - New York State Executive Order or mandate requires all museums & libraries to cease operation: <https://www.governor.ny.gov/executiveorders>; <https://forward.ny.gov/>
 - Montgomery County Executive Order or mandate requires all museums & libraries to cease operation: <https://www.co.montgomery.ny.us/web/sites/news/covid19.asp>
 - Village of Canajoharie Executive Order or mandate requires all museums & libraries to cease operation: <https://villagecanajoharie.digitaltowpath.org:10120/content>
 - Limited or widespread transmission is reported in the immediate community or tri-county area and Executive Director and Library Director choose to close business to ensure safety of staff, patrons, and visitors
 - A staff member, patron/visitor, or contractor is lab-diagnosed with COVID-19
 - The facility will close for three-days (72 hours) minimum
 - Needs exceed staff capacity
- In the case of a required closure, the entire facility will follow official mandates regarding reopening
- Should needs exceed staff capacity:
 - Select services may be suspended
 - Building areas may be closed
 - Open hours/days may be adjusted
 - Entire facility may temporarily close

PUBLIC SERVICE

FRONT DESK

- Floor markers will indicate appropriate social distances approaching Front Desk stations
- Museum Entry, Library Check-Out, and Library Information desks will have plexi-shields
- All Front Desk staff will wear cloth masks at all times when serving the public
- Front Desk Staff working point of sale will wear gloves at all times
 - Museum/Library will provide hospital-style cloth masks and gloves
 - Staff may wear a homemade cloth mask that covers both mouth and nose (as per NYS policy)
 - Staff will be instructed to 1) wash hands before donning and removing mask, 2) don mask in same orientation (ie inside vs outside surface) and 3) launder cloth masks daily
 - Minimum weekly requirement: 42 masks and pairs of gloves (asst'd sizes)
 - All gloves will be free of latex and powder
 - Front Desk Staff will wear new photo-button with their smiling face along with name tag
 - Front Desk Staff will wash hands hourly (in accordance with CDC 10x/day recommendation)
- All staff will wear masks at all times when in public spaces
- Free-standing fans will not be used in public areas
- Patrons and visitors will be encouraged to use their own pens
- All decorative items, rack cards, exhibit cards, Summer Reading schedules, and brochures will be removed from the front desk and stanchion pockets
 - One example of each card, brochure, and schedule will remain on fixed display
 - Taped inside stanchion pocket and/or behind desk/counter shield(s)
 - Visitors and patrons may request material at desk

◆Patience (2): *Thank you for your patience! Staff will be sanitizing the counter, keyboard covers, printer, and more between transactions, and will be taking frequent breaks to sanitize or wash their hands. Help keep the curve flat!*

◆Schedules, Rack Cards, Etc: *Please ask for materials! We have plenty and are happy to share!*

MONEY

- Money will be accepted ONLY at the point of service terminal (Revel)
- Patrons will be asked to have exact change ready
- If a patron is paying with a card, have them hand you their card, and staff will swipe the card through the reader and return to the patron
- Staff will sanitize their hands and the point of service terminal before and after each use
- Museum visitors will not be required to wear an admission sticker

◆Money (2): *Exact change preferred. Thank you!*

RETURNING BOOKS

- All books must be returned to the exterior book drop only. No books will be taken over the counter.
- Book drop must be emptied upon opening and every two hours after.
- When books are taken out of the book drop staff must wear gloves.
- The books will be taken out of the book drop and placed into plastic bins. When the bin is full (or the end of the day arrives), the bins must be closed.
 - Each bin will have a tracking paper on it for when it was closed. When the bin is closed the time, date and staff initials need to be recorded.
- After 72 hours of quarantine books will be checked in behind the circulation desk.

IN-PERSON CHECK OUT

- Circulation desk will have plexi-glass shield between patrons and staff.
- Circulation desk will also have a covering on the surface of the desk.
- Staff must wear masks.
- Patrons will pass library card through the slot in the plexi-glass; staff will scan the card and return it to the patron.
- The patron will pass the materials through the plexi-glass to the staff member to scan
- Staff member will scan, print receipt and pass materials back to patron
- Once transaction is completed, staff will sanitize the desk covering before helping the next patron

◆Book Check Out: *We practice safe reading! All materials are quarantined for at least 72 hours before being reshelved and checked out! Only gloved staff handles the materials!*

IN-PERSON LIBRARY CARD REGISTRATION

- Pass registration card through the plexi-glass to the patron
- Encourage patrons to use personal pen
- Have the patron hold up their ID to verify
- Complete registration and pass card to patron
- Once transaction is completed, staff will sanitize hands and the desk covering (and pen if provided) before helping the next patron

COMPUTER PROCEDURE

- Only two computers will be available for patron use (end computers).
- Computer appointments will be required.
 - If someone comes in and asks to use the computer and there is no appointment, have them sign in for that time
- Time limits will be strictly enforced

- When a patron asks to use the computer, staff must take the keyboard cover and mouse to the computer
 - Staff must sanitize hands before and after preparing computer for each patron
 - The staff member will apply the keyboard cover, plug in the mouse and cover the mouse
- One on one computer assistance is not available at this time
- Printing is available, staff will need to hand the print out to the patron through plexi-glass slot
- When a patron is done at the computer staff will need to collect the keyboard cover, mouse cover and mouse
- Staff will sanitize the keyboard cover, mouse, and area surrounding the computer

◆Computer: *Computer usage is by appointment only. Please register with the desk clerk. Desk clerk will cover keyboard and mouse with sanitized cover before your session begins. Extensions to time on the computer will only be given if you are working on a class, job application or other essential service.*

PRINTING, FAXING, & SCANNING PROCEDURES

- Printing can be completed during computer appointments
 - Patrons will be expected to take their own prints off the printer
 - Once a patron has taken their prints, the printer must be sanitized by staff
- If there is a printer error or service need
 - Staff will ask patron to remain at the computer while fixing the printer
 - When the error is fixed (or service completed) staff will sanitize the printer
- Staff will load the printer and fax machine with gloved hands only
- If a patron requests a fax, the patron will be responsible for completing the fax on their own
 - Staff can assist from behind the plexi-glass and should not stand side by side with the patron faxing
 - Once faxing is complete, staff will sanitize the fax station
- Scanning will not be completed by the Library until further notice due to potential cross contamination of materials

◆Printing, Faxing, & Scanning: *We are here to help you print or fax (scanning is not available until further notice)! We just can't do it by your side! Printer and fax machine will be sanitized after each use. Thank you for your patience. Help keep the curve flat!*

TUTORING ROOM

- Occupancy limited to one person
- Appointments will be required.
 - If someone comes in and asks to use the Tutoring Room and there is no appointment, have them sign in for that time
 - Surfaces will be sanitized after each use

◆Tutoring Room: *Tutoring Room use is by appointment only. Occupancy Limit is one (1) person. Please register with the desk clerk.*

CLASSROOM

- Occupancy limited to one group of three
 - Group must practice social distancing
- Appointments will be required.
 - If a group comes in and asks to use the Classroom Room and there is no appointment, have group sign in for that time
 - Remind group to practice social distancing; one person/banquet table
- Surfaces will be sanitized after each use

◆Classroom: *Classroom use is by appointment only. Occupancy Limit is one group of three (3). Please register with the desk clerk.*

STAFF EXPECTATIONS

FRONT DESK EXPECTATIONS

- When entering and exiting the circulation desk, please use the nearest entrance and exit
 - Do not pass behind your colleagues
- Staff will not be providing over the shoulder assistance to patrons
- When shelving, staff will only work in stacks where patrons are not present
- Staff will be expected to conduct a “walk through wipe down” of both the Library and Museum every hour
 - If the areas are busy, staff will conduct a walk through every 15 minutes
 - During walk throughs, staff will make sure that patrons are not grouped in an area and maximum occupancy guidelines are not exceeded
 - Staff will wipe down door handles and other surfaces as practical/appropriate
 - Staff will sanitize hands before and after each walk through
- Staff will be expected to sanitize their work area between all patron interactions and when leaving the area for a shift change (or end of the day)
- Work areas to be sanitized include:
 - Computer keyboard
 - Computer mouse
 - Chair handles
 - Phone
- Staff will not open quarantine bins prior to the 72 hour mark
- Point of sale (Revel) will be operated by one staff member per shift

STAFF-ONLY AREAS AND OFFICE ETIQUETTE

Staff will respect the personal space of their colleagues and the public at all times; staff members

- May remove cloth mask when working alone in a staff-only area, private office, or outdoors
- May not enter an occupied staff-only area or private office without permission
- Must wear a cloth mask covering both nose and mouth when in public or in shared staff areas
- Should frequently clean their office telephone, keyboard, etc.
- Must clean touched surfaces in staff-only areas before exiting
- When possible should not share telephones, keyboards, writing implements, etc.

STAFF HEALTH EXPECTATIONS

In order to maintain a safe working environment, staff expectations exceed public expectations

- Staff may not report to work and will be sent home if they are experiencing any of the following:
 - Feeling feverish or having a fever of 100 degrees or greater
 - New or worsening cough
 - Shortness of breath
 - Sore throat

- Headache
- Muscle pain
- Diarrhea
- Repeated shaking with chills
- New loss of sense of taste or smell
- Have traveled out of the country or to a COVID-19 “hot spot”
- Have had close contact with a person who is lab-confirmed to have COVID-19
- Should any staff member, patron/visitor, or contractor be positively diagnosed with COVID-19, the building will close immediately and remain closed for at least three days (72 hours) to allow for natural virus degradation
 - State and public health authorities will be contacted immediately
 - Deep cleaning will take place during this three-day minimal closure
- A staff member lab-diagnosed with COVID-19 may not return to work until ALL of the following are met:
 - At least 10 days have passed since symptoms first appeared
 - At least 3 days (72 hours) have passed since recovery (resolution of fever without the use of fever-reducing medications)
 - The individual has improvement in symptoms (e.g., cough, shortness of breath)
- If a staff member has symptoms that could be COVID-19 and does not get evaluated by a medical professional or tested for COVID-19:
 - The staff member is assumed to have COVID-19 and may not return to work until they have completed the same three-step criteria listed above OR obtains clearance from a medical professional confirming an alternate diagnosis
- If a staff member has had contact with someone suspected or lab-confirmed with COVID-19:
 - They may not report to work or must leave immediately
 - They may not return to work until the contact is lab-confirmed not to have COVID-19 or the staff member has completed the same three-step criteria listed above

Appendix A: Oath of Personal Responsibility



Oath of Personal Responsibility
Arkell Museum & Canajoharie Library

I, _____, am aware that COVID-19 could result in severe illness and potential death and want to do my best to prevent its spread and new outbreaks. Therefore, to the best of my ability, I will practice proper social distancing and good hygiene as recommended by New York State and health department directives both at work and home. I will follow the new operational guidelines established by the Museum & Library. By following these guidelines myself, I will also reinforce good behavior for my colleagues, and our visitors and patrons. For my own health and the health of others, I promise not to come to work if I am feeling ill, and will let my supervisor know of my condition. I will adhere to testing guidelines and work with my own primary care providers to ensure my good health. Finally, if I am exposed or suspect that I have been exposed to COVID-19, I will immediately self-quarantine, follow the advice of my primary care providers, notify my supervisor, and abide by the new guidelines set by the Museum & Library. I understand that this oath is not legally binding. It is meant to be a reminder to act responsibly and to mindfully encourage responsible behavior from my colleagues.

Staff Member Signature Date

Executive Director or Library Director Signature Date

Appendix B: New Guidelines Compliance



Guidelines Compliance
Arkell Museum & Canajoharie Library

I, _____, have **received** a copy of the new guidelines set forth by the Arkell Museum & Canajoharie Library (*Reopening after the Pause: Updated Guidelines, New Procedures, and Mindful Awareness*). I have **read** and **understand** these guidelines, and **will comply** with the new requirements as set forth in the guidelines.

Staff Member Signature Date

Executive Director or Library Director Signature Date

Appendix C: Daily Access (staff, contractor, artist), Staff Personal Health, and Cleaning Log Templates

C1: Staff Access

Clipboard in Server room (staff access); all staff will sign in at daily arrival/departure.

C2: Contractor Access

Created, kept, and maintained by Michael Rivenburgh, Head of Facilities (contractors are not on site in his absence)

C3: Artist Access

Keep and maintained by Mary Beth Vought, Regional Art Gallery Director; Front Desk Staff as back up in her absence (eg weekend art drop off and/or pick up)

C4: Staff Personal Health

Online questionnaire created and to be reviewed by Library Director Kaitlyn Forbes (reviewed by Executive Director Suzan D. Friedlander in her absence); "short cut" to document on all staff computers; to be completed by all staff upon arrival

C5: Cleaning

Created, kept, and maintained by Michael Rivenburgh, Head of Facilities

Appendix D: Public and Staff Signage (marked with ♦ throughout this document)

- ♦Occupancy (multiple; # replaced by number specific to area): *Area Occupancy Limit: #*
 - ♦Table signs: *Seating has been limited to ensure proper social distancing. Thank you for not grouping chairs. Help keep the curve flat!*
 - ♦Bench Seating: *Bench seating limited to two. Thank you for sitting at opposite ends of the bench and facing away from each other. Help keep the curve flat!*
 - ♦Restroom Exterior – Main Floor (1): *Thank you for waiting until the restroom is unoccupied before entering. Please check occupancy with a quick tap of your foot! (include fun graphic of tap dancer or other appropriate)*
 - ♦Restroom Exterior – Lower Level (1): *Occupancy Limit: Two (2) Thank you for observing occupancy limit. Please check occupancy upon entry. Thank you for exiting and waiting to re-enter.*
 - ♦Restroom Interior (2): *We sanitize our restrooms frequently throughout the day. You are welcome to use a sanitizing wipe on frequently touched surfaces. Thank you for using only one wipe. Please dispose in trash bin! (include trash bin and toilet bowl with red X graphics)*
 - ♦Lower Level Tourism (1): *Sanitize or wash your hands before browsing. We sanitize these pockets frequently throughout the day. Help keep the curve flat!*
 - ♦Water Fountains (2): *No Mouth Drinking! Please pick up a disposable cup at the Front Desk. Do not touch the rim of your cup to the fountain. Thank you for keeping the curve flat! (include fun graphics of fountain drinker getting splashed in face covered by red X & water fountain and water stream with cup held under stream and NOT near fountain)*
 - ♦Elevator (2): *Elevator occupancy is limited to two people or one parent/caretaker and charges(s). Help keep the curve flat!*
 - ♦Garden: *Thank you for practicing social distancing. Seating is limited to one person or one commonly isolated group per bench. Help keep the curve flat!*
 - ♦Gift Shop: *Please use hand sanitizer before browsing. Help keep the curve flat!*
 - ♦Snack Bar: *Our Snack Bar is closed until further notice. We donated all of our single-serve snack pouches to service organizations!*
 - ♦Front Door: *Welcome! Practice social distancing. Wear a mask. Help keep the curve flat!*
 - ♦Front Door: *Stop! Masks covering both nose and mouth are required to enter this building! We must remain in compliance with New York State and Public Health directives in order to remain open. Any individual over age two, and able to medically tolerate a face-covering, is required to cover their nose and mouth with a mask or cloth face-covering when in a public place. Compliance with our new interior signs is also a requirement for continued use of the Library and Museum. Help keep the curve flat!*
- Mask language will be adjusted as/if needed; example: *Please wear a cloth mask to help our staff, patrons, and visitors stay healthy and feel safe.*

◆Front Door: *Attention! If you are experiencing any COVID-related symptoms (cough, shortness of breath, difficulty breathing) or any two of these symptoms: fever, chills, muscle pain, headache, sore throat or new loss of sense of smell or taste, or have had contact with a person with COVID, please do not enter the building. Thank you and be well.*

◆Entry Area: *The Arkell Museum and Canajoharie Library are committed to providing comfortable, safe, and healthy spaces. Frequently touched surfaces are cleaned frequently throughout the day. Staff are working behind safety shields, wearing cloth masks, and taking frequent breaks to sanitize their hands. Occupancy limits are posted in each area of the building. Hand sanitizers are located throughout the building. Thank you for your patience while we all work to keep the curve flat!*

◆Entry Area & Several Locations: *Wear a mask, wash your hands, we all stay safe!*

◆Entry Area & Several Locations: *The Arkell Museum and Canajoharie Library are committed to providing safe and healthy spaces. Please consider notifying us should you be lab-diagnosed, or learn that you had been in close contact with someone lab-diagnosed, with COVID-19 within seven (7) days of your visit.*

◆Library Stacks (several locations): *Practice social distancing! Browse the stacks one at a time. Wait your turn. Help keep the curve flat!*

◆Galleries (several locations): *Practice social distancing! Keep three or four paintings between you and the next viewer. Enjoy the artwork and help keep the curve flat!*

◆Patience: *Thank you for your patience! Staff will be sanitizing the counter, keyboard covers, printer, and more between transactions, and will be taking frequent breaks to sanitize or wash their hands. Help keep the curve flat!*

◆Schedules, Rack Cards, Etc: *Please ask for materials! We have plenty and are happy to share!*

◆Money (2): *Exact change preferred. Thank you!*

◆Book Check Out: *We practice safe reading! All materials are quarantined for at least 72 hours before being reshelfed and checked out! Only gloved staff handles the materials!*

◆Computer (2): *Computer usage is by appointment only. Please register with the desk clerk. Desk clerk will cover keyboard and mouse with sanitized cover before your session begins. Extensions to time on the computer will only be given if you are working on a class, job application or other essential service.*

◆Printing, Faxing, & Scanning: *We are here to help you print or fax (scanning is not available until further notice)! We just can't do it by your side! Printer and fax machine will be sanitized after each use. Thank you for your patience. Help keep the curve flat!*

◆Tutoring Room (2): *Tutoring Room use is by appointment only. Occupancy Limit is one (1) person. Please register with the desk clerk.*

◆Classroom (2): *Classroom use is by appointment only. Occupancy Limit is one group of three (3). Please register with the desk clerk.*

Appendix F: Curbside Pickup

Canajoharie Library

Curbside Services

The Canajoharie Library strives to remain a relevant and essential service to the community. As New York State is un-pausing, the Library will begin to restore select services to the community, including curbside services.

Curbside services will begin on Tuesday June 23 and continue until the Library is open for patron use. Curbside services will be suspended if our region or immediate service area is paused by official order or if staff and/or patron safety become hindered in anyway.

Curbside services are intended for material pick up only.

ALL RETURNS ARE THROUGH EXTERIOR BOOK DROP ONLY.

NO RETURNS WILL BE ACCEPTED CURBSIDE.

Hours of Operation

Curbside services will only be available by appointment Tuesday-Thursday, 10am-3pm and Saturday 12pm-3pm. In order to participate in curbside services, patrons must call or email to request an appointment. Patrons can contact 518-673-2315 ext. 1 or kforbes@mvls.info.

Book Requests

Patrons will be encouraged to use our local catalog to identify materials to check out. Reader's advisory services will be available over the phone and email; however, materials may be limited to the local collection only.

Patrons who currently have materials on hold can make an appointment to pick these materials up. When delivery from Mohawk Valley Library Services starts, patrons will be contacted about materials they have on hold via phone to set up appointment times.

Fines and lost books

Patrons who owe fines are able to pay these through curbside services. Patrons must place money in a plastic bag and have exact change. Once fines are paid, patrons are able to place holds on materials and take home materials from our local collection.

Patrons who have a lost item from the Canajoharie Library can pay for the lost item with exact change (in a plastic bag) or call with a credit card to pay over the phone. Patrons who have a lost item from a different Library will not be able to pay for that item at this time.

Weather Conditions

Curbside will be available in most weather conditions. Exceptions to this include down-pouring rain, ice, and severe thunderstorms. Patrons will be notified if their pick up appointment needs to be rescheduled.

New Library Card Registration

Patrons will be able to sign up for a Library card over the phone only. Patrons will be required to provide all information via phone and to bring identification to a curbside pick up for verification.

Verification of identification will occur through a closed car window.

Picking Up Materials

When patrons arrive for the pick-up appointment staff will meet them at their car. Patrons will keep their windows rolled up and hold their Library card or identification to the window for verification.

After a patron's identification is verified staff will place the requested materials on a folding table. Once the staff member is the appropriate distance away (six feet), patrons can retrieve their bag of materials.

For patrons who are disabled materials will be passed through car windows on plastic trays. After accepting check out materials, disabled patrons may place a sealed plastic bag of returns on the plastic tray held by the staff member. Until further notice, only one sealed bag per car trip will be accepted.

Communication

Patron curbside service procedures will be announced to local press, posted on our websites and social media, and posted on our front door. Exterior sandwich board text will remind patrons of the basics during pick up.

The Library will not accept returns at curbside pick-up.

All returns must be placed in the exterior drop box by patrons.

No book donations will be accepted at curbside.

Canajoharie Library

Curbside Services: Internal Procedures

The Canajoharie Library will provide curbside pick-up for patrons starting on Tuesday, June 23, 2020 and ending when the Library is open. Only select staff members will be allowed to assist in curbside pick-up, and all staff members working must follow guidelines for personal health and safety.

Curbside pick-up will occur Tuesday-Thursday, 10am-3pm and Saturday 12pm-3pm by appointment only.

Two staff members will be present during these hours and will maintain social distancing at all times. Staff will also be expected to follow all health and safety protocols put into place by New York State, Montgomery County, and the Canajoharie Library & Arkell Museum.

Services provided:

Patrons will be able to call in requests for materials and make appointments for picking up materials during open hours.

Patrons can also call and request assistance in picking out materials. Any selections that staff members make will be limited to local stacks.

Patrons can call with reference questions.

Computers and printers will not be available at this time.

Staff Expectations

MVLS will be resuming deliveries late June/early July. Staff will be expected to process materials received from MVLS deliveries.

Staff will be expected to follow quarantining rules for books that are returned in the drop box.

Staff will be expected to complete a daily health log and comply with all health and safety standards put forth by New York State and the Canajoharie Library and Arkell Museum.

If a staff member is not comfortable working, they need to contact their supervisor immediately.

All guidance provided in this document is subject to change according to direction from Governor Andrew Cuomo, the New York State and Montgomery County Departments of Health, the Mohawk Valley Library System, and the Canajoharie Library & Arkell Museum.

Appendix G: Resources

New York State – Information and Updates

Our primary source of information, requirements, and guidance are New York State government and public health officials. Patrons or visitors may ask you about COVID-19, the reopening status across the state, or specific industry standards. Refer the patron/visitor to one of these official sites (information is regularly updated):

New York Forward

Current metrics for NYS regions, the phased reopening plan, industry and statewide guidance, and information about COVID-19 can be found here:

<https://coronavirus.health.ny.gov/home>

<https://www.governor.ny.gov/executiveorders>

<https://forward.ny.gov/>

<https://www.co.montgomery.ny.us/web/sites/news/covid19.asp>

<https://villagecanajoharie.digitaltowpath.org:10120/content>

New York State Department of Health

Information about COVID-19 can be found here:

<https://health.ny.gov>

Centers for Disease Control and Protection (CDC)

Information about COVID-19 can be found here as well as recommendations for cleaning, social distancing, and mask designs, proper wearing, and care:

<https://www.cdc.gov/>

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

Online screening for COVID-19

Are you concerned that you or someone you know may be experiencing COVID-19 symptoms? You may take a fee COVID-19 screening test online. For questions or concerns AFTER completing the online screening test, call the Bassett Hospital Network COVID-19 central phone line: 607-547-5555

<https://www.bassett.org/covid-19>

Emotional Support

Bassett Hospital Network Hotline: 607-322-0157

This emotional support hotline will be staffed 24 hours/day by nine mental health professionals as a resource to alleviate stress, anxiety, and fear. Hotline professionals can also assist with finding additional regional relief resources. Watch and listen to three mental health professionals discuss: Coping During COVID-19 (30 minute YouTube).

<https://www.bassett.org/covid-19>

NYS Office of Mental Health

The COVID-19 pandemic has left many New Yorkers feeling anxious and stressed. Visit the Department of Mental Health website to learn more about managing anxiety and coronavirus-related guidance:
<https://omh.ny.gov/omhweb/covid-19-resources.html>

The NYS Office of Mental Health Emotional Support Helpline provides free and confidential support, helping callers experiencing increased anxiety due to the coronavirus emergency. The Helpline is staffed by volunteers, including mental health professionals, who have received training in crisis counseling:
1-844-863-9314

Emotional Support - Online Course

The novel coronavirus (COVID-19) pandemic is challenging individuals and families in new ways. *Psychological First Aid: Supporting Yourself and Others During COVID-19* is a free online course offered by the Red Cross. It can be used to help yourself and others to cope in the face of stressful events. The 60-minute course content is based on guidance from the American Red Cross Scientific Advisory Council, the Center for Disease Control and Prevention (CDC), and the American Academy of Pediatrics (AAP), and is designed to help individuals build resilience, and learn how to support themselves and others.
<https://www.redcross.org/take-a-class/coronavirus-information/psychological-first-aid-online-course>

Emotional Support - Local

Do you have more questions? Want to speak with a friendly professional? The Family Counseling Center is located just down the road; Martha Heneghan (who spoke at our training) can be contacted directly:
Martha Heneghan, LMHC
The Family Counseling Center, Fort Plain
mheneghan@thefamilycounselingcenter.org
518-993-2273

Meditation, Inspiration, & Calm

Mediation guidance, insightful talks, relaxing stories, and serene music and sounds can be found on these free websites (these were the websites mentioned by Martha Heneghan Monday July 6).
<https://insighttimer.com/>
<https://www.headspace.com/ny>