

COVID-19

FY2021

WELCOME BACK

TO THE THAYER MEMORIAL LIBRARY

PLANS, POLICIES, PROTOCOLS, AND PROCEDURES

Ad hoc Taskforce to Reopen Thayer Memorial Library Building to the Public

Emily Rose, and the Board of Trustees

Joseph Mulé and the staff of the Thayer Memorial Library

Special thanks to Rachel Carter, Meredith Brummer, and Lancaster Board of Health

Contents

Special thanks to Rachel Carter, Meredith Brummer, and Lancaster Board of Health	2
Introduction	6
Program Administrator	8
Cleaning Plan.....	9
Capacity Limits	9
In-Person Services	10
Circulation Desk	11
Fines and Due Dates.....	11
Book Drop	11
Book Stacks	11
Computer Terminals	12
Programs.....	12
Meetings	12
Signage.....	12
Employee-only areas.....	12
Public Areas.....	12
Social Distancing Markers	13
Shared Equipment.....	13
Water Fountains	13
Non-essential amenities.....	13
Personal Protection For Employees	13
Personal Protection For Patrons	13
Hand Sanitizer	13
Outbreak	14
Traffic Flow	16
Procedures For Staff Returning To Work.....	17
Know How Covid-19 Spreads	17
The Virus Does Not Spread Easily In Other Ways	17

Procedures For Staff Entering The Building.....	19
Certificate of Compliance.....	21
Reopening Phase III Mandatory Safety Best Practices Updated: July 6, 2020	22
Compliance Checklist	26
Employee Guidance: Mandatory safety standards for workplace.....	27
Handling Media And COVID-19	29
Books By Mail.....	30
Curbside Service.....	30
Donations.....	31
Public Health Emergency Policy	32
Order Requiring Face Coverings In Public Places Where Distancing Is Not Possible	34
Guidance for Wearing Face Masks in Public Settings Issues May 1, 2020.....	37

Summary

On the day the Library announced its temporary closure in response to statements from the Governor and local town officials, the Library began considering plans to restore library services to Lancaster residents. At the time of closure, there was no reliable indication of how long the effects of COVID-19 would impact the decision making of the Federal, Commonwealth, or local administrations and public health officials, so determining an immediate response was filled with uncertainty. However, once it became clear that the danger of spreading the disease to fellow citizens was so great, the Library began to consider phases that services would return. Each step would require planning and policies, procedures, and protocols based on the best practices as advised by public health officials.

Informal planning was ongoing, and staff was able to meet frequently via webcast. Staff employed an entrepreneurial spirit and quickly developed and implemented virtual services for Lancaster youth. Adult Book Discussions were administered remotely, and the Library distinguished itself from many, perhaps all, Commonwealth public libraries by providing a Books by Mail service.

These responses were implemented quickly after the Library closed. However, the pressure to begin planning to reopen the Library was always present. On Friday, June 13, an Ad hoc Taskforce to Reopen the Thayer Memorial Library Building to the Public lead by Board Chair Emily Rose was commissioned. The group included the Trustees; members included a business owner, several members with higher academic credentials, the Library Director, and staff. This document reflects work accomplished by the Taskforce and all the materials produced prior to its formation.

After submitting this draft plan to the Lancaster Board of Health for review and deliberation in July, the Library received notification that it could consider reopening the building to the public in September. The Board of Trustees at its monthly meeting in September agreed to support the Director's plan to welcome the public back to the Library starting sometime in October.

Introduction

The COVID-19 pandemic, also known as the coronavirus pandemic, is an ongoing global pandemic of coronavirus disease 2019 (COVID-19), caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2)¹. The current COVID-19 epidemic was confirmed to have reached the United States in January 2020². The first documented case of local transmission was recorded on January 30³, while the early known deaths happened in February⁴. By the end of March, cases had occurred in all 50 U.S. states⁵. On June 27, 2020, the U.S. had the most confirmed active cases and deaths in the world⁶. As of September 21, 2020, the United States led all countries with more than 7 million cases.

The COVID-19 pandemic in Massachusetts is part of an ongoing epidemic of coronavirus disease 2019 (COVID-19) in the U. S. The first confirmed case was reported in early February⁷. Governor Charlie Baker declared a state of emergency on March 10. By March 12, more than a hundred people had tested positive for the virus. In May, Massachusetts was ranked third in the U.S. for the overall number of cases and third for cases per capita statewide, behind New York and New Jersey⁸. As of September 21, and since January 21, Massachusetts ranked 10th in confirmed cases [125,479] and 3rd in confirmed deaths [9,100] to COVID-19 in the US⁹.

After Governor Baker announced a state of emergency and a stay at home order, the Library temporarily ceased all entry into the building on 23 March 2020.

The Thayer Memorial Library has developed the following document to address eventually resuming in-person services for the residents of Lancaster. A number of materials, including policy, procedures, and protocols, were written and implemented in May and are contained within this document. Much of what was written is considered fluid and will be reassessed as updated information becomes available from any level of executive government in addition to public health boards and agencies.

¹ World Health Organization: [Naming the coronavirus disease \(COVID-19\) and the virus that causes it](#)

² Centers for Disease Control and Prevention: [First Travel-related Case of 2019 Novel Coronavirus Detected in United States](#)

³ The Lancet: [First known person-to-person transmission of severe acute respiratory syndrome coronavirus 2 \(SARS-CoV-2\) in the USA](#)

⁴ National Public Radio: [1st Known U.S. COVID-19 Death Was Weeks Earlier Than Previously Thought](#)

⁵ CNBC: [Coronavirus has now spread to all 50 states and DC, US death toll passes 100](#)

⁶ The Guardian: [Coronavirus map of the US: latest cases state by state](#)

⁷ Boston.gov: [First case of the 2019 novel coronavirus in Boston](#)

⁸ The Wall Street Journal: [Massachusetts Ranks Third Among States With Most Coronavirus Cases](#)

⁹ CDC COVID Data Tracker: [United States COVID-19 Cases and Deaths by State](#); Total Cases

The following dates are worth noting to explain the development of the Commonwealth's response and management of the COVID-19 event. All of the following events were declared by the Office of Governor Charlie Baker.

- March 10:** A state of emergency is declared.
- March 23:** A stay-at-home advisory effective from noon March 24 until noon April 7 is announced.
- April 28:** The statewide stay-at-home advisory is extended by two weeks, to May 18.
- May 6:** An order to require people to cover their faces in public when in situations where they are unable to keep six feet away from others is implemented.
- May 11:** A four-phased plan to reopen the state is announced.
- May 18:** Commonwealth commences phase one of the reopening plan.
- May 26:** The surge in COVID-19 cases in Massachusetts ended, as evidenced by declining numbers of people hospitalized by the disease, is announced.
- June 8:** Following positive trends in access to testing and decreasing hospitalization, Massachusetts enters phase 2.
- July 2:** Governor Baker announced that Massachusetts would enter the first stage of Phase 3, which enabled public libraries to provide curbside services to the public.
- August 7:** Governor Baker announced that Massachusetts would postpone entering the second portion of Phase 3 of the state's reopening plan, intensify enforcement of COVID-19 regulation violations, and reduce the maximum number of people allowed at public and private outdoors events from 100 to 50.
- September 3:** Governor Baker announced a community messaging campaign targeted at Chelsea, Everett, Lawrence, Lynn, and Revere: communities that were still experiencing very high rates of COVID-19.

The Library's proposal to provide services during the stay at home advisory and reopen the building to the public will run parallel with plans to open state and public libraries throughout the Commonwealth. The Library's approach continues to be expanding services in phases. These phases will allow Library staff to increase services when appropriate, and also to take a step back if necessary. By design, there are no given time frames to these phases, and each phase will expand as the relative safety of the Commonwealth's population improves. This plan is not final and will be updated as recommendations from appropriate authorities change.

Re-Opening Procedures

Thayer Memorial Library brings people, information, and ideas together to enrich lives and build community. As a designated public forum for research, reading, and expressive activity, Thayer Memorial Library seeks to balance the safety of its staff and the public with the need to make information and ideas in a variety of formats available to Lancaster residents. The guidelines below are temporary measures meant to comply with federal, state, and municipal guidelines for operating during the COVID-19 pandemic. These guidelines may not be adequate for every contingency, and so may be modified at any time.

The Library will proactively protect public health while restoring the quality of life for Lancaster residents by making decisions and plans based on safety, a science-based rationale, and a suite of tools to inform an adaptive strategy that adjusts based on real-time critical health metrics and the continued development of best practices.

Staff will enforce compliance with best practice protocols to minimize the public's risk of encountering COVID-19 during their visit. Principally, staff will promote compliance with wearing a mask to enter the building and practicing appropriate hygiene, including sanitizing their hands and maintaining a 6-foot distance with other people in the Library.

Program Administrator

The program administrator shall be the Library Director. From time to time, the Library Director will not be present to advise personnel's understanding and application of the information in this document. In these cases, staff is assigned to act in place of the Library Director in the following order:

Assistant Director

Youth Services Librarian

Office Manager

Assistant Technician

The staff member with the most seniority.

In all cases, the Library Director is available by phoning 978-855-5617.

Cleaning Plan

The Library will be cleaned every morning, Monday through Friday, by a vendor contracted by the Town. All heavy transit areas and high-touch surfaces such as doorknobs, elevator buttons, banisters, and copy machine will be cleaned

Commonly touched surfaces in workspaces will be cleaned frequently by library personnel, generally when staff begins new shift assignments, with a solution known to kill the COVID-19 virus. Examples of often touched surfaces and objects that will need routine disinfection following reopening are:

- tables
- doorknobs
- light switches
- countertops
- handles
- desks
- phones
- keyboards
- toilets
- faucets and sinks

Appliances such as keyboards and mice can only be used by one person per shift and will be rotated in and out of quarantine lasting no less than 24 hours. The Library now owns an electrostatic sprayer, which will be used to clean anywhere or anything in the Library as needed.

When possible, windows and doors will remain open to increase airflow.

Once returned to the Library, books and other media shall be removed from service for no less than 24 hours before returning to general circulation.

Capacity Limits

The Library shall monitor patron entries and exits and limit occupancy at all times. Although public library safety standards addressed by the Commonwealth permit up to 40% of the Thayer Memorial Library's normally permitted occupancy of 82 people, we aspire to have no more than 25 people in the building at any one time, and will proactively work to limit occupancy to 20 patrons and staff in total. No more than 8 people are permitted in the children's room, and only

2 people are allowed to occupy the nonfiction collections on the second floor. All occupancy counts and calculations shall include patrons, staff, and other workers.

At any time, staff may decide to use a stricter standard due to a lack of available personnel. Any paid staff or Library Trustee is empowered to make this call. Furthermore, staff can, for any reason that enables the proper application of the prescribed procedures in this document, limit the public occupancy of the building.

In-Person Services

Not all in-person services will be available when the Library reopens. Initially, patrons will only be permitted to browse collections and select materials to checkout. It is expected that within a few days of reopening, public access to photocopying services will be reinstated. After an unspecified period, limited access to public computers and faxing services will be restored.

Public programs, the use of meeting rooms, and the availability of general seating will not be accessible for an unknown and extensive period.

1. Prior to reopening the Library, a touchless Curbside Service was instituted. After the Library reopens, touchless Curbside Service will remain and will be managed by staff to avoid procedurally conflicting with any of the protocols mentioned in this section.
2. In the initial phase of reopening the Library building to patrons, no public computers and limited access to photocopying and faxing services will be available. As staff grows accustomed to the manner in which it delivers services, these amenities will gradually be reintroduced with limitations.
3. Patrons may visit the Library under special conditions
 - a. Patrons can only enter the Library after reserving an available time slot.
 - i. At the time of the reservation, the staff will ask a series of questions requesting the following information:
 1. Name of person[s] reserving a time to visit. The person staff speaks with must be with the group that comes to the Library.
 2. Date and time of visit.
 3. Library Card number [if a patron does not have this handy, the staff will look the applicant up in the catalog and confirm their contact information].
 - b. Patrons are permitted to visit for up to 20 minutes. Upon arrival at the Library, they will receive a flyer outlining good hand hygiene and encouraging frequent hand washing. During their visit, they may browse all collections in every public

space without restriction as long as they are wearing a mask, follow the declared traffic flow, and maintain 6-feet between themselves and any other person. Distancing protocol is relaxed for family members living in the same residence.

- c. Patrons who have made a reservation shall be greeted at the front door to confirm their appointment and that everyone in the group is wearing a mask properly. If staff are unavailable to greet visitors, a doorbell will be available to notify staff when patrons arrive.
- d. The Library will be closed at quarter to every hour to allow cleaning and preparations for the next round of reservations.
- e. Before the next group of patrons visits the Library, high touch areas will be wiped down, and bathrooms will be cleaned by staff.

Circulation Desk

Patrons shall check out books and other media on the ground floor in that Nathaniel T Dexter Meeting Room using a touchless checkout process that requires infrequent and minimal staff contact. When completing their Library visit, patrons will be greeted by staff stationed behind a plexiglass shield protecting the area the staff occupies. Patrons will be directed to scan in their library card and media using a scanner that requires no contact. After checkout, the patron will collect their books and other media and exit the building. Any equipment inadvertently touched by the patron will be cleaned by the attending staff. Patrons waiting in line to check out materials will be notified where to stand to maintain at least 6 feet between themselves and others.

Fines and Due Dates

For an indefinite period of time, the Library will suspend fines and extend due dates. This policy will be reviewed and evaluated as the Library adjusts to COVID-19 best practices informed by the Central Western Massachusetts Automated Resource Sharing [CW MARS] network.

Book Drop

Patrons will be directed to use the book drop to return books and other media instead of placing items at the circulation desk. Books and other media returned to the Library will be quarantined for no fewer than 72 hours, checked in, and removed from accounts upon the end of the quarantine period.

Book Stacks

When possible, Library staff will rearrange collections to maintain social distancing in aisles between stacks, will promote awareness of signage that directs traffic patterns, and will limit the number of patrons allowed in stack areas, or will provide access to materials by staff retrieval.

Computer Terminals

When safe to do so, computer terminals will be made available without seating and for 15-minute time blocks. All public computers and other shared technology and equipment accessible to multiple users will be wiped down and disinfected between uses.

Patrons will need to request a keyboard and mouse at the beginning of their appointments, which they will return when their session ends. Equipment must either be wiped with a disinfectant or quarantined for at least 72 hours.

Programs

All indoor public programming, such as story hours, book discussions, or assemblies, is indefinitely postponed. All programs and meetings will continue virtually and will not permit anyone from the public to attend while in the Library.

Meetings

The public will, for an indefinite period of time, be prohibited from gathering in meeting room spaces or to congregate in any public areas inside the building. Everyone occupying the Library must wear masks and follow social distancing protocols.

Signage

Signage will be posted to reinforce social distancing protocol, the use of PPE, and acceptable hygiene practices. It will be easily visible on all bulletin boards and in a number of other places throughout the Library. Floors will be marked to direct traffic patterns that enforce one direction of movement.

Employee-only areas

In almost all instances, staff can work in spaces by themselves and easily distance themselves either well beyond six feet or in another room entirely. In cases when this is not possible, arrangements will be made to ensure that staff can complete their duties while also maintaining at least 6 feet distance from their colleagues. **Staff is encouraged to limit their movement to discrete work zones and to minimize overlap where possible.**

Public Areas

No public seating will be made available for patrons unless they have a medical condition necessitating it. Most seating will be removed from all public spaces. In addition and where possible, collections will be moved, and stacks rearranged to maximize the public's interest in remaining six feet apart from one another.

Social Distancing Markers

Visual social distancing signage and markers shall be installed within and throughout the Library to encourage patrons to remain 6 feet apart when traversing the building or waiting in line to check out materials.

Shared Equipment

When instances arise in which it is common for employees or patrons to share items or equipment, those things will either be quarantined for at least 72 hours or disinfected before being used by another person.

Water Fountains

No water fountains will be available for use.

Non-essential amenities

Access to toys, games, play areas and other non-essential amenities is indefinitely prohibited.

Personal Protection For Employees

See Procedures For Staff Entering The Building.

Personal Protection For Patrons

1. Patrons are required to wear masks or cloth face coverings that cover the noses and mouths entirely unless doing so would be contrary to their health or safety due to a medical condition.
2. Patrons who are not compliant will be offered a mask provided by the Library.
3. If the patron refuses to wear a mask, they will be asked to leave.
 - a. If the patron refuses to leave, staff will inform them that the Library is permitted to ask someone whose behavior is inappropriate or non-compliant and, as a result, creates or contributes to an unsafe and disorderly environment for others to leave.
 - b. If the patron continues to be non-compliant, staff will call the Lancaster Police Department.

Hand Sanitizer

Public hand sanitizers shall be made available as patrons enter the building.

Outbreak

1. Employees who appear to have symptoms upon arrival at work or who become sick during the day will be immediately be separated from other employees, patrons, and visitors, and sent home.

In so doing, staff shall also:

- a. Notify and seek guidance and assistance from the Lancaster Board of Health.
 - b. Notify the Board of Library Trustees and Board of Selectmen and seek guidance and assistance as needed.
 - c. In most cases, the Library does not need to shut down. If it has been fewer than 7 days since the sick employee has been in the building, close off any areas used for prolonged periods of time by the ill person.
 - d. Contact Building Supervisor Rick Krafke and arrange a time for affected areas to be cleaned and disinfected.
 - e. Wait 24 hours before cleaning and disinfecting, to minimize the potential for other employees being exposed to respiratory droplets.
 - f. During this waiting period, open outside doors and windows to increase air circulation in these areas.
 - g. If it has been 7 days or more since the sick employee was in the Library, additional cleaning and disinfection are not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.
 - h. The Library Director or his proxy will contact employees who may have been exposed to the virus and who may need to take additional precautions.
 - i. Inform employees of their possible exposure to COVID-19.
 - j. Instruct potentially exposed employees to stay home for 14 days, work from home if possible, and self-monitor for symptoms.
2. If a patron or visitor is suspected or confirmed to have COVID-19 infection and is in the building while maintaining a safe distance, record their name and telephone number and follow the above protocol.
 3. If the Library is notified someone infected with COVID-19 also recently visited the Library, the following procedures shall be followed.
 - a. Collect and record as much information as possible about the patron and their visit. Request from the person the following information and take any notes that

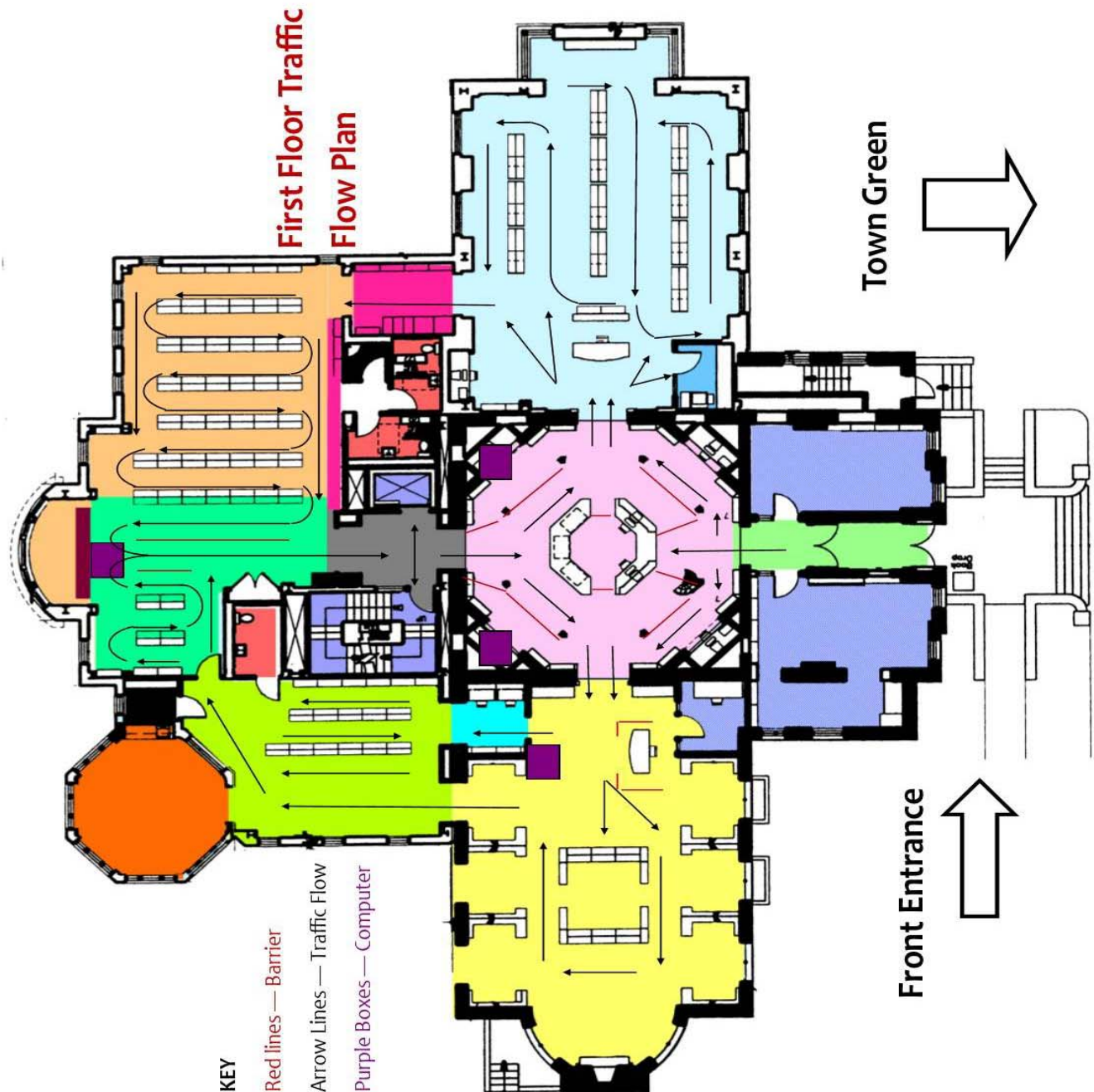
may illuminate the degree to which occupants in the Library were exposed to COVID-19.

- i. Name
 - ii. Address
 - iii. Telephone number
 - iv. Date of their last visit
 - v. Time of their last visit
 - vi. Anyone who was in the company of the patron, including family members
 - vii. Areas of the Library visited by the patron and anyone in their party
 - viii. When they first experienced symptoms or were diagnosed with having the COVID-19 infection.
- b. Notify and seek guidance and assistance from the Lancaster Board of Health.
- c. Notify the Board of Library Trustees and Board of Selectmen and seek guidance and assistance as needed.
- d. In most cases, the Library does not need to shut down. If it has been fewer than 7 days since the sick patron has been in the building, close off any areas used for prolonged periods of time by the ill person.
- e. Contact Building Supervisor Rick Krafke and arrange a time for affected areas to be cleaned and disinfected.
- f. Wait 24 hours before cleaning and disinfecting to minimize the potential for others to be exposed to respiratory droplets.
- g. During this waiting period, open outside doors and windows to increase air circulation in these areas.
- h. If it has been 7 days or more since the sick patron was in the Library, additional cleaning and disinfection are not necessary. Continue routinely cleaning and disinfecting all high-touch surfaces in the facility.
- i. The Library Director or his proxy will contact employees who may have been exposed to the virus and who may need to take additional precautions.
- j. Inform employees of their possible exposure to COVID-19.
- k. Instruct potentially exposed employees to stay home for 14 days, work from home if possible, and self-monitor for symptoms.

Traffic Flow

The Main Street entrance will serve as the only ingress into the building. Visitors will exit from the rear of the Library on the ground floor, which will be the only egress.

Patrons visiting the Library will follow a floor plan directing movement throughout the building.



Procedures For Staff Returning To Work

Know How Covid-19 Spreads

1. There is currently no vaccine to prevent coronavirus disease (COVID-19).
2. The best way to prevent illness is to avoid being exposed to this virus.
3. The virus is thought to [spread mainly from person-to-person contact.](#)
 - a. Between people who are in close contact with one another (within about 6 feet).
 - b. Through respiratory droplets produced when an infected person coughs, sneezes, or talks.
 - c. These droplets can land in the mouths or noses of people who are nearby or possibly be inhaled into the lungs.
 - d. Some recent studies have suggested that COVID-19 may be spread by people who are not showing symptoms.

The Virus Does Not Spread Easily In Other Ways

COVID-19 is a new disease, and we are still learning about how it spreads. It may be possible for COVID-19 to spread in other ways, but these are not thought to be the primary ways the virus spreads.

1. From touching surfaces or objects. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the primary way the infection spreads, but we are still learning more about this virus.
2. From animals to people. At this time, the risk of COVID-19 spreading from animals to people is considered low.
3. From people to animals. It appears that the virus that causes COVID-19 can spread from people to animals in some situations. The CDC is aware of a small number of pets worldwide, including cats and dogs, reported being infected with the virus that causes COVID-19, mostly after close contact with people with COVID-19.
4. Follow all CDC protocols on protecting yourself and others.
5. Wash your hands often.
 - a. **Wash your hands** often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.

- b. If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
 - c. Avoid touching your eyes, nose, and mouth with unwashed hands.
- 6. Avoid close contact.
 - a. Avoid close contact with people who are sick, even inside your home. If possible, maintain 6 feet between the person who is ill and other household members.
 - b. Put distance between yourself and other people outside of your home.
 - c. Remember that some people without symptoms may be able to spread the virus.
 - d. [Stay at least 6 feet \(about 2 arms' length\) from other people.](#)
 - e. Do not gather in groups.
 - f. Stay out of crowded places and avoid mass gatherings.
 - g. Keeping distance from others is especially crucial for [people who are at higher risk of getting very sick.](#)
- 7. Cover your mouth and nose with a cloth face cover when around others.
 - a. You could spread COVID-19 to others even if you do not feel sick.
 - b. Everyone should wear a [cloth face cover](#) when they have to go out in public, for example, to the grocery store or to pick up other necessities.
 - c. Cloth face coverings should not be placed on children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.
 - d. The cloth face cover is meant to protect other people in case you are infected.
 - e. Do NOT use a facemask meant for a healthcare worker.
 - f. Continue to keep about 6 feet between yourself and others. A cloth face cover is not a substitute for social distancing.
- 8. Cover coughs and sneezes.
 - a. If you are in a private setting and do not have on your cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze, or use the inside of your elbow.
 - b. Throw used tissues in the trash.

- c. Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
- 9. Clean and disinfect.
 - a. Clean AND disinfect [frequently touched surfaces](#) daily. This includes tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, and sinks.
 - b. If surfaces are dirty, clean them. Use detergent or soap and water prior to disinfection.
 - c. Then, use a household disinfectant. The most common [EPA- registered household disinfectants](#) will work.
- 10. Monitor Your Health.
 - a. Be alert for symptoms. Watch for fever, cough, shortness of breath, or [other signs](#) of COVID-19.
 - Especially important if you are [running essential errands](#), going into the office or workplace, and in settings where it may be challenging to keep a [physical distance of 6 feet](#).
 - b. Take your temperature if symptoms develop.
 - Don't take your temperature within 30 minutes of exercising or after taking medications that could lower your temperature, like acetaminophen.
 - c. Follow [CDC guidance](#) if symptoms develop.

Procedures For Staff Entering The Building

1. All Personal Protective Equipment (PPE) is stored in the custodial closet on the first floor.
2. Based on CDC guidelines to stop the spread of COVID-19, the staff shall adhere to all of the following protocols when entering the building.
 - a. Wash your hands often.
 - b. Avoid close contact.
 - c. Cover your mouth and nose with a cloth face cover when around others. If there is more than one person in the building, wear a mask.
 - d. Cover coughs and sneezes.

- e. Clean and disinfect.
 - f. Monitor Your Health.
- 3. If you are working on a keyboard or with associated devices that others will use, swap them out for equipment in quarantine for at least 72 hours.
- 4. Clean commonly shared equipment such as telephones and keyboards at the end of each work shift.
- 5. If you are working at a desk or surface that others will use, clean with a solution before starting tasks.
- 6. If you are working at a desk or surface that others will use, clean with a solution before you leave.
- 7. To remove masks, grasp straps without touching the cover and carefully dispose of in an assigned plastic bag.
- 8. When removing gloves
 - a. Grasp the outside of one glove at the wrist. Do not touch your bare skin.
 - b. Peel the glove away from your body, pulling it inside out.
 - c. Hold the glove you just removed in your other gloved hand.
 - d. Peel off the second glove by putting your fingers inside the glove at the top of your wrist.
 - e. Turn the second glove inside out while pulling it away from your body, leaving the first glove inside the second.
 - f. Dispose of the gloves in an assigned plastic bag. Do not reuse the gloves.
 - g. Clean your hands immediately after removing gloves.
- 9. Staff infected with the COVID-19 virus either at or away from work shall not return to work without a doctor's note stating they are free of infection and are not in danger of spreading the virus to others.
 - If ill staff can be traced to have occupied the Library while infected, the Library will close and shall not be reopened until adequately cleaned and disinfected by an outside vendor who specializes in handling human biohazardous materials.

Certificate of Compliance

By Signing Below, I Acknowledge:

I have read the Procedures for Staff Returning to Work.

I understand and shall comply with the procedures listed within to maintain public health safety for the staff and the public they serve while attending work duties at the Library.

If any part of these procedures is unclear, vague, or if I require accommodation or assistance to ensure my compliance, I will immediately notify the Director or their proxy [generally the Assistant Director, Youth Services Library or Office Manager].

Staff Name

Today's Date

Reopening Phase III Mandatory Safety Best Practices Updated: July 6, 2020

Immediately before starting each of your shifts, the following document [see next page] must be completed and signed before you can begin working.

I realize completing this form before every shift is an inconvenience and will require your continual attention and diligence. However, this form is firmly based on information available from the Commonwealth, which requires confirmation of the information listed on the following page.

This procedure goes into effect at the Library starting on 08 July 2020. Please leave your completed forms on my desk at the beginning of your shift. If you come to work without having completed the questionnaire at home within an hour of beginning your shift, you will take your temperature and complete the form at work before starting your shift, or be sent home.

During your shift, staff shall follow all of the social distancing, hand-washing, and proper use of face coverings practices listed in the Staff Returning to Work Procedures. Also:

- Staff is encouraged to self-screen at home, including temperature and symptom checks.
- Staff shall not come to work if ill.
- Staff shall seek medical attention if symptoms become severe.
- Staff shall note the underlying health conditions that may make individuals more susceptible to contracting and suffering from a severe case of the virus. Staff who are particularly vulnerable to COVID-19 according to the Centers for Disease Control (e.g., due to age or underlying conditions) are encouraged to stay home

Staff who test positive for COVID-19 shall disclose to me, Karen, Maren, or Janet for purposes of cleaning / disinfecting and contact tracing. If notified of a positive case at the Library, someone will inform the Lancaster Board of Health (LBOH) and assist the LBOH as reasonably requested to advise likely contacts to isolate and self-quarantine. The testing of other staff may be recommended consistent with guidance and / or at the request of the LBOH.

Staff is strongly encouraged to self-identify symptoms or any close contact to a known or suspected COVID-19 case to the employer.

Libraries Must Screen Workers At Each Shift By Ensuring The Following

Today's date: _____

Time your shift starts: _____

My Temperature: _____ Time temperature was taken: _____

Temperature shall be taken within one hour of starting your shift.

If you are 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, the new loss of taste or smell, or nausea, vomiting or diarrhea do not come to work.

Have you 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.

Yes **No** **Circle one.**

Have you been asked to self-isolate or quarantine by your doctor or a local public health official?

Yes **No** **Circle one.**

Do you meet all of the above criteria:

Yes **No** **Circle one.**

If you fail to meet all the above criteria, you shall stay home. If you complete this form at work and fail to meet all the above criteria, you shall be sent home. If you choose not to fill out this form, you will be sent home.

By signing below, I attest that I understand or have asked questions to clarify the contents of this form.

Staff Signature

COVID-19 Control Plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

BUSINESS INFORMATION

Business Name: THAYER MEMORIAL LIBRARY

Address: 717 MAIN STREET, LANCASTER, MA 01523

Contact Information [Owner/Manager]: JOSEPH MULÉ

Contact Information [HR representative], if applicable: ORLANDO PACHECO

Number of workers on-site: UPTO SEVEN

SOCIAL DISTANCING

- Ensured that all persons, including employees, customers, and vendors remain at least six feet apart
- Established protocols to ensure that employees can practice adequate social distancing
- Posted signage for safe social distancing
- Required face coverings or masks for all employees
- Implementing additional procedures. Please describe them here: COVID-19 PROCEDURES FOR STAFF RETURNING TO WORK.

HYGIENE PROTOCOLS

- Provided handwashing capabilities throughout the workplace
- Ensured frequent handwashing by employees and provided adequate supplies to do so.
- Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout the worksite.
- Implemented additional procedures. Please describe them here: MEDIA ENTERING THE LIBRARY WILL BE QUARANTINED FOR 72 HOURS.

STAFFING & OPERATIONS

- Provided training for employees regarding social distancing and hygiene protocols
 - Ensured employees who are displaying COVID-19-like symptoms do not report to work
 - Established a plan for employees getting ill from COVID-19 at work and a return to work plan
 - Implemented additional procedures. Please describe them here: DESCRIBED PROCEDURES FOR SAFE REMOVING AND DISPOSING OF MASKS AND GLOVES.
-

CLEANING & DISINFECTING

- Established and maintained cleaning protocols specific to the business
 - Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed
 - Prepared to disinfect all common surfaces at intervals appropriate to said workplace
 - Implemented additional procedures. Please describe them here: STAFF WILL WEAR GLOVES WHILE PREPARING MATERIALS TO BE DISTRIBUTES TO PATRONS OF THE LIBRARY.
-

Compliance Checklist

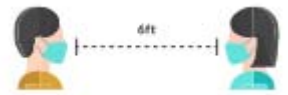
In order to reopen your business, please complete and sign the following checklist. Once you completed your COVID 19 Control template, the following poster should be displayed in an area within the business premises that is visible to employees and visitors. Thank you for your efforts to get back to business while keeping Massachusetts safe

Welcome

Please know that we take our responsibility to keep Massachusetts safe very seriously. Be assured we have taken the following steps to comply with state mandatory safety standards for workplaces:



Workers are wearing face coverings, and we've put social distancing measures in place



We provide hand washing capabilities, and we are regularly sanitizing high-touch areas



Our staff has received training regarding social distancing and hygiene protocols



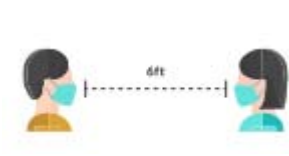
We have established thorough cleaning and disinfecting protocols



Signature

Employee Guidance: Mandatory safety standards for workplace

SOCIAL DISTANCING



All persons, including employees, customers, and vendors, should remain at least six feet apart to the greatest extent possible, both inside and outside the workplace



Establish protocols to ensure that employees can practice adequate social distancing



Provide signage for safe social distancing



Require face coverings or masks for all employees

HYGIENE PROTOCOLS



Provide hand washing capabilities throughout the workplace



Ensure frequent handwashing by employees and adequate supplies to do so



Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout the worksite

STAFFING & OPERATIONS



Provide training for employees regarding the social distancing and hygiene protocols



Employees who are displaying COVID-19-like symptoms do not report to work



Establish a plan for employees getting ill from COVID-19 at work and a return-to-work plan

Cleaning & Disinfecting



Establish and maintain cleaning protocols specific to the business



When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed



Disinfection of all common surfaces must take place at intervals appropriate to said workplace

Handling Media And COVID-19

Staff shall follow all [Procedures For Staff Returning To Work](#) before handling any inbound media. Staff shall wear a mask when handling media even if they are the only person in the building.

[The virus does not spread easily without direct contact with an infected person.](#)

COVID-19 is a new disease, and we are still learning about how it spreads. It may be possible for COVID-19 to spread in other ways, but these are not thought to be the primary means the virus circulates within the human population.

1. From touching surfaces or objects. It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their mouth, nose, or possibly their eyes. This is not thought to be the primary way the infection spreads, but we are still learning more about this virus.
2. From animals to people. At this time, the risk of COVID-19 spreading from animals to people is considered low.
3. From people to animals. It appears that the virus that causes COVID-19 can spread from people to animals in some situations. The Center for Disease Control [CDC] is aware of a small number of pets worldwide, including cats and dogs, reported being infected with the virus that causes COVID-19, mostly after close contact with people with COVID-19.

There has been discussion within the library community to quarantine media reentering the Library. The Institute of Museum and Library Services, CDC, and [Governor Baker](#) recommends leaving books and other media untouched for 24 hours before handling them. [However, epidemiologists equivocate and suggest that available studies on fomite transmission have little resemblance to real-life scenarios. In an editorial in The Lancet¹⁰, virologist Emanuel Goldman, Ph.D. offers, “the chance of transmission through inanimate surfaces is very small, and only in instances where an infected person coughs or sneezes on the surface, and someone else touches that surface soon after the cough or sneeze \(within 1–2 h\).”](#)

Staff shall follow [all Procedures For Staff Returning To Work](#) before handling any inbound media. Staff shall wear a mask when handling media even if they are the only person in the building. Staff shall immediately wash hands after handling inbound media or choose to wear gloves.

To keep staff safe and assist the workflow of processing inbound media, the material removed from the book drop ~~or received in any other manner~~ will be quarantined for no less than 72 hours and no more than a week. [Media received via Massachusetts Library System delivery will not be quarantined.](#) For instance, inbound media will be held in the copy machine room on

¹⁰ [Exaggerated risk of transmission of COVID-19 by fomites](#)

Mondays. On any given Monday, last Monday's inbound media [stored for no less than 72 hours and no more than a week] will be processed, and the current Monday's inbound media will be held until the following Monday to be processed.

Books By Mail

Staff shall follow all **Procedures For Staff Returning To Work** before handling any outbound media. Staff shall wear a mask when handling media even if they are the only person in the building. Staff shall also wear gloves when preparing media requests for pick up.

Media cannot leave the Library unless it has been quarantined for no less than 72 hours and no more than a week.

1. Media requests received either via email, by telephone, or by holds acquired through Evergreen will be printed and ordered chronologically.
2. After collected, media will be counted and recorded.
3. After being counted and recorded, media shall be packaged accordingly with at least one Friends of the Thayer Memorial Library label fastened to the package.
4. Packaged media will be brought to the USPS for mail preparation. Parcels will be charged at the "media by mail" rate.
5. Payment will be made from the Library's credit card. Do not leave the USPS office without a receipt.
6. Upon returning to the Library, the USPS receipt will be affixed to the sheet with count data and bundled with the fulfillment documentation.
7. In about a week, routing numbers will be checked to confirm parcels were delivered.
8. After 30 days or until delivery can be confirmed, all fulfillment documentation will be left in the Director's Office to be destroyed.

Curbside Service

Staff shall follow all **Procedures For Staff Returning To Work** before handling any media exiting the building. Staff shall wear a mask when handling media even if they are the only person in the building. Staff shall also wear gloves when preparing outbound media.

Media cannot leave the Library unless it has been quarantined for no less than 72 hours and no more than a week.

The Library shall serve any Massachusetts citizen willing to pick up a media request at the Library.

Once introduced to the public, curbside service will run consecutively with books by mail service. The Library will eventually announce that books by mail will only be provided to members under unusual circumstances. Curbside service will be the primary manner in which media will be delivered to the public.

1. An Evergreen hold report will be generated and media collected.
2. Patrons will be notified by telephone or email that their request is prepared for a scheduled pick up.
3. No more than three pickups will be scheduled per quarter-hour per egress.
4. Confirmed pickup times will be documented on an appointment sheet created for this purpose.
5. Media will be packaged and labeled.
6. After establishing a pickup time with the patron, a receipt will be affixed to the parcel.
7. The parcel will then be stored inside of the Library, near the egress from which the media will be picked up by patrons.
8. Once the member arrives to pick up their request, they will be asked to wait behind a red line at least 6 feet away from the egress. Once the member is behind the said line, the staff will deposit the parcel directly outside the egress. Once the staff is back in the building and the egress is closed, the member can pick up their parcels.

Donations

Before the Library opens to the public, it may, at a time of its choosing welcome donations from the public.

Staff shall follow all **Procedures For Staff Returning To Work** before handling any inbound media. Staff shall wear a mask when handling media even if they are the only person in the building. Staff shall immediately wash hands after handling inbound media or choose to wear gloves.

When accepting donations, staff will follow all protocols under the Media Returning to the Library section of this document and deposit them in the Nathaniel T. Dexter Meeting Room. Boxes shall be timestamped with the date and time the donations were received. This media shall be processed after it has been quarantined for no less than 72 hours and no more than a week.

Public Health Emergency Policy

Thayer Memorial Library brings people, information, and ideas together to enrich lives and build community. The Library recognizes that in order to fulfill its mission, members, visitors, and staff must inhabit spaces that are reasonably free of infectious material. Staff must promptly take action when a stay-at-home advisory from the Governor or local officials is issued. The Library has established this Public Health Emergency Policy to respond to infectious conditions affecting local, county, and state communities.

Thayer Memorial Library shall close whenever residents of the Commonwealth receive a stay at home advisory from the Governor. The Library will seek additional guidance either from the Board of Selectmen or their proxy or Lancaster's Board of Health. In addition, if the Governor does not issue a stay at home advisory and the Board of Trustees believes for any reason that accessing the Library poses a threat to public health, it will close. In the event that the Town of Lancaster closes all Town-wide department services due to a public health emergency, the Library will also close.

If there is a severe infectious disease outbreak or other declared public health emergency, the Library will plan for a reduction of staff. The minimum staffing level for Library operations consists of at least two healthy employees available to open the Library for no less than eight hours per week. Regular staff will be assigned to work hours commensurate with local personnel by-laws and contracts. Employees' scheduled work hours may be reallocated, and shifts may be reassigned and/or lengthened to provide coverage during open hours.

Insufficient staffing levels may result in cancellation of programs, special events, and meeting room reservations; reduction of open hours if the number of employees falls below the temporary minimum level; or closure of the Library for one or more days. Such changes in operations shall be at the Library Director's discretion, to maintain appropriate service levels preceding, during, and after a stay-at-home advisory.

In addition, the Library will take various measures to help slow the spread of the illness, which may include limiting or canceling social and public gatherings, requiring quarantines, and/or other social distancing measures. In the event of a closure, public service policies may be reevaluated and changed to fit the circumstances. Recovery from a public health emergency may be slow as compared to a natural disaster or other physical crises.

Staff shall follow and instruct the public to adhere to any safety protocols identified by the Governor or other local, state, or federal public health officials, or the Thayer Memorial Library, to address matters of public health. The Library reserves the right to prohibit anyone from entering the Library if they refuse to wear personal protective equipment either identified by the Governor, local, state, or federal public health officials, or the Library, as necessary to maintain public health conditions. Although the Library, from time to time, may offer to the public personal protective equipment, it assumes no obligation to do so. Visibly sick people will be

asked to leave the Library. Patrons in violation of this policy, as with any other policy approved by the Board of Trustees, will be asked to leave the Library. Staff will follow the acceptable use of procedures for non-compliant individuals.

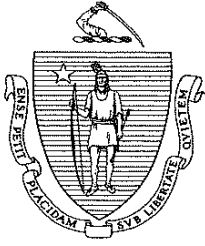
If a staff member or a member of the public who has visited the Library within the past two weeks tests positive for an infection that instigated a stay-at-home advisory, the Library will immediately close. The Library will not reopen without the consent of the Lancaster Board of Health, confirming that the Library is safe to inhabit.

In the event of closure necessitated by a declared public health emergency, and depending on available staffing levels, the Library will make a reasonable faith effort to notify the public of Library closure or of the cancellation of programs, special events, and meeting room reservations.

All personnel policies, including but not limited to work attendance, work performance away from the Library, and the use of earned time shall be determined by the Town Administrator and overseen by the Library Director.

If for any reason, the Library Director is unable or unavailable to perform the responsibilities and decisions outlined in this policy, the administrative authority shall pass to the Assistant Director or Youth Services Librarian or Chair of the Board of Trustees or any other Trustee.

Order Requiring Face Coverings In Public Places Where Distancing Is Not Possible



OFFICE OF THE GOVERNOR
COMMONWEALTH OF MASSACHUSETTS
STATE HOUSE • BOSTON, MA 02133
(617) 725-4000

CHARLES D. BAKER
GOVERNOR

KARYN E. POLITO
LIEUTENANT GOVERNOR

ORDER REQUIRING FACE COVERINGS IN PUBLIC PLACES WHERE SOCIAL DISTANCING IS NOT POSSIBLE

COVID-19 Order No. 31

WHEREAS, on March 10, 2020, I, Charles D. Baker, Governor of the Commonwealth of Massachusetts, acting pursuant to the powers provided by Chapter 639 of the Acts of 1950 and Section 2A of Chapter 17 of the General Laws, declared that there now exists in the Commonwealth of Massachusetts a state of emergency due to the outbreak of the 2019 novel Coronavirus ("COVID-19");

WHEREAS, on March 11, 2020, the COVID-19 outbreak was characterized as a pandemic by the World Health Organization;

WHEREAS, the Federal Centers for Disease Control have determined that COVID-19 is spread mainly by person to person contact and that the best means of slowing the spread of the virus is through practicing social distancing and by minimizing personal contact with environments where the virus may be spread;

WHEREAS, the Department of Public Health continues to urge all residents of the Commonwealth to limit activities outside of the home and to practice social distancing at all times to limit the spread of this highly contagious and potentially deadly virus;

WHEREAS, public health experts have determined that it is possible for an infected individual to transmit COVID-19 even when the individual does not exhibit symptoms of the virus;

WHEREAS, the Centers for Disease Control and Department of Public Health have advised individuals to wear cloth face coverings when they are out of the home and may be in close proximity to others in order to prevent transmission of this highly contagious virus;

WHEREAS, the number of confirmed cases of COVID-19 continues to rise in the Commonwealth. As of April 30, 2020, the Department of Public Health had reported 62,205 cases of COVID-19, including 3,562 deaths, with all counties across the Commonwealth affected;

WHEREAS, the eventual reopening of businesses and public places in the Commonwealth will require residents to continue to take precautions, including the wearing of masks or cloth face coverings; and

WHEREAS, sections 7, 8, and 8A of Chapter 639 of the Acts of 1950 authorize the Governor, during the effective period of a declared emergency, to exercise any and all authority over persons and property necessary or expedient for meeting a state of emergency, including but not limited to authority over assemblages and pedestrian travel in order to protect the health and safety of persons; transportation or travel; regulation of the sale of articles of food and household articles; and the policing, protection, and preservation of public and private property;

NOW, THEREFORE, I hereby Order the following:

Effective Wednesday, May 6, 2020, any person over age two who is in a place open to the public in the Commonwealth, whether indoor or outdoor, and is unable to or does not maintain a distance of approximately six feet from every other person shall cover their mouth and nose with a mask or cloth face covering, except where a person is unable to wear a mask or face covering due to a medical condition or the person is otherwise exempted by Department of Public Health guidance. A person who declines to wear a mask or cloth face covering because of a medical condition shall not be required to produce documentation verifying the condition. This requirement applies to all workers and customers of businesses and other organizations open to the public that are permitted to operate as COVID-19 Essential Businesses as defined in Appendix A of COVID-19 Order 13, as extended by COVID-19 Orders 21 and 30.

All persons are required to wear masks or cloth face coverings at all times when inside grocery stores, pharmacies, and other retail stores. All persons are also required to wear masks or cloth face coverings when providing or using the services of any taxi, car, livery, ride-sharing, or similar service or any means of mass public transit, or while within an enclosed or semi-enclosed transit stop or waiting area.

All persons are strongly discouraged from using medical-grade masks to meet the requirements of this Order, as medical-grade masks should be reserved for healthcare workers and first responders.

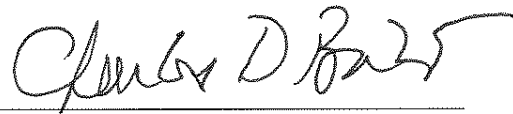
The Commissioner of Public Health is directed to issue guidance, subject to my approval, to implement the terms of this Order, which shall include guidance for the use of face coverings by children between the ages of two and five years old.

If a customer refuses to wear a mask or cloth face covering for non-medical reasons, a business may decline entry to the individual.

The Department of Public Health, local boards of health and authorized agents pursuant to G. L. c. 111, § 30 are authorized to enforce this Order and if necessary may do so with the assistance of State or municipal police. Violation of the terms of this Order or Department of Public Health Guidance may result in a civil fine of up to \$300 per violation, in the manner provided for non-criminal disposition of violations of municipal by-law, ordinance, rule, or regulation pursuant to G. L. c. 40, § 21D.

This Order is effective Wednesday, May 6, 2020, and shall remain in effect until rescinded or until the emergency is terminated, whichever happens first.

Given in Boston at 9:30 AM this 1st day of
May, two thousand and twenty

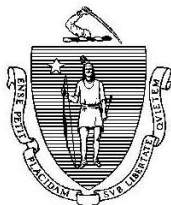
A handwritten signature in black ink, appearing to read "Charles D. Baker", written over a horizontal line.

CHARLES D. BAKER

GOVERNOR

Commonwealth of Massachusetts

Guidance for Wearing Face Masks in Public Settings Issues May 1, 2020



The Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Public Health
250 Washington Street, Boston, MA 02108-4619

CHARLES D. BAKER
Governor

KARYN E. POLITO
Lieutenant Governor

MARYLOU SUDDERS
Secretary

MONICA BHAREL, MD, MPH
Commissioner

Tel: 617-624-6000
www.mass.gov/dph

ADVISORY REGARDING FACE COVERINGS AND CLOTH MASKS APRIL 10, 2020

There are many things that you can do to help protect yourself and others from becoming infected with COVID-19. People who show no symptoms of illness may still be able to spread COVID-19. A face covering may help prevent you from spreading COVID-19 to other people.

- A face covering can include anything that covers your nose and mouth, including dust masks, scarves and bandanas.
- Do not use health care worker masks, such as the N95 masks - those should be preserved for healthcare workers.
- It is important that you wear these face coverings or masks in situations where it is difficult to maintain a social distance of six feet from others. For example, in a pharmacy or grocery store.

When you wear a cloth mask, it should:

- Fit snugly but comfortably against the side of the face,
- Be secured with ties or ear loops,
- Include multiple layers of fabric,
- Allow for breathing without restriction, and
- Be able to be laundered and machine dried without damage or change to shape.

When putting on and taking off a mask, do not touch the front of it, you should only handle the ties or ear straps, and make sure you wash the cloth mask regularly. Wash your hands or use hand sanitizer after touching the mask.

Cloth masks should not be placed on young children under age 2, anyone who has trouble breathing, or is unconscious, incapacitated, or otherwise unable to remove the mask without assistance.

Instructions on how to make your own [cloth mask](#) are available on the CDC web site.

In addition to wearing a cloth mask you should continue to practice proven methods to protect yourself.

- Practice social distancing at all times by remaining 6 feet away from others when

you have to leave your home for essential trips.

- Stay home if you are sick and avoiding close contact with others.
- Wash your hands often with soap and water for at least 20 seconds; using alcohol-based hand gel with at least 60% alcohol if soap and water are not available.
- Avoid touching your eyes, nose, and mouth.
- Clean things that are frequently touched (like doorknobs and countertops) with household cleaning spray or wipes.
- Cover your mouth when you cough or sneeze. Use a tissue or your inner elbow, not your hands.