

Minimum Staffing Level

Minimum staffing level for a temporary period of time is defined as two healthy employees available to be present at the library during all open hours with a maximum 8 hour workday and 40 hour workweek per employee. Thus, at least two employees must be available to be present at the library every open day. An inability to maintain this temporary minimal level or a necessity to maintain this temporary level for more than five consecutive days will result in reduced hours or closing the library.

The level of excused absence of library staff will determine the ability to carry out services and maintain open hours. Phases may include:

1. Social distancing for Resource Room, Reading Room, and Meeting Room
2. Cancellation of all programs, special events, and meeting room reservations
3. Staff Library at minimum level for a temporary period of time; employees may be reallocated to have shifts reassigned and lengthened to provide coverage of first and second floors during open hours.
4. Reduce open hours if number of employees falls below temporary minimum level
5. Reduce circulation services to online holds fulfillment, an isolated item pick-up table, book drop check-in only, or direct mail service as requested by patron.
6. Close the library for one or more days if the number of employees further declines or only minimum level can be met for five or more days.

If the Library is open, employees are expected to report to work on time as scheduled, excluding any excused absences following the Personnel Policies and Handbook. In the event of closure and healthy library employees are sent home, those employees shall be compensated for their regularly scheduled hours.

Communication

In the event of closure necessitated by pandemic, effective communication about any reduction in services or open hours is of the utmost importance. Communication will include (as technology is available):

1. Library Director or designee emails bpltrustees list
2. Library Director or designee contacting all staff by text
3. If text is not available contacting all staff by phone call
4. Library Director or designee posting on the website
5. Library Director or designee posting on FaceBook
6. Post closings on local television (WMTW, WCSH, WGME) as per Emergency and Evacuation Procedure

Prioritization of Services/Tasks

If reduced staffing, open hours or services are required, employees shall perform priority responsibilities that most directly impact patrons prior to any other work tasks. A minimum of one healthy employee will be assigned to staff the first floor and one healthy employee to staff the second floor of the building regardless if this is their typically assigned department, schedule, or responsibilities.

1. Essential operations: payroll; accounts payable; donation processing; library board meetings
2. Direct patron assistance: check out; issuing library cards (when available); computer and reference assistance

3. Outreach: call at-risk patrons, call our regular patrons to see if they have online access to their account or if they would like home delivery service. If yes, verify their mailing address
4. Patron related tasks: check in- clear book drop, clean returned items, check in returned items, shelve returned items; incoming delivery- receive orders, unpack received orders, process received items; shelving
5. Workflow tasks: holds; interlibrary loan fulfillment
6. Professional Development
7. Collection Maintenance

Individual responsibilities outside of those described above shall be completed after these prioritized tasks, if time permits, performing those duties with a deadline or significant impact first. Employees should consult with the Director or designated administrative authority to determine staffing area assignment and which individual work tasks should take priority, or in the event that they feel a responsibility not listed here requires urgent attention. If the building is closed to