

STLS Action Plan for Delivery & Operations

A reponse to the Novel Coronavirus, or COVID-19

Updated: March 13, 2020



PURPOSE

Supporting the health, safety and well-being of all Southern Tier community members in Allegany, Chemung, Schuyler, Steuben & Yates counties.

ABSTRACT

The following action plan incorporates the decisions and actions Southern Tier Library System has taken, or will take as a result of the Novel Coronavirus, or COVID-19. The plan has been developed in consultation with local and state officials, STLS staff, trustees and select member library directors or board presidents.

DELIVERY

Suspension of Holds and Delivery Services to Member Libraries:

1. New patron holds in STARCat and new library staff holds in Workflows will be prevented effective Monday, March 16, 2020. No person will be able to order library materials from another member library.
2. Existing holds will also be suspended Monday, March 16, 2020, and will be unsuspended when delivery resumes.
3. Delivery will be suspended for all member libraries effective Sunday, March 22, 2020. The last day of regular delivery will be Saturday, March 21, 2020.
4. Delivery will be suspended immediately, and prior to March 22, 2020 if a single case of Novel Coronavirus, or COVID-19 is reported in our 5-county service region.
5. Services will be suspended until an undetermined time.
6. Reassessment of these services will take place April 6, 2020.

Delivery Driver Procedure until Suspension of Delivery:

1. Drivers will wear gloves while handling library materials within member libraries and delivery vans.
2. Drivers will sanitize hands before and after handling library materials.
3. Drivers will take extra hand-washing breaks as needed.

4. Drivers will utilize cleaning supplies to disinfect delivery vans on a regular basis.
5. Delivery bags will be sprayed with disinfectant when picking-up from member libraries.

Interlibrary Loan (ILL):

1. Materials ordered by member libraries from other libraries from outside the STLS five-county service region will be suspended effective Monday, March 16, 2020.
2. Member libraries will be prevented from placing ILL requests through the Tompkins County Community College Library site on March 16, 2020.
3. Member libraries may return ILL materials to STLS offices until the suspension of delivery services.

Information Sharing from STLS Staff:

1. STLS staff will prepare and share information documents with member libraries by Wednesday, March 18 on how members should handle the suspension of delivery services relative to pre and post suspension of services.

OPERATIONS

Availability of STLS Staff to Member Libraries & Other Systems:

1. STLS staff will continue to work at STLS offices and serve member libraries until STLS administration determines it is in the best interest of staff to work remotely, or STLS offices are forced to close at the determination of local, state or federal authorities.
2. STLS staff with the exception of Delivery Drivers will work remotely to continue to serve STLS member libraries in the event STLS offices are closed. Primary forms of communication will be email and phone.
3. STLS staff site visits to member libraries and meetings with other library systems will be suspended effective Sunday, March 22nd until an undetermined time. STLS administration will reassess site visit travel April 6, 2020.
4. STLS member meetings, continuing education programs and events will be suspended immediately and until an undetermined time. STLS administration will reassess these occurrence of STLS-sponsored events April 6, 2020.

5. STLS staff and administration may enter STLS offices on a limited basis after an STLS-determined closure of offices at the approval of the Executive Director.

Board Meetings:

1. STLS board meetings will continue as planned during the January 21, 2020 organizational meeting unless otherwise determined by the STLS Executive Committee.

*This plan will be updated as needed in consultation with local and state officials, STLS staff, board of trustees and member library directors or board presidents.