



Alden Ewell Free Library
13280 Broadway
Alden, NY 14004

**ALDEN EWELL FREE LIBRARY COVID-19 MICRO-CLUSTER ORANGE ZONE
WALK-UP SERVICE PLAN**

The State of New York (NYS) has put in place a *Micro-Cluster Strategy* which identifies areas of NYS experiencing a concerning increase in COVID-19 spread. These areas are identified as *Micro-Cluster Focus Zones*: Red Zone, Orange Zone, or Yellow Zone.

The Alden Ewell Free Library (hereafter known as the Library) has established a COVID-19 MICRO-CLUSTER PLAN (PLAN) for the continuation of operations for their library. The PLAN defines the level of library services allowable in the Library should its location be placed in a *Micro-Cluster Focus Zone*.

Walk-up will be put into practice as practicable at the Library if placed in an Orange Zone.

The ALDEN EWELL FREE LIBRARY COVID-19 REOPENING SAFETY PLAN will continue to be enforced.

The Library will cooperate with New York State, Erie County, and local government officials.

Operations Process:

If the area surrounding the Library is designated as an Orange Zone by NYS:

1. In-library public service operations will cease;
 - a. Staff will print and place signage on doors that reads: "This Library has been identified as being in a *NYS Micro-Cluster Orange Zone*. Per *NYS Micro-Cluster Strategy* and the Library's *COVID-19 Micro-Cluster Plan*, this Library will remain closed until further notice. Walk-up service will begin at this location on [DATE]. Please call 937-7082 or go online for more information."
 - b. Drop box will remain open;
 - c. Request lists will continue unless deliveries to the Library cease as per determination of the Buffalo & Erie County Public Library System Administration;
 - i. Items will be pulled and shipped to any library not located in a Red Zone;
 - d. Website will be modified to reflect changes;
 - e. B&ECPL system will be notified;
 - f. Media will be notified.
2. The Library Manager will determine if walk-up operations are feasible at the Library, and if so:
 - a. Staff may report for work at the Library or may be assigned to work remotely as determined by the Library Manager;
 - b. Walk-up service hours will be determined;



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- c. Appropriate signage will be placed on all door designating service hours and walk-up procedures;
- d. The Library's walk-up procedures will be made available for patrons on all appropriate online platforms.

Walk-Up Procedures:

1. Go to <https://forms.gle/KxNqkJU5J1GSVWxj8> to place your order online. If you are unable to submit your order online, call the library at (716) 937-7082. You will need your library card number to place an order for pickup.
 - a. Limit 5 items per library card per day
 - b. Orders will be fulfilled in the order in which they are received. Library staff may require at least 24 hours to prepare your order for pickup.
 - c. You will be contacted (via the email or phone number you provided) once your items are ready and your pickup time will be confirmed. Do not come to the library until you have received confirmation that your order is ready. If it is within an hour of your pickup time and you still have not received confirmation, call the library at (716) 937-7082.
2. If you have items that were placed on hold before the closings that are now showing in your account as available at the Library, please call to schedule a pickup time.
3. **To pick up your materials:**
 - a. Arrive at the designated date and time;
 - b. Go to the door of the library (front, street facing or back, handicapped entrance) that you selected for pick-up;
 - c. Wear a mask or face covering and wait outside until you are sure that no one else is in the foyer area. If there is someone inside the foyer area, step away from the door and wait at a socially acceptable distance of at least six (6) feet until the leave the area;
 - d. A staff member, following social distancing guidelines and all applicable health and safety measures, including but not limited to wearing masks, frequent handwashing and/or use of hand sanitizer and gloves, will have left your item(s) in a bag on the table in the foyer prior to your appointed pick up time. The bag will have the library card holder's name on it.
 - e. You may pick up your materials and leave; if you have any returns with you they may be deposited in the drop box along the side of the building or left on the table for a staff member to pick up.
 - f. The pick-up table will be disinfected between each patron use.
4. **If you are unable to walk up to the Library, a staff member can deliver the items to your vehicle. Please request this accommodation when you place your order.**
 - a. While obeying all current traffic laws and restrictions, park as close to the Library as possible.
 - b. Call the library when you arrive and confirm your name as well as your vehicle model and color.



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- c. Pop your trunk or have an unoccupied seat's window open.
 - d. A staff member, using social distancing guidelines as well as health and safety measures including but not limited to wearing masks, frequent handwashing and/or use of hand sanitizer and gloves, will place your item(s) in your trunk or car.
5. **The Alden Ewell Free Library drop box will remain open for returns throughout.**
- a. Items will remain on your account after you return them for a minimum of 96 hours.
 - b. Returned library materials will be quarantined a minimum of 96 hours to ensure the safety of our patrons and staff. All items will be backdated to the date of their return; materials returned on time will not accrue any fines.
 - c. Library materials may be returned to any open Buffalo & Erie County Public Library book drop.