NOTICE OF MEETING

Inhabitants of the Town of Amherst:
You are hereby notified that there will be a meeting of:

Public Body: The Jones Library, Inc. Personnel, Planning and Policy Committee
Date: Friday, January 15, 2021
Time: 4-5:30pm
Location: Zoom Webinar

ADVISORY TO THE PUBLIC: The Jones Library System is closed to the public; this special Jones Library Personnel, Planning and Policy Committee meeting will occur virtually via ZOOM and will be streamed live here:

You are invited to a Zoom webinar.
When: Jan 15, 2021 04:00 PM Eastern Time (US and Canada)
Topic: The Jones Library, Inc. Personnel, Planning and Policy Committee

Please click the link below to join the webinar:
https://amherstma.zoom.us/j/81237705978
Or iPhone one-tap:
US: +13017158592,,81237705978# or +13126266799,,81237705978#
Or Telephone:
Dial(for higher quality, dial a number based on your current location):
US: +1 301 715 8592 or +1 312 626 6799 or +1 646 876 9923 or +1 408 638 0968 or +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799
Webinar ID: 812 3770 5978
International numbers available: https://amherstma.zoom.us/u/kebBn24MuV

Meeting Agenda

I. Call to Order
II. Minutes *
III. Bennington Museum Loan Request *
IV. Jones Library Plan for Phased Resumption of Services to the Public *
V. FY22 Action Plan *
VI. Adjournment

** Please note that the list of topics in this notice was comprehensive at the time of posting, however the public body may consider and take action on unforeseen matters not specifically named in this notice.
*
Indicates Handout(s) will be made available.
Red indicates vote required.
Annotated Frost Loan Request Checklist

Jones Public Library:

-Robert Frost letter to MacVeagh, Sept. 22, 1922

“The enclosed clipping will tell you what almost became of me in August and September. I don’t feel that is does me personally quite justice. I did some hundred and twenty miles actually on the trail and pretty actually on one leg. . .I survived to walk a hundred and fifty miles further all by myself and sleeping out on the ground all by myself to Franconia up a White Mountain or two and then around Willoughby Lake.”

Frost ms. with content that demonstrates Frost’s intimate connection to the Vermont landscape and provides insight into his personal take on the Long Trail hike.

-Photograph of Frost standing beside chicken coop, South Shaftsbury (possibly Concord Corners, VT), c. 1937/38

Classic Vermont image that ties Frost to his interest in “farming”/animal-plant husbandry, a major theme in the exhibition, with his tell-tale tongue-in-cheek humor.
- Resolution declaring Robert Frost to be Poet Laureate of Vermont, 1961

Key document relating to Frost’s Vermont legacy

- Bound holograph manuscript of the poem “New Hampshire”

This poem inspired the exhibition’s title and having a manuscript of it in Frost’s hand is critical to the exhibition’s success. This will be installed on the exhibition’s introductory wall.

- Manuscript of early draft of “Stopping by Woods on a Winter Evening”

I see this as the single most important object in the entire exhibition. It is an early, possibly first, draft of the poem most strongly tied to Frost’s time at the Stone House with a strong story associated with it.

“Stopping by Woods on a Snowy Evening,” which Frost called his “best bid for remembrance” and is still one of America’s most anthologized verses, was written on a warm morning in the summer of 1922. Frost said it came to him as a “hallucination” on the heels of an all-night writing session. Earlier that morning he had completed “New Hampshire,” in which he laid out his personal theory of poetry and his deep affection for New England and the concept of “regionalism-as-universal-ground.”
- Bound holograph manuscript of a group of shorter poems that were published in the collection "New Hampshire"

Given the importance of "New Hampshire" and its many well-known poems, including "Nothing Gold Can Stay"/"Nature’s First Green" and "In a Disused Graveyard," I want to be able to show as many poems from the collection in Frost’s hand as possible. This draft of "Nothing Gold Can Stay," with the variant title, allows people to understand the evolution of Frost’s creative process. In this case the change in title, which dramatically shifts the poem’s tenor, is particularly interesting and telling of Frost’s process.

- "To Earthward," holograph manuscript of 2 pp.

Given the prominent theme of Frost’s relationship to landscape, agriculture, and the natural world in this exhibition, I am particularly interested in this poem as an illustration of how Frost used plants and natural phenomena as metaphors for human emotion.

- A Further Range, bound holograph manuscript of the full book

This exhibition will focus on the work Frost published while living in South Shaftsbury, 1920-1938. My goal is to have original manuscripts in Frost’s hand as often as possible when I use his words. I will be borrowing a bound holograph manuscript of West-Running Brook from Dartmouth (as well as a second bound holograph of selections from West-Running Brook). I see the full manuscript of A Further Range
as essential for the exhibition’s success. These loose leaf individual poems from *A Further Range* below have all been selected for their thematic or personal ties to stories I want to tell in the exhibition.

- "Build Soil—A Political Pastoral," holograph manuscript of 15 pp.

Another example of how Frost used the natural world, through the lens of agriculture, as a metaphor, in this case for his own very personal take on politics.

- "A Lone Striker Loose," holograph manuscript of 2 pp.

This poem will be paired with Sarah Cleghorn’s short poem “The Golf Links.” Cleghorn was part of Frost’s local literary circle here in southern Vermont and these two poems explore the two poets own takes on the ills of factory work.

[No image available]
- "Time of Cloudburst," holograph manuscript of 1 p.

This poem will be paired with two collaborative wood engravings by J.J. Lankes and Charles Burchfield, artists who were friends with and, in Lankes case, a frequent collaborator with Frost. The images echo the stormy atmosphere of the poem.
"The Old Barn at the Bottom of the Fogs," holograph manuscript of 2 pp., dedicated to Lankes

This will be paired with Lankes’ wood engraving “The Road to Bennington,” depicting a barn in a valley hollow, of the type referred to in the poem.
Jones Library Plan for Phased Resumption of Services to the Public
Updated January 4, 2021

Note: This is a working document. It provides a framework for Library operations and services during the COVID-19 pandemic. It will be modified periodically in response to up-to-date data on the spread of the virus, operational conditions, directives from public health authorities, and guidance from the Massachusetts Board of Library Commissioners (MBLC).

For public libraries, determining when to move from Phase-to-Phase is not clear-cut; a universal, scientifically-based public library metric does not exist. Public libraries are all about community; they encourage gathering and lingering – neither of which is safe during a pandemic. More specifically, the Amherst Library System’s buildings do not allow for straightforward social distancing; Library patrons travel from all across the Valley to visit, and it is impossible to ensure they are virus-free; and bringing patrons into the buildings during the pandemic requires additional front-line staff – which means a reduction in services/programming.

In order to continue to provide excellent customer service to all our patrons, decisions about when to move from Phase-to-Phase will be based upon a combination of factors, such as: the number of local virus cases; the availability of cleaning and disinfection supplies; the indoor conditions of our facilities in terms of the air exchange rate; the ability to increase the frequency of cleaning of high-touch surfaces; the availability of personal protective equipment such as gloves and masks for staff members; as well as our staffing capacities. The Library’s work environment and procedures will comply with directives of the Amherst Health Director as well as guidance and directives from the Governor, Massachusetts Department of Public Health (MDPH), MBLC, Center for Disease Control (CDC) and federal Institute for Museum and Library Services (IMLS), which has taken a lead role in advising libraries regarding safe practices during the COVID-19 pandemic.

The safety of patrons and staff members during this pandemic is our top priority, thus we have implemented special handling procedures for returned materials during this pandemic. Following guidelines from the CDC, IMLS, New England Document Conservation Center, and the MBLC, Jones Library will quarantine all returned materials for 7 days before staff handle these materials, check them in, and make them available to the next patron. The most effective disinfectant is time; therefore, once the quarantine period passes, no further disinfection is needed. We may adjust this isolation period as we receive updated guidance from the CDC, IMLS, and MBLC.

In the event of decreased staffing levels, a local outbreak, a sick staff member or Library patrons, or otherwise directed by the local Board of Health, the Library may be forced to close for a period of time, reduce operating hours, and/or limit services. All closings will be communicated to the public as quickly as possible.
GUIDING PRINCIPLES

- Act in alignment with our mission and vision statements
- Protect the health and safety of staff and patrons
- Follow the latest health guidelines in accordance with the CDC, the State, and the Town
- Provide clear expectations for staff and the public
- Provide in-person services whenever it is safe to do so

SERVICE PRIORITIES

- The best "contactless" services that we can provide, especially for the most vulnerable members of our community
- “Winterized” holds pick-up
- Patron access to computers
- Increased service hours for reference
- Increased service hours for holds pick-up
- Browsing by appointment
- Virtual programming
- Getting the word out! Letting patrons know what we are doing to provide Library services without compromising staff safety
- Surveying the community – what does the community feel it needs from us? So staff know where to focus its energy

PROJECTED PHASES

Background
Per the direction of the Town Manager and Health Director of Amherst, the Jones Library stopped providing in-person access to the public and ceased loaning and providing materials to the public on March 16, 2020 due to the Novel Coronavirus COVID-19 pandemic. Other libraries in CW MARS and across the state closed around this time as well. The MLS suspended its interlibrary loan delivery service on March 17, 2020. Between March 16 and mid-June, Library staff worked remotely to develop virtual programming, answer reference questions, and otherwise serve our community.

In mid-June, some Library staff returned to working in the building and the Library resumed accepting returns, which were quarantined for 7 days before being checked in. Subsequently, the Library initiated a contactless holds pick-up system and began offering live reference assistance by phone in addition to continuing to offer virtual programming.

In the event of a local outbreak, or if otherwise directed by the Health Department, the Library may revert back to remote-only services with staff working from home. Staff members will continue to provide services to patrons such as responding to telephone messages and emails; creating accounts for new patrons; providing reference services, technology assistance, and reader’s advisory services; and developing virtual programming.

Phase I: the Current Phase
The Library is closed to the public. Staff members are working in the building and remotely. We accept returns in the book drops and these materials are quarantined for 7 days. Contactless Holds pick-up is available at the Jones Library, Munson Memorial Library, and North Amherst Library. We have expanded our homebound delivery to any Amherst resident who cannot pick up their Holds at the Library. Virtual programming continues. Reference services are offered by phone and email. Computer access is available outside under a tent and will continue as long as weather permits.

While the building is closed, staff members are performing tasks such as shelving and shifting materials, shelf-reading, cataloging, acquisitions, maintaining technology hardware and software, pulling holds for patrons, providing reference services and reader’s advisory, creating book bundles, developing virtual programming, providing access to laptops, providing print services, checking in materials, and placing holds for patrons. We are checking out library materials for Holds pick-up, issuing and renewing Library card registrations, responding to patron questions about their Library accounts, and receiving and processing incoming holds from other libraries. We continue to promote the availability of electronic and online resources for patrons and provide online assistance. Story times, book discussion groups, and programs are now online and regularly taking place. Conversation Circles and ESL tutoring are also offered online.

During this current phase, we have expanded our hours for Holds pick-up and reference services. The Holds pick-up service at the Jones Library may be modified for the winter. Our honor system cart for browsing and checking out books will continue to be available. Virtual programming will continue, although it may be scaled back as more staff is needed in the building to expand our service hours.

The management team continues to research and lead planning efforts for the resumption of full Library services and all staff members have been actively engaged in developing this plan. It is understood the plan will be modified and adapted in response to conditions and operating needs as the plan is implemented.

We will continue to monitor the situation in Amherst and Hampshire County. In the event of a local outbreak, we may need to return to remote-only services.

Requirements and Procedures

- Donations of library materials are not being accepted.
- Access to eBooks, downloadable audiobooks, online magazines, movies, and other electronic resources has been expanded.
- We have resumed circulation of materials (Holds pick-up), but it should be noted that this is a more labor intensive process than normal operations and more staff hours are required to provide this service.
- Staff are social distancing during work shifts and additional workstations were created to facilitate social distancing.
- Incoming bins from the interlibrary loan delivery service are quarantined for 3 days before processing.
- As experience in Holds pick-up is gained and operations and staffing needs are evaluated, additional hours of Holds pick-up may be added.
• Patrons may place Holds online or contact the Library by phone to place requests. Librarians will utilize reader’s advisory skills to help those who do not have specific titles in mind to request.

The length of time the Library remains in this phase will be determined by conditions in the community and our ability to handle the volume of activity. It is likely the Library could remain in this phase through the winter. See “Metrics” for more information regarding moving to further phases.

**Phase II: Patrons Allowed in Building on Limited Basis**

Patrons may come in to the lobby for in-house check-out of materials. The stacks will be closed. Requirements and procedures will be re-evaluated and updated prior to the initiation of this phase.

**Requirements and Procedures**

• Patrons are required to wear masks or face coverings while in the building and while waiting in line outside. If a patron cannot wear a mask/face covering for medical reasons, we will work with them to provide services to them outside the building.
• Greeters will be on hand to monitor capacity limits and to maintain a log of patrons to support contact tracing (name, date, time, contact information) if needed. See “Contact Tracing” in the Appendix for more information with regards to contact tracing.
• Patrons will maintain at least 6 feet of distance from each other and from staff. Stanchions, caution tape, signage, or other methods will be used to maintain social distancing and limit access to other areas of the building.
• Hanging acrylic panels will be installed to protect staff at public desks.
• All returns will be placed by patrons into a return bin. Returned materials will not be accepted at the Circulation Desk.
• Computer access will be available outside under the tent, weather permitting.
• Reference and reader’s advisory services will continue.
• Books will continue to be quarantined in the Woodbury Room.
• Virtual programming will continue.
• Use of Special Collections and access to the ESL Collection will be available by appointment.
• Hand sanitizer stations will be provided.
• Limited hours will continue, to be expanded as conditions warrant and only based on our ability to continue a rigorous cleaning and disinfecting schedule.
• No seating will be provided. Patrons may only conduct business and leave.
• Restrooms will not be available to the public.
• Newspapers will not be available during this phase.
• Patrons may request and check out magazines.
• No in-person programming of any kind, including small group assistance or instruction, will occur in this phase.
• Staff members may attempt to provide assistance to patrons with their devices if able to do so while maintaining social distance. Staff members may not touch patrons’ devices.
• Patrons may not come to the Library if they are not feeling well. This expectation will be publicized on the website, social media, and through the use of signage. Patrons who
display signs of illness will be told they need to leave. If medical attention is necessary or they are waiting for a ride home, the patron should be isolated from others.

**Phase III: Limited Browsing in Atrium**

Patrons will be able to enter the Atrium for limited browsing. Requirements and procedures will be re-evaluated and updated prior to the initiation of this phase.

**Requirements and Procedures**

- Patrons are required to wear masks or face coverings while in the building and while waiting in line outside. **If a patron cannot wear a mask/face covering for medical reasons, we will work with them to provide services to them outside the building.**
- Greeters will be on hand to monitor capacity limits and to maintain a log of patrons to support contact tracing (name, date, time, contact information) if needed. See “Contact Tracing” in the Appendix for more information with regards to contact tracing.
- Browsing will be kept to 30-minute increments.
- Patrons will maintain at least 6 feet of distance from each other and from staff. Stanchions, caution tape, signage, or other methods will be used to maintain social distancing and limit access to other areas of the building.
- Hand sanitizer stations will be provided.
- Hanging acrylic panels will be installed to protect staff at public desks.
- All returns will be placed by patrons into a return bin. Returned materials will not be accepted at the Circulation Desk.
- Computer access will continue to be available outside under the tent, **weather permitting.**
- Reference and reader’s advisory services will be provided in the atrium with a socially distanced service desk. These services will also continue to be provided by telephone and email.
- The stacks will remain closed; however, books will be paged by staff members as long as such service is sustainable.
- Books will continue to be quarantined in the Woodbury Room.
- Patrons will be able to browse books in the atrium while following social distancing procedures.
- Use of Special Collections and access to the ESL Collection will be available by appointment.
- Student intake, volunteer screening, and citizenship practice interviews will resume by appointment in a space large enough to accommodate in-person meetings such as the career center.
- Limited hours will continue, to be expanded as conditions warrant and only based on our ability to continue a rigorous cleaning and disinfecting schedule.
- No seating will be provided. Patrons may only conduct business and leave.
- Restrooms will not be available to the public.
- Newspapers will not be available during this phase.
- Patrons may request and check out magazines.
- Expanded homebound delivery will continue.
- No in-person programming of any kind, including small group assistance or instruction, will occur in this phase. Virtual programming will continue.
• Staff members may attempt to provide assistance to patrons with their devices if able to do so while maintaining social distance. Staff members may not touch patrons’ devices.
• Patrons may not come to the Library if they are not feeling well. This expectation will be publicized on the website, social media, and through the use of signage. Patrons who display signs of illness will be told they need to leave. If medical attention is necessary or they are waiting for a ride home, the patron should be isolated from others.

**Phase IV: Browsing Extended Throughout Library**
Patrons will be able to browse throughout the Library, computers will be available inside, and the restrooms will be open. We will need to gradually resume allowing access to all areas of the building, to allow patrons to stay for increasing periods of time, to expand access to technology, resume in-person technology assistance, in-person Reference services. It is expected that programming will begin with one-on-one assistance and small group programs and progress from there. Requirements and procedures will be re-evaluated and updated prior to the initiation of this phase.

**Requirements and Procedures**
- Patrons are required to wear masks or face coverings while in the building and while waiting in line outside. If a patron cannot wear a mask/face covering for medical reasons, we will work with them to provide services to them outside the building.
- Greeters will be on hand to monitor capacity limits and to maintain a log of patrons to support contact tracing (name, date, time, contact information) if needed. See “Contact Tracing” in the Appendix for more information with regards to contact tracing.
- Browsing will be kept to 30-minute increments.
- Capacity limits will be increased in accordance with guidance from the Town and State Public Health Departments.
- Restrooms will be available for patron use.
- Computer access will be available in the Library for short-term use.
- Some seating will return to the atrium for short-term use.
- Newspapers will be available.
- Elevators will be open.
- Browsing can occur throughout the stacks, including the children’s room.
- We will reevaluate whether books will continue to be quarantined based on guidance from the CDC, IMLS, MLS, and MBLC.
- If possible, based on space and staffing limitations, in-person programming, including conversation circles, will resume in the Woodbury Room with capacity limits to maintain social distancing.
- In-person tutoring will resume in larger spaces, such as the Amherst Room or Burnett Gallery.
- Virtual programming will continue.
- Expanded homebound delivery will continue for patrons who need it.

**Phase V: Resume Normal Operations**
The Library resumes regular operations, services, and hours.

**Requirements and Procedures**
- Meeting rooms can be booked by the public
- Books will no longer be quarantined.
- No time limits are needed.
- Seating and tables return.
- In-person programming resumes to normal.

**METRICS**

The timeline for resumption of services and programs cannot be determined months in advance. Plans will take into consideration conditions in the community as well as staff’s ability to handle the volume of activity, monitor patron compliance with public health requirements, and Library procedures designed to ensure the health and safety of patrons and staff. It will also depend heavily on the Town and Library’s ability to provide sufficient cleaning and disinfection services. We will look to public health authorities, the MBLC, and the MLS for guidance as well as review and evaluate the experience of other libraries in designing safe methods of providing services.

The following chart will be used to guide our decision-making with regard to resuming services. We will continue to monitor the situation in our local community and adhere to guidance from the Amherst Health Department and the State of Massachusetts in regards to our plans. Ultimately, the Jones Library Board of Trustees will make the decision regarding when it is time to move from one phase to the next.

This chart was developed based on metrics provided by the CDC and the State of Massachusetts, and has been approved by the Amherst Health Director.

<table>
<thead>
<tr>
<th>Gating Criteria</th>
<th>Threshold for entering Phase 2</th>
<th>Threshold for entering Phase 3</th>
<th>Threshold for entering Phase 4</th>
<th>Threshold for entering Phase 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Decreases in newly identified COVID-19 cases</td>
<td>Less than or equal to 10 average cases/100k or less than or equal to a 5% positivity rate of documented cases in Amherst for a 3 week period (level “Yellow”)</td>
<td>Less than or equal to 10 average cases/100k or less than or equal to a 5% positivity rate of documented cases in Amherst for at least 3 weeks after entering Phase 2 (level “Yellow”)</td>
<td>Less than 10 average cases/100k and less than 10 total documented cases in Amherst for at least 3 weeks after entering Phase 3 (level “Green”)</td>
<td>Less than or equal to 10 total cases in Amherst for at least 3 weeks after entering Phase 3 (level “Grey”)</td>
</tr>
<tr>
<td>Decreases in percentage of SARS-CoV-2 tests positive</td>
<td>Less than 5% positivity rate in Hampshire County over a 3 week period (flat or increasing volume of tests)</td>
<td>Less than 4% positivity rate in Hampshire County over a 3 week period after entering Phase 2 (flat or increasing volume of tests)</td>
<td>Less than 3% positivity rate in Hampshire County over a 3 week period after entering Phase 3 (flat or increasing volume of tests)</td>
<td>Less than 2% positivity rate in Hampshire County over a 3 week period after entering Phase 4 (flat or increasing volume of tests)</td>
</tr>
<tr>
<td>Air Quality</td>
<td>Well-ventilated space; access to outside air</td>
<td>Well-ventilated space; access to outside air</td>
<td>Minimum exchange rate of 4 per hour</td>
<td>Minimum exchange rate of 4 per hour</td>
</tr>
<tr>
<td>Capacity (see below for definitions)</td>
<td>Can ensure strict social distancing and disinfecting requirements</td>
<td>Can ensure moderately strict social distancing and disinfecting requirements</td>
<td>Can ensure limited social distancing and disinfecting requirements</td>
<td>No need for social distancing requirements</td>
</tr>
</tbody>
</table>

**Definitions Regarding Capacity Metrics**

**Strict social distancing and disinfecting requirements**
- Sufficient staff to monitor capacity limits, facilitate contact tracing, and ensure social distancing while also providing library services
- Ability to disinfect high-touch surfaces in public areas once every two hours
- Clearly marked 6-foot intervals throughout public areas and monitoring by staff to ensure social distancing
- Occupancy will be kept to no more than 8 persons per 1,000 square feet (includes both staff and patrons)

**Moderately strict social distancing and disinfecting requirements**
- Sufficient staff to monitor capacity limits, facilitate contact tracing, and ensure social distancing while also providing library services
- Ability to disinfect high-touch surfaces in public areas multiple times a day
- Clearly marked 6-foot intervals throughout public areas to ensure social distancing
- Occupancy will be kept to no more than 10 persons per 1,000 square feet (includes both staff and patrons)

**Limited social distancing and disinfecting requirements**
- Sufficient staff to monitor capacity limits and facilitate contact tracing while also providing library services
- Ability to disinfect high-touch surfaces in public areas three times daily
- Occupancy will be kept to up to 50% of the building’s maximum permitted occupancy (includes both staff and patrons)
- Clearly marked 6-foot intervals throughout public areas to ensure social distancing

**Decisions Regarding Moving from Phase to Phase**

The Jones Library Board of Trustees are responsible for all decisions regarding moving forward from one phase to the next. They will call a special meeting at least 48 hours in advance at which they will make the determination. The Massachusetts Department of Public Health Weekly COVID-19 Public Health report along with a summary specific to the metrics outlined above will provide the necessary information for the Trustees to make these determinations.

**Reverting to a Previous Phase**

These times require flexibility and we may need to revert back to a previous phase or reevaluate our gating criteria in response to changing circumstances. We will continue to monitor the situation. If Amherst has greater than or equal to 10 average cases per 100,000 or a positivity rate greater than 5% for 2 weeks in a row (level “Yellow”), we will move back to the previous stage.
APPENDIX

Patron Compliance for Mask Wearing

Our methods used for patron compliance for mask wearing are the same as those we use for other Library rules. We will make it as easy as possible to follow the rules by including our policy on our website and on signage throughout the building. We will also have a supply of masks to offer patrons who need one.

1. Assume at first that it is a mistake and the patron just forgot their mask or is wearing it incorrectly by accident. Politely remind them that Library policy requires everyone to wear a mask over their mouth and nose in the building.

2. If it is not a mistake, emphasize that mask wearing is a rule while commiserating with them over how inconvenient it is. Listen to the patron. It’s okay to say, “Well, I don’t know if that is true or not, it is hard to know who is correct, but this is the rule here.” You can also personalize the rule. For example, “I know wearing a mask is uncomfortable, but my spouse has asthma so it is really important to me that I go home knowing I was safe at work.”

3. We are allowed to ask one question, “Are you unable to wear a mask because of a disability?” If they answer yes, we should offer modifications such as bringing their books outside or offering online assistance. We do not have to let them into the building or allow them to stay in the building if they are not wearing a mask. If we turn someone away after offering clear modifications which they decline, document it.

4. If the patron is unwilling to comply, we ask their name (if we don’t know it) and inform them that because they are not wearing a mask properly, they must leave the building.

5. If the patron refuses to leave, tell them we must trespass them from the building if they don’t leave immediately.

6. If they still refuse to leave, call the police and ask them for assistance.

Maximum Capacities for the Jones Library

Maximum capacities are derived from the Massachusetts State Guidelines for library reopening. Effective Sunday, December 13, 2020, all communities in Massachusetts will return to Step 1 of Phase 3 of the State’s reopening plan. Effective Saturday, December 26, 2020, all libraries in Massachusetts will operate under 25% capacity.

- At 25% capacity, no enclosed space within the building may exceed occupancy of 5 persons per 1,000 square feet (200sf/person).
- At 40% capacity, no enclosed space within the building may exceed occupancy of 8 persons per 1,000 square feet (125sf/person).
- At 50% capacity, no enclosed space within the building may exceed occupancy of 10 persons per 1,000 square feet (100sf/person).
- Individual offices and ESL tutor rooms are not listed because they have an occupancy of 1 person.
- The limit for indoor gatherings remains at a maximum of 25 people.

<table>
<thead>
<tr>
<th>Rooms - Basement</th>
<th>Square Footage</th>
<th>25% Occupancy</th>
<th>40% Occupancy</th>
<th>50% Occupancy</th>
</tr>
</thead>
</table>


<table>
<thead>
<tr>
<th>Rooms - 1st Floor</th>
<th>Square Footage</th>
<th>25% Occupancy</th>
<th>40% Occupancy</th>
<th>50% Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Room</td>
<td>352</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Lobby (in front of circ)</td>
<td>346</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Atrium</td>
<td>1,482</td>
<td>7</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td>A/V room (excluding office)</td>
<td>828</td>
<td>4</td>
<td>6</td>
<td>8</td>
</tr>
<tr>
<td>Reference</td>
<td>1,244</td>
<td>6</td>
<td>9</td>
<td>12</td>
</tr>
<tr>
<td>Fiction Room</td>
<td>1,710</td>
<td>8</td>
<td>13</td>
<td>17</td>
</tr>
<tr>
<td>Mystery/Science Fiction</td>
<td>1,459</td>
<td>7</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td>Office (Reception)</td>
<td>282</td>
<td>1</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Circ Workroom</td>
<td>159</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Circ Desk</td>
<td>169</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Youth Circulation Desk</td>
<td>101</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Picture Book Room</td>
<td>986</td>
<td>4</td>
<td>7</td>
<td>9</td>
</tr>
<tr>
<td>Grades 5+ Room</td>
<td>535</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rooms - 2nd Floor</th>
<th>Square Footage</th>
<th>25% Occupancy</th>
<th>40% Occupancy</th>
<th>50% Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amherst Room</td>
<td>452</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Technical Services</td>
<td>1,112</td>
<td>5</td>
<td>8</td>
<td>11</td>
</tr>
<tr>
<td>Staff Lounge</td>
<td>367</td>
<td>1</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td>Staff Kitchen</td>
<td>178</td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>World Languages Room</td>
<td>467</td>
<td>2</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>Burnett Art Gallery</td>
<td>592</td>
<td>2</td>
<td>4</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Rooms - 3rd Floor</th>
<th>Square Footage</th>
<th>25% Occupancy</th>
<th>40% Occupancy</th>
<th>50% Occupancy</th>
</tr>
</thead>
<tbody>
<tr>
<td>Special Collections Exhibit Room</td>
<td>1,139</td>
<td>5</td>
<td>9</td>
<td>11</td>
</tr>
<tr>
<td>Special Collections Reading Room</td>
<td>1,087</td>
<td>5</td>
<td>8</td>
<td>10</td>
</tr>
<tr>
<td>Goodwin Room</td>
<td>858</td>
<td>4</td>
<td>6</td>
<td>8</td>
</tr>
</tbody>
</table>

TOTAL JONES OCCUPANCY:

<table>
<thead>
<tr>
<th>25% Occupancy</th>
<th>40% Occupancy</th>
<th>50% Occupancy</th>
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<tbody>
<tr>
<td>115</td>
<td>180</td>
<td>230</td>
</tr>
</tbody>
</table>

Contact Tracing
Sector specific guidance for libraries released on July 6, 2020 included this mandatory safety standard: “Maintain a log of workers and patrons to support contact tracing (name, date, time,
contact information) if needed.” However, MBLC and MLS have expressed concerns to the State’s Reopening Advisory Board that contact tracing is a violation of MGL.

Because we are required to maintain a log and also want to maintain patrons’ right to privacy, we will be cautious in how we collect such information and how that information will be retained, used, or shared. We will gather the information in a confidential manner and the log will not be displayed publicly in a manner that will allow other patrons to see the information. We will retain the information only as long as required to by the Department of Public Health. Information will only be shared to support contact tracing when requested by the Health Director. Logs will be kept securely in the office until they can be destroyed after the necessary retention period.

Information from the American Library Association regarding collecting personally identifiable information for release to other agencies for contact tracing:

“If a public library is required to use a sign-in log or otherwise concludes that such a log is necessary in the context of their particular library, the library must be cautious in how it collects such information and how that information will be retained, used or shared. Public libraries collect personally identifiable information from patrons in many instances. A public library may have an Internet sign-up list, a meeting room request form or other logs that collect the personally identifiable information of patrons. In fact, collecting such information in the form of a sign-in log for library access during the phased in reopening might be reasonable and necessary if, for example, the library has a policy during reopening that only allows a limited number of patrons into the library for a limited amount of time. Tracking who has entered the library and whether they have departed according to the time limitation policy might be necessary to ensure that other patrons have access to library resources in a fair and reasonable manner, and that the greatest number of members in the community can access library resources. Alternatively, the library could avoid using a sign-on log for this purpose if it utilized a procedure where a set number of patrons entered the library at a certain time and for a set amount of time and all had to exit the library at the same time. This type of time, place and manner procedure would eliminate the need to track who has entered the library. The library would only need to track the number of people in the library during a specific time period. As a best practice, libraries should limit the collection of personally identifiable information in all circumstances unless required by law or otherwise necessary to permit the library to carry out the functions of managing library services. If a library has a sign-in requirement, it must include procedures to maintain the privacy and confidentiality of that information. Public libraries who receive a request for such patron information should consult with legal counsel before disseminating any patron information to third parties, including other government agencies.” (http://www.ala.org/advocacy/intfreedom/reopeningguidelines)
Preface

The Amherst Library System enjoyed remarkable success during the COVID-19 pandemic in terms of staff creativity and service adaptations. This Action Plan is contingent upon a successful return to operations during FY22; if the Library System is not fully operational by July 1, 2021, adaptations to this Plan will have to be made.

Executive Summary

I. Mission

The Jones Library will be a community hub to a diverse population of Amherst residents, where books are celebrated and all members of the community can enhance their educational, cultural, and lifelong learning pursuits.

II. Vision

The Jones Library staff will create a welcoming atmosphere for everyone, and will be deeply engaged and committed to maintaining the highest levels of professionalism and providing exceptional customer service.

The Board of Trustees, Friends of the Jones Library System, and staff will provide leadership so that the town of Amherst and its residents will continue to support the Library, including financially and by volunteering.

The Jones Library will help provide Amherst with innovative, reliable, and proven technologies and will provide instruction and support for those seeking to use technology.

Special Collections, which includes works by Robert Frost and Emily Dickinson, will draw people from all over the world, helping to ensure a vibrant business community.

A strong base of committed volunteers will augment the Library staff and be recognized for their important contributions, helping the Jones Library remain strong and connected to the entire community. Each volunteer will have their skills and interests aligned with the needs of the library.

The Jones Library will develop and maintain mutually beneficial relationships with other Amherst town departments; with libraries and other relevant departments and offices at surrounding colleges and universities; with CW MARS; and with other local businesses and cultural entities.

The Library will actively welcome and encourage access by members of our community with economic and social disadvantages.

III. Critical Success Factors

Fully motivated and engaged staff, including volunteer staff, who are committed to providing patrons with a welcoming atmosphere and exceptional customer service

Welcome to and full engagement of all Amherst residents, from youth through seniors

Adequate financing to support current and future operations, as well as proposed building renovations.

Innovative, reliable, and proven technology, with flexible responses to changing technologies and the ability to provide those technologies to patrons

Support from the residents of Amherst and surrounding townships

Mutually beneficial relationships with other Amherst departments, CW MARS, as well as surrounding college libraries and institutions

Ability to identify needs and serve the community of Amherst

Effective outreach and communication

Strong support from the Board of Trustees and the Friends of the Jones Library System

Visionary leadership from the Board and staff to ensure that the Jones Library continues to be a value-added entity to the Town of Amherst
IV. Strategies

§ Build on previous diversity efforts to ensure racial equity is a priority at the Jones Library
§ Provide a pleasant, safe, and up-to-date building by making progress on the Library’s renovation/expansion project
§ Provide relevant, quality materials, programs and services to our patrons
§ Maintain exceptional customer service by recruiting and retaining outstanding library personnel
§ Increase and enhance communication efforts through social media, an interactive website, traditional media, and other means
§ Expand funding through the Town of Amherst’s appropriations, The Jones Library, Inc., the Library’s Annual Fund, Capital Fund, Planned Giving program, Sammys and new resources
§ Offer and promote innovative, reliable, and proven technologies to both staff and patrons
§ Honor Amherst’s rich history through preservation, sharing, and promotion of the Special Collections
§ Advocate with local, state, and federal legislators regarding the importance of library funding

V. Gaps

Although the Jones Library patrons appreciate many aspects of the current facility, the interior is outdated and inefficient, creating difficulties in serving patrons and managing the physical plant. Resolution of these issues requires physical enhancements and additional space
§ A major drawback to patrons and non-patrons alike is inadequate parking
§ Funding from the Town of Amherst and other sources must adjust to developing service needs, future growth, and additional salary and benefits expenses due to minimum wage increases and increased health care costs

VI. Immediate Priorities

§ Secure necessary funding for expansion/renovations of the Jones Library building
§ Secure additional funding to ensure the Jones Library continues to provide high quality services, programs, and an engaged staff
§ Continue to implement the Branch Long Range Plans
§ Reopen buildings safely
§ Carry out transitional work required for expansion/renovation project

<table>
<thead>
<tr>
<th>Strategies, Objectives, &amp; Action Steps</th>
<th>By Whom</th>
<th>When</th>
</tr>
</thead>
</table>

1. **Build on previous diversity efforts to ensure racial equity is a priority at the Jones Library**

<table>
<thead>
<tr>
<th></th>
<th>Hold biweekly meetings of the staff &quot;Antiracism and Equity Collective&quot; to plan staff trainings and share resources, and more</th>
<th>Director Staff</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Collaborate with the Town on antiracism work, including through the Government Alliance on Race and Equity (GARE)</th>
<th>Trustees Staff</th>
<th>Ongoing</th>
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</thead>
<tbody>
<tr>
<td>B.</td>
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</table>

<table>
<thead>
<tr>
<th></th>
<th>Seek to create a diverse workforce</th>
<th>Trustees Staff</th>
<th>Ongoing</th>
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<tbody>
<tr>
<td>C.</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Seek community &quot;allies&quot; for feedback and advice on improving our services for community members who may be facing barriers to accessing them</th>
<th>Trustees Staff</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>D.</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>
## Provide pleasant, safe, and up-to-date building by presenting a concise and focused plan for the renovation/expansion of the Jones Library facilities

<table>
<thead>
<tr>
<th>A.</th>
<th>Accept MBLC Construction Grant award</th>
<th>Town Council</th>
<th>Apr-21</th>
</tr>
</thead>
<tbody>
<tr>
<td>i.</td>
<td>Complete Design Development, taking into consideration the sustainability goals approved by the Board of Trustees which are to:</td>
<td>Trustees Director Staff</td>
<td>Oct-21</td>
</tr>
<tr>
<td></td>
<td>Reduce the Jones’ Energy Use Intensity from the existing 73.2 kBtu/sf/year, to a goal of 25-30 kBtu/sf/year</td>
<td>Trustees Director Staff</td>
<td>Oct-21</td>
</tr>
<tr>
<td></td>
<td>Eliminate the use of fossil fuels</td>
<td>Trustees Director Staff</td>
<td>Oct-21</td>
</tr>
<tr>
<td></td>
<td>Use low embodied carbon materials in its construction (e.g., timber)</td>
<td>Trustees Director Staff</td>
<td>Oct-21</td>
</tr>
<tr>
<td></td>
<td>Build a Net Zero Energy Ready building</td>
<td>Trustees Director Staff</td>
<td>Oct-21</td>
</tr>
<tr>
<td></td>
<td>Seek grant funding and energy rebates</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>ii.</td>
<td>Request Town funding (Town Council; JCPC; CPAC)</td>
<td>Trustees Director Staff</td>
<td>FY22</td>
</tr>
<tr>
<td>iii.</td>
<td>Continue to work with the Friends of the Jones Library System to develop and implement a Capital Campaign</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>iv.</td>
<td>Implement interim operations plan including relocation, transportation, and funding</td>
<td>Trustees Director Staff</td>
<td>Nov-21</td>
</tr>
<tr>
<td></td>
<td>Determine collection access needs; pack collections; install shelving at interim location(s) and relocate collections</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Determine technological access needs; pack technology; relocate technology</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td></td>
<td>Determine programming space needs; relocate furniture</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>v.</td>
<td>Begin Construction</td>
<td>Trustees Director Staff</td>
<td>Sep-22</td>
</tr>
<tr>
<td>B.</td>
<td>Update Disaster Plan</td>
<td>Trustees Director Staff</td>
<td>FY22</td>
</tr>
</tbody>
</table>

### 3. Provide relevant, quality materials, programs and services to our patrons

| A. | Using insights and resources provided by the staff Antiracism and Equity Collective and the Town’s Core Equity Team, ensure the collections, programs and services reflect the diversity of the community | Trustees Director Staff | Ongoing |
| B. | Evaluate, innovate, and promote collections, print as well as digital | Director Staff | Ongoing |
| i. | Adapt as needed during the Pandemic | Trustees Director Staff | FY22 |
| ii. | Increase Readers Advisory services by continuing and growing the Jones Book-of-the-Month Club | Director Staff | FY22 |
| iii. | Evaluate, innovate, and promote programs and services for operations outside the building and within the community | Director Staff | FY22 |
| iv. | When the pandemic recedes, reassess patron interest in various formats to determine if needs have changed | Director Staff | FY22 |
| iii. | Establish permanent display area for “Popular in Amherst” books (i.e., books we have multiple copies of that are no longer in the “New Section” but remain very popular) | Director Staff | FY22 |
| iv. | Evaluate holdings to match current and future space and needs | Director Staff | FY22 |

| C. | Work with CW MARS to improve ILS Software | Director Staff | Ongoing |
| D. | Digitize and preserve appropriate collections within Special Collections | Director Staff | Ongoing |
| E. | Collaborate with other local cultural, business, and educational entities, including the Amherst school systems, the Business Improvement District (BID), and the Amherst Area Chamber of Commerce | Director Staff | Ongoing |

### 4. Maintain exceptional customer service by recruiting and retaining outstanding Library personnel

| A. | Ensure Library personnel reflect the diversity of the community | Trustees Director Staff | Ongoing |
| B. | Conduct annual reviews for all staff, including the Library Director | Trustees Director Staff | Ongoing |
| C. | Encourage collaboration between Library Departments | Director Staff | Ongoing |
| D. | Provide cross-training between Library Departments | Director Staff | Ongoing |
## FY2022 Action Plan

### Updated 1-6-21

<table>
<thead>
<tr>
<th>E.</th>
<th>Provide supervisory training</th>
<th>Director Staff</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>F.</td>
<td>Provide ample opportunity for technological training and staff development</td>
<td>Director Staff</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

### 5. Increase and enhance communication efforts through social media, an interactive website, traditional media, and other means

<table>
<thead>
<tr>
<th>A.</th>
<th>Promote Library services/programs using social media as well as traditional media</th>
<th>Trustees Director Staff</th>
<th>Ongoing</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.</td>
<td>Engage patrons with website</td>
<td>Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>C.</td>
<td>Attend community events, representing the Library, and create similar opportunities</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>D.</td>
<td>Continue to expand the Homebound Program</td>
<td>Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>E.</td>
<td>Increase outreach to non-Library users by raising the Library’s profile in the community</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>F.</td>
<td>Increase opportunities for group visits and Library tours</td>
<td>Director Staff</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>

### 6. Expand funding through the Town of Amherst’s appropriations, Capital Fund, Planned Giving program, Sammys and new innovative resources

<table>
<thead>
<tr>
<th>A.</th>
<th>Request increased Town appropriation/JCPC/CPAC funds</th>
<th>Trustees Director Staff</th>
<th>Annually</th>
</tr>
</thead>
<tbody>
<tr>
<td>B.</td>
<td>Support the Friends of the Jones Library System and continue working with the Friends in its fundraising activities</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>C.</td>
<td>Continue to work with the Friends of the Jones Library System to develop and implement a Capital Campaign</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>D.</td>
<td>Re-establish a Planned Giving program</td>
<td>Trustees Director</td>
<td>FY22</td>
</tr>
<tr>
<td>E.</td>
<td>Consider the role of the staff in the implementation of the Sammys, and continue to evaluate and improve the Sammys</td>
<td>Trustees Director Staff</td>
<td>FY22</td>
</tr>
<tr>
<td>F.</td>
<td>Research and create innovative funding sources</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
<tr>
<td>G.</td>
<td>Expand corporate and foundation donations</td>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
</tr>
</tbody>
</table>
7. **Offer and promote innovative, reliable, and proven technologies to both staff and patrons**

<p>| | | |</p>
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<tbody>
<tr>
<td>H.</td>
<td>Advocate for increased State Aid with legislators</td>
<td>Trustees Director Staff</td>
</tr>
</tbody>
</table>

8. **Honor Amherst’s rich history through preservation, sharing, and promotion of the Special Collections**

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>A.</td>
<td>Preserve Special Collections materials</td>
<td>Director Staff</td>
</tr>
<tr>
<td></td>
<td>i. Develop and implement plan to relocate and store the collection offsite, and make it available to the public during construction</td>
<td>Trustees Director Staff</td>
</tr>
<tr>
<td>B.</td>
<td>Promote Special Collections Department</td>
<td>Trustees Director Staff</td>
</tr>
<tr>
<td>C.</td>
<td>Provide digital access to Special Collections materials</td>
<td>Director Staff</td>
</tr>
<tr>
<td>D.</td>
<td>Continue to add to the Special Collections’ collections</td>
<td>Director Staff</td>
</tr>
</tbody>
</table>

9. **Advocate with local, state, and federal legislators regarding the importance of library funding**

<p>| | | |</p>
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<tbody>
<tr>
<td>Trustees Director Staff</td>
<td>Ongoing</td>
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