

Jones Library Plan for Phased Resumption of Services to the Public

Approved May 14, 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).

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BACKGROUND

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, State, and 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 to all members of our community, especially our most vulnerable
- “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 1: Current Situation

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.

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 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. Staff has done considerable work on the website to make remote services more available and to provide patrons with as many resources as possible during the building closure.

During this current phase, we have expanded our hours for Holds Pick-up and reference services from what they were when staff first reentered the building. As experience in Holds Pick-up is gained and operations and staffing needs are evaluated, additional hours of Holds pick-up may be added.

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 are actively engaged in developing this plan. It is understood that 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.
- Returned items are quarantined for 7 days before being checked in. Incoming bins from the interlibrary loan delivery service are quarantined for 3 days before processing.
- 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 Spring. See "Metrics" for more information regarding moving to further phases.

Phase 2: Initial Reopening

Patrons will be able to enter the library for limited browsing, computer use, and reference assistance. We will reevaluate and update the requirements and procedures prior to the initiation of this phase.

Requirements

- Patrons are required to wear masks or face coverings while in the building and while waiting in line outside. In the event that a patron cannot wear a mask/face covering for medical reasons, and at the discretion of library staff, we may work with them to provide services to them outside the building. Note: According to state guidelines, children under the age of 5 are not required to wear masks.
- Greeters will be on hand to monitor capacity limits. As required by state regulation, greeters will also maintain a log of patrons to support contact tracing (name, date, time, contact information) if needed. If we reach capacity limits, the greeters will alert waiting patrons that they must wait to enter until others leave. See “Contact Tracing” in the Appendix for more information. **Update as of 5/18/2021:** We will no longer be conducting contact tracing as part of our reopening plan as the state requirement is lifted as of May 29, 2021.
- Occupancy levels will be posted in each space. To the best of their ability, staff will enforce capacity limits within individual spaces.
- Because of capacity limits, patrons are strongly encouraged to remain in the building for no more than 30 minutes (1 hour for computer users). The Town is offering other spaces for those in need of a place to stay during the day and we will publicize these options.
- Patrons will maintain at least 6 feet of distance from each other and from staff. We will use stanchions, caution tape, signage, or other methods to maintain social distancing and limit access to other areas of the building.
- We will provide hand sanitizer stations and install hanging acrylic panels to protect staff at public desks.
- Materials will be quarantined for 24 hours. We will continue to reevaluate our materials quarantine procedure based on guidance from the CDC, IMLS, MLS, MBLC, and the Amherst Health Director.
- No seating will be provided, other than at computer stations and in the ESL tutoring spaces. Patrons may only conduct business and leave.
- Restrooms will be available to the public.
- At least initially, FedEx and UPS deliveries will continue to use the maintenance entrance and Optima will continue to bring deliveries to the rear entrance where they will be processed in the Woodbury Room.

Services Provided

- For the first two weeks, we will reopen to the public with the initial hours of Monday-Saturday 1pm-5pm. After this initial period, provided we are able to maintain appropriate staffing levels, we will increase hours to Monday, Wednesday, Friday, and Saturday 10am-5pm with Tuesday and Thursday open to the public 11:30am-6:30pm. Exact hours are subject to change.

- Patrons will be able to enter the library while following social distancing procedures.
- Patrons can return materials in appropriate bins located near the library's side entrance behind the 'Dutch door.' A return bin will also be available in the lobby. Returned materials will not be accepted at the Circulation Desk.
- Computers will be available inside the Library for short-term use (up to 1 hour per person per day). If there is a continued demand for outdoor laptop use, we will reassess and reorganize services appropriately.
- Staff members may attempt to assist patrons with their devices if able to do so while maintaining social distance. Staff members may not touch patrons' devices.
- Patrons may request and check out magazines. Newspapers will not be available during this phase.
- Materials will be checked out at the circulation desk only, with the possibility of expanding check out services to the children's room desk if needed.
- Virtual programming will continue, but may be scaled back to meet staffing needs in the building. Any in-person programming aside from ESL tutoring/instruction that resumes during this phase will take place outside. If occurring under the tent, strict capacity limits will be enforced.
- Student intake, volunteer screening, and citizenship practice interviews will resume by appointment at a designated table in the Woodbury Room.
- The one-on-one ESL tutor rooms will not reopen during this phase. Spaces in the Amherst Room, the enclave outside the Amherst Room, and the Burnett Gallery have been reserved for the ESL program and tutors are also encouraged to make use of the tent for one-on-one tutoring. We have a supply of masks that allow for lip reading to distribute to tutors and students.
- Library cards will be issued from the Office with a backup location to be determined for evenings and weekends.
- Use of Special Collections is available by appointment.
- The Friends Lobby Book Sale will not be occurring and these shelves will remain empty of all books.
- Elevators will reopen, limited to use by 1 person or household at a time.
- Expanded homebound delivery will continue for any interested Amherst patrons.
- Outdoor holds pick-up will not be offered at the Jones Library, but will continue at the branches.

Procedures

- Prior to moving to this phase, the management team will work with the maintenance department to reconfigure the space. Directional signage will be placed throughout the library and areas will be marked in 6-foot increments to establish an efficient route for patrons when waiting in lines at a service desk to uphold social distancing protocols. Signage and space markers will also be placed on the sidewalks outside.
- Patrons are asked to enter through the side door and exit through the front door. If a patron is unable to leave through the front door, a greeter will facilitate the patron's exit through the side door.
- As long as contact tracing is required, two staff greeters will be in the lobby to welcome incoming patrons, conduct contact tracing, and monitor capacity limits.

Greeters will be rotated regularly and, in an effort to be equitable, all library staff (excluding shelvers) will be assigned at least one shift as a greeter. Of the two greeters, one will be primarily responsible for maintaining the contact tracing logs and the other will be primarily responsible for tracking occupancy levels. According to the Town Health Director, patrons who refuse to provide their contact information are still allowed to enter the library.

- Due to social distancing requirements, only one person will staff each public service desk.
- All staff will be responsible for maintaining capacity limits within individual spaces and will remind patrons of time limits.
- Maintenance staff will sanitize and disinfect high-touch surfaces frequently.

Phase 3: Extending Services

Proceeding to Phase 3 will not occur until we are no longer required to maintain contact tracing logs. We will need to gradually allow patrons to stay for increasing periods of time, to expand access to technology, and resume in-person technology assistance. It is expected that programming will begin with one-on-one assistance and small group programs and progress from there. We will reevaluate and update our requirements and procedures prior to the initiation of this phase.

Requirements

- Patrons are required to wear masks or face coverings while in the building and while waiting in line outside. In the event that a patron cannot wear a mask/face covering for medical reasons and at the discretion of library staff, we may work with them to provide services to them outside the building. Note: According to state guidelines, children under the age of 5 are not required to wear masks.
- Capacity limits will be increased in accordance with guidance from the Town and State Public Health Departments. Because of these capacity limits, patrons are strongly encouraged limit their time in the building to no more than 1 hour.
- Occupancy levels will be posted in each space. Staff will enforce capacity limits within individual spaces. If capacity limits become a problem, we will install a greeter at the entrance to maintain necessary occupancy levels.
- Patrons will maintain at least 6 feet of distance from each other and from staff. We will use stanchions, caution tape, signage, or other methods to maintain social distancing and limit access to other areas of the building.
- We will provide hand sanitizer stations and install hanging acrylic panels to protect staff at public desks.
- We will reevaluate our materials quarantine procedure based on guidance from the CDC, IMLS, MLS, and MBLC.
- FedEx and UPS deliveries will continue to use the maintenance entrance.

Services Provided

All services in Phase 2 will continue to be provided in addition to the following:

- Some seating will return to the atrium for short-term use.
- Open hours will continue to expand.
- Newspapers will be available.

- Special Collections will reopen for walk-in use, provided adequate staffing is available.

Procedures

- Patrons will be able to browse throughout the library, use computers, and have some access to seating. Masks and social distancing will still be required. Note: According to state guidelines, children under the age of 5 are not required to wear masks.
- While patrons will be strongly encouraged to limit their time in the building, staff will not be responsible for enforcing time limits.
- Limited in-person library programming may resume in the building, but the public will not be able to book the meeting rooms at this time.

Phase 4: Resumption of Normal Operations

The Library resumes all regular operations, services, and hours.

Requirements and Procedures

- Regular hours resume.
- 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. In addition to the gating criteria (below), there must be sufficient staffing available to facilitate movement to another phase. The library must be able to provide sufficient staff to maintain disinfecting requirements, monitor capacity limits, facilitate contact tracing, and ensure social distancing while also providing library services. 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.

Gating Criteria Chart

Gating Criteria	Threshold for entering Phase 2	Threshold for entering Phase 3	Threshold for entering Phase 4
Decreases in newly identified COVID-19 cases	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”)	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”)	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”)
Decreases in percentage of SARS-CoV-2 tests positive	Less than 5% positivity rate in Hampshire County over a 3 week period (flat or increasing volume of tests)	Less than 4% positivity rate in Hampshire County over a 3 week period after entering Phase 2 (flat or increasing volume of tests)	Less than 3% positivity rate in Hampshire County over a 3 week period after entering Phase 3 (flat or increasing volume of tests)
Vaccinations	High-risk staff who have not had the opportunity to be vaccinated will have limited direct interactions with the public	Staff 65+ and those with underlying health issues have had the opportunity to be vaccinated	All staff have had the opportunity to be vaccinated
Capacity	State regulations allow for up to 40% occupancy	State regulations allow for up to 50% occupancy	No state regulations to maintain occupancy limits

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. Due to the high staffing needs involved, moving from Phase 2 to Phase 3 will only occur when contact tracing is no longer required by the State.

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 and, if necessary, move back to the previous stage.

Proposed Timeline

May 1: All staff return to in-building work

May 3-June 12: Staff work to prepare building for the public (signage, barriers, removing seating, relocating materials from public spaces, etc.)

June 14: Proceed to Phase 2 and reopen to the public with the initial hours of Monday-Saturday 1pm-5pm

July 6: If everything is running smoothly, hours increase to Monday, Wednesday, Friday, Saturday 10am-5pm and Tuesday, Thursday 11:30am-6:30pm. Exact hours subject to change. Staff will work until 5:30pm and 7pm, respectively, to facilitate the new closing procedures.

Proceeding to Phase 3 and further expansion of hours will likely not occur until there is no longer a state requirement to maintain contact tracing logs.

APPENDICES

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. Note: According to state guidelines, children under the age of 5 are not required to wear masks.

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 Monday, March 1, 2021, all communities in Massachusetts will return to Step 2 of Phase 3 of the State's reopening plan in which all occupant counts and calculations exclude staff and other workers. Effective March 1, 2021, all libraries in Massachusetts will operate under 50% 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).*
- *At 75% capacity, no enclosed space within the building may exceed occupancy of 15 persons per 1,000 square feet (67sf/person).*
- *Individual offices, ESL tutor rooms, and restrooms are not listed because they have an occupancy of 1 person.*

Rooms - Basement	Square Footage
Maintenance Workroom	477
Entrance Lobby	181
Reference Office	429
Career Center	750
Adult Nonfiction Stacks (100's-700's)	2,933
Adult Nonfiction Stacks (800's-900's)	1,761
Crafts Room	474
Woodbury Room	1,711

25% Occupancy	40% Occupancy	50% Occupancy	75% Occupancy
2	3	4	7
1	1	1	2
2	3	4	6
3	6	7	11
14	23	29	43
8	14	17	26
2	3	4	7
8	13	17	25

Rooms - 1st Floor	Square Footage
Community Room	352
Lobby (in front of circ)	346
Atrium	1,482
A/V room (excluding office)	828
Reference	1,244
Fiction Room	1,710
Mystery/Science Fiction	1,459
Office (Reception)	282
Circ Workroom	159
Circ Desk	169
Youth Circulation Desk	101
Picture Book Room	986
Grades 5+ Room	535

25% Occupancy	40% Occupancy	50% Occupancy	75% Occupancy
1	2	3	5
1	2	3	5
7	11	14	22
4	6	8	12
6	9	12	18
8	13	17	25
7	11	14	21
1	2	2	4
1	1	1	2
1	1	1	2
1	1	1	1
4	7	9	14
2	4	5	7

Rooms - 2nd Floor	Square Footage
Amherst Room	452
Technical Services	1,112
Staff Lounge	367
Staff Kitchen	178
World Languages Room	467
Burnett Art Gallery	592

25% Occupancy	40% Occupancy	50% Occupancy	75% Occupancy
2	3	4	6
5	8	11	16
1	2	3	5
1	1	1	2
2	3	4	6
2	4	5	8

Rooms - 3rd Floor	Square Footage
Special Collections Exhibit Room	1,139
Special Collections Reading Room	1,087
Goodwin Room	858

25% Occupancy	40% Occupancy	50% Occupancy	75% Occupancy
5	9	11	17
5	8	10	16
4	6	8	12

TOTAL JONES OCCUPANCY:

25% Occupancy	40% Occupancy	50% Occupancy	75% Occupancy
111	180	230	353

Contact Tracing

Update as of 5/18/2021: We will no longer be conducting contact tracing as part of our reopening plan as the state requirement is lifted as of May 29, 2021.

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>)