

Restoration of Library Services Phased Plan Post Covid-19 Pandemic

Introduction

Taylor Public Library closed its doors to the public on March 20, 2020 in order to protect our patrons and staff and to help flatten the curve. We continued to provide services to our patrons through the use of digital collections, online programming, online resources and educational databases, and assistance through email and phone.

This plan to restore library services towards the new normal is a phased approach allowing for flexibility and scaling to meet changing direction from health authorities as the Covid-19 situation evolves. It considers the risk to vulnerable populations, public health protocols, guidelines from WorkSafe BC, Labour Standards, library budget, and resource limitations.

This plan is designed to provide maximum benefit to library patrons, while providing safety and security for staff and patrons.

Each phase adds onto the actions of the previous phase. As the phases progress some initial services may be suspended such as takeout service.

Assumptions

Staff training in new WorkSafe BC, Labour Standards, and health authority protocols.

Adherence to physical distancing measures and hygiene and sanitation measures.

Covid-19 transmission rates and new cases are declining or remaining stable.

All Phases:

Daily health check-in for staff: anyone with COVID-19-like symptoms, such as sore throat, fever, sneezing, or coughing should self-isolate at home for 10 days from onset of symptoms, as well as anyone advised by public health to self-isolate.

Safety Posters: reminders for staff to wash hands before/after handling materials (transactions, eating, using copier/bathroom) and to practice social distancing (printed from Health Canada). Posters for safe use of library by community to match phase.

Reduced sharing in workplace: set up workflows to maintain social distancing and reduce sharing. Limited days that staff work together.

Communication: Encourage communication of any safety concerns to help improve procedures

Procedures: updated, posted/communicated as needed/recommended by health authorities for safe work practices and interactions as the pandemic evolves

Limit visits: Due dates extended to 6 weeks for materials to reduce number of visits – Patrons encouraged to limit visits, borrow more items and keep them longer.

Returns: accepted in drop box. Drop box emptied (for 72 hour quarantine) at end of day during cleaning of library (staff wearing gloves – washing gloved hands – and then washing hands after removing gloves). After minimum of 72 hours, items are checked in and disinfected according to type of materials.

Staff: Staff will deal with circulation, holds, and some cleaning. As hours and services increase, so will staff hours.

All Phases subject to evaluation according to Provincial and Federal Guidelines.

Phase 1 – Takeout/Curbside Delivery and Return service

- **Hours of operation**
 - Tuesday to Friday – 2 pm to 6 pm
 - Saturday – 11 am to 3 pm
- **Staff in Building**
 - Maximum of two on any day
- **Washrooms**
 - Unavailable to public
- **Criteria for operation**
 - Federal and Provincial Health Directives – Enhanced Protocols
 - ◆ Social Distancing Rules
 - ◆ Hygiene Rules
 - ◆ Administrative Controls – Procedural and Safety Rules
- **Actions for operation**
 - Physical materials – takeout service 5 days per week at 4 hrs per day
 - Open return bins for same hours as takeout service
 - Staff development and training around protocols and practices
 - Accepting outstanding ILL/ILC items
- **Risk Management**
 - Risk - Close contact with patrons : Mitigate – scheduled pick up of items
 - Risk – Receiving of materials from outside : Mitigate – Quarantining items for 72 hours
- **PPE Requirements**
 - Gloves
 - Paper Bags / newspaper print roll to wrap books
 - Table/Delivery system for outside
 - Quarantine space for returned materials
 - Increased cleaning for service area and materials

Phase 2 - A & B

A. Extension of Phase 1

- **Hours of operation - subject to evaluation**
 - Tuesday to Friday – 2 pm to 6 pm
 - Saturday – 11 am to 3 pm
- **Staff in Building**
 - Maximum of two on any day
- **Washrooms**
 - Unavailable to public
- **Criteria for operation**
 - Federal and Provincial Health Directives – Enhanced Protocols
 - ◆ Social Distancing Rules
 - ◆ Hygiene Rules
 - ◆ Administrative Controls – Procedural and Safety Rules
- **Actions for operation**
 - Physical materials – takeout service 5 days per week at 4 hrs per day

- Open return bins for same hours as takeout service
- Staff development and training around protocols and practices

▪ **Risk Management**

- Risk - Close contact with patrons : Mitigate – scheduled pick up of items
- Risk – Receiving of materials from outside : Mitigate – Quarantining items for 72 hours

▪ **PPE Requirements**

- Gloves
- Paper Bags / newspaper print roll to wrap books
- Table/Delivery system for outside
- Quarantine space for returned materials
- Increased cleaning for service area and materials

B. Limited Computer Access – by Appointment Only

▪ **Hours of operation - subject to evaluation**

- Tuesday to Friday – 2 pm to 6 pm
- Saturday – 11 am to 3 pm

▪ **Staff in Building**

- Maximum of two on any day

▪ **Washrooms**

- Unavailable to public

▪ **Criteria for operation**

- Federal and Provincial Health Directives – Enhanced Protocols
 - ◆ Social Distancing Rules
 - ◆ Hygiene Rules
 - ◆ Administrative Controls – Procedural and Safety Rules

▪ **Actions for operation**

- Computer access by appointment - service 5 days per week at 4 hrs per day
- Staff development and training around protocols and practices

▪ **Risk Management**

- Risk - Close contact with patrons : Mitigate – use physical distancing practices
- Risk – Computer Equipment and Desk : Mitigate – Cleaning after use

▪ **PPE Requirements**

- Gloves
- Masks, if necessary
- Increased cleaning for service area and materials
- Washable or disposable keyboard covers
- Hand sanitizer for patron(s)

Phase 3 – Limited patrons in the building

▪ **Hours of operation - subject to evaluation**

- Tuesday to Friday – 2 pm to 6 pm
- Saturday – 11 am to 3 pm

▪ **Staff in Building**

- Maximum of two on any day

<ul style="list-style-type: none"> ▪ Washrooms <ul style="list-style-type: none"> • Limited availability to public due to cleaning after each use
<ul style="list-style-type: none"> ▪ Criteria for operation <ul style="list-style-type: none"> • Federal and Provincial Health Directives – Enhanced Protocols <ul style="list-style-type: none"> ◆ Social Distancing Rules ◆ Hygiene Rules and sufficient cleaning supplies ◆ Administrative Controls – Procedural and Safety Rules
<ul style="list-style-type: none"> ▪ Actions for operation <ul style="list-style-type: none"> • Limited open hours with physical distancing protocols • Limited number of people in building • No study space • Staff development and training around protocols and practices
<ul style="list-style-type: none"> ▪ Risk Management <ul style="list-style-type: none"> • Risk - Close contact with patrons : Mitigate – Practice physical distancing rules • Risk – Frustration over browsing time : Mitigate – Apply limits to time spent in building • Risk – Staff to patron contact during checkout : Mitigate – barriers, windows and doors open (weather permitting), gloves while handling materials or wash hands after handling materials
<ul style="list-style-type: none"> ▪ PPE Requirements <ul style="list-style-type: none"> • Hand sanitizer equipment • Gloves • Masks, if necessary • Quarantine space for returned materials • Increased cleaning for washroom, service area, and materials

Phase 4 – Extension of Phase 3

<ul style="list-style-type: none"> ▪ Hours of operation - subject to evaluation <ul style="list-style-type: none"> • Tuesday to Friday – 2 pm to 7 pm (5 hrs) • Saturday – 11 am to 4 pm (5 hrs)
<ul style="list-style-type: none"> ▪ Staff in Building <ul style="list-style-type: none"> • Maximum of two on any day
<ul style="list-style-type: none"> ▪ Washrooms <ul style="list-style-type: none"> • Limited availability to public due to cleaning after each use
<ul style="list-style-type: none"> ▪ Criteria for operation <ul style="list-style-type: none"> • Federal and Provincial Health Directives – Enhanced Protocols <ul style="list-style-type: none"> ◆ Social Distancing Rules ◆ Hygiene Rules ◆ Administrative Controls – Procedural and Safety Rules
<ul style="list-style-type: none"> ▪ Actions for operation <ul style="list-style-type: none"> • Increased open hours maintaining physical distancing protocols • Expanded access to computer equipment with increased number of patrons in building • Study space available • Staff development and training around protocols and practices
<ul style="list-style-type: none"> ▪ Risk Management

- Risk - Close contact with groups of patrons : Mitigate – maintain physical distancing rules
- Risk – Patrons in close contact with each other : Mitigate – One way traffic where applicable/allowable

- PPE Requirements
 - Hand sanitizer equipment
 - Gloves
 - Masks, if necessary
 - Quarantine space for returned materials, if necessary
 - Increased cleaning for service area and materials

Phase 5 – Normal operational hours

- Hours of operation - subject to evaluation
 - Tuesday & Thursday - Noon to 7 pm
 - Wednesday & Friday – 9 am to Noon and 3 pm to 7 pm
 - Saturday – 10 am to 4 pm
- Staff in Building
 - Maximum of two on any day
- Washrooms
 - Available
- Criteria for operation
 - Federal and Provincial Health Directives
 - ◆ COVID transmission rates remain low or declining
 - ◆ Administrative Controls – Procedural and Safety Rules
- Actions for operation
 - Library fully open with no restrictions
- Risk Management
 - Risk – Low to none : Mitigate – maintain physical distancing rules and safety procedures, as needed
- PPE Requirements
 - Gloves, as needed