

# Camrose Public Library Relaunch Plan/Policy

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## *Relaunch Service Model*

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Camrose Public Library will provide a combination of curbside pick-up and face-to-face service. The library staff will continue to offer traditional library services such as material lending, computer use, reference and reader's advisory. However, some library services and high touch areas like seating, in-person programming, and rooms for public rental will not be available until Phase 3 of Alberta's relaunch. Patrons will be welcome to enter the library with some administrative and PPE requirements. Computer services will still be offered, but at limited capacity.

### Curbside Services:

While closed the library staff have been providing curbside service of library materials. Staff will continue to provide these services. Patrons can continue to request materials through whichever means is most convenient for them.

- Patrons wishing to utilize curbside service will phone ahead regarding their items, and/or then ring the doorbell at the side entrance so that a staff member can retrieve their items. Patrons will then be asked to back away from the door to maintain social distancing
- Staff delivering curbside services will wear a mask
- Items for patrons will be placed outside on a table a short distance from the door, and patrons must wait until the item has been put on this table and the staff member is 2 meters away before retrieving their items
- Tape will be used to mark where patrons should wait for materials to be placed on the table
- While care is taken to quarantine and clean materials before circulating, patrons are encouraged to wipe down materials.
- Curbside will be offered during opening hours.
- Patrons will be encouraged to drop off their material returns at the front entrance rather than at the side entrance when retrieving their holds

### Face to Face Service

Patrons will be welcome into the library, but physical distancing will be required for staff and patrons. There will be a maximum of 15 patrons allowed on each floor during open hours for the time being.

### Library Materials

All library materials previously available for checkout will continue to be available. An outline of protective measures can be seen below.

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## *Health and Safety Measures*

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For the safety of our staff and patrons, a number of engineered, administrative and PPE controls will be in place once we reopen.

### *Engineered Controls:*

Engineering controls are strategies designed to protect workers from hazardous conditions by placing a barrier between the worker and the hazard or by removing a hazardous substance through air ventilation. Engineering controls involve a physical change to the workplace itself, rather than relying on workers' behavior or requiring workers to wear protective clothing.

Camrose Public Library will:

- Install acrylic barriers at circulation desk between staff and patrons.
- Remove and block off seating areas to discourage or prevent gathering and sitting.
- Place signage on various tables, doors, and down aisles to discourage gathering, remind patrons of physical distancing requirements, and provide other recommended notices.
- Place tape on the floor to mark proper distancing between patrons, especially for where patrons should wait to speak to a circulation assistant or wait to use the washroom.

### *Administrative Controls*

Administrative controls are training, procedure, policy, or shift designs that lessen the threat of a hazard to an individual. Administrative controls typically change the behavior of people (e.g., factory workers) rather than removing the actual hazard or providing personal protective equipment (PPE).

#### **Circulation and Patron Material Services:**

Camrose Public Library will:

- Promote the use of physical distancing to all staff and patrons.
- Promote the use of hand sanitizer and proper hand hygiene to all staff and patrons.
- Have a staff member positioned at the front door to clean door handles, prevent touching, ensure the use of sanitizer and PPE requirements when entering the library, and count the number of patrons that will be either staying on the top floor or going downstairs to maintain patron limits of 15 patrons per floor.
- Encourage patrons to use the elevator when coming upstairs, and use the stairs when going downstairs, to minimize usage of the staircase.
- Enforce the regulation that only one patron should be down an aisle of books at one time.
- Request that patrons scan their own library materials and library card when possible instead of handing their items to staff. This will reduce the amount of potential cross contamination. However, patrons will be unable to see the computer screen as items are being scanned, so it is up to the staff member whether they scan items for the patron or request that patrons do it themselves.

- Increased cleaning of surfaces between use including the use of computers, counters, tables, and circulation stations.
- Encourage patrons to use the tap feature on their debit card when making payments. If they make payments using cash, they will be encouraged to place their money in the change box. If a staff member handles money, they will sanitize or wash their hands after, and they will wipe down the debit machine after each use. As much as possible, have one staff member do financial transactions so that there are minimal people touching the cash register.
- Wipe down the scanner/printer between uses.
- Ensure staff are trained on the proper care and handling of library materials and interactions with patrons once reopened.
- Reduce the amount of hours open to the public, so that more staff can be made available during our current open hours to facilitate cleaning surfaces as well as assisting patrons.
- Isolate all returned items for 72 hours before checking them in, and then check them in before putting them back on the shelves. Staff returning items to the shelves must wear gloves and masks.

#### **Tech Services:**

Camrose Public Library will:

- Ensure that physical distancing is maintained when assisting a patron with their computer use or other technology.
- Relocate computer stations, limiting the number of stations available and ensuring that users are 2 meters apart.
- Reduce the time allowed on computer stations to a maximum of 1 hour with no time extensions. (exceptions may be made for exams and school or work projects)

#### **Seating and Program Areas:**

Camrose Public Library will:

- Discourage patrons from gathering by removing seating and closing program rooms.

#### **Other Administrative Controls:**

- Staff are encouraged to use separate phones and workstations where possible. Where this is not possible, workstations and phones should be wiped before use with disinfectant.
- Staff should follow the rules of physical distancing in all work areas where possible. If not possible, staff must wear masks.
- In general, staff must wear masks any time that they are amongst patrons rather than behind the circulation desk

- Staff should report any and all symptoms related to COVID and should not attend work if suffering from symptoms. They should also follow the 10-day quarantine guidelines set out by the Chief Health Officer.
- Clean all high touch surfaces throughout the day at regular intervals including tables, hand railings, and counters. (a minimum of once mid-morning and once midafternoon, but increasing when necessary if the library is busy.) Gloves will be made available to staff for protection against harsh chemicals.
- Bathroom use will be limited to the upstairs bathrooms, with one stall open in the Women's and Men's washrooms. Staff will clean these bathrooms between patrons.
- The increase in staff available for open hours will enable a staff member to be dedicated to cleaning surfaces throughout the library.

### Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Protective equipment may be worn for job-related occupational safety and health purposes.

Camrose Public Library will:

- Strongly recommend that all patrons entering the library wear non-medical masks while in the library. This will help prevent contamination of library materials, furniture, other patrons or staff. Masks will be offered to patrons as they enter the library. If a patron is going to be using the computer, it is mandatory that they wear a mask.
- Require staff to wear a mask when not separated by a glass or acrylic shield, and proper protocol for wearing masks should be followed. The library will provide each staff with the required PPE.
- Staff manning the door will be required to wear a mask.
- Require all patrons to use hand sanitizer upon entering the library and before using computer stations. This will be monitored by staff at the door and in the computer lab.
- Hand sanitizer will be provided at all workstations and in all staff work areas.
- Either disinfectant spray with microfibre cloths or Clorox wipes will be provided at each shared workstation.

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## *Current Board Policies*

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Some policies and bylaws will need temporary changes as outlined in this plan/policy, and will remain in affect only until the plan is rescinded or modified. Below are a list of the board policies that have been modified for relaunch.

### *Personnel Policy*

A section has been added to this policy to accommodate for changes made to Alberta Employment Standards regarding COVID-19 Leave, which can be found here:

<https://www.alberta.ca/covid-19-leave.aspx>

### *Selection, Acquisition, and Disposition of Materials*

For the foreseeable future, Camrose Public Library will not be accepting donations and will not have the Book Sale section of our library open. The following changes have been made to the Donations section: “Book and other material donations may be accepted at the discretion of the library staff. Donations meeting the requirements of this policy may be added to the collection.”

### *Hours of Service*

Due to the increased need for staffing at entrance points and for cleaning, the library board will be changing the hours to accommodate additional cleaning. Hours will be revisited at September’s Board Meeting.

#### *New Hours*

Monday – Friday	10:00am – 6:00pm.
Saturday	11:00am – 5:00pm.
Sunday	Closed

### *Unattended Children and Vulnerable Patrons*

The library board acknowledges the need for more supervision with increased rules and will be changing the policy to state that children 10 and under must be supervised by an adult while in the library.

### *Workplace Violence, Harassment, and Other Unacceptable Behaviour*

This policy has expanded so that it includes more language around how patrons are expected to behave and show respect for employees. It now includes a list that shows how long the different phases of being banned from the library will last, if a patron continues to not act in a way that corresponds with the rules. And it has an Appendix that is for COVID-19 specific behavior.

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## *Patron Supports*

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### **Fines or Fees:**

Fees and Fines will be waived on any materials returned during the first month of reopening after which time fees and fines will be accumulated as normal. This timeframe may change based on Parkland's procedures regarding fines.

### **Staff Availability:**

- All staff will be available at the library to provide curbside and face-to-face service for customers wishing to engage with us in-person or online.
- The library will continue to offer curbside and service indefinitely. until Phase 3 of relaunch, at which time the board will reevaluate the need for curbside service.
- Staff will be available to offer computer help at a distance or over the phone if needed. If any technology help is needed that puts the 2-meter distance between staff and patron at risk, both staff and patron must wear masks or else find another way to conduct this service.
- Staff members will be available upon entry to inform patrons of library use requirements and ensure the use of sanitizer and masks.
- Staff members will be available to assist with cleaning needs throughout the library.

### **Services for At-Risk Groups:**

There will be not be an official time allocated for at-risk groups to use the library. However, those patrons will be encouraged to use our curbside service if they prefer to limit their contact with other patrons or the library facility.

While it will not be formally enforced, Camrose Public Library will advertise to the public that 10am to 11am of our weekday hours are primarily for at-risk groups to use the library.

### **Program Delivery:**

- Programs will be offered virtually at this time.
- Some Summer Reading Club programs may be offered outdoors as long as social distancing and sanitization protocols are followed at all times.

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## *Staffing Requirements and Needs*

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Additional staffing will not be needed to implement the relaunch plan/policy, but some reallocation of duties and additional duties are required of all staff. It is also recognized that not all previous library service levels may be attainable once reopened due to the increase in cleaning duties, curbside and other modified services and programs, and a change in processes and procedures.

### **Door Greeter:**

Duty shared by all staff in shifts. Door greeters must wear a mask.

Responsibilities:

- Stand next to the door and sanitization station. Greet patrons and open doors to reduce touch points.
- Inform patrons of requirements for entry including the use of masks and the use of hand sanitizer.
- Manage the inventory of masks available for patrons.
- Count and monitor the number of people in the library.
- Wipe door handles if anyone besides themselves touch them.

### **Runner:**

Within the monthly schedule, a new role has been created for a 'runner' – while there will almost always be a runner upstairs, there will sometimes also be a runner for downstairs. This role (whether upstairs or downstairs) will be shared by various staff members in shifts. Runners will be strongly encouraged to wear a mask.

Responsibilities:

- Sanitize computers after each person has left one
- Sanitize hand rails and elevator buttons going up and down stairs, and sometimes outdoors
- Clean all washroom surfaces
- Clear away books that have been handled but not checked out by patrons
- Ensure patrons are following the rule of only one person being in an aisle at a time

### **All Positions:**

All positions are expected to monitor and facilitate the cleanliness of their work station or area.

Responsibilities:

- Wipe down and clean all surfaces between patrons. This includes but it not limited to program materials, computers, counters, scanners, and debit machines.
- Be ready to take on the role of Runner or Door Greeter or provide assistance with their tasks if the Runner or Greeter need help.
- When handling a material, try to minimize the amount of people that handle said material from the moment it arrives to when it is signed out to a patron (rather than having multiple staff touch each item).

### **Rapid Response Procedures:**

If you have a cough, fever, shortness of breath, runny nose, or sore throat, you are legally obligated to be in isolation for ten days from the start of symptoms, or until symptoms resolve, whichever takes longer.

- a. If you display signs of symptoms, you will be asked to go home immediately. If you come to work sick, or become sick at work, you should leave the premises immediately and begin isolation at home.
- b. Robyn will ask the sick individual to help create a list of who you were in close contact with that day and in the 48 hours prior to when the symptoms started.
- c. Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.
- d. The sick person should be tested for COVID-19 as soon as possible. If they test positive for COVID-19, all employees at Camrose Public Library must be tested.
- e. If you are a close contact of a person who has tested positive for COVID-19, you must self-isolate for 14 days. The definition of a close contact is a caregiver, someone you live with, or someone you have close physical contact with who hasn't used personal protective equipment (<https://www.alberta.ca/isolation.aspx#toc-0>)