

**Title:** COVID-19 STAGES OF SERVICE ROADMAP

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**For:** Bibliothèque de Beaumont Library Board

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## Introduction

The Bibliothèque de Beaumont Library closed to the public on Sunday March 15, 2020 in response to the COVID-19 pandemic. On Wednesday, March 18, 2020, the Government of Alberta ordered all public libraries closed to the public. This mandated closure is currently still in effect.

The [Government of Alberta's re-opening strategy](#) places library openings in Stage 2. There is currently no set date for Stage 2. The Province entered Stage 1 on May 14, 2020.

This plan outlines a roadmap for re-opening library services during the COVID-19 pandemic. It was developed in consultation with Yellowhead Regional Library and the City of Beaumont and follows all current recommendations from the Province of Alberta.

This plan was designed to be flexible and adaptable. All levels of this roadmap are dependent upon:

- Guidelines, timelines and requirements from Alberta Health
- Staffing levels – adjustments may need to be made if staff fall ill or are required to quarantine
- Available PPE and sanitation supplies

Yellowhead Regional Library will assist in facilitating Critical Incident Debriefs and Circle Way<sup>1</sup> discussions with staff and the Board at appropriate times as we move through our re-opening. This will ensure staff have the support required to maintain psychological safety as we gradually return to full operations.

## Roadmap of Services

### Level 1.1: Facility Closed

GOA Stage 0/1

Staff Presence:

- Limited staff presence on-site (maximum 10 staff) as per capacity guidelines outlined in Appendix 1
- On-site schedule documenting who is in the building is maintained by the manager
- Any staff not regularly scheduled to be on-site must contact manager for permission to visit the library. Manager will update the on-site schedule and ensure capacity limits are not exceeded.

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<sup>1</sup> See <http://www.thecircleway.net/> for more information



**Services Offered:**

- Reference services, reader's advisory and technology help available by phone, chat, and email
- E-resources, including ebooks, eaudiobooks, emagazines, movies, music, online learning and databases
- New card sign-up and card renewal via website, phone, email or chat
- Outdoor book drop available for returns (72 hour quarantine before re-shelving)
- Virtual Programming via Facebook, Youtube, Instagram and Zoom
- Due dates and holds expiry dates extended to July 31, 2020
- No late charge accrual, fees will be waived on a case-by-case basis
- Pilots for extended services (curb-side)

**PPE, Cleaning and Safety:**

- Nitrile gloves, hand sanitizer, disinfectant, paper towels provided at each workstation
- Guidelines for cleaning and disinfecting all areas outlined in Guidelines for working onsite (Appendix 1)
- Cleaning of all staff areas<sup>2</sup> by contracted cleaners Mon-Fri – public floor is not cleaned daily

**Level 1.2: Facility Closed, Curbside Pickup, July-Aug Summer Programming****GOA Stage 1****Trigger to Move to Level 1.2:**

- Manager assessment of: current public health situation, staff comfort with increasing services, operational capacity
- Board approval for curb-side service

**Trigger to move back to Level 1.1:**

- Alberta re-launch moves back to Stage 0<sup>3</sup>

**Staff Presence:**

- Limited staff presence on-site (maximum 10 staff) as per capacity guidelines outlined in Appendix 1
- Manager maintains on-site schedule documenting who is in the building
- Most staff have a regular on-site schedule – all staff periodically work at the library site
- Any staff not regularly scheduled to be on-site must contact manager for permission to visit the library. Manager will update the on-site schedule and ensure capacity limits are not exceeded.
- Cleaning of all staff areas<sup>2</sup> by contracted cleaners Mon-Fri – public floor is not cleaned daily

**Services Offered:**

- All of Level 1.1, plus:
- Curbside holds pick-up (see separate proposal)
- Limited outdoor programming as part of Summer Reading Club (see separate proposal)

**PPE, Cleaning and Safety:**

- See Level 1.1

**Level 2.1: Facility Open, limited service****GOA Stage 2**

<sup>2</sup> Circulation desk area, staff room, manager's office, staff bathroom, program room, program office, public washrooms

<sup>3</sup> Curbside pickup services may continue based on Manager assessment of: current public health situation, staff comfort with the service, operational capacity



#### Trigger to move to Level 2.1:

- Alberta re-launch moves to Stage 2
- Manager assessment of: current public health situation, staff comfort with increasing services, operational capacity

#### Triggers to move back to Level 1.2

- Alberta re-launch moves back to Stage 1

#### Unknowns:

- Site capacity limits
- Operational level of TRAC resource sharing, government couriers, YRL delivery

#### Staff Presence:

- Reduction in staff presence on-site may be necessary to allow customers to enter the library while complying with capacity limits
- All staff have a regular on-site schedule
- Some staff continue to work from home part-time

#### Services Offered:

- All of Level 1.2 plus:
- Limited number of patrons allowed in the building based on Alberta Health guidelines
- Circulation desk services available – check-out, reference, account services, reader’s advisory, holds pick-up
- Computer services – limited public computer stations are available to ensure social distancing. Thirty-minute time limits in place. Customers must sign out keyboard and mouse at circulation desk before use and return to desk for disinfecting after use
- Printing, faxing and scanning services
- Outdoor programming may be offered dependent on guidance from public health
- Curbside service continues

#### Restrictions:

- Main library area roped off
- No browsing of stacks
- No use of public washrooms (could be unlocked in an emergency)
- Quiet study rooms unavailable
- No room rentals
- No in-house programming
- No room rentals
- No cash payment; debit and credit card payment only
- Patron catalog stations disabled due to high sanitation needs
- No newspapers or magazines available for reading on-site
- No staff assistance with public computers to ensure social distancing
- Hours of operation limited to allow additional time for sanitation

#### PPE, Cleaning and Safety:

- All of Level 1.2 plus:
- Sneeze guards installed at Circulation Desk
- Access to masks for all staff
- Staff must wear masks when/if on the public floor
- Cleaning of public computer areas added to routine for contracted cleaners



- Cleanable keyboard and mouse covers at all public computer stations, to be sanitized between customers
- Signage as per guidelines provided by GOA

## **Level 2.2: Facility Open, increased services**

### GOA Stage 2

#### Trigger to move to Level 2.2:

- Manager assessment of: current public health situation, staff comfort with increasing services, operational capacity

#### Triggers to move back to Level 2.1 or 1

- Alberta re-launch moves back to Stage 1

#### Unknowns:

- See Level 2.1

#### Staff Presence:

- See Level 2.1

#### Services Offered:

- All of Level 2.1 plus:
- Browsing in stacks

#### Restrictions:

- Quiet study rooms unavailable
- No in-house programming
- No room rentals
- Patron catalog stations disabled due to high sanitation needs
- No newspapers or magazines available for reading on-site
- All toys, stuffies, seating removed from children's area
- Hours of operation may be limited to allow additional time for sanitation

#### PPE, Cleaning and Safety:

- All of Level 2.1 plus:
- Contracted cleaners return to cleaning the entire building, including all public areas

## **Level 3.1: Facility Open, increased services**

### GOA Stage 3

#### Trigger to move to Level 3.1:

- Alberta Re-launch moves to Stage 3
- Manager assessment of: current public health situation, staff comfort with increasing services, operational capacity

#### Triggers to move back to Level 2 or 1

- Alberta re-launch moves back to Stage 2 or 1

#### Unknowns:

- See Level 2.1



**Staff Presence:**

- See Level 2.1

**Services Offered:**

- All of Level 2.2 plus:
- Curbside pick-up service discontinued
- Increase in available public computers and time limit for computing sessions (1 hour)
- Limited in-person programming based on public health guidelines
- Increased hours of operation

**Restrictions:**

- Quiet study rooms unavailable
- No room rentals
- Patron catalog stations disabled due to high sanitation needs
- No newspapers or magazines available for reading on-site
- All toys, stuffies, seating removed from children's area
- Hours of operation may be limited to allow additional time for sanitation

**PPE, Cleaning and Safety:**

- See Level 2.2

**Level 3.2: Facility Open, increased services****GOA Stage 3****Trigger to move to Level 3.2:**

- Manager assessment of current public health situation, staff comfort with increasing services, operational capacity

**Triggers to move back to Level 3.1, 2 or 1**

- Manager assessment of current public health situation, staff comfort with increasing services, operational capacity
- Alberta re-launch moves back to Stage 2 or 1

**Unknowns:**

- Allowable total number of people in branch
- Operational level of TRACPAC, government couriers, YRL delivery

**Staff Presence:**

- No restrictions on staff presence on-site

**Services Offered:**

- All of Level 2.2 plus:
- Limited outreach programming based on public health guidelines

**Restrictions:**

- Quiet study rooms unavailable
- No room rentals
- Patron catalog stations disabled due to high sanitation needs
- No newspapers or magazines available for reading on-site
- All toys, stuffies, seating removed from children's area
- Hours of operation may be limited to allow additional time for sanitation



PPE, Cleaning and Safety:

- All of Level 3.1 plus:
- Directional arrows on the floor in the stacks to ensure one-way traffic

## **Level 4: Facility Open, no restrictions**

No GOA Stage

Trigger to move to Level 4:

- Alberta Re-launch complete, no GOA stage

Triggers to move back to Level 2 or 1

- Alberta re-launch moves back to Stage 3, 2 or 1

Unknowns:

- Possibility of permanent restrictions on site capacity, PPE and sanitation best practices, service limitations

Staff Presence:

- No restrictions on staff presence on-site

Services Offered:

- All pre-COVID 19 services offered without restrictions
- Full programming schedule resumes
- Virtual programming continues based on program evaluations and operational capacity
- Hours of operation return to pre-COVID 19 levels

Restrictions:

- None

PPE, Cleaning and Safety:

- TBD based on guidelines for post-COVID operations from Alberta Health



## Bibliothèque de Beaumont Library Phased Re-Opening Plan

Level 1.1	Level 1.2	Level 2.1	Level 2.2	Level 3.1	Level 3.2	Level 4
<p>Closed to public, limited staff presence on-site</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Phone, email, chat</li> <li>• E-resources</li> <li>• Virtual programming</li> </ul>	<p>Closed to public, increased staff presence on-site</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Phone, email, chat</li> <li>• E-resources</li> <li>• Virtual programming</li> <li>• Curb-side pick-up</li> <li>• Limited outdoor programming</li> </ul>	<p>Facility open, limited services, limited customer presence</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Phone, email, chat</li> <li>• E-resources</li> <li>• Virtual programming</li> <li>• Curb-side pick-up</li> <li>• Limited outdoor programming</li> <li>• Limited public computers available</li> <li>• Printing, photocopying, faxing</li> <li>• Limited hours of operation based on operational capacity</li> </ul>	<p>Facility open, increased services, limited customer presence</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Phone, email, chat</li> <li>• E-resources</li> <li>• Virtual programming</li> <li>• Curb-side pick-up</li> <li>• Limited outdoor programming</li> <li>• Limited public computers available</li> <li>• Printing, photocopying, faxing</li> <li>• Limited hours of operation based on operational capacity</li> <li>• Collection browsing</li> </ul>	<p>Facility open, increased services, increased customer presence</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Phone, email, chat</li> <li>• E-resources</li> <li>• Virtual programming</li> <li>• Limited public computers available</li> <li>• Printing, photocopying, faxing</li> <li>• Collection browsing</li> <li>• Staff assistance on public floor</li> <li>• Curbside pick-up discontinued</li> <li>• Limited in-person programming</li> <li>• Increased opening hours</li> </ul>	<p>Facility open, increased services, increased customer presence</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• Phone, email, chat</li> <li>• E-resources</li> <li>• Virtual programming</li> <li>• Limited public computers available</li> <li>• Printing, photocopying, faxing</li> <li>• Collection browsing</li> <li>• Staff assistance on public floor</li> <li>• Limited in-person programming</li> <li>• Increased opening hours</li> <li>• Limited outreach programming resumes</li> </ul>	<p>No restrictions, services offered as per pre-COVID-19</p> <p><b>Services:</b></p> <ul style="list-style-type: none"> <li>• All pre-COVID 19 services offered without limitations</li> <li>• Virtual programming continues based on program evaluations and operational capacity</li> </ul>
<b>Stage 1</b>		<b>Stage 2</b>		<b>Stage 3</b>		<b>No GOA Stage</b>





## Appendix 1: On-site Safety and Prevention Measures During COVID-19

The Bibliothèque de Beaumont Library takes the safety and health of our employees seriously. We ask all employees working on-site to follow all procedures below. These procedures are based on the Government of Canada’s [Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic](#), [Preventing COVID-19 in the workplace](#) guidelines, and guidelines for [cleaning and disinfecting public spaces](#).

**If you are feeling unwell, stay at home.** If anyone in your household is feeling unwell, stay at home. If you start experiencing symptoms while at work, isolate yourself immediately. Via email or text, inform your manager and any coworkers who are onsite that you are leaving the building. Leave the worksite and go directly home.

### General guidelines

- Maintain 2m/6ft of physical distance between yourself and your coworkers at all times
- Wash your hands thoroughly and often using guidelines from AHS (posted at sinks)
- Do not touch your face
- Do not share keyboards/mice. Staff with assigned desks should be the only staff members using their keyboard/mouse. Staff without assigned desks will be provided with their own wireless keyboard and mouse combo.
- Do not share office supplies. All staff have been provided with a kit of their own pens, pencils, highlighters and sharpie to ensure there is no need to share stationary products.
- When wearing gloves, ensure you switch to a clean pair of gloves when moving between activities to prevent cross-contamination
- No common or shared food
- Bring your own flatware/cutlery from home and take it home for cleaning. Do not use communal flatware or cutlery.
- Ensure all doors that can be opened remain open to increase airflow
- Email the manager if cleaning supplies are running low so we can restock

### Capacity limits:

To ensure physical distancing is possible, please abide by the following capacity limits:

Area	Maximum capacity
Manager’s office	1
Staff workroom/lunch room	3
Circulation desk	2
Programming office	2
Program room	3
<b>Maximum total staff on-site</b>	<b>11</b>





## Cleaning and Disinfecting

When you arrive on site, **wash your hands immediately.**

Remember: Surfaces frequently touched are most likely to be contaminated. These include doorknobs, handrails, light switches, cabinet handles, and faucet handles. Please make sure you are either wearing clean gloves when you touch these surfaces (and throw out the gloves before touching anything else) or that you disinfect these surfaces with paper towel and disinfectant after touching.

### Workspace:

Before you begin working in your workspace, put on a new pair of nitrile gloves and, using the paper towel and disinfectant spray provided, clean the desk area, chair, and any other surfaces that may have been touched by others. For staff using assigned wireless keyboard/mouse combos, plug your unit into the computer using gloves. For staff using wired keyboard/mouse combos at their assigned station, use paper towel and disinfectant spray to wipe down your keyboard and mouse. Remove and dispose of your gloves. Wash your hands again. Do not reuse gloves! If the manager is not in the office, staff should feel free to use the manager's computer if it assists with physical distancing. Please follow the guidelines above re cleaning and disinfecting.

### Kitchen:

Wash your hands before using the kitchen. Wear a new pair of nitrile gloves while working in the kitchen area and/or touching any shared appliances. When you are finished using the kitchen area, use the paper towel and disinfectant spray provided to wipe down all surfaces and appliances you have touched. Remove and dispose of your nitrile gloves. Do not reuse gloves! Wash your hands.

### Washroom:

Wash your hands before using the washroom. When you are finished, wipe down the toilet, sink, and any other surfaces you touched with the paper towel and disinfectant spray provided. Wash your hands.

### Handling Returns:

The ALA recommends following the guidelines laid out by the [Northeast Document Conservation Centre regarding handling library material](#).

Material returned through our outdoor return chute should be quarantined for 72 hours. Before handling this material, put on a new pair of nitrile gloves. Pick up all material and place it on the floor in the program room, at a distance from other piles. Remove and dispose of your gloves. Wash your hands. Put on a new pair of gloves. Write the day's date on a piece of paper and place the paper on the pile of holds. Remove gloves and wash hands again.

Once material has been quarantined for 72 hours, put on a new pair of gloves and transport material to your workstation. Check material in. Sort as appropriate. Return items to the shelves or place on transit shelves. Use paper towels and disinfectant spray provided to wash down your workspace (counter, keyboard, mouse and any other surfaces you or the material touched). Remove and dispose of gloves. Wash hands.

### Handling Library Material:

Whenever working with library material, wear nitrile gloves and avoid touching your face. Remove your gloves, dispose of them, and wash your hands after working with library material.