



COVID 19—HINTON MUNICIPAL LIBRARY RELAUNCH

INTRODUCTION

- The Library will resume services under the guidance of directives provided by the Government of Alberta and Alberta Health. In order to be able to meet the mission of the library and provide services to the community, the Library will follow the Mandatory Safety Standards for Workplaces as established by the Chief Medical Officer of Health such as:
- Implement practices to minimize the risk of transmission of infection among attendees.
- Provide procedures for rapid response if an attendee develops symptoms of illness.
- Comply, to the extent possible with the Workplace Guidance for Business Owners.

REOPENING HINTON MUNICIPAL LIBRARY ROADMAP

Hinton Municipal Library Board will continue to revise this roadmap as necessary based on updates and reports of COVID-19 cases, and on changing understanding of Coronavirus science and safety protocol as outlined by the Local, Provincial and Federal agencies. There are four phases for reopening Hinton Municipal Library and the Town of Hinton Library Board already approved phase 1 of the reopening plan on June 02, 2020.

June, 2020

Phase	Goal	Operational Priorities	Needed Resources
<p>Library Phase 1, Part 1: Planning to open library</p>	<p>Creating a relaunch plan that fits with the guidelines and recommendations of the Local and Provincial Health Authorities.</p>	<ul style="list-style-type: none"> • Clean and disinfect surfaces. • Stock cleaning supplies and PPE (where available without taking supplies from health care and front-line responders). • Install protective barriers and signage to encourage social distancing and protect staff. • Establish policies for operations in pandemics/postpandemic environment that include remote work, enforcing patron compliance with social distancing and face covering, room use, fine forgiveness, hours of operation during limited service phase. • Establish staff and patron safety protocols in compliance with the provincial health guidelines - this will include training and educating staff about the virus, screening for symptoms. • Develop contingency plan if staff test positive for COVID19: alternative staff, cleaning of building. • Determine next phase's limited opening hours, staffing. 	<ul style="list-style-type: none"> • Cleaning/PPE supplies. • Disinfecting spray/wipes. • Masks/gloves Protective barriers and social distancing signage. <ul style="list-style-type: none"> ▪ Acrylic/plexiglass. ▪ Durable tape to place on floor to direct patrons and staff. ▪ Directional signage. • Policy creation. <ul style="list-style-type: none"> ▪ Staff access to building. ▪ Building occupancy for public (follow Local or Provincial Government regulation or Health Authorities). ▪ Patron social distancing/mask requirements. ▪ Bathrooms and break rooms.
<p>Library Phase 1, Part 2: initiate operations with severe restrictions and introducing curbside services.</p>	<p>The library Board allowed curbside services beginning June 2 for backlogs and open to all residents of Hinton on June 15, 2020.</p>	<ul style="list-style-type: none"> • Establish curbside service, create a policy and workflow to support guidance from of Health Authorities. • Communicate the procedures and policies of curbside service to staff and the community. 	<ul style="list-style-type: none"> • Policies adopted and enforced.

Phase	Goal	Operational Priorities	Needed Resources
<p>Phase 2 Soft openings and limited services</p>	<p>The library may be open to the public with limited access and service.</p>	<ul style="list-style-type: none"> • Establish operating hours(10:00am-6:00pm). No weekends over the summer. • Define service offerings and promote them to the community. • Communicate with all staff to ensure all safety, building, service expectations, OH&S and HR policies are understood. • Establish staff schedule with as much flexibility built in as possible to accommodate added stress and work loads. • Post all safety, social distancing and COVID-19 related policies at all entrances and designated locations. • The library to allow patrons access to the following services: <ul style="list-style-type: none"> ▪ In-person services may include, curbside service and delivery, in lobby pick ups by appointments only. ▪ Exam proctoring provided by appointment only. ▪ Using public computers for scheduled limited amounts of time by appointments only. • Institute regular staff meetings (online) to gather feedback on how services are proceeding. • Regularly evaluate services; if something doesn't work be prepared to change. • Require reporting staff to observe social distancing protocols that may include required mask use. • Instruct reporting staff to sanitize individual work stations at regular intervals. • Remote staff continue to support virtual services: remote reference, virtual programming, and discrete projects as assigned. • Develop contingency plan if staff test positive for COVID19: alternative staff, cleaning of building. • Introduce cash tray—Patrons to count cash in front of staff, place cash in tray provide and pass to staff through an opening from the plexi glass. • Continue materials handling policies making adjustments based on emerging science and recommendations from the local and provincial government. 	<ul style="list-style-type: none"> • Cleaning/PPE supplies (replenish if needed). • Disinfecting spray/wipes. • Masks/gloves Policies adopted and enforced. • Staff access to building. • Building occupancy for public. • Patron social distancing/mask requirements. • Staff remote work. • Staff vacation/personal time use Workflows in place. • Curbside service. • Materials quarantining. • Cleaning/disinfecting of staff and public areas. • YRL/Package delivery handling.
<p>Phase 3 Expanded services and adaptation to the current health guidelines.</p>	<p>Based on improving pandemic conditions as reported by the Provincial Government, the library may expand building access, allow more patrons into the library, and begins in person programing on a small scale.</p>	<ul style="list-style-type: none"> • Increase the number of occupancy and number of hours (in consultation with the Library Board based on recommendation from local or provincial authorities). • Define service offerings and promote them to the community. • Priority access to seniors and patrons with mobility restrictions between 10:00am to 11:00am. • Increase service offerings with as much flexibility built in as possible to accommodate added stress and work loads. 	<ul style="list-style-type: none"> • Cleaning/PPE supplies (replenish if needed). • Disinfecting spray/wipes. • Masks/gloves Institute staff and public area social distance floor plan Updated policies: • Computer use policies. • Meeting room use. • Teen/Childrens room use.

Phase	Goal	Operational Priorities	Needed Resources
		<ul style="list-style-type: none"> • The library to allow patrons access to the following services: <ul style="list-style-type: none"> ▪ Requesting materials from the stacks at a service desk. ▪ Using public computers for scheduled limited amounts of time. ▪ Printing and laminating services provided by appointment. ▪ Exam proctoring provided by appointment only. • Continue materials handling policies making adjustments based on emerging science and recommendations from Health Authorities and the Provincial Government. • Institute regular staff meetings to gather feedback on how services are proceeding. • Regularly evaluate services; if something doesn't work be prepared to change. • Develop contingency plan if staff test positive for COVID19: alternative staff, cleaning of building. • Based on emerging science and recommendations from the Local and /or Provincial government, necessary adjustments to social distancing protocols, staff use of PPE, quarantining requirements, and permissible crowd-size rules may apply. 	
<p>Phase 4 Near full resuming of services.</p>	<p>Based on improving pandemic conditions as reported by the Provincial Government, the library may expand to the new normal of full services.</p>	<ul style="list-style-type: none"> • Increase the number of hours of operation and rate of occupancy (in consultation with the Library Board). May include weekends. • In person library programs. • Define service offerings and promote them to the community. • Any virtual services can be run from the library. • If some staff are allowed to continue to work remotely, make sure all service expectations, and HR policies are understood. • Open building to allow for browsing in stacks, meeting room use, in-person programming. • Implement Service contingency plan to prepare for recurrence of Coronavirus - be prepared to return to limited and/or remote services if needed. • Follow any remaining recommendations from the local or provincial government, make necessary adjustments to social distancing protocols, staff use of PPE, quarantining requirements, and permissible crowd-size rules. • Continue materials handling policies making adjustments based on emerging science and recommendations from the local or provincial government and Health Authorities. • Work with staff and municipal leadership/Health Department/Public Safety to outline procedures to follow in case of a returning COVID-19 outbreak to ensure safety and continuity of library services. 	<ul style="list-style-type: none"> • Cleaning/PPE supplies (replenish if needed). • Disinfecting spray/wipes. • Masks/gloves Institute staff and public area social distance floor plan Updated policies: • Computer use policies. • Meeting room use. • Teen/Children's space use. • In-person programming rules. • Implement library Continuity of Service Plan.



REOPENING COMMUNICATION STRATEGY:

- Train staff to be fully aware of new policies and procedures of covid19.
- Inform the community and library users of any changes.
- Promote reopening plans and information on all the library media channels including the local newspaper and radio.
- Post all safety, social distancing and COVID-19 related policies at all entrances and designated locations.
- Regularly evaluate services; if something doesn't work be prepared to change.
- Require reporting staff to observe social distancing protocols that may include required mask use.