

Stony Plain Public Library Re-Opening Plan

Key Principles

This plan takes into consideration these key principles:

1. Ensuring staff and public safety is the first priority
2. Mitigating potential viral transmissions is the best method of ensuring that safety, as such the following information has to be considered:
 - o COVID-19 is transmitted primarily through contact with infected droplets
 - o Asymptomatic individuals can be a vector for viral transmission
 - o There is emerging evidence for limited aerosol transmission (<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7267124/>)

These principles along with recommendations from the following documents have guided the decision-making in this plan:

- COVID-19 Information General Relaunch Guide (Published June 2020)
- COVID-19 Information Guidance for Libraries (Published June 9, 2020)
- Checklist for Resuming Public Library Service: A Worksheet for Alberta Public Libraries (released by PLSB, June 9, 2020)

Based on the recommendations and requirements in these documents, in particular the requirement for 2m physical distancing, Stony Plain Public Library will provide phased, limited, public access starting June 22, 2020 as outlined in the main body of this document.

Development of the plan included two rounds of staff consultation and includes their input. All services are subject to change and have been made under the Board's Policy Section 5 - Library Services as follows:

5.1.2 Changes to services

Based on the judgement of the Director or municipal, provincial or federal directives, Stony Plain Public Library may make immediate and temporary changes to library services in response to a crisis, disaster or emergency.

These changes will be communicated to the Board, the Municipality and the public as soon as it is safe to do so.

Library Service

Hours of Operation

- Monday - Friday Public Access 10:00am-7:00pm
- No public access for two 1-hour periods every day between 12:00pm-1:00pm and 4:00pm-5:00pm

These reduced hours take into account staff availability and allow staff time to perform required cleaning and disinfecting.

Order 05-2020 legally obligates individuals who have a cough, fever, shortness of breath, runny nose, or sore throat (that is not related to a pre-existing illness or health condition) to be in isolation for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer. (<https://www.alberta.ca/assets/documents/COVID-19-workplace-guidance-for-business-owners.pdf>)

- Anyone exhibiting symptoms will not be allowed to enter the library or be asked to leave if they begin displaying symptoms.
- If someone refuses to leave when asked, staff will call Peace Officers for assistance and inform the Administrator on duty and other staff.
- These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.
- In the event a confirmed case of COVID-19 is identified among staff or a person using the library, the library will shut down for 5 contiguous days.

Conditions for Public Access

- No more than 14 members of the public in the library at one time
- All individuals entering the library will be required to sanitize their hands and wear a mask provided by the library
 - Masks mitigate viral transmission via droplet OR aerosol and therefore reduce possible contamination of library shelving and materials which cannot be disinfected easily
 - Since the library cannot determine the previous use or cleanliness of masks provided by the general public, they will be required to put on a fresh mask supplied by the library when entering
- One staff member will be designated to greet people entering the library, administer the screening checklist, provide instruction on proper use of masks, and the protocols of library use
- At this time the library cannot provide public access seating space other than for computer/wi-fi use
- Due to mandatory mask requirement, the public will not be permitted food or drink in the library during this phase of re-opening

Computer Access

- Starts June 22 in first phase of re-opening
- Reduced # of work stations
 - one station/area ensures physical distancing requirements
- Until demand is determined, access will be limited to one-hour appointments
- Extensions will be granted:
 - For employment, financial or education purposes
 - Must be discussed beforehand with staff
 - If there are other free computers

- Wi-fi Access in designated areas will follow the same guidelines
- People who MUST bring their children should be allocated to Family Space computer station and asked to keep their children there.
- Appointments will be staggered to provide opportunities to clean and disinfect between appointments
- Team Viewer on all computers allows staff to provide computer assistance remotely

Materials Lending

All materials are quarantined for 72 hours in the Program Room, which is inaccessible to the public, when they enter library either through patron returns or inter-library loan deliveries

Curbside Service

- Continue curbside service as main form of material circulation

In Library Materials Access – Grab and Go

- Starts June 29th in second phase of re-opening to allow staff time to adjust to new work requirements before allowing additional people into the stacks to access the physical collection
- Limited time allowed in the library
 - 20-minute limit, honour system to enforce
- Requiring people to sanitize their hands and wear a mask when entering the library, coupled with the reduced time allowed to access items, should mitigate potential virus transmission on library items and shelves
 - As noted by Dr. Hinshaw, Chief Medical Officer of Alberta, during Town Hall telephone meeting, June 8th, 2020, this type of browsing presents a small risk of viral transmission

Programming

- The Summer Reading Club program will run in June/July/August and will be virtual
- Virtual programs except Storytime will continue as possible based on staff availability
- Decisions about programming after August will be made in consultation with the Programmers in September based on the pandemic situation at that time.

Exam Administration

- Starts June 22 in first phase of re-opening
- Only one exam booking at a time
- Confined to the Meeting Room
- Room and computer equipment cleaned and disinfected between exams

Printing/Photocopying/Faxing/Scanning

- Starts June 22 in first phase of re-opening
- Walk in services
- One at time
- Only staff touch the copier machine

- Person maintains 2m physical distance
- Emails/fax numbers should be provided to staff in written form to protect patron privacy
- Use pass through in sneeze guard to share documents
- The library will accept cash and require staff to use hand sanitizer after each transaction

Facilities

Cleaning and Disinfecting

Cleaning refers to the removal of visible soil. Cleaning does not kill germs but is highly effective at removing them from a surface. Disinfecting refers to using a chemical to kill germs on a surface. Disinfecting is only effective after surfaces have been cleaned.

(<https://www.alberta.ca/assets/documents/COVID-19-workplace-guidance-for-business-owners.pdf>)

- Disinfect high-touch surfaces with a cleaner/disinfectant approved by Health Canada.
- Scheduled cleaning will take place prior to the library opening to the public, midday, and immediately after the library closes to the public. The library will be closed for two 1-hour periods each day to allow staff to perform the cleaning.
 - A checklist will be provided listing surfaces to be cleaned
- Hand sanitizer will be located at all workstations, computer stations, outside of bathrooms, and anywhere else it is deemed appropriate
- Bathrooms will be kept locked – People will be informed when they come in to ask for the key if they need the bathroom.

Library Configuration

All markings for physical distancing are done in orange tape on the ground.

All computers, tables and chairs not allocated to a staff or computer/wi-fi station have been stored away to prevent people from lingering.

Entrance/Exit

- Put markers on the outside sidewalk 2m apart
- Different door for public access and curbside service
 - This mitigates chances of people crossing paths with staff as they provide curbside service
- New public access entrance is the Teen Zone emergency exit
 - While the same door will be used for entering and exiting, this door cannot be opened from the outside thereby eliminating the chance of people entering and exiting at the same time.
 - A Greeter station is located here
 - Masks and hand sanitizer for people using the Library are located here
 - Garbage cans and signage will be placed by the public access exit outside of the Library to ensure PPE is disposed of safely
- Front Entrance is used for curbside service only and kept locked thereby eliminating the chance of people entering

- All fire exits are accessible thereby mitigating the danger of the locked front entrance

Front Desk

- Only one staff member behind desk at a time
- Provides services for photocopying/scanning/faxing
- Outline waiting squares at and leading up to the front desk 2m apart
- Outline boundary for photocopier on the floor

Shelving

- AV shelves moved further from front desk and configured to create suggested travel paths
- Display shelves (empty) used to create traffic patterns around computer station

Computers

- Four computer stations
 - located in different areas of the library each with only one computer
 - Family Zone, Main Bank, Teen Zone, and Quiet Area
 - Situated to ensure 2m physical distancing of anyone accessing the materials on library shelves
- Three Wi-fi access sites
 - 2 in Quiet Zone, 1 in Hobby Hangout
 - Situated to ensure 2m physical distancing of anyone accessing the materials on library shelves

Check-out/Self check-out

- Self check-out located at the first desk of the Teen Zone bank adjacent to public access exit (if technologically possible)
- Check-out at both staff stations (Greeter and Front Desk)

Staffing

Safety

- Administrator on-site will screen each employee at the start of each day for symptoms using the screening checklist.
- If no Administrator is not on site, another employee will be designated to administer the screening.
- Employees with symptoms such as new cough, fever, shortness of breath, runny nose, or sore throat are required to go home and complete the AHS self-assessment.
 - Staff members with symptoms cannot work inside the Library for 10 days from the start of symptoms, or until symptoms resolve, whichever takes longer. (CMOH Order 05-2020)
 - These requirements must be followed regardless of whether or not the individual has been tested for COVID-19.

- PPEs
 - Masks supplied by the library are mandatory for staff working in the public areas of the library
 - Gloves will be provided if requested
 - Plexiglass shields have been placed at both stations where staff/public interactions take place
 - If we do not have sufficient PPE, we will not allow the public into the library
- Distancing guidelines, assigned workspaces, correct use of PPEs, regular hand sanitation, and staggered schedules should mitigate potential viral transmissions from asymptomatic people.

Scheduling

- Services will be adapted to the level of staff available, i.e. if staff are sick or exhibit symptoms, they must stay home, and services may have to be reduced
- Staff will have assigned workspaces that ensure 2m distancing
- Schedules will be adapted to accommodate reduced workstations
- Staff in roles other than Library Assistants will be encouraged to work from home
- In the event the library is required to shut down due to confirmed COVID-19 case staff will be paid for the time they would have normally worked during those five days

Volunteers

No volunteers until all restrictions are removed by the Chief Medical Officer

Communication

The Director is responsible for ensuring correct information is provided to the Marketing staff who will create the necessary communication pieces.

Service Updates

Changes to Library services will be communicated via:

- Newsletters
- Social Media
- Library Website
- Emails distributed through Community partners mailing lists
- Information bulletins from Director to Board and Municipality

In-library information

Communicated to people using the Library via:

- Signage deployed where most effective, over-use of signs is to be avoided since it reduces the efficacy of information provision.
 - All signs must be approved by an Administrator
 - Instructions on mask use from either World Health Organization, Health Canada or Alberta Health Services will be posted at the Greeter PPE station

- Masks Required signs will be posted on the windows where people are waiting to enter
- Signs indicating “No Food or Drink” will be posted on the windows where people are waiting to enter
- Reminders to sanitize hands at computer stations
- Instructions on hand washing in all bathrooms and above breakroom sink
- Staff providing verbal instruction from behind protective screens
 - Laminated instructions with precise wording will be provided for staff to use when explaining the guidelines to people coming into the library.

Notification of Exposure

In the event that a confirmed case of COVID-19 is identified a Notification of Exposure will be:

- Communicated immediately to staff via phone by the Assistant Director
- Communicated immediately to the Board and the Town via email by the Director
- Posted on the website
- Distributed via social media
- Displayed via signs on Library windows