Policy Updated: May 26, 2020

**Town of Millet Library Board**

**Policy for Library Services During a Pandemic**

The Library Manager has the administrative authority to implement any one of or all the following actions upon the declaration of a pandemic or threat thereof:

1. Modify the hours of operation
2. Close the Millet Public Library to the public
3. Modify staff schedules to limit contact
4. Cancel programs and services offered by or located at the Millet Public Library
5. Advise staff that are feeling sick as a result of illness to stay home
6. Cancel attendance by staff at courses, conferences, and travel
7. Quarantine or isolate for 14 days if traveled out of country

**Res #10/2020 “The Library Manager is allowed to modify the library hours during a pandemic crisis as required on a day by day basis to prioritize the safety of the community based on the recommendations of Alberta Health Services.”**

**Town of Millet Library Board**

**Pandemic Service and Staffing Plan**

**Intent**

The intent of this document is to create a roadmap for the closure and reopening of the Millet Public Library during a pandemic, to ensure the health and safety of staff and patrons based on the recommendations of the Alberta Government and Alberta Health Services.

**Background**

The COVID-19 outbreak was declared a global health pandemic by the WHO (World Health Organization) in March 2020 and Alberta declared a state of emergency with recommendations to stay home. On March 18th all Non-essential services were asked to close, which included Libraries.

The Alberta Government has developed stages to relaunch the province during the COVID-19 pandemic. Libraries are to be included in the Alberta Governments Stage 2, the timing of this stage will be determined by the success of Stage 1, tentatively set for June 19. Stage 2 will allow additional businesses and services to reopen and resume operations with two metre physical distancing requirements and other public health guidelines in place. The government has indicated that businesses may need to take steps back depending on the transmission of the COVID-19 virus.

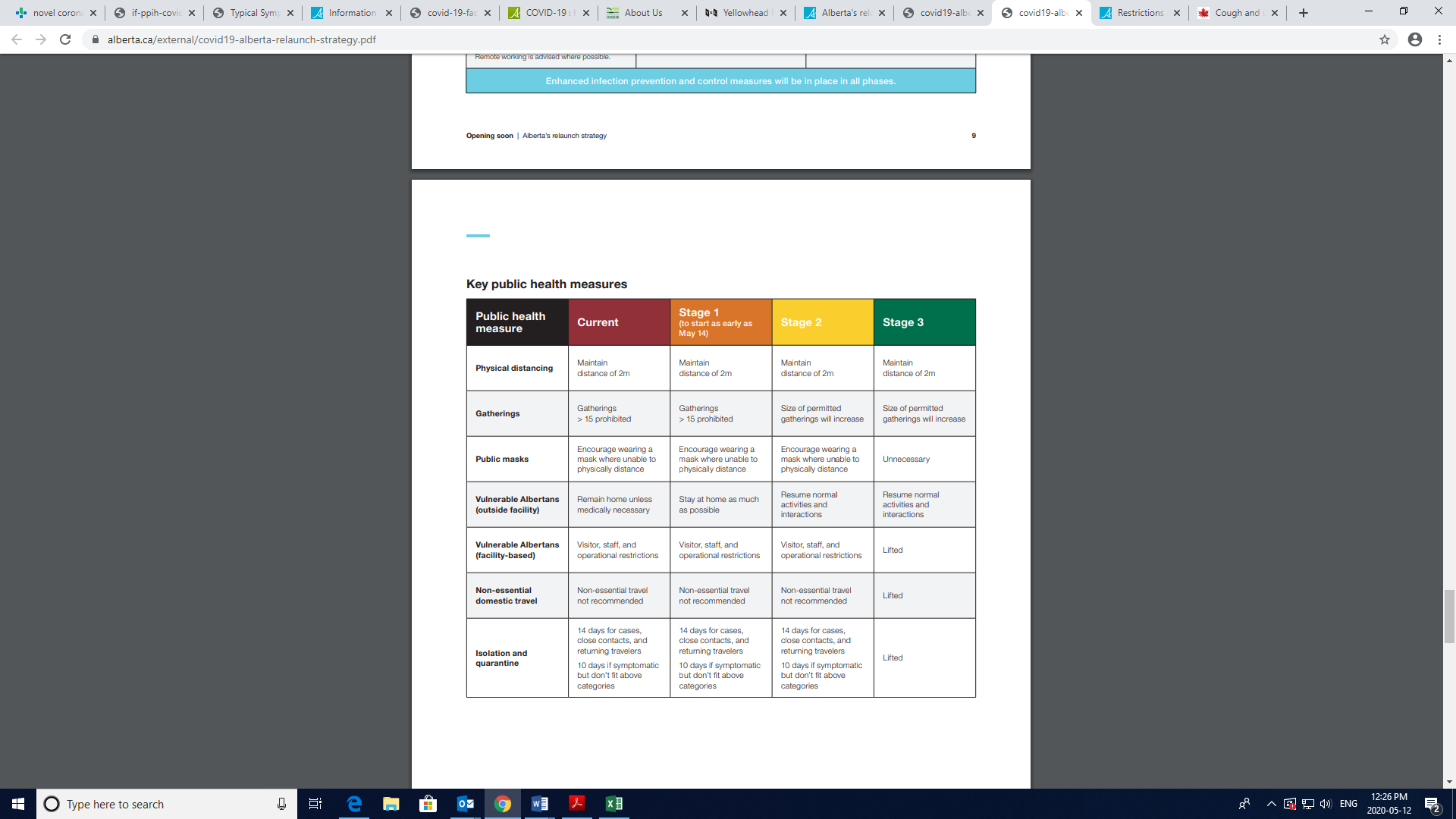
Public Libraies do serve vulnerable populations, therefore pandemic planning and service levels need to be created by the Library Board in consideration of their community. The Millet Public Library has decided to impliment a phased expansion of services during the Alberta Relaunch Stage 2.

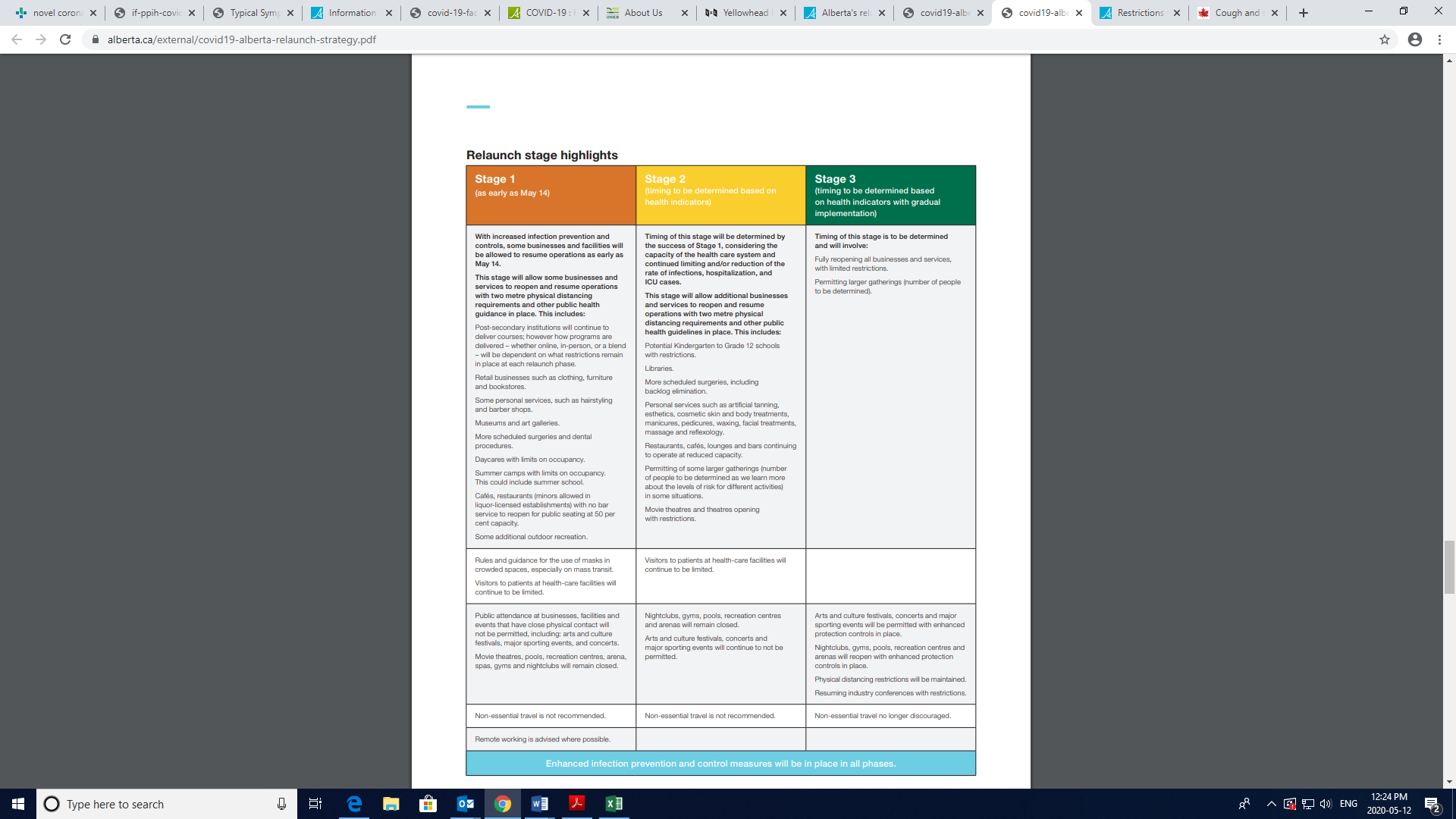
The steps outlined are a guideline to pandemic service and it must be flexible to change in order to meet health and safety needs in the ever-changing situation. The procedures described below are guidelines based on the COVID-19 situation which may also be of assistance in providing reference of future pandemics. It is important to understand that at any point the Alberta Government may dictate the requirement to follow more specific rules or guidelines to ensure public health and safety.

Quarantine of library materials is the most effective method of disinfection. As the sharing of library materials is its the basic function, isolating materials will need to be planned for. It is important to consider the findings of the Cleveland Clinic that the virus can survive anywhere between three hours to seven day, depending on the type of material. At the time of writing this the chart below reflects the documented length the virus can survive on the following common services.

|  |  |
| --- | --- |
| **Surface** | **Length of Time** |
| Wood | 4 Days |
| Plastic, Stainless Steel | 3 Days |
| Cardboard | 24 Hours |
| Paper | Estimated 3-4 days |
| Metal | 5 days |
| Glass | 5 Days |

It is important to maintain the Alberta Government key public health measures and relaunch stage highlights as we consider reopening. The following two documents are from the Alberta relauch strategy published May 2020 inserted to show the restrictions and actions to be taken in during the current pandemic. Some health guidelines that will be in place are to maintain 2m distance, size limits to gatherings, encourage a mask when unable to distance, additional cleaning measures.





The general safety precautions will be adhered to during the government Stages of the pandemic, until a vaccine or other cure is in place that would not place our staff and patrons at risk.

**Alberta Government Essential Services to Stage 1**

**Library Closed Service Plan**

|  |  |  |
| --- | --- | --- |
| **Government Stage** | **Essential Services** | **Stage 1** |
| Government Restrictions | \*Stay home  \*2 m distancing  \*>15 people  \*Non-essential business closed | \*Stay home recommended  \*2 m distancing  \*>15 people  \*Some Non-essential Opening |
| Hours of Operation | None | None |
| Method Library Material Provided | \*Digital  \*Withdrawn books delivered by Millet foodbank in hampers | \*Digital  \*Withdrawn books delivered by Millet foodbank in hampers |
| Services | \*Digital  \*Free curbside Wi-fi | \*Digital  \*Free curbside Wi-fi |
| Checkout Method | Digital | Digital |
| Returns | \*Auto renewal May 31  \*Drop-box Isolating Items | \*Auto renewal July 31  \*Drop-box Isolating Items |
| Staff # in building | \*1-2  \*Working alone recommended | \*1-2  \*Working alone recommended |
| Patron # in building | None | None |
| Programs | \*Program kits distributed by Millet Foodbank in hampers | \*Program kits distributed by Millet Foodbank in hampers |

**Staff On Site; Library Closed to the Public**

Initial Practices:

* Staff are to perform a daily symptom assessment and stay home and isolate if feeling unwell or if anyone in their household is unwell.
* Isolate and seek medical advice for any staff person who develops symptoms
* Post health and safety information from AHS or Occupational Health and Safety
* Ensure social distancing between staff who need to be on site
* One staff on site at a time if possible
* Proper hand hygiene
* All coughing and sneezing into a bent elbow, promptly disposing of used tissues in the trash, washing hands.
* Frequent disinfection of high touch and hard surfaces
* Designated working zones when possible 2m spacing or use of face mask
* No common food/shared food. Use disposable plates and cutlery or take home for cleaning
* Removal of communal items, such as magazines, newspapers, toys, kits, programming materials
* Ensure three weeks of cleaning supplies on hand
* Cleaning and disinfecting of library and materials
* Use posters that remind all to practice hand hygiene
* Maintenance of Collection (weeding, labeling, item record review, inventory, development)
* Program planning as required to meet demand
* Removal of communal furniture
* Review time off/sick time policies
* Review staff code of conduct and expectation for staff actions under pandemic situations
* Prepare desk and work areas to ensure social distancing
* Communication with YRL and other Libraries
* Materials isolation station created with 5-day quarantine in effect for all items, station placed in an area away from public access
* Decide on a curbside pick up policy
* Mark floor to indicate one-way aisle, checkout area, line formation inside and outside
* Discuss the procedure to reopen with YRL
* Installation of sneeze guards or barrier between staff and patrons
* Hire additional staff
* OHS handbook provided to all employees

The charts below describe our 3-phase approach to service and staffing levels during the reopening of libraries during Stage 2 tentatively, scheduled for June 19, 2020. This document is created as a guideline and modifications may be required depending on the situation.

**Alberta Government Stage 2**

**Library Phase 1-3 Re-Open Service Plan**

|  |  |  |  |
| --- | --- | --- | --- |
| **Government Stage** | **2** | **2** | **2** |
| **Library Phase** | **A** | **B** | **C** |
| Government Restrictions | \*Resume Normal Activities and Interactions  \*Maintain 2m Distance  \*>15 people  \*Additional business and Services Opening |  |  |
| Hours of Operation | None | Modified Hours | Normal Hours |
| Method Library Material Provided | \*Digital,  \*Withdrawn books delivered by Food Bank,  \*Holds pickup by appointment | \*Digital,  \*Stacks Open | \*Digital,  \*Stacks Open, |
| Services | \*Digital,  \*Free Curbside Wi-fi | \*Digital,  \*Free Wi-fi,  \*2 computers available for essential computer use,  \*Public Printer | \*Digital,  \*Free Wi-fi,  \*Public Printer  \*4 Computers for essential computer use  \*fax, scan, copy,  \*Bathrooms |
| Checkout Method | \*Digital,  \*Holds Pickup | \*Digital,  \*Staff Check-out | \*Digital,  \*Staff check-out |
| Returns | \*Auto Renewal July 31,  \*Drop-box Isolating Items | \*Auto Renewal July 31,  \*Drop-box isolating Items | \*Auto Renewal July 31,  \*Drop-box Isolating Items |
| Staff # in building | \*1-2  \*Working alone recommended | \*2-3  \*Working in pairs to enforce restrictions and increase cleaning | \*Resume normal scheduling |
| Patron # in building | None | Max 10 | Approx. 15 |
| Programs | \*Online  \*Program kits isolated then distributed by Food Bank in Hampers | \*Online  \*Program kits available for pick-up  \*Homebound modified | \*Online  \*Program kits available for pick-up or use in library |

**Staff On-Site; Limited Library Access**

**Phase A Approximate Duration June 16 until Phase B**

Additional Practices:

* Holds pick up, by appointment
* Staff mostly working alone
* Modified hours for pick-up

**Phase B Approximate Duration July 7 (based on Stage 2 date) until end of August**

Additional Practices:

* Limit reason for entering
* Limit of patrons allowed in the building at once 10
* Encourage hand sanitizer used when entering and exiting library
* Two computers available for 30 min for essential use of current library card holders
* Library open with modified hours. If an employee is legally obligated to stay home for 10 days if they have the slightest symptoms the schedule must be manageable for one employee. Flexibility to reduce or add extra hours depending on the situation.
  + Tuesday 10-5
  + Wednesday 10-6
  + Thursday 10-5
  + Friday 10-5
  + Saturday Closed
* Two staff working together for majority of shift, one staff circulation desk office duties, one staff, cleaning duties, enforce restrictions.
* Payments taken, register to be disinfected after each use
* Program kit pickup available curbside or in library
* Frequent cleaning of high-touch/shared surfaces to include disinfecting the circulation counter after each patron.
* Wearing of gloves and frequent washing or sanitizing of hands, disposal of gloves between patrons recommended.
* Access to disposable towels and spray cleaners or disposable wipes available to staff and patrons if required
* Access to hand sanitizer available at high touch areas
* To ensure the health and safety of the employees it is recommended that, if there is no separate bathroom for the employees, the bathroom be closed to the public until employee health and safety can be attained.
* Modified homebound

**Phase C Approximate Duration September - TBD**

* Limit of approx. 15 Patrons
* Four computers available for 30 min for essential use of current library card holders
* Resume normal scheduling
* Resume NEW normal hours (recommended approx. 40 hours so one staff can run library if required, due to sickness or two still working)
  + Tuesday -Thursday 10-7
  + Friday 10-5
  + Saturday 10-3
  + Available to stay late for prescheduled program
* Full services
* Program kit pickup available/use in library
* Some Modified Programming resumed?
* Bathrooms available for public use, cleaning between use required.

**Alberta Government Stage 3**

**Library Fully Re-Open Service Plan**

|  |  |  |
| --- | --- | --- |
| **Government Stage** | **3** | **Fully Re-Open** |
| Government Restrictions | Resume Normal Activities and Interactions  Maintain 2m Distance  Permitting Large Gathering | No Restrictions |
| Hours of Operation | Normal Hours | Normal Hours |
| Method Library Material Provided | Digital  Stacks Open | Digital  Stacks Open |
| Services | \*Digital,  \*Free Wi-fi,  \*Public Printer  \*4 Computers  \*fax, scan, copy,  \*Bathrooms | Digital  Free Wi-fi  Full access to computers  Fax, copy, scan |
| Checkout Method | Digital  Staff Check-out | Digital  Staff Check-out |
| Returns | Drop-box Isolating Items | Drop-box |
| Staff # in building | Normal Scheduling | Normal Scheduling |
| Patron # in building | TBD | No Restrictions |
| Programs | Modified Programming  Additional Programming  Homebound | Regular Programming |

**Staff On-Site; Full Access to Library**

**Fully Re-Open Approximate Date TBD**

Additional Practices:

* Return to normal operations 2m distancing recommended, additional cleaning measures continued
* Modified Programming
* Normal Homebound service resumed
* Additional Programming scheduled
* Washrooms open to public
* Phone available for emergency use
* Volunteers allowed to resume duties

**Staff or Volunteer Sickness During a Pandemic**

All employees should answer the active daily symptom screening questions below. All employees or volunteers with symptoms such as cough, fever, shortness of breath, runny nose, or sore throat symptoms should self-isolate for 10 days from the start of the symptoms, or until symptoms resolve, whichever takes longer. The employee will not require a medical note. All employees are allowed 14 days of unpaid job-protected leave if they are required to isolate or need to care for a child or dependent adult who is required to isolate.

If the employee became sick at work, all surfaces and areas that they were in contact with must be cleaned and disinfected. The employer should record the names of all close contacts that sick worker has been in contact with that day and the past 48 hours prior to when symptoms start. This information may be required if the worker tests positive for COVID-19.

If the employee or volunteer is diagnosed with COVID-19 individuals are required to be in isolation for a minimum of 10 days or until symptoms resolve whichever is longer. Alberta Health Services will be in contact with the business to provide public health guidance. Closure of the Millet Public Library may be considered for a short period for cleaning, or longer if employee is sick at work.

**Protocol for daily symptom screening of staff and visitors for COVID-19 upon arrival**

Do you have any of the below symptoms?

|  |  |  |
| --- | --- | --- |
| Fever (greater 38.0C) | Yes | No |
| Cough | Yes | No |
| Shortness of Breath/ Difficulty Breathing | Yes | No |
| Sore Throat | Yes | No |
| Runny Nose | Yes | No |

2. Have you, or anyone in your household travelled outside of Canada in the last 14 days?

YES NO

3. Have you, or anyone in your household been in contact in the last 14 days with

someone who is being investigated or confirmed to be a case of COVID-19?

YES NO

4. Are you currently being investigated as a suspect case of COVID-19?

YES NO

5. Have you tested positive for COVID-19 within the last 10 days?

YES NO

**If you answer yes to any of the above questions you are required to isolate.**

**Cleaning Requirements for Employees**

|  |  |
| --- | --- |
| **Disinfection Required**  **each interaction** | **Disinfection Required**  **Open, 2:00, close** |
| \*Counter  \*Pens  \*Cash register  \*Fax  \*Scanner  \*Photocopier  \*Public Computer station  \*Bathrooms | \*Keyboard  \*Mouse  \*Barcode scanner  \*Phones  \*Plexi-shields  \*Door handles  \*Tables  \*Drawer handles  \*Light Switches  \*Cupboard Handles  \*Handicap button |

* It is recommended for all employees to wear gloves and a face covering when transacting with patrons
* You may use hand sanitizer when not wearing gloves
* Only one employee behind the circulation desk at a time
* Only one employee in the office at a time
* Maintain a physical distance of 2 meters at all time
* Do not accept reusable bags
* Avoid sharing pens
* Wash hands regularly
* Wipe down all high traffic touch points following every patron interaction
* Avoid touching your face

**Town of Millet Public Library Board**

**Temporary Hold Pick up Policies and Procedures**

The Millet Public Library shall to the best of its ability endeavor to provide library materials to Millet Public Library patrons with active cards through hold pickup to reduce the number of patrons entering our facility prior to opening library doors to the public.

1. Active Millet Public Library patrons with current holds waiting for them will be able to pick-up library materials outside the library.
2. All library items must be returned through the item drop slot on the outside of the building.
3. Patrons with active holds waiting on the shelves for pick up will be contacted by the library staff to confirm if they would like their items available to them by curbside pickup. If the patron does not want curbside pick up for these items they will remain at the library until the YRL designated return date.
4. A specific date and time for curbside pickup will be prearranged with the patron.
5. Only one patron will be scheduled for curbside pick up at a time.
6. The library door must always remain closed and locked to patrons.
7. All staff handling the items must make every reasonable effort to mitigate the risk of virus transmission to patrons by complying with the following procedure.
8. If the Government or Alberta Health Services recommends that libraries be closed this service will end.
9. This service will end when the Millet Public Library opens during Phase B.
10. A health risk remains with contactless curbside pickup vulnerable or sick patrons should not use this service.

Procedures

1. Staff members will call the Patron with an item on hold
2. Staff will ask the patron if they would like to collect their holds curbside that day
3. If the patron does not want the item they will remain on hold until set YRL return date
4. If they do want the items, the patron must confirm barcode with staff member
5. The staff will ask the patron the symptom screening questions if they answer to no to all questions they will proceed to next step. If the patron answers yes, we will not provide the service until they recover.
6. The patron will need to set a time for item to be picked up that day that is individual to them
7. Staff will inform patron that they must remain in their car until the item is placed outside for pickup and that they can retrieve it once the door is closed.
8. Staff will collect the item on hold while wearing PPE and check the items out to the patron
9. They will place the items in a disposable bag attaching a paper with their name to the bag to distinguish it
10. The items will be put outside the door shortly before the pick-up time.
11. Staff will watch inside the door to confirm pick up and after a reasonable amount of time, retrieve item if patron does not come to pick it up.