

# Olds Municipal Library Relaunch Plan/Policy

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## *Relaunch Service Model*

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The Olds Municipal 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 of the passive library services and high touch areas like seating, study and reading rooms, game consoles, and iPads 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. terminals will be removed so that only half are available which may result in a reduction of time limits.

### Curbside and Shipping Services:

While closed the library staff have been providing curbside and shipping 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.

- The library will have a designated curbside parking spot as marked by signage for patrons wishing to use the service.
- A bin with a lid will be placed safely away from the road, and out of the way of foot traffic. Patrons will be directed to only approach the bin once staff are at least 6 feet away.
- 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.

### Face to Face Service

Patrons will be welcome into the library, but physical distancing will be required for staff and patrons. Staff will continue to provide circulation, reference and readers advisory to patrons as well as facilitating program delivery where necessary. An outline of protective measures can be seen below.

### Library Materials

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

### Resource Sharing

The library will be participating in provincial resource sharing at the same level of service they were before closing.

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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.

The Olds Municipal Library will:

- Install acrylic barriers at circulation desk between staff and patrons.
- Remove and block off seating areas using crowd control stanchions or similar solutions to discourage or prevent gathering and sitting.
- Place signage on all tables, doors, and down isles to discourage gathering, remind patrons of physical distancing requirements, and other recommended notices.

### 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:**

The Olds Municipal 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 open doors, clean handles, prevent touching, ensure the use of sanitizer and PPE requirements when entering the library.
- Require patrons to scan their own library materials and library card when possible instead of handing their items to staff. This will reduce the amount of cross contamination possible.
- Increased cleaning of surfaces between use including the use of computers, counters, tables, and circulation stations.
- Ensure staff are trained on the proper care and handling of library materials and interactions with patrons once reopened.
- Limit the number of patrons allowed in the library at one time to a maximum of 20, monitored at the entrance.

### **Tech Services:**

The Olds Municipal Library will:

- Ensure that physical distancing is maintained when aiding in the tech lab.
- Remove computer stations, limiting the number of stations available and ensuring that users are 6 ft apart.
- Reduce the time allowed on computer stations to a maximum of 30 min with no time extensions. (exceptions may be made for exams and school or work projects, which will be facilitated in the Lee Street by booking.)

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

The Olds Municipal Library will:

- Discourage patrons from gathering by removing seating and closing program rooms.
- Remove or restrict use of high touch surfaces and items such as iPad, tablets, and gaming systems.

### **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 should wear masks.
- 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 catalogues, tables, 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.
- The library will close one hour earlier than normal to allow extra time for a final wipe down of all high touch surfaces. All counters, tables, computers and other identified touch points should be wiped each evening.

## 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.

The Olds Municipal Library will:

- It is strongly recommended that all patrons entering the library to wear non-medical masks while in the library. This will help prevent contamination of library materials, furniture, other patrons or staff. Patrons should bring their own masks.
- It is strongly recommended that 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.
- Disinfectant spray with disposable paper towel or Lysol wipes will be provided at each shared workstation.

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## *Plan of Services and Service Levels*

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The board recognizes that staff time to achieve the goals set out in the plan of service may be limited during the current crisis and relaunch. While this may affect immediate priorities and follow through of goals, the current plan of service guidelines are believed to be still achievable within the timeframe set out by the current plan.

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## *Current Board Policies*

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The Olds Municipal Library Board believes that the introduction of procedures will be more effective than direct policy changes since the current situation changes daily. Where possible, schedules will be changed to accommodate new requirements, (i.e. meeting room rental forms). While 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 current board policies and how they will be affected during relaunch.

### *1.0 Personnel Policies*

No change to Policy

The board acknowledgement of the changes made to personal and sick days in Alberta Employment Standards. Staff will follow the provincial guidelines for quarantine and sick leave outlined by the Alberta standards. <https://www.alberta.ca/alberta-employment-standards-rules.aspx>. If federal or provincial relief is required, the Library Manager will help them through any processes of application where necessary.

The board also reminds staff that personal days can be used for mental health as well as physical health purposes, and encourages staff to take care of their mental health needs when necessary.

### *2.0 Material Lending*

No change to Policy

The board acknowledges that the process for lending materials will be different. There will be the need for quarantine of library materials when they are returned or handled by patrons, and the continuation of curbside service.

### *3.0 Meeting Rooms*

No change to Policy

The meeting rooms will be available for rentals, but the rental form will be updated to include a clause about following provincial guidelines for physical distancing and cleanliness.

### *4.0 Selection of Materials and Donations*

No change to Policy.

Due to space restrictions and risk, donations will only be accepted as long as there is room to store them safely. The library staff may choose to refuse donations at any time if there is no way to safely store and quarantine them on donation shelving. Patrons donating materials are responsible for moving and carrying all materials to the quarantine area.

### 5.0 Hours of Service

#### *Changes Recommended*

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 during phase 3 of relaunch.

#### New Hours

Monday – Friday	9:00am – 5:00 pm.
Saturday and Sunday	Closed

### 6.0 Library Programs

#### No change to Policy

Where physical distancing is possible; the library will offer face to face programming as long as patrons follow the protocols set out for entering the library.

Where physical distancing is not possible; online programs or at home programs will be created for families and community members.

### 9.3 Unattended Children

#### Changes Recommended

The current policy states that children under the age of 6 may not be left in the library and children under the age of 10 may not be left in the library for longer than 2 hours. The library board acknowledges the need for more supervision with increased rules and will be changing the policy temporarily to state that no children under the age of 10 may be left in the library unattended.

### 10 Internet Access and Appropriate Use

#### No change to Policy

### 2, 6, 7, & 11 – 14

*Trustee, Resource Sharing, Community Relations, Finance Policy, Record Keeping, Working Alone, and Pets in the Library*

#### No change to Policy

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## *Patron Supports*

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### **Loan Periods and Renewals:**

Loan periods will remain the same, 3 weeks for all materials, but library materials will be renewed as requested by patrons regardless of restrictions, holds, or number of renewals already given. Patrons will be encouraged, but not required to bring materials back that are on hold for other patrons.

### **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.

### **Staff Availability:**

- Staff will be available 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 shipping services 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.
- Staff members will be available upon entry to inform patrons of library use requirements and ensure the use of sanitizer and masks. Other regular library services will be available as time allows.

### **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 or shipping services if they prefer to limit their contact with other patrons or the library facility.

### **Program Delivery:**

- Where physical distancing is possible; the library will offer some face to face programming as long as patrons follow the protocols set out for entering the library.
- Where physical distancing is not possible; online programs or at home programs will be created for families and community members.

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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:

- Greet patrons and open doors to reduce touch points.
- Inform patrons of requirements for entry including the use of masks by all people entering the library 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.

### **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.