

# Checklist for Resuming Public Library Service

## A Worksheet for Alberta Public Libraries

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### Step 1: Determine the most viable relaunch service model

#### Questions to Ask

If your board wants to offer curbside service

**Are there—or will there be—appropriate staff in place to provide the service?**

**Yes** Ensure staff are properly trained and have appropriate equipment to handle items.

**No** Do not offer curbside service. Continue to offer services virtually

**Have you conducted an assessment of your site and determined that proper vehicle and road safety can be observed in order to offer this service safely?**

**Yes** Ensure proper signage is in place and staff are trained on enforcing the protocols.

**No** Do not offer curbside service. Continue to offer services virtually.

If your board wants to open the library with limited public access **once Stage Two** of Alberta's relaunch is announced

**Is it possible to maintain the mandated physical distancing (a minimum of 2m/6ft between all people, including staff and patrons, at all times) in your library space? We recommend you calculate capacity using the rule of 10m<sup>2</sup> per person.**

**Yes** Make the appropriate modifications (as determined by your planning from Step 2) to ensure physical distancing is maintained at all times.

**No** Consider virtual or curbside service at this time.

**Is it possible to quarantine returned library materials in your space for a minimum 72-hour period?**

**Yes** Create a designated space for quarantined materials and follow safety protocols established as part of your hazard assessment.

**No** Do not open until your board has determined a strategy and process for dealing with returned materials.

### Step 2: Plan to implement your service model

- Conduct (or update) a hazard assessment and develop a plan to eliminate or control identified hazards**
  - Hazard assessments are required under [OH&S Code](#) (Part 2)

- Consult the resource [Hazard Assessment and Control: A Handbook for Alberta Employers and Workers](#) for direction on developing a plan to eliminate or control identified hazards
  - The hierarchical order in which hazards must be controlled is:
    1. Engineering controls
    2. Administrative controls
    3. Personal protective equipment (PPE)

**Review and revise budget**

**Review and, if necessary, update Plan of Service**

- Does the planned relaunch service model align with current goals and objectives?
- Do timelines need to be adjusted?
- Are there any goals and/or objectives that are no longer feasible?
- Are there any gaps in what the Plan of Service says and what relaunch services you intend to provide?
- Once updated, be sure to review regularly; ideally, at every board meeting.
- There is no requirement to submit your revised Plan of Service to PLSB

**Review policies**

- Are current library board policy requirements being met? If not, what needs to change?
- Are there any new policies to add?
- Are there any policies that need to be updated or revised? Specifically, check the following required policies:
  - Personnel
  - Collection development/management
  - Lending
  - Library hours
  - Meeting room
  - Confidentiality of user records (particularly if delivering curbside service)
  - Finance
- Refer to *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* attached to this email for further guidance on policies

**Review safety and use bylaw (if applicable)**

- Are current library board bylaw requirements being met? If not, what needs to change?
- Does the bylaw need to be modified?

**Determine what patron supports will be in place as part of your relaunch service model**

- Extended loan periods?
- Increased renewals?
- Waived fines or fees? This will minimize direct contact with patrons
- Sufficient staff to answer phones/email
- Designated opening hours for specific user groups (e.g., seniors)?
- Programs delivered virtually (in person programs will have to observe social distancing and other relevant public health orders)

**Determine staffing requirements for the intended relaunch service model**

- What positions are required? Do job descriptions need to be modified, or new ones created?
- What needs to be done to hire or re-hire necessary staff?

- If there will be multiple staff, can shifts be staggered to minimize the number of people in the library?
  - What is the expectation for staff interactions with library users?
  - How will staff be trained on safety precautions?
  - How will absences due to illness or self-isolation be handled?
    - Staff are entitled to 14 days of unpaid job-protected leave with no medical note required – see [Ministerial Order 18.2020](#)
  - Do not engage volunteers until after Phase 3 of the provincial relaunch strategy has commenced
- **Develop a communications plan for relaunch**
- Plan should include notification of when and how services will be made available
  - Communication should be directed to the following stakeholders and partners:
    - Library users
    - The community
    - Municipal council and administration
    - Staff
    - Library system (if your municipality is a member)
    - School board (if housed in a school)
    - Other partner organizations (if applicable)
    - Local media
- **Determine your timelines for all of the above**
- Timelines of particular importance include:
    - Hiring or re-hiring of staff
    - Issuing announcements/notifications as per relaunch communications plan
    - Date(s) that service will commence

## Step 3: Make the necessary preparations

- **Implement training and guidelines for staff**
- Consult the resource [Workplace Guidance for Business Owners](#) for detailed guidance
  - Staff training and guidelines should address:
    - Safety precautions, based on completed hazards assessment
    - Safe handling of physical materials, including procedures for quarantine and disinfecting of collections
    - Cleaning and disinfecting of objects and surfaces
    - Proper hand hygiene – [refer to Alberta Health Services hand hygiene resources](#)
    - Physical distancing
- **Post safety signage throughout the library**
- [COVID-19: Help prevent the spread information posters](#)
    - [“Do Not Enter”](#)
    - [“Prevention Starts with Awareness”](#)
    - [“Practice Physical Distancing”](#)
  - [Government of Canada COVID-19 awareness resources](#)
- **Make necessary modifications to library space**
- Boards need to ensure proper physical distancing can occur at all times

- Consider the 10m<sup>2</sup> per person calculation, including staff and patrons, when determining a safe library capacity
  - Place floor markings to encourage physical distancing and/or one-way traffic flow through the library space
  - Rearrange furniture
  - Re-open book return chute(s)
  - Set up designated area for quarantine of returned materials
  - Implement separate entrance and exit protocols, if possible
  - Close, remove, or restrict access to any non-essential areas that are considered “high-touch,” such spaces may include
    - Areas or displays that require or encourage patrons to touch or handle items
    - Public computer stations
  - Provide signage reminding patrons to only touch library materials they wish to borrow
  - Create designated area for quarantine of unwanted items before re-shelving
- **Address all safety precautions**
- Action items from completed risk assessment (see Step 2)
  - Strict cleaning protocol and schedule
  - Determine how to quarantine and/or disinfect returned items
    - Refer to *Public Library Pandemic Response: Alberta’s Relaunch Strategy and Frequently Asked Questions* attached to this email for best practices on sanitizing library materials
- **Acquire necessary supplies and equipment**
- Based on completed hazard assessment
  - Supplies required (e.g. disinfecting wipes, hand sanitizer for staff and patrons)
  - Equipment (e.g. screens)

## Step 4: Deliver the service

- **All above steps completed *before* opening the doors to the public**
- **Staff screened daily for symptoms**
- Symptoms include:
    - Cough
    - Fever
    - Shortness of breath
    - Sore throat
    - Runny nose
  - Staff displaying symptoms are required to self-isolate for a minimum of 10 days
- **Patrons and staff displaying symptoms are not allowed to enter the library**
- **Patrons are encouraged to only touch items they wish to borrow**
- **Strict cleaning protocols and schedules are in place**