Section: Administration
Number: B – 5 (procedures)
Title: Reopening Plan & Procedures (Operational Continuity Plan B-5)

Adopted: June 17, 2020
Reviewed:
Revised:

Purpose

The Reopening Plan & Procedures will establish a protocol for reopening the library that will be used in the event of an epidemic/pandemic or other health emergency. The health and safety of our staff and patrons is our most important consideration as we resume library operations and services. The Burk's Falls, Armour & Ryerson Union Public Library CEO will follow the lead of local health experts, provincial and federal authorities. In moving forward, the library will continue to communicate and provide information on when programming and outreach activities will resume. This plan may require regular review and revision to ensure the compliance with regulations set out by health and/or government officials.

Phase 1 Reopening

Section 1: Curbside Pickup

Curbside pickup will continue during this phase of the library reopening. We strive to ensure that all patrons have access to the collection; whether they physically enter the library or are more comfortable using curbside pickup.

Section 2: Rules, Signage and Communication

All library rules and regulations will be observed. Please refer to Burk's Falls, Armour & Ryerson Union Public Library policy Rules of Conduct Appendix for the Library Code of Behaviour.

- Signage will be clearly posted at the library entrance, including the required social distancing measures in place.
- The library will continue to communicate with the public and patrons via email (for those patrons who have agreed to receive library emails), library website, social media, and local radio and print media.
- Phone inquiries and customer service will be available during the opening hours of the library

Section 3: Access, Capacity and Requirements

The library will allow a maximum of two (2) patrons at a time, to enter the physical space. Signage will be posted stating opening hours, social distancing requirements and conditions for patron and staff safety.

Library staff will follow suggestions and directions from local, provincial or federal health officials to implement social distancing within the library building. Personal Protective Equipment (PPE) will be provided by the library should it be deemed necessary for employees to wear such equipment when working in the library during this phase of the reopening. Frequent handwashing and cleaning of shared equipment and the library facility will continue as required.

- All patrons entering the library must wear a face mask for their own protection and that of others and staff.
- All patrons must use hand sanitizer upon entering and exiting the library
- All patrons and staff will follow appropriate social distancing practices
- All patrons will adhere to a maximum thirty (30) minute time limit for access to the physical library space
- Patrons who require a personal support worker or one child with a parent/guardian will count as one (1) patron and will stay together within the library and practice social distancing from others.
- Public washrooms will be closed during this phase of the reopening.

Section 4: Internet and Computer Access

In accordance with the Burk's Falls, Armour & Ryerson Union Public Library policy Use of Wireless Access E-2, the library will continue to provide Internet access through WI-FI. Patrons may access the library WI-FI with their own personal devices near the building outside, maintaining appropriate social distancing or in their own vehicles. The library will provide one (1) desktop computer for public use within the library. When staff is available, they may provide technology support to patrons.

- Patron use of the desktop computer will be limited to one (1) hour session.
- After each session, the computer and area will be cleaned with disinfecting wipes prior to the next user.
- Patrons must book an appointment for each computer session to avoid crowding and wait times.
- No double-booking appointments will be allowed during this phase of the reopening; strictly one (1) hour session only and no re-bookings on the same day.

Section 5: Check-outs and Returned Materials

Check-outs:

- Items and materials may be checked out by staff at the main circulation desk, depending on staff availability.
- Patrons will be limited to a total of nine (9) check out items during this phase of reopening
- The library is unable to supply bags to patrons at this time.
- No patron reusable bags will be allowed within the library during this phase of reopening.

Returned Materials:

- All books and items should be accepted for return through the drop-box only and should not be accepted at circulation desks.
- Following the guidelines - Handling of Returned Materials during a Viral Pandemic established by the Burk's Falls, Armour & Ryerson Union Public Library, staff will clean returned items and place in the designated quarantine area of the library.
- Following cleaning and quarantine, materials and items will be placed back into the collection.

COVID-19 Disclaimer:

- Although we strive to sanitize and practice safe handling of materials, the Burk's Falls, Armour & Ryerson Union Public Library cannot guarantee the sanitization of library items. Please handle with caution.
- Patrons should be advised to wash hands before and after handling books and other items, avoid touching their face while reading and to avoid sneezing or coughing onto items.
- Patrons who are immunosuppressed or otherwise susceptible to COVID-19 infection should not take out items from the library.

Section 6: New Membership and Membership Renewal

- New registrations for membership can be completed at the main circulation desk, dependent on staff availability.
- New patrons may request a membership over the phone or via email during this phase of reopening. Patrons may come to the library to pick up their library card at the main circulation desk once we have processed their application.
- For patrons without access to our website, they may come to the library and request a membership
- Non-Resident fees will continue to apply.

- Membership renewal may be done at either circulation desk, over the phone or via email during this phase of reopening.

Section 7: Shared Materials and Office Services

- All shared materials provided by the library, including but not limited to, staplers, staple removers, hole punches, chargers, will not be available for patron use at this phase of reopening.
- Photocopying, scanning and faxing are available at the main circulation desk, fees will continue to apply.

Section 8: Hours of Operation

During this phase of the reopening, the Burk's Falls, Armour & Ryerson Union Public Library will have the following hours of operation:

- Tuesday 10 – 3
- Wednesday 10 – 3
- Thursday 10 – 3

These hours are subject to change at the discretion of the Burk's Falls, Armour & Ryerson Union Public Library board, in collaboration with the CEO and will be reviewed regularly (at minimum, monthly) during the changing circumstances of the epidemic/pandemic.

At its discretion, the Burk's Falls, Armour & Ryerson Union Public Library board may temporarily limit hours and/or services if there are insufficient staff to maintain safe operations, cleanliness or to reduce the possible spread of the contagion. An increase in hours and services will be assessed going forward, on a regular basis, as regulations and requirements change.