



Gibsons & District Public Library COVID Safety Plan

Revised September 4, 2020

Our goal: We will continue to provide the very best library services we can, given available resources and safety requirements. Our mission continues to be to connect our community to the world of culture, knowledge and ideas through our resources, expertise and inspiration.

A. What will the service look like when you first re-open the facility?

1. Open Hours:

Open hours to start will be Monday-Saturday 10:00-5:00.

2. Drop Box:

The drop box will remain open 24/7 so people can easily return their items without increasing the population within the building.

3. Virtual and Take-out Services:

Virtual services will continue, and Take-out Service will continue as we anticipate we will continue to have some patrons who are most comfortable with these options. This option will allow for At Risk Patrons such as Elders and people who are immune-compromised to access resources. Take-out Service will be staffed at an outside table by a GDPL staff who will also be responsible for counting the number of patrons entering the building.

4. Inside the Library:

On-site, people will be able to browse the collections, but with a maximum capacity in the library based on 10 square meters per person. A maximum number of 20 patrons will be allowed in the building for the first weeks of gradual opening. This will increase to 27 if demand requires and physical distancing can be maintained.

Based on current health recommendations, there may be no seating or very limited seating available and no meeting room bookings. Patrons will be encouraged to keep their visit to a maximum of one hour or less if there are people waiting to use the Library. Additionally, we cannot predict how many people will come to the building, and given our reduced occupancy limit, we may need to cycle people through in order to avoid lineups.

We will re-introduce seating, meeting room bookings, and other services when public health recommendations deem it safe to do so.

Computers and Photocopier:

In order to maintain physical distance, there will be access to three of the six public computers, and access to 2 laptops. Photocopying, printing, and scanning will also be available.

We know that computer use is a critical library service for many. We will strive to provide the best service we can. We will need to carefully manage demand. Safety regulations mean that staff cannot provide side-by-side service at this time: so, for example, we cannot touch users' devices or keyboards, or sit side-by-side to explain things without a Plexiglass barrier.

5. Children's Area:

Families will be encouraged to maintain physical distance from others. Summer Reading Club registration and programs will be online. Children using the Library who require supervision will need to have their practice of physical distancing be monitored by their parent or caregiver.

6. Collections

The ability to browse and borrow the library's physical collections is one of our most important services. Although the primary way the virus is transmitted is through close contact and respiratory droplets, we are also implementing safety measures related to the chance of the virus being on objects or surfaces.

Safety measures related to our collections include:

- 72 hour quarantine for returned items (to be updated as new research and guidance becomes available)
- Deterring people with cold, flu, or COVID-19 symptoms from attending the library, through messaging, signage, and a request to leave if exhibiting symptoms.
- Handwashing and hand sanitizing stations will be available and stocked.
- Library materials used in house or touched during browsing will be placed in available bins and will be re-shelved the next day
- Arranging collections to minimize congestion

B. What if there is a second wave or other unexpected development?

This plan retains the flexibility to return to a Virtual Services only model, or to the enhanced Virtual Services + Library Take-out model, as circumstances require

C. Key safety measures

1. Personal responsibilities for patrons and staff

- Do not come to the library when you are sick
- Use due care and attention when using the library. It is a public place, with many people circulating. Act in the best interest of public safety.
- Read and follow posted safety signs
- Wash hands frequently or use hand sanitizer
- Do not touch your face.
- Use proper respiratory etiquette.
- Wearing a face shield or mask in public areas is encouraged but not mandatory. (See Vancouver Coastal Health letter to arts, culture, and recreation facility operators. <http://www.vch.ca/Documents/COVID-VCH-Arts-Culture-and-Recreation-Facilities-May-7-2020.pdf>).
- Maintain physical distance of 2 metres with all other patrons and staff at all times. Remind others about physical distancing if necessary.
- When at a service desk, position yourself so that Plexiglass barriers offer appropriate protection to both parties.

2. Safety measures the library is taking

i. Reducing or eliminating contacts

- Providing virtual services for those who prefer not to come in person
- Delivering a robust array of online programs
- Monitoring and limiting occupancy
- Temporarily limiting indoor seating
- Continuing to offer contactless pickup with Takeout Service
- Coordinating use of staff congregate areas
- Signage reminding patrons to observe physical distancing
- Reduced staffing levels at service points

ii. **Physical measures**

- Revising traffic flow and layout to facilitate physical distancing
- Enhanced cleaning of high touch surfaces
- Moving collections from areas that are prone to congestion such as the New Books area
- Quarantining returned items for a minimum of 72 hours
- Ensuring Plexiglass barriers are present at service points
- Providing optional face shields to staff for use in public areas
- Requiring staff to keep all work surfaces clear to facilitate cleaning

D. Managing lineups and self-checkouts

1. Lineups:

When required, staff will be assigned to line monitoring duty. Physical distance of 2m should be maintained by everyone in the line-up.

- Floor markers will be used where appropriate in line management and distancing control

2. Self-checkouts:

- Signage and procedures will be designed to minimize the need for staff assistance
- Surface will be wiped down hourly by staff
- Physical distance or Plexiglass barriers will be used when assisting patrons

E. Cleaning schedule and responsibilities

Cleaning will occur by GDPL Staff as follows:

Area	Approximate Frequency	Key details
Photocopiers Self-Checkout Water Fountain Buttons Door Handles Circulation Counter Reference Desk	Every hour	<ul style="list-style-type: none"> - Photocopiers - Fountain buttons - Door handles - Self-Check-out - Public Computer Stations - Study and Laptop Areas - Circulation Counter
Washrooms	Every 2 hours	<ul style="list-style-type: none"> - Disinfect high touch surfaces - Re-stock as needed
Washrooms	4 Times a week during Janitorial Service	<ul style="list-style-type: none"> - Full clean including mopping outside of open hours by janitorial staff
Public computers	Between uses	<ul style="list-style-type: none"> - Keyboards - Mice - High touch surfaces
Staff shared equipment	Before and after use	<ul style="list-style-type: none"> - Eliminate sharing of small equipment such as pens - Eliminate shared cutlery, plates, mugs, etc. in congregate areas
Plexiglass barriers	End of Day	<ul style="list-style-type: none"> - Clean both sides of Plexiglass at end of day

Specific guidance around cleaning practices from WorkSafe BC is available here: <https://www.worksafeBC.com/en/resources/health-safety/information-sheets/COVID-19-health-safety-cleaning-disinfecting?lang=en>

F. In case of illness

The provincial health officer and the BC Centre for Disease Control have issued the following guidance around self-isolation, which must be followed:

- Anyone who has had symptoms of COVID-19 in the last 10 days must self-isolate at home; symptoms include fever, chills, new or worsening cough, shortness of breath, sore throat, and new muscle aches or headache.
- Anyone under the direction of the provincial health officer to self-isolate must follow those instructions.
- Anyone who has arrived from outside of Canada, or who is a contact of a confirmed COVID-19 case, to self-isolate for 14 days and monitor for symptoms.

Workers who have been exposed to anyone confirmed to have COVID-19, or to anyone with possible symptoms of COVID-19, should call Healthlink BC at 811 for an assessment and to determine any necessary next steps.

1. If a patron develops or shows symptoms similar to COVID-19 while at the library:

- They should be issued a mask and asked to leave immediately, keeping 2m from others at all times. This may require staff to clear a pathway to the exit.
- If severely ill, call 911 (e.g. difficulty breathing, chest pains)
- Safety is the first concern. Secondly, the individual's confidentiality and dignity should be preserved to the best of our ability.
- If we can do so safely, ask what parts of the library they visited and get a name and phone number for follow up questions.
- If they require assistance in arranging transportation, we will call the person they identify and clear outdoor seating for them as they wait
- Staff will alert the Library Director and complete incident reporting
- Staff will follow public health guidance for any required next steps
- Clean and disinfect all surfaces they have touched.

2. If a staff member develops symptoms while in the library

- They should be issued a mask and asked to leave immediately, keeping 2m from others at all times. This may require staff to clear a pathway to the exit
- The staff member should consult the BC COVID-19 Self-Assessment Tool at <https://BC.thrive.health/> or call 811 for further guidance
- If severely ill, call 911 (e.g. difficulty breathing, chest pains)
- Safety is the first concern. Secondly, the individual's confidentiality and dignity should be preserved to the best of our ability.
- Staff will alert the Library Director and complete incident reporting
- Staff will follow public health guidance for any required next steps

- Clean and disinfect all surfaces they have touched.

***There are new First Aid Attendant protocols that must be reviewed by all attendants.**

These are available here: <https://www.worksafeBC.com/en/resources/health-safety/information-sheets/ofaa-protocols-COVID-19-pandemic?>

