Libraries Unlimited

Reopening to the public Assessment

Libraries Unlimited

Introduction

Following the introduction of the 'Working safely during COVID-19 in shops and branches' guidance from the Government, Libraries Unlimited have taken this opportunity to ensure our reopening phased plans adhere to the guidance. The guidance can be accessed through this link:

https://assets.publishing.service.gov.uk/media/5eb9703de90e07082fa57ce0/working-safely-during-covid-19-shops-branches-110520.pdf

This assessment document methodically assesses our plans and identifies where improvements can be made in line with Government guidance. If the Government guidance cannot be implemented fully, a thorough explanation will be given, and details of any other control measures will be provided. Each Government objective is examined, and our response is given.

This plan relates to the reopening of our libraries to the public with restricted activities. Business support offices will remain closed whilst employees work from home, except for the Stock Team whose offices will remain open, and meetings rooms and library events will still be suspended at this time. Further risk assessments will be produced relating to these activities at a later date when it is decided that they will be safe to operate.

1. Thinking about risk

Objective: that all employers should carry out a COVID-19 risk assessment.

1.1. Managing risk

Objective: to reduce risk to the lowest reasonably practicable level by taking preventative measures, in order of priority.

As a responsible employer, we took the decision to close our library buildings to the public and facilitate our teams to work from home where possible.

Where this hasn't been possible, we have consulted with those affected and undertaken a risk assessment to ensure any return to library buildings minimises the risks to our staff and stems the spread of COVID-19.

The majority of staff have now successfully returned to library buildings following a thorough process of risk assessment and implementing control measures.

In our next phase we are preparing to open libraries to the public. We have completed a pilot exercise in four libraries: Braunton, Brixham, Chudleigh and Honiton to ensure that our control measures in place are sufficient to minimise the risk to our staff and the spread of COVID-19, before rolling out gradually to the wider estate.

As per the last assessment, this assessment does not cover business support offices and meeting rooms, which are expected to remain closed at this time, except for Stock Services, and a further assessment will be completed for each phase of our return to full functionality.

A generic risk assessment can be found in Appendix 1. This needs to be personalised by each library before the library opens to the public so that it is applicable to the specific building and library team.

Risk assessments, guidance and safe system working practices have already been created for staff returning to work in libraries, "Book Delivery" and "Choose and Collect", which are available in Sharepoint.

1.2. Sharing the results of our risk assessment

This document will form part of the risk assessment process and advice available to all staff, based on the advice given by the Government and the level of risk to our employees.

We intend to finalise and publish this document and our risk assessment on our website and provide the information to our staff. This will be a working document so will be adapted or amended as

required, either because new information becomes available or in response to feedback, and also in light of any changes to the level of risk.

2. Who should go to work

Objective: that everyone should work from home, unless they cannot work from home. Nobody should go to work if the business is closed under current government regulations.

Government guidance	Our comment
Consider who is essential to be on the premises. For example, support teams should work from home if at all possible.	An analysis of the number of staff required at each library will be carried out by the Library Supervisor/Centre Manager, with support from Service Delivery Managers, and clearly documented. Staffing will be at the level normally needed to run each library unless otherwise agreed with Service Delivery Managers and will also consider the size of the space and the ability to maintain the appropriate social distance. The individual circumstances of any member of staff will be considered as well. The Stock Team will continue to combine working from home and working from Exeter Library, as scheduled by the Stock Services Team Leader and Finance & Stock Services Manager. Staff working in support teams (e.g. Finance, HR, Premises, Leadership, IT) will continue to work from home where possible through this phase, only visiting libraries if necessary. In those circumstances, support team staff should liaise with the Library Supervisor/Centre Manager before their visit to ensure that the number of people in the building remains manageable. Contractors and IT should continue to make arrangements with Library Supervisors/Centre Managers for essential works, such as compliance testing.
Plan for the minimum number of people needed on site to operate safely and effectively.	Discussions will take place between Service Delivery Managers and Centre Managers/Library Supervisors, each library will be reviewed, and decisions made on the minimum number of staff required for each building – this will usually be the normal staffing level required at each library to open to the public.
Keep in touch with off-site workers on their working arrangements including their welfare, mental and physical health and personal security. Monitor the wellbeing of employees who are working from home and helping them stay connected to the rest of the workforce, especially if the majority of their colleagues are on-site.	Line managers will continue to maintain regular contact with their teams, both through individual meetings/calls and team meetings via Zoom. Guidance has been made available to line managers relating to welfare conversations with staff about returning to work, to give staff the opportunity to raise concerns and the support to try to address these. HR and Service Delivery Managers will be available to provide advice and support where situations are more complex, and there are additional resources available on SharePoint to support staff. Line managers will be encouraged to refer people to the Employee Assistance Programme/their GP/other suitable resources where appropriate.

Provide equipment for people to work from home safely and effectively, for example, remote access to work systems.	IT are liaising with line managers to enable this.

2.1. Protecting people who are at higher risk

Objective: to protect clinically vulnerable and clinically extremely vulnerable individuals.

Government guidance	Our comment
Provide support mental health and wellbeing support for employees. This could include advice or telephone support.	Line managers will continue to maintain regular contact with their teams, both through individual meetings/calls and team meetings, which are via Zoom where working from home, or socially distanced if the team are in the building. Guidance has been made available to line managers relating to welfare conversations with staff about returning to work, to give staff the opportunity to raise concerns and the support to try to address these. Ongoing conversations with their teams should also be taking place, as plans develop, and people's anxieties may change. HR and Service Delivery Managers will be available to provide advice and support where situations are more complex, and there are additional resources available on SharePoint to support staff. Line managers will be encouraged to refer people to the Employee Assistance Programme/their GP/other suitable resources where appropriate.
See current guidance for advice on who is in the 'clinically extremely vulnerable' and 'clinically vulnerable' groups.	This has been reviewed, and details of who falls into these categories (as far as we are aware) has been collated confidentially to ensure that we can appropriately plan at each library and provide additional support to individuals as required.

2.2. People who need to self-isolate

Objective: to make sure individuals who are advised to stay at home under existing government guidance do not physically come to work. This includes individuals who have symptoms of COVID-19 as well as those who live in a household with someone who has symptoms.

Government guidance	Our comment
Enable workers to work from home while self-isolating if appropriate.	People who are at very high risk of severe illness from COVID-19 because of certain underlying conditions have been advised to 'shield' by staying at home at all times (the extremely clinically vulnerable group), and the latest government guidance is that they should continue to shield until the end of July. Their manager should support them so that they can follow the guidance and provide them with tasks that can be worked from home and further information on these tasks is available from line managers. If they do not have suitable IT equipment or connectivity at home, they should be prioritised for any equipment that is available or given tasks that do not require internet access. Throughout July, line managers will begin discussions with people who are shielding to start preparing for them to be able to return to work in the library building from 1st August if their job cannot be done from home normally. If someone has been advised to self-isolate because they have shown symptoms; because a member of their household has shown symptoms; or they have been advised to self-isolate by the NHS Test and Trace Service, then they will be supported to work from home for the 7 days (with symptoms) or 14 days (contact) currently advised, as long as they feel well enough to work. People who are at moderate risk of severe illness from COVID-19 have been defined as clinically vulnerable – this includes people with certain medical conditions, pregnant women and people over 70 years old. People in this category have not been advised to shield or self-isolate but have been advised to rigorously follow the social distancing guidance, and we must support them to do that. Those in the clinically vulnerable group should be offered the option of the safest available on-site roles, enabling them to stay 2m away from others. If they can continue to work from home, then they should be supported to do so. The cleaning chemicals we have provided are not industrial strength and are classed as suitable and sufficiently safe for everyday use by Library staff and the public and contact with them should be minimal if used as directed so pregnant women should be able to use these safely.

	If someone who is clinically vulnerable must spend time within 2m of others, the manager, in collaboration with their line manager and HR, should carefully assess whether this involves an acceptable level of risk – given that we are working to ensure that all staff can maintain a 2m distance at all times, we do not anticipate this being necessary in any of our roles.
See current guidance for employees and employers relating to statutory sick pay due to COVID-19.	If someone is defined as clinically extremely vulnerable and advised to shield, or if someone who has shown symptoms or who lives in a household with someone who has shown symptoms to work from home, then they will be entitled to sick pay as if it was a normal sickness absence. This will be the case for those advised to shield until the shielding guidance ends at the end of July. This means that if they are entitled to company sick pay, then they will receive sick pay up to the maximum of their entitlement (taking into account any previous absences within the rolling 12-month period as normal). If they are not entitled to company sick pay, they will be entitled to receive Statutory Sick Pay from the first day of their absence not the fourth day as normal, in line with government guidance.
See current guidance for people who have symptoms and those who live with others who have symptoms.	Any colleague who has symptoms of COVID-19 should not return to work at physical library sites, even if they feel well enough to work as normal, for 7 days from the start of any symptoms. Any colleague who lives in a household with someone who has shown symptoms or have been advised by NHS Test and Trace that they have had close contact with someone who has tested positive should not return to work at physical library sites until 14 days from the start of their symptoms. Their manager should then support them to be able to follow the guidance and provide them with tasks so that they can work from home and further information on these tasks is available from line managers. If they do not have suitable IT equipment or connectivity at home, they should be prioritised for any equipment that is available or given tasks that do not require internet access.

2.3. Equality in the workplace

Objective: to treat everyone in your workplace equally.

Government guidance	Our comment
Understand and take into account the particular circumstances of those with different protected characteristics. Involve and communicate appropriately with workers whose protected characteristics might either expose them to a different degree of risk and consider how any measures that are introduced may be inappropriate or challenging for them. Consider whether you need to put in place any particular measures or adjustments to take account of your duties under equalities legislation.	All line managers will be encouraged to have individual conversations with their teams about any particular circumstances that they are facing as a result of any different protected characteristics, and guidance documents and tools will be provided to support managers having these conversations. HR and Service Delivery Managers will then be available to advise and support managers with this. An Equality Impact Assessment will also be completed and shared with staff, which considers the impact of these plans on different protected characteristics and what mitigations can be put in place to support different groups of staff.
Make reasonable adjustments to avoid disabled workers being put at a disadvantage and assess the health and safety risks for new or expectant mothers.	All line managers will be encouraged to have individual conversations with their teams about any particular circumstances that they are facing as a result of a disability or pregnancy, and guidance documents and tools will be provided to support managers. HR and Service Delivery Managers will then be available to advise and support managers with this. Appropriate individual risk assessments will be carried out as appropriate, and existing risk assessments for pregnant women will be regularly reviewed and updated with changing circumstances and as their needs develop throughout pregnancy.
Make sure that the steps you take do not have an unjustifiable negative impact on some groups compared to others, for example those with caring responsibilities or those with religious commitments.	An Equality Impact Assessment will be completed and shared with staff which considers the impact on different protected characteristics of our plans around reopening to the public, setting out mitigations that can be put in place to support different groups of staff. Where this highlights unacceptable negative impacts, the policy or process will be reviewed. This will be a working document which will regularly be reviewed and updated as more information becomes available.

3. Social distancing at work

Objective: to maintain 2m social distancing wherever possible, including while arriving at and departing from work, while in work and when travelling between sites.

3.1. Coming to work and leaving

Objective: to maintain social distancing wherever possible, on arrival and departure and to enable handwashing upon arrival.

Government guidance	Our comment
Stagger arrival and departure times at work to reduce crowding into and out of the workplace, taking account of the impact on those with protected characteristics.	Library Supervisors and Centre Managers will advise colleagues working at a library location when and how to arrive and depart from work. All relevant staff will need to be onsite and ready for the library to open as normal. Most support teams will continue to work from home, whilst offices remain closed. These colleagues should only attend libraries if necessary and should contact Centre Managers/Library Supervisors in advance to arrange appropriate entry and induction to new building operating procedures.
Provide additional parking or facilities such as bike-racks to help people walk, run, or cycle to work where possible.	Library Supervisors to advise Premises if required.
Reduce congestion, for example, by having more entry points to the workplace in larger libraries.	Discussions will take place between Service Delivery Managers and Library Supervisors. Each library will be reviewed, and decisions made on entry points available at each building.
Use markings and introduce a one-way flow at entry and exit points.	All libraries will be assessed on a case by case basis, by Library Supervisors and Centre Managers with the support of Service Delivery Managers. Guidance, tape for markings and posters will be provided to facilitate a one-way flow around libraries' entry and exit points where possible.
Provide handwashing facilities (or hand sanitiser where not possible) at entry and exit points.	We are not able to provide hand washing stations at each entry and exit point, but hand sanitiser is available in all libraries and teams have been asked to locate sanitiser at the entry and exit points.
Providing alternatives to touch-based security devices such as keypads and/or	Anyone passing through an external door will wash hands when arriving at work. Any external keypads to be cleaned periodically throughout the day, and staff can wear gloves when touching pads if they wish. For internal doors with keypads, these must be kept locked once the public are

ensuring suitable cleaning of these surfaces where there is no alternative.	back in the buildings. Staff should wash or sanitise their hands immediately after use, and the keypads should be sanitised by staff regularly throughout the day. Library Supervisors/Centre Managers should consider the best way to ensure that these products are available close by – staff could be asked to take these with them to the locked door, or they could be placed just inside the door for immediate use where it is safe to do that.

3.2. Moving around the buildings

Objective: To maintain social distancing as far as possible while people travel through the workplace.

Government recommendation	Our comment
Reduce movement by discouraging non-essential trips within buildings and sites. For example, restricting access to some areas, and encouraging use of radios or telephones where permitted. These items will require cleaning between users if they are used by multiple employees.	Supervisors will allocate roles for members of staff on each shift. Where possible, radios and phones should only be used by one person.
Introduce more one-way flows through buildings. Provide floor markings and signage and staff should remind all building users to follow to social distancing wherever possible.	All staff and customers are to maintain a strict 2m distance at all times. All libraries will be assessed on a case by case basis by Library Supervisor and supported by Service Delivery Managers. Tape for markings and posters will be provided to facilitate a one-way flow around libraries.
Reduce maximum occupancy for lifts, provide hand sanitiser for the operation of lifts and encouraging use of stairs wherever possible.	Lifts should only be used where necessary. Lift buttons should be sanitised by staff regularly in between contract cleaning. The lift should not be shared by people who are not from the same household as 2m distance cannot be achieved.
Make sure that people with mobility issues are able to access lifts.	Lifts remain available for people with mobility issues who need to use them to access services where the library has assessed that the upper floors are to remain open.

Regulate use of high traffic areas including corridors, lifts, staircases and walkways to maintain social distancing.	In buildings where this is relevant the Library Supervisor or Centre Manager will ensure a one-way system is available where possible to maintain social distancing. Signage and posters will be displayed. Lifts will only be used where absolutely necessary.

3.3. Workplaces and workstations

Objective: to maintain social distancing between individuals when they are at their workstations.

Government guidance	Our comment
Review layouts to allow workers to work further apart from each other.	Line managers will ensure members of their teams are always adhering to social distance guidelines.
Using floor tape or paint to mark areas to help people comply with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable)	Supervisors will use the floor tape provided to mark out areas to help people keep a 2m distance, this is particularly important at collection and drop off points, kiosks and library enquiry desks.
Avoid people working face-to-face. For example, by working side-by-side or facing away from each other.	Staff and customers should adhere to social distance guidelines at all times. Working spaces will be configured to enable this and offices will remain closed to most support services. Library staff also have the option of wearing face masks and/or visors.
Use screens to create a physical barrier between people.	Staff and customers should adhere to social distance guidelines at all times This will be monitored and if areas are identified where this is not possible, barriers will be put in place. Staff can wear visors, which will form a physical barrier which is also moveable as they work across the whole library.
Use a consistent pairing system if people have to work in close proximity. For example, maintenance activities that cannot be redesigned.	All colleagues will maintain a strict 2m distance between each other at all times, so this is not relevant.
Minimise contacts around transactions, for example, considering using contactless payments.	Items should not be passed from hand to hand, a drop off point should be used to keep a 2m distance, and hands/surfaces sanitised before transacting to minimise contact transmission. Cashless payments options have been implemented into some of our libraries. Separate Cash handling guidance has been issued and is within Sharepoint.

3.4. Meetings

Objective: to reduce transmission due to face-to-face meetings and maintain social distancing in meetings.

Government guidance	Our comment
Use remote working tools to avoid in-person meetings.	Meetings should continue via online methods, and only happen in person when unavoidable.
Only absolutely necessary participants should physically attend meetings and should maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable). Hand sanitiser to be available.	Meeting rooms are still closed to the public for booking. If internal meetings are taking place, the strict 2m distance must be adhered to. Meeting rooms during this period must be booked via the Library Supervisor/Centre Manager so that they can monitor the overall staffing levels in the building. Hand sanitiser will be provided.
Holding meetings outdoors or in well-ventilated rooms whenever possible.	Where space and weather permits, meetings will be held outside, and in any case, internally with windows open if possible.
Avoid transmission during meetings, for example avoid sharing pens and other objects.	Items should not be passed from hand to hand, a drop off point should be used to keep a 2m distance, and hands/surfaces sanitised before transactions to minimise contact transmission. Personal equipment should not be shared.
For areas where regular meetings take place, use floor signage to help people maintain social distancing.	We do not envisage this requirement at this stage.

3.5. Common Areas

Objective: to maintain social distancing while using common areas.

Government guidance	Our comment
Stagger break times to reduce pressure on the staff break rooms or places to eat.	Breaks and lunch times will be timetabled and staggered to minimise movement around libraries and use of kitchen spaces. Additional spaces will be made available for breaks and lunch where available or required.
Use safe outside areas for breaks.	Where available and appropriate outside spaces will be available for breaks.
Create additional space by using other parts of the working area or building that have been freed up by remote working.	All library spaces will be assessed and configured to enable 2m distancing when completing priority tasks and deliver services.
Install screens to protect workers in receptions or similar areas.	Due to the nature of our work, staff do not stay behind a desk all the time and are regularly walking the floor as well, so screens would only provide limited protection for the short periods of time when they are in the desk area. Therefore, all staff will be provided with face coverings and visors and will maintain 2m distance from customers and colleagues at all times.
Encourage staff to bring packaged meals which avoid use of kitchen facilities (such as a microwave, toaster) wherever possible	Only staff who are timetabled to work a full day should bring lunch into work. Fridge handles and kettles should be wiped down between uses. Use of microwaves and toasters should be avoided. Staff to bring their own cutlery/crockery if needed.
Reconfigure seating and tables to optimise spacing and reduce face-to-face interactions.	All staff are to maintain a strict 2m distance between each other at all times. Working spaces and staff only areas will be configured to enable this, and offices will remain closed to support services.
Encourage workers to remain on-site and, when not possible, maintaining social distancing while off-site.	All staff are always to maintain a 2m distance with others. Hands should be washed before leaving and after entering the library.
Consider use of social distance marking for other common areas such as toilets, showers, lockers and changing rooms and in any other areas where queues typically form.	All library spaces will be assessed and configured to enable 2m distancing. Staggering of entry, breaks, movement between tasks and exiting will minimise congestion in common areas.

3.6. Accidents, security and other incidents

Objective: to prioritise safety during incidents.

Government guidance	Our comment
Reviewing your incident and emergency procedures to ensure they reflect the social distancing principles as far as possible.	Current risk assessments have been reviewed to ensure that social distancing is reflected. It has been communicated that in an emergency, for example, an accident, fire or break-in, staff and customers do not need to comply with social distancing where it would be unsafe to do so. People involved in the provision of assistance to others should pay particular attention to sanitation measures immediately afterwards including washing hands.
Considering whether you have enough appropriately trained staff to keep people safe. For example, having dedicated staff to encourage social distancing or to manage security.	Library supervisors have been asked to check their first aider and fire warden provisions to ensure that there is suitable assistance during opening hours.
Considering the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may need mitigations	We do not expect current control measures in response to COVID-19 guidance to affect current security provisions. We have made available to staff Guidance on managing customer behaviour through Sharepoint.

4. Managing your customers, visitors and contactors

4.1. Manage contacts

Objective: to minimise the contact resulting from visits to stores or outlets.

Government guidance	Our Comment
Calculating the maximum number of customers that can reasonably follow social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable) within the library and any outdoor areas. Take into account total floorspace as well as likely pinch points and busy areas.	Library Supervisors will be supported to review spaces and make decisions about the maximum number of people to be in each building. Calculations will be based on 1 person per 2.6 sqm. Premises and IT teams to liaise with Library Supervisors and Centre Managers regarding any contractor access and decisions made about the most appropriate time for access to be granted based on the library space, service delivery priorities and the nature of the work being completed.
Limit the number of customers and/or contractors in the library, overall and in any particular congestion areas, for example doorways between outside and inside spaces.	As above, Library supervisors will review safe numbers within the libraries and introduce a queuing system to ensure that numbers can be managed within the library whilst maintaining social distancing. Premises team to liaise with Library Supervisors and Centre Managers regarding any contractor access and decisions made about the most appropriate time for access to be granted based on the library space, the nature of the work being completed and peak busy opening times.
Encouraging customers to use hand sanitiser or handwashing facilities as they enter the premises to reduce the risk of transmission by touching products while browsing.	Hand sanitiser stations are being erected by all entrances to the libraries for staff and customers to use before entering and upon leaving if required. Posters will be mounted on the stations to remind staff and customers to sanitise their hands.
Encouraging customers to avoid handling products whilst browsing, if at all possible.	Customers will be asked to place items they have handled but won't be borrowing on a trolley for quarantine. Shelf signs are available to remind customers to minimise handling of stock.
Suspend or reduce customer services/contractor visits that cannot be undertaken without contravening social distancing guidelines. This may include re-thinking how assistance is provided, for example, using fixed pairs of	Assistance to customers will be reduced, particularly where social distancing cannot be maintained, such as assisting with PC queries. We will provide a basic enquiry service and retrieve stock from other areas in the library. Reservations will not be available from other libraries.

colleagues to lift heavy objects rather than a single colleague lifting with a customer.	We do not envisage any issues with contractor works whilst only staff are in the building, but this will be monitored, and feedback actioned appropriately.
Encourage customers to enter alone where possible, unless they need specific assistance.	We are encouraging people to enter the library singularly and operating a one-in, one-out management system where library capacity is reached.
Remind customers who are accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines.	As our libraries are enjoyed by families, we will be conducting a trial in two of our libraries allowing children to enter accompanied with an adult and will review our policy thereafter.
Look at how people walk through the library and how you could adjust this to reduce congestion and contact between customers, for example, queue management or one-way flow, where possible.	Library Supervisors/Centre Managers to liaise with Service Delivery Managers to create appropriate one-way flows in order to maintain 2 metre distances at all times (between staff and customers and each other).
Ensure any changes to entries, exit and queue management take into account reasonable adjustments for those who need them, including disabled shoppers.	Library supervisors to ensure that entry and exits are fully accessible, and manage expectations before customers enter the buildings for visually impaired customers that may discover furniture moved etc.
Use outside premises for queuing where available and safe, for example some car parks.	The use of outside space will vary from library to library depending, but staff should be mindful of where people will queue if necessary and take appropriate steps to ensure 2m distancing using chalk or tape to represent 2m.
Work with your local authority or landlord to take into account the impact of your processes on public spaces such as high streets and public car parks.	Library supervisors to consider the outside space for queuing systems, and where required consult with local authority. In shared buildings, library supervisors should work with landlords to ensure that library control measures work in unison with the landlord's other buildings users control measures.
Managing outside queues to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems, having staff direct customers and protecting queues from traffic by routing them behind permanent physical	Library supervisors to consider the outside space for queuing systems so that it does not interfere with neighbouring businesses and does not endanger customers or general public.

structures such as street furniture, bike racks, bollards or putting up barriers.	
Have clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.	Tape and barriers will clearly show customers designated areas for assistance, such as around service desks, and signage will remind customers to maintain social distancing.
Working with neighbouring businesses and local authorities to provide additional parking or facilities such as bike-racks, where possible, to help customers avoid using public transport.	Libraries Unlimited will fully cooperate with any local initiatives and share our resources where it is possible to do so.
Having clearly designated positions from which colleagues can provide advice or assistance to customers whilst maintaining social distance.	Tape and barriers will clearly show customers designated areas for assistance, such as around service desks, and signage will remind customers to maintain social distancing.
Working with neighbouring businesses and local authorities to consider how to spread the number of people arriving throughout the day for example by staggering opening hours; this will help reduce demand on public transport at key times and avoid overcrowding.	Libraries Unlimited will fully cooperate with any local initiatives and work with the local authority to manage visitor numbers to busy areas.
Continuing to keep customer restaurants and cafes closed until further notice, apart from when offering hot or cold food to be consumed off the premises.	We do not plan at this stage to open our café's for sit-down service. Where libraries are opening, café's will be able to provide a takeaway service with safety control measures being considered alongside library operational control measures.

4.2. Providing and explaining available guidance

Objective: to make sure people understand what they need to do to maintain safety.

Government guidance	Our comment
Provide clear guidance on social distancing and hygiene to people on arrival, for example, signage and visual aids.	A Library Reopening Guidance document has been written for this phase and includes guidance on hygiene and social distancing. Posters will be displayed above the hand sanitising stations asking customers to use before entering. Other signage, and visual aids, such as floor markings, will be used to further instruct customers on safely operating within the libraries.
Informing customers that they should be prepared to remove face coverings safely if asked to do so by police officers and staff for the purposes of identification	Staff will not require the removal of face coverings for identification. We will not be displaying or informing customers of this potential requirement by police officers, rather allowing the police to manage that situation independently if required.
Provide written or spoken communication of the latest guidelines to both workers and customers inside and outside the store.	The Library Reopening Guidance will be uploaded and managed via the Enterprise Safety Media online training platform. All staff will be asked to read the guidance and electronically sign to say they have read and understood the document, and this will be managed by line managers and collated by HR. We will also ensure that the latest guidance is circulated to staff via email and the Staff Bulletin and available in a clearly labelled folder on SharePoint. Library Supervisors and line managers will be encouraged to print out the relevant guidance, so it is available to colleagues who are less comfortable reading documents online or less confident using IT. Customers are being provided with communications on 'what to expect' when they come back into the buildings and will be able to access information via our website and can call or email the local library directly with any queries they may have. Guidance will be updated in accordance with the latest government advice.
Create social distancing champions to demonstrate social distancing guidelines to customers, if helpful.	All staff to champion best practice and ensure customers are following social distancing, cleanliness and operational guidance. Library supervisors and Centre managers should ensure that staff are following the most current guidelines

Ensuring latest guidelines are visible in selling and non-selling areas.	We will keep our communications up to date with the most current guidance and ensure the most recent versions are presented to staff and customers
Ensuring information provided to visitors, such as advice on the location or size of queues, does not compromise their safety.	Queues will be planned out and managed to best avoid any hazard or risk to customers. Staff will be managing queues and will ensure the safety of customers is paramount.

4.3. Customer Toilets

Objective: To ensure that toilets are kept open and to ensure/promote good hygiene, social distancing, and cleanliness in toilet facilities

Government guidance	Our comment
Using signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency and to avoid touching your face, and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	Only public toilets in libraries with onsite cafes that are open will be used or if one is requested for urgent need (to stop accidents). Government/ Health posters about handwashing technique and advice about using tissues and disposing of these in a bin are clearly displayed in all toilets. There are also posters within our own suite of posters that can also be used for this purpose.
Consider the use of social distancing marking in areas where queues normally form, and the adoption of a limited entry approach, with one in, one out (whilst avoiding the creation of additional bottlenecks).	Only public toilets in libraries with onsite cafes that are open will be used or if one is requested for urgent need (to stop accidents). Where possible tape will be placed on the floor outside toilets to indicate appropriate social distance for queueing. A one in, one out policy will be adopted.
To enable good hand hygiene consider making hand sanitiser available on entry to toilets where safe and practical, and ensure suitable handwashing facilities including running water and liquid soap and suitable options for drying (either paper towels or hand driers) are available.	Handwashing facilities, to include running water, liquid soap and sanitiser will be available in toilets. Paper towels will be provided, by these must be disposed of in a bin, which will be regularly emptied and disposed of carefully. Hand driers may also be available for use. Where possible hand sanitiser will be provided outside toilets. Door handles will be wiped regularly as part of the cleaning regime.
Setting clear use and cleaning guidance for toilets, with increased frequency of cleaning	Clear guidance for cleaning toilets has been provided as part of the cleaning checklist regime. Cleaners have been advised of the need to clean regularly with usual cleaning products. Paper

in line with usage. Use normal cleaning products, paying attention to frequently hand touched surfaces, and consider use of disposable cloths or paper roll to clean all hard surfaces	towels and roll are provided for cleaning hard surfaces and will be disposed of immediately after use. Replacements can be ordered via Premises. All staff will be expected to complete Infection Control and Control of Substances Hazardous to Health (COSHH) online training before their first shift. Only public toilets in libraries with onsite cafes that are open will be used or if one is requested for urgent need (to stop accidents).
Keep the facilities well ventilated, for example by fixing doors open where appropriate	Where possible, doors and windows will be opened. Guidance has been provided regarding ventilation.
Special care should be taken for cleaning of portable toilets and larger toilet blocks.	Only public toilets in libraries with onsite cafes that are open will be used or if one is requested for urgent need (to stop accidents).
Putting up a visible cleaning schedule can keep it up to date and visible.	Cleaning schedule will be displayed in toilets and will be updated at least hourly by staff. Only public toilets in libraries with onsite cafes that are open will be used or if one is requested for urgent need (to stop accidents).
Providing more waste facilities and more frequent rubbish collection	Waste bins are provided in each toilet and are emptied at least daily. Waste collection services are in place across our libraries. Where this is no longer sufficient for the level of waste produced, Library Supervisor to contact Premises to request either a larger bin, or more frequent collection service.

5. Cleaning the workplace

5.1. Before Opening

Objective: to make sure that any site or location that has been closed or partially operated is clean and ready to restart.

Government guidance	Our comment
Check whether you need to service or adjust ventilation systems, for example, so that they do not automatically reduce ventilation levels due to lower than normal occupancy levels.	Most of our buildings do not have ventilation systems. Where Air-Handling Units have been identified, we have instructed our contractor to adjust these to increase fresh air and extract levels. Where Air Conditioning Units have been identified, we have contacted the libraries to ask that they do not use these and rely on natural ventilation. If this causes any issues (for example in hot conditions), we will reassess this on a case by case basis.
Most air conditioning systems do not need adjustment, however where systems serve multiple buildings, or you are unsure, advice should be sought from your heating ventilation and air conditioning (HVAC) engineers or advisers.	We have been in contact with our HVAC contractor for advice and followed their best practice guidance.

5.2. Keeping the workplace clean

Objective: to keep the workplace clean and prevent transmission by touching contaminated surfaces

Government guidance	Our comment
Frequent cleaning of work areas and equipment between uses, using your usual cleaning products.	Cleaning products have been ordered to enable staff to safely start working in libraries on top of the regular cleaning carried out by our contractors, and advice on cleaning has been given within the guidance. All staff will be expected to complete relevant training on the Control of Substances Hazardous to Health (COSHH) and Infection Control, available as online courses on the Safety Media training platform. Line managers will take responsibility for ensuring that all staff working in library buildings have completed this training before their first session back in the building. A cleaning checklist has been produced and should be completed by each library on a regular basis throughout the day
Frequent cleaning of objects and surfaces that are touched regularly such as self-checkouts, trolleys, coffee machines, or staff handheld devices, and making sure there are adequate disposal arrangements.	Blue roll used to clean regularly touched surfaces should be used on only area and disposed of immediately after. Waste collection services are in place across our libraries. Where this is no longer sufficient for the level of waste produced, contact Premises to request either a larger bin, or more frequent collection service.
Clear workspaces and remove waste and belongings from the work area at the end of a shift.	Staff have been advised on how to safely dispose of any used cleaning materials and Personal Protective Equipment (PPE).
If you are cleaning after a known or suspected case of COVID-19 then you should refer to the specific guidance.	We will ensure that we follow the relevant Government and Public Health England guidance when a COVID-19 case has been identified in one of our team members, whether suspected or confirmed.
Maintaining good ventilation in the work environment. For example, opening windows and doors frequently, where possible.	We have issued guidance to naturally ventilate buildings where possible.

5.3. Hygiene – handwashing, sanitation facilities and toilets

Objective: to help everyone keep good hygiene through the working day.

Government guidance	Our comments
Use signs and posters to build awareness of good handwashing technique, the need to increase handwashing frequency, avoid touching your face and to cough or sneeze into a tissue which is binned safely, or into your arm if a tissue is not available.	A suite of posters has been designed and made available to libraries to print and display to encourage good hygiene and prevent the spread of COVID-19.
Provide regular reminders and signage to maintain hygiene standards.	Line managers to remind teams of their own responsibility to maintain regular handwashing. Customers and staff are also reminded by poster signage.
Provide hand sanitiser in multiple locations in addition to washrooms.	Hand sanitiser has been provided for each library upon opening, and more products can be ordered when required. Hand sanitiser will be located in various locations for staff, customers and visitors.
Set clear use and cleaning guidance for toilets to ensure they are kept clean and social distancing is achieved as much as possible.	This has been communicated within the Library Reopening Guidance for staff toilets. At this time, toilets will not be available to the public.
Enhance cleaning for busy areas.	Staff will undertake periodic cleans of frequently used surfaces throughout the day. Increased cleaning from our contracted cleaners is being arranged as a result of feedback from Library Supervisors/Centre Managers.
Provide more waste facilities and more frequent rubbish collection.	Staff will be asked to empty filled bins in the interim as and when required, but this must be monitored at a local library level and Library Supervisor/Centre Mangers should advise Premises if an increase in bin size or frequency of collection is required.

Provide hand drying facilities – either paper towels or electrical dryers.	Paper hand towels have been provided for each library upon opening and more products can be ordered when required. Where hand driers are installed these can still be used.

5.4. Handling goods, stock and other materials

Objective: to reduce transmission through contact with objects in the workplace.

Government guidance	Our comments
Encourage increased handwashing and introduce more handwashing facilities for staff and customers or provide hand sanitiser where this is not practical.	Guidance to library staff encourages frequent handwashing as a priority and hand sanitiser has been provided to use where handwashing cannot be accessed. Sanitiser will be made available to customers to use and posters will encourage use.
Limit customer handling of stock, for example, through different display methods, new signage or rotation of high-touch stock	Customers will be asked to place items they have handled but won't be borrowing on a trolley for quarantine.
Put in place picking-up and dropping-off collection points where possible, rather than passing goods hand-to-hand.	The Library Supervisor/Centre Manager will design a suitable system for their library. Staff have been advised to maintain social distancing when exchanging goods by placing down, walking back, whilst the customer then comes forward to pick up.
Staggering collection times for customers collecting items, with a queuing system in place to ensure compliance with social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable, is acceptable).	Where libraries do not have the public entering the premises, a 'Choose and Collect' service is in operation which will encourage staggered collection times.
Setting up 'no contact' return procedures where customers take return goods to a designated area.	Books should be returned directly to skips or boxes as indicated by staff and signage. Where they will be sealed, dated, and then quarantined for 72 hours before handling or being checked in.
Encourage contactless refunds.	Refunds can be added to a customer's library card in lieu of handling cash.
Storing items that have been returned, donated or brought in for repair in a container or separate room for 48 hours, or cleaning	Items returned will need to be placed on a trolley or in skips and quarantined for 72 hours. The Library Supervisor/Centre Manager will design a suitable system for their library.

such items with usual cleaning products, before displaying them on the shop floor. Materials used for cleaning can be disposed of normally.	
Cleaning touchpoints after each customer use or handover. For some examples, such as rental equipment, and test drive and rental vehicles, interior and exterior touchpoints should be considered.	Staff will clean regularly used public and staff area commensurate with usage, such as self-service machines, public PCs and counters.

6. PPE and face coverings

Public Health England advice	Our comments
Workplaces should not encourage the precautionary use of extra PPE to protect against COVID-19 outside clinical settings or when responding to a suspected or confirmed case of COVID-19.	Staff to follow guidelines in Libraries reopening guidance document on using PPE. Any cases of COVID-19 should be immediately reported to their line manager.
Unless you are in a situation where the risk of COVID-19 transmission is very high, your risk assessment should reflect the fact that the role of PPE in providing additional protection is extremely limited. However, if your risk assessment does show that PPE is required, then you must provide this PPE free of charge to workers who need it. Any PPE provided must fit properly.	Staff to follow guidelines on using PPE. Supervisors to liaise with Premises if there are any issues with PPE.

6.1. Face coverings

Government guidance	Our comment
Wearing a face covering is required by law when travelling as a passenger on public transport in England. Some people don't have to wear a face covering including for health, age or equality reasons. Elsewhere in England, it is optional and is not required by law, including in the workplace. If you choose to wear one, it is important to use face coverings properly and wash your hands before putting them on and before and after taking them off	This has been communicated within guidance to staff.
Employers should support their workers in using face coverings safely if they choose to wear one. This means telling workers: • Wash your hands thoroughly with soap and water for 20 seconds or use hand sanitiser before putting a face covering on, and after removing it. • When wearing a face covering, avoid touching your face or face covering, as you could contaminate them with germs from your hands. • Change your face covering if it becomes damp or if you've touched it. • Continue to wash your hands regularly. • Change and wash your face covering daily. • If the material is washable, wash in line with manufacturer's instructions. If it's not washable, dispose of it carefully in your usual waste. • Practise social distancing wherever possible.	We are making face coverings and visors available to our staff. We have communicated the manufactures guidance for use which is in line with the guidance given. The use of face coverings will be Equality Impact Assessed separately.

7. Workforce Management

7.1. Shift Patterns and working groups

Objective: to change the way work is organised to create distinct groups and reduce the number of contacts each worker has.

Government guidance	Our comment
As far as possible, where workers are split into teams or shift groups, fix these teams or shift groups so that where contact is unavoidable, this happens between the same people.	Line managers will ensure members of their teams are always working at least 2m apart to maintain strict social distancing.
Identify areas where people have to directly pass things to each other and find ways to remove direct contact such as by using drop-off points or transfer zones.	Line managers to organise workspaces to minimise transfer of items between staff. If it is absolutely necessary, these will need sanitising before and after transferring (and transferred in a way to maintain social distance).
You should assist the test and trace service by keeping a temporary record of your staff shift patterns for 21 days and assist NHS Test and Trace with requests for that data if needed. This could help contain clusters or outbreaks	A Test and Trace data privacy policy, staff guidance, data collection spreadsheet and a poster have been prepared, both staff and customers will have the option, on a voluntary basis, to have their data collected for the NHS Test and Trace service

7.2. Work related travel

7.2.1. Cars, accommodation and visits

Objective: to avoid unnecessary work travel and keep people safe when they do need to travel between locations.

Government guidance	Our comment
Avoid using public transport, and aiming to walk, cycle or drive instead. If using public transport is necessary, wearing a face covering is mandatory	If the nature of someone's role means that they can continue to work from home they should be supported to do so. This will not be possible for those working in customer-facing roles once the libraries reopen because their job is to support the customers, unless they are in the shielding group. Managers will also consider with all of their team how they travel to and from work. Government guidance is to avoid the use of public transport wherever possible, so staff will be encouraged and supported to walk, cycle or car share wherever possible. If an employee has no alternative to using public transport to get to work, they will consider ways of allowing the employee to avoid the busiest times by considering staggering hours. Staff will be advised to read the Government's safer travel guidance for passengers **https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers** which includes guidance on the use of public transport. With effect from 15th June 2020, when using public transport, face coverings must be used.
Minimising the number of people outside of your household or support bubble travelling together in any one vehicle, using fixed travel partners ,increasing ventilation when possible and avoiding sitting face-to-face.	Our courier driver is the sole user of the library vehicle.
Clean shared vehicles between shifts or on handover.	As stated above, we have no shared vehicles in our fleet. In the event that Thrifty need to exchange the vehicle we will discuss and ensure we're comfortable with their cleaning process and continue using our own.

7.2.2. Deliveries to other sites

Objective: to help workers delivering to other sites such as factories, logistics sites or customers' premises to maintain social distancing and hygiene practices.

Government guidance	Our comment
Put in place procedures to minimise person-to-person contact during deliveries to other sites.	Many libraries are unoccupied at our delivery times. The courier drivers will wipe down all surfaces that they have touched. All staff are required to follow good hand hygiene practices and either wash or sanitise their hands between different tasks. Guidance from Libraries Connected and Public Health England states that if staff have clean hands when selecting and delivering books, then the books don't need a second quarantine period before issuing or reading. When buildings are occupied at delivery time, our driver will ring the library on arrival so that they, and library staff, can agree necessary spacing.
Maintain consistent pairing where two-person deliveries are required.	This occurs very rarely, and would not be supported whilst social distancing needs to be maintained.

7.3.   Communications and training

7.3.1. Returning to work

Objective: to make sure all workers understand COVID-19 related safety procedures.

Government guidance	Our Comment

Provide clear, consistent and regular communication to improve understanding and consistent of ways of working.	Library Reopening Guidance has been uploaded and managed via the Enterprise Safety Media online training platform. All staff have been asked to read the guidance and electronically sign to say they have read and understood the document, and this has been managed by line managers and collated by HR.
	We will also ensure that the latest guidance is circulated to staff via email and the Staff Bulletin and available in a clearly labelled folder on SharePoint. Library Supervisors and line managers will be encouraged to print out the relevant guidance, so it is available to colleagues who are less comfortable reading documents online or less confident using IT.
Engage with workers and worker representatives through existing communication routes to explain and agree any changes in working arrangements.	We will share all guidance with Staff before it is published and invite their feedback and suggestions. Where relevant, we will also ensure that Unions are advised and updated about the plans.
Develop communication and training materials for workers prior to returning to sites of work, especially around new procedures for arrival at work.	A Library Reopening Guidance document has been developed covering general guidance on minimising the risk of spreading and contracting COVID-19 and circulated to all staff.
	Specific guidance based on individual library control measures has been delivered by Library Supervisors/Centre managers to their library teams.

7.3.2. Ongoing communications and signage

Objective: to make sure all workers are kept up to date with how safety measures are being implemented or updated.

Government guidance	**Our comment**
Ongoing engagement with workers (including through trade unions or employee representative groups) to monitor and	All guidance will be shared with staff and the Staff Forum as appropriate within suitable timescales to invite feedback and amendments prior to the implementation. An email address (feedback@librariesunlimited.org.uk) has been set up for this purpose. All feedback will be seriously considered and responded to, with the assessments being amended as required. It will

understand any unforeseen impacts of changes to working environments.	be made clear that these are working documents, which will be updated as circumstances change, feedback is received, and risk levels vary.
Awareness and focus on the importance of mental health at times of uncertainty. The government has **published** guidance on the mental health and wellbeing aspects of coronavirus (COVID-19).	Line managers will continue to maintain regular contact with their teams, both through individual meetings/calls and team meetings. Guidance has been made available to line managers relating to welfare conversations with staff about returning to work, to give staff the opportunity to raise concerns and the support to try to address these. HR and Service Delivery Managers will be available to provide advice and support where situations are more complex, and there are additional resources available on SharePoint to support staff. Line managers will be encouraged to refer people to the Employee Assistance Programme/their GP/other suitable resources where appropriate.
	One of our core values is to support the health and wellbeing of our customers, and we will provide staff with guidance on how to have appropriate conversations with people who may be anxious or angry, whilst maintaining social distancing and signposting to relevant advice and services.
Use simple, clear messaging to explain guidelines using images and clear language, with consideration of groups for which English may not be their first language.	A Library Reopening Guidance document has been developed that provides general guidance on how to minimise the risk of spreading and contracting COVID-19.
	Library Supervisors/Centre Managers will support the delivery of this guidance where language or accessibility is a barrier.
Use visual communications, for example whiteboards or signage, to explain changes to production schedules, breakdowns or materials shortages to reduce the need for face-to-face communications	Website updates, newsletters, emails and signage throughout the library will communicate our new operational procedures to customers.
Communicate approaches and operational procedures to suppliers, customers or trade bodies to help their adoption and to share experience.	Website updates, newsletters, emails and signage throughout the library will communicate our new operational procedures to customers.
	Our contractors are being advised of any restrictions within the buildings and told they must adhere to the guidance.
	Our risk assessment will be published and available to the public.

8. Inbound and outbound goods

Objective: to maintain social distancing and avoid surface transmission when goods enter and leave the site, especially in high volume situations, for example, distribution centres or dispatch areas.

Government guidance	Our comment
Revise pick-up and drop-off collection points, procedures, signage and markings.	The courier vans are single-staffed. They are loaded and unloaded by the same, one person. Good regular hand hygiene procedures of hand washing or sanitising are required by all Libraries Unlimited staff. It's not reasonable to modify the delivery schedule so that libraries are unstaffed when the van arrives.
Minimise unnecessary contact at gatehouse security, yard and warehouse. For example, non-contact deliveries where the nature of the product allows for use of electronic pre-booking.	The area inside the shutter door at Exeter Library currently forms a neutral drop-off zone for incoming goods before they are taken into the loading bay. Couriers will deliver to each library ensuring a 2m distance at all times.
Consider methods to reduce frequency of deliveries, for example by ordering larger quantities less often.	Couriers are already completing the minimum number of drops to libraries. Bulk orders will be completed where stock levels, and storage space, allows.
Where possible and safe, have single workers load or unload vehicles.	Single courier drivers work and unload their vehicles.
Where possible, use the same pairs of people for loads where more than one is needed.	Not applicable to our courier van.
Enable drivers to access welfare facilities when required, consistent with other guidance.	The usual arrangements apply, and staff should use facilities in line with Libraries Unlimited Guidance.
Encourage drivers to stay in their vehicles where this does not compromise their safety and existing safe working practice, such as preventing drive-aways.	This is not possible.

Appendix 1

<table>
<tr><td colspan="7" align="center">Risk Assessment Form</td></tr>
<tr>
<td>Site Location</td>
<td>***Library Name***</td>
<td>Activity/Item/Area under assessment</td>
<td colspan="2">Public Opening of Libraries</td>
<td>Completion Date</td>
<td></td>
</tr>
<tr>
<td>Assessor's Name</td>
<td>***insert name here***</td>
<td>Assessor's Signature</td>
<td colspan="2"></td>
<td>Review Date</td>
<td>Change of operational arrangements</td>
</tr>
</table>

Low Risk	1-5, Care/vigilance required	Medium Risk	6-10, Action Required	High Risk	11-25, Immediate action required & stringent controls required

Anyone showing the following symptoms should not be entering a library building or liaising with library staff:
- A high temperature
- A new, continuous cough
- A loss or change to sense of smell or taste

Persons at Risk	Hazard	Risk	Risk Rating S x L = R			Control Measures	Risk Rating S x L = R		
Staff, people who come into close contact with staff	Contraction of COVID-19 from travel to and from library	Illness, transfer of illness to other vulnerable people	3	2	6	· Where possible, avoid public transport by walking, cycling, driving etc. · Maintain a 2m distance from other people. · Try not to touch anything, such as buttons on pedestrian crossings, or sitting on benches. · Where you must touch something, try to do this with a clean tissue. · Wash your hands on entering the library for at least 20 seconds. · Wear a face covering from 15th June 2020 on Public Transport.	3	1	3
Staff, customers, wider public	Contraction of COVID-19	Illness, transfer of illness to other vulnerable people	3	3	9	Training and Basic Advice · All staff to complete 'Infection Control training prior' opening library buildings. · All staff to have read Guidance on Safety Media e-learning · Regularly wash hands for 20 seconds and use paper towels/hand driers to dry hands where available, particularly when using shared areas (toilets, staff areas, computers) and dispose of	3	1	3

| | | | | | | tissue in bin
· Avoid touching your face (eyes, nose and mouth)
· Always keep 2m distance from team members and customers.
<u>Library area</u>
· Furniture layout, working areas, common area should be adjusted to allow staff to maintain a 2m distance.
· Buildings should increase natural ventilation by opening windows, even where this may cause discomfort.
· Library should use a one way system where required
· Advice given to relevant libraries with recirculatory air conditioning to remain switched off.
· Minimise the number of staff and customers in the library at any one point to ensure safe distances are kept – consider rotas, split shifts
· Clear provision of posters and information to ensure people consider the need to maintain a safe distance, wash their hands more frequently after undertaking activities
· Access to building to be managed by staff on "one out one in" basis. Staff should "queue bust" outside to avoid unnecessary entry
· Staff can only offer assistance to customers where 2m distance can be maintained.
· All children's furniture and toys to be removed. Book track and Book quest to be completed online
· No events and activities to take place
· Room hire remains suspended at this time
· Cafes, and tea/coffee provisions to remain closed/unavailable until further notice
· Face coverings, visors and gloves are being made available to staff to use and direction on usage included within issued guidance
<u>Lifts</u>
· Put up signs instructing staff and public how to use the lifts safely and maintain social distance
· Relocate key services to the ground floor to negate the need for lift use.
<u>Public Toilets</u>
· Individual libraries to assess their public toilet access and waiting areas individually for viability and safety of opening
<u>Public PCs</u> | | | |

Who is at risk	Hazard	Risk	L	S	R	Control measures	L	S	R
						· PCs to be separated at 2m intervals · Usage limited to 1 hour · Hand sanitiser to be made available near PCs · Staff to wipe down PCs at intervals proportionate with usage levels · No staff support for using public PCs Staff spaces · Don't share desks where possible – if a desk must be shared, ensure that it is cleaned at the end of each session. · Space out desk usage, e.g. sit diagonally opposite rather than directly opposite. Wipe down keyboards, mice, phones and desks at start and end of each day work session. · Lunch and rest breaks should be taken at separate times and outside if possible. · Request staff bring own lunch and drinks where possible. Cleaning · All staff to complete online COSHH training via Safety Media e-learning · Supervisors to manage cleaners to focus on high usage and high hazard areas · Staff should undertake additional spot cleaning of high usage areas and RFIDS with cleaning products supplied as per guidance document. · Face coverings, visors and gloves are being made available to staff to use and direction on usage included within issued guidance.			
Staff, people who come in close contact with staff	Contraction of COVID-19 from returned books/money	Illness, transfer of illness to other vulnerable people	3	2	6	· Books that are returned should be kept separate for 72 hours before handling, (put skip in collection area to catch books so they don't have to be handled, close the skip and label with the date). · Accept alternative methods to cash where possible · Wash hands thoroughly after handling books/money. · Avoid touching your face. · Gloves can be worn if required and disposed of in a bin immediately after use.	3	1	3
Staff and customers	Contraction of COVID-19 from contractors	Illness, transfer of illness to other vulnerable people	3	2	6	· Where contractors are working onsite, areas should be cordoned off to allow contractor to work safely socially distanced. · Maintain 2m distance from contractors. · Contractors must wash their hands/use sanitiser on entering the	3	1	3

Who	Hazard	Risk	L	S	R	Control Measures	L	S	R
						building and before touching anything. · Work in different areas to where the contractors are. · Ensure that they complete the work as quickly and efficiently as possible.			
Staff	Lone working	Staff welfare, staff security, V&TB, premises issues, manual handling (all risks covered in RA12/RA13)	3	2	6	· All building managers and the potential lone worker should carry out a risk assessment for Lone Working, using the form RA12/RA13, and ensure it is relevant to the library. · All potential lone workers to complete the Lone Working training before working in the library, or within the first 3 hours of being in the library. · Line managers to make local arrangements for welfare checks for their team members working in the library. For example, lone worker to call on arriving and leaving the building, or hourly emails to supervisor to advise all is well. ·	3	1	3
Staff, contractors	Fire	Smoke inhalation, burns, entrapment, death	5	2	10	· Review the current fire risk assessment to ensure it's up to date with new working practices. · Ensure staff can still carry out building evacuation if required · In the case of emergency, people do not have to stay 2m apart if it is unsafe to do so. · Ensure that staffing allows sufficient fire warden coverage.	4	1	4
Staff	Contact with Substances Hazardous to Health (COSHH)	Occupational dermatitis, breathing in fumes, slip on spill, contact with skin	3	3	9	· Staff to complete COSHH training before using cleaning products. · Only use cleaning products supplied by Libraries Unlimited · Only use product as per the user instructions. · Data sheet for each product to be stored with the product. · Ensure products are in their original container and clearly labelled. · Printer toner to be changed by a suitably competent person. · Only use Substances Hazardous to Health (SHH) in well ventilated areas. · Wash hands thoroughly after contact. · Never mix chemicals or cleaning products. · Store cleaning products in a locked cupboard where possible, in any event away from the public.	2	1	2
Staff and customers	Reduced first aid assistance	Injury, ill health, death	4	2	8	· Staff to provide first aid only if necessary and must wear PPE provided.	2	2	4

Who	Hazard	Risk				Control Measures			
						· Ensure adequate numbers of appointed persons/first aid staff are available. Libraries to flag this if their first aid levels fall below requirements. · Keep safe distance if possible and ensure good hand hygiene before and after incident. · Any incident to be recorded on OSHENS.			
Staff	Electrical equipment	Electric shock, burns, death	5	2	10	· All equipment regularly PAT tested · Carry out visual inspection before opening/closing. · Gradually switch on equipment that has not been in use since building closure. · Do not spray cleaning detergent directly onto electrical equipment. · If electrical incident occurs, staff to intervene whilst asking customers to maintain safe distance if safe to do so.	3	1	3
Courier Drivers	Contraction and transmission of COVID-19	Illness, transfer of illness to other vulnerable people	3	3	9	· The courier driver should wash their hands (or use hand sanitiser) before entering and after leaving all sites. Courier must wipe down all surfaces that they have touched · Driver has the option of wearing gloves. · When buildings are occupied at delivery time, driver will ring the library on arrival so that he, and library staff, can agree necessary spacing.	3	1	3
Staff and customers - safeguarding	People in need of social assistance	Unwanted/ inappropriate attention	2	3	6	· Staff to read Safeguarding policy and complete e-learning · Staff to remain physically and emotionally distant from customers · Clear guidance on escalation procedures for those needing assistance	2	1	2
Staff and customers	Anti-social behaviour: Alcohol & drug use, verbal abuse, threats of actual physical abuse	Mental and physical symptoms.	3	3	9	· Monitor the situation and call 999 for the police if events escalate · If ASB incidents occur and persist, library opening to be reviewed	3	2	6
Staff and customers	Contraction of COVID-19 from shared building facilities ***Delete if not applicable***	Illness, transfer of illness to other vulnerable people	3	3	9	· Supervisors to work with landlords to establish landlord safety provisions during COVID-19 response. · These should be stored in electronically where possible · Where provisions are not deemed to be sufficient, these should be escalated with relevant manager.	3	2	6

Any other hazards specific to library building					.			