



## DECISION NOTE

**PREPARED FOR:** Emergency Operations Committee (EOC)

**DATE:** June 5, 2020

**ISSUE:** Restarting limited on-campus Library services: pick up and drop off of materials

### **BACKGROUND:**

The VCC Library closed their physical locations on March 18, 2020 in response to the COVID-19 pandemic. Following the guidelines of the Emergency Operations Committee (EOC), the Library maintained as many of its services as possible from online, including answering student questions through AskAway chat reference, maintaining access to our online resources (databases, e-books, and streaming video), and teaching workshops in Zoom.

Not wanting students to return to campus simply to return books or equipment, the Library has also extended the loan period several times, currently to early July 2020. Borrowing of additional material has not been offered.

### **DISCUSSION:**

The Library is proposing to restart some limited on-campus services: enabling requests to be placed on materials followed by in-person pickup; and expecting, but not requiring the drop-off of materials currently out at either campus Library. To support students who might be unable to come to the Library in person, we are also proposing setting up a delivery-by-mail service. This service would be limited to students in British Columbia.

The libraries at Langara College and Kwantlen Polytechnic University (KPU) were consulted. Langara has been offering contactless lending and returning since the beginning of their closure (mid-March). Many of our recommendations are based on Langara's practices such as a 24 hour quarantine period, staff wearing gloves, using disinfectant & cleaner as provided by the institution and having only 2 staff working in the space. KPU currently accepts material returns and lending on a case-by-case basis. KPU will start circulating items next week for all students and employees. Other institutions such as SFU are currently working on plans for contactless lending and returning.

To support our proposal, we have completed a Risk Identification, Assessment and Control rubric with detailed plans for social distancing, sanitizing, staffing, and communications. We believe that by following to proposed guidelines, we significantly limit risk to employees and students for contracting the COVID-19 virus.

Option 1: Do not restart limited library services at this point.

- Status quo. Online services will continue to be offered, and loan periods will be extended as needed.
- Implications: No access to print materials and equipment for students; no additional risk to staff coming into campus.

Option 2: Restart limited services in September 2020.

- Materials and equipment will be available to students for the beginning of Fall term. Pickup available at both campuses.
- Implications: Students will gain access but not for Summer 2020 term. We will hopefully have a greater understanding of the health situation and there will be less overall risk to staff. Risk of the pandemic situation changing again and being unable to re-open limited services at this point.

Option 3: Restart limited services on June 22, 2020

- Materials and equipment will be available to students for part of the Summer term. Pickup available at both campuses.
- Implications: Students will gain access to materials sooner. Materials currently out to students would be returned. Summer is quieter; likely that returns will be spread out over more days. Higher risk to staff. Increases the number of people (employees and students) working on campus.

## **RECOMMENDATION**

Option 3

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**DATE:** June 5, 2020

Risk Identification, Assessment and Control						
LIBRARY		PHASE 1: PICKUP/DROPOFF/DELIVERY OF MATERIALS & EQUIPMENT			DATE:	
1. Identify Critical tasks	2. Risk Assessment		3. Hazard Mitigation	4. Controls	5. Safe Work Procedures	
Critical Task(s)/Work	Risk(s) exposure	Risk Rating (L, M, H)	Hierarchy of Controls Select one or more options	Description of Control(s) to be implemented	Identify new procedure(s) for Administrative or PPE Controls to be implemented	
Accept drop-off of Library materials and equipment	Exposure to COVID-19	M	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	- Cordon off entrances beyond the vestibule and establish a place for drop off - Leave materials for 24 hours before check-in	- See Appendix B for sanitizing guidelines - See Appendix C for staffing plan	
Provide pickup of Library material and equipment	Exposure to COVID-19	M	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input checked="" type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	- Cordon off entrances beyond the vestibule and use the existing plexiglass to pickup (BWY) and the low barrier (DTN), install plexiglass at DTN if possible - Hand sanitizer available to students, pick-up area sanitized after every transaction - Limit the number of people allowed into the vestibule, and establish waiting area with appropriate social distancing - No browsing of materials; holds must be placed online before hand	- See Appendix A for social distancing plan - See Appendix B for sanitizing guidelines - See Appendix C for staffing plan	

Ship for material and equipment back and forth of materials and equipment from Downtown	Exposure to COVID-19	L	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	- Restart daily delivery between campuses by B&M	- See Appendix B for sanitizing guidelines
Mail material and equipment to students and enable students to return items	Exposure to COVID-19	L	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	<ul style="list-style-type: none"> <li>- Create separated space at DTN to send materials by mail</li> <li>- Adjust existing ILL guidelines for delivery and return of materials, using book rate</li> <li>- Develop safe work procedures for sanitizing delivery mechanisms (disposable envelopes? Reusable bags that can be cleaned)</li> </ul>	- See Appendix C for staffing plan
Staff on campus locations for provision of services	Exposure to COVID-19	L	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	<ul style="list-style-type: none"> <li>- Both campuses for pickup location</li> <li>- DTN also staffed for mailing materials</li> <li>- Guidelines established for breaks and desk space to maintain social distancing</li> <li>- Guidelines for covering illnesses</li> <li>- Accommodations for employees at higher risk</li> <li>- Regular cleaning by Facilities</li> </ul>	- See Appendix C for staffing plan
Check-in, check-out and re-shelf material safely	Exposure to COVID-19	L	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	<ul style="list-style-type: none"> <li>- Employees will maintain social distance for each other while at work</li> <li>- Desk space will be spaced out throughout the library to ensure adequate distance</li> <li>- Hand sanitizer and guidelines for hand washing will be available</li> </ul>	<ul style="list-style-type: none"> <li>- See Appendix A for social distancing plan</li> <li>- See Appendix B for sanitizing guidelines</li> <li>- See Appendix C for staffing plan</li> </ul>

Communicate with students and employees about pick-up and drop-off of materials and equipment	Exposure to COVID-19	L	<input checked="" type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	- Communications will be planned and implemented from home offices or other socially distant workspaces.	- See Appendix D for communications plan
Clean materials, equipment, and space	Exposure to COVID-19	L	<input type="checkbox"/> <b>Physical Distancing</b> <input type="checkbox"/> <b>Elimination</b> <input checked="" type="checkbox"/> <b>Administrative</b> <input type="checkbox"/> <b>PPE</b>	<ul style="list-style-type: none"> <li>- Returned materials left for 24 hours</li> <li>- Procedures established for wiping down surfaces after every pickup</li> <li>- Procedures established for cleaning materials after waiting period</li> </ul>	- See Appendix B for sanitizing guidelines

## Appendix A: Social Distancing Plan

- The public will not have access to the collection or any part of the Library past the entry vestibule at Broadway and Downtown.
- Requests can only be placed online or by phone. Emails will be sent to patrons when items are ready for pickup. Items will be held for 1 week. All materials will be available for request except for the larger A/V equipment like projectors and COWs.
- Entrance into the main part of the Library will be blocked by tape and tables; pickups will be provided to patrons through the existing glass wall (BWY) and over the low wall (DTN).
- Drop-off location will be a book truck placed near the entrance that can be quarantined and kept for 24 hours before checking the material in. Additional grace days will be added to the borrowing period. The book drops will also be open.
- Signs will be posted limiting the number of people that are allowed within the vestibule at one time and promoting public health measures such as physical distancing, respiratory etiquette and hand hygiene in visible areas
- Floor stickers will be applied outside of the Library doors to establish a socially distant waiting line.
- Limited staff will be split between campuses.
- 2 public services staff will be on duty at one time at Broadway: one responsible for preparing materials for checkout, and one will prepare and check in materials (staff members might switch between tasks during the shift). Space will be identified for each responsibility to ensure social distancing.
- 3 staff members will be on duty at one time at Downtown: one responsible for preparing materials for checkout; one responsible to prepare and check in materials; one responsible for delivery-by-mail. Space will be identified for each responsibility to ensure social distancing.
- Desk space will be spread throughout the library so no one is working too closely together.
- Other employees will continue to work from home to limit the number of people unless they come in for specific reasons; social distancing guidelines would then apply.

## Appendix B: Sanitizing Guidelines

- Information will be provided to staff on proper prevention measures
- Supplies will be available for staff:
  - Staff will wear non-medical gloves and will be trained on their use and disposal.
  - As per WorkSafe BC guidelines, our area does not require the use of N95 masks. Staff may choose to use non-medical masks and will be trained on their use and care.
  - Cleaning and disinfecting products including hand hygiene products will be readily available for staff to use
  - Alcohol-based hand sanitizer, with a minimum of 60% alcohol, will be placed near high traffic areas (e.g., entrance and exit doors) and near high-touch surfaces; we must confirm we can get this from the College.
  - Staff washrooms will be well stocked with liquid soap and paper towels
  - Only Health Canada approved [hard-surface disinfectants](#) that have a Drug Identification Number (DIN) will be used
- Staff will adhere and comply with individual public health measures:
  - As per WorkSafe BC guidelines, frequently wash hands with soap and water for at least 20 second, or alternately, use an alcohol-based hand sanitizer
  - Practice respiratory etiquette
  - Avoid touching eyes, nose and mouth
- Staff will adhere to the following guidelines:
  - Maintain their distance (ideally 2 metres) with patrons and coworkers
  - Stay behind physical barrier, if available.
  - In situations where physical distancing is difficult to maintain, masks and gloves are recommended
  - Limit unnecessary face-to-face interactions with others (i.e. breaks)
- Routine cleaning and disinfecting of library areas:
  - Facilities will clean the Library every day, confirmed by sign-in sheet. Special focus should be on the vestibule, front desk area of the library, front door, doorknobs, handle of the bookdrop, and bathrooms.
  - Staff will clean the surface after every pickup at the pickup window.
  - Staff will clean their own workspace at the beginning and end of their shift, including kitchen.
  - The library will follow industry standard cleaning approaches
- Materials will be quarantined after return:
  - 24 hours quarantine on returned items
  - Dedicated quarantine book truck

- Dedicated quarantine space
  - Staff will use gloves to put materials into box, move the quarantine box into quarantine, discard gloves, then wash hands
- Material will be sanitized and processed after quarantine
  - Use gloves for handling of quarantine box, materials and equipment
  - Cleaning hard surfaces, equipment and quarantine book truck

## Appendix C: Staffing Plan

- All staff will continue to work from home most days
- Hours for pick up will be: Monday to Thursday, 11am-3pm (reviewed once we see student demand)
- PS staff members will usually work 2-3 times per week on campus
- Facilities will arrange 1 delivery of books back and forth between the campuses per day.
- Work spaces will be defined for each library employee and students/other employees will not have access to the library space
- Accommodations will be made with HR for any employee with a greater health risk to coming onto campus
- Checklist for self-assessment for staff prior to coming into work.
- Supervisor will use on-call list to cover sicknesses and absences as appropriate.

## Appendix D: Communication Plan

- College community will be notified on return of limited services by: Library Website, MyVCC, Social Media
- Signage will be posted covered social distancing requirements, queueing processes, and procedures for picking up materials, including posters from WorkSafe BC.
- Key messaging points (subject to discussion and change):
  - Items currently checked out should be returned by 4 weeks from the start of this pickup service
  - If for any reason a patron cannot or is not willing to return by this time, please contact the library for an extension
  - New items will be checked out for 4 weeks, including Reserves items
  - Items will be quarantined for 24 hours after they have been returned.
  - Late fees will not be charged.
- Email notifications will continue with modifications for:
  - Hold ready for pickup (Your hold is ready for pickup, here's how to pick it up)
  - Email receipt only (No paper receipts)
  - Overdue notice (If you cannot return this item due to Covid19, contact library)
  - Billing notice (Billing notices will not be sent out until we can ensure all patrons can safely return items)