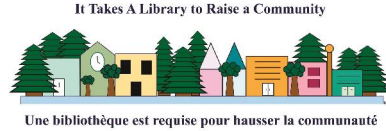

Wawa Public Library



Policy Type: **OPERATIONAL**

Policy Number: OP - 06

Policy Title: **Reopening Plan/Procedure**

Initial Policy Approval Date: June 2020

Last Review/Revision Date: July 2021

Year of next review: As Required

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

Phase 1 Reopening

Section 1: Curbside Pickup

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

- All curbside pickup will occur at the main entrance of the library
- Staff will have items ready for pickup.
- Patrons are to call, email, or message to arrange pick up
- A staff member will deliver items curbside

Section 2: Rules, Signage and Communication

All library rules and regulations will be observed.

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

OP-06 - Reopening Plan / Procedure (continued)

Section 3: Access, Capacity and Requirements

At **Phase 3**, the library will allow a maximum of five (5) patrons at a time to enter the physical library space. Once the library has reached capacity, staff will inform patrons outside the library and request that they stay in the designated marked waiting zones (or they may choose to return at another time). Signage will also be posted stating opening hours, social distancing requirements and conditions for patron and staff safety. (Appendix A)

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

1. Beginning September 8, 2020, all patrons entering the library must wear a mask or face covering for their own protection and that of others, including staff. The mask or face covering must cover the nose, mouth and chin without gaping.
 - All patrons must use hand sanitizer upon entering and exiting the library (the Wawa Public Library will provide hand sanitizer stations at each entrance and exit).
 - All patrons must adhere to the signage posted upon entering the library and those posted in the library.
 - All patrons and staff will follow appropriate social distancing practices.
 - All patrons will adhere to a maximum 15 (fifteen) minute time limit for access to the physical library space.
 - Patrons who require a personal support worker or one child with a parent/guardian will count as one (1) patron and will stay together within the library and practice social distancing from others.
 - Curbside pick-up will still be available for patrons not comfortable with entering public spaces at this time.
 - Service is “Grab and Go”.
 - All public washrooms will be **CLOSED** during this phase of the reopening.

2. The following persons are exempted from the requirement to wear a mask or face covering and will not be required to provide proof of such exemption:
 - Children under two years of age, or children under the age of five years either chronologically or developmentally who are unable or refuse to wear a mask or face covering and cannot be persuaded to do so by their caregiver;
 - Employees who are within or behind a physical barrier (e.g. Plexiglass)

- **OP-06 - Reopening Plan / Procedure** (continued)

Curbside pickup is available for:

- Individuals with medical conditions rendering them unable to safely wear a mask or face covering, including breathing difficulties, cognitive difficulties, hearing or communication difficulties;
- Individuals who cannot wear or are unable to apply/remove a mask or face covering without assistance, including those who are accommodated under the Accessibility for Ontarians with Disabilities Act (AODA) or who have protections under the Ontario Human rights Code, R.S.O. 1990, c. H. 19 as amended;

3. Temporary removal of the mask or face covering is permitted where necessary when:
 - consuming food or drink;
 - for any emergency or medical purpose
4. Employees/staff will be trained on the policy, including:
 - how and when to provide verbal reminders of the policy’s masking requirement to persons entering or remaining without a mask or face covering, and those who remove their mask or face covering for an extended period of time.
 - where and how to properly wear a mask or face covering;
 - how to respond to customers who do not have a mask or face covering;
 - where people can get more information about the policy; and
 - how to handle a customer who becomes aggressive about the new requirement.
5. A copy of this policy will be made available on request to a public health inspector or other person authorized to enforce the Emergency Management and Civil Protection Act.
6. Completing a similar Covid-19 Contact Tracing Sheet will be mandatory upon entering and exiting the library as well as answering a questionnaire.

	WPL Covid-19	Contact Tracing Sheet	
Date:			
Name	Time In	Time Out	Contact (Phone #, address or email)

OP-06 - Reopening Plan / Procedure (continued)

Section 4: Internet and Computer Access

In accordance with the Wawa Public Library Policy OP—03 *Public Internet Services*, the library will continue to provide Internet access through Wi-Fi within the library. Patrons may access the library Wi-Fi with their own personal devices for only thirty (30) minutes within the library at this time. Patrons may also use the library Wi-Fi near the building outside, maintaining appropriate social distancing or in their own vehicles. The library will provide two (2) desktop computers for public use within the library. Due to social distancing restrictions, staff will not be permitted to provide one-on-one technology support during this phase of the reopening. When staff is available, they may provide technology support to patrons through telephone and/or email, during the opening hours of the library.

- Patron use of the desktop computer will be limited to one thirty (30) minute session.
- After each session, the computer and area will be cleaned with disinfecting wipes prior to the next user.
- Patrons must book an appointment for each computer session to avoid crowding and wait times.
- No double-booking appointments will be allowed during this phase of the reopening; strictly thirty (30) minute sessions only and no re-bookings on the same day.

Section 5: Check Outs and Returned Materials

Check Outs:

- Items and materials may be checked out by staff at the circulation desk
- Hand sanitizer will be available for those who enter the library.
- Patrons will be limited to a total of ten (10) items during this phase of reopening.
- The library will supply plastic bags to patrons at this time.
- No patron reusable bags will be allowed within the library during this phase of reopening.

Returned Materials:

- All books and items will be accepted for return through the **book drop only** and will not be accepted at the circulation desk.
- Returned items will be set aside in a designated quarantine area of the library for 72 hours before being sanitized. Once the returned items have been sanitized, they will be discharged and then placed back into the collection.

OP-06 – Reopening Plan / Procedure (continued)

Section 5: Check Outs and Returned Materials (continued)

COVID-19 DISCLAIMER:

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

Section 6: New Membership and Membership Renewal

- New patrons may call or email the Wawa Public Library circulation desk to register for access to our online collection and resources. Patrons may come into the library to pick up their library card at the circulation desk once we have processed their form.
- Non-resident fees will be by cash only.
- Membership renewal may be done at either circulation desk, over the phone or via email during this phase of the reopening.

Section 7: Shared Materials and Office Services

- All shared materials provided by the library, including but not limited to staplers, staple removers, hole punches, chargers, etc. will **NOT** be available for patron use at this phase of the reopening.
- Photocopying, scanning and faxing are available at the circulation desk, fees will continue to apply. Photocopying can be done provided that the patron pays in cash and a staff member is available.

Section 8: Hours of Operation

During this phase of the reopening, the Wawa Public Library will have the following hours of operation:

- Tuesday – Friday 11:00 a.m. – 4:00 p.m.

These hours are subject to change at the discretion of the Wawa Public Library Board, in collaboration with the CEO and will be reviewed regularly (at minimum, monthly) during the changing circumstances of the pandemic.

OP-06 – Reopening Plan / Procedure (continued)

At its discretion, the Wawa public Library Board may temporarily limit hours and/or services if there is insufficient staff to maintain safe operations, cleanliness or to reduce the possible spread of the contagion. An increase in hours and services will be assessed going forward, on a regular basis, as regulations and requirements change.

Appendix A: Possible Signage Information

Hours of Operation:

Tuesday – Friday 11:00 a.m. – 4:00 p.m.

Curbside Pickup Available

At the Wawa Public Library, we strive to keep our patrons, staff, community, visitors and families safe at this time. Before visiting the library, if you answer “YES” to any of the following, we ask that you not enter the library:

- If you **are** in a high-risk group should you come in contact with COVID-19
- If you are **not** feeling well.
- If you **have** travelled outside of Canada within the last 30 days
- If you **have** been in contact with anyone known to have COVID-19 at work or personally in the past 14 days.
- If you are **not willing or not able** to follow any, and all safety measures requested during a visit to the library. This may include physical distancing, hand sanitizer, wearing masks, and using library-provided bags for materials.

Measures may change, following the best advice of public health and government officials.

If you have any questions or concerns, please email or call the library prior to your visit.

Thank you for helping us to contain the spread of COVID-19 and for supporting the Wawa Public Library and the community of Wawa.

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