

Library Risk Assessment Phase 1 – Covid-19

<u>Potential Hazards:</u>	<u>Risk Level</u>	<u>Implemented Control Measures:</u>
<p>Working in contact with colleagues, public and with physical materials.</p> <p>Inadequate provision of rest, hygiene, and welfare facilities</p> <p>Setup / Shared work stations for staff use.</p>	<p>High</p>	<p>Measures in place to prevent further spread of COVID-19 and to safeguard staff, councillors, volunteers and the community:</p> <p>Assistant Town Clerk to support the library team.</p> <p>Volunteers will not be returning to workplace in first phase. To be reviewed in the second phase.</p> <p>Hand sanitizer, soap, warm water and paper towels.</p> <p>Handwashing remains the best defence against a virus alongside coughs and sneezes being caught in a tissue and then disposed of. Ensure people wash their hands on a regular basis and before and after eating to avoid the spread of the virus. Avoid touching your face. Social distancing in place in staff room. Disposable cups or own cup to be used to avoid the spread of the virus and water stations to be provided.</p> <p>All staff must maintain social distancing (approximately 2 metres/6 feet) with everybody. Government guidance provided. Clear signage about social distancing and hand washing and floor markings in place.</p> <p>Partition screens, sneeze screen and retractable ribbon barrier to ensure a safe working environment. Lobby service only. If practicable and feasible no sharing of computer equipment, phones and stationery, if not, workstation and equipment to be wiped down after use.</p>

<p>Safe access and egress to a workplace.</p> <p>Vulnerable customers use the service, including homeless and those in need of benefits.</p> <p>Emergency procedures.</p> <p>Books on open shelves.</p> <p>Handling of Membership cards.</p> <p>Handling of cash and cheques, card payments</p>		<p>Functions to be maintained in phase 1: A staff managed online / phone click, collect and return service, Monday, Tuesday, Thursday and Friday 10am to 2pm, operated behind safety screening. Minimal staff interaction with public. Scheduled work rotas.</p> <p>Staff to contact Cornwall Council department for advice at the time of enquiry.</p> <p>Full emergency procedures provided – first aid contact and fire evacuation.</p> <p>72-hour quarantine for returned items, held in closed area before processing and shelving.</p> <p>Only ‘cleaned’ items handed to customers at collection point. Click and collect service only, no browsing. Restricted lobby service with access to screened desk and return book trolley. Card scanner available at desk point. Membership card to be placed on desk, customer returns to 2-meter point, staff scan card, customer collects. Cancellation of overdue charges, reviewed phase 2 to remove cash handling. No Cornwall Council payments accepted, direction to online or telephone payment, nearest PayPoint or Post Office.</p>
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<p>Handling of customer documents e.g. evidence for Assessments/Housing</p>		<p>Handling of customer documents limited to vulnerable customers who have no other means of providing evidence (e.g. no smartphone, no access to photocopier, no friends and family support) Box provided for customer to drop documents, no staff handling. Internal Cornwall Council collection and distributed through normal channels.</p>
<p>Proximity to customers</p>		<p>Refer to online services wherever possible, maintain social distancing when handling documentation.</p>
<p>Manual Handling</p>		<p>Follow manual handling procedures (this will be specific to job roles) – manual handling risk assessment carried out and appropriate instruction provided.</p>
<p>Display Screen Equipment (DSE)</p>		<p>DSE advice, guidance and procedures provided and staff completed DSE elearning.</p>
<p>Public access computers</p>		<p>Access to public computers to be reviewed in phase 2.</p>
<p>Stress/Anxiety as dealing with unknown visitors/issues</p>		<p>Supervision sessions to ensure staff and customers following guidelines and can discuss concerns or issues. Employees have access to means of communication e.g. landline, mobile and email. Employees prepared to undertake ongoing dynamic assessment. Staff encouraged to use CC HS&W resources. Access to information, documents, internal communications and contact directories.</p>

<p>Other Council services expecting or assuming that a full reception service has resumed, including use of meeting rooms, advising customers to visit.</p> <p>Safe use and disposal of PPE.</p>		<p>Other Council services are informed of the restricted service in sites and adhere to the limitations and do not put LIS staff or customers at risk by offering access. Agreements in place and up to date contact details for each service. Registration Service informed of the restrictions and cleaning practices in place and required when accessing Saltash library and sharing of staff room and toilet facilities.</p> <p>Hygiene posters on display, procedure for use, gloves to be worn to complete a task, removed and disposed of safely. Good hand hygiene and screens should preclude the need for facemasks. Staff may wear their own facemasks/visor if they wish.</p>
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Screens and PPE to be available, quarantine area identified and operating process written up and shared with the team. Restricted click and collect area set up. No public access to the rest of building. Clear signage. Communications that Cornwall Council payments are not being taken at sites. Vulnerable protocol updated and shared with teams. Internal delivery service restarted. Agreement and contact details from Cornwall Council Services to recognise that full reception services are not in place. Increased cleaning service delivered by the Service Delivery Department.

Further guidance can be found at the following links:

[Corona Virus – COVID-19](#)

[Working Safely in Offices during COVID19](#)