

## **Saltash Library and Information Service Recovery Plan**

The recovery plan has been worked up in consultation with all staff giving due regard to Government guidance and Public Health England.

### **A staff managed online / phone click, collect and return service (phase 1):**

This service would not allow customers access to library shelves nor the main section of the library. Online and phone reservation or at staff discretion a selection of staff picks within certain genres.

Trolleys provided for customers to deposit returned books located in the lobby area of the library and quarantined for 72 hours before entering on the system, shelving, or sending to other libraries. Trolleys to be labelled with date and time for quarantined purposes.

Due to not being able to provide a one-way system or utilise the fire escape doors, a one customer in, served and out, the next customer in, and so on is recommended. This will avoid overcrowding and accommodate privacy for the customer.

By offering this service the Council continue to adhere to government guidance and Public Health England in protecting staff, customers, and volunteers but also, address those in our community that are unable to access online.

There will be a clearly marked queuing system outside the library in the direction of St Anne's Home (pathway). A member of staff to guide and inform customers of the process at the initial stage of opening.

Engage with neighbouring properties informing them of the process.

It is envisaged this service will operate from 6<sup>th</sup> July to September when it may be feasible to work towards phase 2 subject to their not being a second wave of COVID-19. The recovery plan is to be reviewed on a month to month basis.

To provide the service in a safe manner it is recommended that STC purchase the following items:

#### **Partition screens / retractable ribbon barriers:**

- X 10 Partitions to create a safe lobby area/service.
- Sneeze screen applied to welcome desk.
- Screen to divide information desk to allow for two working stations.
- Staff to operate behind the screen when serving members of the public.

### PPE:

- Gloves, masks and visors to be available for staff and volunteers (Volunteers be brought back in phase 2 not phase 1).
- Hand sanitiser installed through the library and lobby area for customers.

### Stationery (STC branding):

- External floor signs – adhering to social distancing.
- Internal floor sign – facing the screen/counter.
- Various information notices displayed on the library doors and noticeboards (in-house)

### Operations:

- Monday, Tuesday, Thursday, Friday click, collect, and returns and phone service.
- Wednesday and Saturday – Closed.
- Initial opening hours to the public – 10am to 2pm.
- Phone service 9am to 5pm.

### Staff rota:

- Staff to work their full contracted hours.

1 week prior to opening staff will return to the library to start work behind the scenes ensuring systems are up and running and the layout of the library is ready to meet and greet our customers.

### Costings:

- It is recommended to procure these items up to a maximum budget of £2,500.

Health and Safety – Available balance £5,000.

Informal meeting held with Library Sub Committee Members held on Tuesday 3<sup>rd</sup>  
June 2020.

**Attendance:** Cllrs Dent, Martin, Phillips, Yates, Lennox-Boyd (late arrival), B Samuels, P Samuels.

**Apologies:** Cllr Challen.

Members reviewed the report and opted for:

- X 10 Partition room divider screens in blue to cover a 12-foot area to create a lobby area/service.
- Sneeze screen to be applied to the welcome desk.
- Screen to divide information desk to allow two working stations.
- Utilise trolleys for returned books.
- External and internal floor signs.
- In-house information notices displayed around the library.

It was agreed delegated authority be given to the Chairman up to £2,000 maximum budget plus additional sums at the discretion of the Chairman.