

Library Risk Assessment Phase 6 Tier 1 Limited Browsing – 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>High</p>	<p>Measures in place to prevent further spread of COVID-19 and to safeguard staff, Councillors, volunteers, Cornwall Council Registration staff and the community:</p> <p>Community Hub Team Leader to support the library team.</p> <p>Hand sanitizer, soap, warm water and paper towels. Handwashing remains the best defence against a virus alongside coughs and sneezes being caught in a tissue and then disposed of. Wash your 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 and throughout the library building. Disposable cups or own cup to be used to avoid the spread of the virus and water station provided. Staff and councillors provided PPE and worn as necessary.</p> <p>You 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>You must wash your hands and take your temperature immediately on arrival. If 38 degrees or more leave the building immediately reporting to your line manager.</p> <p>Good ventilation can help reduce the risk of spreading a virus. Where possible, opening of windows and doors and using air conditioning if available. To prevent pockets of stagnant air in occupied spaces use ceiling and desk fans provided good ventilation is maintained. Fans in place to assist ventilation.</p>

<p>Customer self-service kiosks</p> <p>Computers and scanning service.</p> <p>Vulnerable customers use the service, including homeless and those in need of benefits.</p> <p>Emergency procedures.</p> <p>Handling of Membership cards.</p> <p>Handling of cash and cheques, card payments</p>		<p>Both kiosks fully cleaned every day by Council SGGAs. Each kiosk to have its own spray cleaning kit for customer cleaning after use.</p> <p>2 computers, 1 scanner available for public use. Booking procedure in place to avoid crowding. Computers at diagonals of computer tables to allow for social distancing. Computers, tables and chairs to be manually cleaned after each use.</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>If kiosks not able to be used. Card scanners available at welcome and reception desks. Membership cards to be placed on desk, customer returns to 2-meter point, staff scan card, customer collects.</p> <p>Cancellation of overdue charges, therefore no cash handling. Printing costs added to customers account for future collection.</p> <p>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) Public Access Computers</p>		<p>DSE advice, guidance and procedures provided and staff completed DSE elearning. Limited access to one public computer, scanning and printing service, available for Phase 2. Pre-bookings only to ensure time to clean equipment and safe distancing customer access.</p>
<p>Cornwall Council Deliveries and Collections</p>		<p>Delivery drivers to access the library building by the side entrance. Delivery drivers to ring the bell and step back from the door, member of staff to open the door and move away from the area allowing the driver to enter. Deliveries left behind the door against the wall. Collections will be left in the same location. No access to the rest of the building or toilet facilities. Hand sanitiser to be used. Clear signage. Out of hours: No access.</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, virtual platform and email and direct access to Library Hub Team Leader.</p> <p>Employees prepared to undertake ongoing dynamic assessment.</p> <p>Staff encouraged to use CC HS&W resources.</p> <p>Access to information, documents, internal communications and contact directories.</p> <p>Hygiene notices on display, procedure for use, gloves can be worn if preferred to complete a task but must then be removed and disposed of safely. Good hand hygiene and sneeze guard screen to reduce the risk of transmission and protection of staff and customers.</p> <p>Staff to wear a face covering at all times within the work place or when engaging directly with the public without a safety screen unless medically exempt (please inform your line manager). Please ensure your face covering is cleaned regularly with appropriate cleaning products. Staff provided with their own cleaning spray and cloth to clean equipment prior and after use.</p> <p>Vulnerable and extremely vulnerable staff members are to work in back office away from direct contact with public adhering to all safety protocols.</p>
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Screens and PPE to be available, quarantine area identified and operating process written up and shared with the team.

Browsing and restricted click and collect areas 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. Daily deep cleaning of building delivered by the Service Delivery Department.

P x S		SEVERITY				
		Minor 1	Moderate 2	Significant 3	Serious 4	Major 5
PROBABILITY	Rare	1	2	3	4	5
	Unlikely	2	4	6	8	10
	Possible	3	6	9	12	15
	Likely	4	8	12	16	20
	Almost Certain	5	10	15	20	25
	Risk Level	=	Low 1-5	Medium 6-10	High 11-15	Very High 16-25

Risk Rating

Initial Risk

Probability (1 to 5)	X	Severity (1 to 5)	=	Risk Rating (1 to 25)
4		4		16

Residual Risk

Probability (1 to 5)	X	Severity (1 to 5)	=	Risk Rating (1 to 25)
3		3		9

All staff to read and familiarise themselves with the risk assessment and refer questions to your line manager.

Further guidance can be found at the following links:

[Corona Virus – COVID-19](#)

[Working Safely in Offices during COVID19](#)

Date assessment was carried out: 07.04.21

Review date: Monthly

Last reviewed:

- 9th March 2021

Next review date:

- 6th May. 2021