

Library Risk Assessment Phase 7 Tier 1 - Opening - Unlocking post Covid-19 Restrictions

<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>The workspace, public space and protocols</p> <p>Unlocking of all Library floor space</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 after unlocking the whole Library to public:</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>Face masks are compulsory for staff and customers entering the Library except for customers who have legal exemptions. Proof of exemption will be required before being allowed into the building.</p> <p>Track and trace app still in use and recording entries. Contact details continue to be taken where track and trace isn't used. Daily Employee Covid 19 Safety checklist recorded.</p> <p>No public use of staff toilet or kitchen facilities.</p>

<p>Setup / Shared work stations for staff use.</p> <p>Library floor use and maintenance of book/stock</p>		<p>Social distancing is recommended and should be implemented where-ever possible in staff and public spaces.</p> <p>Wash hands and take 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>Welcome and Reception desks protected with face/splash screens to protect staff ensure a safe working environment. 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>Functions to be maintained: Monday, Tuesday, Thursday, Friday, Saturday Full library clean on Wednesday closing.</p> <p>Hand sanitizers in place for public use.</p> <p>Groups and activity public numbers in the Library to be managed by and at the discretion of the Library Hub Team Leader.</p> <p>All books no longer quarantined as per CC advice.</p> <p>A staff managed online / phone click, collect and return service to be continued and operated.</p>
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<p>Customer self-service kiosks</p> <p>Public access 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>5 computers, 1 scanner available for public use. Booking procedure in place. 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. Mobile available for public use and cleaned after use.</p> <p>Full emergency procedures provided – first aid contact and fire evacuation.</p> <p>If kiosks not able to be used staff can handle cards with correct PPE on hands.</p> <p>No cash handling. Printing costs added to customers account for future collection. 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>Proximity to customers</p> <p>Cornwall Council Deliveries and Collections</p> <p>Stress/Anxiety as dealing with unknown visitors/issues</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>Refer to online services wherever possible, maintain social distancing when handling documentation.</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>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 have option of Lateral flow tests.</p> <p>Staff encouraged to use CC HS&W resources.</p> <p>Access to information, documents, internal communications and contact directories.</p>
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<p>Screens and PPE to be available, quarantine area identified and operating process written up and shared with the team.</p> <p>No public access to the rest of building used by staff. Clear signage. Communications that Cornwall Council payments are not being taken at sites. Vulnerable protocol updated and shared with teams. Internal delivery service restarted. Daily deep cleaning of building delivered by the Service Delivery Department.</p>		

		SEVERTY					
P x S		Minor 1	Moderate 2	Significant 3	Serious 4	Major 5	
PROBABILITY	Rare	1	1	2	3	4	5
	Unlikely	2	2	4	6	8	10
	Possible	3	3	6	9	12	15
	Likely	4	4	8	12	16	20
	Almost Certain	5	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

Read and understood.

Name

Date

Signed

