

## Library Risk Assessment Phase 7.1 Tier 1 - Opening - Unlocking post 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>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 advised and welcomed for staff and customers to use entering the Library..</p> <p>Track and trace app still in use and recording entries.</p> <p>No public use of staff toilet or kitchen facilities.</p> <p>Social distancing is recommended and should be implemented where-ever possible in staff and public spaces.</p>

<p>Setup / Shared work stations for staff use.</p> <p>Reception and back office.</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>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>Welcome and Reception desks protected with face/splash screens to protect staff ensure a safe working environment.</p> <ol style="list-style-type: none"><li>1. Protective screen between staff and customers.</li><li>2. Internal protective dividers between two public facing computers stations.</li></ol> <p>Back office of reception to be used by one person only with no encroachment allowing maximum social distancing as possible in the space.</p>
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<p>Library floor use and maintenance of book/stock</p> <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>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> <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>
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<p>Emergency procedures.</p> <p>Handling of Membership cards.</p> <p>Handling of cash and cheques, card payments</p> <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>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>Cash payments are now accepted for Library book fees and printing charges. All cash to be handled using PPE gloves and cash register wiped down after use.</p> <p>Handling of customer documents only with PPE gloves.</p> <p>Refer to online services wherever possible, maintain social distancing when handling documentation.</p> <p>All proximity must be at a safe distance and help must be verbal and not manual next to a customer.</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>
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<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 have option of free Lateral flow tests available at high street Boots chemist.</p> <p>Staff encouraged to use CC HS&amp;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 preferred to wear a face covering at all times when engaging directly with the public with or 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>Screens and PPE to be available, identified and operating process written up and shared with the team.</p>		

No public access to the rest of building used by staff. Clear signage. Vulnerable protocol updated and shared with teams. Internal delivery service restarted. Daily deep cleaning of building delivered by the Service Delivery Department.

P x S		SEVERTY				
		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

<b>Initial Risk</b>				
Probability (1 to 5)	X	Severity (1 to 5)	=	Risk Rating (1 to 25)
4		4		16
<b>Residual Risk</b>				
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:** 25.10.21

**Review date:** Monthly

**Last reviewed:**

- 01.09.21

**Next review date:**

- 25.11.21

Assessed by Community Hub Team Leader

Read and understood.

Name - *Dave Orton*

Date 27.10.21

Signed .....