

## 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>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&amp;W resources.</p> <p>Access to information, documents, internal communications and contact directories.</p>
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		<p>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>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>		

		SEVERITY					
		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: 24.11.21**

**Review date:** Monthly

**Last reviewed:**

- 20.10.21

**Next review date:**

- 23.12.21

Assessed by Community Hub Team Leader

*Dave Orton*

Read and understood.

Name .....

Date .....

Signed .....