

**Present:**

**Absent:**

**1. Approval of Agenda**

**2. Board Feedback**

a.

**3. Consent Agenda**

a. Approval of Minutes of June 16, 2020 meeting

b. Items for Information

i. Thank-you letter to Mary MacArthur

ii. Minister of Municipal Affairs Letter mid-July

iii. Supplemental June 1 Town Hall QAs Government of Alberta

iv. PLSB Updated Relaunch FAQs July 2020

v. PLSB Checklist Resuming Library Service Updated July 2020

vi. Reopening Protocols – Patron Document

vii. Relaunch Plan

viii. Breakdown of Specific Roles

ix. Daily Cleaning Guide

x. Staff Comments on Reopening

xi. Excerpt from Camrose Public Library Safety Manual 2020

xii. COVID Safety Risk Assessment Form (*sent in separate email*)

xiii. Occupational Health and Safety Committee Meeting Minutes

c. Reports

i. Librarian's Report

ii. Nicole's Program Report June 2020

iii. Program Overview to June 30, 2020

iv. Library Stats June 2020

**4. Items for Discussion**

a. Safety protocols in the library, now that we have been open for one month

i. ALA Resolution on Protecting Privacy

**5. Items for Decision**

a. Computer Desks Purchase

i. Computer Desks Quotes

**6. Adjournment**

Next Board meeting: **September 15, 2020** at 5:15 PM

**Present:** Elizabeth Luck (Chair), Agnes Hoveland (City Councillor), Renee Greer, Katherine Schwaiger, Krista Larocque, Susanna Bruneau, Robyn Gray (Director), Cheryl Hamel, Jackson Longworth, Tristen Hansen, Nicole Bannick, Shannon Stolee, Kelly Higgins, Larissa Berlin

**Absent:** Trevor Miller, Julie Girard

1. **Approval of Agenda – Motion 18/20 M/S/C A. Hoveland/R. Greer. Passed.**
2. **Introduction of Jackson Longworth and Tristen Hansen**
  - a. **J. Longworth** – This year’s Book Bike Coordinator! Going into his second year of the Master of Information program at the University of Toronto.
  - b. **T. Hansen** – This year’s Summer Reading Program Facilitator! Just finished his second year at Augustana, and is a Modern Languages Major.
3. **Board Feedback**
  - a. N/A
4. **Consent Agenda – Motion 19/20 M/S/C R. Greer/K. Schwaiger. Passed.**
  - a. Approval of Minutes of May 19, 2020 meeting
  - b. Items for Information
    - i. Rural Service Grant
    - ii. PRL Board Talk May 28
    - iii. Parkland IT Report May 2020
    - iv. Parkland Finance Operations Report
    - v. Parkland Library Services Report
    - vi. Battle River Community Foundation Newsletter
    - vii. Provincial Relaunch Strategy Updated June 9
    - viii. Provincial Covid-19 Relaunch Guidance Libraries
    - ix. Provincial Covid-19 Relaunch Guidance Day Camps
    - x. Checklist for Resuming Public Library Service
    - xi. Public Library Pandemic Response
  - c. Reports
    - i. Librarian’s Report
    - ii. Nicole’s Program Report May 2020
    - iii. Program Overview to May 31, 2020
    - iv. Library Stats May 2020
5. **Items for Discussion**
  - a. Staff Guidelines for Reopening – revisions will be made to the document that was presented at this board meeting. To begin with, we will limit the amount of

patrons to 15 upstairs and 15 downstairs at one time. We will be closed on Sundays, and during the week will only be open until 6pm every evening. We will have more circulation staff on duty during the times we are open, to accommodate for the increased amount of tasks that need to be done to stay on top of COVID-19 regulations. This will all be reviewed at our next board meeting.

- b. Book Bike SRC Covid-19 Protocols Draft – J. Longworth summarized the document and the fact that it is still in the brainstorming phase as we develop more ideas.
- c. Reopening Points for Patrons to Know – Agreed that information from this document should be shared widely with the public so that patrons know what to expect when they can re-enter the library. This information will be shared with Camrose Booster to make more people aware of the new standards.

## 6. Items for Decision

- a. Policies
  - i. Policy on Material Acquisition – accepted with additions, **Motion 20/20 M/S/C** S. Bruneau/K. Larocque. Passed.
  - ii. Finance Policy – **Motion** to accept, **21/20 M/S/C** A. Hoveland/R. Greer. Passed.
  - iii. Workplace Violence, Harassment, and other Unacceptable Behaviour – **Motion** to accept with revisions, **22/20 M/S/C** S. Bruneau/A. Hoveland. Passed.
  - iv. Unattended Children and Vulnerable Patrons – **Motion 23/20 M/S/C** R. Greer/ K. Schwaiger. Passed.
  - v. Personnel Policy – **Motion 24/20** to accept changes to COVID-19 related Absences, **M/S/C** R. Greer/S. Bruneau. Passed. The rest of the Personnel Policy to be left as is and reviewed again at a later date.
- b. When will we reopen? Camrose Public Library will re-open on July 3, 2020. **Motion 25/20 M/S/C** A. Hoveland/R. Greer. Passed.
- c. Instead of waiting until our next scheduled Board Meeting in September, we will have an additional meeting on July 28, 2020, to discuss how changes since COVID-19 have been going and whether adjustments need to be made.

## 7. Adjournment – 6:30pm

Next Board meeting: **July 28, 2020** at 5:15 PM

4710 50 Avenue, Camrose Alberta T4V 0R8  
780.672.4214



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June 19, 2020

Mary MacArthur  
Camrose Ski Club  
Box 1973  
Camrose AB T4V 1X8

Dear Mary MacArthur & Camrose Ski Club,

On behalf of the Board and Staff of the Camrose Public Library, please accept our sincere thanks for your generous donation to the library. We are so sorry that the Ole Spring Runoff was cancelled this year, but are honoured that you have still chosen to support the library during these exceptional times.

Your donation this year has gone towards purchasing audiobooks, to support our ability to provide patrons with technology and reading material they can utilize at home during these difficult times. While COVID-19 has temporarily inhibited our ability to offer certain library services, we are thrilled to provide support to patrons through our e-books and audiobooks, our curbside pickup services, and our free high-speed internet that is turned on at all times. Almost every day since we had to temporarily close our doors, we see patrons outside the building utilizing our internet on their devices. The library will be reopening with reduced hours and operations on July 3<sup>rd</sup>, but will be providing computers for the public at that time since this is such a vital service for the community.

At the Camrose Public Library, we have four main service goals: social engagement; developing relationships and ending isolation; connect to the online world; public internet access; satisfy curiosity; lifelong learning; and visit a welcoming space: physical and virtual spaces. Thanks to donations from generous community organizations like yourself, we are able to expand our offerings and increase our reach throughout the community.

Again, thank you!

Sincerely,

A handwritten signature in black ink, appearing to read "Robyn Gray", written in a cursive style.

Robyn Gray, Director, Camrose Public Library

cc: Camrose Public Library Board

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**CONNECT. CREATE. CAPTIVATE.**



ALBERTA  
MUNICIPAL AFFAIRS

*Office of the Minister*  
*MLA, Edmonton - South West*

AR101295

Dear Public Library Community,

Thank you for taking the time to speak with me, along with the Honourable Tanya Fir, Minister of Economic Development, Tourism and Trade, and our Chief Medical Officer of Health, Dr. Deena Hinshaw, on June 1, 2020, at the Town Hall for Public Libraries.

Being the Minister responsible for supporting public library services is very important to me and I am always happy to speak with public libraries. My family and I are avid public library users and we know how important libraries are to communities.

It is heartening to know that since March 15, 2020, Albertans have doubled their use of library e-content and online learning courses while libraries have used technologies, such as Zoom and Facebook, to offer programs on everything from book clubs to ballroom dancing. It is also encouraging to know approximately 18,500 Albertans signed up for a new library card since March 15, and will now enjoy all the resources and services the public library network has to offer as we reopen.

During the pandemic, libraries have been working hard to serve and connect with patrons, even while physical locations remained closed. As you are aware, to support those efforts, this spring the provincial government provided 50 per cent of the budgeted 2020/21 public library operating grant to your boards while foregoing the application process. The second installment of the operating grant is intended to be made available in the fall.

With the province now engaged in Stage Two of the provincial relaunch, I know many of you have questions about keeping your patrons safe as libraries reopen. I also know, from your questions on the Town Hall and from our conversations, you are excited to offer again public computer usage, job-seeking support, materials to support at-home schooling, and new reading materials to your patrons. Together we will find a balance to provide high quality services and keep our communities healthy.

In support of this, I have attached several documents for your reference including answers to questions that were posed, but were not addressed due to time constraints, a "Frequently Asked Questions" document, and a "Checklist for Re-Opening."

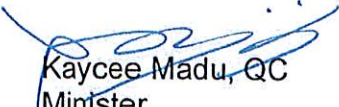
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We have also heard your concerns about personal protective equipment and I am pleased to share that public libraries will be eligible for masks through the second phase of "Masks for Albertans" program. My staff are currently working with your regional library systems and large urban libraries to get every library in Alberta masks, should they require them. These masks can be used by your patrons in the library so you can offer more services and can be picked up by Albertans who need masks for personal use. The masks should be arriving in mid-to-late July and we are pleased to be working with you to provide this important service.

Please feel free to contact Diana Davidson, Director of the Public Library Services Branch, at [diana.davidson@gov.ab.ca](mailto:diana.davidson@gov.ab.ca) for any further information or support you may need as you reopen your libraries.

I look forward to hearing from you in the near future and wish you all the best as you continue to serve your communities.

Yours very truly,



Kaycee Madu, QC  
Minister

Attachments:

1. Public Library Pandemic Response Follow-up to June 1 Town Hall meeting
2. Public Library Pandemic Response - Relaunch Strategy FAQ
3. Checklist for Resuming Public Library Service - Worksheet

cc: Diana Davidson  
Director, Public Library Services Branch

# Public Library Pandemic Response

## Follow-up to June 1 Town Hall Meeting

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This is a supplemental document to address questions that were not asked or answered due to time constraints.

### Questions Organized by Theme\*

#### Quarantine and handling of library materials

***Dr. Hinshaw: recommendations for quarantining materials? Member libraries are very concerned about how to handle materials when they are returned.***

***Could you please comment on protocols related to used book sales given many libraries have been culling their collection while closed for COVID.***

It is possible for the virus that causes COVID-19 to persist on surfaces, including the surfaces of library materials. While research is ongoing, with library-specific studies being conducted, currently available information suggests that the virus may live on surfaces for up to 72-hours depending on the type of material. Therefore, it is recommended that libraries quarantine returned materials for 72-hours before re-shelving or re-circulating. Please refer to the accompanying documents (*Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* and *Checklist for Resuming Public Library Service*) for more information about disinfecting library materials and quarantine procedures.

It is important to note that the quarantine of library materials reduces the risk of transmission but does not eliminate the risk entirely. Library staff and patrons should be encouraged to practice proper hand hygiene (e.g. regular and thorough washing, avoid touching the face) when handling library materials.

Signage placed in strategic areas throughout the library (near shelves, displays, checkout, book sale tables, etc.) may be effective in reminding

individuals of their personal responsibility to take care when handling any materials.

#### Public libraries in shared-use facilities

***We have been put into a stage 3 opening (such as rec centre) We are looking for guidance on opening during stage 3. Will there be delays?***

***Our library is in a community centre will our library be able to open if the community centres are not allowed to?***

***Minister Madu, will school based libraries be allowed to open or will that be dependent on school opening?***

***We are a very small library in rural Alberta we share common space with a school. Will we have to take any extra precautions because we do not have full control of our space?***

Many libraries who share space will face issues re-opening as public libraries, schools, museums & galleries, and recreation centres are included in different Stages of the relaunch. Recreation Centres were included in Stage Two so this should alleviate some concerns for these co-located libraries.

While the library board has full management and control of public library service, those boards with libraries in co-located facilities should consult and/or coordinate with their facility partners prior to opening. This is to ensure that all parties are aware and in agreement, especially in instances where the library is permitted to open sooner than the other partner(s).

The library board will also need to ensure that the facility is safe and accessible, with all appropriate infrastructure in place, such as access to washrooms, lighting, maintenance/janitorial services, and security systems.

The formal agreement that the library board has with the partner(s) may cover some of these aspects, so it is recommended to consult what you have in writing, as well.



If the public library is unable to open, patrons can take advantage of the Alberta-wide borrowing program, ME Libraries, which allows public library cardholders to borrow materials at participating public libraries in the province. Full details are available at <https://melibraries.ca>.

PLSB is offering webinars specifically for school-housed public libraries during the last week of June and first weeks of July. Libraries in this situation have been contacted directly and invited to attend.

Please also refer to the accompanying documents (*Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* and *Checklist for Resuming Public Library Service*).

### Physical distancing measures in the library

***With 1 person per 10 sq. meters our library could facilitate about 250 people. Does this create a mass gathering?***

***If based on modeling AHS is doing around COVID is there an estimate when the 2m physical distancing guideline will be removed (with full understanding the situation is fluid). Any ideas at all***

***Speculating on the safety of relying on bookshelves as separation of people as the shelves of the bookshelves are open?***

As we stated in our document *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions*, we recommend libraries plan for an adjusted capacity for Stage Two using a guideline of one person per 10 square metres to calculate a maximum capacity at relaunch. Note that this is only a guideline, and library boards and staff should also consider how the presence of fixtures and furnishings such as desks, bookshelves, tables, couches and other items will affect the ability of library users and staff to maintain safe physical distance in their library, and reduce the maximum capacity if they feel it is needed. Libraries should also remember that non-public space such as utility rooms, janitorial closets, and meeting rooms not normally open to the public may reduce the amount of space that can be included in this calculation.

When calculating physical distance between library users in their library boards and managers must apply established provincial guidelines to their specific library space, and know that it is impossible to reduce the risk of transmission to zero in any public space. If their library has bookshelves with empty space that would allow the transmission of air from one side of the shelf to the other, boards may not wish to consider such shelving a barrier to transmission when establishing physical distancing practices in their facility.

Because personal physical distancing requirements remain in place in all stages of Alberta's relaunch plan, library boards and staff should expect that these requirements will remain in place for an extended period of time.

### Staffing considerations

***Will libraries be expected to use plexiglass screens at their reference desk?***

***Will libraries be provided with specific requirements before we are able to reopen? If a staff member shows symptoms at work would all staff be forced to self-isolate/shut down for 2 weeks? Can we force employees to be tested if they have been ill?***

Staff who exhibit symptoms at any time are required to self-isolate for a minimum of 10 days. There is no requirement for other staff to self-isolate if they are not exhibiting symptoms.

Industry-specific guidance, including a checklist for best practices, has been distributed to library board chairs and library managers for their reference and use. Please refer to these documents (re-sent as an attachment to this email) for guidance on re-opening requirements.

## General library access

*Are libraries able to utilize volunteers to screen patrons at the door? Will screening of patrons be allowed? Is it suitable to set an age limit for people coming into library? Just having parents come in at this point.*

*Will there be a differential guideline for toddlers and young children accessing the library?*

*Will there be any recommendation to operate with specific hours for specific groups of the population IE: specific hours for seniors' hours for children?*

*Conflict between needing to track incoming contacts along with the privacy concerns under the legislation of the library.*

Section 7 and 12.5 of the *Libraries Act* states that municipal and intermunicipal library boards in Alberta have "full management and control of the municipal library". Library boards are able to make decisions about how to deliver public library service in the community, subject to public health orders, and a Provincial relaunch. Boards may decide whether they feel prepared to open during Stage Two, and delay reopening if not. Boards decide if they wish to limit open hours, have special hours for specific populations with special requirements, or restrict the use of washrooms by the public. Boards must also determine whether they have enough staff available to manage the library while maintaining physical distancing.

For public safety and liability reasons, please do not engage volunteers for physical activities in the library until after Stage Three of the provincial relaunch strategy has commenced. Volunteers can of course interact and offer their time to virtual library services if appropriate.

In making these decisions, the board must take care not to disregard section 36 of the Act. For example, we do not recommend tracking patrons, as this likely would require patrons having a card to access the library. Many libraries in the province charge a fee for a card. By requiring patrons to have a card to access the library, the library may contravene Section 36 of the Act regarding free access to the library space.

## Serving vulnerable populations

*Will there be guidelines on how to work and support homeless and socially vulnerable in our community? We are often the last public space for these individuals.*

*How people use library spaces - marginalized people who use libraries in other ways than other businesses. Time limits etc. for when we have restrictions on numbers of patrons in library*

Providing service to vulnerable populations is an important aspect of a public library's work. Your board may want to consider having specific hours set aside for people who identify as being at higher risk of COVID-19 complications, such as seniors and other socially vulnerable groups. If you choose to do this, it is suggested that time be set aside first thing in the morning (or when first opening) to allow for proper sanitization before and after visits. This is similar to what many retail spaces have done.

You may also want to consider providing access to public use computers by appointment. Since computer use and digital literacy assistance is something that has been identified by librarians as a service that is particularly valuable, offering public computer service by appointment can help 1) ensure physical distancing can be met, 2) allow for optional mask wearing by library staff when physical distancing cannot be met (ie. while helping patrons on computers), 3) clearly communicate a time limit to ensure equitable usage and 4) allow for computer stations to be sanitized between appointments to keep patrons safe.

## Interlibrary Loan

*What does interlibrary loan service look like? What sort of mitigation are we looking at for books travelling between libraries?*

Interlibrary loan (ILL) delivery will resume once all 12 delivery nodes have staff on site that are capable of facilitating ILL. Delivery nodes include all 7 regional library systems plus Calgary, Edmonton, Grande Prairie, Red Deer, and Wood Buffalo. Once this is the case, ILL will recommence in phases.

Government courier will resume delivery and pickup to the delivery nodes when all 12 delivery nodes have reopened. The staff side of *Relais* will be immediately available for the month following, giving libraries the

opportunity to clear up ILL backlog. The patron side of *Relais* will relaunch subsequently.

We also need to consider that while public libraries are included in Stage Two of the Province's reopening, some libraries in the province are housed in schools and may not be able to open until Stage Three.

This may impact interlibrary loan services

As with all other library materials, we recommend quarantining ILL materials in your space for 72 hours. This may require some negotiation with lending libraries to allow for the time required to quarantine, as well as potentially shortening loan periods to account for the quarantine period upon return.

Please also refer to the accompanying documents (*Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* and *Checklist for Resuming Public Library Service*).

## Budgets and Grants

***We know libraries are public places. They serve much more than utilizing materials. Washrooms pose a challenge. How can we manage with our restricted budgets that we already have? Extra cleaning poses issues***

We know that public libraries have been providing service even while your physical spaces are closed and that re-opening will pose different costs than usual operations. This is why Minister approved providing 50% of the budgeted 2020-2021 public library operating grant to boards this spring while waiving the usual application (*the second installment will be available in the fall and the deadline has been extended from June 1 to October 1*).

As well, public libraries are part of the distribution of "Masks for Albertans" as of mid-July, and library staff will be able to use some of these masks.

Government is ensuring that millions of masks will be available through public libraries across the Province (at no cost to libraries). Please contact Public Library Services Branch or your regional library system with specific questions.

***Question surrounding grants: the library has received 50%. If we are not able to open to the 50% will there be any impact on the grant money coming into the library?***

The library does not need to be physically open to receive the remaining portion of the library operating grant. However, the funding is intended to support library operations and services, which should include things like offering virtual or curbside service, if the physical library is closed to the public coming inside. The deadline to apply for the remaining portion of the 2020-2021 public library service operating grant has been extended to October 1, 2020.

## Miscellaneous

***Do we get any sort of reply from the government after submitting a relaunch document?***

Library boards are not required to submit any documentation to the Province regarding relaunch. However, any plans that have been received to date were sent an acknowledgement via email by the Director of Public Library Services Branch.

***A lot of libraries have insurance through AUMA. AUMA released memo about updating insurance coverage. Not much will be covered. Do we have any legal protection if somebody thinks they caught COVID-19 at a library?***

Please consult your legal counsel for issues around the library board's legal liability.

## Post-secondary library related questions

***Dr. Hinshaw - Can we have slight differences in directives for public libraries vs academic libraries?***

***Should we be quarantine items that are being returned to us via Canada Post? We have distance learning and items that are being returned to us from harder hit areas such as Quebec and Ontario.***

***Concerning post-secondary libraries is there a specific strategy for reopening vs. public libraries. Also, would implementing curbside pick-up be alright for now?***

*We are exploring purchase of technology for sterilizing books and other materials. I want to ask about that as best practice. Will it be covered in the guidelines?*

*Is there any advice on whether a post-secondary library should operate with closed stacks? This would be having people request items and delivering them rather than having them go through the stacks?*

Academic/post-secondary libraries should consult with their home institutions and/or Advanced Education for guidance on re-opening strategies and best practices. Post-secondary institutions are responsible for academic library service and may have institution-specific directives and support.

That being said, if the documents prepared by Public Library Services Branch for public libraries are useful to post-secondary libraries, please feel free to use them as a starting point.

*\*Please note: Questions are reprinted exactly as submitted by participants in the June 1 Town Hall meeting. If you asked a question transcribed here and it was not answered to your satisfaction, please contact Public Library Services Branch directly*

# Public Library Pandemic Response

## Alberta's Relaunch Strategy and Frequently Asked Questions

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The Government of Alberta has announced the province's relaunch strategy, *Opening Soon*. [View the full strategy document](#).

As part of that strategy, the Government of Alberta is beginning to carefully and gradually lift restrictions imposed as part of the COVID-19 response.

Public libraries are included as part of Stage Two of the relaunch. Stage Two began on June 12<sup>th</sup>, 2020.

### Board Governance and Decision-Making

Your public library board can choose whether or not to re-open to the public when Provincial restrictions are lifted and what services to offer at that time.

Sections 7 and 12.5 of the *Libraries Act* state that municipal and intermunicipal library boards in Alberta have "full management and control of the municipal library" and also have responsibility to "organize, promote and maintain comprehensive and efficient library services" in the community. The *Libraries Act* also determines that municipal and intermunicipal library boards are corporations, meaning that boards have the authority and the responsibility to independently manage their own procedures and services.

Thus, library boards are able to make decisions about how to deliver public library service in the community, subject to public health orders, and a Provincial relaunch.

Library re-opening can take several forms. Boards may choose to:

- Continue delivering service virtually (e-content & online programming)
- Open the library to staff, but with no patron access (i.e. if you choose to offer curbside service)

- Stage Two began on June 12<sup>th</sup> and allows you to open the library, with limited patron access (adhering to physical distancing). See our "Checklist for Resuming Public Library Service: A Worksheet for Alberta Public Libraries" attached to this email for more details on best practices.
- Open the library, with full patron access (this will not be possible until public health orders around physical distancing are lifted by the Chief Medical Health Officer)

Each of these options will require significant work on the part of the board to plan and implement.

Therefore, it is critical that boards continue to meet. It is recommended that boards meet virtually to reduce risk of person-to-person virus transmission.

Library boards need to make good choices within the context of the regulatory framework within which they operate. This framework includes the *Libraries Act* and the *Libraries Regulation*. It also includes public health orders and other provincial directives related to the current pandemic. [View the full list of orders and relevant legislation](#).

Pertinent orders include the following:

- Mandatory isolation for people who exhibit symptoms of COVID-19
- Mandatory quarantine for people who are a close contact of a confirmed case
- [Order 25-2020](#) now allows Albertans to attend public libraries as part of Stage 2 of Alberta's relaunch strategy, with the following requirements:
  - implement practices to minimize risk of transmission
  - provide procedures for rapid response if a person develops symptoms
  - ensure people maintain high levels of sanitation and personal hygiene
  - comply, as much as possible, with guidance found on [Biz Connect](#)

As employers, library boards are also accountable for being compliant with the Occupational Health and Safety (OH&S) Act, Regulation and Code, as well as Employment Standards.

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## Frequently Asked Questions

### When can public library boards choose to open libraries?

Boards can opt to open their library doors during or after Stage Two of Alberta's Relaunch Strategy. Stage Two began on June 12<sup>th</sup>, 2020.

It is vital for boards to work with their partners and community stakeholders (e.g. fellow tenants in a shared facility, community liaisons, municipality) to determine the best timeline for re-opening.

### What are the best practices for sanitizing books being returned and going back out?

While research on this topic is ongoing, current best practices suggest that time is the most effective and practical means of eliminating SARS-CoV-2 (the virus that causes COVID-19) from the surface of library materials. Therefore, it is recommended that all returned library items undergo a quarantine period before being put back into circulation.

Preliminary research suggests that the virus will persist on cardboard and paper surfaces for up to 24-hours and on plastic surfaces for up to 72-hours. Because of the wide range of materials present in library collections, **it is recommended that libraries institute a minimum 72-hour quarantine period for all returned items regardless of their type.**

This errs on the side of caution and eliminates guesswork for library staff in determining what type of material, or combination of materials, is present in any given item. Quarantine also addresses challenges of thoroughly disinfecting all surfaces of an item. This is particularly important with books, where the virus could remain virulent not only on the exterior but also on interior pages.

Quarantined materials should be kept in a designated area away from other collections, public areas of the library, staff workspaces, and other high traffic areas. Staff handling materials to be quarantined should employ sound hygiene practices; at a minimum, washing hands thoroughly before and

after handling materials. Use of PPE, such as disposable gloves, is recommended where possible.

Use of [Health Canada approved disinfectants](#) is effective in killing SARS-CoV-2. However, libraries may wish to consider potential damage to materials before implementing any sanitization procedures. While use of disinfectants on plastic surfaces (e.g. DVD cases, Mylar book jackets) is likely not an issue, paper-based materials may be susceptible to damage. Always refer to manufacturer-provided information and instructions before using a disinfectant on any surface.

Finally, use of UV light to disinfect materials is not currently considered effective or practical. Research suggests that exposure of at least 40 minutes is required to kill the virus. Furthermore, UV rays can be damaging to library materials and are only effective on exposed surfaces.

### How many people can be in the library at one time once we can re-open to the public in Stage Two?

The number of patrons who can safely be in the library will depend on your space.

We recommend libraries plan for an adjusted capacity for Stage Two **using a guideline of one person per 10 square metres** to calculate a maximum capacity.

You can also find examples of how to support distancing and reduce the risk of transmission included in the Government of Alberta's [Workplace Guidance for Business Owners](#) and [Guidance for Museums and Art Galleries](#) documents.

## Can we offer in-person programs in Stage Two?

Boards can choose to begin in-person programs in Stage Two of Alberta's Relaunch Strategy.

Subject to public health orders, library boards are responsible for public library service in their communities. The decision to offer in-person programming should be made by the board in consultation with the library manager.

In-person programs must comply with Alberta public health orders around physical distancing.

Some ways library boards can reduce the risk at in-person programs include:

- Screening attendees for COVID-19 symptoms as they arrive. This can be done via a self-assessment. Those who display COVID-19 symptoms should be told to return home and not participate.
- Do not allow library users or staff in high-risk categories to participate in program activities (e.g. individuals over 60 years old, individuals with chronic health conditions)
- Stagger the time of arrivals and departures from programs
- Increase access to handwashing stations or alcohol-based hand sanitizer
- Increase the frequency of cleaning of surfaces that are touched often
- Promote personal protective practices (coughing and sneezing etiquette, hand hygiene)

Boards offering in-person programs should avoid program activities that are at a high risk of spreading COVID-19. These high-risk activities include but are not limited to:

- Singing
- Cheering or other forms of loud speech
- Handshaking or high-fives
- Preparing and sharing food or drink. This includes buffet-style meals where participants bring food from home to share

## How can we offer Summer Reading Programs?

Boards may choose to offer summer reading programs. This could include in-person programs that adhere to Alberta public health orders around physical distancing, online programs, or a combination.

Regional library systems across Alberta are collaborating on a variety of online Summer Reading Programs for children, adults, and families, which will soon appear on system websites. In the works are scavenger hunts, author readings, arts & crafts programs, Lego challenges and more.

Check with your regional library system and utilize materials on the [TAL Library Toolshed](#) for great programming resources compiled from Summer Reading Programs in BC, Alberta, Saskatchewan and Manitoba.

You can also visit the [TD Summer Reading Club website](#) to explore available resources.

## When will the Province resume interlibrary loan delivery?

Interlibrary loan (ILL) delivery will resume once **all 12 delivery nodes have staff on site that are capable of facilitating ILL**. Delivery nodes include all 7 regional library systems plus Calgary, Edmonton, Grande Prairie, Red Deer, and Wood Buffalo. Once this is the case, ILL will recommence in phases.

Government courier will resume delivery and pickup to the delivery nodes when all 12 delivery nodes have reopened. The staff side of *Relais* will be immediately available for the month following, giving libraries the opportunity to clear up ILL backlog. The patron side of *Relais* will relaunch subsequently.

We also need to consider that while public libraries are included in Stage Two of the Province's reopening, some libraries in the province are housed in schools and may not be able to open until Stage Three. This may impact interlibrary loan services.

## My public library is in a co-located facility (a school, community centre, recreation centre, multiplex, etc.). Who decides when we can reopen?

Many libraries who share space will face issues re-opening as public libraries, schools, museums & galleries, and recreation centres are included in different Stages of the relaunch.

While the library board has full management and control of public library service, those boards with libraries in co-located facilities should consult and/or coordinate with their facility partners prior to opening. This is to ensure that all parties are aware and in agreement, especially in instances where the library is permitted to open sooner than the other partner(s).

The library board will also need to ensure that the facility is safe and accessible, with all appropriate infrastructure in place, such as access to washrooms, lighting, maintenance/janitorial services, and security systems. The formal agreement that the library board has with the partner(s) may cover some of these aspects, so it is recommended to consult what you have in writing, as well.

PLSB is offering webinars specifically for school-housed public libraries during the last week of June and first weeks of July. Libraries in this situation have been contacted directly and invited to attend.

## We are providing curbside delivery. What do we need to consider?

As a workplace, a library that offers curbside delivery/pick-up of materials is responsible for keeping both patrons and workers safe.

The library must put measures in place to prevent transmission from handling books and other items. A sanitization plan should be in place for materials being returned (*refer to the above question-and-answer on book sanitization*) to protect both staff who are handling materials and patrons who will be borrowing these materials.

Vehicle and road safety should also be considered when providing curbside delivery/pick-up.

## When can we resume in-person library board meetings?

Many in-person board meetings will meet the current requirement of limiting gatherings to 15 people or fewer. Therefore, face-to-face board meetings technically may take place now, as long as physical distancing requirements can also be met.

We recommend that you continue to have virtual board meetings to reduce the risk of virus transmission.

## Should we change our public library policies to address the COVID-19 pandemic?

Library boards create policies to ensure operational consistency for themselves and their staff. Library operations have changed substantially due to the COVID-19 pandemic.

Library boards should review their policies and make changes to reflect operations during the pandemic. This will ensure new processes are implemented consistently and will help keep staff and patrons safe. Boards can choose to make permanent changes to their policies or temporary changes for the duration of the pandemic. Boards should revisit policies as public health orders change and new information becomes available.

Policies required by the Libraries Regulation that boards may wish to review include:

- Finance policies (Who has the authority to make changes to the budget? Does the manager have authority to make changes within a certain dollar amount? Or must all changes go to the board?)
- Conditions of employment under personnel policies, especially medical leave policies (Ensure that staff who must self-isolate have clear direction to do so. Address any questions about payment during leave)
- Receipt of gifts and donations under collection development policies (Ensure that staff members can safely receive donations. This could mean temporarily refusing donations).
- Hours of opening policies



Other policies boards may wish to review:

- Patron behavior in the library (to ensure physical distancing is maintained by library users)
- Sanitation policies (Ensure high-touch surfaces are cleaned regularly)
- Policies under which the public may be admitted to the building (ensure the library can ask those who are displaying COVID-19 symptoms to leave the building. This may require the board to make changes to its bylaws.)
  - Boards may also wish to use/develop a business continuity policy that addresses pandemics if they do not have one already

[View sample required policies for library boards.](#)

### Will government provide PPE to libraries?

As of mid-July, public libraries are part of the distribution of "Masks for Albertans." Government is ensuring that close to a million masks will be available through public libraries across the Province (at no cost to libraries). Please contact Public Library Services Branch or your regional library system with specific questions.

Libraries will be able to use some of the masks from the "Masks for Albertans" program for their own staff. In addition, libraries should look at environmental and engineering solutions to protect staff and patrons before acquiring additional PPE.

This may include the following (please see our **"Checklist for Resuming Public Library Service: A Worksheet for Alberta Public Libraries"** attached to this email for more suggestions):

- Adjusting how you deliver services, i.e. curbside pick-up
- Adding plexiglass barriers
- Removing extra chairs and tables to ensure physical distancing
- Putting distancing signage and stickers in place
- Enhancing cleaning procedures.

Libraries should have a supply of extra cleaning supplies.

If you have a 3D printer, you may also want to print PPE. *Library Journal* has published [an article with instructions](#).

### My library board has decided not to re-open the physical space to the public during Stage Two. How else can we serve our patrons?

Public Library Services Branch has been collecting data from public libraries and regional library systems regarding services offered to patrons during library closures. The results of this survey demonstrate that there are many services libraries are still offering, as well as many virtual resources that are already funded/can be accessed for free.

You may want to consider replicating some of these creative ideas from the Alberta library community.

Survey responses relevant to patron services have been collated into a Google spreadsheet along with a number of additional resources that are available digitally to patrons at this time.

[Check out the spreadsheet](#) to see the variety of services libraries are offering during the closure of physical spaces. Libraries are free to share this resource.

If you would like to add your library to the spreadsheet, [please fill out this form](#).

## Resources

[Opening Soon: Alberta's Relaunch Strategy](#)

[Government of Alberta: Workplace Guidance for Business Owners](#)

[Government of Canada, Public Health Agency – Coronavirus Guide](#)

[World Health Organization, Advice for Public / Getting Workplace Ready](#)

[Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic:](#)

[Alberta Health Services, Donning and Doffing Gloves](#)

[Centre for Disease Control, Cleaning and Disinfecting Your Facility](#)

[Morneau Shepell, Mental Health Toolkit includes resources for communicating with staff, managing teams during COVID-19 etc.](#)

[Imagine Canada, COVID-19 Non-Profit Resources](#)

[Galaxy Digital: COVID-19 Recovery: Preparing Your Organization and Volunteer Program](#)

[Best Practices for Ohio's Public Libraries under COVID-19](#)

[West Virginia Library Commission Guidance Statement: Reopening the Library](#)

[New Jersey State Library: COVID-19 Pandemic Resources and Plans for Library Reopening](#)

# Checklist for Resuming Public Library Service

## A Worksheet for Alberta Public Libraries

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### Step 1: Determine the most viable relaunch service model

#### Questions to Ask

If your board wants to offer curbside service

**Are there—or will there be—appropriate staff in place to provide the service?**

**Yes** Ensure staff are properly trained and have appropriate equipment to handle items.

**No** Do not offer curbside service. Continue to offer services virtually.

**Have you conducted an assessment of your site and determined that proper vehicle and road safety can be observed in order to offer this service safely?**

**Yes** Ensure proper signage is in place and staff are trained on enforcing the protocols.

**No** Do not offer curbside service. Continue to offer services virtually.

If your board wants to open the library with limited public access once Stage Two of Alberta's relaunch is announced

**Is it possible to maintain the mandated physical distancing (a minimum of 2m/6ft between all people, including staff and patrons, at all times) in your library space? We recommend you calculate capacity using the rule of 10m<sup>2</sup> per person.**

**Yes** Make the appropriate modifications (as determined by your planning from Step 2) to ensure physical distancing is maintained at all times.

**No** Consider virtual or curbside service at this time.

**Is it possible to quarantine returned library materials in your space for a minimum 72-hour period?**

**Yes** Create a designated space for quarantined materials and follow safety protocols established as part of your hazard assessment.

**No** Do not open until your board has determined a strategy and process for dealing with returned materials.

### Step 2: Plan to implement your service model

**Conduct (or update) a hazard assessment and develop a plan to eliminate or control identified hazards**

- Hazard assessments are required under [OH&S Code](#) (Part 2)

- Consult the resource [Hazard Assessment and Control: A Handbook for Alberta Employers and Workers](#) for direction on developing a plan to eliminate or control identified hazards
  - The hierarchical order in which hazards must be controlled is:
    1. Engineering controls
    2. Administrative controls
    3. Personal protective equipment (PPE)
- **Review and revise budget**
- **Review and, if necessary, update Plan of Service**
  - Does the planned relaunch service model align with current goals and objectives?
  - Do timelines need to be adjusted?
  - Are there any goals and/or objectives that are no longer feasible?
  - Are there any gaps in what the Plan of Service says and what relaunch services you intend to provide?
  - Once updated, be sure to review regularly; ideally, at every board meeting.
  - There is no requirement to submit your revised Plan of Service to PLSB
- **Review policies**
  - Are current library board policy requirements being met? If not, what needs to change?
  - Are there any new policies to add?
  - Are there any policies that need to be updated or revised? Specifically, check the following required policies:
    - Personnel
    - Collection development/management
    - Lending
    - Library hours
    - Meeting room
    - Confidentiality of user records (particularly if delivering curbside service)
    - Finance
  - Refer to *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* attached to this email for further guidance on policies
- **Review safety and use bylaw (if applicable)**
  - Are current library board bylaw requirements being met? If not, what needs to change?
  - Does the bylaw need to be modified?
- **Determine what patron supports will be in place as part of your relaunch service model**
  - Extended loan periods?
  - Increased renewals?
  - Waived fines or fees? This will minimize direct contact with patrons
  - Sufficient staff to answer phones/email
  - Designated opening hours for specific user groups (e.g., seniors)?
  - Programs delivered virtually (in person programs will have to observe social distancing and other relevant public health orders)
- **Determine staffing requirements for the intended relaunch service model**
  - What positions are required? Do job descriptions need to be modified, or new ones created?
  - What needs to be done to hire or re-hire necessary staff?

- If there will be multiple staff, can shifts be staggered to minimize the number of people in the library?
  - What is the expectation for staff interactions with library users?
  - How will staff be trained on safety precautions?
  - How will absences due to illness or self-isolation be handled?
    - Staff are entitled to 14 days of unpaid job-protected leave with no medical note required – see [Ministerial Order 18.2020](#)
  - Do not engage volunteers until after Phase 3 of the provincial relaunch strategy has commenced
- **Develop a communications plan for relaunch**
- Plan should include notification of when and how services will be made available
  - Communication should be directed to the following stakeholders and partners:
    - Library users
    - The community
    - Municipal council and administration
    - Staff
    - Library system (if your municipality is a member)
    - School board (if housed in a school)
    - Other partner organizations (if applicable)
    - Local media
- **Determine your timelines for all of the above**
- Timelines of particular importance include:
    - Hiring or re-hiring of staff
    - Issuing announcements/notifications as per relaunch communications plan
    - Date(s) that service will commence

### Step 3: Make the necessary preparations

- **Implement training and guidelines for staff**
- Consult the resource [Workplace Guidance for Business Owners](#) for detailed guidance
  - Staff training and guidelines should address:
    - Safety precautions, based on completed hazards assessment
    - Safe handling of physical materials, including procedures for quarantine and disinfecting of collections
    - Cleaning and disinfecting of objects and surfaces
    - Proper hand hygiene – [refer to Alberta Health Services hand hygiene resources](#)
    - Physical distancing
- **Post safety signage throughout the library**
- [COVID-19: Help prevent the spread information posters](#)
    - [“Do Not Enter”](#)
    - [“Prevention Starts with Awareness”](#)
    - [“Practice Physical Distancing”](#)
  - [Government of Canada COVID-19 awareness resources](#)
- **Make necessary modifications to library space**
- Boards need to ensure proper physical distancing can occur at all times

- Consider the 10m<sup>2</sup> per person calculation, including staff and patrons, when determining a safe library capacity
  - Place floor markings to encourage physical distancing and/or one-way traffic flow through the library space
  - Rearrange furniture
  - Re-open book return chute(s)
  - Set up designated area for quarantine of returned materials
  - Implement separate entrance and exit protocols, if possible
  - Close, remove, or restrict access to any non-essential areas that are considered “high-touch,” such spaces may include
    - Areas or displays that require or encourage patrons to touch or handle items
    - Public computer stations
  - Provide signage reminding patrons to only touch library materials they wish to borrow
  - Create designated area for quarantine of unwanted items before re-shelving
- **Address all safety precautions**
- Action items from completed risk assessment (see Step 2)
  - Strict cleaning protocol and schedule
  - Determine how to quarantine and/or disinfect returned items
    - Refer to *Public Library Pandemic Response: Alberta’s Relaunch Strategy and Frequently Asked Questions* attached to this email for best practices on sanitizing library materials
- **Acquire necessary supplies and equipment**
- Based on completed hazard assessment
  - Supplies required (e.g. disinfecting wipes, hand sanitizer for staff and patrons)
  - Equipment (e.g. screens)

## Step 4: Deliver the service

- **All above steps completed *before* opening the doors to the public**
- **Staff screened daily for symptoms**
  - Symptoms include:
    - Cough
    - Fever
    - Shortness of breath
    - Sore throat
    - Runny nose
  - Staff displaying symptoms are required to self-isolate for a minimum of 10 days
- **Patrons and staff displaying symptoms are not allowed to enter the library**
- **Patrons are encouraged to only touch items they wish to borrow**
- **Strict cleaning protocols and schedules are in place**

# Re-opening with care on July 3!

Here is what to expect for the first phase of the re-opening:

## **Borrowing and Returns:**

- Please feel free to return your items through the outdoor book drop at any time.
- If you feel sick, please stay home and keep your books, and call us to extend your due date.
- We are encouraging a curbside-pickup service. Request your materials in advance either by placing holds or calling ahead, and staff will retrieve them for you. If you place a hold on an item, please wait for notification from us that your item is available for pick-up before coming to pick them up. If you prefer to stay outside the building when you pick up your items, please come to the side entrance door (by the blue bike shed), ring the doorbell and stand a safe distance away, and a staff member will be with you shortly to fill your order.

## **Facilities:**

- Number of patrons in the building will be limited. For the time being, only 15 patrons will be allowed on each floor at one time.
- We would like to encourage patrons to do their best to limit their time in the library to 20 minutes.
- Our new temporary hours are 10-6 Monday to Friday, and 11-5 on Saturdays. We will be closed on Sundays until further notice.
- Upon entering the library, you will be requested to sanitize your hands and encouraged to wear a mask.
- Please note that children ages 10 and under must be accompanied by an adult while in the library.
- One person down an aisle at a time for browsing.
- Maintain 2 meters of distance from others.
- Tables and chairs will not be available at this time.
- One public washroom will be available upstairs.
- Exam room usage by appointment only.
- Visit the Events page of our website, or follow Camrose Public Library on Facebook, Twitter, or Instagram to learn about upcoming events.

## **Programs:**

- A limited amount of programs will be offered virtually for the foreseeable future. There will not be any in-person programming at the library upon initial reopening.
- Meeting rooms will not be available to external groups for the time being.

- The Summer Reading Program begins on July 6<sup>th</sup>! See our social media for updates. This year's program will be mostly offered virtually and through take-home kits, and there may be limited offerings through the library's book bike.

### **Computers and Photocopying:**

- Patrons will be required to wear a mask when using the computers. Please bring one if you have it. Masks will be provided for those that do not have one.
- A limited number of computers will be available to the public.
- Time on computers will be limited.
- Photocopying and scanning services are available – please be patient as we will sanitize the touched surfaces on the scanner between uses.

### **Miscellaneous:**

- Donations of used books/materials will not be accepted at this time.
- Book sale items are unavailable until further notice.
- We encourage patrons to use the tap feature on their debit or visa cards rather than using cash wherever possible when making payments.



# Camrose Public Library Relaunch Plan/Policy

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## *Relaunch Service Model*

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Camrose Public Library will provide a combination of curbside pick-up and face-to-face service. The library staff will continue to offer traditional library services such as material lending, computer use, reference and reader's advisory. However, some library services and high touch areas like seating, in-person programming, and rooms for public rental will not be available until Phase 3 of Alberta's relaunch. Patrons will be welcome to enter the library with some administrative and PPE requirements. Computer services will still be offered, but at limited capacity.

### Curbside Services:

While closed the library staff have been providing curbside service of library materials. Staff will continue to provide these services. Patrons can continue to request materials through whichever means is most convenient for them.

- Patrons wishing to utilize curbside service will phone ahead regarding their items, and/or then ring the doorbell at the side entrance so that a staff member can retrieve their items. Patrons will then be asked to back away from the door to maintain social distancing
- Staff delivering curbside services will wear a mask
- Items for patrons will be placed outside on a table a short distance from the door, and patrons must wait until the item has been put on this table and the staff member is 2 meters away before retrieving their items
- Tape will be used to mark where patrons should wait for materials to be placed on the table
- While care is taken to quarantine and clean materials before circulating, patrons are encouraged to wipe down materials.
- Curbside will be offered during opening hours.
- Patrons will be encouraged to drop off their material returns at the front entrance rather than at the side entrance when retrieving their holds

### Face to Face Service

Patrons will be welcome into the library, but physical distancing will be required for staff and patrons. There will be a maximum of 15 patrons allowed on each floor during open hours for the time being.

### Library Materials

All library materials previously available for checkout will continue to be available. An outline of protective measures can be seen below.

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## *Health and Safety Measures*

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For the safety of our staff and patrons, a number of engineered, administrative and PPE controls will be in place once we reopen.

### Engineered Controls:

Engineering controls are strategies designed to protect workers from hazardous conditions by placing a barrier between the worker and the hazard or by removing a hazardous substance through air ventilation. Engineering controls involve a physical change to the workplace itself, rather than relying on workers' behavior or requiring workers to wear protective clothing.

Camrose Public Library will:

- Install acrylic barriers at circulation desk between staff and patrons.
- Remove and block off seating areas to discourage or prevent gathering and sitting.
- Place signage on various tables, doors, and down aisles to discourage gathering, remind patrons of physical distancing requirements, and provide other recommended notices.
- Place tape on the floor to mark proper distancing between patrons, especially for where patrons should wait to speak to a circulation assistant or wait to use the washroom.

### Administrative Controls

Administrative controls are training, procedure, policy, or shift designs that lessen the threat of a hazard to an individual. Administrative controls typically change the behavior of people (e.g., factory workers) rather than removing the actual hazard or providing personal protective equipment (PPE).

#### **Circulation and Patron Material Services:**

Camrose Public Library will:

- Promote the use of physical distancing to all staff and patrons.
- Promote the use of hand sanitizer and proper hand hygiene to all staff and patrons.
- Have a staff member positioned at the front door to clean door handles, prevent touching, ensure the use of sanitizer and PPE requirements when entering the library, and count the number of patrons that will be either staying on the top floor or going downstairs to maintain patron limits of 15 patrons per floor.
- Encourage patrons to use the elevator when coming upstairs, and use the stairs when going downstairs, to minimize usage of the staircase.
- Enforce the regulation that only one patron should be down an aisle of books at one time.
- Request that patrons scan their own library materials and library card when possible instead of handing their items to staff. This will reduce the amount of potential cross contamination. However, patrons will be unable to see the computer screen as items are being scanned, so it is up to the staff member whether they scan items for the patron or request that patrons do it themselves.

- Increased cleaning of surfaces between use including the use of computers, counters, tables, and circulation stations.
- Encourage patrons to use the tap feature on their debit card when making payments. If they make payments using cash, they will be encouraged to place their money in the change box. If a staff member handles money, they will sanitize or wash their hands after, and they will wipe down the debit machine after each use. As much as possible, have one staff member do financial transactions so that there are minimal people touching the cash register.
- Wipe down the scanner/printer between uses.
- Ensure staff are trained on the proper care and handling of library materials and interactions with patrons once reopened.
- Reduce the amount of hours open to the public, so that more staff can be made available during our current open hours to facilitate cleaning surfaces as well as assisting patrons.
- Isolate all returned items for 72 hours before checking them in, and then check them in before putting them back on the shelves. Staff returning items to the shelves must wear gloves and masks.

#### **Tech Services:**

Camrose Public Library will:

- Ensure that physical distancing is maintained when assisting a patron with their computer use or other technology.
- Relocate computer stations, limiting the number of stations available and ensuring that users are 2 meters apart.
- Reduce the time allowed on computer stations to a maximum of 1 hour with no time extensions. (exceptions may be made for exams and school or work projects)

#### **Seating and Program Areas:**

Camrose Public Library will:

- Discourage patrons from gathering by removing seating and closing program rooms.

#### **Other Administrative Controls:**

- Staff are encouraged to use separate phones and workstations where possible. Where this is not possible, workstations and phones should be wiped before use with disinfectant.
- Staff should follow the rules of physical distancing in all work areas where possible. If not possible, staff must wear masks.
- In general, staff must wear masks any time that they are amongst patrons rather than behind the circulation desk

- Staff should report any and all symptoms related to COVID and should not attend work if suffering from symptoms. They should also follow the 10-day quarantine guidelines set out by the Chief Health Officer.
- Clean all high touch surfaces throughout the day at regular intervals including tables, hand railings, and counters. (a minimum of once mid-morning and once midafternoon, but increasing when necessary if the library is busy.) Gloves will be made available to staff for protection against harsh chemicals.
- Bathroom use will be limited to the upstairs bathrooms, with one stall open in the Women's and Men's washrooms. Staff will clean these bathrooms between patrons.
- The increase in staff available for open hours will enable a staff member to be dedicated to cleaning surfaces throughout the library.

### Personal Protective Equipment (PPE)

Personal protective equipment (PPE) is protective clothing, helmets, goggles, or other garments or equipment designed to protect the wearer's body from injury or infection. The hazards addressed by protective equipment include physical, electrical, heat, chemicals, biohazards, and airborne particulate matter. Protective equipment may be worn for job-related occupational safety and health purposes.

Camrose Public Library will:

- Strongly recommend that all patrons entering the library wear non-medical masks while in the library. This will help prevent contamination of library materials, furniture, other patrons or staff. Masks will be offered to patrons as they enter the library. If a patron is going to be using the computer, it is mandatory that they wear a mask.
- Require staff to wear a mask when not separated by a glass or acrylic shield, and proper protocol for wearing masks should be followed. The library will provide each staff with the required PPE.
- Staff manning the door will be required to wear a mask.
- Require all patrons to use hand sanitizer upon entering the library and before using computer stations. This will be monitored by staff at the door and in the computer lab.
- Hand sanitizer will be provided at all workstations and in all staff work areas.
- Either disinfectant spray with microfibre cloths or Clorox wipes will be provided at each shared workstation.

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## *Current Board Policies*

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Some policies and bylaws will need temporary changes as outlined in this plan/policy, and will remain in affect only until the plan is rescinded or modified. Below are a list of the board policies that have been modified for relaunch.

### *Personnel Policy*

A section has been added to this policy to accommodate for changes made to Alberta Employment Standards regarding COVID-19 Leave, which can be found here:

<https://www.alberta.ca/covid-19-leave.aspx>

### *Selection, Acquisition, and Disposition of Materials*

For the foreseeable future, Camrose Public Library will not be accepting donations and will not have the Book Sale section of our library open. The following changes have been made to the Donations section: “Book and other material donations may be accepted at the discretion of the library staff. Donations meeting the requirements of this policy may be added to the collection.”

### *Hours of Service*

Due to the increased need for staffing at entrance points and for cleaning, the library board will be changing the hours to accommodate additional cleaning. Hours will be revisited at September’s Board Meeting.

#### *New Hours*

Monday – Friday	10:00am – 6:00pm.
Saturday	11:00am – 5:00pm.
Sunday	Closed

### *Unattended Children and Vulnerable Patrons*

The library board acknowledges the need for more supervision with increased rules and will be changing the policy to state that children 10 and under must be supervised by an adult while in the library.

### *Workplace Violence, Harassment, and Other Unacceptable Behaviour*

This policy has expanded so that it includes more language around how patrons are expected to behave and show respect for employees. It now includes a list that shows how long the different phases of being banned from the library will last, if a patron continues to not act in a way that corresponds with the rules. And it has an Appendix that is for COVID-19 specific behavior.

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## *Patron Supports*

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### **Fines or Fees:**

Fees and Fines will be waived on any materials returned during the first month of reopening after which time fees and fines will be accumulated as normal. This timeframe may change based on Parkland's procedures regarding fines.

### **Staff Availability:**

- All staff will be available at the library to provide curbside and face-to-face service for customers wishing to engage with us in-person or online.
- The library will continue to offer curbside and service indefinitely. until Phase 3 of relaunch, at which time the board will reevaluate the need for curbside service.
- Staff will be available to offer computer help at a distance or over the phone if needed. If any technology help is needed that puts the 2-meter distance between staff and patron at risk, both staff and patron must wear masks or else find another way to conduct this service.
- Staff members will be available upon entry to inform patrons of library use requirements and ensure the use of sanitizer and masks.
- Staff members will be available to assist with cleaning needs throughout the library.

### **Services for At-Risk Groups:**

There will be not be an official time allocated for at-risk groups to use the library. However, those patrons will be encouraged to use our curbside service if they prefer to limit their contact with other patrons or the library facility.

While it will not be formally enforced, Camrose Public Library will advertise to the public that 10am to 11am of our weekday hours are primarily for at-risk groups to use the library.

### **Program Delivery:**

- Programs will be offered virtually at this time.
- Some Summer Reading Club programs may be offered outdoors as long as social distancing and sanitization protocols are followed at all times.

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## *Staffing Requirements and Needs*

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Additional staffing will not be needed to implement the relaunch plan/policy, but some reallocation of duties and additional duties are required of all staff. It is also recognized that not all previous library service levels may be attainable once reopened due to the increase in cleaning duties, curbside and other modified services and programs, and a change in processes and procedures.

### **Door Greeter:**

Duty shared by all staff in shifts. Door greeters must wear a mask.

Responsibilities:

- Stand next to the door and sanitization station. Greet patrons and open doors to reduce touch points.
- Inform patrons of requirements for entry including the use of masks and the use of hand sanitizer.
- Manage the inventory of masks available for patrons.
- Count and monitor the number of people in the library.
- Wipe door handles if anyone besides themselves touch them.

### **Runner:**

Within the monthly schedule, a new role has been created for a 'runner' – while there will almost always be a runner upstairs, there will sometimes also be a runner for downstairs. This role (whether upstairs or downstairs) will be shared by various staff members in shifts. Runners will be strongly encouraged to wear a mask.

Responsibilities:

- Sanitize computers after each person has left one
- Sanitize hand rails and elevator buttons going up and down stairs, and sometimes outdoors
- Clean all washroom surfaces
- Clear away books that have been handled but not checked out by patrons
- Ensure patrons are following the rule of only one person being in an aisle at a time

### **All Positions:**

All positions are expected to monitor and facilitate the cleanliness of their work station or area.

Responsibilities:

- Wipe down and clean all surfaces between patrons. This includes but it not limited to program materials, computers, counters, scanners, and debit machines.
- Be ready to take on the role of Runner or Door Greeter or provide assistance with their tasks if the Runner or Greeter need help.
- When handling a material, try to minimize the amount of people that handle said material from the moment it arrives to when it is signed out to a patron (rather than having multiple staff touch each item).

### **Rapid Response Procedures:**

If you have a cough, fever, shortness of breath, runny nose, or sore throat, you are legally obligated to be in isolation for ten days from the start of symptoms, or until symptoms resolve, whichever takes longer.

- a. If you display signs of symptoms, you will be asked to go home immediately. If you come to work sick, or become sick at work, you should leave the premises immediately and begin isolation at home.
- b. Robyn will ask the sick individual to help create a list of who you were in close contact with that day and in the 48 hours prior to when the symptoms started.
- c. Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.
- d. The sick person should be tested for COVID-19 as soon as possible. If they test positive for COVID-19, all employees at Camrose Public Library must be tested.
- e. If you are a close contact of a person who has tested positive for COVID-19, you must self-isolate for 14 days. The definition of a close contact is a caregiver, someone you live with, or someone you have close physical contact with who hasn't used personal protective equipment (<https://www.alberta.ca/isolation.aspx#toc-0>)



## Breakdown of Specific Roles

### Upstairs Circ Assistant

- Retrieve holds for patrons, check items out to patrons, and assist in completing curbside orders
- Set up patrons for exams, accept payments from patrons (encouraging them to use the donation box if they have exact change), and answer reference questions
- Clean and sanitize the desk between each patron, wipe down the phone between each patron, and sanitize the debit machine between each patron
- Keep track of computer use, especially if patrons are waiting to enter the building
- Provide gentle reminders about social distancing
- When arriving at your work station, wipe down the computer keyboard and mouse, spray the chair with Lysol disinfectant, and wipe down the desk and the phone
- See proper Cleaning Method underneath the Runner heading
- When a patron calls or emails with a request for curbside pickup, gather the materials that have been requested and let patron know once the order has been assembled.

### Downstairs Circ Assistant

- Check out items to patrons
- Clean and sanitize the desk between each patron, and wipe down the phone between each patron
- Wipe down the computer stations between patrons: Keyboard, computer mouse, the edges of the computer screen, the table, and the entire chair (don't forget the bottom part of the chair that patrons hold onto to scoot their seat forward)
- Monitor computer use and request that patrons leave their computer station after their hour is complete
- When a patron calls or emails with a request for curbside pickup, gather the materials that have been requested and let patron know once the order has been assembled.

### Runner

Cleaning method:

Spray the cleaning product into either a red microfibre cloth or paper towel, and wipe down surfaces. Ten seconds later, wipe down surface again with a blue cloth damp with water. Wipe down the surface with the red microfibre cloth with cleaner on it again, and then let the surface sit for 45 seconds. Wipe down the surface with a dry yellow microfibre cloth.

When surfaces are being cleaned near the end of the day, use the blue/green cleaning product instead of the clear one. This product requires fewer steps, but has to be left to sit for a much longer time for the surface to be considered sanitized. Spray this product onto a red cloth and wipe down surfaces until they are covered with the solution. Leave wet for ten minutes. Then, wipe off with a clean yellow cloth.

Surfaces for Runner to remember to clean:

Bathroom, using paper towel for at least the toilet seat:

- Area around door handle, soap dispenser, taps, paper towel dispenser, flusher(s), door locks (and above and below that area on the door), and toilet seat. Do the toilet seat last.

Computer stations, using cloths and making sure the cloths are never soaking wet:

- Keyboard, computer mouse, the edges of the computer screen, the table, and the entire chair (don't forget the bottom part of the chair that patrons hold onto to scoot their seat forward)

If you have a backlog of surfaces to clean, mark a computer station with a sign that says 'please do not use, still sanitizing' so that patrons know not to sit there until you've had a chance to wipe it down.

Wipe down the railings on the staircase both indoors and outdoors, wipe down scanner/printer keyboard, and wipe down other high-touch surfaces like elevator buttons and light switches.

If there are no computers waiting to be cleaned and the washrooms are clean, that is when you should take the time to wipe down other various high-touch surfaces – ideally every 30 minutes or so.

Gently remind patrons about social distancing if you see them coming too close to others

Take full carts or boxes downstairs to the Bunker and label the cart or box with the day it was set aside for quarantine

### Greeter

Stand near the entrance where you are able to easily access the sanitization station, and also able to open the door and wipe down the door handle.

Speak with each patron. Points for Greeter to remember to say:

- Welcome!
- Please place your returned items on this cart/in this box
- Please sanitize your hands
- Are you planning on using a computer today? If so, we require you to please put on a mask.
- You are encouraged to wear a mask even if you are not using a computer
- Are you staying upstairs or going downstairs today?
- Please keep in mind some of our new procedures. You'll note that there are places for patrons to wait at the front desk, or wait if they have to use the washroom, and only the upstairs washrooms are open.
- Please make sure to follow social distancing protocols, and there is only one patron permitted in an aisle of books at a time. Please try to limit the length of time of your visit as much as possible.

If someone else starts coming into the library when you're still speaking to someone, please request that they maintain their distance and wait until the previous patron has moved forward into the library

If someone comes in and they look unwell, please request that they return to the library another day when they are feeling better. It is the Government of Alberta's protocol that people do not enter public buildings if they have any COVID symptoms.

Remind patrons that children ten and under must be accompanied by an adult while in the library.

If we have reached our capacity, please step outside the front door, and tell anyone approaching that they are unable to enter until other patrons have left. Ask if they have a simple request that you can help them with. If they do have a simple request, you can ask for them to wait outside while you go inside to complete the task or else speak to another staff member about completing the task. Remind patrons waiting that we do have wifi all around the building, and we offer curbside pickup.

#### Page

Ensure there are always a lot of materials on display, so that patrons can grab one item instead of sift through materials on the shelves.

Wait until items have gone through their 72-hour isolation before they are checked in and then put back on the shelf.

Be aware of being in one aisle of books, and move to another spot if there is a patron wanting to go down that aisle.

Step in to assist with van run, curbside services, and cleaning when needed.

#### Steps for All Staff

Clean up after yourself if you use the downstairs bathroom

Clean up after yourself if you use spaces in the kitchen

Wipe down the railings on the staff staircase if you use it

Be willing to step in and provide assistance with certain tasks if other staff are exceptionally busy. For example, step in to wipe down the bathroom or a computer station

If you hear the doorbell and are available, answer the door and provide patrons with their curbside orders. Don't forget to sign out the materials to the patron before handing them their items.

Let Robyn know if you would be able to take a turn taking home microfibre cloths to wash

If someone says they don't believe in the need to follow protocols: "Thank you for sharing your thoughts. Please understand that our expectation is that everyone within the library has to respect these protocols, and this is why we are asking you to please follow them." Remember the importance of validating a patron's experience – everyone is stressed right now and everyone is entitled to their opinion, so we have to sympathize with patrons while also expecting them to follow protocols that are designed to keep everyone safe.

Be aware of body language. Maintain a 45-degree angle to the person you are speaking, instead of approaching them head on with your shoulders squared. Be aware of gestures that could be seen as confrontational, such as crossing your arms or pointing at someone.

Remember that when you are amongst patrons or working in close proximity with others, a mask is mandatory. You must always have clean hands when handling materials – wearing gloves is advised,

especially when wiping down surfaces. We are setting an example of expectations for our patrons when we take these steps.

# CLEANING PROCEDURES



**Spray cleaner on red  
cloth.  
Wipe down.**



**Rinse with water and  
blue or green cloth.**



**Spray cleaner on red  
cloth.  
Wipe down.**



**Wait 45 seconds.**



**Rinse with water and  
blue or green cloth.**

## Staff Comments on Reopening

On July 16, I sent an email to all staff inviting them to send me any feedback that they would like to share with the Library Board regarding how reopening has gone so far. While I can certainly share my own feedback, I realize that all staff have had experiences of reopening unique from my own! I received 3 responses back and shall reproduce them here, verbatim.

### **Response, sent July 21:**

Oh goodness, reopening seems like ages ago. I don't know if this is the kind of thing you want but, here goes.

I know I was runner that first day, so I'm not sure how things went for the greeter as far as people coming in. As far as I can remember, I think things went okay. I know I would have liked general reopening information maybe a bit sooner than we got it. But I also know that maybe wasn't feasible, since things were constantly changing.

Since reopening, I feel things have gone good, as far as staff feeling comfortable with the new positions. As time goes on, mind you, that's if it continues to be this slow, I'm really wondering if the position of greeter will be needed. But then again, if it picks up, as far as patrons coming in, then a greeter will still be needed. Everything is still up in the air right now, especially with an increase in cases, it's hard to know what direction things will go, as far as positions of greeter & runner. While it's been slow & there's no greeter, it's been fine for the circ staff & runner to catch people as they come in. But if it gets busy with patrons, I'm not sure those 2 staff will be able to catch all patrons as they come in, while there's no greeter.

If there was to be no greeter, then I think it would be fine. The greeter would be a second circ staff & could help the runner as needed. Or could help patrons in the shelves so there is always one staff at the desk. There would have to be something that would catch people's attention for placing their returns on the cart. Maybe the cart could be moved to where the greeter table is & a sign that stands out to patrons. There would have to be something to catch people attention, as far as sanitizing & wearing a mask for the computers. Maybe a small black table in front of the desk with the sanitizing station right by it.

This is all I can think of right now.

**Response, sent July 20:**

Hi Robyn,

Here are some of my thoughts:

- The planning leading up to the opening was very stressful. I know you had said that there was nothing to report any earlier, but I just want to reiterate that if we had opportunity for brainstorming or working on ideas on what we could do the whole time, the deadline might not have been so stressful. Lots of libraries were sharing plans of what they were doing and we could have started building on things slowly and made sure we were not forgetting anything.

- There are so many new procedures, its difficult to follow them all. Extra time before opening to practice them and make sure we are doing them right would have been helpful. Practice makes perfect, and to open with just one practice (where not all staff were participating) was difficult.

- To have procedure changes sent out at 6 pm the night before we open was incredibly stressful. If these plans could have been in place weeks beforehand, I could have had time to review them and make sure I understood them.

- The morning of the 3rd, we missed having you guide and lead us as we opened. We didn't know where you were! Everyone seemed running off in all directions without you.

- I am concerned that procedures are not being followed consistently.

Twice I have come up in the elevator and it was not cleaned after I was in there.

I see some staff ask patrons to scan their own books, but others do not.

I have watched patrons use the downstairs bathroom.

The front and back doors are not cleaned after people use them.

There are green arrows going up the stairs, but we have a sign telling people to use the elevator.

- It has also been difficult to follow all of the changes in procedures. There have been many different ways of doing curbside. There have been different ways of using the cleaning products. It would have been helpful to have had one set of procedures and all staff follow them. The changes are hard to keep up with and hard to track where they are

recorded. Especially as the one creating posters and documents - I have had to make a lot of changes, only to find staff are not doing it that way anyhow.

- I really could use a meeting about programming and where you see it going and what your expectations are. When I asked earlier, I know you said you didn't know about what was going to happen. If you have a better idea now, it would be great to meet with the programmers. We are all in new territory now, and we would all like to be on the same page. If Phase 2 keeps going into next year, we can't be on hold that long.

Thanks for listening!



**Redacted name response, sent July 21:**

Hi Robyn,

Some thoughts for you about re-opening:

-There has been lots of comments from patrons saying they didn't know the library had re-opened. I think that this could have been better advertised, in the paper, radio, large sign in the windows etc. to let people know that we were re-opening.

-I think patrons have been really open and adaptive to the new changes which has been great to see!

-It would be really nice to have some sort of staff meeting regarding re-opening where we could all sit down and make sure we're on the same page. I know lots of cleaning procedures have been adjusted and small changes made and i'm not sure if everyone is all clear about what these procedures currently look like. Same goes for some sort of programmer meeting where we could discuss what programming will look like in the next couple of months and your ideas and expectations for it.

-I've noticed that some safety precautions haven't been fully consistent with all staff, especially downstairs, and of course I know that everyone is still getting the hang of things and things will be forgotten time to time, but I've noticed some people not wearing masks when they're out from behind the desk, I've come downstairs twice now only to find patrons exiting from the downstairs bathroom and the person at the circ. desk completely unaware. One suggestion



might be that if the staff at the circ. desk has a cart downstairs with them that it stays behind them or on their left side so as not to block their view of who is coming and going. But overall, i'm not sure that everyone understands the procedures and that they're AHS standards and not just library standards.

-There seems to still be a lot of confusion with the cleaning materials and questions regarding the suitability of it for a library environment. Different staff have mentioned to me that they're still concerned about its effectiveness and if it's appropriate for computer surfaces.

-I have to admit that the two weeks leading up to re-opening were quite stressful for me. There was so little communication and reassurance that things were ready to go and if I had not attended the optional staff meetings or the board meetings I would have been even more in the dark about what was going on. I didn't feel on opening day that I was confident in what procedures were required and the conversations that needed to be had with customers were and it didn't feel that staff had the chance to voice their concerns until after the re-opening documents had been sent out.

I think it would have been really beneficial to have heard these plans and started having these conversations at least a month prior to re-opening so staff could feel fully confident and supported going back into an altered work environment.

It also felt really stressful coming back to work the first day we were open. It would have been great to have come in for a week or a few days before to get prepared and make sure I was ready to go come opening on Friday. Going back to the first point about patrons not knowing we were opening, I think if staff had started back at the library earlier in the week there would have been that chance to get some things ready that could enhance the re-opening and engage the community a little more.

Thanks Robyn,



#### **Robyn's Response to Pieces of Feedback:**

**I agree that patrons coming to the library have been very open to the changes that we have implemented, and feel that we have received a lot of positive feedback. There were 5 patrons waiting to enter the building when we unlocked the doors on reopening day, and many**

exclaimed how happy they were that we are open again. We first publicized our reopening on June 19 on our Facebook page (followed by an instructional video June 30), and also posted the news on our website, Instagram and Twitter pages, and in an article in the Camrose Booster's June 23 issue. While some patrons did not realize we had reopened, the slower stream of patrons during our first week enabled staff to become accustomed to the new procedures in place instead of having to deal with larger crowds right away. It remains to be seen whether the volume of patrons will increase enough that we continue to need a Greeter, Runner, and Circulation Assistant upstairs at all times or whether just two staff upstairs will be enough.

Between April 23 and June 2, we had 9 staff meetings in order to touch base, brainstorm about reopening, and share concerns. These meetings were made optional because half of the staff had been laid off, and I wanted staff to have space to deal with any other issues that might have come up as a result of the pandemic.

On June 24, all available staff (14 were able to attend) were paid to come to the library for 3 hours to rearrange the space so that it would be suitable for reopening. I had been able to make some changes previous to this, such as adding plexiglass barriers to the upstairs and downstairs circulation desks – but due to concerns about some of the changes, I felt that it was best to have the entire group collaborate on final set-up details. For example, staff initially thought that having patrons use the main staircase with directional arrows up and down on each side would be a sufficient precaution, and it wasn't until I had added directional arrows that staff suggested using the elevator to go upstairs to maintain distance. That is why there is now a clear sign asking patrons to use the elevator to go back upstairs. At our session on June 24, we were able to make these decisions in a collaborative way so that staff could consider various scenarios before settling on the best setup.

On June 25, all available staff (15 were able to attend) were paid to come to the library for 3 hours for training to prepare for reopening. We reviewed cleaning procedures, how to interact with patrons that might be upset about changes, proper hygiene techniques and the right way to wear a mask, new procedures and policies, and we also discussed what each designated role would look like (upstairs circulation desk, downstairs circulation desk, runner, and greeter). We spent a bit of time running through hypothetical conversations for the greeter to have with patrons as they come in the door, and went over all of the areas of the library that the runner is responsible for cleaning both periodically and after every patron. On June 27, staff members unable to attend previous training (4 staff not including myself) were required to come in for 3 hours of training on the same material as June 25. The re-opening date was not decided upon until the June 16 Camrose Public Library Board Meeting, and there were concerns from those laid off about returning to work before July due to CERB

payments. This is why we could not bring in staff to work in the library before it reopened besides these days of training.

My first draft of the Reopening Plan was included in the May 19 Board Package. I realized that many changes would need to be made based on what the Board decided, and ultimately based on information from the Government of Alberta. On June 9, the Government of Alberta announced that Phase 2 of Provincial Reopening would begin on June 12. June 9 was also the day that the Government of Alberta provided the 'COVID Relaunch – Guidelines for Libraries' document that dictated a large part of my Reopening Plan. I sent a draft of CPL's Reopening Plan to staff on June 11/12, and the draft went through numerous changes based on staff conversation, and then discussion at the Board Meeting on June 16. As we went through training and then reopened and experienced the reality of patrons being in the library, these procedures have evolved further. If I could do it all again, perhaps I would have begun sending out drafts of the Reopening Plan earlier. However, there was a limit to what I could do considering the information I didn't have at that time. If I had begun earlier, there would have been even more drafts and changes to make, which did not feel like an effective use of staff time when we didn't yet have provincial guidance.

I am not sure what [REDACTED] is referring to in terms of my lack of availability on July 3. I was at work from 8:30am to well past 5:30pm that day to ensure that I could help get everyone set up and ready for the beginning of the day and see how everything went (although I admit I took a lunch break from 1 to 2pm). If I was missing from my office that morning, I assume it is because I was either giving our Board Chair a tour of the building's changes, helping Cheryl unpack our new hardback chairs that had just arrived from Staples (easier to disinfect than soft-back chairs), or working with Cheryl to figure out our new touchless hand sanitizer dispensers. I certainly was near my office when we opened our doors to the public that morning.

Based on this feedback from staff regarding reopening, I will touch base with all employees to make sure that certain procedures are being followed, and set up a staff meeting in the near future. I will also request that, instead of waiting two weeks after the fact to inform me of discrepancies in a report to the Library Board, staff take action as soon as they notice an issue. We have a newly created Occupational Health and Safety Committee in place, so if staff need to address safety concerns they can contact the committee in addition to myself. I will also speak with the programmers to see how programming can move forward safely and effectively.

Trying to work through a pandemic is as foreign to me as it is to everyone else on staff, and it's imperative that we all work together and remember the big picture, while continuing to follow Alberta Health Service' guidelines to the best of our ability.

PLEASE NOTE: I have included the first three pages of our safety manual here, so that you can see the changes that have been made regarding COVID-19 (page 2-3). I am happy to share the rest of the Safety Manual with you if you so choose, but I didn't want to send the entire document in this board package since it is quite lengthy.

**Camrose Public Library  
Safety Manual  
2020**

Alberta Occupational Health and Safety Act

Section 35

(1) No worker shall

- (a) carry out any work if, on reasonable and probable grounds, the worker believes that there exists an imminent danger to the health or safety of that worker,
- (b) carry out any work if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site, or
- (c) operate any tool, appliance or equipment if, on reasonable and probable grounds, the worker believes that it will cause to exist an imminent danger to the health or safety of that worker or another worker present at the work site.

**Camrose Public Library Policies to refer to on our website ([cpl.prl.ab.ca](http://cpl.prl.ab.ca)).**

To access:     click on "About Us"  
                  click on "Policies"  
                  refer to - Naloxone Policy  
                  refer to - Working Alone  
                  refer to - Workplace Violence, Harrassment and Other Unacceptable  
  Behaviour  
                  refer to – Personnel Policy

**Section 1, Emergency Procedures:**

At any point if there is an emergency and you are not sure of what you do, **CALL 911** and request assistance.

The two priorities in all cases of emergencies are:

- The safety of patrons and staff
- Keep calm

In all emergency situations within or affecting the work site, the Director or most senior member of staff make the decisions and ensures the appropriate key steps are taken.

### **Panic Button:**

The Camrose Public Library has two panic buttons that when pressed and held for 5 seconds will alert emergency services.

The buttons are located:

- Behind the upstairs circulation desk
- Behind the downstairs circulation desk
- If you accidentally press the panic button when there is NOT an emergency, please call 780-672-4444 straight away and tell them what happened. If we do not report a false alarm, the police rush down here for a false emergency and we are later charged for it. When you call this number and they ask for a password, it is 'Books.'

## **1.1 COVID-19 Related Emergencies and Safety**

The COVID-19 Pandemic means that there is a risk of infection by patrons and staff at Camrose Public Library. As a result, all staff must follow proper hygiene, sanitization, and social-distancing procedures in place.

- All surfaces within the library must be sanitized regularly; high-contact surfaces such as railings and door handles must be sanitized at least every half-hour, and computer work stations must be cleaned between each library patron. All work surfaces including chairs, desks, and telephones must be cleaned after any potential contact
- Avoid touching your face
- Wash your hands frequently for at least 20 seconds with soap and water
- If you have to cough or sneeze, do so into your elbow or into a clean tissue that you then immediately discard.
- Maintain physical distancing of 2 meters.
- Wear a mask in public places where keeping a distance of 2 meters is difficult.
- Isolate and stay home if you're feeling sick.
  - Upon any sign of COVID-19 symptoms (which are: fever, cough, shortness of breath or difficulty breathing, runny nose, or sore throat), staff are legally required to self-isolate for at least 10 days from the start of their symptoms or until they resolve, whichever takes longer.
  - If you have any of the following symptoms, you are required to stay home and minimize contact with others until your symptoms resolve: chills, painful swallowing, stuffy nose, headache, muscle or joint aches, feeling unwell or fatigued, gastrointestinal symptoms (vomiting, diarrhea, or nausea), loss of sense of smell or taste, or pink eye.
  - If any employee comes to work sick or becomes sick at work, they will be required to leave the premises immediately and begin isolation at home. Other staff will immediately sanitize all surfaces that the sick employee was in contact with. The sick employee will be required to provide the Library Director with a list of who they were in close contact with that day and in the 48 hours prior to when the symptoms began.

- The sick person should be tested for COVID-19 as soon as possible. If they test positive for COVID-19, all employees at Camrose Public Library must be tested.

For additional information, please see the COVID Safety Risk Assessment within Camrose Public Library's Occupational Health and Safety Binder. For more information on COVID-19, please visit <https://www.alberta.ca/coronavirus-info-for-albertans.aspx>. Contact your primary health care provider or call Health Link 811 if you have questions or concerns about your health. Please keep your own safety in regards to COVID-19 in consideration at all times, including if you need to apply the emergency information listed in the remainder of this Safety Manual.

## **1.2 General Health Emergencies:**

Since each case is unique, staff members should use their own judgment to do what is prudent and reasonable. If needed, First-Aid kits are located:

- Upstairs: On wall beside the exam room
- Downstairs: On the wall beside the Children's Program Room.
- Defibrillator and Naloxone kits are located in the workroom, in the bottom right-hand shelf closest to the side door.

Call 911 in the event of any serious problem, or if you are certified to administer medical care, ask someone nearby to call 911.

When calling emergency services provide the following information:

- a. Nature of medical emergency
- b. Location of the emergency (Camrose Public Library, 4710 50 Avenue, Camrose. Location within building.)
- c. Your name and phone number from which you are calling.

Do not move victim unless necessary.

## Health and Safety Committee

### Minutes of Meeting July 16/2020

Date: July 16/2020

Start time: 3pm

Camrose Public Library

#### In Attendance:

Diane: co-chair

Melissa: co-chair

Mona: member

#### Agenda:

1) Discussed policy statement and made members aware of responsibilities listed in OHS binder

2) Discussed need to let staff know about the formation of new committee and who could be contacted. Melissa to send out staff email and create signage to be hung in workroom above schedule.

-decided that we could be contacted either by email or in person. Concerns would be forwarded to all committee members and if appropriate a meeting would be scheduled. We will do our best to respond to any concerns within 1 week.

3) Training requirements: Discussed some of the necessary training that is mandatory for co-chairs. Have decided that training is to be completed by Diane and Melissa by August 31/2020.

3) Concerns over the effectiveness of Spray Nine were brought to our attention by a staff member. Discussed other alternative disinfectants. Wipes are experiencing a supply shortage at this time and those being our preferred source we had to go to list from Health Canada. Spray Nine is a hard surface disinfectant that has demonstrated to likely be effective and may be used against Coronavirus. The staff are following the directions on the packaging to the best of our abilities and at this time we have no information to suggest that it is not working. One staff member has emailed the company with questions but at the time of meeting we had not heard if they had any new info. Until a better alternative is found or Lysol and/or Chlorox wipes are available we will continue to use Spray Nine. The committee will continue to watch supply chain or website if wipes become available.

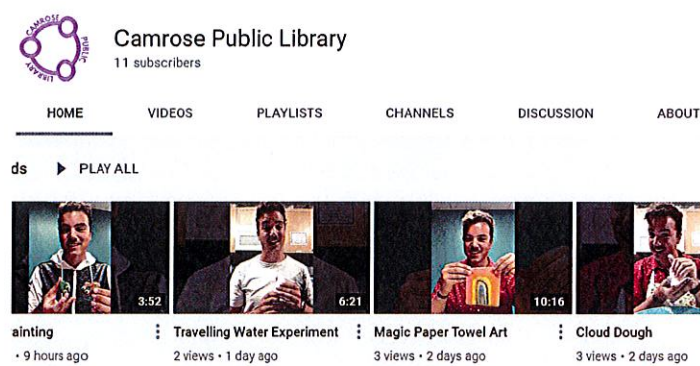
4) Concern over runner not being able to be in two places at once ie. Incident where runner was cleaning washroom and patron had left computer. Before the runner was able to finish washroom and get to computer another patron had already sat down at computer.

-discussed the need for team work, greeter or circ desk could have either helped runner or at very least put sign on computer to let patron know it needed to be cleaned. Melissa to print out more signage for the computers and ensure that extra signs are at greeter station and the circ desk for quick retrieval when needed.

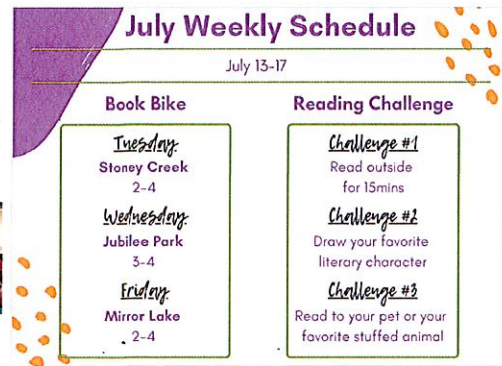
5) Emergency response plan: we have all had the opportunity to read the emergency response plan. Committee feels it would be a good idea to have a meeting with a walk through of library to see where things are, ie. Water main valve, circuit breakers etc. We would then like to have a full staff meeting so that all staff can be trained as to location. Committee would like to do this walk through July 30. Full staff meeting TBA.

Next meeting July 30 to go over Emergency Response Plan





Check out our YouTube page!



Last week's Book Bike Schedule!

## Summer Students

Although we are not offering Summer programming for kids directly at the library this year, our Summer Students are thoroughly utilizing the Book Bike for programming! There will be more statistics on participation come September, but their weekly stops at parks such as Stoney Creek and Jubilee Park have been very popular. They have been conducting Mindfulness Walks with Battle River Mental Health when the weather is nice on Wednesdays, attending the Downtown Market on Thursdays, and running Yoga in the Park with Sacred Arts on Fridays. They are also providing the option for local residents to book the Book Bike for a front porch delivery, so anyone can request that the Book Bike visit them and they can personally browse the materials available. The Summer Students have also been posting tons of virtual content for kids on our new YouTube page.

## Virtual Programming

Camrose Public Library is officially on YouTube! In addition to tons of content created by our Summer Students, you can find craft videos for adults, 'Cooking With Robyn' videos, Nicole's crafts for kids, and more! On Facebook, we are still posting 4 videos a week for babies, toddlers, and kids, and when I was walking around the park last week someone mentioned how much they have been enjoying Nicole's videos. We are also running 4 weekly Zoom programs for adults: Spanish Conversation Circle, Ukulele Club, German Conversation Circle, and Craft Club. The number of participants for Spanish Conversation Circle and Ukulele Club have dropped off since usually we wouldn't run these programs during the summer, but we decided to keep these events going in the summer this year since there are so many limitations in what programming we can offer. Shannon has created tons of craft kits, although the demand for them has gone

down slightly versus when we first began offering them in May. Now that the library has been open for a little while, the programmers and I will begin to brainstorm what other ways we can reach out to our patrons and the community going forward. I attended a meeting hosted by the Library Association of Alberta last week to hear about what other libraries are planning, and will continue to gather information on this to influence our next steps.

### Social Media

In addition to our new YouTube channel, I wanted to provide a brief reminder of all the other ways you can see what we're up to online. We are on Facebook, both as our general page as well as on 'The Plot Matures: A Book Club for 20 Somethings'. We are on Twitter at @CamroseLibrary, and on Instagram as both @camrosepubliclibrary and @camrosebookbike. We have a LinkedIn page, a blog, and we have a monthly library newsletter as well as a Dementia Project Newsletter! Visit <https://cpl.prl.ab.ca/about-us/newsletter> to learn more, and let me know if you need any help tracking us down virtually.

### Reopening

Our reopening has been a success so far! Between 9am on June 3 and 12pm on July 22, we had 3554 patrons through our doors. Within our first two days of being reopened, I heard at least five patrons say 'it is so great to be back!' or 'I am so happy you're open!' Patrons have been patient with our new procedures, and in some cases are starting to know what to do without being reminded. I saw one patron a week ago outside of the library, and she said that she really enjoys getting to drop her items on the cart inside the door. The only patrons currently required to wear a mask are those using computers, and there has been no complaint about wearing a mask from those individuals. We have had a few patrons come in wearing their own masks, although I will admit that patrons coming in just to browse don't often wear a mask since it's optional. We have had a few patrons feel uncomfortable using hand sanitizer, and in those cases it hasn't been a problem for us to ask that they head straight to the bathroom to wash their hands thoroughly. Our hands-free hand sanitizer stations arrived the day we opened, although we have already had to replace one canister so I think we will go through this product quickly.

There have been a few times when someone will sit at a computer table and either read a newspaper or bring out their own laptop. Since we have never

had all of our computer stations full at once, this hasn't been a problem. But we do monitor how long people are at the computer stations, and we do not encourage lingering. We haven't yet had 30 patrons in the building at one time (which would force some patrons to wait outside), but I feel that three factors contribute to this: 1) not everyone has realized that we are open, 2) perhaps they don't feel safe leaving their homes more than absolutely necessary yet, and 3) when a patron realizes that they cannot stay all day, they don't come in. Some patrons want to come here to read for hours on end, and our limitations make them decide not to enter. It's hard to say how many people would come into the library at once if we were enabling them to make themselves at home and settle in for a long time.

With things being fairly quiet for our first few weeks, there have been times when some staff have very little to do and we could do just as well with 2 circulation assistants upstairs instead of 3 at one time. However, if more people start to come in the library, this third staff person would be necessary to keep up with safety and cleaning procedures. If we make other changes, like bringing back soft seating so patrons could sit on couches, then there are more surfaces that need to be cleaned regularly. As of July 22, there are 7 cases of COVID-19 in the City of Camrose and 4 in Camrose County. This emphasizes the need for extreme caution and strict following of safety rules, and I am hesitant to make too many changes while we don't know what impact these cases will have in the coming weeks.

We are continuing to offer curbside pickup, although this service has dropped in popularity now that our doors are open. While we had about 415 patrons use this service in June, we have had about 32 between the beginning of July and July 22.

### Occupational Health and Safety Committee

We have a newly formed Occupational Health and Safety Committee! Three of the four members had their first meeting on July 16, and they have now contacted staff to welcome any feedback and concerns. The co-chairs of this committee will complete mandatory training by the end of August.

Camrose Public Library  
Programming Report  
June 2020

**CPL Service Responses and Applicable Programs**

*Social Engagement: Developing Relationships and Ending Isolation*

- Online Ukulele: **13 people**
- Online Spanish: **24 people**
- Craft & Connect: **19 people**
- German Circle: **21 people**
- Cooking with Robyn: **471 views**
- Adult Upcycling Crafts: **598 views**

**Total for service response 1: 1146 participants**

*Satisfy Curiosity: Lifelong Learning*

- A Book and a Bounce with Nicole (3 sessions for infants): **348 views**
- QuaranTea Time with Nicole (3 session for preschoolers): **350 views**
- Crafternoon with Nicole (3 sessions for school-aged kids): **511 views**
- Story Time with Feena (4 sessions for families): **426 views**

**Total for service response 3: 1635 participants.**

**Please keep in mind that programs in blue above are videos and we are counting the views from Facebook Page Insights.**

**We began tracking curbside pickup this month, and 415 people made use of the service. I've included the number of pickups in our monthly library visitor statistics.**

**Total program participation for June 2020: 2781 people**

	January		February		March		April		May		June	
	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons
Adult	47	391	51	821	38	304	14	83	21	991	24	1146
Family	63	1114	80	1362	37	645	40	2973	13	1154	13	1124
Children	9	119	6	50	3	25	3	335	4	625	4	511
Teens	9	67	10	81	5	50	1	128	1	40	0	0
Advocacy	7	3257	0	0	0	0	0	0	0	0	0	0
Total	135	4948	147	2314	83	1024	58	3519	39	2810	41	2781
Outreach	15	142	14	310	17	98	58	3519	39	2810	41	2781
In House	120	4806	133	2004	66	926	0	0	0	0	0	0
Total	135	4948	147	2314	83	1024	58	3519	39	2810	41	2781
Advocacy	7	3257	0	0	0	0	0	0	0	0	0	0
Service Respc	128	1691	147	2314	83	1024	58	3519	39	2810	41	2781
Total	135	4948	147	2314	83	1024	58	3519	39	2810	41	2781

### Upcoming Programming and Other News

- Please find below the Summer Reading and Book Bike schedules for July and August
- I have almost completed building Healing Library kits and they will be available to borrow once they have been catalogued by PRL. Healing Library was created in the US as a tool for assisting families after periods of trauma. The kits include a parent manual with activates, reading guides for the included books, and ways of engaging with community to promote understanding and healing for the entire family. There are bins of resources dealing with COVID, Death of a Pet, Death of a Loved One, Alzheimer's and My Family, and Separation and Divorce. The COVID kits are available right now as fast adds, as I thought that they were important for families to access immediately.

**2020 Summer Program  
Schedule  
July 6 - August 21**



	Monday	Tuesday	Wednesday	Thursday	Friday
10 AM - 11 AM	Virtual SRC Ages 5-8	Virtual SRC All ages	Virtual SRC All ages	Virtual SRC Ages 5-8	Virtual SRC Ages 5-8
11 AM - 12 PM	Virtual SRC Ages 9-12			Virtual SRC Ages 9-12	Virtual SRC Ages 9-12
12 PM - 1 PM					Yoga in the Park
1 PM - 2 PM					
2 PM - 3 PM		Book Bike	Mindfulness Walk	Book Bike Front Porch Delivery & Storytime	Book Bike
3 PM - 4 PM		Book Bike	Book Bike	Book Bike Front Porch Delivery & Storytime	Book Bike
4:30 PM - 7:30 PM				Downtown Market	

# Summer Reading Club Program Descriptions

## July 6 - August 21

### Special Events

#### Yoga in the Park - Friday 12 -1 pm

We are collaborating with Sacred Arts to bring yoga to Mirror Lake park! Adults can enjoy a yoga class (weather permitting) while kids get to enjoy the Book Bike. These are drop in classes, and you pay what you can. See our website or Facebook for more details.

#### Mindfulness Walk, lead by Mental Health Capacity Building, Battle River School Division - Wednesday 2 - 3 pm

Join us with the BRSD MHCb team for an interactive and calming outdoor experience, encouraging self awareness through mindfulness practices, while utilizing the five senses during an explorative nature walk! See our website or Facebook for more details.

### All Ages

#### Virtual SRC - Tuesday and Wednesday 10-11 am

Join us for stories about learning new things, mental wellness, and activities that teach a new skill or encourage mental resilience!

#### Camrose Downtown Market - Thursday 4:30 - 7:30 pm

Join us at the downtown Camrose market for a selection of books and crafts to take home!

### Book Bike

#### Book Bike - Tues/Fri 2-4 pm, Wednesday 3 - 4 pm

Come meet up with the Book Bike at different parks, which will be announced, for some games, crafts, and story times!

#### Book Bike Front Porch Service - Thursday 2 - 4 pm

Email [jmatzner@prl.ab.ca](mailto:jmatzner@prl.ab.ca) ahead of time to book your own personal front porch story time, and have your holds delivered straight to you!

### Ages 5 -12

#### Summer Reading Club Ages 5 - 8 -

Mon, Thurs, Fri 10-11 am

Reading picture books together followed by activities and crafts.

#### Summer Reading Club Ages 9 -12 -

Mon, Thurs, Fri 11-12 am

Reading a novel together followed by activities and crafts.



Camrose Public Library



@camrosepubliclibrary @camrosebookbike

CAMROSE  
PUBLIC LIBRARY

[cpl.prl.ab.ca/](http://cpl.prl.ab.ca/)

Camrose Public Library  
 Adult Programs  
 January 1 to June 30, 2020

Outreach	Program	Attendance
Book Deliveries to Care Facilities	18	157
Plot Matures Book Club	5	37
Alzheimers Outreach	1	4
Breaking Loneliness Film	2	45
Pride Week @ Augustana	1	120
Augustana Job Fair	1	85
Uke Online (online chat)	19	107
Spanish Online (online chat)	15	79
Cooking with Robyn (online views)	5	1299
Adult Upcycle Crafts (online views)	5	670
German Circle (online chat)	8	35
Craft & Connect (online chat)	12	54
	92	2692

In House	Program	Attendance
Book Club	3	12
Spanish Circle	9	66
Yarns	11	43
Ukulele	9	121
French Circle	8	42
Make and Take Cards	6	44
Craft Night	2	24
Tech Tutor Class	9	75
Bullet Journaling	1	13
Tech Talks with Tyler	3	24
CSL Class	2	50
BYOV	1	150
Boomerang Bags Sewing Bee	1	20
Boardgame Workshop	4	36
Canva for Non-Profits	1	6
	70	726

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	24	318
	24	318

<b>Total</b>	<b>186</b>	<b>3736</b>
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Camrose Public Library  
 Family Programs  
 January 1 to June 30, 2020

Outreach	Program	Attendance
A Book and a Bounce (virtual views)	12	1432
QuaranTea Time (virtual views)	11	1249
Feena's Stories (virtual views)	13	1715
Mona's Stories (Online chat)	12	38
Larissa's Programs (virtual views)	4	756
Kelly's COVID Patron Outreach	14	61
	66	5251

In House	Program	Attendance
Books & Bounces (infants)	9	141
Tales for Twos and Threes	17	275
Bedtime Stories with Feena	7	25
Something Cool After School	45	450
Super Sundays	4	25
Concept Corner (3-5 years)	5	34
Snacks in the Stacks	45	1763
Tech Help	24	48
Feena's School Groups	6	88
Read for 15	1	3122
Family Literacy Day	1	40
Pride Week Art Show Reception	1	11
Pride Week Health Talk	1	9
Community Kithcesn	1	11
Freedom to Read Week programs	2	29
	169	6071

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	12	172
	12	172

<b>Total</b>	<b>247</b>	<b>11494</b>
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Camrose Public Library  
 Children's Programs (5-12 years)  
 January 1 to June 30, 2020

Outreach	Program	Attendance
Family Literacy Day at schools	4	78
Crafternoon (Virtual views)	11	1471
	15	1549

In House	Program	Attendance
Reading Tails	8	62
School Tours	6	135
	14	197

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	6	54
	6	54

<b>Monthly Total</b>	<b>35</b>	<b>1800</b>
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Camrose Public Library  
 Teen Programs  
 January 1 to June 30, 2020

Outreach	Program	Attendance
Blackout Poetry (Virtual engagements)	2	168
	2	168

In House	Program	Attendance
D&D Club	13	114
Open Book Society	1	4
	14	118

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	10	80
	10	80

<b>Total</b>	<b>26</b>	<b>366</b>
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Camrose Public Library  
Total Programs  
January 1 to May 30, 2020

Outreach Programs	175	9660
In-house Programs	267	7112
Outside Groups	52	624
YTD	494	17396

Submitted by Nicole Bannick  
6-Jul-20

# Camrose Public Library

## Monthly Stats

June 2020

Circulation	June 2020	June 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
Adult Material	1170	6298	19999	37423	-17424	-47%		
Young Adult Material	102	425	1053	2280	-1227	-54%		
Juvenile Material	921	4052	12953	21307	-8354	-39%		
TAL Items Borrowed	6	166	347	470	-123	-26%		
TAL Items Sent	0	24	148	304	-156	-51%		
<b>Total</b>	<b>2199</b>	<b>10965</b>	<b>34500</b>	<b>61784</b>	<b>-27284</b>	<b>-44%</b>		
<hr/>								
Econtent	June 2020	June 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
Cloud Library	831	381	4991	1854	3137	169%		
Hoopla	0	0	0	516	-516	-100%		
RBDigital AB	323	221	2057	1538	519	34%		
RBDigital mags	260	230	1501	1507	-6	0%		
<b>Total</b>	<b>1414</b>	<b>832</b>	<b>8549</b>	<b>5415</b>	<b>3134</b>	<b>58%</b>		
<hr/>								
Circulation by Residence	June 2020	June 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
City of Camrose	2079	8704	27608	48378	-20770	-43%		
County of Camrose	539	2156	7132	12653	-5521	-44%		
Outside City/County	3	11	384	971	-587	-60%		
ME	5	1	255	716	-461	-64%		
<b>Total</b>	<b>2626</b>	<b>10872</b>	<b>35379</b>	<b>62718</b>	<b>-27339</b>	<b>-44%</b>		
<hr/>								
Reference	June 2020	June 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
By Phone	340	1504	3173	8858	-5685	-64%		
By Person	75	4224	9985	22631	-12646	-56%		
Email/Social Media	543	1585	5949	10217	-4268	-42%		
<b>Total</b>	<b>958</b>	<b>7313</b>	<b>19107</b>	<b>41706</b>	<b>-22599</b>	<b>-54%</b>		
<hr/>								
Miscellaneous	June 2020	June 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019		
Visitors	416	10969	26992	62928	-35936	-57%		
WiFi Users	33	10065	21683	53839	-32156	-60%		
Internet Users	0	1489	3628	9190	-5562	-61%		
Exams	0	46	79	213	-134	-63%		
<b>Total</b>	<b>449</b>	<b>22569</b>	<b>52382</b>	<b>126170</b>	<b>-73788</b>	<b>-58%</b>		
<hr/>								
Selection of Service Responses								
1. Social Engagement: Developing Relationships and Ending Isolation								
2. Connect to the Online World: Public Internet Access								
3. Satisfy Curiosity: Lifelong Learning								
4. Visit a Welcoming Place: Physical and Virtual Spaces								
Programs	June 2020		2020 YTD		Participants		2017 Total	2016 Total
Service Response	Sessions	Participants	Sessions	Participants	2019 YTD	2018 YTD	note: annual total program participation	
1	24	1146	193	3479	3479	6,662		
2	13	1124	49	1271	1682	1,610		
3	4	511	178	7378	3396	2,302		
4	0	0	76	2011	4590	71		
Advocacy	0	0	7	3257	6422	9,535		
<b>Total</b>	<b>41</b>	<b>2781</b>	<b>503</b>	<b>17396</b>	<b>19,569</b>	<b>20,180</b>	<b>35408</b>	<b>25942</b>

Submitted by Nicole Bannick

10-Jul-20

### Items for Discussion Based on the Library's Reopening on July 3

- 1) Should we go back to our regular hours? Do we still need an extra circulation staff member on duty during our open hours to ensure all the proper rules are being followed?
  - a. My notes on this: in order to afford staff coverage to go back to our regular hours, we would have to decide that we can operate without our 'extra' staff person helping to clean and count patrons. We currently have one person (the 'Greeter') upstairs that greets patrons, asks them to put on a mask if they're using a computer, put on hand sanitizer, and put their returns on a cart. We have one person (the 'Runner') in control of cleaning surfaces. And we have an upstairs circulation assistant to help patrons, whether it be with their computer questions, over the phone, or checking out their items. We have one circulation assistant downstairs who cleans after each patron as well as checks out items.
  - b. The amount of patrons in the library is slowly increasing. If it continues to steadily increase, we will need this extra staff person to ensure all safety measures are followed. If the library remains quiet, we do not need this extra staff person as they will not be busy enough.
- 2) Do we need to require that every single person in the library wear a mask?
- 3) Do we need to begin tracking patron information as they enter?
  - a. I read that one library has a box at their front entrance, and patrons can write down their contact information on a sheet of paper and drop it into the box. This library said that the contact info is collected at the end of the day to file, and that way their information stays confidential until it is needed and 'state contact tracers do the rest'. Perhaps we could do something similar: patrons write down their information and the time of their visit to the library and put this information in a box. If it turns out that there is an outbreak and their contact information is needed, the box will be opened and the information utilized by either staff or Alberta Health Services – but if there isn't an outbreak, that information remains confidential.
  - b. Please see ALA document on the next page
- 4) Should we change the limits on the amount of patrons allowed in the library at a time?
  - a. We have yet to exceed the 30-patron limit of people in the library at once. However, if we start to decrease time limits and add seating, we may end up with more people in the library at one time.
- 5) Should we return soft seating to some places in the library? Should we increase the time limits for patrons using computers?
- 6) We won't look at resuming in-person programming until September, since the Irving Room is still acting as the Summer Students' office until then. However, if you have any thoughts as to how we can reach out to our community, either through virtual programming or conducting community outreach, please let me know!

## **Resolution on protecting privacy and safety in coronavirus-related library policy**

Whereas privacy is fundamental to library ethics and intellectual freedom;

Whereas collecting patron information to assist with contact tracing is inconsistent with the Library Bill of Rights section VII (ALA Policy B.2.1) which states “All people, regardless of origin, age, background, or views, possess a right to privacy and confidentiality in their library use. Libraries should advocate for, educate about, and protect people’s privacy, safeguarding all library use data, including personally identifiable information”;

Whereas the Code of Professional Ethics for Librarians specifies librarians “protect each library user’s right to privacy and confidentiality with respect to information sought or received and resources consulted, borrowed, acquired or transmitted” (ALA Policy B.1.2 #3);

Whereas further elaboration of these statements, provided in ALA’s “Privacy: An Interpretation of the Library Bill of Rights” (Revised 2019), and “Privacy and Confidentiality: Library Core Values” (Revised 2017), emphasize the critical role that privacy and confidentiality play in protecting intellectual freedom and the latter document affirms that “lack of privacy and confidentiality chills people’s choices, thereby suppressing access to ideas. The possibility of surveillance, whether direct or through access to records of speech, research and exploration, undermines a democratic society.”;

Whereas in relation specifically to contact tracing, the ALA Office of Intellectual Freedom states in *Protecting Privacy in a Pandemic: a Resource Guide*: “Collection and sharing of information about library users for purposes other than the delivery of library resources, services, and programming — such as information collected for contact tracing — is inconsistent with that mission and may violate laws protecting user privacy if done without the full and informed consent of the library user. In all cases, access to, and delivery of, library resources and services should not be conditioned on the user’s consent to the collection and use of their information for contact tracing or other purposes unrelated to library service”; and

Whereas libraries and their governing bodies should view all potential policies and procedures through the lens of equity, and recognize that data collection

creates disproportionate barriers for members of marginalized communities, and could erode hard-earned community trust; now, therefore, be it *Resolved*, the American Library Association (ALA). on behalf of its members

1. encourages libraries to adopt policies consistent with libraries' core values;
2. encourages libraries to work with public health officials to disseminate crucial information;
3. encourages libraries to modify practices to protect our patrons in the support of the work of first responders; and
4. encourages libraries to protect our patrons and maintain the trust of our community by not collecting data for non-library purposes, including contact tracing.

Mover: Kirsten Brodbeck-Kenney, Oregon Chapter Councilor

Seconder: Tara Brady, SRRT Councilor

#### References

ALA OIF: "[Protecting Privacy in a Pandemic: A Resource Guide](#)" - May 8, 2020

Version: June 8, 2020 3:00 PM EDT



### **Item for Decision: Use of Funds to Purchase 3 Computer Desks**

Please see the quote below for the potential purchase of three computer desks. These desks are desperately needed, as three of the computer desks downstairs are falling apart.

The Library applied for a grant through the Rotary Club of Camrose Daybreak to help pay for these desks, and the Club generously provided us with \$1500.00 to pay for one desk in March 2020. We still have \$4015.00 left of the Battle River Foundation Grant from 2019 (the other half of this money was spent adding battery power to the Book Bike), and I propose that we use most of this \$4015.00 to put toward the desks. That leaves us with \$130.60 of this grant left. Alternatively, if we purchase 4 of these tables instead of 3, the quote comes to a total of \$6090.00. If we choose to make this purchase, we would use all of the money from the Battle River Foundation Grant, and we would pay an additional \$575.00 from the library's general budget. The more that we purchase at one time, the more that we save with LovedayonLibraries.

**Loveday on Libraries**  
**1864378 Alberta Ltd.**

PO BOX 60048  
Strathmore, Alberta  
T1P 0C2

**Contact: Chris Loveday**  
**587.582.3444**

[chris@lovedayonlibraries.com](mailto:chris@lovedayonlibraries.com)

QUOTE#: RR70920

7.9.20 revision two  
1.15.20 revision to original grant quote  
8.1.19 original grant quote

GST#815497987RT0001

Quote for:

**Camrose Public Library**

4710 50th Avenue  
Camrose, Alberta  
T4V 0R8

**Contact: Nicole Bannick**

**Number: 780.672.4214**

**Email: [nicole@prl.ab.ca](mailto:nicole@prl.ab.ca)**

Ship to:

Site

Item #	Product Code	Product Description	Qty	Unit Price	TOTAL
1	NS-Table Lam: match Wood: match	Matching Comp.Tables w/ skirting- SQ edge 36" W x 28" D x 29" H	2	\$1,325.00	\$2,650.00
2	NS-Table Lam: match Wood: match	Matching Comp.Tables ADA no Skirt SQ edge 36" W x 28" D x 32" H	1	\$1,325.00	\$1,325.00

<b>Product Total</b>	<b>\$3,975.00</b>
<b>Freight</b>	<b>\$653.00</b>
<b>Install</b>	<b>\$500.00</b>
<b>GST 5%</b>	<b>\$256.40</b>
<b>TOTAL</b>	<b>\$5,384.40</b>

Install completed by lovedayonlibraries

Order fulfilled in TWO payments. First 50% installment at time of order to initiate order.

Final balance due once production is complete in order to schedule install.

Thank you Nicole for working with us to create this solution for the Camrose Library.

lovedayonlibraries

**Loveday on Libraries  
1864378 Alberta Ltd.**

PO BOX 60048  
Strathmore, Alberta  
T1P 0C2

**Contact: Chris Loveday  
587.582.3444**

chris@lovedayonlibraries.com

QUOTE#: R11520\_080119

Date:1/15/2020

Revision to original grant quote

GST#815497987RT0001

Quote for:

**Camrose Public Library**

4710 50th Avenue  
Camrose, Alberta  
T4V 0R8

**Contact: Nicole Bannick**

**Number: 780.672.4214**

**Email: nicole@prl.ab.ca**

Ship to:

Site

Item #	Product Code	Product Description	Qty	Unit Price	TOTAL
1	NS-Table Lam: match	Matching Comp.Tables w/ skirting- SQ edge 36" W x 28" D x 29" H English Oak on Maple	4	\$1,325.00	\$5,300.00

Product Total	\$5,300.00
G.I.K freight n/c	<b>\$0.00</b>
Install	\$500.00
GST 5%	\$290.00
<b>TOTAL</b>	<b>\$6,090.00</b>

Install completed by lovedayonlibraries

Order fulfilled in TWO payments. First 50% installment at time of order to initiate order.

Balance due at time of scheduling install.

Thank you Nicole for working with us to create this solution for the Camrose Library.