

Bowen Library Restoration of Services Plan Post Covid-19 Pandemic

Introduction

Bowen Library closed its doors to the public on March 16, 2020 in order to protect our patrons, volunteers and staff, and to help flatten the curve. We continued to provide services to our patrons through electronic materials, online programming, remote tech help and assistance via email and telephone.

This plan to restore library services towards the new normal is a phased approach allowing for flexibility and scaling to meet changing direction from health authorities as the Covid-19 situation evolves. It considers the safety of staff first and foremost, and also assesses the risk to the public, vulnerable populations, public health protocols, guidelines from WorkSafe BC, Bowen Island Municipal requirements, and library budget and resource limitations.

This plan is designed to provide maximum benefit to library patrons, while providing safety and security for staff, volunteers and patrons.

Each phase adds onto the actions of the previous phase. As the phases progress some initial services may be suspended such as takeout service.

Assumptions

Completion of a Library Safety Plan based on WorkSafe protocols and recommendations

Staff training in new WorkSafe and health authority protocols.

Adherence to physical distancing measures and hygiene and sanitation measures.

Covid-19 transmission rates and new cases are declining or remaining stable.

Each phase progression allowed under Provincial Health Authority or Ministerial orders

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Revised June 12, 2020, June 23, 2020

	Indicators or Criteria	Actions
<p>Phase 1 Takeout service and opening of materials return.</p> <p>Implemented Wednesday and Saturday takeout service May 9, 2020</p>	<ul style="list-style-type: none"> -Relaxation of stay at home order -Ability to provide contactless pick up. -Sufficient supply of needed materials (gloves, hand sanitizer, disinfectant cleaning) 	<ul style="list-style-type: none"> -Physical materials takeout service twice weekly 3 hours each day. -Open the return bins for same hours as takeout service -Add “grab bags” or take requests for genre package after assessing takeout service for 2 weeks. - Staff development and training around protocols and practices for Phase 2 -Online storytime
<p>Phase 2 Continued expansion of takeout and online services.</p> <p>Implemented expanded takeout service (Wed, Thurs, Fri and Sat) June 17, 2020</p>	<ul style="list-style-type: none"> -Staff trained in hygiene protocols and WorkSafe requirements -Community opening of patio service and physically distanced retail. -Consider how to expand online programming, whether resources available to support it. 	<ul style="list-style-type: none"> -Expanded Takeout service -Accept ILL returns from patrons and other libraries --Expand online programming -Increase virtual Tech help sessions -Public washrooms remain closed.
<p>Phase 3 Limited open hours with limited building capacity, physical distancing and appropriate safety measures.</p> <p>Implemented July 8, 2020</p>	<ul style="list-style-type: none"> -Sufficient hygiene supplies for public -Increased opening of retail and restaurants. -Continued progress of Provincial restart plan -Physical changes to library facility in place 	<ul style="list-style-type: none"> -Limited open hours with physical distancing and building capacity limits for materials selection and pick-up -No study or lounge spaces -One public washroom open. -Limited and scheduled public internet access computer sessions -Engage with community groups to focus on most vulnerable communities
<p>Phase 4</p>	<ul style="list-style-type: none"> -Sufficient staff available -Local opening of interior restaurant seating 	<ul style="list-style-type: none"> -Increased open hours

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<p>Increased public open hours as feasible with staff only (no volunteers)</p> <p>Tentative date: September – October 2020??</p>	<ul style="list-style-type: none"> -Opening of AirBnB and other local accommodation providers. -K-12 partial school openings -Continued progress of provincial restart plan 	<ul style="list-style-type: none"> - Increased staffing in the building and expanded hours -No volunteer workers, paid staff only -Expanded facility access with increased numbers, limited seating in study and lounge areas -Small group programs in library. -Limited in person tech tutoring, with hygiene protocols
<p>Phase 5</p> <p>Library open previous normal hours (or close). Volunteers return to the library.</p> <p>In person programs up to 50 people restored.</p>	<ul style="list-style-type: none"> -Covid transmission rates remain low or declining -Vaccine available or reliable treatment developed 	<ul style="list-style-type: none"> -Library fully open to public with no restrictions. -Volunteers return to the library -Programs up to 50 people in attendance

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