Explore York Libraries and Archives - The opening and operating of the Library service

Persons at Risk	Customers ☒	Employees ☒	Volunteers ☒	Contractors ☒

HAZARD(S) (please list potential risk areas)	1. Social distancing measures not followed in the library 2. Social distancing measures not followed during travel to and from workplace 3. Inadequate cleaning 4. Shared Resources – including book stock and equipment 5. Staffing & spread of coronavirus to staff, customers, volunteers and contractors 6. Library customer becoming unwell 7. Inadequate Hand Washing/Personal Hygiene 8. Inadequate Ventilation 9. Events and Activities

CONTROL MEASURES	ADDITIONAL INFORMATION	YES	NO	N/A
1. Measures to ensure social distancing is maintained (wherever possible, libraries will operate to the 2m guidance)				
Where possible, separate entrance and exits will be identified for customers using the libraries to manage customer flow and this will be clearly signed. If this isn't possible, will be required to manage the safe entrance and exit of customers e.g. a member of staff on the entrance operating a 1 in 1 out policy whilst themselves maintaining 2m social distance.	Library manager to Indicate here the entrance and exit for that library	☐	☐	☐
One-way systems will be in place for safe exit/entrance to the library.	Signage should clearly indicate exit/entrance routes	☐	☐	☐
Maximum number of people inside the library is set based on the 2m social distancing rule. This may need to include limits for specific spaces where there are multiple public spaces e.g. meeting rooms.	Library manager to insert the maximum number of people per space here.	☐	☐	☐

	An extra member of staff may be required to manage safe numbers in the building where there is heavy footfall			
Upon enabling public access, specific browsing times should be identified for those customers who are considered vulnerable (eg over 70s, those with dementia) and family time to enable larger groups with children to access the services	Library manager to identify an hour a day that will be set aside for your more vulnerable customers and for family time	☐	☐	☐
Public access PCS to be spaced to allow for social distancing measures, or, where relocation is not possible, some PCs marked as not in use.		☐	☐	☐
Floor indications will be made on the floor near public access PCs to designate the spot where customers must stand if they have a query at the PC to enable staff to support. Anti-viral wipes will be provided to enable customers to clean their own workstation	Library manager to identify a safe spot for your customer to stand if a member of staff needs to help with a PC enquiry	☐	☐	☐
Due dates have been extended to the end of September 2020 to allow a phased return of materials to manage the quantity of stock returned during the click and collect phase. This may be extended at the point of enabling public access if there is still a lot of material out on loan.		☐	☐	☐
Sneeze screens installed on enquiry desks as social distancing compliance is difficult to enforce in those instances where customers have enquiries		☐	☐	☐
Face coverings will be provided for staff to wear in areas where keeping to the 2m social distancing guidelines is difficult to maintain (although implementing the actions in this risk assessment will vastly reduce this requirement). Clear guidelines of when to wear face coverings will be displayed in each staff area	Library manager to ensure face covering guidance poster is displayed in staff areas	☐	☐	☐
Clear floor (where necessary) and wall signage and posters installed indicating the 2m distance and reminder to follow guidelines at appropriate intervals		☐	☐	☐
Customers are reminded that children must remain under the direct supervision of their responsible adult to ensure that 2M social distancing from people outside their own household is maintained at all times	Library manager to ensure that a poster is displayed to this effect in the children's area	☐	☐	☐

Safe queuing system developed and clearly signed outside the building for customers waiting on access to the library.	Library manager to Indicate with floor signage and tensile barriers where customers will queue	☐	☐	☐
Designate 1 self-service terminal for returns near entrance to the library and a separate terminal for issuing near the exit, with anti-viral wipes provided for customers to use between uses (NB this may be a tablet solution for smaller libraries)	A sanitising station will be erected by each self-service terminals. This will comprise of hand sanitiser, absorbent blue roll, anti-viral wipes and a bin.	☐	☐	☐
Customers will only access single-access toilet facilities – other toilet facilities will be closed off		☐	☐	☐
Safe queuing route/mechanism must be identified for customers waiting to use the toilet facilities. If this is not possible, toilets will be closed. Priority must be given to maintaining access to disabled toilets and changing place facilities.		☐	☐	☐
Only one person to access the customer lift at any one time– safe queuing space will need identifying at York and Tang Hall for those customers who need to access the lift while its in use		☐	☐	☐
Study areas should be designated bookable spaces, with space between to allow for social distancing. Applicable at York, Acomb and Tang Hall only. Booking process to be set up locally and implemented at phase 2 of reopening roadmap.		☐	☐	☐
Consideration given to which activities and events can be held and developed digitally. No in-person events and activities will be held during phases 1 and 2 of reopening		☐	☐	☐
Click and Collect service - customers are told their allocated drop off and collection times and the process for doing so, including protocols for minimising adult to adult contact (for example, which entrance to use)	A welcome poster is displayed in entrance with details of click and collect service	☐	☐	☐
Yorkcards can only be purchased or renewals paid for by card during Click and Collect phase.		☐	☐	☐
Existing Yorkcards that expired during the lockdown phase have been extended to the end August to manage the flow of customers required to renew during the first phase of opening		☐	☐	☐

Gloves will be worn by staff when handling money. Gloves should be removed, disposed of and hands washed following the transaction		☐	☐	☐
A designated area will be identified to receive deliveries of books and this communicated to suppliers and delivery drivers	Library manager should insert here thelocation of deliveries	☐	☐	☐
Where delivery entrance cannot be separated from customer entrance, deliveries should be made out of opening hours and communicated to suppliers. Internal van routes will be redesigned to enable this.		☐	☐	☐

2. Measures to ensure social distancing measures are followed during travel to work

Staff and volunteers are encouraged to walk or cycle to work where possible		☐	☐	☐
Staff and volunteers are following the government guidance on how to travel safely, when planning their travel, particularly if public transport is required	Coronavirus (COVID-19): safer travel guidance for passengers	☐	☐	☐
Face coverings must be worn on public transport		☐	☐	☐
Staff are relocated to a library nearer home if possible to reduce the need to use public transport		☐	☐	☐
Staff and volunteers must wash hands upon arrival at work		☐	☐	☐

3. Measures to ensure increased frequency and effectiveness of cleaning

Surfaces that customers and staff are touching frequently, such as doors, sinks, toilets, light switches, bannisters etc. are cleaned once an hour by staff, in addition to the daily contract clean		☐	☐	☐
Electronic entry systems and keypads are regularly sanitised particularly first thing in the morning and where possible after each use		☐	☐	☐
Bins for tissues and other rubbish are emptied throughout the day. Bins will be lined and ideally foot/pedal operated		☐	☐	☐

Stocks of cleaning chemicals, liquid soap, paper towels, tissues, toilet roll, bin bags etc. are regularly checked and additional supplies requested as necessary		☐	☐	☐
Soft furnishings and toys used at storytimes/rhymetimes will be removed and stored in a safe place and not accessible fore the foreseeable future		☐	☐	☐
Cleaning contractors will clean all PCs once a day. This will be supplemented by customers and staff cleaning before own use AND staff performing an additional clean of customers PCs every 2	Library manager to provide access to hand sanitiser, anti-viral wipes and a bin by PN PCs for customers to use	☐	☐	☐
A process to enable customers to clean RFID self-service screens between customers is put in place	A sanitising station will be erected by each self-service terminal. This will comprise of hand sanitiser, absorbent blue roll, anti-viral wipes and a pedal bin	☐	☐	☐
Regularly cleaning of photocopiers/printers is implemented	A sanitising station will be erected by printing facilities. This will comprise of hand sanitiser, absorbent blue roll, anti-viral wipes and a pedal bin	☐	☐	☐
4. Measures in place to ensure safe use shared resources including books and equipment				
All books returned will be placed in quarantine for 72 hours after being returned by customers before replacing on the shelves or returning to the correct library	A sanitising station will be erected in this area. This will comprise of hand sanitiser, absorbent blue roll, anti-viral wipes and a pedal bin	☐	☐	☐
The automated rotation of books is paused until the third phase of opening to limit the handling of books.		☐	☐	☐
Staff will ensure that they wash their hands both before and after the handling of books. AS AN OPTION, staff can wear gloves when handling returned books but these must be removed, disposed of and hands washed immediately afterwards		☐	☐	☐
There is no need to place new books into a contamination zone, but the above should be followed.		☐	☐	☐

Books returning to the home library after being out on loan will have been placed in the contamination zone at the library at which it was returned. There will be no need to place it in the contamination zone when it arrives at the home library. However, staff should ensure that they wash their hands both before and after the handling of books. AS AN OPTION, staff can wear gloves when handling returned books but these must be removed, disposed of and hands washed immediately afterwards		☐	☐	☐
A cleaning station with wipes and hand sanitiser will be provided by the self-service screens to enable customers to clean the screens and their hands before and after use to reduce risk of contamination	A sanitising station will be erected in this area. This will comprise of hand sanitiser, absorbent blue roll, anti-viral wipes and a pedal bin	☐	☐	☐
Customers should clean the keyboard/mice of the shared public access PCs before use. Notices should be displayed near each PC advising of this and anti-viral wipes will be provided. If customers require help when using the PCs, staff should clean keyboard and mouse first, whilst ensuring customers stands on the marked area of the floor away from the PC	A notice will be displayed encouraging customers to clean the PC both before and after use	☐	☐	☐
Shared surfaces are cleaned every hour eg study desks		☐	☐	☐
Toy library items returned during the click and collect phase should be placed in the decontamination zone for 72 hours and then cleaned with anti-viral wipes before returning to storage		☐	☐	☐
Toy library items will not be available for loan during the click and collect phase		☐	☐	☐
Newspapers and magazines will not be used and all orders have been cancelled - access will be via online only		☐	☐	☐
Soft furnishings and toys used at storytimes/rhymetimes should be removed and stored in a safe place		☐	☐	☐

5. Measures to mitigate the risk of spreading the virus to staff, customers and contractors				
Staff team members who have been classed as clinically extremely vulnerable are not expected to attend work and will work from home if this is possible		☐	☐	☐
Staff team members who have been classed as clinically vulnerable will be allocated the safest available on site role i.e. those with limited face to face contact or work from home where this is possible		☐	☐	☐
If a staff member lives in a household with someone who is extremely clinically vulnerable they will be allocated the safest available on site role i.e. those with limited face to face contact or work from home where this is possible		☐	☐	☐
If a member of staff lives with someone who is clinically vulnerable (but not clinically extremely vulnerable), including those who are pregnant, they can attend work and will be allocated the safest available on site role i.e. those with limited face to face contact or work from home where this is possible		☐	☐	☐
Staff team members who are pregnant will be allocated safest available on site role i.e. those with limited face to face contact or work from home where this is not possible		☐	☐	☐
Sneeze into a tissue or sleeve NEVER into hands. Wash hands immediately after		☐	☐	☐
Used tissues to be put in a bin immediately – plenty of bins to be provided in all areas across the library to enable this		☐	☐	☐
Staff code of conduct related to the displaying of symptoms to be displayed in staff areas		☐	☐	☐
Customers will be advised to not enter the library if they are displaying symptoms				
If anyone becomes unwell with a new, continuous cough, a high temperature or loss of taste or smell, they must be sent home and advised to follow the COVID-19: guidance for households with possible coronavirus infection guidance	COVID-19: guidance for households with possible coronavirus infection guidance	☐	☐	☐

6. Measures in place in case a library customer becomes unwell

Customer code of conduct relating to awareness of symptoms to be displayed in customer areas	Library manager to display appropriate poster near entrance to the library	☐	☐	☐
In an emergency, call 999 if the customer is seriously ill or injured or their life is at risk. Do not visit the GP, pharmacy, urgent care centre or a hospital		☐	☐	☐
If a member of staff has helped someone who was unwell with a new, continuous cough or a high temperature, they do not need to go home unless they develop symptoms themselves or they are notified the affected person has tested positive – then they must isolate for 14 days and get a test if they develop symptoms They should wash their hands thoroughly for 20 seconds after any contact with someone who is unwell		☐	☐	☐
Cleaning the affected area with normal household disinfectant after someone with symptoms has left will reduce the risk of passing the infection on to other people		☐	☐	☐

7. Measures in place to encourage frequent and effective and hand washing/personal hygiene

Staff/volunteers/cleaners/contractors etc. will be reminded to wash their hands before leaving home, on arrival at the premises and before and after handling cleaning chemicals, eating/drinking, using the toilet, and after coughing or sneezing and not to touch face (eyes, mouth, nose) with hands that are not clean		☐	☐	☐
Free-standing hand sanitisers to be installed at the entrance and exit to libraries for customer use. Anti-viral wipes will be placed by public access PCs and a cleaning station set-up by self-service machines and printers		☐	☐	☐

The 'catch it, bin it, kill it' approach is promoted and posters displayed in staff and public toilets and in staff kitchen areas	**CATCH IT** Germs spread easily. Always carry tissues and use them to catch your cough or sneeze. **BIN IT** Germs can live for several hours on tissues. Dispose of your tissue as soon as possible. **KILL IT** Hands can transfer germs to every surface you touch. Clean your hands as soon as you can. NHS	☐	☐	☐
Customers and staff will be encouraged to wash hands with liquid soap & water for a minimum of 20 seconds		☐	☐	☐
Alcohol based hand cleansers/gels (containing at least 60% alcohol) can only be used if soap and water are not available, but is not a substitute for hand washing.		☐	☐	☐
Hands must be dried properly to prevent infection and drying out.		☐	☐	☐
8. Measures in place to ensure adequate ventilation				
Ventilate spaces with outdoor air		☐	☐	☐
Ensure regular airing with windows (even in mechanically ventilated buildings)	Library managers to ensure that all windows are open at the beginning of every day to allow for maximum ventilation	☐	☐	☐
Keep toilet ventilation in operation as much as possible while building is occupied		☐	☐	☐
Prop doors open, where safe to do so (bearing in mind fire safety and safeguarding), to limit use of door handles and aid ventilation	Fire doors must not be propped open unless they have a self-closing hold open device fitted	☐	☐	☐

9. Measures in place for supporting the delivery of events and activities				
Face to face events and activities will not take place in the first 2 phases of reopening. Explores 'At Home' digital events programme will be actively promoted and continue to develop		☐	☐	☐
New capacity levels will need identifying for events and activities before events do take please	Please insert here the capacity levels for each of your event spaces	☐	☐	☐

Have you consulted with the people/representatives undertaking the activity as part of the preparation of this risk assessment	Yes ☐	No ☐
What is the level of risk for this activity/situation with existing control measures	High ☒ / Med ☐	Low ☐
Is the risk adequately controlled with existing control measures	Yes ☐	No ☐
Have you identified any further control measures needed to control the risk and recorded them in the action plan	Yes ☐	No ☐

ACTION PLAN (insert additional rows if required)	To be actioned by	
Further control measures to reduce risks *so far as is reasonably practicable*	Name	Date

State overall risk level assigned to the task **AFTER** implementation of control and action plan measures taken as a result of this risk assessment	High ☐ / Med ☒	Low ☐
Is such a risk level deemed to be as low as reasonably practical?	Yes ☒	No ☐
Is activity still acceptable with this level of risk?	Yes ☒	No ☐

If no, has this been escalated to senior leadership team?				**Yes ☐**	**No ☐**
Assessor(s): **Position(s):**		**Signature(s):**			
Date:		**Review Date:**			
Distribution:					

Risk rating	Action
HIGH	**Urgently review/add controls & monitor, notify H&S Team (if Likely or Highly Likely – stop work, seek competent advice)**
MEDIUM	**Review/add controls (as far as reasonably practicable) & monitor**
LOW	**Monitor control measures**

POTENTIAL OUTCOME

POTENTIAL OUTCOME	
Catastrophic	Fatal injury/permanent disability
Major	RIDDOR reportable Specified Injury/ Disease/Dangerous Occurrence
Moderate	RIDDOR reportable over 7 day injury
Minor	Minor injury (requiring first aid)
Insignificant	Minor injury

LIKELIHOOD	
Highly likely	More likely to occur
Likely	
Possible	
Unlikely	
Remote	Less likely to occur

POTENTIAL OUTCOME	Remote	Unlikely	Possible	Likely	Highly Likely
Catastrophic	Yellow	Red	Red	Red	Red
Major	Yellow	Yellow	Yellow	Red	Red
Moderate	Green	Yellow	Yellow	Yellow	Yellow
Minor	Green	Green	Green	Green	Yellow
Insignificant	Green	Green	Green	Green	Green

LIKELIHOOD