



Dorset Libraries – risk assessment re Covid-19 to support return of staff to sites and service offers

Overview of library service offers – to be supplemented by local site assessment

Date of Assessment – May 2020

Assessment completed by (Name) Tracy McGregor with LSMT
changes

(Designation) Service Manager for Libraries

Due for review – by end of July 2020 and regular review as guidance

v0.1 12 May 2020

Further revisions expected based on council's response to Covid-19 Secure workplace guidance, council's PPE guidance and Libraries Connected recovery plan work

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Proposed approach may need sign off by SLT

v0.2 15 May 2020

Updated following discussion with Unison

v0.3 28 May 2020

Using information from draft corporate risk assessment (Covid-19 Secure office accommodation)

V0.4 4 June 2020

Review by Beverley West, Health and Safety Advisor, Dorset Council

V0.5 15 June 2020

Updated using Libraries Connected Library Service Recovery Toolkit

V0.6 22 June 2020

Revised with further information from Libraries Connected Library Service Recovery Toolkit

Step 1 - Staff returning to library sites – prior to opening				
Hazard / Risk /Actions Covid - 19	Who is at risk?	Controls to be implemented Are they adequate? Is the risk reduced as far as possible?	Level of Residual Risk Low, medium, high or very high?	Additional measures to control the risks
Enabling workforce who are unable to fully do their role at home to return to library sites	<p>Members of staff – transmission from colleague to colleague</p> <p>When libraries re-open to the public, transmission from customer to staff</p>	<p>In line with guidance, no staff who are 'extremely clinically vulnerable' to return to workplace (identified by audit). Individual discussions with clinically vulnerable about returning to work if they wish with control measures identified below in place and any additional individual control measures.</p> <p>Ensure that 2m social distancing is applied to work areas by re-arranged layouts, signage, one way flows where possible.</p> <p>Reducing number of contacts (fixed teams or partnering) by agreeing fixed teams to work together</p> <p>Agree working patterns and timetables</p> <p>Stagger staff arrival and departure times</p> <p>Guidance on handwashing and hygiene measures to be shared with staff</p> <p>Frequent breaks for staff to wash hands</p>	Medium	<p>Review on regular basis and within first fortnight of staff working on site to identify any issues and measures needed. This includes physical environment/layout and tasks</p>

		<p>Sanitiser to be made available at points through building</p> <p>Minimise shared equipment where possible. In libraries there are shared staff pcs and desk areas so cleaning kits will be provided.</p> <p>Clear desk policy to be reinforced.</p> <p>Staff to wipe desks and equipment (including phone set and trolleys) before and after use with provided anti-bacterial wipes/supplies.</p> <p>Clear signage throughout building reminding staff to maintain social distancing and good hygiene</p> <p>Staff induction back into the work place</p> <p>Regular team and service wide briefings to update all staff</p>		
Concerns/anxieties from workforce affecting wellbeing	All workforce	<p>Ensure wellbeing support and resources are promoted to staff eg Breathing Space chatline, and other resources Health & Safety and Wellbeing information toolkits available - https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/employee-information/information-for-dorset-council-employees.aspx</p> <p>Share risk assessment and measures openly with staff</p> <p>Managers to be conduit for staff concerns and issues, signposting people to support</p>	Medium	
Enabling People to work from home	Colleagues working from home	Colleagues should continue to work from home if at all possible.	Low	Teams should be made aware

		<p>Those clinically extremely vulnerable and clinically vulnerable staff to be identified and included in home working. Homeworking self-assessment checklist available for colleagues to work through to ensure their home environment is as safe as possible. Display Screen Equipment ordering system available on Intranet (Screen, Keyboard, Mouse, Chair) if additional equipment is required. Advice is to take more breaks, get up and move around, stretch. Managers to maintain regular contact with teams so limit isolation of individuals. Colleagues to refer to guidance's on Lone Working and other H&S policies and the directorates existing risk assessments.</p> <p>Health & Safety and Wellbeing information toolkits available - https://www.dorsetcouncil.gov.uk/emergencies-severe-weather/emergencies/coronavirus/employee-information/information-for-dorset-council-employees.aspx</p>		of these facilities' availability by managers.
Entrances and Exits	Colleagues entering and exiting libraries	<p>Hand sanitiser dispensers will be fitted or available at all entrances and exits.</p> <p>Signage will direct colleagues as to the correct directional traffic flow.</p> <p>Staff should wait and give way to people exiting the building and signs reminding staff about this to be in place</p>	Low	

Workareas/spaces		<p>Layout of workstations to ensure safe distancing can be adopted, no face to face seating (side by side or preferably back to back seating).</p> <p>Tape will be used on the floor in communal areas to help colleagues maintain the 2m social distancing (e.g. by printers etc.)</p> <p>The use of high touch point equipment such as printers will need to be limited as much as possible. Hand sanitiser and wipes will be provided next to this type of equipment.</p> <p>Lifts will be restricted to use by one person at a time (hand sanitiser will be provided next to lifts).</p> <p>Where possible, one-way systems will be in place along corridors (where the layout means this is not possible, colleagues should wait for others to exit a corridor before entering themselves)</p> <p>Movement around buildings is discouraged</p> <p>Colleagues will be required to be mindful of others in shared spaces (such as kitchens, and toilets), and will need to wait for others to leave the space before entering, ensuring they allow sufficient space (2m) for the colleague to exit</p>	Medium	
Meetings	Colleagues working in libraries	<p>Meetings should be held virtually wherever possible. This is enabled by Microsoft Teams and Skype facilities.</p> <p>If not possible only necessary participants should attend.</p> <p>Participants must maintain the 2m safe distancing guidelines at all times.</p> <p>Avoid sharing any equipment (pens, pads, laptops etc)</p>	Low if held virtually Medium if held in person	

		Meeting organiser to ensure hand sanitiser is available Consider holding meetings outdoors or in well ventilated rooms, but ensure 2m safe distancing is maintained at all times.		
Cleaning	Colleagues working in library sites	Cleaning of workspaces to be carried out by contractors. Antibacterial wipes available to clean regularly used equipment before and after use. All personal belongings and waste should be removed at end of working day. Cleaning after a suspected or confirmed case of Covid must be referred to the relevant manager to be completed. Any hazardous substance used in the cleaning process must have a COSHH assessment for its use and storage.	Medium	
Infection Control	Colleagues working in Dorset Council libraries	Government guidance on appropriate infection control will be followed at all times	Medium	
Personal Protective Equipment in the office environment	Colleagues working in Dorset Council libraries	The current government advice (as 22/6) is that the use of face coverings/masks is not mandatory. It is noted that they may be beneficial to others if the wearer is asymptomatic of covid-19. Based on the advice, masks will not be issued to all staff. The national guidance is that gloves are not recommended or advised to be worn except for identified tasks. There are risks to wearing gloves that could spread the virus and good hand hygiene is more effective as a measure to reduce the risk than wearing gloves. Gloves may be worn when emptying letterboxes into	Medium	If colleagues choose to wear face masks or coverings, they should be supported in doing so but should be ensuring that they follow correct guidelines for donning and doffing of PPE. 2m safe distancing must be maintained even if colleagues are wearing their own masks/coverings.

		<p>the quarantine crates (ie handling books returned by the public) – gloves should only be worn for the duration of the task and disposed of immediately the task has been completed. Hand washing should also be undertaken after the task has ended.</p> <p>Individual staff may choose to wear gloves when using the cleaning kits and/or alcohol wipes when cleaning equipment or work areas. Again, the gloves should only be worn for the duration of this task and then disposed of.</p> <p>No other PPE is recommended/identified for this type of working environment.</p>		
Ventilation	Colleagues working in Dorset Council library sites	<p>Natural ventilation is preferable to using air conditioning (windows and doors being open to allow natural ventilation and air flow).</p> <p>Fire exits can be propped for ventilation as these are the final exit to the outside, not fire doors. However, staff must ensure the exits are closed after a full evacuation.</p> <p>Personal air fan usage should be discouraged and ceiling fans should be turned off. Fans that encourage natural ventilation could still be used.</p> <p>Some recirculation air con units might not be suitable for use.</p>	Medium	Advice to be provided by Building surveyor for Dorchester and Weymouth libraries and the Library Support and Distribution Centre where mechanical air systems are in place. (received 23/6 except for Dorchester library)
Hygiene, Handwashing and Toilet facilities	Colleagues working in Dorset Council libraries	<p>All staff should follow widely available guidance on handwashing and personal hygiene measures.</p> <p>Hand sanitiser is widely available in multiple locations around buildings and in communal areas.</p> <p>Enhanced cleaning regime is in operation in</p>	Low	

		<p>high use areas Paper towels should be used rather than hand dryers and all waste binned and disposed of regularly. Signage on display</p>		
<p>Emergency situations – Fire, First aid</p>	<p>Colleagues working in Dorset Council libraries, fire aiders and fire wardens. Also members of the emergency services.</p>	<p>Evacuation procedure for each library to be reviewed and updated 2m safe distancing may not be possible in emergency situations and could pose an increased risk if colleagues try to maintain this distancing. Appropriate hygiene method must be followed post emergency or as soon as possible. Fire escape routes – If the alarm sounds you must still use the nearest and safest evacuation route. Do not go to the designated entrance/exit unless this is closest to you. Fire assembly points must be attended if the fire alarm sounds and staff must not stand in the road just to maintain safe distancing. First aid measures are in place to protect the first aider and are deemed necessary to protect the injured person. Additional supplies (aprons and masks to be added to first aid kits) Personal Emergency Evacuation Plans (PEEPS) should be reviewed by managers for any colleagues who require them to ensure that the controls identified within them can be maintained.</p>	<p>Medium</p>	<p>If PEEPS cannot be followed contact the H&S team for further advice.</p>
<p>Car Parking</p>		<p>Colleagues should try to park at least one car parking space away from any other parked car and not park directly next to any other vehicle (where this is possible).</p>	<p>Low</p>	
<p>Walking, running and cycling into work</p>		<p>Colleagues should be encouraged to walk, run or cycle into work wherever this is possible.</p>	<p>Low</p>	

		Adequate facilities are in place to enable colleagues to do so, such as bicycle racks etc. There is still the need to maintain safe distancing at all times.		
Deliveries to building	Colleagues working in building and delivery staff	Non contact delivery Designated drop off zones		Separate risk assessment required for library courier van service team and for Library Distribution and Support Centre

Step 2 – introducing Order and Collect service – additional risks to those identified above				
Hazard / Risk /Actions Covid - 19	Who is at risk?	Controls to be implemented Are they adequate? Is the risk reduced as far as possible?	Level of Residual Risk Low, medium, high or very high?	Additional measures to control the risks
Transmission from customers to staff/other customers	Library workforce and other customers	Non contact service. Books to be available for collection at designated time slot. Social distancing to be maintained. All items to be pre-issued to customer Books will have been quarantined before issuing Signage at entrance to remind customers to maintain social distancing Hand sanitiser in area for collection for public to use before and after leaving the area.	Medium	Process for managing returns – need to be defined. Returns to be quarantined
Risk of transmission from books/other stock items on return	Library workforce and other customers	Quarantine process to be developed to ensure that books are stored for 72 hours. Manual handling and safe storage are part of this	Medium	

		process		
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Step 3 - introducing re-opening libraries to public – additional risks to those identified above				
Hazard / Risk /Actions Covid - 19	Who is at risk?	Controls to be implemented Are they adequate? Is the risk reduced as far as possible?	Level of Residual Risk Low, medium, high or very high?	Additional measures to control the risks
Transmission from staff or volunteers to customers Transmission from public to staff or volunteers.	Staff working in the building Other building users Volunteers supporting service delivery: <ul style="list-style-type: none"> • Opening hours support • Digital champions • Any other? 	Numbers in library to be limited and controlled (based on occupancy rate advice – assessment to be undertaken with property colleagues). Limit opening hours to public – half day sessions only in order to minimise contact for staff and to enable staff to prepare order and collect/HLS offers using stock/at shelves etc during afternoon session when library is closed except for Order and Collect slots. Children under 12 must be accompanied by an adult who is responsible for their behaviour and ensuring that social distancing is maintained. To be included in signage. Tape will be used on the floor to help customers maintain the 2m social distancing Provide one way flow around the library wherever possible Regulate use of high traffic areas such as	Medium/high	Review regularly

		<p>stairs, corridors etc</p> <p>Perspex screen for help desks/counter.</p> <p>Provide safe queuing zone outside the library with 2m gaps.</p> <p>Different queues for different services when more than one service operates from a building.</p> <p>Queue management arrangements to be put in place – eg numbered ticket</p> <p>Meet and greet person at door to manage queue.</p> <p>Mark out queue areas and 2m distancing at help points and self service kiosks</p> <p>Move shelving if required to ensure that social distancing space can be maintained.</p> <p>Restrict access to areas of library to limit public access and need to staff these areas.</p> <p>Hand sanitiser to be provided at entrances and at other key contact points eg printers, self service kiosks. Signage to request customers to use as they enter and exit the building and use the self service kiosks.</p> <p>Suggested dwell/visit time in library – 30mins</p> <p>Communications to customers in advance of visit to manage expectations (on website/social media) and through meet and greet role.</p> <p>Clear signage throughout library re:</p> <ul style="list-style-type: none"> • Social distancing • Good hygiene 		
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		<ul style="list-style-type: none"> • Dwell time <p>Furniture to be removed/re-arranged to minimise dwell time (or tape off) eg comfortable seating, study chairs and tables</p> <p>Map out all processes/transactions to identify where there is contact between customers and staff and identify mitigation to minimise or stop this. Change procedures so staff do not floor walk to interact with and support customers. This will include review of cash handling/payment of fees and charges.</p> <p>No cash payment by staff. Only payment at self service kiosks or payment facility online (www.librarieswest.org.uk). Banking from self service kiosks to be done on Monday mornings – gloves to be worn in handling cash and disposed of at end of banking process.</p> <p>Suspend all volunteer supported sessions in any libraries eg no volunteer supported opening hours or Digital Champion sessions.</p> <p>Order and Collect as an alternative for people to use.</p> <p>Users are able to borrow up to 20 items for 4 weeks (amended and extended loan period) with no overdue charges or fees (currently suspended) to minimise people having to visit the library on frequent basis.</p>		
Transmission from returned items to staff/other customers. Loaning items to customers	Library workforce and customers	Quarantine process for books and other returns to be developed and implemented, using PHE advice (72 hours for books). This will include safe storage and manual handling. Returns will be stored in separate area to avoid public handling these items. Minimal handling of returns by staff prior to quarantine eg users asked to drop returns into box/crate.	Low/Medium	

		<p>Direct as many transactions to self service kiosks to minimise staff contact.</p> <p>Ensure that kiosks are 2m apart (reduce number of kiosks if necessary)</p> <p>Hand sanitiser to be provided and signage encouraging people to use before and after using self service.</p> <p>Suitable wipes to be provided to clean self service kiosks at regular intervals.</p> <p>New process for DVD issuing to minimise staff contact and handling</p>		
Customers browsing/lingering/studying in the library	Library workforce and customers	<p>Consider provision of quick choice/ready reads</p> <p>Turn off public wi-fi (dependant on partners using building?)</p> <p>Minimise availability of seating/study space (tape off/remove or close off area)</p> <p>No newspapers or magazines to be provided in the library – online offer only</p> <p>Book browsing – are additional measures required here? Or is provision of sanitiser, signage sufficient?</p>	Low/medium	
Help desk service eg information enquiries, finding stock	Library workforce and customers	<p>Perspex shields to be fitted to Helpdesks in line with government guidance</p> <p>First option – explain and point Second option – go alone and fetch items Third option – lead at a safe distance and point to relevant stock</p>	Medium	

Use of self service kiosks	Customers and library workforce	<p>Only items to be issued to be directed via self service. Use of self service minimises all items having to be issued at Help Desk with staff handling items.</p> <p>It is noted that the self service kiosks do require staff intervention on regular basis – staff to intervene from safe distance/minimal handling of library card or books (eg ask customer to do this).</p> <p>Screens to be wiped on a regular basis using alcohol wipes by staff.</p> <p>No returns to be processed via self service – will be dropped into crate or box for quarantining.</p>	Medium	
Use of public access computers by customers	Customers and library workforce	<p>Change use to 30 min slot only</p> <p>No hands on/1 2 1 support or troubleshooting by staff or others. Self service use only.</p> <p>Space workstations out to ensure social distancing.</p> <p>Wipes to be provided and sanitiser for use by public.</p>	Medium	
Use of printing facility – contact point.	Customers and library workforce	This involves cash handling, staff intervention and high levels of contact so public printing will not be available initially.	High	Review regularly.
Use of plug in points for laptops/IT devices	Customers	Cover over these points. Signage to inform customers that these are not available	Low	
Talks and events	Event participants, library workforce and speakers	Risk is too high as social distancing cannot be managed – not feasible to offer	High	
Other groups hiring or using library space for meetings or events	Group using space/room, participants, library workforce and speakers	Risk is too high as social distancing cannot be managed – not feasible to offer	High	

Book displays – could mean that items get handled more by public or does it mean that items are available for quick choice?	Customers	Provision of sanitiser and signage to ensure that customers handle stock as little as possible.	Medium	
School/class visits to libraries	Customers and library workforce and school children and staff	Not feasible – areas too small for social distancing	High	
Under 5's activities eg RhymeTime and Storytime	Children and their carers and library workforce	Not feasible – areas too small for social distancing Continue with virtual programme of these types of activities	High	
Toilets for use by public (either in staff or public areas). Includes accessible toilets	Customers and library workforce	Toilets in public areas to be closed off and unavailable as these are difficult to keep clean and manage these facilities. No public use of staff only facilities Limited visit time to library	Medium	
Customers not adhering to social distancing and/or inappropriate or anti social behaviour	Library workforce and other customers	Use of library byelaws – excluding people if required Normal anti social behaviour procedure to be followed with police contact if needed Clear comms with users prior to opening and entry to library to state expectations of behaviour Meet and greet role reinforcing what to expect Refresher training for staff on managing difficult conversations Incident reporting procedure in place with management review of incidents and appropriate action taken. Initial limited opening hours and limiting numbers in building will help.	Low	Dorchester Library – contact with local PCSO team ahead of opening. Risk is greater in this site (Medium).
Maintaining required levels of statutory service whilst balancing public health requirements and equalities	Local authority	Book lending to be enabled and phased approach to re-opening Continuation of enhanced virtual and digital	Low	DCMS support for phased approach

impacts		offer and resources		
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