Nova Scotia Public Libraries COVID-19 Reopening Plan
June 15, 2020

Coordinated by Nova Scotia Provincial Library on behalf of:
Annapolis Valley Regional Library
Cape Breton Regional Library
Colchester East-Hants Public Library
Cumberland Public Libraries
Eastern Counties Regional Library
Pictou-Antigonish Regional Library
South Shore Public Libraries
Western Counties Regional Library

Nova Scotia's public libraries have developed a four-stage reopening framework that will offer safe library experiences for their patrons. Every library branch in the province is unique so each regional library has its own plan – with its own timeline – that aligns with the reopening framework.

The actions outlined for each phase of this framework will evolve should conditions and/or protocols change.

Stage 1: Building Closed to Public & Staff	
Close Libraries & migrate services and programming online	
Description	Libraries are closed and staff are working from home. Libraries increase digital services to meet the education, information and entertainment needs of Nova Scotians.
Ensuring Physical Distancing	• Arrange for staff to work remotely • Stagger schedules, if staff must enter the facility, to limit number of people in building at the same time • Work is done and services provided from home with limited library access.
Practising and Promoting Good Hygiene	• Encourage staff to practice good hygiene techniques. • Ordering supplies, both for staff and future user use.
Staying Informed, Being Prepared and Following Public Health Advice	• Encourage staff to stay aware of provincial and national public health advice.
Limiting non-essential travel	• Conduct meetings virtually • Staff are encouraged to work from home to limit non-essential travel.
Increasing Environmental Cleaning and Ventilation of Public Spaces and Worksites	• Increase cleaning in occupied buildings, with emphasis on high touch surfaces • Encourage cleaning in the employee's environment, with emphasis on high touch surfaces
Staying at Home When Symptomatic and Following Public Health Advice	• Require staff to stay at home and follow public health advice
Consider use of a Non-medical Mask or Face Covering in Situations Where Physical Distancing Cannot be Maintained	• Encourage staff to wear face coverings as appropriate

Stage 2: Staff in Building / Building closed to the Public						
	Facilities & Staff	Human Resources	Materials Handling	Curbside pickup (Contactless)	Curbside pickup (Delivery to car)	Books by Mail
Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	Policies and procedures re: the processing of library materials (e.g., print, DVDs)	Policies and procedures for service where library materials are left in a location for users to retrieve	Policies and procedures for service where library materials are brought to a user's vehicle	Policies and procedures for service where library materials are mailed to users
Ensuring Physical Distancing	• Encourage staff to work from home where feasible • (Re)Arrange work areas	• Identify staff at high risk of contracting COVID-19 and/or staff with vulnerable individuals in immediate circle • Determine staff schedule to ensure physical distancing protocols can be met (e.g. breaks) • Stagger shifts/develop cohorts for staff in the building	• Ensure the minimum number of staff necessary to run the service are in place • Ensure that staff who must work together practice safe distancing • Develop and implement clear policies and procedures	• Ensure the minimum number of staff necessary to run the service are in place • Develop and implement clear policies and procedures	• Ensure the minimum number of staff necessary to run the service are in place • Develop and implement clear policies and procedures	• Ensure the minimum number of staff necessary to run the service are in place • Ensure that staff who must work together practice safe distancing • Develop and implement clear policies and procedures
Practising and Promoting Good Hygiene	• Encourage staff to practice good hygiene techniques. • Ordering supplies, both for staff and future user use.	• Ensure staff are trained in proper hand hygiene, and use of PPE • Make PPE available • Make alcohol-based hand sanitizer and soap available	• Quarantine returned materials for 3-5 days (if accepting returns; quarantine period may vary by region) • Wipe down DVD cases and other materials with plastic cases with alcohol wipes • Wash hands immediately after handling materials	• Encourage staff to practice good hygiene techniques. • Develop and implement clear policies that include hygiene expectations	• Encourage staff to practice good hygiene techniques. • Develop and implement clear policies that include hygiene expectations	• Develop and implement clear policies that include hygiene expectations • Handle returned Wheeler bags and materials with disposable gloves • Wash hands immediately after handling Wheeler bags, materials

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	Facilities & Staff	**Human Resources**	**Materials Handling**	**Curbside pickup (Contactless)**	**Curbside pickup (Delivery to car)**	**Books by Mail**
Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	Policies and procedures re: the processing of library materials (e.g., print, DVDs)	Policies and procedures for service where library materials are left in a location for users to retrieve	Policies and procedures for service where library materials are brought to a user's vehicle	Policies and procedures for service where library materials are mailed to users
Staying Informed, Being Prepared and Following Public Health Advice	• Carry out ongoing assessment to identify and respond to immediate needs	• Train staff on new procedures prior to resumption of service (e.g., materials handling, public interactions) • Ensure each location has appropriate documentation of health and safety measures including a copy of reopening plan for both staff and public. • Post reopening plan on the library website • Prepare public information scripts for staff	• Monitor research and public health recommendations regarding viral spread through surfaces • Determine appropriate quarantine timelines for materials • Update policies, procedures and timelines as required	• Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction • Update signage as necessary	• Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction • Update signage as necessary	• Communicate policies, procedures and service limitations to library users to manage expectations
Limiting non-essential travel	• Encourage staff to work from home where feasible • Limit work-related travel to essential trips only • Require staff to carry out meetings by phone or virtually	• Require work-related travel to be approved by sr. management	• Ensure the minimum number of staff necessary to run the service are in place	• Ensure the minimum number of staff necessary to run the service are in place • Discourage users from making unnecessary trips	• Ensure the minimum number of staff necessary to run the service are in place • Discourage users from making unnecessary trips	• Ensure the minimum number of staff necessary to run the service are in place

Stage 2: Staff in Building / Building closed to the Public						
	Facilities & Staff	Human Resources	Materials Handling	Curbside pickup (Contactless)	Curbside pickup (Delivery to car)	Books by Mail
Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	Policies and procedures re: the processing of library materials (e.g., print, DVDs)	Policies and procedures for service where library materials are left in a location for users to retrieve	Policies and procedures for service where library materials are brought to a user's vehicle	Policies and procedures for service where library materials are mailed to users
Increasing Environmental Cleaning and Ventilation of Public Spaces and Worksites	• Work with municipal officials as appropriate, incl. cleaning or exchange of air filters in any ventilation equipment. • Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Use hard plastic containers that can be cleaned for interbranch delivery	• Update policies and procedures for cleaning and disinfecting practices within libraries	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Use hard plastic containers for storage and quarantining purposes	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Minimize contact with storage containers or use disposable ones. Disinfect after contact.	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Minimize contact with storage containers or use disposable ones. Disinfect after contact.	• Minimize contact with Wheeler bags. Disinfect bags after contact.
Staying at Home When Symptomatic and Following Public Health Advice	• Require staff to follow the Confirmed Case Protocol if feeling unwell	• Develop a Confirmed Case Protocol for staff and users	• Require staff to follow the Confirmed Case Protocol if feeling unwell	• Require staff to follow the Confirmed Case Protocol if feeling unwell • Post signage to encourage sick users to stay at home	• Require staff to follow the Confirmed Case Protocol if feeling unwell • Post signage to encourage sick users to stay at home	• Require staff to follow the Confirmed Case Protocol if feeling unwell
Consider use of a Non-medical Mask or Face	• Make face coverings available	• Make face coverings available to staff	• Make face coverings available to staff	• Make face coverings available to staff	• Make face coverings available to staff	• Make face coverings available to staff

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Covering in Situations Where Physical Distancing Cannot be Maintained		• Encourage staff to use them as appropriate.				

Stage 3: Staff in Building & Building Open to the Public with limited services							
	Facilities & Staff	Human Resources	Transactions/Borrower Services	Restricted access to library collection	Open Spaces	Computers	Bookmobile
Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	How libraries will circulate materials	Public access to building is limited; staff retrieve library materials for users	Limit capacity (Meeting rooms etc.)	Public access to library computers	Limited access to bookmobile services
Ensuring Physical Distancing	• Limit hours of operation • Consider mid-day closure to allow for cleaning • Library by appointment • Consider special hours to address needs of vulnerable users • Install plexiglass guards at service desks	• Identify staff at high risk of contracting COVID-19 and/or staff with vulnerable individuals in immediate circle • Determine staff schedule to ensure physical distancing protocols can be met (e.g. breaks) • Stagger shifts/develop cohorts for staff in the building	• Encourage cashless or contact-less payment • Encourage users to place items browsed but not borrowed on designated carts/tables • Quarantine browsed by users but not borrowed • Require users to scan library card barcode and barcodes on materials (contactless checkout) • Encourage users to use self-check machines (where available)	• Reduce room capacity (# of individuals per m²) • Limit group size (e.g., 10 ppl or fewer)	• Reduced time allotment	• Remove %age of public use computers to allow for distance between users or rotate available computers to allow time to clean • Restrict number of users per computer to 1 • Reduce time allotment to allow for increased cleaning • Wipe down high touch surfaces	• Limit number of staff in library vehicles to 1
Practising and Promoting Good Hygiene	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least	• Update policies and procedures for cleaning and disinfecting practices within libraries	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at	• Clean & sanitize facilities after each use • Remove non-essential high touch equipment	• Clean & sanitize computers after each use • Remove non-essential high touch equipment	• Clean & sanitize facilities after each use • Remove non-essential high touch equipment	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches)

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Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	How libraries will circulate materials	Public access to building is limited; staff retrieve library materials for users	Limit capacity (Meeting rooms etc.)	Public access to library computers	Limited access to bookmobile services
	once a day or more often if possible		least once a day or more often if possible • Encourage good hygiene practices for those using facilities	• Encourage good hygiene practices for those using facilities	• Encourage good hygiene practices for those using facilities	• Encourage good hygiene practices for those using facilities	
Staying Informed, Being Prepared and Following Public Health Advice	• Carry out ongoing assessment to identify and respond to immediate needs • Train staff on new procedures prior to resumption of service (e.g., materials handling, public interactions) • Ensure each location has appropriate documentation of health and safety measures including a copy of reopening plan for both staff and public. • Post reopening plan on the library website	• Train staff on new procedures prior to resumption of service • Prepare public information scripts for staff • Update policies, procedures, and timelines as required	• Carry out ongoing assessment to identify and respond to immediate needs • Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction. • Update signage as necessary	• Carry out ongoing assessment to identify and respond to immediate needs • Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction. • Update signage as necessary	• Carry out ongoing assessment to identify and respond to immediate needs • Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction. • Update signage as necessary	• Carry out ongoing assessment to identify and respond to immediate needs • Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction. • Update signage as necessary	• Carry out ongoing assessment to identify and respond to immediate needs • Communicate policies, procedures and service limitations to library users to manage expectations • Provide clear signage and direction. • Update signage as necessary

Stage 3: Staff in Building & Building Open to the Public with limited services						
	Facilities & Staff	Human Resources	Transactions/Borrower Services	Restricted access to library collection	Open Spaces	Computers	Bookmobile
Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	How libraries will circulate materials	Public access to building is limited; staff retrieve library materials for users	Limit capacity (Meeting rooms etc.)	Public access to library computers	Limited access to bookmobile services
	• Prepare public information scripts for staff						
Limiting non-essential travel		• Encourage staff to work from home where feasible	• Ensure the minimum number of staff necessary to run the service are in place • Discourage users from making unnecessary trips	• Ensure the minimum number of staff necessary to run the service are in place • Discourage users from making unnecessary trips	• Ensure the minimum number of staff necessary to run the service are in place • Discourage users from making unnecessary trips	• Ensure the minimum number of staff necessary to run the service are in place • Discourage users from making unnecessary trips	
Increasing Environmental Cleaning and Ventilation of Public Spaces and Worksites	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible		• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Clean & sanitize equipment after each use	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Clean & sanitize facilities after each use	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Clean & sanitize equipment after each use	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Clean & sanitize facilities after each use	• Clean and disinfect hard, high-touch surfaces (e.g., railings, doorknobs, faucets, and light switches) at least once a day or more often if possible • Clean & sanitize facilities after each use
Staying at Home When Symptomatic and Following	• Post signage to encourage sick users to stay at home		• Post signage to encourage sick users to stay at home	• Post signage to encourage sick users to stay at home	• Post signage to encourage sick users to stay at home	• Post signage to encourage sick users to stay at home	• Post signage to encourage sick users to stay at home

Stage 3: Staff in Building & Building Open to the Public with limited services							
	Facilities & Staff	Human Resources	Transactions/Borrower Services	Restricted access to library collection	Open Spaces	Computers	Bookmobile
Description	Policies and procedures affecting library operations (staff and buildings)	Policies and procedures for staff working on specific tasks in the building	How libraries will circulate materials	Public access to building is limited; staff retrieve library materials for users	Limit capacity (Meeting rooms etc.)	Public access to library computers	Limited access to bookmobile services
Public Health Advice			• Follow Confirmed Case Protocol for members of public	• Follow Confirmed Case Protocol for members of public	• Follow Confirmed Case Protocol for members of public	• Follow Confirmed Case Protocol for members of public	• Follow Confirmed Case Protocol for members of public
Consider use of a Non-medical Mask or Face Covering in Situations Where Physical Distancing Cannot be Maintained	• Make face coverings available to staff • Encourage staff to use them as appropriate		• Encourage library users to use face coverings as appropriate	• Encourage library users to use face coverings as appropriate.	• Encourage library users to use face coverings as appropriate.	• Encourage library users to use face coverings as appropriate.	

Stage 4: Building Open to Public & Staff with Regular Services	
	Normal library operations resume
Description	Programming resumes. All resources available. Few/minor modifications
Ensuring Physical Distancing	• Increase hours of operation • Increase limits the total building capacity (# of individuals per m²) • Reduce or eliminate special open hours for vulnerable users • Return physical layout to pre-COVID placements (staff work and common areas) • Reduce/update/remove floor decals/directional decals • Reduce/update/remove signage reminding users of physical distancing guidelines
Practising and Promoting Good Hygiene	• Continue to encourage good hygiene practices without reference to COVID-19
Staying Informed, Being Prepared and Following Public Health Advice	• Carry out ongoing assessments to identify and respond to immediate needs • Return to pre-COVID staff procedures • Prepare public information scripts for staff
Limiting non-essential travel	• All staff return to work? • Restore regular staff schedule and duties
Increasing Environmental Cleaning and Ventilation of Public Spaces and Worksites	• Continue regular cleaning and disinfecting of hard, high-touch surfaces
Staying at Home When Symptomatic and Following Public Health Advice	• Post signage to encourage sick staff and users to stay at home
Consider use of a Non-medical Mask or Face Covering in Situations Where Physical Distancing Cannot be Maintained	• Encourage use of masks when and where appropriate.