



Aurora Public Library Board

SPECIAL MEETING

Thursday, March 18, 2021

7:00 p.m.

AGENDA

1. Adoption of Agenda
2. Declaration of Conflict of Interest
3. Reports
 - .1 Aurora Public Library COVID-19 Operating and Safety Plan SR2021.04 (enclosure)
4. Date of Next Meeting: **Wednesday, April 21, 2021**
5. Adjournment

**** Please advise Maida Rae of regrets for attendance, by noon on March 18 via email: mrae@aurorapl.ca.**

Join Zoom Meeting

<https://us02web.zoom.us/j/88344285008>

Meeting ID: 883 4428 5008

Passcode: 771489

One tap mobile

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Aurora Public Library Board

REPORT SR2021:04

SUBJECT: Aurora Public Library COVID-19 Operating and Safety Plan

FROM: Bruce Gorman, C.E.O.

DATE: March 18, 2021

RECOMMENDATION

That the Aurora Public Library COVID-19 Operating and Safety Plan dated March 18, 2021 be received as information.

BACKGROUND

At the May 2020 Library Board meeting, the Board received ***Aurora Public Library's Graduated Reopening Plan***. This plan outlined how the Library had adapted operations as a result of the COVID-19 pandemic to continue to provide Library services to the public.

This plan has evolved as more is learned about COVID-19 and the government restrictions change for regions across the province. Throughout the pandemic, the Library Executive Leadership Team and Library Staff Reopening Team have met as needed to ensure staff and customers are safe and have access to Library services as permitted.

The Aurora Public Library COVID-19 Operating and Safety Plan dated March 18, 2021 incorporates the Library Square construction impact with the provincial government's colour coded framework for COVID-19 reopening, outlining what Library services may be offered as we progress from the current Red zone.

CONCLUSION

Aurora Public Library has led the way in Ontario offering consistent library service hours since May 2020, adapting to curbside holds pick up and then to window pick up due to Library Square construction, and developing a strong virtual programming and customer service presence to continue offering our community important library services throughout the COVID-19 pandemic.

This latest update to our planning document outlines how the Library will continue to adapt to these unique circumstances resulting from the ongoing global pandemic and a major construction project on Library premises.

ATTACHMENTS

Aurora Public Library COVID-19 Operating and Safety Plan

*Reviewed by: Aurora Public Library Reopening Team March 16, 2021
Aurora Public Library Executive Leadership Team, March 11, 2021*

Assisted by: Maida Rae, HR Coordinator/EA

*Bruce Gorman
Chief Executive Officer*

Aurora Public Library COVID -19 Operating and Safety Plan

Updated (March 2021)

At a unique time in our history, Aurora Public Library is confronted with additional complexities during a pandemic that no other library in Ontario has had to endure. Adding a complex multi faceted construction project has presented additional challenges in the provision of service and the safety and well being of staff and customers.

This update to our plan affords the optimal scenario given our unique converging circumstances.

Construction

The Library is working with the Town of Aurora, Colliers Project Leaders, and Chandos Construction on establishing a safe, consistent library environment for our customers to return to, including a safe and compliant entrance and egress. This can only occur in the north end of the building which is the current epicenter of construction and at the most disruptive time in the APL phase of the project, according to Colliers. There have been times when library staff had to use the entrance/egress of the other tenant in the building, disrupting their activities, as the north entrance was unavailable. There have been times when washrooms were not available due to water supply issues. There have been times when the building needed to be evacuated due to a construction related false fire alarm. There have been times when the building was excessively warm due to a malfunctioning temporary HVAC system. There have been times when construction noise exceeded to levels causing public complaints. As well there is no exterior lighting on the south end of the building, causing our pickup window service to be less than satisfactory after sunset.

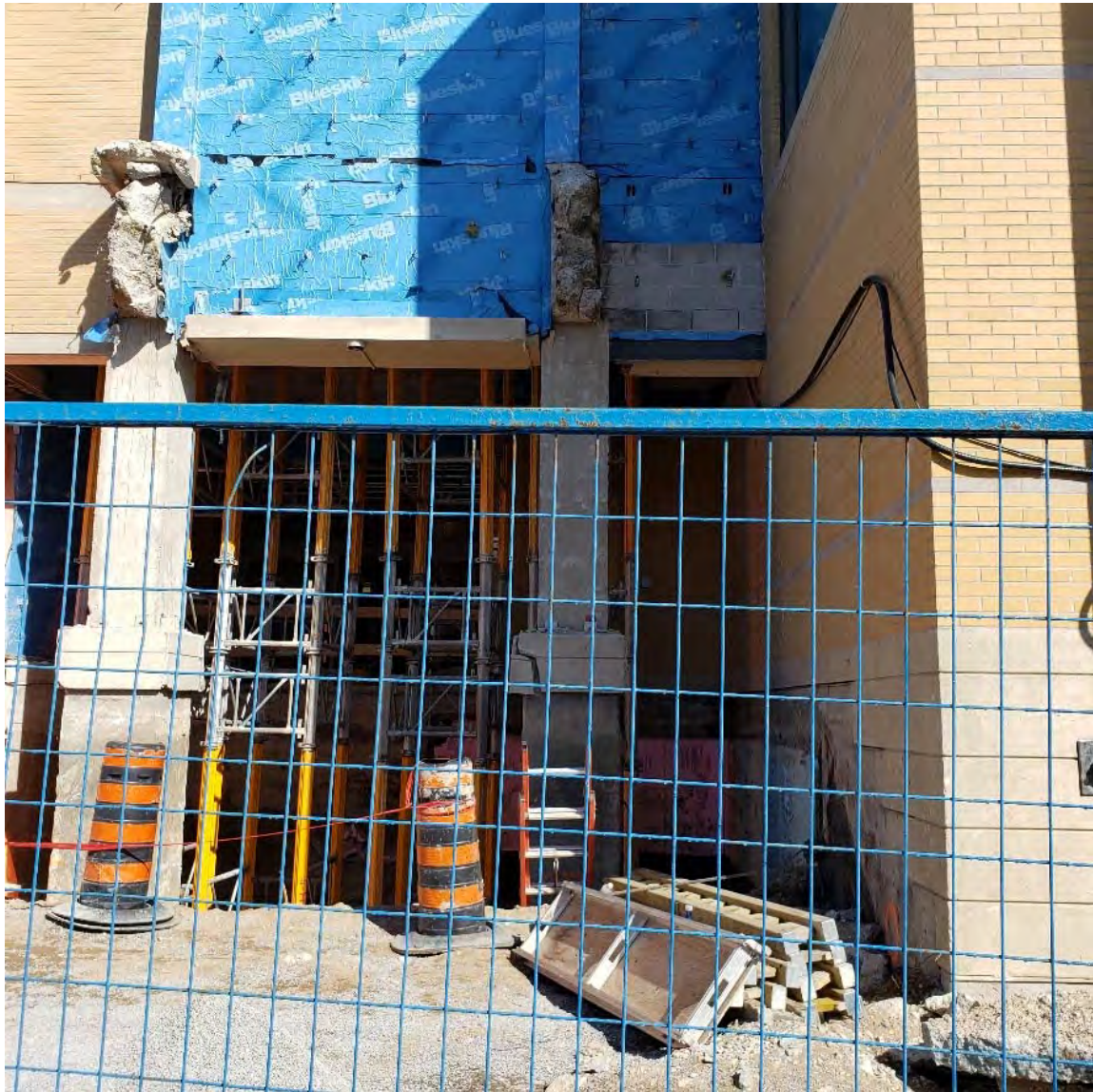
View from Yonge Street



View of public and staff entrance and egress



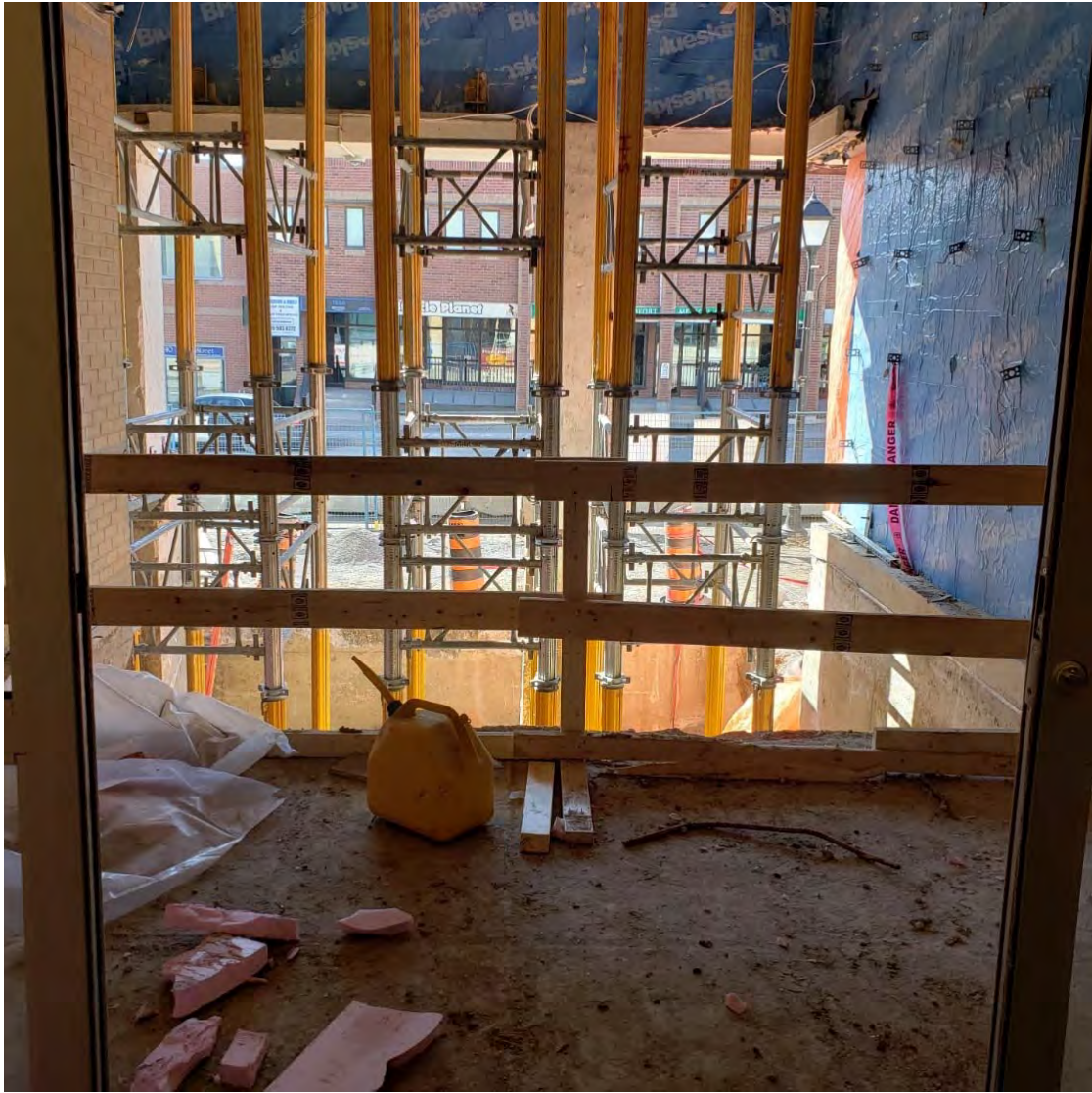
View of Yonge Street entrance



View of public and staff entrance and egress



Looking out to Yonge Street from foyer



View of proposed entrance/egress



View of staff and customer entrance/egress



The Town through Colliers and Chandos have informed the Library that our portion of the project has been delayed to December 2021 due to renovation issues related to the roof and new program rooms. This will impact substantial completion and occupancy.

Chandos is working on entrance/egress to the Library that conforms to safety protocols, COVID-19 protocols, construction protocols, and government regulations. This includes continuous

use of existing washroom facilities in the foyer for customers, particularly as the second floor accessible washroom is out of commission for upgrades and the other public washroom in the young reader's room is designed for children. Further, this also includes operational requirements of the Library including deliveries of all sorts, functioning HVAC, and the like.

The Library has informed the Town that any disruptions occurring up to and including required closure of the facility, for incidental and safety reasons would require preplanning with the Library. As well the Library continues to advocate for a south entrance to the building. This would benefit Library Square going forward as well during the construction phase.

They expect to be prepared for public access by early April 2021. Once confirmed, the Library will commence its latest iteration of its reopening plan as laid out below.

Library operational considerations

Implications from the construction project have closed the second floor public accessible washroom (as noted above). The former teen area at the north end of the second floor will not be accessible. The Optimist Room will not be accessible as it is repurposed as a staff lunchroom, and one of the study rooms is not available as it has been repurposed as a material drop off location. Further, the Magna and Lebovic rooms along with the two new rooms are not available. Once we reopen to the public, the operations of the library pickup window service will move to the rotunda, thus making that area inaccessible to the public. Computer service will be limited to the first floor. The living room will act as primary study space. As well, the project has reduced parking significantly with the removal of many existing spots in the immediate area and on property.



Pandemic: Current Conditions

York Region is currently in the Red (Control) zone. On Tuesday March 16, 2021, the Province's COVID-19 Science Advisory Table warned Ontario has entered the third wave as more transmissible virus variants account for almost half of new cases. They further stated that strong adherence to public health measures is urgently needed to prevent overwhelming hospitals. This view is not held by all and notable discourse has ensued in recent days.

Pandemic Plan

The Library has always made decisions based on provincial government regulations and further to that in the best interest of our customers, staff, and the community.

As we safely reopen, we will continue in this context and use the provincial government COVID-19 framework as a guidepost. As well, we will continue to follow all provincial directives and continue with our existing cleaning and safety protocols, including new distancing requirements for the public.

It is understood that the reopening plan may be dependant/and or influenced by the construction project at various times.

The following are guidelines for each of the color-coded zones. As we are permitted, we will refine these to reflect the Library's current circumstances.

Grey (Lockdown) zone

Library customers will have access to the window pickup service.

Red (Control) zone

Library customers may be permitted to enter the facility, with a limit of up to 10 customers at a time. In-person services that may be offered would include computer access, printing, and individual study tables.

Library pickup window service will continue.

Collection browsing will not be available. Enclosed study rooms, Creative Studio, and the second floor will not be available.

Orange (Restrict) zone

Similar to the red zone, except up to 25 customers are allowed in the facility. We will consider holding small programs, reopening collection browsing, and opening the second floor, with all distancing requirements in place.

Yellow (Protect) zone

Similar to the orange zone, except that up to 50 customers are allowed in the facility. Library pickup window service would transition to the first floor One Desk with additional circulation services being added as it is safe to do so.

Green (Prevent) zone

Similar to the yellow zone, with the potential for more in-person programs, gradual reopening of Creative Studio, etc. with all recommended health measures in place.

Hours of Operation

The Library has provided consistent public hours since the earliest days of being allowed to reopen in May 2020. Many libraries have closed on Mondays and/or have staggered their hours. Aurora Public Library did not take this approach and will continue to expand open hours beyond the current 11:00 am to 6:00 pm for holds pickup window service as appropriate.

Orange (Restrict) Zone

Hours may be expanded to include two evenings per week on Wednesdays and Thursdays until 8pm including Library pickup window service.

Yellow (Protect) Zone

Hours may be expanded to include three evenings per week on Tuesdays, Wednesdays and Thursdays until 8pm, with service moving to the first floor One Desk.

Green (Prevent) Zone

Hours will move towards regular hours as appropriate with 9 pm closure Monday-Thursday, 6 pm Friday, 5 pm Saturday, and Sunday re-opening in September.

Background (March 2020)

This is an unprecedented time in our history. One that will define generations to come in untold ways. Libraries are woven into the fabric of our existence and in times of global and community distress, libraries always lead the community's recovery economically, socially, and otherwise. The community will need the library like never before as the new realities of life continue to unfold. We will be there as we always are.

On April 27, 2020, the government released a framework for reopening the province through a phased approach.

On April 30, 2020, the government further released safety guidelines to protect workers, customers, and the general public from COVID-19 as it prepares for a gradual reopening of the provincial economy. These resources are available for different sectors and will better assist the library in understanding how to prevent the spread of COVID-19 as it reopens.

Sector guidelines contain recommendations and tips for employers on how to keep workers safe on the job. Posters for both employers and workers also offer advice on preventative actions, including physical distancing and workplace sanitation.

As new sectors of the economy begin to reopen, additional COVID-19 workplace safety resources will be added. The following are particularly relevant to public libraries:

Retail guidelines

Cashier guidelines

Curbside pickup guidelines

On May 4, 2020 the province allowed for the opening of a few additional businesses. Currently Libraries are in Stage Three of the reopening which is currently on a four month pause as of September 8, 2020.

There is no doubt we are in unsettling times and are further entering unknown territory as we plan for the future. However, this does not mean we are ill equipped to imagine the potential scenarios or graduated stages for our library to reopen.

ELT developed a plan that will consider these essential elements:

- Collections
- Staffing
- Space Planning
- Building Maintenance and Cleaning
- Community Engagement
- Marketing & Advocacy

There are several stages that form the core of the plan likely involving a progressive phasing out of restrictions or a possible return to restrictions if the virus begins to spread more actively as a

second wave. The medical community suggests that the pandemic could continue in some form until a vaccination has been introduced. Experts are unsure if summer or winter conditions could result in a second wave. Times are uncertain.

This plan will not be done in isolation, but in consultation with a reopening team as well as the Town and community. It has been created using what evidence-based research we have including library policy and guidelines, and through the Town as landlord.

Prior to the plan and as the rescindment of the emergency order becomes clear we will focus on library materials. They are currently held by our vendors will all require cataloguing and receiving, invoicing, and processing. At this time technical services staffing will be addressed.

As well this document will evolve as new information presents.

Health and Safety Guidance

- Any books that have been handled by patrons in the library are left in a dedicated quarantine area for a 72-hour period prior to recirculating. We are also deploying a book sanitizer
- If physical distance and separation cannot be maintained, workers are provided with personal protective equipment (PPE).
- We will provide access to alcohol-based hand sanitizer for customers on entry to library and at computer workstations.
- We will ask our customers to use a face covering (cloth or non-medical mask) to protect themselves those around them. We will provide our customers with masks as needed
- We have suspending all group activities and gatherings
- We have instituted measures to physically separate or impose physical distance of at least 2 metres between persons. We have altered the workplace layout of the floor by moving furniture (desks, chairs, couches, etc.), using visual cues such as stations and tape on the floor to enhance physical distancing.
- We have reconfigured computers for physically distance use, discouraging longer visits through a reservation system
- We will place signage in high traffic areas asking customers to stay home if they have symptoms (fever, cough or difficulty breathing) and encouraging good respiratory hygiene, hand hygiene, and other healthy practices at the entrance to the workplace. We will have hand sanitizer stations at locations throughout.

- We will provide training to workers on COVID-19, how it spreads, risk of exposure, including those who may be at higher risk (i.e. have underlying health conditions) and procedures to follow including reporting process, proper hand washing practices and other routine infection control precautions.
- We have a system for reporting probable and confirmed cases to the local Public Health unit. Communication about who will take responsibility, ensuring proper documentation, and implementing any advice given by the Public Health unit is critical for containing the spread of COVID-19. E-mail sent to all staff.
- We have remote work for workers wherever and whenever possible.
- Lunch rooms and break rooms are arranged to follow physical distancing practices. Staggered lunch and break times to reduce the number of workers gathering.
- Blocking off aisles or have one way aisle markings.
- We will limit the number of customers in the library at one time by computer reservations.
- We have reduced hours of operation and limited customer time in the library.
- We have implemented curbside check-outs of material.
- We have implemented Plexiglas screening as a barrier at service counters.
- We have maintained touchless delivery such as during curb side pickup by designating a drop and pick up zone.
- We have limited the number of people at the workplace and where they are assigned to work
- We have provided easy access to soap and water (ways to properly clean hands) or alcohol-based hand sanitizer if soap and water are not available
- We will provide frequent cleaning and disinfecting of washroom facilities.

- We have posted signage on hygiene so everyone can understand how to do their part respecting hygiene practices.
- Through the town we will provide sanitizing of commonly touched surfaces or areas
- We will clean the computer workstations between each reservation
- We have limited hours of operations in accordance with the Health and Safety Guidance During COVID-19 for Library Employers (www.pshsa.ca)

Current State

Red (Control) Level

On February 22, 2021, the Library returned to the Red (Control) level. Library behavior did not change at that time

Previous States

On December 26, 2020, Ontario entered a provincial lockdown. This terminated our in library service. The Library retooled to introduce an in-window pickup service which resumed on January 20, 2021 at the south end of the building

On November 16, 2020 we entered the newly developed Red (Control) level. At that time ELT reviewed policies and procedures to ensure compliance. We further implemented the requirement for staff to wear masks in all locations of the Library at all times.

The COVID-19 Operating and Safety Team meets at milestone events of the pandemic including during times when we are considering our existing services and changes to those levels. Moving in the Control level triggered such a meeting. We also have town hall meeting for all staff as appropriate.

All staff report potential exposures of COVID-19 to their manager or building supervisor. From there all incidents are directed to the HR Coordinator who investigates following the guidance of York Region Health and appropriate action is taken.

Former Stage Two and Three

Libraries were permitted to resume limited on-site services in Stage 2. We launched our curbside pick and were one of the first in the province to do so. We have one of the best in the province. It is streamlined for staff safety and efficiency while flexible and safe for our customers with service six days a week. The final numbers indicated almost 23 pickups per open hour.

Our online presence is also second to none and continued. We have not seen the breadth and depth of online services and programming that we have anywhere. It is polished, professional with high quality content, our online attendance continues to grow along with the offerings and number of programs.

In addition to the services resumed in Stage 2, in Stage 3 libraries could reopen for all on-site services, as long as materials that are circulated, returned or accessed within the library were disinfected or quarantined before being recirculated. Stage three was put on pause for one month in September and on September 25 the provincial government required scanning of all employees on entry each day. The Library implemented a procedure where a sign-up sheet asking a series of questions before staff can begin their shift must be completed each day. On Sept 28 the Province entered the second wave.

We also began offering controlled access to computers allowing both reservation and walk-up

At that time, we implemented procedures for screening of all customers entering the building via the greater.

On Oct 27, due to the Library Square construction project we transformed our Curbside service to in-library pickup following all existing safety procedures already in place for COVID-19.

Former Stage One

In this stage, the library could open, possibly with explicit/implicit rules for interaction and use of the library, but more likely it will be for staff only. During this stage curbside pickup would be enabled. Public communication strategies will begin, virtual programming and related services will continue. We will focus on physical distancing preparation along with staff and public safety measures and review staffing plan.

Criteria/Action/Responsibility

1. Establish APL reopening team

Action: Create cross sectional team

Responsibility: Bruce Gorman

Current state: First meeting on May 15. Chris and Tim assisted with Plexiglas parameters. Waiting for delivery and installation. Second meeting June 11 to discuss opening scenarios

Complete

2. Impact of Library Square project

Action: Work with Town-RFP expected to be released in May/June 2020

Responsibility: Bruce Gorman

Current State: Ground breaking could be in September

Complete

3. Provincial emergency order lifted along with the stay at home recommendations from health authorities with restrictions

Action: Per provincial government. Emergency order extended to June 30. Curbside now allowed.

Complete

4. Integrated with government phased reopening plan

Action: Per provincial government. Library opening is part of Phase Two

Contact Tracing – Develop recording system

Complete

5. Workplace Safety

Action: Follow government issued guideline

Responsibility: ELT

Current State: Government documents integrated with library guidelines. Guidelines issues to ELT

Complete

6. Building management

Action: Work with Town to ensure building is prepared for staff and to open to public.

Responsibility: Julie Rocca/ Doug Bertrand

Current State: Julie Rocca and Bruce Gorman did a building walk through with Doug Bertrand on May 8. Staff now in building. Daily janitorial service occurring. Town staff will return as we open

Complete

7. Building cleaning protocols

Action: Develop cleaning procedures and frequency. Dedicated town staff when we open

Responsibility: Julie Rocca

Current State: Working with existing cleaning company and town staff

Complete

8. Parking lot management (physical distancing for curb side pickup procedure)

Action: Work with Town to ensure parking lot adheres to physical distancing, gathering limits and curb side pickup requirements

Responsibility: Doug Bertrand/ Ashley Nunn Smith

Current State: Signage for curbside complete. Upper level designated for wifi users

Complete

9. Curb side pick up procedures (Permitted by government as of May 19, 2020)

Action: Develop staffing and other related procedures. Use Unique Management texting services for public communication.

Responsibility: Ashley Nunn Smith

Current State: Guidelines complete. Service started

Complete

10. Library owned and operated equipment cleaning protocols (workstations, self checkout, AMH, induction, etc.)

Action: Develop procedure for cleaning high touch surfaces frequently including staffing requirement.

Responsibility: Julie Rocca / Ashley Nunn Smith/Jodi Marr

Current State: Supplies ordered. Develop cleaning protocols for cleaning PC area after each use

Complete

11. Staff work environment (physical distance space, staggered scheduling)

Action: Develop schedule to provide for staff physical distancing. Review physical staff work environment. Provide staff health and safety training.

Responsibility: Julie Rocca/ Ashley Nunn Smith/Jodi Marr

Current State: Alternate space in multi purpose room if necessary/ schedule in progress

Complete

12. Physical distancing and wayfinding public requirements in place.

Responsibility: Julie Rocca

Current State: Signs, caution tape and Stanchion crowd control retractable posts ordered.

Complete

13. Library access to the necessary PPE equipment for staff

Action: Acquire staff PPE and determine if mandatory

Responsibility: Julie Rocca

Current State: Purchased variety of sanitizer, gloves, masks face shields, and aprons.

Complete

14. Physical barriers are in place at points of staff engagement (plexi-glass shield)

Action: Install Plexiglas shields, at both customer service desks and computer stations

Responsibility: Julie Rocca/ Doug Bertrand

Current State: Install on second floor July 15

Complete

15. Library collection preparedness (72-hour quarantine, material sanitization)

Action: Effect 72-hour material quarantine and AMH protocols. Integrate book / multifunction UV sanitizer

Responsibility: Ashley Nunn Smith

Current State: 72 hour quarantine in place. Multiuse sanitizer received

Complete

16. Manage Library materials and shelf fullness

Action: Work towards 70% shelf fullness. Utilize extra carts until collection normalizes with circulation

Responsibility: Ashley Nunn Smith

Complete

17. Library staffing levels appropriate for service delivery

Action: Develop staffing plan

Responsibility: ELT

Current State: Planning for phase two opening

Complete

18. Library staff schedules are adjusted as necessary

Action: Review CUPE agreement

Responsibility: Maida Rae

Current State: Request change in schedule as needed. Provide two weeks notice if possible

Complete

19. Communication and marketing plan

Action: Communicate to the community throughout about our state of openness (email from CEO, special e-newsletter)

Responsibility: Reccia Mandelcorn

Current State: Planning for reopening. Summer reading

Complete

20. Partnership and community reconnection

Action: Contact partners to discuss ways to return to meaningful engagement

Action : Reccia Mandelcorn /Jodi Marr

Complete

21. Technology preparedness

Action: Systems ready (Sirsi-dynix, etc.)

Responsibility: Mario Baleno

Complete

22. Technical services readiness (ILL, mail, ordering, processing)

Action: TS services resumed

Responsibility: Ashley Nunn Smith

Current State: Now receiving materials

Complete

23. Remove and rearrange public furniture for physical distancing.

Action: Remove old furniture and rearrange existing furniture

Responsibility: Julie Rocca

Current State: Old furniture removed, rearranged 2nd floor and rearranging 1st floor furniture with Town staff assistance on June 25

Complete

24. Reduced hours

Action: Determine operating hours 11am to 6pm Monday to Saturday

Responsibility: ELT

Current state: 12-6 Mon-Sat

Complete