COVID-19 Workspace Safety Plan

This plan requires the review of the operational activities in your workspace to ensure effective controls are in place to prevent the transmission of COVID-19. Management and supervisory staff are responsible for developing and updating this document to meet current government mandated requirements. https://covid19.ubc.ca/

Department / Faculty: UBC Library / VP Academic
Facility Location: Multiple Library Branches
Proposed Re-opening Date: July 6, 2020
Workspace Location: Multiple workspace locations

Introduction to Your Operation

1. Scope and Rationale for Opening

The Library (Vancouver Campus) has assembled a Return to Work on Campus Transition Team to develop a plan and processes, provide oversight related to a Materials Pick-Up Service, and investigate a possible resumption of Library space usage by patrons. This plan applies to the Vancouver campus, and the planning team is in close consultation with the UBC Okanagan planning team in order to coordinate intercampus delivery, as well as have consistent messaging, procedures and protocols.

The UBC Library supports and partners with all Faculties, Schools and Departments in their research and teaching activities. UBC Vancouver Library is comprised of the following stand-alone branches and units within buildings: Asian; David Lam Library and Canaccord Learning Commons (David Lam Management Research Centre); Education (Scarfe); IKBLC (includes MAA), Koerner; Law; Research Commons (Koerner); Technical Services (Woodward); Woodward (IRC); Xwi7xwa.

Guiding Principles

- The health and well-being of staff, students and faculty is paramount
- The orders, notices and guidance of the Provincial Health Officer will be followed
- Procedures will be based on recommendations from UBC, COVID-19 UBC Safety Plan Completion Checklist, BC’s Restart Plan, WorkSafe BC and the BC Centre for Disease Control

For this phase of activity, UBC Library is proposing a materials pick-up service whereby UBC faculty, staff and students would be able to request up to 10 items per week through the UBC Library website using our new “Get It” button embedded in our Library catalogue. Employees will retrieve print and other materials from the Library for users within 7 business days. We will also scan book chapters, as required. This service is intended to support the Resumption of Research on UBC Campus as many faculty members and graduate students have requested access to the UBC Library’s physical collections to support their research. There will be no fees for this service.

Physical items will be picked up from Koerner Library only. Staffing across 8 library locations on campus will be kept to a minimum, with most locations requiring only 1 staff member on site at a
time to support the service (e.g., to retrieve requested materials and prepare for pick up by Campus Mail). The only site requiring interaction with patrons will be a Koerner Library.

Proposed reopening date is July 6th pending approval of this Safety Plan.

This plan has been reviewed by the Teal Zone Facilities Manager, the Director of Custodial Services and the President of CUPE 2950. The UBC Library JOHSC will review and approve this plan within 30 days of the materials pick-up service commencing.

Section #1 – Regulatory Context

2. Federal Guidance


3. Provincial and Sector-Specific Guidance

We have used guidance from the BC COVID-19 Go-Forward Management Strategy, BC Restart Plan, and the BC Centre for Disease Control Prevention and Risks.

4. Worksafe BC Guidance

We have ensured our plans follow the six-step WorkSafeBC Safety Plan to reduce the risk of COVID-19 transmission. We have also advised the COVID-19 and returning to safe operation - Phases 2 & 3, WorkSafe BC Industry specific guidelines Offices

5. UBC Guidance

● Essential In-Person Meetings/Training Guidance
● Physical Distancing Guidance
● PPE Guidance
● Cleaning Safe Work Procedure

6. Professional/Industry Associations

● Northeast Document Conservation Center, Disinfecting Books and Other Collections
● BCLA’s Back to the Office Guidelines for Staff and Co-workers
● IFLA - COVID-19 and the Global Library Field - Reopening Libraries

Section #2 - Risk Assessment

As an employer, UBC has been working diligently to follow the guidance of federal and provincial authorities in implementing risk mitigation measures to keep the risk of exposure as low as reasonably
achievable. This is most evident in the essential service areas that have remained open on campus to support the institution through these unprecedented times. These areas have been very active with respect to identifying and mitigating risks, and further re-evaluating the controls in place using the following risk assessment process.

Prior to opening or increasing staff levels:
Where your organization belongs to a sector that is permitted to open, but specific guidance as to activities under that sector are lacking, you can use the following risk assessment approach to determine activity level risk by identifying both your organization’s or activity’s contact intensity and contact number, as defined below:

1. What is the contact intensity in your setting pre-mitigation – the type of contact (close/distant) and duration of contact (brief/prolonged)?
2. What is the number of contacts in your setting – the number of people present in the setting at the same time? As a result of the mass gatherings order, over 50 will fall into the high risk.

![Contact Intensity and Number of Contacts](image)

One or more steps under the following controls can be taken to further reduce the risk, including:
- Physical distancing measures – measures to reduce the density of people
- Engineering controls – physical barriers (like Plexiglas or stanchions to delineate space) or increased ventilation
- Administrative controls – clear rules and guidelines
- Personal protective equipment – like the use of respiratory protection

7. Contact Density (proposed COVID-19 Operations)
Describe the type of contact (close/distant) and duration of the contact (brief/prolonged) under COVID operations - where do people congregate; what job tasks require close proximity; what surfaces are touched often; what tools, machinery, and equipment do people come into contact with during work
● The majority of Library workspaces will have only one employee at a time (See Question 8 for details). For Library spaces which require more than one person, strict physical distancing and handwashing measures will be in place. Gloves will continue to be provided to all library staff as is common practice during normal operations. Staff at Koerner Library who will be interacting with patrons picking up materials will be provided a personal face shield (already procured). As per UBC’s PPE Guidance document, staff may wear a non-medical mask or homemade mask at work, provided it does not interfere with them safely carrying out their duties. Non-medical masks will not be provided by UBC Library.

● The majority of employees will be working on their own workstations (which includes a computer, mouse, keyboard, scanning wand and phone). Shared workstations (in the ASRS, PARC, Koerner and Woodward) will be cleaned between each use using the cleaning solution provided and following safe practices for the Germosolve 5 outlined in the Workplace Hazardous Materials Information (WHMIS) Safety Data Sheet (SDS) (see the yellow SDS link below the Germosolve 5 image).

● During the book pick-up service, employees may choose to wear a non-medical face mask or face shield and gloves, and must maintain at least 2 metres from patrons at all times. Detailed procedures as follows:

1. Patrons will line up outside the entrance to Koerner Library following physical distancing markers.
2. A door will be propped open and a table will be flush against the door, inside the passage between the two exterior doors.
3. Patrons will approach the table one at a time (as per posted signage).
4. Patrons will leave their UBC Card on the table, then step back to the marker. Patrons with accessibility challenges may designate a proxy for pick-up. This must be prearranged in advance of pick-up.
5. UBC Library staff member will visually check the ID, retrieve the bag of pre-signed out materials for the patron, place the items on the table, and then step back.
6. Patrons will then approach the table, pick up their items and leave.
7. UBC Library staff member will wipe-down table with disinfecting wipes/solution between each patron.

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<th>8. Contact Number (proposed COVID-19 Operations)</th>
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<tr>
<td>Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time)</td>
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In pre-COVID operations, UBC Libraries employs 251 staff across 10 library locations. To support the materials pick-up service, the following staffing plan is proposed.

- **IK Barber Learning Centre (Music, Art & Architecture Library - including ASRS facility):** Pre-COVID, 8 library staff were on site (MAA Library) and 2 staff onsite (ASRS). For the materials
pick-up service, 1 staff for MAA and 1 staff for ASRS will be on site per shift, Monday-Friday from 8am to 4pm.

- **Koerner Library**: Pre-COVID, 23 library staff (Borrower Services only) were on site. For the materials pick-up service, 3 staff will be on site per shift, Monday-Friday from 8am to 5pm.

- **PARC**: Pre-COVID, 8 library staff were on site. For the materials pick-up service, 2 staff will be on site per shift, Monday-Friday from 8am to 4pm (at least two people from Library processing are mandatory at PARC per WorkSafe BC rules). 1 staff for critical records management on site, on Wednesdays and Fridays as needed. Please note, PARC and Records management staff are not interchangeable, each requiring specialized skills and knowledge.

- **Allard Hall (Law Library)**: Pre-COVID, 11 library staff were on site. For the materials pick-up service, 1 staff will be on site for one 4 hour shift per day, Monday-Friday from 9am to 1pm or 1pm to 5pm.

- **IRC (Woodward Library)**: Pre-COVID, 20 library staff were on site. For the materials pick-up service, 1 staff will be on site per shift, Tuesday and Thursday, 8am-12pm and Monday-Friday 1pm-5pm.

- **David Lam Management Research Centre (David Lam Library)**: Pre-COVID, 9 library staff were on site. For the materials pick-up service, 1 staff will be on site per shift, Tuesdays from 9am to 12pm and Thursdays from 1pm to 4pm.

- **Scarfe (Education Library)**: Pre-COVID, 6 library staff were on site. For the materials pick-up service, 1 staff will be on site per shift, Tuesdays and Thursdays from 9am to 1pm.

- **Asian Centre (Asian Library)**: Pre-COVID, 9 library staff were on site. For the materials pick-up service, 1 staff will be on site for one 4 hour shift per day, Monday-Friday from 9am-1pm.

- **Xwi7xwa Library**: Pre-COVID, 5 library staff were on site. For the materials pick-up service, 1 staff will be on site per shift, Monday-Friday from 9am to 5pm.

9. Employee Input/Involvement
Detail how you have met the MANDATORY requirement to involve frontline workers, Joint Occupational Health and Safety Committees, and Supervisors in identifying risks and protocols as part of this plan

- All relevant facilities managers have been involved in the development of this safety plan. The UBC Library JOHSC will review and approve this plan within 30 days of the materials pick-up service commencing.

- Members of the UBC Library Back to Campus Transition Planning Team have sought input through virtual meetings on our procedures document from the following groups (Table A) that will be impacted by the commencement of this service. These groups consulted with their teams via email.

- The University Librarian has weekly communication to all Library staff about the progress of this plan
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<tr>
<th>Group Name</th>
<th>Group Description</th>
<th>Number of Members</th>
<th>Consultation Date</th>
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<tr>
<td>Circulation Liaison Group (CLG)</td>
<td>Membership consists of circulation managers from major UBC Library branches, who supervise front-line Library staff.</td>
<td>9</td>
<td>June 9, 2020</td>
</tr>
<tr>
<td>Front-line Library Staff</td>
<td>Staff members across UBC Library branches who have volunteered to participate in the UBC Materials Retrieval Service.</td>
<td>42</td>
<td>June 5 - June 9, 2020</td>
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<tr>
<td>Library Joint Occupational Health and Safety Committee (JOHSC)</td>
<td>Membership consists of twelve Worker representatives across all UBC Library branches, four Employer representatives, and a representative from the UBC Safety &amp; Risk Services office.</td>
<td>17</td>
<td>June 5, 2020</td>
</tr>
<tr>
<td>The Library Operations Team</td>
<td>Membership consists of department Heads of all branches and divisions at UBC Library.</td>
<td>10</td>
<td>June 3, 2020</td>
</tr>
<tr>
<td>Collections Information Resources Standing Committee (CIRSC)</td>
<td>Membership consists of twelve Librarians, including the AUL, Collections, two branch Heads, representatives from UBCO, Digital Initiatives, Technical Services, and selected branches.</td>
<td>12</td>
<td>May 29, 2020</td>
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10. Risk Level Determination (H/M/L)
Identify the COVID-19 risk category (High / Medium / Low) pre-mitigations for your operation using the BC COVID-19 Go Forward Management Strategy Risk Matrix
Premitigation, most UBC Library environments would be considered high risk. This is why we are not proposing to re-open Library public spaces at this time, without further measures in place. The proposed Materials Pick-Up Service is designed to be low risk and meant to fill an important campus need for access to print/physical Library materials to support the resumption of research on campus.

11. Worker Health
Detail how all Supervisors have been notified on appropriate Workplace Health measures and support available and how they will communicate these to employees

- The Back to Campus Transition planning team will notify supervisors of measures and supports in place via our Library Operation Team (made up of unit Heads) and Circulation Liaison Group (made up of circulation managers).
- Signage will be posted throughout Library branches regarding Workplace Health and safety measures. Signage included in Appendix C.
- Supervisors will be responsible for ensuring that all staff who will be working in-person will have received proper training on all safety protocols prior to beginning in-person work, as outlined in this Safety Plan.
- All staff (both those working in-person and remotely) will receive a copy of this plan by email.
- Staff will also be directed to https://wellbeing.ubc.ca/wellbeing-campaigns-and-initiatives/thrive for more information regarding supports available to them.

12. Plan Publication
Describe how you will publish your plan ONLINE and post in HARD COPY at your workplace for employees and for others that may need to attend site

- The final copy of our detailed COVID-19 Safety Plan posted online to SRS website and on UBC Library’s COVID-19 response website https://services.library.ubc.ca/covid-19-response.
- Detailed procedures on the Materials Pick-Up Service (Appendix A) will be posted to Confluence
- At each location where there are employees, a hard copy of the final plan will be posted on Health and Safety boards.

Section #3 – Hazard Elimination or Physical Distancing
Coronavirus is transmitted through contaminated droplets that are spread by coughing or sneezing, or by contact with contaminated hands, surfaces or objects. UBC’s goal is to minimize COVID-19 transmission by following the safety hierarchy of controls in eliminating this risk, as below.
The following general practices shall be applied for all UBC buildings and workspaces:

- Where possible, workers are instructed to work from home.
- Anybody who has travelled internationally, been in contact with a clinically confirmed case of COVID-19 or is experiencing “flu like” symptoms must stay at home.
- All staff are aware that they must maintain a physical distance of at least 2 metres from each other at all times.
- Do not touch your eyes/nose/mouth with unwashed hands.
- When you sneeze or cough, cover your mouth and nose with a disposable tissue or the crease of your elbow, and then wash your hands.
- All staff are aware of proper handwashing and sanitizing procedures for their workspace.
- Supervisors and managers must ensure large events/gatherings (> 50 people in a single space) are avoided.
- Management must ensure that all workers have access to dedicated onsite supervision at all times.
- All staff wearing non-medical masks are aware of the risks and limitations of the face covering they have chosen to wear or have been provided to protect against the transmission of COVID-19. See the UBC COVID-19 | Safety & Risk Services website for further information.

13. Work from Home/Remote Work
Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible.

- Only employees working on the materials pick-up service will work on campus. In most cases, this will be one staff member in each branch, unless safety requirements or service demand requires more staff.
- UBC Library employs 251 staff. A total of 28 employees or 12% of the total UBC Library workforce, will be working on campus for the Materials Pick-Up Service (not all at one time). Twenty-five of the employees are CUPE 2950. Three are M&P. All employees supporting the Materials Pick-Up Service are volunteers.
- All other Library employees will remain working from home.
### 14. Work Schedule Changes/Creation of Work Pods or Crews or Cohorts
For those required or wanting to resume work at UBC, detail how you are able to rescheduling of workers (e.g. shifted start/end times) in order to limit contact intensity at any given time at UBC; describe how you may group employees semi-permanently to limit exposure to specialized workers, if applicable

- All shifts will be scheduled between the hours of 8am - 6pm, Monday to Friday.
- Shifts of a minimum of 4 hours will be scheduled at most Library locations. Shifts will alternate between 2-3 employees specific to each location as requests for retrieval are received. Staff not required on campus will work from home.
- In Libraries where there is more than one employee on site (Koerner and PARC), 2 metre physical distancing procedures will apply and cleaning protocols will be in place for shared workstations. It is not possible to mitigate by creating separate workstations as at the PARC and ASRS facility the shared workstation has specialized hardware and software. At Koerner and Woodward library, the shared workstations are the scanner and printer. All shared workstations will have signage indicating cleaning procedures.

### 15. Spatial Analysis: Occupancy limits, floor space, and traffic flows
Using UBC building keyplans:
1) Identify and list the rooms and maximum occupancy for each workspace/area;
2) Illustrate a 2 metre radius circle around stationary workspaces and common areas; and
3) Illustrate one-way directional traffic flows

- Keyplans are provided in Appendix B for each Library and illustrate workstations, traffic flow with entry and exit doors, and nearest washrooms.
- Please note that directional flows on floors plans are only included for those library spaces that will have more than one person.

### 16. Accommodations to maintain 2 metre distance
Please detail what accommodations/changes you have made to ensure employees can successfully follow the rule of distancing at least 2 metres from another employee while working

- The primary intervention for maintaining distance is scheduling only one employee at a time most Library branches, so that there is no contact between employees. PARC, Koerner and Woodward are the only library spaces where there will be more than one employee on site at a time. For these spaces, the following protocols are in place:
Library staff will follow institutional policies as described in “UBC Employee COVID-19 Physical Distancing Guidance”. A minimum 2 metres (six feet) will be maintained between individuals.

- Lunch rooms/staff rooms will be closed. Fridges, kettles and other shared kitchen spaces, appliances, and equipment will not be permitted to be used.
- A dedicated washroom per building has been identified to ensure it can be properly cleaned by custodial. Washroom occupancy is restricted to single occupancy.
- Where applicable, elevators will be restricted to single occupancy.
- Library staff will follow posted traffic flow decals, including directionality of stairwells.
- Meetings rooms will not be accessed. Any meetings between staff working on campus will continue to be held virtually.
- Koerner and Woodward are the only Libraries that will be used for scanning of requested chapters. These workstations will be restricted to one person at a time and cleaned before each use. The sharing will not take place during shifts, only between shifts. Procedures for cleaning will be posted at each shared workstation.
- There are also two shared book charging and desensitizing stations in Koerner Library that cannot be mitigated. These workstations will be restricted to one person at a time and cleaned before each use. The sharing will not take place during shifts, only between shifts. Procedures for cleaning will be posted at each shared workstation.

17. Transportation
Detail how you are able to (or not) apply UBC's COVID-19 vehicle usage guidelines to the proposed operational model - if you cannot apply these guidelines, please describe alternative control measures

- We have reviewed the UBC Employees COVID-19 Use of Shared UBC Vehicles guidance document and it is not applicable as we will not be using vehicles.

18. Worker Screening
Describe how you will screen workers: 1) exhibiting symptoms of the common cold, influenza or gastrointestinal; 2) to ensure self-isolation if returning to Canada from international travel; and 3) to ensure self-isolation if clinical or confirmed COVID-19 case in household or as medically advised

- Until UBC or the province provides greater guidance, our screening process will include front and back entry door signage for both workers or visitors/guests that prohibits entry if any of the above 3 criteria apply.
- The following sign will be posted on the staff entry doors (front and back): WorkSafeBC: Entry Check for Workers
- The following sign will be posted at the entrance to Koerner Library where patrons will pick-up their materials: WorkSafeBC: Entry Check for Visitors
If staff are unwell and exhibiting any symptoms that may suggest a COVID-19 infection, they must NOT return to the workplace. They must complete the BC self-assessment tool (https://bc.thrive.health/) and follow instructions.

19. Prohibited Worker Tracking
Describe how you will track and communicate with workers who meet categories above for worker screenings

- Employees feeling ill, with any common cold, influenza or COVID-19-like symptoms, will be asked to stay home and isolate for 10 days following the onset of symptoms or until symptoms resolve.
- The direct supervisor and unit head will use the Library’s internal systems to track any workers who cannot attend work due to one or more of the three categories of restriction (as defined by Worksafe).
- Unit Head will report to Associate University Librarian who will report to the University Librarian and the Back to Campus Transition Planning Team. Following this, we will reach out to our Safety and Facilities Officer for further direction.

Section 4 – Engineering Controls

20. Cleaning and Hygiene
Detail your cleaning and hygiene plan, including identification for hand-washing stations and the cleaning regimen required to be completed by departmental staff for common areas/surfaces (BOPS Custodial has limitations on cleaning frequency, etc.)

- Assume custodial standards will apply.
- Custodial Services will clean the designated washrooms within each library and high touch point areas in main corridors, elevators and stairways once per day and once during the evening shift.
- Signage will identify designated washrooms and hand washing stations.
- Workstations, desktops and personal items are not cleaned by Custodial Services. Each employee will clean their workstation when they arrive that day with Germosolve 5. Shared workstations, or equipment (photocopiers, phones) must be cleaned before use using paper towel and provided cleaning solution.
- Employees will wash their hands before and after cleaning shared and personal equipment. If there is no immediate access to soap and water, use hand sanitizer.
- In each branch, book truck handles and surfaces will be cleaned, prior to pick up by Campus Mail; surfaces and handles will also be cleaned upon return to the owning location.
- In Koerner Library, the table onto which loaned materials will be placed, will be cleaned after each interaction with a patron.
21. Equipment Removal/Sanitation
Detail your appropriate removal of unnecessary tools/equipment/access to areas and/or adequate sanitation for items that must be shared that may elevate risk of transmission, such as coffee makers, kettles, shared dishes and utensils

- Staff will be provided with an internal procedures document outlining the steps for retrieving a requested book, emptying book drops, and returning quarantined books. This document will include what surfaces need to be sanitized, when and with what disinfectant. Please see Appendix A.
- Fridge and microwaves will be taped off to prohibit use.
- Kettles, coffee makers, and other shared items will be tucked away to prohibit use. Signage will be placed on cabinets indicating these items may not be used.
- Water coolers will be taped off by UBC Library employees.
- Water fountains will be taped off.
- Printers, scanners and photocopiers will be cleaned by employees prior to use.
- All materials returned to the library will be quarantined for 72 hours before being returned to the library shelves or retrieved for check-out by another patron.

22. Partitions or Plexiglass installation
Describe any inclusion of physical barriers to be used at public-facing or point-of-service areas

- The public-facing service point for the Materials Pick-up Service will be located at the entrance of Koerner Library where the double glass doors will serve as a physical barrier. An outside door will be propped open and a table will be flush against the door, preventing patrons from entering the Library when they pick up their materials. As such, the use of plexiglass is not required.

Section 5 – Administrative Controls

23. Communication Strategy for Employees
Describe how your unit has or will communicate the risk of exposure to COVID-19 in the workplace to your employee and the safety controls in place to reduce such risk.

- Only selected workers will be returning to the workplace; following an established schedule. These workers will participate in training related to mitigating risk; supervisors will share and post written procedures and protocols for mitigating risk; when workers need to raise questions, they will raise them to their supervisors or unit heads who will follow-up in order to respond to or escalate them appropriately.
- If an employee is working alone, there will be a communication protocol to connect with a supervisor on a regular basis.
- Supervisors will communicate self screening protocols to workers by email, online or phone. Signage will be posted. Expectations are that workers will notify supervisors if they are ill and that, if ill, they will not come into the workplace.
- Workers will raise health and safety concerns with Supervisors and Unit Heads via email, online or phone. Unit Heads will follow-up with Associate University Librarians and other relevant groups to resolve any issues.

### 24. Training Strategy for Employees
Detail how you will mandate, track and confirm that all employees successfully complete the Preventing COVID-19 Infection in the Workplace online training; further detail how you will confirm employee orientation to your specific safety plan

- Before returning to work, staff and librarians must complete UBC’s ‘Preventing COVID-19 Infection in the Workplace’ online training module.
- Once completed, individuals must send proof of completion to their Supervisor/Unit Head, who will retain a copy within personnel files.
- Libraries will otherwise be locked, so only UBC employees with security access to that building will be able to enter.
- Existing signage related to screening as outlined in question 25 will be in place at the work entrance of each Library (WorkSafeBC: Entry check for Workers and Visitors).

### 25. Signage
Detail the type of signage you will utilize and how it will be placed (e.g. floor decals denoting one-way walkways and doors)

Included in Appendix C are Library specific signs which will be put up by UBC Library employees:
- UBC Library Pick-up procedures
- Quarantine bookmark
- Designated handwashing station
- Designated washroom
- Do not use fridge sign
- Signage for kitchen cabinets
- Do not use microwave sign
- Book quarantine sign
- Cleaning instructions for shared workstations

The remaining signs are provided by UBC and will be put up by UBC Library employees:
- [Entry Checklist](#) to be posted on all Library entrances
- [Washroom Occupancy limit](#) (for Designated washrooms)
- [Please do not use](#) signs for washrooms not in use
- [Please do not use this sink](#) for sinks external to washrooms that are not designated handwashing stations
- [Please do not use](#) for fridges, microwaves, and water coolers
- [Elevator limit signage](#)
- [Wait here floor decal](#) for outside Koerner Library
### 26. Emergency Procedures

Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Recognizing limitations on staffing that may affect execution of emergency procedures, detail your strategy to amend your emergency response plan procedures during COVID-19. Also describe your approach to handling potential COVID-19 incidents.

- In the event of an emergency, employees working on site will go to the established Muster Area, as indicated in the building-specific BERP.
- If the designated floor warden or muster captain is not on site, the staff working in the space should report to Firefighters that the building is cleared.
- If there is an immediate threat to personal health and safety, workers will contact Campus Security and call 911.
- If a worker or visitor becomes ill in the workplace, workers will follow established protocols and contact Campus First Aid (for staff or faculty) or 911 for non-staff students; the person calling will inform Campus First Aid if the distressed person is experiencing COVID-like symptoms.
- Staff who exhibit any symptoms of COVID-19 will leave campus immediately.

### 27. Monitoring/Updating COVID-19 Safety Plan

Describe how you will monitor your workplace and update your plans as needed; detail how employees can raise safety concerns (e.g. via the JOHSC or Supervisor) - plan must remain valid and updated for next 12-18 months.

- The Back to Campus Transition Planning Team will monitor the COVID-19 Safety Plan for the Materials Retrieval Service weekly for one month after the program is launched, after which time a monthly review will take place for up to 18 months.
- As the plan is updated, the version on the website and any posted hard copies will be updated. All library staff will receive a copy of the new plan either electronically or in hard copy.
- Employees may raise concerns through their supervisor, who will bring them to the attention of the Back to Campus Transition Planning Team. A mailing list for this committee has been set-up and will be promoted to all supervisors for the submission of feedback.

### 28. Addressing Risks from Previous Closure

Describe how you will address the following since the closure: staff changes/turnover; worker roles change; any new necessary training (e.g. new protocols); and training on new equipment.
• The employees who will be staffing this service are senior employees who are not new to the organization and their roles will not change. They will be conducting the same work and using existing procedures/workflows and equipment that will be adapted for safety in the COVID-19 environment.
• All employees working on site will be required to complete UBC’s COVID-19 Safety Training online module.

Section #6 – Personal Protective Equipment (PPE)

29. Personal Protective Equipment
Describe what appropriate PPE you will utilize and how you will/continue to procure the PPE

• Following the information provided in the UBC Employee COVID-19 PPE Guidance, PPE is not required for this service since a 2 metre distance will be adhered to at all times.
• Gloves will continue to be provided to employees for handling books as this was common practice pre-COVID, due to sensitivities to dust and other irritants that can be present on books. We will also be providing gloves to employees due to the frequent cleaning of workstations and surfaces that will be required. The gloves will protect their hands from the cleaning solution. We have been in contact with Procurement Services.
• Face shields have already been procured directly by the Library’s Facility Manager and employees interacting with patrons in Koerner Library will be provided with a personal face shield. Instructions on how to clean will be provided to them.

Section #7 - Acknowledgement

30. Acknowledgement
Plan must demonstrate approval by Administrative Head of Unit, confirming: 1) the Safety Plan will be shared with staff and how; 2) staff will acknowledged receipt and will comply with the Safety Plan.

I acknowledge that I have read this Safety Plan and it has been shared with staff both through email and will be made available as a shared document. Staff can either provide a signature or email confirmation that they have received, read and understood the contents of the plan.

Date: June 25, 2020
Name (Manager or Supervisor): Susan Parker
Title: University Librarian
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<tr>
<th>Name</th>
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Materials Pick-Up Service (Get It) for UBCV Library

Planning Approach
The UBC Library supports and partners with all Faculties, Schools and Departments in their research and teaching activities. UBC Vancouver Library is comprised of the following stand-alone branches and units within buildings: Asian; David Lam Library and Canaccord Learning Commons (David Lam Management Research Centre); Education (Scarfe); IKBLC (includes MAA), Koerner; Law; Research Commons (Koerner); Technical Services (Woodward); Woodward (IRC); Xwi7xwa.

The goal is to provide access to the Library’s physical materials while Library buildings remain closed. Launch date is the first or second week of June, depending on access to Personal Protective Equipment.

Planning Team
The Library (Vancouver Campus) has assembled a Return to Work on Campus Transition Team to develop a plan and processes, and provide oversight related to a Materials Pick-Up Service, and investigate a possible resumption of Library space usage by patrons. This plan applies to the Vancouver campus, and the planning team is in close consultation with the UBC Okanagan planning team in order to coordinate intercampus delivery, as well as have consistent messaging, procedures and protocols.

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Guiding Principles
- The health and well-being of staff, students and faculty is paramount
- The orders, notices and guidance of the Provincial Health Officer will be followed
- Procedures will be based on recommendations from UBC, COVID-19 UBC Safety Plan Completion Checklist, BC’s Restart Plan, WorkSafe BC and the BC Centre for Disease Control

Employee Safety Protocols
- To accommodate custodial service, shifts must not be before 8am or after 6pm
- Preferred shift length is a minimum of 4 hours long
- If working alone, there will be a communication protocol to connect with a supervisor on a regular basis
- Wash hands frequently observing handwashing guidelines posted by sinks. If there is no immediate access to soap and water, use hand sanitizer
• Ensure appropriate Personal Protective Equipment and cleaning supplies are in stock (list below). Contact your direct supervisor if supplies are running low
• Practice physical distancing for all in-library activities
• Do not share computer workstations. In situations where this is not possible, keyboards, mouse, and scanning wand must be wiped down between each use with Germosolve 5
• Limit rooms/spaces in use: one washroom defined for use; no use of kitchens, or staff rooms
• No use employee lunch rooms or other shared gathering spaces
• No use of shared kettles, microwaves or fridges
• No use of water fountains or water coolers, so be sure to bring water from home
• Quarantine returned materials for at least 48 hours
• Limit physical contact with patrons. Communication will occur by email and safety protocols will be followed for materials pick up (see below)
• If you feel ill, with any common cold, influenza or COVID-19-like symptoms, you must stay home and isolate for 10 days following the onset of symptoms or until symptoms resolve

Personal Protective Equipment/Cleaning Protocols
To ensure the safety and health of library staff and patrons, this plan will require:
- Disinfecting cleaner
- Hand sanitizer
- Gloves
- Face shields
- Hand sanitizing station near book pickup area

Staff Procedures

Book Retrievals for all branches except Koerner Library
Pick slips will be printed by ILL/DocDel staff at Koerner Library then faxed to branches. To begin book retrieval process:

1. Wash/sanitize hands
2. Put on gloves
3. Use book truck (wipe/sanitize handles) to retrieve books on pick list from stacks
4. Return to processing area (staff workstation/service desk as appropriate)
5. Place the order with pick slip in Campus Mail. If you have twenty or more books, place on a truck. Otherwise, use campus mail bin.
6. Return book truck to processing area
7. Wash/sanitize hands

*Do not sign out the picked materials at your branch. They will be signed out to patrons at Koerner Library.

Book Retrievals for Koerner Library

1. Wash/sanitize hands
2. Put on gloves
3. Use book truck (wipe/sanitize handles) to retrieve books on pick list from stacks
4. Return to processing area (staff workstation/service desk as appropriate)
5. Take items to ILL/DocDel area
6. Check out materials to patrons
7. Place the order in a UBC Library plastic bag with due date slip
8. Place books on trucks at Koerner front entrance (Trucks designated by range of last name initial)
9. Return book truck to processing area (wipe/sanitize handles)
10. Wipe/disinfect counter surfaces at processing area
11. Wash/sanitize hands

Receiving Shipped Books from Branches

1. Wash/sanitize hands
2. Put on gloves
3. Go to Campus Mail Receiving Area
4. Amalgamate all books from UBC Library branches (including Koerner) and place on truck
5. Leave the truck outside the ILL/DocDel office
6. Retrieve the truck of materials the ILL/DocDel staff have finished processing
7. At the Circulation desk check out materials to patrons
8. Create a hold slip with patron name, employee or student number (Do not use patron barcode number) and expiry date (2 weeks from current date)
9. Place the order and hold slip in a UBC Library plastic bag
10. Place books on trucks at Koerner front entrance (Trucks designated by range of last name initial)
11. Wash/sanitize hands

Book Pick-Up by Patrons at Koerner Library

During the book pick-up procedures, UBC Employees must wear a face mask or face shield and gloves, and stay at least 2 meters apart from patrons at all times.

1. Patrons will line-up outside the entrance to Koerner Library following physical distancing markers.
2. A door will be propped open and a table will be flush against the door.
3. Patrons will approach the table one at a time (as per posted signage).
4. Patrons will leave their UBC Card on the table then step back to the marker. Patrons with accessibility challenges may designate a proxy for pick-up. This must be prearranged in advance of pick-up.
5. UBC Library staff member will visually check the ID, retrieve the bag of pre-signed out materials for the patron, place the items on the table and step back from the door.
6. Patrons will then approach the table, pick up their items and leave.
7. UBC Library staff member to wipe-down table with disinfecting wipes/solution between each patron.

Emptying Book Drops

1. Wash/sanitize hands
2. Put on gloves
3. Pull book bin with returned books from the drop
4. Replace the bin with an empty one/place books from bin on a truck
5. Place full book bin/book truck in designated area, clearly labeled with the date (complete processing after 48-hour quarantine period)
6. Wash/sanitize hands
Returning Books After Quarantine Period

1. Wash/sanitize hands
2. Put on gloves
3. Retrieve book bin with returns that have completed quarantine period (sanitize handles), sign books back in at processing area (staff workstation/service desk as appropriate)
4. Place books on book truck (wipe/sanitize handles)
5. Re-shelve books in stacks
6. Return book truck to processing area (wipe/sanitize handles)
7. Wipe/disinfect counter surfaces at processing station
8. Wash/sanitize hands

Using Shared Workstations and Spaces

Some branches may require the use of shared workstations due to dedicated hardware and software (i.e. in PARC and ASRA). Before using a shared workstations:

1. Wash/sanitize hands
2. Put on gloves
3. Use spray Germosolve 5 on paper towel (not directly on surface) and wipe down shared surfaces (keyboard, scanning wand, mouse, desensitizer, etc.)
4. Remove gloves and wash/sanitize hands
5. Ensure cleaning solution has dried before using workstation.

Clean the following shared surfaces before using, following the instructions described above. For electrical and electronic devices follow the manufacturers’ instructions and only use the recommended cleaning solutions. Take care around paper surfaces.

- book trucks, if shared, (especially handles, before loading with books)
- box cutters and scissors
- chairs
- counters, desk tops, tables, and other workstations
- computer keyboards
- desk tops
- dollies/book/box trolleys
- door handles and sections of the door often touched when going in and out of a room, as some doors are a bit difficult to open and close without touching
- paper cutters
- PARC loading carts
- PARC forklift picker
- Scanners
- Photocopiers
- Printers
- shelving (if shared),
- faucet handles
- tape dispensers
- alarm keypads
- Vacuums and vacuum stations (e.g. at PARC)
PARC PPE should not be shared, clearly labeled regarding regular user, and, as always, checked before each use for wear & tear and integrity

For the foreseeable future do not use these other workplace conveniences:

- Departmental Kitchen and lunch areas
- Refrigerators, kettles, Canadian Springs or other bottled water dispensers, coffee makers, microwaves, toasters, toaster ovens, cutlery, cups, dishes, bowls, etc.

*Please, for the sake of your safety and others bring your own lunches, bottled water, coffee, and use your own cutlery, plates and bowls.*

Frequent hand washing throughout the day.

Wash your hands frequently, particularly if handling in coming or in process materials. Do not give germs a chance. If your workplace has a kitchen sink, you may use the sink as a hand cleaning station, but, be mindful, if you do so, please, clean the sink and surround following the instructions above.

Try not to touch shared surfaces unless you are about to use it for work.

**Staffing Plan**

Preferred shift length is a minimum of 4 hours. In most cases, there will be only one employee on site at a time. In areas where there will be more than one employee on site, strict physical distancing guidelines will be in place and face masks/shields will be provided.

Please see our [Staffing Plan](#) table.

**Public Communication**

**How to use Get it**

- In the [UBC Library Catalogue](#), find the record of the item you need
- From the blue Actions bar on the right hand side choose **Get it**
- Sign in using your CWL (Campus Wide Login). You can make changes or add notes as needed
- Choose Koerner Library or Okanagan
- Submit your request
- For assistance, including proxy requests, email [lib-contacts@ubc.ca](mailto:lib-contacts@ubc.ca)

**Requests are processed and made available for pick up**

Items will be available for pickup within 5 business days of placing order.

Library staff will sign out books on the user’s account and the material will be available for pick up at Koerner Library entrance, 1958 Main Mall, UBC Vancouver campus, Monday-Thursday, 11:00am-2:00pm.
Materials will be signed out to the patron and an email will be sent confirming materials are available for pick up.

Materials will be held for you for 2 weeks.

Patron will provide valid UBC library card or proof of proxy designation when picking up material

All materials will be due back on September 14, 2020.

Course reserves are not available at this time.

Non-circulating materials are not available at this time.

Ability to recall materials is not possible during this time.

Safety procedures will be strictly observed throughout these processes – see detail below.

**Pick up procedures. Please follow directional signage closely upon arrival to pick up materials.** (All of the steps laid out below will be posted on Koerner front doors as well as at the table)

1. Library buildings will not be open to library users.
2. Books will be retrieved, and pre-signed out to the library user who placed the request.
3. If you require someone else to pick up materials for you please see this FAQ (LINK)
4. Books will be available for pick up within the specified pick-up hours only.
5. Physical distancing markers will be placed outside Koerner to ensure patrons line up 2-metres apart.
6. A table will be situated at the front entrance of Koerner Library, just at the door.
7. Library staff will be monitoring the table from inside the Library.
8. If a patron is in front of you in line, wait until they have left and the library staff have sterilized the table before approaching.
9. Place your UBC ID on the table and step back from the table.
10. Library staff will approach the table, verify the ID without touching the card, retrieve the corresponding bag of pre-signed-out items, and place it on the table.
11. Library staff will step back so that you can come forward to retrieve your ID and library items.
12. Library staff will wipe down the table with the appropriate cleaning supplies, and then step away so that the next patron can approach the table.
NOTES

There will only be (1) employee working per shift, at any given time. Marked by X. Pre-Covid density was 11 employees.
NOTES

There will only be (1) employee working per shift, at any given time; Marked by X. Pre-Covid density was 9 employees.
LEGEND

Staff Cubicles
Book Stacks
Shared Work Stations

NOTES

There will only be (1) employee working per shift, at any given time; Marked by X. Pre-Covid density was 2 employees.
NOTES

There will only be (1) employee working per shift, at any given time. Marked by X.

Pre-Covid density was 9 employees.
LEGEND
- Staff Cubicles
- Book Stacks
- Shared Work Station
- Designated Washrooms
- Designated Hand Washing Station

NOTES
There will only be (1) employee working per shift at any given time. Marked by X. Pre-Covid density was 6 employees.
There will be (4) staff working per shift. Marked by X. Pre-Covid density was 18.
LEGEND

Staff Cubicles
Book Stacks
Shared Work Station

NOTES

There will only be (1) employee working per shift, at any given time. Marked by X.
Pre-Covid density was 8 employees.
LEGEND

- Staff Cubicles
- Book Stacks
- Shared Work Station
- Designated Washroom
- Designated Hand Washing Station

NOTES

There will only be (2) employee working per shift, at any given time. Marked by X. Pre-Covid density was 8 employees.
NOTES

There will only be (1) employee working per shift at any given time; Marked by X.

Pre-Covid density was 20.
NOTES

There will only be (1) employee working per shift, at any given time; Marked by X. Pre-Covid density was 5 employees.
Appendix C: Signage
PICK-UP PROCEDURES
Monday - Thursday, 11:00 a.m. - 2:00 p.m.

01
Place your UBC ID card on the table and step back from the table.

02
Library staff will verify your ID, retrieve your materials, place them on the table and step back from the table.

03
Approach the table to retrieve your UBC ID card and materials.

04
Practice physical distancing when waiting for your items by keeping two meters (six feet) away from others.

05
Wait until the patron in front of you has left and allow library staff to sterilize surfaces before approaching.

Thank you for your commitment to the health and safety of the UBC community.

Visit library.ubc.ca for more information.
MATERIALS HAVE BEEN QUARANTINED BEFORE PICK UP.

PLEASE DO NOT USE ANY DISINFECTING PRODUCTS ON LIBRARY MATERIALS.
Designated Handwashing Station
Designated Washroom
Due to COVID-19 Safety restrictions, use of fridge is prohibited.
Use of kitchen supplies in this cabinet is prohibited.
Due to COVID-19 Safety restrictions, use of microwave is prohibited.
Date rec’d: _____________________________

Time rec’d: _____________________________

Can be cleared from quarantine:

Date: _____________________________

Time: _____________________________
Cleaning Instructions for Shared Workstations

1. Wash/sanitize hands
2. Put on gloves
3. Use spray Germosolve 5 on paper towel (not directly on surface) and wipe down shared surfaces (keyboard, scanning wand, mouse, desensitizer, etc.)
4. Remove gloves and wash/sanitize hands
5. Ensure cleaning solution has dried before using workstation.