

LIMITED REOPENING OF LOSTWITHIEL LIBRARY SERVICE – PHASE 2 – TWO HOUR OPENING TO THE PUBLIC PLUS CLICK & COLLECT SERVICE  
Working in contact with public, Cornwall Council staff & physical materials (i.e. Books)

<b>SITE LOCATION</b>	<b>Taprell House North Street Lostwithiel</b>		
<b>UNDERTAKEN BY</b>	<b>Sandra Harris/Claire Doyle</b>	<b>DATE OF INSPECTION</b>	<b>8 September 2021</b>
<b>OVERALL RISK RATING</b>	<b>4</b>		
<b>AGREED ACTION: (Open / Close / Partially reopen)</b>	<b>Phase 1. Re-open for courtyard click and collect service 22 July 2020</b>	<b>REVIEW DATE</b>	Monthly for duration of pandemic Reviewed 28/07/20 – no changes Reviewed 01/09/20 – changes see minutes Reviewed 06/10/20 – changes see minutes Reviewed 03/11/20 – no changes Review date 08/12/20 Review date 12/01/21 Review date 02/02/21 Review date 02/03/21 – no change Review date 06/04/21 – no change Review date 04/05/21 – no change Review date 01/06/21 – no change Next review date 06/07/21
<b>AGREED ACTION: (Open / Close / Partially reopen)</b>	<b>Phase 2. Re-open the main library for 2 hours on Wednesday plus courtyard click and collect service</b>	<b>REVIEW DATE</b>	17/09/21
<b>AGREED ACTION: (Open / Close / Partially reopen)</b>	<b>Phase 3. Re-open the main library for 2 hours on Wednesday without the courtyard click and collect service.</b>	<b>REVIEW DATE</b>	7/12/21 10/12/21 – updated due to government mandates on facemasks – masks are to be worn in public places including Libraries.

**Instructions:**

1. This applies to all work activities that fall under this activity.
2. If this risk assessment does not cover all of the hazards and existing control measures required relevant to your service, you should add them below at 'Other risks (please detail)' and notify the Clerk and/or Service Manager by sending the risk assessment attached to the email.
3. If further controls are necessary, these should be recorded in the 'Additional controls to reduce risk' column and a revised lower score given.
4. Please communicate this risk assessment to all staff e.g. via email, team meetings etc evidencing how you do this.
5. Review the risk assessment annually, after an accident/incident or significant changes to the workplace or working processes.

**Terminology:**

- **Activity**- The use of facility being undertaken.
- **Hazard**- Something with the potential to cause harm. Harm can be physical, chemical, biological or psychological.
- **Control Measures**- Actions taken to prevent hazard being realised. Control measures can include such areas as training, supervision, safe systems of work, maintenance procedures, physical measures such as guarding and personal protective equipment.
- **Likelihood** – the chances of harm occurring on a scale of 1 to 5 with 1 being highly unlikely and 5 being highly likely
- **Risk Rating**- Multiply the likelihood figure by the severity figure to get the risk rating after the existing control measures have been considered.
- **Severity** – the level of harm/injury caused by the accident or incident, on a scale of 1 to 5 with 1 being First aid required and 5 being a fatality.

**Likelihood (L) × Severity (S)****= Risk Rating (RR):**

	L = 1	L = 2	L = 3	L = 4	L = 5
S = 1	1	2	3	4	5
S = 2	2	4	6	8	10
S = 3	3	6	9	12	15
S = 4	4	8	12	16	20
S = 5	5	10	15	20	25

**Possible Likelihood**

- 5 Highly likely
- 4 Likely
- 3 Possible
- 2 Unlikely
- 1 Highly unlikely

**Possible Severity**

- 5 Fatality
- 4 Major injury
- 3 Hospital treatment
- 2 First aid required
- 1 No injury

Rating	Action
<b>15-25 Very High</b>	Work should not be undertaken without reducing risk
<b>10-12 High</b>	As above
<b>8-9 Moderate</b>	Work fine to continue. Additional controls should be considered
<b>4-6 Low</b>	Work fine to continue with existing controls
<b>1-3 Very Low</b>	As above

## STAGE 2: RISK ASSESSMENT

The risk assessment has been prepared on the basis that persons entering the building are double vaccinated as currently nearly 73% of people in Cornwall have been doubly vaccinated.

If you are unvaccinated, please be aware that your risk rating will be higher than those calculated below.

Nature of hazard or issue increasing risk of transmission	Persons at direct risk	Likelihood x Severity = Risk Rating			Recommended Control Measures (if RR > 6)	Potential additional controls to reduce risk, where reasonably practical (if RR > 10)
		L	S	RR		
Social distancing	All	2	2	4	<p>The government advice is that 'you do not need to stay 2 metres apart from people you do not live with'. However due to the demographic of our customers and high level of cases in Cornwall we will be asking customers to social distance and be respectful of other customers.</p> <p>Volunteers will not be returning for Phase 3 of reopening.</p> <p>Maximum of 2 staff in the building.</p> <p>CC delivery outside of the building.</p>	Not applicable.

<p><b>Browsing Access</b></p>		<p>2</p>	<p>2</p>	<p>4</p>	<p>The government advice is that ‘you do not need to stay 2 metres apart from people you do not live with’. However due to the demographic of our customers and high level of cases in Cornwall we will be asking customers to social distance and be respectful of other customers.</p> <p>The government has now made Facemasks are now mandatory in Library settings.</p> <p>Staff will wear face coverings.</p> <p>We will continue to monitor any Government changes to laws and guidance surrounding Covid restrictions.</p> <p>The Library will be ventilated (doors and windows open) during the two hour browsing slot.</p>	
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<b>Safe access &amp; egress to workplace/courtyard</b>	All	2	2	4	<p>Staff to arrive at different times not within 30 minutes of anticipated arrival of CC delivery.</p> <p>Clear signage and promotion on website and FB to advise not business as usual. Hand sanitiser at entrance for use on the way in and on the way out.</p>	Not applicable.
<b>Book deliveries</b>	All	2	2	4	<p>Cornwall Council will deliver books outside. The process will be conducted as a NO CONTACT delivery</p> <p>End library door will be unlocked by a member of staff and crates for collection put outside the door.</p> <p>Watch for delivery driver to leave (through window) then go out and collect books.</p> <p>Under no circumstances will CC driver be expected to unlock the library door or deliver to an empty building.</p>	
<b>Book returns</b>	All	2	2	4	<p>Customers can return books at the self-service kiosk.</p> <p>Books can be left on the blue shelf and put back on the Library shelves by staff the following week.</p>	

<b>Access to books</b>	All	2	2	4	<p>There will be a two-hour slot for access to the books in the library.</p> <p>Borrowers can borrow books at the self-serve kiosk.</p> <p>The How to Guide from Cornwall Council will be promoted on TC website &amp; FB page</p>	
<b>Vulnerable customers trying to access CC services, including homeless and those in need of benefits.</b>	All	2	2	4	<p>Signpost customers to CC using the poster supplied by CC.</p> <p>We will be providing a click and collect service for 'shielding' individuals or those that don't think they are able to come into the Library. However, this will be an opt in service and individuals will need to request this.</p>	Not applicable
<b>Handling of membership cards &amp; cash for fines</b>	All	1	2	2	<p>No handling of cash as fines are on hold.</p> <p>Minimal handling of membership cards. If it is needed at any point we will ask if we can touch the card before doing so.</p>	
<b>Public access computers</b>	All	1	2	2	There will be no access to the public access computers in the building.	
<b>Manual handling</b>	All	2	2	4	Remember the need for social distancing	
<b>Shared workstations</b>	All	1	2	2	<p>Claire to work from pod computer/admin tower computer</p> <p>Sandra to log into Soprano on laptop/clerk tower computer</p>	

					No shared workstations.	
<b>Proximity to customers</b>	All	2	2	4	Some. Masks will be encouraged for both customers and staff.  Toilets will not be open to customers.	
<b>Emergency procedures</b>	All	2	2	4	Stock levels of First Aid box checked & box marked to indicate self-application of plasters etc due to Covid-19 & the need to social distance	Not applicable
<b>Re-opening of building to staff</b>	All	1	2	2	Regular cleaning will continue. Obtain from Cormac a copy of their Covid 19 cleaning risk assessment. Ensure that contractor's staff will have PPE. Provide masks and gloves for TC staff and ensure they watch the CC video on safe use and disposal of masks & gloves. All masks and gloves to be put in the designated bin and not in other litter bins. Building will be reopened with Covid 19 secure measures in place and a certificate signed by Town Clerk and displayed in window. Hand sanitiser & wipes will be available in the building at all times Upstairs windows will be kept open when possible Government Guidance will be followed and reviewed on a weekly basis	

<b>Staff measures to be taken to protect from Covid-19</b>				
<b>Covid 19 symptoms</b>	All		If a person has Covid-19 symptoms i.e. high temperature, new continuous cough, loss/change of taste/smell. They must not come to work and must follow Government Guidelines. Posters to remind staff	
<b>Test &amp; track</b>	All		If a person has been asked to self-isolate through the Test & Track app/system. They must not come into work. Depending on the circumstances the library building and click and collect service will be closed and deep cleaned Make sure that all staff are aware of the latest Government guidelines	
<b>Increase in R value</b>	All		If the R value increases either at a National or local level, the Town Council will need to respond to the changes included but not limited to reimplementing 'lockdown' and stopping the click and collect library service	
<b>Virus transmission</b>	All		Limit personal belongings brought into the building. Provide separate kettles and phone handsets for both members of staff Effective handwashing is critical – posters to remind staff put up in all areas Gloves and face masks are provided. Please use hand sanitiser regularly	

			Please wipe down your workstation at the beginning and the end of each day	
<b>Airborne transmission</b>	<b>All</b>		<p>Keep social distanced at all times</p> <p>Workstations are already side by side rather than facing, move desks as far apart as cables will allow.</p> <p>Library upstairs windows to be kept open whenever possible.</p> <p>Mask may be worn.</p> <p>The Library door and windows will be kept open during the 2 hour browsing slot.</p>	
<b>Customer books</b>	<b>All</b>		<p>Reserved books will be put on the reservation shelf for collection by the public. Staff members will regularly wash their hands and use gel while administering this task.</p> <p>If a book is require through the opt in click and collect service, the staff member will put the book in a bag and on the table in the courtyard during the two hour slot. Staff members will regularly wash their hands and use gel while administering this task.</p>	
<b>Library customer queries</b>	<b>All</b>		Customers will be asked to respect and maintain social distancing guidance.	