

**Surrey Public Library Board Special Meeting**  
**August 20, 2020 at 5:30 p.m.**  
**Microsoft Teams Teleconference**



## **A G E N D A**

### **1. CALL TO ORDER**

*Surrey Libraries recognizes that our work takes place on the ancestral, traditional, and unceded territories of the SEMYOME (Semiahmoo), áicáý (Katzie), kʷikʷəłəm (Kwíkwetlem), áʷa:ńłəń (Kwantlen), qiqéyt (Qayqayt), xʷməθkʷəyám (Musqueam) First Nations and on the ancestral and traditional territory of the scəwaθən məsteyəxʷ (Tsawwassen) First Nation.*

### **2. MOTION TO ADOPT THE AGENDA**

### **3. SURREY LIBRARIES LEVEL 3 RECOVERY PLAN**

### **4. MOTION TO ADJOURN THE MEETING**

**Time allotted 30 minutes**

**To:** Surrey Public Library Board  
**From:** Surinder Bhogal, Chief Librarian  
**Date:** August 20, 2020  
**Subject:** Surrey Libraries Level 3 Recovery Plan



## **RECOMMENDATION**

It is recommended that the Board receive the Surrey Libraries Level 3 Recovery Plan (attached as Appendix I) for information and endorsement.

## **BACKGROUND**

Surrey Libraries has been modifying its services in response to COVID-19. Library branches were closed on March 16, 2020 to help prevent the spread of the virus. The Board endorsed Surrey Libraries COVID-19 Recovery Plan (attached as Appendix II) at a special meeting on June 2, 2020. Takeout service was launched on June 26, 2020 at six branches. The service has been popular with 37,526 physical items borrowed in 30 days of service (up to August 8). The Library continues to loan eBooks, serve the public by email and phone, and offer virtual programming. In preparation for reopening the branches after Labour Day, a Level 3 Recovery Plan is being presented to the Board for endorsement. The Plan has been approved by the City's Emergency Operations Centre (EOC).

## **DISCUSSION**

In level 3, staff propose opening 8 branches (City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo and Strawberry Hill) on September 9, 2020 with limited services, at 60% of the pre-pandemic service hours. Due to Port Kells' size and occupancy limitations, staff recommend restricting public access and offering holds pickup and closed stacks services at this location. It is recommended that branches remain closed on Sundays and Mondays, as well Board-approved statutory holidays through the remainder of the year. Most regular full-time and part-time staff are being recalled from temporary lay-off for level 3 services.

To alleviate concerns about overdue charges, fines-free status is recommended on all collections until the end of 2020. Patrons will remain responsible for outstanding charges on accounts prior to library closure on March 16, 2020, and for lost and damaged items. Key criteria required for reopening civic facilities in Surrey has been met.

### **Complying with Provincial Health orders**

The Library's COVID-19 safety plan, developed for level 2 services, has been updated by the Library's Occupational Health and Safety (OHS) Committee with new protocols for the reintroduced services and public facility access. The plan has been reviewed by the City's OHS Committee and Risk departments. The plan has also been reviewed by Fraser Health.

### **Public Demand**

Results of the public survey conducted in June on reopening plans, and daily phone calls or emails to the library from the community, indicate sufficient demand. Pressure from Surrey residents is mounting as neighbouring municipalities reopen their libraries.

### **Financial Viability**

High-level financial costing has been prepared for all phases of the recovery plan. Costing for level 3 services will result in a net expense reduction of approximately \$250,000 per month, and will contribute to meeting the targeted savings set by the City.

### **Public and Employee Safety Measures in place**

The safety plan includes WorkSafe BC (WSBC) guidelines and BC Municipal Safety Association best practices for libraries. Detailed plans with location specifics and occupancy levels have been developed for each facility. Occupancy levels have been determined using WSBC guidelines and EOC recommendations. WSBC checklists and walk-throughs are being completed by the Library's OHS Committee prior to reopening. All recalled staff are required to complete a COVID-19 Awareness quiz. All staff will be trained on safety protocols and new procedures required for reopening to the public.

Public and staff will be proactively informed of the potential to re-close facilities should a resurgence in COVID-19 transmission meet the City's facility closure criteria:

1. By order of the Provincial Health Officer under the Public Health Act; or
2. Where an EOC assessment indicates a significant risk to health and safety or where compliance with physical distancing requirements can not be reasonably achieved; or
3. When direction is received from the Mayor and Council, and the Library Board.

### **Communications Plan**

Internally, the reopening plans have been shared and reviewed by all staff for feedback and questions. The plans were discussed at a staff virtual town hall meeting and ongoing developments are shared in weekly email updates.

For external audiences, a communications plan has been developed. Reopening communications will be shared on the library's website, social media channels, newsletter, and through print advertising. It will include information on limited services offered, and safety protocols in place to protect staff and public, such as plexiglass barriers and sanitization of high-touch surfaces. Staff will coordinate the initial public release with the City's Communication team. A process to notify the public is also being developed, should a closure be required.

### **CONCLUSION**

Surrey Libraries Level 3 Recovery Plan is a cautious and phased approach to resuming services. Execution of the plan is contingent on the ability to comply with provincial health orders; reasonable public demand for services; financial viability; and that public and employee safety measures are in place. Libraries may be closed at any time should a resurgence in COVID-19 transmission meet the City's facility closure criteria. Staff will monitor the reopening and report to the Board on an ongoing basis. It is recommended that the Board endorse the Surrey Libraries Level 3 Recovery Plan.

Attachments:

Appendix I Surrey Libraries Level 3 Recovery Plan

Appendix II Surrey Libraries COVID-19 Recovery Plan



## Surrey Libraries Level 3 Recovery Plan - Partial Facility Reopening (08-20-20)

### OVERVIEW

This plan outlines services and safety protocols for Level 3 of the Surrey Libraries' COVID-19 Recovery Plan, a partial reopening of Library branches. Libraries will reopen with reduced hours and limited services if the BC Restart Plan remains in phase 3. The plan must be approved by the City's Emergency Operations Centre (EOC), and endorsed by Council and the Library Board. The following four criteria must be met to reopen civic facilities in Surrey:

1. Ability to comply with provincial health orders;
2. Reasonable public demand for services;
3. Financial viability; and
4. Public and employee safety measures are in place.

The plan provides a high-level overview for staff, EOC and the Library Board. Detailed operational procedures and training documents are being developed.

### SERVICE HOURS

Starting September 9, 2020, 8 branches (City Centre, Cloverdale, Fleetwood, Guildford, Newton, Ocean Park, Semiahmoo and Strawberry Hill) will reopen with reduced hours, at 60% of the pre-pandemic service hours. Port Kells branch will not reopen for public access but will offer curbside/holds pick-up and closed stack service. Clayton branch will open in Q1 2021 at the same time as the Clayton Community Centre.

	<b>Hours</b>
Monday	Closed
Tuesday	10-6
Wednesday	12-8
Thursday	10-6
Friday	10-6
Saturday	10-4
Sunday	Closed

The Library will close on statutory holidays (Oct 12, Nov 11, Dec 25, 26, Jan 1). The Library will remain closed on Sundays and Mondays, including Monday December 28.

**SERVICES OFFERED**

To alleviate concerns about overdue charges from patrons and limit cash handling by staff, fines-free status will continue on all collections until the end of 2020. Patrons are still responsible for outstanding fines on accounts prior to library closure on March 16, 2020, and charges for lost and damaged items.

**The following services will be available:**

- Holds pick-up and limited browsing of shelves to self-select material
- Computer access
- Wi-fi use with own devices
- Printing
- Self-checkout stations
- Limited patron assistance and technology help at service desks
- Virtual programs
- Laptop lending program with partner agencies
- Limited in-person outreach to agencies serving vulnerable populations
- Home delivery to care facilities based on request
- Washroom access
- Book drops

**The following services will not be available:**

- In-branch programs
- In-branch use of magazines and newspapers
- Meeting rooms
- Group study rooms
- Silent study rooms
- Curiosity Corner (Children's iPad Stations)
- Toys and games
- Book sales
- Accepting materials donations

## **SAFETY PROTOCOLS**

The protocols listed below augment those outlined in Surrey Libraries Covid-19 Safety Plan. The plan was developed for level 2 services when access to branches was limited to staff, city maintenance workers and contractors. The plan also included a brief section on level 3 services. This section is being updated with new procedures for reintroduced services, and safety protocols for public access into the facility. WorkSafeBC guidelines and EOC recommendations have been used to determine occupancy levels for each branch.

### **General**

- Digital services promoted to reduce visits
- Short visits encouraged, promoted through signage
- Signage prohibiting entrance to people displaying symptoms
- Occupancy levels posted at entrance and in each area within library
- Security or staff greeters posted at entrance to monitor occupancy levels
- Hand sanitizer dispensers at entrance
- Tables and chairs removed to restrict public lingering and maintain occupancy levels
- Self-checkout terminals promoted to limit staff-public interactions
- Directional arrows on floor to control traffic flow
- Distance markers on floor
- Removal of shared public supplies such as scrap paper, pens, staplers
- Frequent sanitization of high-touch surfaces: door handles, elevator buttons, etc.

### **Collections Access**

- Limited browsing through shelf stacks
- Directional flow of movement and one-way markers through shelf stacks
- Quarantine returned/handled items for 72 hours
- Signage encouraging patrons to only touch what they intend to borrow
- Carts for patrons to deposit handled items

### **Service Desks**

- Shorter transactions encouraged
- Virtual or telephone appointments offered to patrons requiring in-depth assistance
- Staff-public terminals screen-sharing and remote access enabled
- Limited cash transactions
- Plexiglass barriers

### **Computer Access**

- Reduced number of terminals for use to enable physical distancing
- Reduced length of time for use (45 minutes)
- Signage installed “Not in use to enable physical distancing”
- Keyboard covers or keyboards/mice sanitized after each use

## **STAFF RECALLS, SCHEDULES AND TRAINING**

The goal is to deliver efficient operations in a safe manner, aiming to gradually introduce more services and increase hours.

Recall notices will be sent to regular (full and part-time) staff starting July 20, 2020 for a return to work start date of September 1, 2020. The majority of staff will be recalled to their original hours at their 'home' branch. For operational needs, some staff may be reassigned different hours, or at another branch.

Schedules will be finalized after staff availability is confirmed. To assist with reducing transmission in the workplace, efforts will be made to ensure staff are based in one location; however, there may be occasions when staff assist outside of the base location. Consideration will be given to staff requiring flexible arrangements to address child-care or caregiver duties. Non-regular staff (casuals and clerks) will not be recalled for the start of level 3 services.

Training will be provided to all staff (currently employed and newly recalled) on safety protocols and procedures for level 3 services. Recalled staff will also receive training on the COVID-19 safety protocols established for level 2 services. Staff will be scheduled and trained on new roles, such as greeters – welcoming patrons, outlining expectations, and triaging needs. Staff may be scheduled to assist patrons on self-checkouts. Training will be provided on the limitations of service at the circulation and information desks.

If Libraries are closed by order of the Provincial Health Officer or an EOC risk assessment, staffing will be adjusted to reduce services accordingly. Staff will remain employed until there is a shortage of work, after which the Library will work with CUPE 402-02 to issue temporary lay offs as per terms of the Collective Agreement.

## **COMMUNICATIONS**

A detailed communications plan will be prepared for both staff and the public.



# Surrey Libraries COVID-19 Recovery Plan

(Endorsed by SPL Board June 2, 2020)

The COVID-19 pandemic led to the closure of all Surrey Libraries branches on March 16, 2020. This plan outlines a phased approach to reopening library services, factoring in City of Surrey and B.C. Restart Plan recommendations. The primary consideration is safety of employees and patrons while providing services that the library is uniquely positioned to offer. A WorkSafe BC COVID-19 plan must be created for each library branch and work department, and approved by OH&S prior to employees returning to the branches. At all levels, decisions to resume services and reopen libraries must be approved by the Emergency Operations Centre, and endorsed by Mayor and Council and Library Board.

The City of Surrey has specified that re-opening civic facilities, including libraries, may result if any of the following four criteria are met:

1. Ability to comply with new Provincial Health Order;
2. Reasonable public demand for services;
3. Financial viability; and
4. Public and employee safety measures are in place.

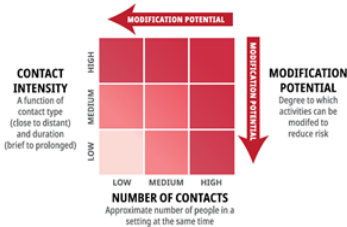
B.C.'s Restart Plan lists five principles for every situation and offers core guidelines for organizations and public institutions:

## Five Principles For Every Situation

Personal Hygiene:	Stay Home if You Are Sick:	Environmental Hygiene:	Safe Social Interactions:	Physical Modifications:
<ul style="list-style-type: none"> <li>• Frequent handwashing</li> <li>• Cough into your sleeve</li> <li>• Wear a non-medical mask</li> <li>• No handshaking</li> </ul>	<ul style="list-style-type: none"> <li>• Routine daily screening</li> <li>• Anyone with any symptoms must stay away from others</li> <li>• Returning travellers must self-isolate</li> </ul>	<ul style="list-style-type: none"> <li>• More frequent cleaning</li> <li>• Enhance surface sanitation in high touch areas</li> <li>• Touch-less technology</li> </ul>	<ul style="list-style-type: none"> <li>• Meet with small numbers of people</li> <li>• Maintain distance between you and people</li> <li>• Size of room: the bigger the better</li> <li>• Outdoor over indoor</li> </ul>	<ul style="list-style-type: none"> <li>• Spacing within rooms or in transit</li> <li>• Room design</li> <li>• Plexiglass barriers</li> <li>• Movement of people within spaces</li> </ul>

## Core Guidelines for Organizations and Public Institutions

The risk of transmission in organizational settings and public institutions is subject to two variables that we need to modify to reduce transmission risk: contact intensity (how close you are to someone and for how long); number of contacts (how many people are in the same setting at the same time).



Modifying from high to low can be based on a range of actions:

- Physical distancing measures – to reduce density of people
- Engineering controls – physical barriers, increased ventilation
- Administrative controls – rules and guidelines
- Non-medical masks



## **Overview of Surrey Libraries' Reopening Plan**

### **Level 1: Critical Business Functions (Current State)**

- Branches closed and services provided online, by telephone and email.

### **Level 2: Modified Operations (Projected July)**

- Level 1 operations plus takeout service and material returns at 6 branches with limited hours. Limited outreach and home deliveries.

### **Level 3: Partial Facility Reopening (Projected September)**

- Level 2 operations and reopen 4 largest (size/collections) branches with limited hours/areas of branch. Computer access by appointment.

### **Level 4: Substantial Facility Reopening (TBD)**

- Level 3 operations plus partial to full reopening of all branches based on assessment of level 3 and financial viability.

### **Level 5: Full Facility Reopening (TBD Effective treatment/vaccine available)**

The plan must be flexible and scalable to respond to changing direction from provincial health authorities, ongoing assessment of best practice and community needs, and success of existing operations at each level.

At all levels, libraries may be closed if there are COVID-19 outbreaks or clusters. If a localized break occurs in a branch, the Library will assist Fraser Health in contact tracing of employees and patrons where possible and undertake deep cleaning. If a large cluster occurs, the closure may be for a longer period. The Library will need to assess staff affected, requirements for self-isolation, and assess longer term impact to service and staffing levels.

**Level 1: Critical Business Functions** (March 16 – present)

**Services Unavailable:** All branches and book drops closed

**Services Available:** Staff working remotely, with some exceptions, to provide:

- Information and eLearning Services: supporting online learning and website/online engagement, including COVID-19 related community information.
- Customer service, card registration and tech help over phone and email.
- Online programs.
- Online collections – eBooks, eAudio, online learning and streaming content.
- Friendly telephone calls to registered homebound patrons.
- InterLINK audio book mail-out service to print disabled patrons.
- Daily facility security and maintenance checks.

**Safety Protocols and Procedures**

<b>Provincial Health Guidelines</b>	
Physical distancing	Staff working remotely
Engineering Controls	Enhanced cleaning of high touch surfaces conducted at all locations
Administrative Controls	Interim flexible work program in place and most retained staff working from home; H+ S videos and training on remote work
Protective Equipment	N/A

**Level 2: Modified Operations** (Projected July)

**Services Unavailable:** All branches remain closed

**Services Available:** Level 1 operations plus:

- Take-out service and holds pick-up at 6 branches in city town centres (CC, GL, SE, NE, FL, CV) Tue-Sat, 4 hours per day, 1 evening. No service at OP, SH, PK
- Book drops opened at 6 branches offering takeout.
- Home deliveries to interested care homes and registered homebound patrons.
- Limited outreach to agencies serving vulnerable clients, e.g. Food Banks, Immigrant Settlement Agencies, shelters.
- Resume ordering of physical materials with a focus on bestsellers, high-demand-items and Clayton. Some vendor deliveries resume.

**Safety Protocols and Procedures** - Level 1 protocols plus:

<b>Provincial Health Guidelines</b>	
Physical distancing	Contactless pick-up at library entrances Contactless delivery at patron doorstep Separate entrances for staff, deliveries, contactless pick-up Pick-up points and line-ups separate from materials return items
Engineering controls	Enhanced cleaning protocols. Tables to separate staff from patrons at contactless pick-up Materials in bags to minimize staff and patron handling Cones and markings to indicate physical distancing in patron line-up Incoming material (returned items, materials from vendors) quarantined for 72 hours
Administrative controls	Staff share protocols and procedures with patrons by phone prior to patrons picking up materials or receiving delivery Booked pick-up time slot ranges to limit number of patrons Signage on physical distancing, health protocols and other safety procedures for patrons picking up materials
Protective equipment	Staff wear gloves for handling items returned through book return Masks provided to staff who need to intervene in regulating patron line-ups

**Level 3 – Partial Facility Re-opening (Projected September)**

**Services Unavailable:** All in-branch programs for children and teens, meeting room rentals, browsing collections, study space

**Services Available:** Level 1-2 operations plus:

- Consider takeout service for OP, SH and PK.
- Partial opening of Guildford, Semiahmoo, Newton and City Centre with limited hours (Tue-Sat, 6 hours per day, 2 nights), and limited areas (e.g. first floor only, closed off reading areas)
- Controlled facility access based on recommended occupancy limits, with time limits for access.
- No public seating or gathering.
- Staff retrieval of collections, i.e. closed stack procedures
- Computer access by appointment -made by phone
- Technology help by appointment – investigate shared screens technology
- Patron service at information and circulation desks
- Establish Laptop lending program with agencies (seniors, immigrant service agencies, etc.)
- Introduce in-person registered programs for adults and teens e.g. book clubs/chats, English Conversation Circles, TLC, etc.
- Expand digital programs focussed on economic recovery (e.g. job fair, resume writing, tech skills)
- Resume InterLINK and InterLibrary loans (to be coordinated with other Libraries)

**Safety Protocols and Procedures - Level 1-2 protocols plus:**

<b>Provincial Health Guidelines</b>	
Physical distancing	Capacity restrictions based on size of facility Appointments to maximize number of different patrons who can use facility Remove public workstations and seating to enforce physical distancing Use tape and other barriers to block public access to collections Separate staff stations at service desks for physical distancing between staff
Engineering controls	Increased cleaning protocols Plexiglas barriers at service desks for physical distancing between staff and patrons Staff wipe down computer equipment (keyboard, mouse) between patrons
Administrative controls	Computer, wifi, study, staff help access by appointment, with appointments spaced out Hand sanitizer at facility entrances Signage on physical distancing, health protocols and other safety procedures for patrons picking up materials Investigate technology to support computer help while maintaining distancing
Protective equipment	Face masks available for staff helping patrons with computer issues

**Level 4 – Substantial facility opening** (Projected January 2021)

**Services Unavailable:** In-branch programs for early years, meeting room rentals

**Services Available:** Level 1-3 operations plus:

- Partial to full opening of all branches.
- Consider meeting room rentals at branches where the space is not required for materials quarantine, e.g. City Centre.

**Safety Protocols and Procedures** - Level 1-3 protocols plus specific considerations for new services.

**Level 5: Full facility Re-opening** (TBD Effective treatment/vaccine available, community immunity)