

Muskoka Lakes Township Public Library
LIBRARY BOARD POLICY

Policy Type: Operational	Policy Number: OP-18
Policy Title: Reopening – Epidemic/Pandemic	Policy Approval Date: 04/12/22
Chairperson: V. Duke	Policy Review Date: 03/26

Intent:

To establish a policy to guide the Muskoka Lakes Public Library (herein after referred to as the Library) in the safe reopening of the Library following its closure during an epidemic/pandemic or other public health emergency. The health and safety of Library staff and users is the most important consideration as Library operations and services are resumed. Communicating and providing information on the resumption of Library services is also a priority.

Regulations:

The Library will develop procedures for the reopening of the Library in accordance with the measures outlined by township, district, local, provincial or federal health or government officials. This policy may require regular review and revision to ensure compliance with regulations set out by health and/or government officials

Procedures:

The CEO is responsible for developing procedures for safely providing service during the reopening and training staff on these procedures.

Section 1: Outside Pickup

To ensure that all users have access to the collection; whether they physically enter the Library or are more comfortable using outside pickup, outside pickup will continue as “Grab and Go”. The need for this service on an ongoing basis will be monitored.

Section 2: Rules, Signage and Communication

- All Library rules and regulations will be followed in accordance with Library’s User Code of Conduct (OP-01).
- Signage outlining hours of operation, any physical distancing requirements and conditions for user and staff safety will be clearly posted at all Library entrances, exits and marked outside waiting areas.
- The Library will continue to communicate with the public and users via email (for those users who have agreed to receive Library emails), Library website, social media and print media.
- Phone inquiries and customer service will be available during the Library’s open hours.

Section 3: Access, Capacity and Requirements

- A maximum number of users permitted at one time in the Norma and Miller Alloway and Bala Branches will be determined by the CEO taking into consideration and not exceeding provincial guidelines. Users who require a support person or one child with a parent/guardian will count as



- one (1) user and will stay together within the Library. Once the Library has reached capacity, staff will advise waiting users of the procedures to access the Library.
- Procedures may be developed for users entering the Library. The procedures may include, but not be limited to, requirements for face masks, hand sanitizer, physical distancing, cleaning and sanitizing.
 - Staff will follow any safety procedures related to use of Personal Protective Equipment, handwashing, physical distancing and cleaning and sanitizing developed in accordance with the Library's Epidemic/Pandemic Policy (OP-15).

Section 4: Internet and Computer Access

The Library may continue to provide Internet access in accordance with Library's Internet Service and Technology Policy (OPINT-01). The CEO will determine the access that will be permitted, taking into consideration provincial guidelines.

- When the CEO determines that it is safe to do so, users may access the Library Wi-Fi with their own personal devices inside the building.
- Users may access the Library Wi-Fi outside the building, maintaining appropriate physical distancing.
- The CEO will determine the number of desktop computers available for public use within the Library. Access to these desktop computers will be on a first come, first serve basis.
- If there are physical distancing restrictions, staff will not be able to provide one-on-one technology support. When time permits, staff may provide technology support to users through telephone and/or email.

Section 5: Check-outs and Returned Materials

- The CEO (or designate) may develop procedures for handling and cleaning checked out and returned items

Section 6: New Membership and Membership Renewal

- The Library will continue to follow the Library's User Membership Policy (OP-05), The CEO (or designate) will develop procedures for registering new users and renewing memberships, including providing library cards.

Section 7: Shared Materials and Office Services

- Photocopying, scanning and faxing will be available and fees will continue to apply.

Taking into consideration provincial guidelines, the CEO will determine when it is safe to provide:

- Access to shared materials at the library, including but not limited to, staplers, staple removers, hole punches, chargers, earphones.
- Room rentals.

Section 8: Hours of Operation

- In consultation with the CEO, the Board will establish the hours of operation which will be reviewed regularly during the changing circumstances of the epidemic/pandemic.

Section 9: Disclaimer During Reopening

- Outside pickup, staffing, phone hours and other services may change at any time during the reopening phase. Updates will be posted on the Library's website and social media platforms as developments occur.
- Users are advised to wash hands before and after handling library materials, avoid touching their face while reading and avoid sneezing or coughing onto items.
- It is recommended that for users who are immunosuppressed or otherwise susceptible to infection during the epidemic/pandemic to not borrow items from the library.

Related Documents

MLPL OP-01 User Code of Conduct

MLPL OP-05 User Membership

MLPL OP-15 Epidemic/Pandemic

MLPL OP-17 Safety, Security and Emergencies in the Library

MLPL OPINT-01 Internet Services and Technology

Occupational Health and Safety Act