

# Stannington Library Covid-19 Risk assessment

**Service:** Big Book Drop and Order and Collect

**Assessment carried out by:** J van Tinteren

**Date of next review:** 31 August 2020

**Date assessment was carried out:** 03/08/20

**Description of Activities assessed:** Book Drop: (1) Opening on Mondays Weds, Fridays and Saturday mornings (2) Putting out crates for returned books (3) Removing full crates and replacing as needed (4) Advising the public (5) answering the telephone (6) carrying out sanitisation procedures (7) handing out bags of free books to the public (8) No browsing of stock (9) Extended opening hours (4) Public can only access entrance lobby (

Order and Collect: Taking orders by phone, email, letter, attendance in person, social media contact

(2) No browsing of stock (3) Reduced opening hours (4) Public can only access entrance lobby (5) Handing out bags of selected books (6) Dealing with queries (7) Handling returned books and quarantine (8) Book stock procurement and processing

What are the hazards?	Who might be harmed and how?	What are you already doing to control the risks?	What further action do you need to take?	Who needs to carry out the action?	When is the action needed by?	Done
Spread of Covid-19 Coronavirus by people with symptoms or people who have been in contact with someone who has displayed symptoms.	Library customers, volunteers, delivery drivers, visitors, contractors	<ul style="list-style-type: none"> <li>Issuing guidance</li> <li>implementing measures to prevent spread of the virus</li> <li>Any volunteer with symptoms or who has been in contact with them must self-isolate and follow NHS guidance.</li> <li>Everyone on site must sign in and provide contact details if we don't already have them, for Test &amp; Trace</li> </ul>	<ul style="list-style-type: none"> <li>Keep updating in line with latest guidance</li> <li>Put posters up explaining the symptoms and what to do if you get them, plus what to do if you have been in contact with someone with the virus or have been told to isolate by the Test and Trace programme</li> <li>Advertise this policy on social media and refer people to the relevant NHS website.</li> </ul>	Jenny and Dot, Cascaded to teams  Action by all	3 August	yes

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Continued:  Spread of Covid-19 Coronavirus by people with symptoms or people who have been in contact with someone who has displayed symptoms.		<ul style="list-style-type: none"> <li>Any contractors with symptoms told to leave site.</li> <li>Customers with symptoms will not be admitted but will be asked to leave and advised to go home.</li> </ul>	<ul style="list-style-type: none"> <li>Any staff who are not happy to comply with the policies and requirements will be asked to take mitigating measures or stop volunteering until Covid-19 is no longer a risk.</li> <li>Volunteers who get Covid-19 need a negative test before returning to the library</li> </ul>	Action by all		
Spread of virus due to overcrowding – not following social distancing	Library customers, volunteers, delivery drivers, visitors, contractors	<ul style="list-style-type: none"> <li>Clearly advertise we are sticking to the 2 metre distancing rule as building is too small for other safety mitigations.</li> <li>Issue guidance to volunteers on maintaining social distancing</li> <li>No more than 6 people in the library</li> <li>No customers allowed inside the library</li> <li>Table across the door with screen, to separate customers from staff</li> </ul>	<ul style="list-style-type: none"> <li>Keep updating in line with latest guidance.</li> <li>Brief staff at the start of each shift and keep issuing reminders.</li> <li>Put up a screen to separate volunteers from the public</li> <li>Put up posters on the door or outside of the building</li> <li>Advertise policy on social media and website</li> <li>Consider having a space marshal i.e. a volunteer in visor, mask and gloves, stationed outside the door to advise people on what</li> </ul>	<ul style="list-style-type: none"> <li>Action by All</li> <li>Jenny and Dot to clear the guidance</li> <li>Cascaded to teams</li> <li>Management of the public by the teams</li> <li>Escalate issues to Dot if necessary</li> <li>Bob and Shelagh looking after social media messages</li> </ul>	From 3 August	

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		<ul style="list-style-type: none"> <li>• Only one member of the public allowed in the lobby at a time</li> <li>• Set up day teams in bubbles, each one not having contact with the next.</li> </ul>	<p>to do and to make sure they stick to the rules.</p> <ul style="list-style-type: none"> <li>• Keep dwell time to a minimum and avoid queues building up</li> <li>• Open the windows and ventilate the building as much as possible.</li> </ul>			
Getting or spreading coronavirus by not washing hands or not washing them adequately	Library customers, volunteers, delivery drivers, visitors, contractors	<ul style="list-style-type: none"> <li>• Issuing guidance on cleaning, hygiene and hand sanitiser</li> <li>• Provide water, soap and paper hand towels in the kitchen and toilet</li> <li>• Remove electric air hand dryers</li> <li>• Toilet only to be used by staff on duty, not the public</li> <li>• Provide information on how to wash hands properly and display posters</li> <li>• Provide hand sanitiser for the occasions when people can't wash their hands</li> </ul>	<ul style="list-style-type: none"> <li>• Keep updating in line with latest guidance.</li> <li>• Brief staff at the start of each shift and keep issuing reminders.</li> <li>• Put up posters</li> <li>• Keep reminding the public to sanitise their hands when they enter the library</li> <li>• Provide rubber gloves for occasions when staff cannot sanitise hands or have to handle non-quarantined materials, or when they are conducting cleaning procedures</li> <li>• <b>Washing hands is better than gloves as these can harbour germs or get damaged</b></li> </ul>	<ul style="list-style-type: none"> <li>• Action by All</li> <li>• Jenny and Dot to clear the guidance</li> <li>• Cascaded to teams</li> </ul>	From 3 August	

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Getting or spreading coronavirus by not sanitising frequently touched surfaces, workstations, door handles, equipment etc.	Library customers, volunteers, delivery drivers, visitors, contractors	<ul style="list-style-type: none"> <li>• Issue guidance based on HSE advice about cleaning and hygiene during the coronavirus outbreak</li> <li>• Identify surfaces that are frequently touched and by many people and specify the frequency and level of cleaning and by whom</li> <li>• Reduce the need for people to move around the building as far as possible. This will reduce the potential spread of any contamination through touched surfaces.</li> <li>• Only one person in the kitchen to make drinks and wash up cups - wear gloves, sanitise surfaces etc.</li> </ul>	<ul style="list-style-type: none"> <li>• Avoid sharing work equipment or PPE by allocating it on personal issue or put cleaning regimes in place to clean before, after and between each user</li> <li>• Identify where we can reduce the contact of people with surfaces, e.g. by leaving open doors or covering equipment</li> <li>• Remove surplus equipment and store elsewhere</li> <li>• Issue advice to each shift about the frequency of cleaning surfaces</li> <li>• Ensure adequate supplies of cleaning materials</li> <li>• Ensure staff know how to use cleaning materials provided (e.g. alcohol wipes for cleaning computer equipment).</li> </ul>	<ul style="list-style-type: none"> <li>• Action by All</li> <li>• Jenny and Dot to clear the guidance</li> <li>• Cascaded to teams</li> </ul>	From 3 August	
Getting or spreading coronavirus by not handling or using PPE correctly	Library customers, volunteers, delivery drivers, visitors, contractors	<ul style="list-style-type: none"> <li>• Train people how to put on and remove personal protective equipment (PPE), including any that is used for normal work hazards such as</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure adequate stocks so that people do not re-use items that are not suitable for this</li> <li>• Issue guidance hand outs and put up posters in staff areas</li> </ul>	<ul style="list-style-type: none"> <li>• Jenny Dot and Mel</li> </ul>	3 August 2020	

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		cleaning, and explain how to keep it clean				
Handling stock and materials – transmission of coronavirus	Library customers, volunteers, delivery drivers, visitors	<ul style="list-style-type: none"> <li>Returned books to be placed by the public directly into crates</li> <li>No handling of books by volunteers until quarantined or sanitised</li> <li>Crates to be removed when full and empty crates provided – no hand emptying of crates</li> <li>All stock and materials that come in to the library (including equipment and supplies) must either be quarantined or must be wiped down <b>prior to use</b>, with sanitiser or soap and water.</li> <li>Quarantine period for plastic, metal etc is 72 hours and for paper it is 24 Hours. This is a minimum.</li> </ul>	<ul style="list-style-type: none"> <li>Issue guidance</li> <li>Train staff</li> <li>Put posters up where this would be helpful</li> <li>Keep reminding staff</li> <li>Consider what equipment and protection will be required and order well in advance, also maintain supplies</li> <li>Keep updating the guidance and make sure it stays up to date and in line with NHS or HSE advice</li> </ul>	<ul style="list-style-type: none"> <li>Action by All</li> <li>Jenny and Dot to clear the guidance</li> <li>Cascaded to teams</li> </ul>	3 August 2020	

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		<ul style="list-style-type: none"> <li>Sanitiser must kill virus particles as well as bacteria.</li> </ul>				
<p>Handling of stock – normal health &amp; safety rules about lifting, trip hazards, stacking crates too high so they fall over.</p>	<p>Library customers, volunteers, delivery drivers, visitors, contractors</p> <ul style="list-style-type: none"> <li>Crates may topple over, and injure someone</li> <li>Back strain or other injury when lifting a crate or twisting round while holding it</li> <li>Trip hazards if crates left in walk ways</li> </ul>	<ul style="list-style-type: none"> <li>Crates must not be stacked, unless specifically designed for this. No mixing of different designs within a stack</li> <li>Stacks not to be more than 3 crates high</li> <li>Crates to be removed to final storage place as soon as possible</li> <li>Use trolleys and barrows where possible, with 2 people to handle these.</li> <li>Do not place or stack crates in walkways or areas where people pass close by</li> <li>Do not stack crates in places accessed by the public</li> <li>Do not overfill crates</li> <li>Do not make council or library drivers handle heavy crates and boxes unnecessarily</li> </ul>	<ul style="list-style-type: none"> <li>Issue advice and guidance on manual handling and heavy lifting</li> <li>Put advisory posters up in the storage areas</li> <li>Consider what equipment may be required and order well in advance</li> <li>Keep equipment well maintained</li> </ul>	<p>Jenny Dot and John Action by all</p>	<p>3 August 2020</p>	

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<p>Managing customer behaviour due to non-compliance with Covid procedures</p>	<p>Library customers, volunteers, delivery drivers, visitors, contractors</p> <p>Members of the public may not understand or be willing to observe Covid precautions</p> <p>The order and collect model is a reduced service and members of the public may challenge volunteers about this due to lack of understanding or disappointed expectations.</p>	<ul style="list-style-type: none"> <li>• Put up posters explaining what to do</li> <li>• Allow staff to discuss and prepare how they would approach a difficult situation</li> <li>• Provide guidance to space marshals, who can often defuse a situation or nip it in the bud</li> <li>• Issue guidance to staff about handling situations</li> <li>• Sharing knowledge of problem incidents with team.</li> </ul>	<ul style="list-style-type: none"> <li>• Remain vigilant and report any incidents to Dot immediately.</li> <li>• Regular review of any processes/procedures in place to see if risk can be eliminated or mitigated further.</li> <li>• Consult with Darrell Porter for advice if needed</li> <li>• Continued clear communication with customers about the service is offered and how it can be accessed.</li> <li>• Clear information on the service available on display</li> <li>• Communications to take account of differing customer needs, eg hearing or visual impairment</li> </ul>	<p>Jenny and Dot Action by all</p>	<p>3 August 2020</p>	