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) 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 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

UBC Library proposed a materials pick-up service whereby UBC faculty, staff, students, alumni and community borrowers are 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 retrieve print and other materials from the Library for users within 7 business days. We also scan book chapters, as required. This service supports the Resumption of Research on UBC Campus as many faculty members and graduate students requested access to the UBC Library’s physical collections to support their research. There will be no fees for this service.

Physical items are picked up from Koerner Library only. Staffing across 8 library locations on campus is 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 is Koerner Library.


The following risks are considered in accordance with https://srs.ubc.ca/covid-19/safety-planning/determining-safety-plan-risk/

- Risk #1 – Higher proportion of individuals from outside of the UBC community visit the campus/unit; if employees or staff are exposed to more than 10 random people in a day; or if the unit is public facing
  The Materials Pick Up Service is public facing, but little contact occurs with patrons. Patrons remain outside while picking up materials, while employees remain inside. No face-to-face contact occurs. A plexiglass shield has been in place since October 15, 2020.

- Risk #3 – The workplace or activity is indoors and windows cannot be opened
  Employees are indoors, windows do not open in most Library spaces. Employees primarily work in a space by themselves. Masks are required in shared indoor spaces, and there is ample room to physically distance by 2 metres or more.

- Risk #4 – Employees/students/visitors have frequent contact with high-touch surfaces (service counters, card payment machines)
  Employees have frequent contact with books, door handles and table surfaces. Strict cleaning protocols are in place.

Note: Applicable risk factors (from above) are listed may be subject to change based on COVID-19 developments and Campus operations, and will be addressed as part of the monitoring requirements.

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 reviewed and approved this plan within 30 days of the materials pick-up service commencing.

Section #1 – Regulatory Context

2. Federal Guidance

We consulted:
Government of Canada’s Risk mitigation tool for workplaces/businesses operating during the COVID-19 pandemic
3. Provincial and Sector-Specific Guidance

We have used guidance from
- BC COVID-19 Go-Forward Management Strategy
- BC Restart Plan
- BC Centre for Disease Control Prevention and Risks
- BC COVID-19 Self Assessment Tool

4. Worksafe BC Guidance

We have ensured our plans follow the six-step WorkSafeBC Covid-19 Safety Plan to reduce the risk of COVID-19 transmission. We have also consulted
- COVID-19 and returning to safe operation - Phases 2 & 3
- WorkSafe BC Industry specific guidelines Offices
- WorkSafeBC: Designing Effective Barriers
- WorkSafeBC: Entry Check for Workers
- WorkSafeBC Protocols: Post-Secondary Education

5. UBC Guidance

- COVID-19 Campus Rules
- Guidelines for Preparing for Reoccupancy
- Guidelines for Safe Washroom Reoccupancy
- Space Analysis and Reoccupancy Planning Tool
- UBC Employee COVID-19 PPE Guidance
- Ordering Critical Personal Protective Equipment
- UBC Employee COVID-19 Use of Shared UBC Vehicles Guidance
- Building Operations COVID-19 website - Service Level Information
- UBC Employees COVID-19 Essential In-person Meetings/Trainings Guidance
- Workplace Physical distancing Planning Tool and Signage Kit
- UBC Facilities COVID-19 Information
- UBC Entry Check Sign
- Preventing COVID-19 Infection in the Workplace training course
- UBC Cleaning Standards & Recommendations for Supplementary Cleaning
- COVID-19 Safety Plan Addendum: Required Non-Medical Masks

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
- REALM Project: REopening Archives, Libraries and Museums
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.

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

- Originally, PARC, Koerner and Woodward were the only library spaces with more than one employee on site at a time. Many Library spaces have added an additional Safety Plan (viewable here: [https://services.library.ubc.ca/safety-plans](https://services.library.ubc.ca/safety-plans)) that takes into consideration the original Materials Pick Up Service Safety Plan. (See Question 8 for details). For Library spaces which require more than one person, masks are worn in all public spaces, and strict physical distancing and handwashing measures are in place. Gloves continue to be provided to all library staff as is common practice during pre-Covid-19 operations.

- All Staff at Koerner Library, those who interact with patrons picking up materials as well as those working in other areas of the Library, wear a face mask in accordance with the [Non-Medical Masks at UBC rules](https://library.ubc.ca/services/health-and-safety/medical-masks), provided it does not interfere with their ability to safely carrying out their duties.

- The majority of employees are working on their own workstations (which includes a computer, mouse, keyboard, scanning wand and phone). Shared workstations (in the ASRS, PARC, Koerner and Woodward) are 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)](https://library.ubc.ca/services/health-and-safety/whmis) (see the yellow SDS link below the Germosolve 5 image). Germosolve 5 is used to clean all surfaces, except the mouse. To clean the mouse use alcohol wipes.

- During the materials pick-up service, employees wear a non-medical face mask and maintain at least 2 metres from patrons at all times. Detailed procedures as follows:

1. Patrons line up outside the entrance to Koerner Library following physical distancing markers.
2. A door is propped open and a table is flush against the door, inside the passage between the two exterior front doors of Koerner.
3. Patrons approach the table one at a time (as per posted signage).
4. Patrons place 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 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 then approach the table, pick up their items and leave.
7. UBC Library staff member wipes down table with disinfecting wipes/solution between each patron.
8. Contact Number (proposed COVID-19 Operations)
Describe the number of contacts in your proposed COVID-19 operational setting (# of people present in setting at same time)

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 in place. Many of the libraries have created an additional Safety Plan. Those details are included below, in order to capture correctly the staffing levels.

- **IK Barber Learning Centre (Music, Art & Architecture Library - including ASRS facility) and Barber public study areas**: 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 are on site per shift, Monday-Friday, 8am-4pm.
  
  **IK Barber Learning Centre public study areas** has a separate study space Safety Plan ([https://services.library.ubc.ca/safety-plans/](https://services.library.ubc.ca/safety-plans/)) that allows for a maximum of 4 staff, and 277 students per day (40% of pre-Covid occupancy and 2% of overall daily building traffic pre-COVID).

- **Koerner Library (Borrower Services)**: Pre-COVID, 23 library staff (Borrower Services only) were on site. For the Materials Pick-Up Service, 5 staff are on site per shift, Monday-Friday from 8am to 5pm.
  
  **Koerner Library (Borrower Services)** has an additional Safety Plan ([https://services.library.ubc.ca/safety-plans/](https://services.library.ubc.ca/safety-plans/)) that extends the hours of service as well as the number of staff. The Borrower Services Plan now includes a total of 8 employees at one time. Staff are on site Monday-Wednesday and Friday, 7am-5pm; Thursday 7am-6pm.

- **PARC**: Pre-COVID, 8 library staff were on site. For the Materials Pick-Up Service, 2 staff are 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 is on site for one 4 hour shift per day, Monday-Friday from 9am to 1pm or 1pm to 5pm.
  
  **Allard Hall (Law Library)** has an additional Safety Plan ([https://services.library.ubc.ca/safety-plans/](https://services.library.ubc.ca/safety-plans/)). This plan allows for a maximum of 4 employees at one time (40% occupancy).

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

- **IRC (Central Technical Services)**: Now has a Safety Plan ([https://services.library.ubc.ca/safety-plans/](https://services.library.ubc.ca/safety-plans/)). Pre-Covid, 41 library staff were on site. The plan allows for a maximum of 7 employees at one time.

- **David Lam Management Research Centre (David Lam Library)**: Pre-COVID, 9 library staff were on site. For the materials pick-up service, 1 staff is 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 is on site per shift, Tuesdays and Thursdays from 9am to 1pm. **Scarfe (Education Library)** has an additional Safety Plan ([https://services.library.ubc.ca/safety-plans/](https://services.library.ubc.ca/safety-plans/)). This plan allows for a maximum of 3 staff at one time.

• **Asian Centre (Asian Library):** Pre-COVID, 9 library staff were on site. For the materials pick-up service, 1 staff is 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 is 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.

#### Table A

<table>
<thead>
<tr>
<th>Group Name</th>
<th>Group Description</th>
<th>Number of Members</th>
<th>Consultation Date</th>
</tr>
</thead>
<tbody>
<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 participate in the UBC Materials Retrieval Service.</td>
<td>42</td>
<td>June 5 - June 9, 2020</td>
</tr>
<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>
</tbody>
</table>
10. 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 notified 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 is posted throughout Library branches regarding Workplace Health and safety measures. Signage included in Appendix E.
- Supervisors are responsible for ensuring that all staff who will be working in-person 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 updated plan by email.
- Staff have also been directed to https://wellbeing.ubc.ca/wellbeing-campaigns-and-initiatives/thrive for more information regarding supports available to them.

11. 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 updated copy of our detailed COVID-19 Safety Plan will be posted online to SRS website and on UBC Library’s COVID-19 Safety Plans page.
- Detailed procedures on the Materials Pick-Up Service (Appendix A) are posted to Confluence.
- At each location where there are employees, a hard copy of the final plan is 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.
### 12. Work from Home/Remote Work
Detail how/which workers can/will continue to work from home (WFH); this is required where it is feasible

- PARC, Koerner and Woodward were originally the only library spaces with more than one employee on site at a time. Since the Materials Pick Up Service Safety Plan was created (June 2020), many Library spaces have added an additional Safety Plan (viewable here: [https://services.library.ubc.ca/safety-plans](https://services.library.ubc.ca/safety-plans)) that take into consideration the original Materials Pick Up Service Safety Plan.
- UBC Library employs 251 staff. For the original Materials Pick-Up Service, 28 employees were working on campus (not all at one time). For updated numbers please see the Expanded Materials Pick Up Service Safety Plan at: [https://services.library.ubc.ca/safety-plans/](https://services.library.ubc.ca/safety-plans/)
- The majority of Library employees remain working from home.

### 13. 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

- The majority of shifts are scheduled between the hours of 8am - 6pm, Monday to Friday.
- Shifts of a minimum of 4 hours are scheduled at most Library locations. Shifts alternate between 2-3 employees specific to each location as requests for retrieval are received. Staff not required on campus continue to work from home.
- In Libraries where there is more than one employee on site, masks are worn in all public spaces, 2 metre physical distancing procedures apply, and shared workstations have signage indicating cleaning procedures.

### 14. 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 D** for each Library and illustrate workstations, traffic flow with entry and exit doors, and nearest washrooms.
- Directional flows on floors plans are included for those library spaces that have more than one person at a time.
### 15. 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 to schedule only one employee at a time, so that there is no contact between employees. PARC, Koerner and Woodward were originally the only library spaces with more than one employee on site at a time. Many Library spaces have added an additional Safety Plan (viewable here: [https://services.library.ubc.ca/safety-plans](https://services.library.ubc.ca/safety-plans)) that takes into consideration the original Materials Pick Up Service Safety Plan. For spaces with more than one employee at a time, the following protocols are in place:
  - Library staff follow institutional policies as described in “COVID-19 Physical Distancing Guidance”. A minimum 2 metres (six feet) is maintained between individuals.
  - The kitchen areas is used under strict guidelines. See [UBC Library COVID-19 Staff Room Safety Procedures](https://services.library.ubc.ca/safety-plans).
  - Dedicated washrooms have been identified to ensure they can be properly cleaned by custodial. Washroom occupancy is restricted to single occupancy.
  - The Koerner Library elevator is restricted to double occupancy.
  - Library staff follow posted traffic flow decals, including directionality of stairwells
  - Meetings rooms are not accessed. Any meetings between staff working on campus continue to be held virtually.
  - Koerner and Woodward are the primary Libraries that are used for scanning of requested chapters, Education and Law will also be added in the future. These workstations are restricted to one person at a time and cleaned before each use. The sharing of workstations does not take place during shifts, only between shifts. Procedures for cleaning are posted at each shared workstation.
  - There are also two shared book charging and desensitizing stations in Koerner Library. These workstations are restricted to one person at a time and cleaned before each use. The sharing does take place during shifts, just in consecutive shifts. Procedures for cleaning are posted at each shared workstation.

### 16. 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](https://services.library.ubc.ca/safety-plans) and it is not applicable as we will not be using vehicles.
### 17. 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

- Employees will complete the BC Self-Assessment before leaving for work on-site each day. If they answer ‘no’ to all of the questions, then they will directly confirm to a supervisor (or designate) that they have completed a daily self-assessment for symptoms of COVID-19. If they answer ‘yes’ to any of the questions, they will follow the guidance provided by the BC Self-Assessment Tool and communicate with their supervisor by phone or email if it impacts their ability to attend work in person.
- The following signs are posted on the staff entry doors (front and back):
  - **UBC Entry Check Sign**
  - **WorkSafeBC: Entry Check for Workers**
  - The following sign will be posted at the entrance to Koerner Library where patrons 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/](https://bc.thrive.health/)) and follow instructions.

### 18. 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, are 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 WorkSafeBC).
- 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

#### 19. 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 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 identifies designated washrooms and hand washing stations.
- Workstations, desktops and personal items are not cleaned by Custodial Services. Each employee cleans their workstation when they arrive that day with Germosolve 5. Shared workstations, or equipment (photocopiers, phones) are cleaned before use using paper towel and provided cleaning solution.
- Employees wash their hands before and after cleaning shared and personal equipment. If there is no immediate access to soap and water, they use hand sanitizer.
- In each branch, book truck handles and surfaces are cleaned, prior to pick up by Campus Mail; surfaces and handles are also cleaned upon return to the owning location.
- In Koerner Library, the table onto which loaned materials is placed, is cleaned after each interaction with a patron.

#### 20. 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 have been provided with an internal procedures document outlining the steps for retrieving a requested book, emptying book drops, and returning quarantined books. This document includes what surfaces need to be sanitized, when, and with what disinfectant. See Appendix A.
- Kettles, coffee makers, and other shared items will be used under strict guidelines. See Appendix B.
- Water cooler has a sign: Do Not Use.
- Water fountains are off.
- Water refill stations can be used.
- Printers, scanners and photocopiers are cleaned by employees prior to use.
- All materials returned to the library are quarantined for 72 hours before being returned to the library shelves or retrieved for check-out by another patron.
### 21. 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 is located at the entrance of Koerner Library where the double glass doors serve as a physical barrier. An outside door is propped open and a table flush against the door. This prevents patrons from entering the Library when they pick up their materials. As of October 15, 2020, the Materials Pick Up table has had a table-top plexiglass barrier in place.

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### Section 5 – Administrative Controls

### 22. 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.

- All workers returning to work on site have participated in training related to mitigating risk; supervisors share and post written procedures and protocols for mitigating risk; when workers need to raise questions, they raise them to their supervisors or unit heads who follow-up in order to respond to or escalate them appropriately.
- If an employee is working alone, there is a communication protocol to connect with a supervisor on a regular basis.
- Supervisors communicate self screening protocols to workers by email, online or phone.
- Signage is 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.

### 23. 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

- All employees are required to complete UBC’s Preventing COVID-19 Infection in the Workplace online training module before working on site. Supervisors are responsible for tracking staff completion as well as site-specific training.
- Existing signage related to screening as outlined in question 25 is in place at the work entrance (UBC signage: Entry check for Workers and Visitors).
24. 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)

Library specific signs which have been put up by UBC Library employees are included in Appendix D:
- UBC Library Pick-up procedures
- Quarantine bookmark
- Designated handwashing station
- Designated washroom
- Signage for kitchen cabinets
- Book quarantine sign
- Cleaning instructions for shared workstations

The remaining signs are provided by UBC and have been 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 water coolers
- Elevator limit signage
- Wait here floor decal for outside Koerner Library
- One Way directional signage for spaces with more than one employee
- Keep right signage for hallways

25. 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 Building Emergency Response Plan.
- If the designated floor warden or muster captain is not on site, the staff working in the space should report to Firefighters regarding the condition of their space.
- If there is an immediate threat to personal health and safety, workers will contact Campus Security and call 911.
- Suspected positive incidents on campus are to be reported to the Supervisor and documented by the Supervisor in CAIRS as well as by emailing ready.ubc@ubc.ca
- UBC COVID-19 exposure information can be found on the SRS webpage
- Direct people who are unsure about what they should do to the BC Self Assessment tool
- OPH Programs and Services remain available to all staff, faculty, and paid students who have questions or concerns about their health and safety in the workplace, including questions around COVID-19.
- If there was a confirmed positive incident, SRS would defer to the government response protocols and rely on their direction. UBC would provide assistance as requested.

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 Koerner Manager will monitor this COVID-19 Safety Plan on a monthly basis, for up to 18 months.
- **Examples of factors that will influence review of this plan: higher building occupancy, shift in provincial phases.**
- As the plan is updated, the version on the website and any posted hard copies will be updated. All Borrower Services staff will receive a copy of an updated plan either electronically or in hard copy.
- See Appendix E: COVID-19 Workspace Safety Plan Document Revision

### 27. 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 are staffing this service are senior employees who are not new to the organization and their roles will not change. They are conducting the same work and using existing procedures/workflows and equipment that has been adapted for safety in the COVID-19 environment.
- All employees working on site are required to complete UBC’s COVID-19 Safety Training online module.

### Section #6 – Personal Protective Equipment (PPE)

### 28. 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 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.
- Masks are worn in accordance with [UBC’s guidelines on wearing a non-medical mask](#).
### Section #7 – Non-Medical Masks

<table>
<thead>
<tr>
<th>29. Non-Medical Masks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Describe your plan to inform faculty and staff on the wearing of non-medical masks</td>
</tr>
</tbody>
</table>


### Section #8 - Acknowledgement

<table>
<thead>
<tr>
<th>30. Acknowledgement</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Date</th>
<th>June 25, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name (Manager or Supervisor)</td>
<td>Susan Parker</td>
</tr>
<tr>
<td>Title</td>
<td>University Librarian</td>
</tr>
</tbody>
</table>
Appendix A: Materials Pick Up Service Plan Procedures

Planning Team
The Library (Vancouver Campus) 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.

<table>
<thead>
<tr>
<th>Name</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Julie Mitchell</td>
<td>Associate University Librarian &amp; Director, IKBLC</td>
</tr>
<tr>
<td>Aleteia Greenwood</td>
<td>Associate University Librarian, Research Services</td>
</tr>
<tr>
<td>Anne Miele</td>
<td>Circulation and Office Manager, Woodward Library</td>
</tr>
<tr>
<td>Shauna Barry</td>
<td>Manager, Koerner Library</td>
</tr>
<tr>
<td>Pouneh Naderi</td>
<td>Manager, Music, Art and Architecture Library</td>
</tr>
<tr>
<td>Rudi Traichel</td>
<td>Cataloguing, Preservation, and (Acting) CMP Librarian</td>
</tr>
<tr>
<td>Jean-Paul Eidsvik</td>
<td>Director, Finance &amp; Facilities</td>
</tr>
<tr>
<td>Alicia Munro</td>
<td>Facilities Manager</td>
</tr>
<tr>
<td>Christina Sylka</td>
<td>Head, David Lam Library and Canaccord Learning Commons</td>
</tr>
<tr>
<td>Paula Farrar</td>
<td>Interim Head, Music, Art and Architecture Library</td>
</tr>
</tbody>
</table>

Employee Safety Protocols
- To accommodate custodial service, shifts must not be before 8am or after 6pm
- If working alone, is 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 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 and scanning wand must be wiped down before each use with Germosolve 5, the mouse must be cleaned with an alcohol wipe.
- No use of water fountains or water coolers
- Water refill stations may be used
- 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
- Non-Medical Masks (see above, Section 7)
- Face shields*
- Hand sanitizing station near book pickup area
Available to any employee who wishes to wear one while at work. Please note that it is the responsibility of employees to clean the face shields daily with the supplies provided (Germosolve 5 and paper towel).

**Staff Procedures**

**Item Retrievals for all branches except Koerner Library**

Pick slips will be printed by ILL/DocDel staff at Koerner Library then scanned and emailed to branches. To begin book retrieval process:

1. Wash/sanitize hands  
2. Use book truck (wipe/sanitize handles) to retrieve items on pick list from stacks  
3. Return to processing area (staff workstation/service desk as appropriate)  
4. Log in to Voyager’s circulation module. Add an In Transit status to the item.  
   1. Open the item icon  
   2. Scan the item barcode  
   3. Click on the Status icon (looks like a graph)  
   4. Arrow down to select In Transit  
5. Place the order with pick slip in Campus Mail. If you have enough items to fill an entire book truck shelf, use 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*

**Item Retrievals for Koerner Library**

1. Wash/sanitize hands  
2. Use book truck (wipe/sanitize handles) to retrieve books on pick list from stacks  
3. Go to ILL/DocDel office and retrieve pick slips from blue basket just inside the maindoor  
4. Retrieve materials from Koerner locations and place pick slip inside item  
   a. Place loan materials on top shelf of truck  
   b. Place items for Okanagan on the bottom shelf  
   c. Place items for copying on the middle shelf with pick slip placed on the first page to be scanned  
5. Return to ILL/DocDel office (staff workstation/service desk as appropriate) and leave the truck under “Retrieved Items” sign

**Receiving Shipped Items from Branches**

1. Wash/sanitize hands  
2. Go to Campus Mail Receiving Area  
3. Amalgamate all items from UBC Library branches, place on truck and quarantine for 72 hours. Tape quarantine sign on the truck with current date and date quarantine expires.  
4. Leave the truck by the old Reference Desk on floor 2  
5. After the quarantine period, move the truck to the outside of the ILL/DocDel office in front of the mail counter.
Campus Mail Procedures

Campus Mail asks that the book trucks and boxes going to Koerner for “Materials pick-up service” to be labelled “Koerner Library Materials Pick-Up.”

Return items going to another branch can be labelled “Return to branch name.” They will be delivering on a schedule as follows. Due to the nature of deliveries, the Campus Mail driver’s aren’t able to be at a place at an exact time so they advised they estimate they will be delivering during the below half hour windows. Library staff must be out of these areas at these times to ensure physical distancing can be maintained.

Monday, Tuesday, Thursday
12:30-1pm - Koerner Library Mail Room
12:45-1:15pm - IKBLC Mail Room
1:00-1:30pm - Woodward Library Basement Mail Room
1:15-1:45pm - PARC Warehouse Mail Room/Loading Bay
1:20-1:50pm - Education Library Circulation Desk
1:55-2:25pm - First Nations Library Circulation Desk
2:25-2:55pm - Asian Library Mail Room
2:40-3:10pm - Law Library Circulation Desk
2:50-3:20 - Koerner Library Mail Room

The only exception is David Lam, which is happening at 10:30-11am because Security’s assistance is required and that is when Security escorts Campus Mail in Henry Angus to the main office for mail deliveries. Christina and I have spoken about this and she will connect with the Sauder administrator to ensure this works for them.

Processing Items for Pick-Up

1. Find truck outside of the ILL/DocDel office under the “Items Ready for Pick-Up” sign
2. Bring the truck to the circulation desk
3. Check out materials for patrons
   a. If there is a patron block due to fines, overdue recall or patron is expired continue to sign out the materials
   b. Photocopy the pick slip and write the block on the photocopy and place in basket on laptop cart
4. Remove the Pick Slips from items and put aside to place in the ILL paperwork basket on the ILL/DocDel return shelf
5. Desensitize materials
6. Put the due date slip in the item
7. Create a book wrapper with the last, first name of the patron in the empty black box. Write the expiry date under the name (current date plus 14 days). Secure the wrapper to items with an elastic band.
8. Shelf the items by last name on the Koerner Hold shelf, located in the Reserve Room
9. Wipe/disinfect counter surfaces at processing area
10. Return book truck to sorting room (wipe/sanitize handles)
11. Wash/sanitize hands
Item 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 line-up outside the entrance to Koerner Library following physical distancing markers.
2. A door is propped open and a table flush against the door.
3. Patrons approach the table one at a time (as per posted signage).
4. Patrons 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 visually checks the ID, goes into the Reserve Room to retrieve the items
6. UBC Library staff member places the items and bookmarks in a bag
7. Goes back to the front doors and places the bag on the table and step back from the door.
8. Patrons then approach the table, pick up their items and leave.
9. UBC Library staff member wipes down table with disinfecting wipes/solution between each patron

Emptying Book Drops

1. Wash/sanitize hands
2. Pull book bin with returned books from the drop
3. Replace the bin with an empty one/place items from bin on a truck
4. Place full book bin/book truck in designated area, clearly labeled with the date (complete processing after 72-hour quarantine period)
5. Wash/sanitize hands

Discharging items After Quarantine Period

1. Wash/sanitize hands
2. Retrieve book trucks/bins with returns that have completed quarantine period (sanitize handles), discharge items at processing area (staff workstation/service desk as appropriate)
3. Place books on book truck (wipe/sanitize handles)
4. Re-shelve books in stacks
5. Return book truck to processing area (wipe/sanitize handles)
6. Wipe/disinfect counter surfaces at processing station
7. 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. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down shared surfaces (keyboard, scanning wand, desensitizer, etc.)
4. Use an alcohol wipe to clean the mouse
5. Remove gloves and wash/sanitize hands
6. 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

Kitchen and lunch areas may be shared following strict procedures, see Appendix B.

**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**

PARC, Koerner and Woodward were originally the only library spaces with more than one employee on site at a time. Many Library spaces have added an additional Safety Plan (viewable here: [https://services.library.ubc.ca/safety-plans](https://services.library.ubc.ca/safety-plans)) that takes into consideration the original Materials Pick Up Service Safety Plan. In areas where there is more than one employee on site, strict physical distancing guidelines are in place and face masks are worn.
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

Requests are processed and made available for pick up

Items will be available for pickup within 7 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.
Appendix B: Employee Safety Protocols for kitchen and/or staff room spaces

- As per UBC’s COVID-19 Campus Rules, employees will wear a non-medical mask in all kitchen spaces.
- Signage is posted reminding staff to practice proper physical distancing (included below)
- Signage is posted reminding staff to practice proper hand hygiene (included below)
- Ensure appropriate cleaning supplies are in stock (Germosolve 5 disinfecting cleaner and hand sanitizer). Contact your direct supervisor if supplies are running low
- Appliances such as fridge, microwave, and kettle must be wiped down between each use with Germosolve 5
- Countertops must be wiped down before and after each use with Germosolve 5
- No use of water fountains or water coolers until further notice, water refill stations can be used.
- Please use your own mugs, plates, cutlery, etc. and store in your workspace between use

Staff Occupancy
Occupancy limit of kitchen spaces is based on strict physical distancing guidelines and will vary for each UBC Library branch.

Safety Procedures
Frequently touched surfaces are most likely to be contaminated and increase the transmission of COVID-19.

For your and everyone’s safety, please ensure to follow the procedures outlined below.

Use of Fridge:
1. Wash your hands with warm water and soap for at least 20 seconds
2. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)
3. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down the outside of your food container. Dispose of paper towel immediately
4. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down fridge handle. Dispose of paper towel immediately
5. Place your container inside the fridge
6. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down fridge handle. Dispose of paper towel immediately
7. Wash your hands with warm water and soap for at least 20 seconds
8. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)

Use of Microwave:
1. Wash your hands with warm water and soap for at least 20 seconds
2. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)
3. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down microwave handle and key pad/buttons
4. Place food container in microwave and heat
5. Once you have safely removed your food container and set it aside, wipe off any food access/splatters inside the microwave
6. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down microwave handle and key pad. Dispose of paper towel immediately
7. Wash your hands with warm water and soap for at least 20 seconds
8. Use paper towel to turn off water tap and dispose of paper towel immediately
Use of Kettle:
1. Wash your hands with warm water and soap for at least 20 seconds
2. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)
3. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down the kettle handle. Dispose of paper towel immediately
4. When pouring boiling water in your cup, ensure that the kettle spout is not in direct contact with your cup. Keep at least a distance of 4 inches above your cup/mug and the kettle spout
5. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down the kettle handle. Dispose of paper towel immediately
6. Wash your hands with warm water and soap for at least 20 seconds
7. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)

Use of kitchen space countertop for basic food preparation:
1. Wash your hands with warm water and soap for at least 20 seconds
2. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)
3. Spray Germosolve 5 on countertops and wipe down with paper towel. Dispose of paper towel immediately
4. Prepare your food and set aside
5. Spray Germosolve 5 on countertops and wipe down with paper towel. Dispose of paper towel immediately
6. Wash your hands with warm water and soap for at least 20 seconds
7. Use paper towel to turn off water tap and dispose of paper towel immediately (do not place on kitchen counter)

Use of Kitchen Space Sink:
1. Dishes, cups/mugs, and cutlery should not be left in the sink and must be washed immediately after each use
Appendix C: Koerner Library Mail Room and Courier Delivery Safety Procedures

Couriers from external institutions/organizations will access the Koerner Library Mail Room to deliver and pickup material as part of the ILL Borrowing and Lending Operations. The material will be either UBC Library material being sent to other institutions and returned by them or material being borrowed by UBC for UBC users and being returned to the supplying library. At this time, the Library will only handle material that has been requested by UBC or UBC material that has been requested by other institutions. The central courier drop off system will not be restarted at this time due to ILL staffing levels. There will be an sign on the Koerner Mail Room Door stating that couriers must wear a non-medical mask to enter the building. If there are no staff working in the Koerner Mail Room, couriers are directed to phone the ILL Office (604-822-6596).

PROCEDURE:
1. ILL staff, wearing non-medical masks will open the door, allowing the courier into the Koerner Mail Room. Physical distancing of 2 metres will be maintained while the courier is in the Koerner Mail Room.
2. Courier drops off their packages/boxes and pickups any packages/boxes that are ready for pickup.
3. ILL staff add the day’s date to the package/box and places them into the quarantine area.
4. ILL staff will follow COVID-19 safety protocols when returning to the ILL Office, ensuring hands are washed/sanitized, non-medical mask is worn and 2 metre distance from other staff in the ILL Office are maintained.
5. After 72 hours, ILL staff will process the material in the packages/boxes.
Appendix D: Keyplans
NOTES

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

- Staff Cubicles
- Book Stacks
- Shared Work Station
- Designated Washroom
- 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 9 employees.
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 Stations

NOTES
There will only be (1) employee working per shift at any given time. Marked by X. Pre-Covid density was 6 employees.
NOTES:
There will be (4) staff working per shift. Marked by X. Pre-Covid density was 18.
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 Cabicles
- 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 E: Signage
### PICK-UP PROCEDURES

**Monday – Wednesday 11:00 a.m.-4:00 p.m.**
**Thursday 11:00 a.m. - 6:00 p.m.**

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Place your UBC ID card on the table and step back from the table.</td>
</tr>
<tr>
<td>02</td>
<td>Library staff will verify your ID, retrieve your materials, place them on the table and step back from the table.</td>
</tr>
<tr>
<td>03</td>
<td>Approach the table to retrieve your UBC ID card and materials.</td>
</tr>
<tr>
<td>04</td>
<td>Practice physical distancing when waiting for your items by keeping two meters (six feet) away from others.</td>
</tr>
<tr>
<td>05</td>
<td>Wait until the patron in front of you has left and allow library staff to sterilize surfaces before approaching.</td>
</tr>
</tbody>
</table>

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
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. Spray Germosolve 5 on paper towel (not directly on surface) and wipe down shared surfaces (keyboard, scanning wand, desensitizer, etc.)
4. Use an alcohol wipe to clean the mouse
5. Remove gloves and wash/sanitize hands
6. Ensure cleaning solution has dried before using workstation.

<table>
<thead>
<tr>
<th>Date</th>
<th>Version</th>
<th>Writer</th>
<th>Change Description</th>
<th>Approved By</th>
</tr>
</thead>
</table>
| 2020.12.21 | 2       | Aleteia Greenwood, Julie Mitchell, Shauna Barry | - Added in new links and language from CPS Amendment Document  
- Added Appendix C: Koerner Library Mail Room and Courier Delivery Safety Procedures  
- New wording for mandatory mask wearing  
- New instructions for reporting to supervisor after screening and before coming to work (section 17)  
- Modified information on signage Pickup Procedures to reflect extended hours | Susan Parker, University Librarian |
| 20210203   | 3       | Aleteia Greenwood          | Updated cleaning procedures for computer mice, now using alcohol wipes                                   | Susan Parker, University Librarian |