

Date: December 21, 2020
From: Paul Takala, CEO/Chief Librarian
To: Library Staff
Subject: HPL COVID Response Plan – Grey-Lockdown

RED-CONTROL & GREY-LOCKDOWN PHASE RESTRICTIONS

SERVICE	RED-CONTROL MEASURES	GREY-LOCKDOWN MEASURES
Browsing of Shelves	Open with contact tracing.	Not permitted. Staff may retrieve requested items for Library members.
Holds Pickup	Touchless self-check.	Access to holds shelves not allowed. Staff to retrieve holds for members.
In-person Visits Duration Per Day	Recommended 2-hour daily maximum enforced only when capacity limits reached.	2-hour maximum in-person visit per day. 1-hour maximum to be enforced with vouchers if capacity reached. (During <i>Cold Weather Alerts</i> this limit is suspended.)
Library-Provided Computer Access	2-hour current daily maximum per person recommended	1-hour maximum daily computer session per person, per day. Extensions of up to 1 hour, if capacity is not reached
Library Wi-Fi Service	Outdoor use of Wi-Fi available 24/7, with no restrictions, if physical distancing is maintained. In-branch Wi-Fi enabled.	
	2-hour current daily maximum per person recommended. No limit enforced.	Except for brief visits to pick up materials and print jobs, in-branch seating only allowed at library computers.
NO CHANGE BETWEEN RED AND GREY		
Contact Tracing & Screening	All members required to check in using library card or provide name and phone number. Screening procedures followed.	
Service Hours	Maintain existing service hours and monitor capacity and usage. Temporarily reduce hours, if needed, due to staff shortages. The goal is to do this in a planned way to minimize the need for unplanned temporary service disruptions.	
Standard Member Services	Issuing new library cards, assistance with check-out, printing and computer support provided if PPE and physical distancing rules followed.	
Print Pick-up	Print jobs may be picked up, standard printers and advanced printing including 3D print jobs, where available.	
In-depth Assistance Appointments	Scheduled individual appointments for legal and other supports allowed. All other appointments virtual, except if special approval is granted by a Director.	
Programs	Core online and partner led. No in-person events.	

Mail Holds to Vulnerable Individuals	Continue for VLS and reconsider for other members. Library has access to the Library Book Discount Mail program.
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UPDATED CAPACITY DURING GREY LOCKDOWN

Maximum Public Capacity based on Estimated Square Public Footage/144.

With longer-term seating limited to public computers until further notice, where appropriate and safe we will add computers in the next few weeks.

Location	Public Maximum Calculated Capacity	Red Adjusted Maximum Public Capacity	Total Grey-Lockdown Capacity	# of Public Computers
Central- 1 st Floor	146 Ham Rm - 93	50	35 – computers and holds	25
Central 2	126	50	25	12
Central 3	119	50	25	10
Central 4	103	50	25	0
Ancaster	75	35	35	5
Barton	43	15	15	8
Binbrook	29	15	13	5
Carlisle	13	7	5	1
Concession	32	15 – 1 st Floor	12	7
Dundas	73	30 – 1 st Floor 20 – lower floor	15 – 1 st Floor 10 – lower floor	4
Freelton	8	7	6	2
Greenville	11	11	5	2
Locke	7	7	3	0
Lynden	16	12	12	2
Mount Hope	11	4	3	2
Kenilworth	32	15 – 1 st Floor 10 – 2 nd Floor	10-1 st Floor	6
Parkdale (to open in 2021)	13	7	6	-
Red Hill	57	30	21	12
Saltfleet	52	25	21	8
Sherwood	83	35	30	9
Stoney Creek	33	18	12	3
Terryberry	115	50	40	21
Turner Park	139	70	60	11
Valley Park	7	4+	4	3
Waterdown	87	40	35	9
Westdale	42	25	12	3
Location	Public Maximum Calculated Capacity	Red Adjusted Maximum Public Capacity	Total Grey-Lockdown Capacity	# of Public Computers

REMINDER – OTHER INFORMATION ABOUT OUR COVID RESPONSE

We continue to follow City and Public Health guidance, adjusting operations and planning based on authoritative guidance and the best information and evidence we have available. Our goal remains to provide as much critical service as we can, provided we can do it safely.

CAPACITY AND DURATION OF VISITS

To support physical distancing HPL has imposed strict capacity limits system wide. We have also been monitoring capacity closely. Pre-COVID-19, HPL normally had 72,000 in-person visits per week. In recent weeks, HPL is averaging just over 15,000 visits per week in our 22 locations. We continue to monitor all locations closely, to ensure we don't exceed capacity limits.

ENFORCEMENT OF PPE & ACCOMMODATIONS

- **Face Masks** - Mandatory staff compliance with face masks. Library members provided disposable mask upon entry. Face shields or eye protection also required when staff can't maintain physical distancing with exempt members who are not wearing a face mask.
- **Alternate for Exempt Individuals** - Masks are required. Exempt individuals are required to wear a face shield as an alternative. All locations have face shields to loan or give to individuals who require them. Regular customers will be provided one to keep and reuse when the situation warrants. If a vision issue is disclosed, Library Pages will help the person navigate the branch while maintaining physical distancing.
- **Additional Accommodations** - Working with partners serving vulnerable individuals and with Library members in need of supports, in January 2021 HPL will start a pilot project offering a limited number of individuals alternative accommodation by providing a mobile-connected device for an extended loan period of 1 month. Accommodated members will be required to agree to only visit the Library to pick up holds.

HVAC ENHANCEMENTS

The City of Hamilton Facilities Division has installed new high-grade filters and has increased the flow in all our HVAC systems. During the pandemic, locations will be temporarily closed when our HVAC systems are not functional.

ENHANCED CLEANING AND DISINFECTING

Significant efforts have been made to ensure high-touch surfaces throughout the Library are cleaned and disinfected several times a day. In addition, public computers are disinfected between each use. Hand sanitizer is available to members and staff throughout our system.

SUPPORTING CONTACT TRACING

Since moving to Phase 3 HPL has supported contact tracing by requiring library visitors to have a library card or identify who they are when they enter. We are mindful that during the pandemic, reckless behaviour can result in serious health consequences for individuals and undermine our community's success at controlling the virus. In early 2021, we will review this with the Library Board and determine when to stop doing this. HPL actively works to reduce barriers for members and potential members. To date, contact tracing has not posed an issue for members and only a few people have left unwilling to identify themselves. We should be aware some individuals may hear or see the check-in process and be deterred from identifying themselves.

LIBRARY MATERIALS

Although there is mounting evidence that quarantining materials may not reduce the risk of COVID-19 transmission, we are continuing to keep returned materials in quarantine for 72 hours. We will continue to monitor this issue in partnership with other library systems and applicable legislation. We will continue to look for guidance from Public Health officials as the science evolves on surface testing and transmission. Currently, we are not allowing in-branch use and sharing of newspapers, magazines and children's toys and equipment.