

Public Library Curbside Services Guidelines

For general workplace guidelines, please refer to COVID-19 Workplace Information (<https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus/re-open-saskatchewan-plan/covid-19-workplace-information>). All workplaces in Saskatchewan must be in compliance with these guidelines.

The information below provides information for Public Libraries planning to offer Curbside Services – allowing clients to request, pick up and return library materials – in a safe, accessible and reliable way.

Because each library system is unique, service levels will be determined by the Library Board, and will be different based on resources and staff available, if the facility is shared or not, and how this services can be provided safely.

This document outlines key steps for the public libraries to implement in order to ensure the safety of staff, volunteers and patrons, and prevent transmission of the COVID-19 virus as libraries reopen circulation service to their communities.

Recommendations for Curbside Services

Develop a quarantine plan and safe handling strategy for returned library materials. Follow safe materials handling procedures. See **Public Library Materials Handling Guidelines**.

Ensure staff are practicing proper hand hygiene and health etiquette (<https://www.saskatchewan.ca/government/health-care-administration-and-provider-resources/treatment-procedures-and-guidelines/emerging-public-health-issues/2019-novel-coronavirus/information-for-health-care-providers/ppe-infection-prevention-and-control/covid-19-environmental-cleaning-and-disinfection>) including:

- Washing hands often with soap and water for at least 20 seconds.
- Use hand sanitizer when hands are not visibly dirty and handwashing isn't available.
- Only use hand sanitizer approved by Health Canada (DIN or NPN number).
<https://www.canada.ca/en/health-canada/services/drugs-health-products/disinfectants/covid-19/hand-sanitizer.html>.
- Avoid touching your face, mouth, nose and eyes.
- Cough or sneeze into a tissue, then immediately dispose of the tissue and wash hands. If a tissue is not available, cough or sneeze into your elbow, not your hands.

Provide staff training and support for new processes.

Develop an accessible, contactless method for customer pick up of materials using single use, library bags.

Develop guidance documents for staff and patrons about physical distancing measures and barrier strategies for drive up or walk up service.

Provide fair and reasonable access to all patrons, as far as possible: offer phone, online and email options for contact, and ease of access for pick up and return of materials.

All workers, and the library public, should self-monitor for symptoms and use the self-assessment tool available at saskatchewan.ca/COVID19. Ask patrons who arrive with cold, influenza or COVID-19-like symptoms (fever, cough or breathing issues) to return home and use a virtual service instead.

For additional information, please call the Business Response Team at 1-844-800-8688 or email supportforbusiness@gov.sk.ca.