



ABCPLD Best Practices for Restoration of Public Library Services during COVID-19

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1. INTRODUCTION

In March 2020, most businesses in British Columbia were ordered to close their doors in order to prevent the spread of COVID-19. Shortly after, all 71 public libraries in BC chose to shut their doors to the public out of an abundance of caution.

In early May 2020, the BC Government announced the BC Restart Plan, and included libraries in Phase 2, beginning May 19. While no library was ready to open their doors to the public on May 19, many libraries had already begun to plan how to safely resume operations.

Each library is responsible for creating a [COVID-19 Safety Plan for WorkSafe BC](#) and a “restart plan” that is specific to your community. (For examples of “restart plans,” see the [ABCPLD website](#).)

Purpose

The purpose of this document is to provide operational best practices that detail how the available COVID-19 guidance in BC may be implemented in public libraries. “Best practices” are not mandatory; rather, consider these as practical recommendations for re-opening and providing library services during the time of COVID-19.

An important thing to keep in mind is that each library’s situation is unique, as is each community, and while some level of consistency across library systems is desired, complete coordination of services or re-opening dates will not be possible.

Current Guidance

There are multiple guidelines currently available to help guide libraries in creating their plans. Some of these are mandatory, while others offer suggestions and things to consider.

Mandatory/Governance	Optional/Operational
Provincial Health Orders	CULC/CBUC Toolkit
WorkSafe BC Arts and cultural facilities: Protocols for returning to operation COVID-19 and returning to safe operation: Phase 2	ABCPLD Best Practices COVID-19 Public Health Guidance for K-12 School Settings
Health Authorities (provincial and regional)	BC Centre for Disease Control resources
Ministry of Education Guidance Framework for Public Library Systems, May 21, 2020	Guidelines/checklists from outside BC

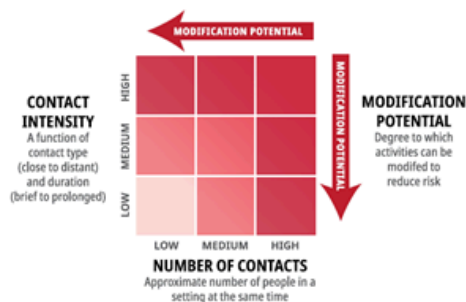
An additional guidance document is the [BC Restart Plan](#), which lists five overarching principles for every situation and offers core guidelines for organizations and public institutions:

Five Principles For Every Situation

Personal Hygiene:	Stay Home if You Are Sick:	Environmental Hygiene:	Safe Social Interactions:	Physical Modifications:
<ul style="list-style-type: none"> Frequent handwashing Cough into your sleeve Wear a non-medical mask No handshaking 	<ul style="list-style-type: none"> Routine daily screening Anyone with any symptoms must stay away from others Returning travellers must self-isolate 	<ul style="list-style-type: none"> More frequent cleaning Enhance surface sanitation in high touch areas Touch-less technology 	<ul style="list-style-type: none"> Meet with small numbers of people Maintain distance between you and people Size of room: the bigger the better Outdoor over indoor 	<ul style="list-style-type: none"> Spacing within rooms or in transit Room design Plexiglass barriers Movement of people within spaces

Core Guidelines for Organizations and Public Institutions

The risk of transmission in organizational settings and public institutions is subject to two variables that we need to modify to reduce transmission risk: contact intensity (how close you are to someone and for how long); number of contacts (how many people are in the same setting at the same time).



Modifying from high to low can be based on a range of actions:

- Physical distancing measures – to reduce density of people
- Engineering controls – physical barriers, increased ventilation
- Administrative controls – rules and guidelines
- Non-medical masks

2. GENERAL

The following are based on guidance from WorkSafe BC for libraries.

Physical Distancing

- Establish the occupancy limit for each location i.e. number of people (both staff and public) that can safely be in the facility, including study spaces & meeting rooms. Current WorkSafe guideline is 5 square metres of unencumbered space per person, based on guidance for the grocery and retail sector. Depending on your facility, 10 square metres may be more practical.
- Consider imposing time limits to achieve occupancy limits and reduce contact intensity (e.g. 1 hour max.)
- Consider designated or assisted hours for vulnerable customers such as seniors or persons who are immunocompromised.
- Consider shorter or longer opening hours.

Engineering Controls

- Implement plexiglass screens at service points where physical distancing cannot be maintained.
- Implement one-way walkways through stacks or mark off designated walking areas.
- Consider single use exit and entrances.
- Reduce touchpoints and identify and communicate the process to sanitize touch points between customers.

Administrative Controls

- Provide hand sanitizer at all entryways for everyone to use.
- Post signage prohibiting access to people who are ill and request that if any members of the household are sick or in isolation, they refrain from using any services.
- Ensure staff do not attend the work site if they are symptomatic or feel unwell.
- Post signage at entrance and within facility to promote physical distancing and hygiene and outline expectations.
- Consider staff roles to enforce physical distancing.
- Train staff before opening on how to deliver services safely, and in serving unique community needs in this new environment
- Develop, document and implement enhanced cleaning and disinfecting protocols. Decide if you will provide the public with self-cleaning options, noting that not all options may be viable.

Personal Protective Equipment (PPE)

- PPE is advised when physical distancing is not possible. Consider providing staff with face shields when possible or non-medical masks and gloves.
- Provide written procedures and training in correct use and disposal of PPE.

3. MATERIALS HANDLING

With the introduction of curbside/take-out service and the reopening of book drops, libraries must prepare to safely accept large quantities of returned items and prepare materials for borrowing. Until there is conclusive research in regards to how long the COVID-19 virus remains on paper, plastic and laminated surfaces, preventative measures must be taken to protect the well-being of staff and public.

Procedure

1. Minimize handling of library materials.
2. Increase cleaning protocols for surfaces that are used for handling materials.
3. Time in quarantine is the best method for reducing the risk of COVID-19 virus spread. Quarantine limits the amount of contact that staff has with materials. Disinfecting materials is time-consuming, can damage materials, exposes staff to unnecessary chemicals and is unlikely to treat the entire object.
4. There is little conclusive research on how long the COVID-19 virus remains on paper, plastic and laminated coatings. In the absence of definitive guidelines, the most commonly used quarantine period for library materials is 72 hours. ABCPLD has asked the BCCDC for guidance and will update this document if/when that guidance is received.
5. Quarantined materials should be clearly labelled, date marked and set aside in a separate area of the library.
6. Procedures should be implemented for quarantining book drop and in-library returns, items browsed by individuals, returns from other libraries, and materials from library vendors.
7. When possible, implement physical distancing measures when reshelving materials. Change workflows so that staff do not shelve together, and consider scheduling staff to shelve away from the public, either through scheduling or through blocking access to the collection.
8. Train staff in hand hygiene. Staff must understand the importance of handwashing between tasks, and of not touching eyes, nose and mouth.
9. Gloves are not required to handle materials. If gloves are used, staff must be trained in safe use and disposal of gloves, and reminded not to touch eyes, nose and mouth.
10. Wearing non-medical masks and face coverings is an option when physical distancing may not be possible.

4. PUBLIC ACCESS TO COLLECTIONS

Access to library collections is the most unique service that libraries provide to their communities. During the pandemic, access to digital collections and online resources has been increased where possible and with the reopening of library services, providing safe access to physical library collections is essential.

Procedure

1. Consider checkout options that limit contact between staff and the public, such as holds pick-up lockers or curbside pick-up service.
2. Consider promoting or expanding options for the public to request materials online, via email or by phone. Consider programs like a “grab bag” for uncatalogued material, or a recommended reads service.
3. Consider remote options (web form or phone) for issuing library cards for new borrowers or for borrowers who have lost cards.
4. Consider modifying collection policies such as holds or checkout limits, loan periods and fines. Balance availability of materials with policies that discourage frequent trips to the library.
5. Consider extending due dates to encourage individuals to keep materials.
6. Share policies on quarantine, cleaning protocol and other procedures to increase public confidence in borrowing materials.
7. Implement engineering controls such as plexiglass shields for staff mediated checkout.
8. Review the types of materials that can be borrowed or browsed. Consider community need, particularly for marginalized communities, and space available to quarantine materials.
9. When opening to the public, consider closed stacks to discourage lingering.
10. When opening stacks for browsing, implement measures such as signage, directional arrows and staff monitoring to help the public practice physical distancing.
11. Consider whether and how to provide access to newspapers and browsing magazines.
12. Use signage about handwashing and other hygiene practices if browsing is permitted. Consider providing hand sanitizer if handwashing facilities are not convenient.
13. Consider suspending book sales.

5. TAKEOUT SERVICE

Takeout service is a safe way to provide library materials to readers in a closed library or closed stacks situation. This is a “curbside” or “call/click and collect” model of service where individuals can submit requests/holds for library materials and have their requests filled by library staff. Ideally, pickups occur outside of the library doors in a space designed for social distancing, all checked out and ready to go in a Library Takeout bag.

Procedure

1. To minimize or eliminate the need for on-site conversation at point of pick up, communications and arrangements between staff and individuals can be held by phone or email in advance.
2. Consider setting designated or assisted hours for vulnerable customers such as seniors or persons who are immunocompromised.
3. Consider allowing individuals to designate a person to pick-up materials on their behalf.
4. Designate pickup times to manage the flow of people and consider setting specific appointments for pickup.
5. Minimize person-to-person interaction and maintain physical distancing measures of 2 meters.
6. Implement single directional flow for entering and exiting the pickup point.
7. Install floor decals every 2 meters to manage a lineup.
8. Post signage around the pickup area to promote and control physical distancing, provide instruction, and direct one-way passage.
9. To ensure contactless takeout, consider the use of bags for checked out items for easy pickup.
10. Use of a table or cart provides a neutral surface for staff to place the pickup/takeout bag.
11. Reduce touchpoints and identify and communicate the process to sanitize touch points between pickups.
12. Staff should regularly wash hands before and after handling materials.
13. PPE is advised when physical distancing is not possible. Non-medical masks, face shields and gloves, along with PPE training, are options to consider in the possible but unlikely event that 2 meters physical distancing is not possible (e.g. to assist an individual with mobility issues).

6. COMPUTER STATIONS

Providing access to computer stations will be a key service to reintroduce as individuals in our communities rely on their local libraries for Internet access. Libraries will be leaders in providing safe computer use guidelines taking into consideration the design of the lab, sanitization of equipment and high touch surfaces, and how to provide 1-on-1 assistance to protect individuals and staff.

Procedure

1. Place computer workstations at least 2 meters apart. When this is not possible, plexiglass or other physical barriers should be used.
2. Consider designated seating for WiFi use to manage visit times and occupancy levels.
3. Remove furniture to allow for traffic flow around workstations with 2 meters distance maintained.
4. Provide designated locations at the workstation for the public to place personal belongings, e.g. taped area on table, that can be cleaned between users.
5. Use booked computer sessions when possible with designated start and end times and 10-15 minute gaps between sessions to facilitate crowd management and cleaning.
6. Signage should advise individuals of the level of support available and the options to obtain it.
7. When staff are supporting the public, a basic solution of a laser pointer, perhaps in conjunction with a screen magnifier, can be used to allow the staff member to assist the computer user from a distance of 2 meters, or software may be considered to provide remote support via phone.
8. A plexiglass screen on a stand or book truck may be used to provide a barrier between staff and individuals while providing support, as an alternative to maintaining 2 metres distance.
9. Provide hand sanitizer at the entrance to the computer area and signage requesting that the public use it.
10. If possible, clean keyboards, mice, and high touch areas like monitor and CPU buttons/slots, table edge, and belonging area between each public use, or provide cleaning supplies and instructions for members of the public to sanitize before/after use. [Alcohol solutions or QUAT solutions](#) sprayed on compostable paper towels are recommended for cleaning. The solution must remain on the surface for 10 minutes to disinfect. Note that QUAT solutions are most effective within 7 days of dilution.
11. Where possible, use multiple sets of keyboards and mice and sign these out to individuals before sessions with return afterwards, so that staff can clean equipment without delaying the next user.
12. Where disinfecting between users isn't possible, use sanitizing wipes to clean keyboard and mouse, or provide wipes for individuals to use before their session. At a minimum, encourage hand washing or use of sanitizer, and that individuals avoid touching their faces.
13. Indicate equipment is out of service until thorough cleaning can occur if an individual has been using equipment and is discovered to have symptoms.
14. Provide masks or face shields and gloves that employees can use, but are not required to use, when providing public support from 2 metres distance or with a plexi barrier.

7. SELF-CHECKOUTS

Self-checkouts (SCOs) allow for reduced interaction between staff and individuals. During the partial reopening of libraries, access to facilities will be limited and consideration must be given to the placement of SCOs, simplified processes, and solutions for public assistance which will support the safe use of the service.

Procedure

1. Use staff's knowledge of normal traffic patterns to determine optimal placement and move machines to avoid congestion and preserve physical distance of 2 meters.
2. When considering traffic patterns, think about the common kinds of visits, for example, someone who picks up holds and leaves, or a family that visits only the children's area. Where possible, eliminate needless traffic around the building by implementing strategic SCO placement.
3. Add machines or streamline self-check options to reduce or eliminate queuing. Anticipate that more frequent cleaning can mean machines cycle in and out of use.
4. Where needed, use standard queue control mechanisms - for example floor markers denoting acceptable distance, signage, stanchions, etc.
5. There are common questions from individuals using SCOs. Where possible streamline processes to eliminate recurring issues.
6. If there is not an effective model where staff can maintain 2 meters of physical distance when assisting an individual consider the use of a plexiglass barrier, either mobile or installed.
7. Anticipate what individuals will do with garbage/unwanted materials and create low-touch solutions.
8. Monitor SCO behaviours and adjust settings and cleaning protocols accordingly.
9. Ensure the availability of hand sanitizer on the way up to the machine and as people leave.
10. Consider providing staff with a mask or face shield to lessen risk when faced with unexpected proximity to another person.

Additional Points to Consider

- Remove needless steps and touchpoints in the checkout process. This will be vendor and institution dependent. Consider eliminating: paper receipts or moving to auto-print receipts; decision points and the requirement to touch the screen; the requirement for a PIN (security implications may be unacceptable).
- Depending on how radical your new procedures are, anticipate questions and confusion and develop a communication strategy. Are the changes permanent or temporary?
- Visit manufacturer websites for instructions on safe cleaning and disinfecting of equipment.
- When streamlining processes, document the improvement made. For example, if simplifying the self-checkout process, staff can perform sample transactions and time them before and after the change, or count the number of touchpoints required. This way, you can quantify the benefits achieved through your innovation.

8. SERVICE DESKS

The majority of public library interactions begin or take place at a service desk. In addition to the engineering protocols that must be applied, there are a variety of innovative considerations that can support the safety of staff and customers.

Procedure

1. Review desk configurations to ensure physical distancing if more than one staff is scheduled on the service desk.
2. Promote non-cash transactions when possible.
3. Mirror monitors where possible, 1 behind plexiglass for staff and 1 outside plexiglass at safe distance for individuals to view.
4. Use technology including chat and/or phones to help with basic needs of computer users from a safe distance. Where possible, use screen sharing software along with phone/chat to assist with basic computer instruction.
5. Consider remote printing so individuals can print from home and pick up.
6. Consider bookable one-on-one sessions on library computers for more complex technology help. Sessions could be conducted with various technologies outlined in point above depending on individuals' needs and availability of technology for library system.
7. Use collaborative initiatives (e.g. Toolshed) to share tools including handouts, guides and tutorials for staff and public between library systems.
8. Make relevant community resources easily findable for individuals online via website or with handouts. Ideally, have digital copies of handouts available to staff to pull up and show on mirrored monitors when members need details explained.
9. Automate as much as possible issuance of library cards through online card applications and fine payments.
10. Prepare and have procedures for ID verification and fine payments (where not online) behind plexiglass or from 2 meter distance.

9. CHILDREN'S SPACES

Children's spaces see some of the highest use in public libraries. To prepare for safe access during reopening, special consideration should be given to the layout of the space, access to collections, stricter occupancy limits, and increased frequency and range of cleaning/sanitization.

Procedure

1. Depending on the location and architecture of the space, consider using separate capacity limits to reduce the number of people in the space at one time.
2. Capacity limits should consider the presence of baby buggies, strollers or other equipment that may interfere with safe access within and around collection and program spaces.
3. By-appointment usage should be considered where physical distancing will be difficult to maintain.
4. Furniture should be reduced and reconfigured to ensure physical distancing.
5. Remove soft furnishings due to the difficulty in sanitizing these surfaces. If soft furnishings are built-in, consider using safety tape or other barrier methods to prevent use.
6. Consider removing any craft or art supplies during the limited access and programming phase. Once restrictions ease, a limited supply of writing materials could be made available to students on one-time-only use or by implementing sanitization or quarantining protocols for returns.
7. Consider putting games, puzzles, puppets, toys and handheld technology devices into storage. Consider suspending the lending of these items or place the materials in easy-to-sanitize containers and use sanitization or quarantining protocols for returns.
8. Consider the use of grab-and-go bags for children's materials, especially picture books, popular subjects, or read-alike recommendations to minimize collection touch points.
9. Consider requiring children and caregivers to make requests for staff to retrieve materials on the shelves and encourage placing holds for materials and using pickup services when possible.
10. If children and caregivers can access the collection themselves, ensure signage and equipment (book trucks, etc.) are provided to prevent materials re-shelving by the public. Public handled materials should be quarantined. See **Section 3 – Materials Handling**.
11. If providing access to children's computer stations, see **Section 6 – Computer Stations**.
12. Consider enhanced sanitization protocols for children's stations, given that children are more likely to touch surrounding surfaces after touching their faces or sneezing/coughing.
13. Look for more diverse touchpoints than in other areas of the library, including those closer to the floor. There will be a need for more frequent cleaning and sanitization and consider using non-toxic cleansers given the likelihood of little hands and mouths everywhere.
14. Child-friendly signage should be prominently displayed, reminding children and caregivers about not using the service if sick, physical distancing, capacity limits and handwashing.
15. Hand sanitizer should be readily available, located at a height that is easy for children to access.
16. Consider the use of PPE (shields, masks) given that younger children may have difficulty complying with control of sneezing and coughing, and limiting personal touch points.

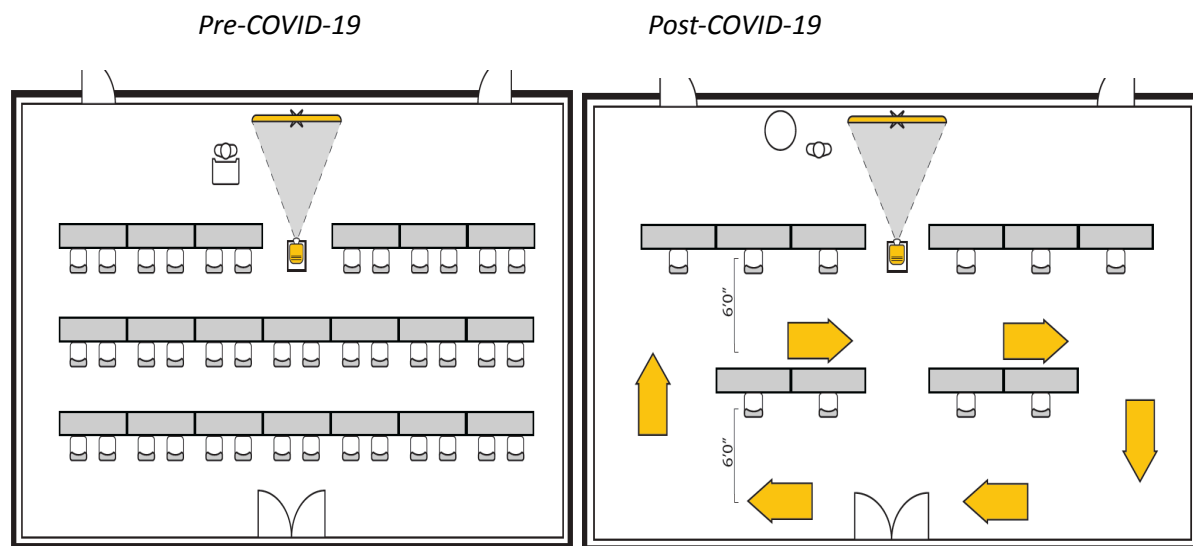
10. MEETINGS ROOMS AND STUDY SPACES

Libraries will be at the forefront for providing safe meeting and program-room use guidelines related to COVID-19. Meeting room design, traffic flow, technology considerations and enhanced cleaning procedures will be the goal to make meetings and events a safe service offering for libraries.

Procedure

1. Determine how many people can safely occupy a meeting room while maintaining appropriate physical distancing.
2. Arrange the meeting space to facilitate the meeting purpose so that attendees can adhere to physical distancing measures. (*See example below*)
3. Consider technological advantages, such as whether the meeting could be a recorded broadcast, or incorporating a visual stream.
4. Ensure appropriate signage is visible to meeting participants as a reminder of COVID-19 safety protocols.
5. If required, impose a limit on the number of people gathering at the meeting.
6. Provide effective hand washing material or services for the attendees.
7. Employ post meeting enhanced cleaning measures, wipe-down surfaces and equipment.
8. Encourage efficient and purposeful meetings or programs to discourage prolonged engagement or lounging.

Example



*meetsmart/psav

Updated: 6/11/2020

ABCPLD Best Practices for Re-Opening Libraries

11. PROGRAMS

During the pandemic, libraries should continue to offer online programming to meet community needs. As services are gradually restored with each phase of re-opening, consideration can be given to participant demographics, program spaces and enhanced cleaning protocols to determine if libraries can deliver safe in-person programming.

Procedure

1. Determine how many people can safely participate in a program while maintaining physical distancing. Consider offering multiple programs.
2. Each program space is unique and will require rearrangement to allow for safe distancing between participants.
3. Work with facility operator to ensure air ventilation systems are optimized and when possible, take programs outside and/or prop open doors.
4. Eliminate drop-in programs and move to registered programs to control participant exposure.
5. Consider program series to create social bubbles and minimize broad contact.
6. Ensure signage is visible to program participants as a reminder of COVID-19 safety protocols.
7. Have hand sanitization stations available and note closest washroom access for hand-washing.
8. Provide designated locations for the public to place personal belongings and clean these areas, chairs, tables and high touch surfaces between each public use.
9. Share safety and library facility protocol training with community partners.
10. Consider the use of mobile plexiglass shields when physical distancing is not possible.
11. Consider use of PPE (masks) when physical distancing cannot be maintained during program delivery.

Additional Points to Consider

- Children (0-6yrs) are currently considered to be low-risk but they will have difficulty maintaining physical distancing and the requirement for parent/caregiver support at programs increases risk for all participants. Continue with online programming for this age group.
- Children (7-11ys) and teens are considered to be low-risk and can maintain physical distancing. Consider small group class/club visits by splitting classes into smaller groups.
- Adults are considered moderate to high-risk and can maintain physical distancing. Consider 1-on-1 help with technology, health, job search/support and readers advisory.
- Seniors are considered high-risk and although they can maintain physical distancing, small group activities should continue to be avoided:
 - Consider telephone programming including book clubs and book chats.
 - Designate specific times for seniors programming to minimize contact with other customers.
- As public health outcomes continue to improve or be maintained, slowly reintroduce small group programs for all ages, volunteer opportunities and community partner programming, subject to safe work protocols.

12. HOME DELIVERY

Home delivery services during the pandemic response period are essential to vulnerable individuals who are homebound or otherwise unable to travel to the library and may include individuals self-isolating for various reasons. Given the increased risk for severe illness among the individuals typically served, it is critical to ensure that safe practices are established to minimize risk of transmission.

Procedure

1. Maintain safe distancing with “contactless” delivery to the front door or other prearranged delivery point.
2. Consider scheduled delivery times, or a phone call on arrival to alert the client or caregiver of arrival. Postal delivery may be free for some individuals with print disabilities.
3. Coordinate with facility staff, caregivers or other agencies to facilitate delivery where the individual cannot collect the delivery themselves.
4. When preparing deliveries:
 - a. Staff should wash hands thoroughly before and after packing each delivery.
 - b. Consider using non-medical masks or gloves while preparing deliveries.
 - c. Deliveries should be packed in individual bags or bins.
 - d. Consider quarantining prepared deliveries for 72 hours prior to delivery.
5. Before and after each round of deliveries:
 - a. Ensure delivery staff wash hands thoroughly.
 - b. Clean and disinfect the cargo area of the delivery vehicle with a suitable disinfectant.
6. Equip delivery personnel with hand sanitizer to use before and after each delivery, as well as disinfectant wipes to clean frequently touched surfaces.
7. Consider using delivery bins that can be readily cleaned and disinfected.
8. If you choose to accept returned materials, designate a closed bin to contain returned items.
9. Communicate with home delivery clients about safety including quarantine practices and delivery protocols.
10. Ensure you have policies to support staff providing home delivery including working alone guidelines.
11. Delivery staff should be issued with full PPE kit, including face shields, in case they are needed.

Additional Points to Consider

- Consider encouraging less frequent but larger deliveries and extending loan periods.
- Consider requiring staff to wear gloves and non-medical masks when handling deliveries.
- If contemplating service where staff enter an individual’s residence, additional measures will be necessary, notably for PPE and related training.
- Consider supplementing physical delivery service with a “social call” service via telephone, TTY, chat or email for those who rely on home library service for social contact.

13. SERVICE BEYOND OUR WALLS

Community work allows libraries to connect with vulnerable and isolated populations that face barriers to library service. In many cases, these populations have been affected the most by the pandemic and their needs are harder to find, assess and solve.

Procedure

1. Make the effort to contact partners to find needs, experiences and gaps in service. Working with partners is an opportunity to indirectly connect and develop relationships with vulnerable and isolated populations.
2. Create a map of existing services for vulnerable or isolated populations. Due to the pandemic, some services might have changed, adapted, or disappeared.
3. Many partners have moved their programs online (e.g. virtual meetings, newsletters), creating an opportunity to visit digital spaces to connect directly with vulnerable and isolated populations.
4. Many residents in our municipalities have limited or no connectivity, and limited or no access to digital devices. Consider creating opportunities for personal connections through non-digital tools.
5. Explore the possibility of safely visiting physical spaces that serve vulnerable populations and create an opportunity to connect and eliminate basic barriers for service.
6. Assess the opportunity based on relevance to the community and the library, safety measures put in place by the organizers.
7. Consider attending if the space allows for physical distancing, crowd controlling and limiting the number of people.
8. Minimize the use of library and promotional materials (e.g. books, handouts, giveaways).
9. Reduce time and number of staff attending to avoid exposure.
10. Design your space using clear markers for physical distance and interactions limited by time. It's a good opportunity to be creative with props (e.g. plastic noodles).
11. Train staff on how to communicate the reason for the visit, set new expectations and keep safe physical distance.
12. Implement vehicle cleaning before and after driving to every visit.
13. Implement cleaning of shared equipment before and after every visit.
14. Provide staff with portable hand sanitizer.
15. If two or more staff members are driving in the same vehicle, have them wear masks.
16. Masks or shields might be required by the event organizers or community spaces, check in advance.

14. CONCLUSION

It is our hope that these best practices are helpful to you in developing your own plans.

It is likely this document will need to be added to and edited as it is used by your library. Please let us know what improvements can be made by emailing ABCPLD (edabcpld@gmail.com)

As additional information becomes available, ABCPLD will amend and edit this document.

15. ACKNOWLEDGEMENTS

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