Present:

Absent:

1. **Approval of Agenda**
2. **Introduction of Jackson Longworth and Tristen Hansen**
3. **Board Feedback**
   a.
4. **Consent Agenda**
   a. Approval of Minutes of May 19, 2020 meeting
   b. Items for Information
      i. Rural Service Grant
      ii. PRL Board Talk May 28
      iii. Parkland IT Report May 2020
      iv. Parkland Finance Operations Report
      v. Parkland Library Services Report
      vi. Battle River Community Foundation Newsletter
      vii. Provincial Relaunch Strategy Updated June 9
      viii. Provincial Covid-19 Relaunch Guidance Libraries
      ix. Provincial Covid-19 Relaunch Guidance Day Camps
      x. Checklist for Resuming Public Library Service
      xi. Public Library Pandemic Response
   c. Reports
      i. Librarian's Report
      ii. Nicole's Program Report May 2020
      iii. Program Overview to May 31, 2020
      iv. Library Stats May 2020
5. **Items for Discussion**
   a. Staff Guidelines for Reopening
   b. Book Bike SRC Covid-19 Protocols Draft
   c. Reopening Points for Patrons to Know
6. **Items for Decision**
   a. Policies
      i. Policy on Material Acquisition

      ii.   Finance Policy

     iii.   Workplace Violence, Harassment, and other Unacceptable Behaviour

     iv.   Unattended Children and Vulnerable Patrons

      v.   Personnel Policy

   b. When will we reopen?

7. Adjournment

Next regular Board meeting: **September 15, 2020** at 5:15 PM

Present: Renee Greer, Julie Girard, Elizabeth Luck (Chair), Robyn Gray (Director), Cheryl Hamel (Manager), Kelly Higgins, Shannon Stolee, Nicole Bannick, Jennae Matzner, Tracy Bell, Jackie Lovely, Jaden de Waal

Absent without Notice: Krista Larocque, Trevor Miller, Susanna Bruneau

Absent with Notice: Katherine Schwaiger, Agnes Hoveland

1. **Approval of Agenda – Motion 16/20 M/S/C** R. Greer/J. Girard. Passed.

2. **Introduction of Jennae Matzner and Jaden de Waal**

    a. **J. Matzner** described her role and her goals for this summer as the library's Book Bike Assistant, and will be beginning this year's Summer Reading Program on June 15

    b. **J. de Waal** – This year's recipient of the Augustana Pathways Internship! Being hosted by CPL, while also working in collaboration with the Bethany Group and Kids Campus. Due to COVID, currently brainstorming new ideas for adapt this project.

3. **Board Feedback**

    a. N/A

4. **Consent Agenda - Motion 17/20 M/S/C** R. Greer/J. Girard. Passed.

    a. Approval of Minutes of April 14, 2020 meeting

    b. Items for Information

        i. PRL Board Talk, February 20, 2020

        ii. E-Motion to approve the Camrose Public Library Board's 2019 Financial Statement

        iii. Meeting Minutes from March 24, 2020

        iv. Minister Madu Letter to Public Libraries

        v. Minister Madu Thank You

        vi. Minister Madu Response

    c. Reports

        i. Librarian's Report

        ii. Nicole's Program Report March 2020

        iii. Program Overview to March 31, 2020

        iv. Library Stats March 2020

        v. Nicole's Program Report April 2020

        vi. Program Overview to April 30, 2020

        vii. Library Stats April 2020

5. **Items for Discussion**
   a. COVID-19 Information, Relaunch Considerations
   b. Draft of Re-Opening Plan – earliest could begin is June 19, Phase 2. Discussed some of the particulars of what opening will look like. Top priority is to communicate clearly with staff what expectations are and have a plan in place that is ready to implement once we are able to open.

6. **Adjournment 5:55pm**

Next regular Board meeting: **June 16, 2020** at 5:15 PM

Parkland Regional Library
Cooperation ▪ Innovation ▪ Service

May 15, 2020

Camrose Public Library
4710 - 50th Avenue
Camrose, AB   T4V 0R8

Please find attached a cheque for $11,505.15. This is a libraries service grant designed by the provincial government to enhance library service to rural patrons. The grant is based on Parkland Regional Library's municipal membership agreement, which is given to municipalities without library boards on a per capita basis. Camrose County and the Village of Bittern Lake have both allocated a portion of their population allotment to your library.

The above amount represents a projected 50% of the 2020 library services grant. The balance will be sent once the province releases the second round.

In the spirit of building relationships with the provincial government, PRL continues to encourage your board to send a thank-you letter Kaycee Madu, the Minister of Municipal Affairs for the advance funding and invite your local MLA to your library to show just how much work your library does and how important you are to the community.

If you have any questions, please feel free to contact the Finance Department at finance@prl.ab.ca

PRL BOARD TALK

Highlights of the Parkland Regional Library Board Meeting

MAY 28, 2020

Audit Report Approved

PRL's audit was presented to the board by MNPs Lindsey Schmidt and Joey Ingram. In the documents provided, the auditors state:

The accompanying financial statements present fairly, in all material respects, the financial position of the Library as at December 31, 2019, and the results of its operations, its remeasurement gains and losses and its cash flows for the year then ended in accordance with the Canadian public sector accounting standards.

Findings from the audit include three recommendations for improving controls. These recommendations relate to 1) fixed asset disposal; 2) impairment testing for property, plant, and equipment; and 3) the review of the Director's credit card transactions. As recommended, staff are preparing additions to the finance policy to meet the auditor's recommendations.

There were no significant changes in the balance sheet. The three recommendations for improving controls were minimal and are already being changed in policy by Parkland staff.

A copy of the Auditor's Report and Report to the Board will be sent to your municipality.

eContent Purchasing

For 2020, Parkland budgeted $20,000 each for eBooks and eAudiobooks. Due to the COVID-19 crisis, Parkland has expended almost all of this $40,000 for eBooks and eAudio books for 2020. The intention was to enhance the access to eContent since library patrons have almost no access to physical content. The early expenditure of our budget meant that there would be no money for additional eContent later in the year.

Staff asked the Executive Committee for permission to overrun the eContent budget line by $20,000. Due to the increased demand for eBooks and eAudio books, caused by the shutdown of libraries during the COVID pandemic, the Executive Committee approved the additional eContent expenditures at their April 30th meeting.

In addition, Parkland staff reached out to the Lions Clubs earlier in the year to ask for contributions to purchase eAudiobooks for the regional collection, which supports the visually impaired community. The Lions Clubs in Innisfail, Forestburg, Killam and Clive have graciously donated $1,828.58, which provided 25 more titles for the Parkland Collection. We are very grateful for their support.

PRL Advocacy Committee

Earlier this year, the goal that the Advocacy Committee decided they needed to focus on is that municipalities are aware of and support public library services at the regional and local levels. Despite the COVID-19 pandemic, this advocacy goal has not changed.

At their last meeting, the committee considered some important questions:

1. How do we position libraries as essential or at least valued services?
2. How do we continue to prove the value of Parkland and local library budgets in the post-pandemic economy?
3. What do post-COVID libraries look like?
4. What kind of messaging do we need to advocate for Parkland and local library budgets in the post-pandemic economy?

After a lengthy facilitated session, the committee provided an extensive amount of material that can be categorized into a number of themes:

- Libraries need to innovate and continue to provide service even during the pandemic. The worst thing a library board can do is shut down services entirely.
- The board and staff must place a high emphasis on communication within the community to both funders and their patrons. During this

period of closure to the public, library communication is more important than ever.

- Libraries need to be realistic about the post-pandemic world. Patrons might have developed different service expectations (e.g. want a continuation of virtual services, curbside pickup, etc.), and/or they may be reticent about in-person library visits and using library materials.
- Library boards need to be realistic about their budget expectations if they want their budgets to pass. Municipalities are struggling, so boards should only be asking for what they absolutely need.

The vast majority of libraries continue to have staff on duty with many providing innovative services. Of Parkland's 50 libraries, 39 are currently providing some level of service to their communities. Furthermore, Parkland continues to serve as a support and distribution hub to share information and resources between member libraries so that they can provide the most service possible at this time.

Community News from Trustees

Olds & District Library- Heather Ryan reported that their library board has been very proud of all the work the staff at the Olds library has been doing during the pandemic. Staff is now working on their re-launch plan.

Stettler Public Library - Les Stulberg reported that they now have enhanced online programming and are offering curbside pickup. They are also helping to provide PPE items to their local hospital. They have been both busy and innovative.

Lacombe County - Dana Kreil reported that they are using this time to replace the flooring at the Eckville Municipal Library. They anticipate offering curbside pickup when the library is put back together.

Amisk Public Library is now offering curbside service. They are also collaborating with the Buffalo Trail School Division to loan Chromebooks for online crafts for their summer reading club.

Lougheed & District Public Library is offering craft kits that can be picked up from the library so that children can participate in online craft time.

Next Meeting: September 17, 2020, 1:00 PM.

For more information or if you want a copy of the draft minutes from this board meeting, please contact PRL.

I.T. Report – May 2020

Wireless Infrastructure Migration

Parkland budgeted $60,000.00 to replace the aging wireless infrastructure throughout the region, in 2020. The current system is comprised of Dell branded Aruba hardware and software. Since the original purchase from Dell in 2015, HP has since purchased Aruba. This meant that Dell is putting an end to supporting and selling Aruba hardware and software. Aruba is still a premier networking manufacturer even though they are under the umbrella of HP.

Starting last October, negotiations began with Aruba/HP for an extension of warranty support for the current wireless infrastructure, even though it was originally purchased through Dell. Aruba/HP agreed to provide Parkland with warranty support at a cost of $5,365.44 per year. There are some other benefits:

- Parkland's wireless system is over 5 years old so there are certain hardware components that will need to be replaced at some point, however, PRL is now in a better position as we may only need to replace certain components in the years to come, rather than the entire system.
- Parkland has used our maximum licenses for wireless access points as we have 60 access points in 50 locations. There are some places (like our new building) that need additional access points for better wireless coverage. Parkland can obtain these additional licenses and access points through Aruba/HP.
- Parkland now has access to new software updates that were previously unavailable.

This arrangement gives Parkland's I.T. staff some breathing room and plenty of options for enhancing PRL's wireless infrastructure in the future.

Computer Replacement

I.T. staff have 75 computers remaining that are to replace older computers throughout the Parkland region. Once libraries begin to open up again, we will resume with our desktop replacement project. Our goal still, is to have all the new computers rolled out by the end of 2020.

Ongoing Network Maintenance

The COVID-19 pandemic and closure of public libraries has provided the I.T. team with an opportunity to perform network maintenance in certain areas that would normally require downtime for member libraries. Some of the maintenance tasks that we have accomplished during this time are:

- Wireless migration (as mentioned above).

- Polaris reporting enhancements.
- Website updates and performance improvements for all member library websites.
- Updates to the PRL support website for member library staff.
- The migration of critical servers to a new version of the Microsoft Windows Server operating system.
- Updates to the Public Access Catalogue (PAC).

Those are just some of the major accomplishments the I.T. team has made over the past couple of months. Kudos to both Jessie-Lynn Gerski and Steven Dobrowolski for their hard work and focus during this troubling time – they both are fabulous to work with.

Submitted by Tim Spark
Manager of Technology Infrastructure

Finance & Operations Report - May 2020

Finance & Operations Unit Update

- The Office Administrator is preparing twice weekly updates to member libraries, public library board chairs and the Parkland Board with relevant information and resources
- Staff are working on a Mental Health and Wellness program to be brought to the staff as a whole in June.
- Staff are placing orders as member libraries are sending in orders at a normal pace
- Shipments of books are being received by staff at a normal pace as our vendors are all still processing our orders and sending regular shipments
- Purchasing eBooks and eAudio books has greatly increased
- Finance tasks are being completed with few changes to workflow
- Staff are processing all new materials for a planned start date to resume van deliveries on June 2nd (which member libraries are very grateful for)
- Staff are still preparing packages for meetings along with organizing a new way to hold the current Executive and Advocacy Committee meetings as well as our May board meeting
- Work is under way to review and update our Emergency Response Plan – to include an expanded pandemic plan, mental health section, and to greatly expand our Business Continuity plan
- New building construction is continuing without interruptions – staff continue to work with Tricon as well as cleaning and organizing items in the current building to prepare for the move
- Operations Clerks are assisting the Library Services department doing data clean up in the integrated library system (Polaris) that will improve the circulation statistics libraries can gather to improve their local collection management practices
- All staff are actively learning new skills and increasing relevant knowledge to better serve our members and community residents (as time allows)
- Staff such as the Office Administrator and the Finance Clerk have identified projects and will work on these when time is available
  - Creating timekeeping software reports for staff and management, reviewing other ways to optimize the use of the software
  - Investigate and review new CRM software options for management of all stakeholders
  - Microsoft Teams software usage for department
  - Review photocopy requirements and needs for purchase of new machine
  - Finance procedural manual for clerks
  - Updating policy documents

Submitted by Donna Williams
Manager of Finance and Operations

Library Services Report - May 2020

Strategic Priority: Municipalities will have sustainable and effective library service.
Library Collections and Patron Services

Not surprisingly, given the public health emergency lockdown that started in mid-March, Parkland has seen a substantial increase in eLibrary use. Learning support (Solaro, Pronunciator, Niche Academy), home access to genealogy (Ancestry), and eBook borrowing have seen tremendous growth.

Platform	Jan/Feb total	Mar/Apr total	Increase
eBook patrons (CloudLibrary)	204	474	232%
eBook circulation (CloudLibrary)	8,861	13,743	155%
Read Alberta eBooks patrons	43	138	321%
Read Alberta eBooks circulation	18	67	372%
eAudio patrons (RBdigital)	197	291	148%
eAudio circulation (RBdigital)	6,377	7,336	115%
eMagazine circulation (RBdigital)	3361	4292	128%
Ancestry (genealogy)	2004	4328	216%
Pronunciator (language learning)	94	235	250%
Press Reader (newspapers/magazines)	7,581	9,606	127%
Solaro (Alberta curriculum support)	225	1965	873%
Niche Academy (public)*	818	41,661	5093%

* *We've made global impact with over 14,000 views of a navigating Dewey Decimal video from Asia.*

To ensure that patrons have access to as much digital content as possible, we spent most of the allotted $40,000 for eBooks and eAudiobooks by mid-April. Working with partners, such as TAL, we're providing temporary access to new digital content (e.g. Tumblebooks, Newspaper Archive, Twig Education) during the crisis.
Parkland staff have responded to numerous technical support and troubleshooting queries from member library staff and the public during this period.

In addition to digital content, member libraries have found innovative ways to continue providing physical material to patrons even while closed to the public. From March 15 to May 14, we've tracked the following borrower and circulation activity:

New borrower registrations	424
Membership renewals	2,139
Checkouts (includes renewals)	26,766

Library services staff continue to catalogue new material arriving at headquarters as well as equipment in member libraries (e.g. Sundre and Didsbury). Technicians are working on several data clean-up projects in the integrated library system (Polaris) that will improve the ability of patrons to search for and find what they want by ensuring:

- items on the same topic are linked together
- fewer duplicate records and records without items appearing in the catalogue
- items in a series can all be found by the series name and are linked together
- adding statistical classes to item records so library staff can better analyse circulation data for improved collection management.

Training & Operational Support to Members

Consultants are providing remote support to member libraries via telephone, email, and online. We've had 90 remote consulting visits, 6 weekly virtual Coffee Breaks, and virtual summer reading club meetings. Consulting topics include typical library operations such as collection management, as well as support for the unique challenges resulting from the pandemic and its effects on public access to library facilities and collections. We are also conducting our biennial wage survey. We've had 31 libraries respond so far. Plans are to close the survey on May 20th and release the results on June 15th, but we may extend the deadline to increase responses.

We've increased the tutorials available to library staff on Niche Academy, to support members in professional development. Use of this learning tool increased from 124 tutorials in January/February to 1,543 in March and April, a 1,244% increase!

Due to the pandemic, we made the difficult decision to cancel our fall conference. We are excited to announce that we are replacing the live one-day conference with a joint two-day virtual conference, in partnership with Yellowhead Regional Library, Peace Library System, and The Alberta Library (TAL). The *Stronger Together* conference will be October 1 & 2. Registration is free for all Parkland members.

The pandemic has also had a big impact on summer reading programming. TD SRC has moved to an online format this year, with books available digitally through the TD SRC website. 33 Parkland libraries have registered for the program. TAL and Alberta library systems are collaborating to develop additional supports for libraries, such as a public facing website, a staff training webinar, and a manual for staff to learn how to access statistics from social media platforms. Many libraries are planning story walks, take and make kits, and curbside pickup of library material to support summer reading programming. Libraries that had ordered prizes have the option to pay for and receive them this year, pay now and receive them in 2021, or pay for and receive them in 2021. This year's theme, *Game On,* will carry over to next year, so libraries can use the physical resources and prizes in 2021.

Strategic Priority: Parkland residents will have a greater awareness of the public library and regard public libraries as an essential part of their communities.

Parkland staff have ramped up our communications activities to help keep connected with member libraries, stakeholders, and the public. This includes:

- Twice weekly Updates to member libraries and the PRL Board to keep you informed with relevant information and resources
- Frequent social media posts on Facebook, Instagram, and Twitter, particularly promoting Parkland's digital content and numerous resources for the public to help cope with the pandemic such as online programming, educational supports, information, physical and mental health supports, and creative pursuits.
- Saving social media graphics to the shared Q drive for member libraries to use on their own channels
- Maintaining a COVID-19 resources page for library staff on our support site
- A Day in the Life of PRL video https://youtu.be/LtQy0sja79U

Submitted by Colleen Schalm
Library Services Manager
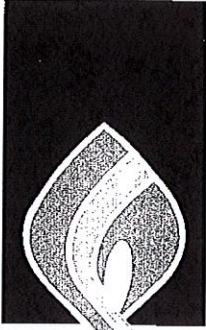
Join our virtual public meeting

As the Battle River Community Foundation marks its 25th anniversary, it is a memorable time – but not just because of our special milestone.

Just like every other organization, the Foundation is doing things differently this spring.

It's important for our BRCF Board of Directors to share an annual update of the Foundation's activities for the last 12 months, update the community on our financial position and highlight the benefits of both giving and receiving.

Typically, this takes place during a Public Open House, held in June. This year, of course, it's not possible to gather our friends and supporters together in the usual way.
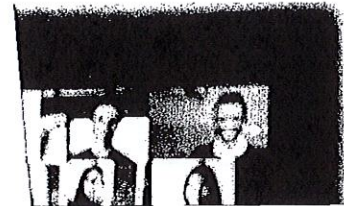
But it's still important to share our story.

In accordance with the Alberta Charitable Fund-raising Act, we are pleased to provide the following information: "With this newsletter, the BRCF hopes to raise $5,000 with costs of $2,000."

So we'll be recording and broadcasting information from the Board, from former scholarship recipients and donors, as well as introducing you to some new BRCF faces, during a virtual meeting scheduled for Wednesday, June 24.

Please email brcf@gmail.com to get the meeting link.

Battle River Community Foundation
P.O. Box 1122, Camrose, AB T4V 4E7

Garrett Zetsen
Treasurer

Phone: (780)679-0449
Fax:　(780)679-0449
info@brcf.ca
www.brcf.ca

Camrose Public Library Board. We are online for our open house this year hope you can see it!

Thank-you,

Garrett Z.

Battle River Community Foundation
Helping YOU make good things happen, forever!

Supporting the Foundation since the beginning

Norm and Betty Mayer are no strangers to supporting the community. The long-time Camrose couple are strong and regular supporters of all sorts of causes – with donations that include gifts of both time and money.

Norm and Betty were among the first to create a fund through the fledgling Foundation that formed in 1995. Their business, Central Agencies, also has a fund.

But their involvement actually began even before the Foundation existed.

Norm recalls when the late Louise Jensen, who was the Director of Camrose and District Support Services in the 1990s, shared the concept of a foundation with him for the first time.

"It seemed like a workable idea," Norm remembers. "We said, 'well, why wouldn't it work here?' and there were many of us who made a commitment to helping it succeed.

Norm has been a member of the Board's nominating committee for much of the last 25 years and believes one of the reasons the Foundation has achieved the success it has is due to the quality and dedication of those who have held seats on the Board over the years. "We've been very fortunate to have had the Board members we have," he says. "They work hard and take their roles very seriously."

'Every year they do well is very gratifying," Norm says. "It's been nice to the see the local buy-in and the way the Foundation has grown."

Norm and Betty understand that there are always needs to be filled and they believe it's important to always help out. But the Mayers, who make regular contributions to many local causes, see the Foundation as a different and important way to support the community both in the present and in the future.

"We won't be here forever," Norm and Betty explain. "It's meaningful to us to know that our funds will carry on and continue to support the local area, even after we are both gone." They also know that community needs can change and have set their fund up

in a way that allows the Foundation Board to make decisions about what causes to support.

One of the BRCF projects Norm and Betty have specifically supported for the last decade is Reading University. They believe in the importance of helping children get their reading skills off to a good start, and have been pleased to donate to that special program.

The couple enjoys receiving letters from the students and Betty, especially, enjoys attending the Reading University graduation ceremony to learn more about how the students have progressed and celebrate their success.

Ultimately, Norm and Betty see the Foundation as an extension of their belief in taking care of each other. "Lots of people need help from time to time," Norm explains. "When we all work together to help each other, that makes a strong community. And a strong community is good for all of us."
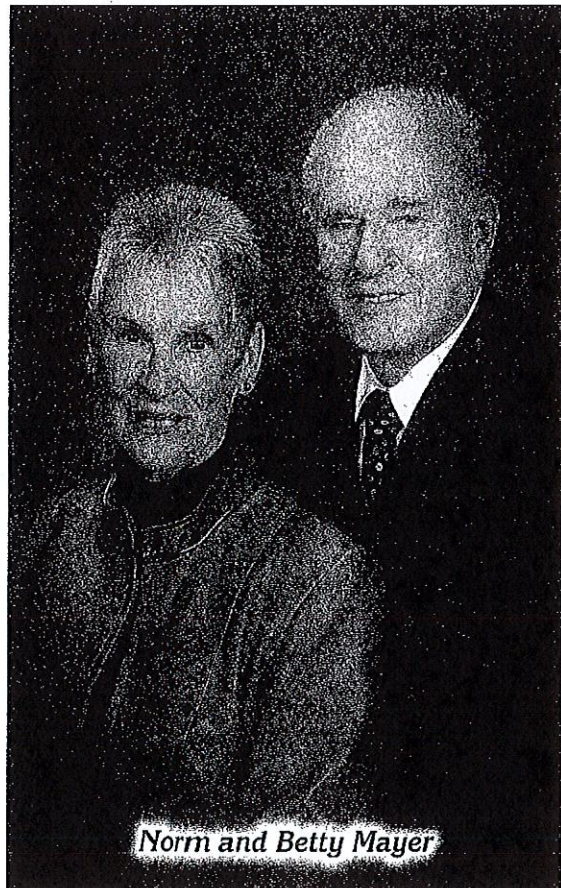
Norm and Betty Mayer

Two organizations working together since 1995

The Battle River Community Foundation and the Battle River School Division have a lot more in common than just their names.

Both organizations were formed in 1995, so are marking 25 years of existence in 2020.

Both organizations are based in east central Alberta, and want our local area to have a strong and vibrant future. And both organizations have been contributing to that positive future, in their own ways, each and every day.

As a charitable organization whose role is to connect donors with meaningful community causes, the Foundation is a consistent and generous supporter of local projects.

As an educational organization always seeking new and innovative ways to engage students in learning, the School Division is often seeking funding for projects that enhance opportunities for students.

The very first grant ever awarded by the Battle River Community Foundation was a $200 scholarship for a student in the Hardisty area of Battle River School Division, way back in 1996.

Since that small first step, BRCF has provided more than $1 million in support of school division students, through scholarships, grants and support of various projects.

For more than two decades the Foundation has been a constant supporter of school division initiatives.

The most significant support, more than $550,000, has been in funding for Reading University, the BRSD summer program which supports literacy development in Grade 2 and 3 students who need a bit more time to hone their basic reading and writing skills.

The other $450,000 has supported a diverse range of projects, for everything from post-secondary scholarships, to the purchase of musical instruments, school equipment and providing funds for the purchase of resources that help build students' positive mental health.

"We're grateful for the Foundation's support," says BRSD Superintendent of Schools Rita Marler. "Their grants and contributions have made a positive difference to the lives of thousands of students over the last 25 years."

Students from Hay Lakes School showing off their new musical instruments, purchased with support from the Battle River Community Foundation

Supporting our communities through this unusual time

Virtually no one in the world has experienced a situation like we're currently experiencing.

In addition to the potential health consequences of the COVID-19 pandemic, the economic impacts throughout the world, and right here in our region, are unlike anything we've ever seen.

Though Alberta has weathered the health risks well so far, the economic fallout is extensive and far from over. The BRCF Board believes it is important that we work together to ensure the community supports that define our region are maintained as we learn over the weeks and months to come what our "new normal" will be.

That's why the Battle River Community Foundation has allocated $100,000 to supporting local charities and organizations during this time. The funds will be used to establish a flow though fund that will be available to eligible recipients (defined by the Canada Revenue Agency) to assist in sustaining their operations, meeting different or expanded client needs, and to ensure essential organizations continue to provide the services we need throughout the region.

The fund is not intended to duplicate government programs developed to respond to this emergency, nor is it designed to replace the normal fundraising processes established by the organizations in the Battle River region. But it is intended to help ensure that local needs can be met even in these most uncertain of times.

If you'd like to contribute to the fund, please remember any donations you make will be outside our normal fundraising and will not establish an endowment fund. They will be flow through gifts intended to be spent over the short term to assist in local COVID-19 responses.

Up until the end of May, your contributions to this special fund will be matched through a provincial program. **To be matched by provincial dollars and be available for grants in our area,** your donation should be made to the Edmonton Community Foundations Rapid Response Fund by May 31, and must specify in the "Message for the Edmonton Community Foundation" section of the donation form that it is intended for the Battle River Community Foundation COVID-19 Response Fund. You may access the donation information at https://www.ecfoundation.org/funds/rapid-response-fund/

Proud sponsor of this issue of Giving Back...

Opening soon

Alberta's relaunch strategy

Updated June 2020

Alberta

Contents

Message from Premier Jason Kenney

Albertans' response to the most significant health and economic emergency of this century has been tremendous. Through your efforts and sacrifices, you have continued to contain the spread of the virus well below the scale seen in other parts of the world. This has allowed our healthcare system to focus their efforts on our most at-risk populations.

A sound pandemic response plan, implemented by Dr. Hinshaw and our team at Alberta Health, is also responsible for our success. Through astute planning and quick action, Alberta's inventory of medical supplies and our aggressive testing regime has set a standard for Canada and, indeed, the rest of the world.

Our relaunch strategy balances a path to economic revitalization with continued emphasis on safety.

Stage 1 of this relaunch has been met by Albertans with individual determination and collective responsibility. Albertans have followed health orders and followed medical advice. And though we cannot lower our guard entirely, we can set our gaze on the future with hope and confidence.

Stage 2 of relaunch marks the next step we take towards a renewed economy. Based on strong public health data, we can now further relax restrictions and expand activities.

Our ongoing success will depend on continued testing and safety measures, with a healthy dose of personal responsibility Albertans are famous for. Together, we have come a great distance and, with common sense and compassion, we can continue to forge ahead.

Premier Jason Kenney

Message from Dr. Deena Hinshaw, Chief Medical Officer of Health

As we move forward with the next stage of Alberta's re-opening, I thank all Albertans for helping us to get here. We have arrived where we are today because of your sacrifices, discipline and commitment to look out for each other by following public health orders even when it was difficult to do.

Our continued success depends on the actions we take every day. The greatest act of kindness we can show others is to wash our hands, stay home when we are sick, maintain physical distance from others, stay socially connected, and look out for our friends, family and community. Maintaining these habits will become even more important as we start leaving our homes more often.

Our health system is well-positioned to respond to COVID-19 as we move forward with our relaunch strategy. We have expanded testing to all Albertans and have established rigorous protocols to identify and swiftly contain outbreaks. Our decisions will continue to be guided by a thorough public health risk-analysis that considers both risks of infection and the health, social and economic impact of restrictions.

I know the idea of re-launching our economy evokes strong emotions, and many look ahead with a mixture of optimism and concern. It's okay to have different perspectives. I am listening, and I will continue to make recommendations about next steps with your health as my top priority.

We will need each other more than ever through every stage of this relaunch and into the future.

After all, we are all in this together.

Dr. Deena Hinshaw, Chief Medical Officer of Health

Overview

While we face a long road to recovery, there are good signs our collective efforts of physical distancing, good hygiene practices, and staying safe together are helping slow the spread of COVID-19.

That has given government confidence to implement Alberta's relaunch strategy, a plan that puts safety first while gradually reopening businesses and activities to the public, and getting people back to work. Stage 1 was a success - case numbers remain low and Albertans continue to follow public health measures while resuming activities. We expect similar results as we move to stage 2, but encourage everyone to remain vigilant.

Unlike other provinces such as Quebec, we were able to safely keep areas like construction, manufacturing and energy operating throughout the pandemic by enforcing physical distancing and following the guidance of our Chief Medical Officer of Health. Thanks to that, we started from a strong place, and we were able to apply that same guidance to other businesses across the province.

To be successful, we must ensure the sacrifices we have made to contain the virus are not wasted. Continued care, common sense and resilience will move us forward. Here are some of the highlights of how we plan to get there.

Conditions for relaunch

Enhancing our nation-leading COVID-19 testing capacity

With more than a quarter million tests completed, Alberta is one of the leading jurisdictions in the world for COVID-19 testing.

Anyone can be be tested, with or without symptoms.

Robust and comprehensive contact tracing, aided by technology, to quickly identify and notify people who are at risk

ABTraceTogether, the voluntary mobile contact tracing app, helps let Albertans know if they've been exposed to COVID-19 while protecting your privacy.

Support for those who test positive to enable isolation and containment of spread

Updated information is available at alberta.ca/COVID-19 for those who are isolating.

Stronger international border controls and airport screening

People entering Alberta from outside Canada must stop at at provincial checkpoint to submit an isolation questionnaire and undergo a touch-free temperature check.

Public use of masks in specified crowded spaces, or mass transit

40 million non-medical masks will be distributed free to Albertans.

Strong protections for the most vulnerable, including those in long-term care

Strong public health measures include visitor restrictions, daily screening of staff, strict cleaning requirements, and mandatory outbreak protocols.

Additional government funding supports staffing and the implementation of public health guidelines.

Rapid response teams to deal with future outbreaks

These foundational elements will ensure a safer reopening.

Key measures and timing

Getting to each stage of relaunch depends on our ability to keep infection rates low, and well within the capacity of the healthcare system. Health measures we are watching include:

(%)	Percentage of tests that are positive
(+)	Hospitalization and intensive care unit (ICU) rates

Confirmed cases continue to be monitored in real-time to inform proactive responses in localized areas of the province.

We need to learn as we go and evaluate as we take careful, considered steps from one stage to the next. There may be times we need to take a step back, but in time, we will adjust and move forward together.

Continuous evaluation of health triggers could result in restrictions being removed or reapplied in some localized areas of the province.

Early actions

Because of the sacrifices Albertans have to prevent the spread, were able to begin some activities before stage 1 of relaunch was implemented.

	Alberta Health Services resumed some scheduled, non-urgent surgeries as of May 4.
	Dental and other regulated health-care workers such as physiotherapists, speech language pathologists, respiratory therapists, audiologists, social workers, occupational therapists, dietitians, chiropractors, optometry and more resumed services started May 4, as long as they followed approved guidelines set by their professional colleges.
	Vehicle access to parking lots and staging areas on public land and parks opened May 1.
	Alberta Parks' online campground reservation system opened May 14 for bookings at select campgrounds starting June 1 onward.
	Access to boat launches opened in select provincial parks May 1.
	Golf courses opened May 2, with restrictions including keeping clubhouses and pro shops closed.
For details on these early actions, visit alberta.ca	

Relaunch stage highlights

Stage 1 May 14	Stage 2 June 12	Stage 3 (timing to be determined based on health indicators with gradual implementation)
With increased infection prevention and controls, some businesses and facilities resumed operations May 14, with two metre physical distancing requirements and other public health measures in place. Retail businesses like clothing, furniture and book stores All farmers' market vendors Hairstyling and barber shops Cafés, restaurants, pubs and bars reopened for table service at 50% capacity Some scheduled, non-urgent surgeries resumed Museums and art galleries Daycares and out-of-school care, with occupancy limits Day camps, including summer school, with occupancy limits Post-secondary institutions continued course delivery, with flexibility for in-person delivery Places of worship and funeral services, with sector-specific guidance Dog parks and playgrounds, unless restricted by municipal authorities In Calgary and Brooks, stage 1 relaunch was gradual over 18 days due to higher COVID-19 case numbers in these communities	This stage will allow additional businesses and services to reopen and resume operations with two metre physical distancing requirements and other public health measures in place. This includes: K-12 schools, for requested diploma exams and summer school, following guidance Libraries, with restrictions Places of worship Additional scheduled surgeries Wellness services such as massage, acupuncture and reflexology Personal services (esthetics, cosmetics skin and body treatments, manicures, pedicures, waxing, facial treatment artificial tanning) Movie theatres and theatres, with restrictions Community halls, with limits on attendance based on activity Team-based sports, with restrictions Indoor and outdoor recreation, fitness and sports, with measures in place Indoor fitness centres, pools and arenas, with measures in place Instrumental concerts Casinos and bingo halls Arcades and video lottery terminals (VLTs) in restaurants and lounges Provincial campgrounds at full capacity	Timing of this stage is to be determined and will involve: More businesses and services reopening with restrictions Permitting larger gatherings (number of people to be determined)
Visitors to patients at health-care facilities continue to be limited	Visitors to patients at health-care facilities will continue to be limited	To be determined
Public attendance at businesses, facilities and events that have close physical contact was not permitted, including: arts and culture festivals, major sporting events, and concerts Movie theatres, pools, recreation centres, arenas, spas, gyms and nightclubs remained closed In-school classes for kindergarten to Grade 12 students remained prohibited	Nightclubs, amusement parks, and hookah lounges (permitted for food and drink only) will remain closed Arts and culture festivals, concerts and major sporting events will continue to not be permitted.	Arts and culture festivals, concerts and major sporting events will be permitted with enhanced protection controls in place Nightclubs will reopen with enhanced protection controls in place Physical distancing restrictions will be maintained Resuming industry conferences with restrictions
Non-essential travel was not recommended	Non-essential out-of-province travel is not recommended	Non-essential travel no longer discouraged
Remote working was advised where possible	Remote working is optional for most workers; workplaces must follow public health measures	To be determined
Enhanced infection prevention and control measures will be in place in all phases.		

Key public health measures

Public health measure	Pre-Stage 1	Stage 1 May 14	Stage 2 June 12	Stage 3
Physical distancing	Maintain distance of 2m	Maintain distance of 2m	Maintain distance of 2m	Maintain distance of 2m
Gatherings	Max. 15 (indoor/outdoor)	Max. 15 (indoor) Max. 50 (outdoor)	Max. 50: Indoor social gatherings Max. 100: Outdoor events and indoor seated/audience events No cap: Worship gatherings; restaurant, cafes, lounges and bars; casinos; bingo halls as long as physical distancing is maintained	Size of permitted gatherings will increase
Public masks	Encourage wearing a mask where unable to physically distance	Encourage wearing a mask where unable to physically distance	Encourage wearing a mask where unable to physically distance	Unnecessary
At-risk Albertans (outside facility)	Remain home unless medically necessary	Stay at home as much as possible	Resume normal activities and interactions, with caution	Resume normal activities and interactions
At-risk Albertans (facility-based)	Visitor, staff, and operational restrictions	Visitor, staff, and operational restrictions	Visitor, staff, and operational restrictions	Restrictions lifted
Isolation and quarantine	14 days for cases, close contacts, and people entering Alberta from outside Canada 10 days if symptomatic but don't fit above categories	14 days for cases, close contacts, and people entering Alberta from outside Canada 10 days if symptomatic but don't fit above categories	14 days for cases, close contacts, and people entering Alberta from outside Canada 10 days if symptomatic but don't fit above categories	Restrictions lifted

Protecting seniors and vulnerable populations

Alberta continues to take steps to protect seniors and at-risk populations.

Restrictions and measures intended to protect seniors, such as continued limits to visitors (long-term care facilities, licensed supportive living facilities including seniors lodges and group homes) and strict health protocols for staff are expected to remain in place through all stages of relaunch. Any changes would be guided by the advice of Alberta's Chief Medical Officer of Health.

Strengthening the economy

More information on a new blueprint for economic recovery, which will set the course for our province's future prosperity, will be provided soon.

Do your part

We're confident Albertans will face relaunch with the same adaptability and resilience they have shown throughout the COVID-19 pandemic.

Our individual actions are the strongest tool we have to protect our health-care system as we pull together to relaunch our economy. People are encouraged to get tested, even if they don't have symptoms. This helps us to trace the spread of the virus so we can identify steps to limit further spread.

Everyone is also encouraged to download and use the ABTraceTogether mobile contact tracing app when out in public. This voluntary app helps let you know if you've been exposed to COVID-19 – or if you've exposed others – while protecting your privacy.

Learn more about steps you can take to stop the spread of COVID19 at: alberta.ca/covid19

GUIDANCE FOR LIBRARIES

Overview

Under current Chief Medical Officer of Health Orders, businesses and entities are required to:

- implement practices to minimize the risk of transmission of infection among attendees;
- provide procedures for rapid response if an attendee develops symptoms of illness;
- ensure that attendees maintain high levels of sanitation and personal hygiene;
- comply, to the extent possible, with the Workplace Guidance for Business Owners, this guidance, and any other applicable Alberta Health guidance found at: https://www.alberta.ca/biz-connect.aspx.

This document has been developed to support libraries in reducing the risk of transmission of COVID-19 among attendees (including workers, visitors and the public). The guidance provided outlines public health and infection prevention and control measures, specific to libraries.

COVID-19 Risk Mitigation

Public Areas	• Ensure attendees are aware of practices in place by posting signage in highly visible locations or displaying messages on digital screens that outline:
	
	  o Physical distancing requirements (2 metres)
	  o Prohibitions on attendance by attendees who are sick or isolating
	  o Hand hygiene
	  o coughing and sneezing etiquette
	  o Cleaning and disinfection practices
	  o Library specific rules, which may include:
	    ▪ Any changes to capacity and/or hours
	    ▪ Any restrictions on person items (e.g., reusable bags)
	
	• Hand sanitizer containing at least 60% alcohol should be available at library entrances and exits and throughout the library.
	• Consider keeping children's play areas closed.
	  o Communal toys should be removed.

Layout and Flow	• To help ensure that attendees are able to maintain physical distancing requirements, the following strategies should be considered:
	
	  o Restricting and directing the flow of attendees into, throughout and leaving the library (e.g., designate doors for entry or exit to avoid two-way traffic, designate hallways for one-way flow of attendees with signs and floor decals).
	  o Assigning staff to assist with distancing in high-traffic areas
	  o Removing or spreading out seating
	  o Limiting the number of attendees allowed in the library at any given time.

GUIDANCE FOR LIBRARIES

	o Supporting vulnerable populations with dedicated hours.
	• Post signage about any restrictions regarding elevator use to ensure distancing requirements can be met, as appropriate
	• Increase the cleaning of all high touch surfaces and common spaces, in particular:
	   o Washrooms
	   o Water fountains. Consider encouraging attendees to bring their own water bottle or provide single use drinking vessels
	• Develop policies for staff masking; consider masking policies for attendees.

Check-out and Returns	• Consider installing acrylic shields (or equivalent) at desks, counters or points of contact between the public and library staff.
	• Employ the use of self-serve checkout and return services as much as possible.
	   o Place hand sanitizer stations and sanitizing wipes near each station.
	   o Monitor use and frequently disinfect high touch surfaces.
	• If not already used, consider options for the public for borrowing materials, such as:
	   o Accessing e-books and other virtual library borrowing services.
	   o Browsing library catalogues online at home.
	   o Encouraging the use of "holds" to reserve materials to reduce the amount of time people spend in the library.
	• Consider offering curbside pickup for on hold items, or if available, consider delivery or drop off services for items to residences.
	• Libraries should store all returned materials in a dedicated space for 72 hours and prevent handling the materials during that period.
	• Staff handling returned materials should always follow hand hygiene practices.

Programming for the Public	• One-on-one library services may continue with appropriate physical distancing and barriers.
	• For adult in-person, group programming (e.g., book clubs, fundraisers, classes, workshops):
	   o Physical distancing (2 metres) must be applied for participants not from the same household
	   o Consider limiting the number of participants
	   o Consider hosting online or virtual activities.
	• Programming for children may operate in adherence with the Guidance for Day Camps.

GUIDANCE FOR LIBRARIES

	• Computers used by the public should be cleaned and disinfected between each use.
	    o Consider options to assign computer time to an individual, scheduling cleaning time between users.
	    o Place hand sanitizer stations and sanitizing wipes at each computer.

Workplace	• Develop a rapid response plan in case an attendee falls ill with COVID-19 related symptoms.
	• Ensure employees have access to hand sanitizer as required.
	• Allow staff to wear masks if preferred.
	• Stagger staff arrival and departure times, lunch times, breaks and meetings to reduce the number of individuals in one place at a given time.
	• Designate lockers and storage spaces to individual workers.
	• Provide staff with training on library practices, such as:
	    o New policies and procedures related to COVID-19, such as a response plan for if an attendee falls ill.
	    o Physical distancing, updated check-out processes, and hygiene practices.
	    o Updated programming policies.

Cleaning and Disinfecting	• In addition to the cleaning and disinfection guidance found in the Workplace Guidance for Business Owners, libraries should:
	    o Clean high-traffic areas, checkouts (self-serve of staffed) and high-touch surfaces more frequently.
	    o Keep washrooms (staff and public) clean and well-stocked with soap and paper towels.
	    o Provide ample waste disposal options in both public and staff-only areas.
	    o Line waste containers with plastic bags for safer garbage disposal.
	    o Ensure library hours allow a deep clean of the entire library each day.
	    o Make sure staff are properly trained on the safe use and disposal of masks, including how to put them on and take them off safely.

GUIDANCE FOR DAY CAMPS

Overview

Day camps include short-term programs that provide care and education to children of all ages. This document should be used to support day camp providers in reducing the risk of transmission of Covid-19 among participants, staff, and other contacts. Day camp providers should also follow the Workplace Guidance for Business Owners.

Many spaces where day camps normally run, such as recreation centres, remain closed. Overnight camps are prohibited.

COVID-19 Risk Mitigation

Safety	• Day camp programs may operate in cohorts of 10 people. This includes both staff and children. • A cohort is defined as a group of children and staff members assigned to them who stay together throughout the day. • Staff members, parents or guardians and children **must not attend** the program if they are sick, even if symptoms resemble a mild cold. o Symptoms to look for include fever, cough, shortness of breath, sore throat, runny nose, nasal congestion, headache, and a general feeling of being unwell. • Staff must ask parents and guardians to check the temperatures of their children daily before coming to the program. Parents and guardians should be reminded of this requirement when children are first registered for the program and through visible signage at entrances and drop off areas. • Staff must conduct active symptom screening of each child every day with the parent or guardian as they drop off their children. • Programs must keep daily records of anyone entering attending the day camp who stays for 15 minutes or longer (e.g. staff working each day, children, etc.). Records must be kept up-to-date and available to facilitate contact tracing in the event of an outbreak. • All visitors or special guests should also be documented. • **Any program connected to a confirmed or probable case of COVID-19 will be required to close for a minimum of 72 hours to allow contact tracing, and then adhere to recommendations from Alberta Health.**

Alberta

GUIDANCE FOR DAY CAMPS

Illness	• If a child develops symptoms while at the program, the child should be isolated away from other children and the parent or guardian should be notified to come and pick up the child immediately. If a separate space is not available, the child needs to be kept at least 2 metres away from other children. • If a child requires close contact and care, staff can continue to care for the child until the parent or guardian is able to pick them up. Staff should wear a mask during all interactions with the child and should avoid contact with the child's respiratory secretions. • Staff should wash their hands before donning a mask and before and after removing the mask (as per mask guidance), and before and after touching any items used by the child. • All items used by the child while isolated should be cleaned and disinfected as soon as the child has been picked up. Items that cannot be cleaned and disinfected (e.g. paper, books, cardboard puzzles) should be removed from the program and stored in a sealed container for a minimum of 10 days. • If a staff person develops illness while at work, they should immediately remove themselves from any contact with others, notify their supervisor and go home.
Drop Off and Pick Up Procedures	• Programs must develop procedures for drop off and pick up that support physical distancing and separate cohorts to the greatest extent possible. Possible strategies include separate cohort entrances, having one designated parent or guardian pick up and drop off each child, staggering entry, or limiting the numbers of people in entry areas. • There should be no non-essential visitors at the program. Parents or guardians are able to attend the program when needed, but should minimize time spent there. • Day camp operators and staff should use telephone or video conferencing when possible to meet with staff and parents and guardians. • Parents and guardians who are picking up children from more than one cohort at the centre should not be allowed to intermingle with children in the cohorts. • Alcohol-based hand sanitizer containing at least 60% alcohol content should be placed in all entrances to the program area in for use by staff, parents doing pick-ups/drop-offs, and other essential visitors. • Dispensers should not be in locations that can be accessed by young children as alcohol-based hand sanitizer is not generally recommended for use by young children. • Signs should be posted reminding persons not to enter if they are sick (even if symptoms resemble a mild cold).

GUIDANCE FOR DAY CAMPS

Physical Distancing	• Cohorts cannot mix with other cohorts or be within in the same room/space at the same time, including pickups and drop-offs, mealtimes, playtime, outdoor activities, staff rooms, etc.
	• More than one program can be offered per building as long as separation between programs is maintained (separate entrances/exits, washrooms) and all health requirements are followed.
	• Where possible, physical distancing practices should occur.
	   o Avoid close greetings like hugs or handshakes and encourage physically-distant greetings such as "air fives" and waves.
	   o Plan for physically distant activities such as shadow tag and avoid activities that require clustering around a particular item or small area.
	• Where a shared outdoor space is used (e.g. green space), cohorts must maintain a distance of 10 metres between groups.

Use of Shared Spaces	• If play structures are to be used by more than one group, the structures can only be used by one cohort at a time and must be cleaned and disinfected before and after use by each cohort. • Only one cohort at a time may use the same outdoor play space. Follow physical distancing practices when possible. Each cohort should have designated equipment (e.g., balls, loose equipment) or clean and disinfect equipment between cohort uses. • The program should establish a plan to prevent mingling of cohorts in washrooms and to minimize the number of shared surfaces in washrooms. • Programs that utilize a space that has other user groups (e.g. programs in museums, community centres, etc.) must ensure the space is cleaned before and after using the space. It is recommended that cleaning be done by one person within the cohort directly before the group enters the space and after it exits the space. A cleaning log must be posted and used to track cleaning.

Program Planning	• To help plan activities, staff should ask themselves the following questions to determine the risk of the activities and whether they are allowed to proceed.
	   o Does the activity violate a public health order?
	   o Does the activity involve shared surfaces or objects frequently touched by hands?
	   o Can an activity be modified to increase opportunities for physical distancing?
	• To align with physical distancing requirements, field trips and activities requiring group transportation are prohibited.
	• Stagger lunch/snack breaks to promote physical distancing among participants.

Alberta

GUIDANCE FOR DAY CAMPS

Food Services Meals and Snacks	- No self-serve or family-style meal service. - Food provided by the family should be stored with the child's belongings or, if refrigeration is required, should be kept in an area designated for the child's cohort and should not be handled by other cohorts' staff. - A best practice is to enforce a "no food sharing" policy and ensure all campers bring their own water bottles. Ensure participants label personal belongings. - No activities involving child participation in food preparation are allowed. - Ensure that food handling staff practice meticulous hand hygiene and are excluded from work if they are symptomatic. - Where possible, children should practice physical distancing while eating. - There should be no common food items (e.g., salt and pepper shakers). - Meals should be served in individual portions by a designated staff member to each child. - Utensils should be used to serve food items (not fingers).
Cleaning	- Programs should engage in frequent, thorough cleaning and disinfecting each day. - Clean and disinfect frequently touched objects and surfaces as per AHS' Public Health Guidelines for Environmental Cleaning of Public Facilities during Respiratory Illnesses in the Community.

Alberta

Checklist for Resuming Public Library Service

A Worksheet for Alberta Public Libraries

Step 1: Determine the most viable relaunch service model

Questions to Ask

<u>If your board wants to offer curbside service</u>

Are there—or will there be—appropriate staff in place to provide the service?

> **Yes**   Ensure staff are properly trained and have appropriate equipment to handle items.
>
> **No**   Do not offer curbside service. Continue to offer services virtually

Have you conducted an assessment of your site and determined that proper vehicle and road safety can be observed in order to offer this service safely?

> **Yes**   Ensure proper signage is in place and staff are trained on enforcing the protocols.
>
> **No**   Do not offer curbside service. Continue to offer services virtually.

<u>If your board wants to open the library with limited public access **once Stage Two** of Alberta's relaunch is announced</u>

Is it possible to maintain the mandated physical distancing (a minimum of 2m/6ft between all people, including staff and patrons, at all times) in your library space? We recommend you calculate capacity using the rule of 10m² per person.

> **Yes**   Make the appropriate modifications (as determined by your planning from Step 2) to ensure physical distancing is maintained at all times.
>
> **No**   Consider virtual or curbside service at this time.

Is it possible to quarantine returned library materials in your space for a minimum 72-hour period?

> **Yes**   Create a designated space for quarantined materials and follow safety protocols established as part of your hazard assessment.
>
> **No**   Do not open until your board has determined a strategy and process for dealing with returned materials.

Step 2: Plan to implement your service model

☐   **Conduct (or update) a hazard assessment and develop a plan to eliminate or control identified hazards**

- Hazard assessments are required under <u>OH&S Code</u> (Part 2)

- Consult the resource [Hazard Assessment and Control: A Handbook for Alberta Employers and Workers](#) for direction on developing a plan to eliminate or control identified hazards
  - The hierarchical order in which hazards must be controlled is:
    1. Engineering controls
    2. Administrative controls
    3. Personal protective equipment (PPE)

☐ **Review and revise budget**

☐ **Review and, if necessary, update Plan of Service**

- Does the planned relaunch service model align with current goals and objectives?
- Do timelines need to be adjusted?
- Are there any goals and/or objectives that are no longer feasible?
- Are there any gaps in what the Plan of Service says and what relaunch services you intend to provide?
- Once updated, be sure to review regularly; ideally, at every board meeting.
- There is no requirement to submit your revised Plan of Service to PLSB

☐ **Review policies**

- Are current library board policy requirements being met? If not, what needs to change?
- Are there any new policies to add?
- Are there any policies that need to be updated or revised? Specifically, check the following required policies:
  - Personnel
  - Collection development/management
  - Lending
  - Library hours
  - Meeting room
  - Confidentiality of user records (particularly if delivering curbside service)
  - Finance
- Refer to *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* attached to this email for further guidance on policies

☐ **Review safety and use bylaw (if applicable)**

- Are current library board bylaw requirements being met? If not, what needs to change?
- Does the bylaw need to be modified?

☐ **Determine what patron supports will be in place as part of your relaunch service model**

- Extended loan periods?
- Increased renewals?
- Waived fines or fees? This will minimize direct contact with patrons
- Sufficient staff to answer phones/email
- Designated opening hours for specific user groups (e.g., seniors)?
- Programs delivered virtually (in person programs will have to observe social distancing and other relevant public health orders)

☐ **Determine staffing requirements for the intended relaunch service model**

- What positions are required? Do job descriptions need to be modified, or new ones created?
- What needs to be done to hire or re-hire necessary staff?

- If there will be multiple staff, can shifts be staggered to minimize the number of people in the library?
- What is the expectation for staff interactions with library users?
- How will staff be trained on safety precautions?
- How will absences due to illness or self-isolation be handled?
  - Staff are entitled to 14 days of unpaid job-protected leave with no medical note required – see Ministerial Order 18.2020
- Do not engage volunteers until after Phase 3 of the provincial relaunch strategy has commenced

☐ **Develop a communications plan for relaunch**

- Plan should include notification of when and how services will be made available
- Communication should be directed to the following stakeholders and partners:
  - Library users
  - The community
  - Municipal council and administration
  - Staff
  - Library system (if your municipality is a member)
  - School board (if housed in a school)
  - Other partner organizations (if applicable)
  - Local media

☐ **Determine your timelines for all of the above**

- Timelines of particular importance include:
  - Hiring or re-hiring of staff
  - Issuing announcements/notifications as per relaunch communications plan
  - Date(s) that service will commence

Step 3: Make the necessary preparations

☐ **Implement training and guidelines for staff**

- Consult the resource Workplace Guidance for Business Owners for detailed guidance
- Staff training and guidelines should address:
  - Safety precautions, based on completed hazards assessment
  - Safe handling of physical materials, including procedures for quarantine and disinfecting of collections
  - Cleaning and disinfecting of objects and surfaces
  - Proper hand hygiene – refer to Alberta Health Services hand hygiene resources
  - Physical distancing

☐ **Post safety signage throughout the library**

- COVID-19: Help prevent the spread information posters
  - "Do Not Enter"
  - "Prevention Starts with Awareness"
  - "Practice Physical Distancing"
- Government of Canada COVID-19 awareness resources

☐ **Make necessary modifications to library space**

- Boards need to ensure proper physical distancing can occur at all times

- Consider the 10m² per person calculation, including staff and patrons, when determining a safe library capacity
- Place floor markings to encourage physical distancing and/or one-way traffic flow through the library space
- Rearrange furniture
- Re-open book return chute(s)
- Set up designated area for quarantine of returned materials
- Implement separate entrance and exit protocols, if possible
- Close, remove, or restrict access to any non-essential areas that are considered "high-touch," such spaces may include
  - Areas or displays that require or encourage patrons to touch or handle items
  - Public computer stations
- Provide signage reminding patrons to only touch library materials they wish to borrow
- Create designated area for quarantine of unwanted items before re-shelving

☐ **Address all safety precautions**

- Action items from completed risk assessment (see Step 2)
- Strict cleaning protocol and schedule
- Determine how to quarantine and/or disinfect returned items
  - Refer to *Public Library Pandemic Response: Alberta's Relaunch Strategy and Frequently Asked Questions* attached to this email for best practices on sanitizing library materials

☐ **Acquire necessary supplies and equipment**

- Based on completed hazard assessment
- Supplies required (e.g. disinfecting wipes, hand sanitizer for staff and patrons)
- Equipment (e.g. screens)

Step 4: Deliver the service

☐ **All above steps completed *before* opening the doors to the public**

☐ **Staff screened daily for symptoms**

- Symptoms include:
  - Cough
  - Fever
  - Shortness of breath
  - Sore throat
  - Runny nose
- Staff displaying symptoms are required to self-isolate for a minimum of 10 days

☐ **Patrons and staff displaying symptoms are not allowed to enter the library**

☐ **Patrons are encouraged to only touch items they wish to borrow**

☐ **Strict cleaning protocols and schedules are in place**

Public Library Pandemic Response

Alberta's Relaunch Strategy and Frequently Asked Questions

The Government of Alberta has announced the province's relaunch strategy, *Opening Soon*. View the full strategy document.

As part of that strategy, the Government of Alberta is beginning to carefully and gradually lift restrictions imposed as part of the COVID-19 response.

Public libraries are included as part of Stage Two of the relaunch. Stage Two will begin after analysis can be done on the impact of Stage One (which began May 14th).

Board Governance and Decision-making

Your public library board can choose whether or not to re-open to the public when Provincial restrictions are lifted and what services to offer at that time.

Sections 7 and 12.5 of the *Libraries Act* state that municipal and intermunicipal library boards in Alberta have "full management and control of the municipal library" and also have responsibility to "organize, promote and maintain comprehensive and efficient library services" in the community. The *Libraries Act* also determines that municipal and intermunicipal library boards are corporations, meaning that boards have the authority and the responsibility to independently manage their own procedures and services.

Thus, library boards are able to make decisions about how to deliver public library service in the community, subject to public health orders, and a Provincial relaunch.

Library re-opening can take several forms. Boards may choose to:

- Continue delivering service virtually (e-content & online programming)
- Open the library to staff, but with no patron access (i.e. if you choose to offer curbside service)

- Once Stage Two is in effect, open the library, with limited patron access (adhering to social distancing). See our "Checklist for Resuming Public Library Service: A Worksheet for Alberta Public Libraries" attached to this email for more details on best practices.
- Open the library, with full patron access (this will not be possible until public health orders around social distancing are lifted by the Chief Medical Health Officer)

Each of these options will require significant work on the part of the board to plan and implement. Therefore, it is critical that boards continue to meet. It is recommended that boards meet virtually to reduce risk of person-to-person virus transmission.

Library boards need to make good choices within the context of the regulatory framework within which they operate. This framework includes the *Libraries Act* and the Libraries Regulation. It also includes public health orders and other provincial directives related to the current pandemic. View the full list of orders and relevant legislation.

Pertinent orders include the following:

- Albertans are prohibited from attending public libraries until Stage 2 of Alberta's relaunch strategy has commenced.
- Social distancing measures (Order 07-2020) are still in effect and should be considered during all decisions about bringing staff back into the library and opening the doors to the public.
- Mandatory 10-day isolation for people who exhibit symptoms of COVID-19

As employers, library boards are also accountable for being compliant with the Occupational Health and Safety (OH&S) Act, Regulation and Code, as well as Employment Standards.

Alberta

Frequently Asked Questions

When can public library boards choose to open libraries?

Boards can opt to open their library doors during or after Stage Two of Alberta's Relaunch Strategy. The date for the launch of Stage Two has yet to be determined by the provincial government.

It is vital for boards to work with their partners and community stakeholders (e.g. fellow tenants in a shared facility, community liaisons, municipality) to determine the best timeline for re-opening.

What are the best practices for sanitizing books being returned and going back out?

While research on this topic is ongoing, current best practices suggest that time is the most effective and practical means of eliminating SARS-CoV-2 (the virus that causes COVID-19) from the surface of library materials. Therefore, it is recommended that all returned library items undergo a quarantine period before being put back into circulation.

Preliminary research suggests that the virus will persist on cardboard and paper surfaces for up to 24-hours and on plastic surfaces for up to 72-hours. Because of the wide range of materials present in library collections, **it is recommended that libraries institute a minimum 72-hour quarantine period for all returned items regardless of their type**. This errs on the side of caution and eliminates guesswork for library staff in determining what type of material, or combination of materials, is present in any given item. Quarantine also addresses challenges of thoroughly disinfecting all surfaces of an item. This is particularly important with books, where the virus could live not only on the exterior but also on interior pages.

Quarantined materials should be kept in a designated area away from other collections, public areas of the library, staff workspaces, and other high traffic areas. Staff handling materials to be quarantined should employ sound hygiene practices; at a minimum, washing hands thoroughly before and after handling materials. Use of PPE, such as disposable gloves, is recommended where possible.

Use of Health Canada approved disinfectants is effective in killing SARS-CoV-2. However, libraries may wish to consider potential damage to materials before implementing any sanitization procedures. While use of disinfectants on plastic surfaces (e.g. DVD cases, Mylar book jackets) is likely not an issue, paper-based materials may be susceptible to damage. Always refer to manufacturer-provided information and instructions before using a disinfectant on any surface.

Finally, use of UV light to disinfect materials is not currently considered effective or practical. Research suggests that exposure of at least 40 minutes is required to kill the virus. Furthermore, UV rays can be damaging to library materials and are only effective on exposed surfaces.

How many people can be in the library at one time once we can re-open to the public in Stage Two?

The number of patrons who can safely be in the library once Stage Two can begin will depend on your space.

Right now, in Stage One, Public Health Order 07-2020 prohibits gatherings of more than 15 people; however, this does not prohibit businesses from having more than 15 workers in a workplace. Once Stage Two of the relaunch is in effect, new recommendations may be put in place.

We recommend libraries plan for an adjusted capacity for Stage Two **using a guideline of one person per 10 square metres** to calculate a maximum capacity. Libraries, like all public spaces, will have to comply with specific public health orders and recommendations when Stage 2 of the relaunch is announced.

You can also find examples of how to support distancing and reduce the risk of transmission included in the Government of Alberta's *Workplace Guidance for Business Owners* and *Guidance for Museums and Art Galleries* documents.

Alberta

Can we offer in-person programs in Stage Two?

Boards can choose to begin in-person programs after libraries are allowed to re-open to the public in Stage Two of Alberta's Relaunch Strategy. Again, the date for the launch of Stage Two has yet to be determined by the provincial government.

Subject to public health orders, library boards are responsible for public library service in their communities. The decision to offer in-person programming should be made by the board in consultation with the library manager.

In-person programs must comply with Alberta public health orders around social distancing.

Some ways library boards can reduce the risk at in-person programs include:

- Screening attendees for COVID-19 symptoms as they arrive. This can be done via a self-assessment. Those who display COVID-19 symptoms should be told to return home and not participate.
- Do not allow library users or staff in high-risk categories to participate in program activities (e.g. individuals over 60 years old, individuals with chronic health conditions)
- Stagger the time of arrivals and departures from programs
- Increase access to handwashing stations or alcohol-based hand sanitizer
- Increase the frequency of cleaning of surfaces that are touched often
- Promote personal protective practices (coughing and sneezing etiquette, hand hygiene)

Boards offering in-person programs should avoid program activities that are at a high risk of spreading COVID-19. These high-risk activities include but are not limited to:

- Singing
- Cheering or other forms of loud speech
- Handshaking or high-fives
- Preparing and sharing food or drink. This includes buffet-style meals where participants bring food from home to share

How can we offer Summer Reading Programs?

Once libraries are able to re-open to the public in Stage Two, boards may choose to offer summer reading programs. This could include in-person programs that adhere to Alberta public health orders around social distancing, online programs, or a combination.

Regional library systems across Alberta are collaborating on a variety of online Summer Reading Programs for children, adults, and families, which will soon appear on system websites. In the works are scavenger hunts, author readings, arts & crafts programs, Lego challenges and more.

Check with your regional library system and utilize materials on the TAL Library Toolshed for great programming resources compiled from Summer Reading Programs in BC, Alberta, Saskatchewan and Manitoba.

You can also visit the TD Summer Reading Club website to explore available resources.

When will the Province resume interlibrary loan delivery?

Interlibrary loan delivery will resume once **all 12 delivery nodes have staff on site that are capable of facilitating ILL**. Delivery nodes include all 7 regional library systems plus Calgary, Edmonton, Grande Prairie, Red Deer, and Wood Buffalo. Once this is the case, ILL will recommence in phases.

Government courier will resume delivery and pickup to the delivery nodes when all 12 delivery nodes have reopened. The staff side of *Relais* will be immediately available for the month following, giving libraries the opportunity to clear up ILL backlog. The patron side of *Relais* will relaunch subsequently.

We also need to consider that while public libraries are included in Stage Two of the Province's reopening, some libraries in the province are housed in shared recreational facilities and schools, neither of which are authorized to open until Stage Three. This may impact interlibrary loan services.

Alberta

My public library is in a co-located facility (a school, community centre, recreation centre, multiplex, etc.). Who decides when we can reopen?

Many libraries who share space will face issues re-opening as public libraries, schools, museums & galleries, and recreation centres are included in different Stages of the relaunch.

While the library board has full management and control of public library service, those boards with libraries in co-located facilities should consult and/or coordinate with their facility partners prior to opening. This is to ensure that all parties are aware and in agreement, especially in instances where the library is permitted to open sooner than the other partner(s).

The library board will also need to ensure that the facility is safe and accessible, with all appropriate infrastructure in place, such as access to washrooms, lighting, maintenance/janitorial services, and security systems. The formal agreement that the library board has with the partner(s) may cover some of these aspects, so it is recommended to consult what you have in writing, as well.

We are going to start providing curbside delivery. What do we need to consider?

As a workplace, a library that offers curbside delivery/pick-up of materials is responsible for keeping both patrons and workers safe.

The library must put measures in place to prevent transmission from handling books and other items. A sanitization plan should be in place for materials being returned (*refer to the above question-and-answer on book sanitization*) to protect both staff who are handling materials and patrons who will be borrowing these materials.

Vehicle and road safety should also be considered when providing curbside delivery/pick-up.

When can we resume in-person library board meetings?

Many in-person board meetings will meet the current requirement of limiting gatherings to 15 people or

fewer. Therefore, face-to-face board meetings technically may take place now, as long as physical distancing requirements can also be met.

We recommend that you continue to have virtual board meetings to reduce the risk of virus transmission.

Should we change our public library policies to address the COVID-19 pandemic?

Library boards create policies to ensure operational consistency for themselves and their staff. Library operations have changed substantially due to the COVID-19 pandemic.

Library boards should review their policies and make changes to reflect operations during the pandemic. This will ensure new processes are implemented consistently and will help keep staff and patrons safe. Boards can choose to make permanent changes to their policies or temporary changes for the duration of the pandemic. Boards should revisit policies as public health orders change and new information becomes available.

Policies required by the Libraries Regulation that boards may wish to review include:

- Finance policies (Who has the authority to make changes to the budget? Does the manager have authority to make changes within a certain dollar amount? Or must all changes go to the board?)
- Conditions of employment under personnel policies, especially medical leave policies (Ensure that staff who must self-isolate have clear direction to do so. Address any questions about payment during leave)
- Receipt of gifts and donations under collection development policies (Ensure that staff members can safely receive donations. This could mean temporarily refusing donations).
- Hours of opening policies

Other policies boards may wish to review:

- Patron behavior in the library (to ensure social distancing is maintained by library users)
- Sanitation policies (Ensure high-touch surfaces are cleaned regularly)
- Policies under which the public may be admitted to the building (ensure the library can ask those

Alberta

who are displaying COVID-19 symptoms to leave the building. This may require the board to make changes to its bylaws.)

- Boards may also wish to use/develop a business continuity policy that addresses pandemics if they do not have one already

View sample required policies for library boards.

Will government provide PPE to libraries?

Libraries should look at environmental and engineering solutions to protect staff and patrons before considering acquiring PPE. This may include the following (please see our **"Checklist for Resuming Public Library Service: A Worksheet for Alberta Public Libraries" attached to this email** for more suggestions):

- Adjusting how you deliver services, i.e. curbside pick-up
- Adding plexiglass barriers
- Removing extra chairs and tables to ensure physical distancing
- Putting distancing signage and stickers in place
- Enhancing cleaning procedures.

Libraries should have a supply of extra cleaning supplies as well as gloves and masks for staff (and patrons if you choose).

Government is prioritizing PPE to essential services at this time to ensure healthcare and other frontline workers have the resources they need. Therefore, it is unlikely that libraries will qualify at this time. It may be a good idea to connect with your municipality and inquire as to whether or not they are ordering PPE you can utilize.

However, if you do wish to apply for Government of Alberta PPE, it may be useful to reference Appendix D – non-Health PPE Guidance and communicate that libraries employ frontline delivery staff "who provide support to Alberta's vulnerable populations including, but not limited to, seniors, homeless, ability challenged."

There are also library product vendors who are supplying PPE at this time and you may wish to order from them if you already have existing business relationships (for example https://www.carrmclean.ca/covid-19.html).

If you have a 3D printer, you may also want to print PPE. *Library Journal* has published an article with instructions.

My library board has decided not to re-open the physical space to the public when Stage Two is announced. How else can we serve our patrons?

Public Library Services Branch has been collecting data from public libraries and regional library systems regarding services offered to patrons during library closures. The results of this survey demonstrate that there are many services libraries are still offering, as well as many virtual resources that are already funded/can be accessed for free. You may want to consider replicating some of these creative ideas from the Alberta library community.

Survey responses relevant to patron services have been collated into a Google spreadsheet along with a number of additional resources that are available digitally to patrons at this time.

Check out the spreadsheet to see the variety of services libraries are offering during the closure of physical spaces. Libraries are free to share this resource.

If you would like to add your library to the spreadsheet, please fill out this form.

Resources

Opening Soon: Alberta's Relaunch Strategy

Government of Alberta: Workplace Guidance for Business Owners

Government of Canada, Public Health Agency – Coronavirus Guide

World Health Organization, Advice for Public / Getting Workplace Ready

Risk-informed decision-making guidelines for workplaces and businesses during the COVID-19 pandemic:

Alberta Health Services, Donning and Doffing Gloves

Alberta

[Centre for Disease Control, Cleaning and Disinfecting Your Facility](#)

[Morneau Shepell, Mental Health Toolkit includes resources for communicating with staff, managing teams during COVID-19 etc.](#)

[Imagine Canada, COVID-19 Non-Profit Resources](#)

[Galaxy Digital: COVID-19 Recovery: Preparing Your Organization and Volunteer Program](#)

[Best Practices for Ohio's Public Libraries under COVID-19](#)

[West Virginia Library Commission Guidance Statement: Reopening the Library](#)

[New Jersey State Library: COVID-19 Pandemic Resources and Plans for Library Reopening](#)

Alberta

A 'teaser' for Summer Reading Club!

Take-home kits Shannon created for patrons!

Virtual Programs

While not the same as offering in-person programming for patrons, virtual programs are proving to be a fairly good way of increasing engagement during these times of social distancing. We have four or five programs for youth that are posted to our Facebook page as videos each week, as well as at least three programs for adults a week. We are getting lots of engagement with patrons through our social media posts!

Summer Students

At our last meeting, you were introduced to our Book Bike Assistant, Jennae Matzner, as well as introduced to this year's recipient of an Augustana Pathways Internship, Jaden de Waal. We are so happy that Jaden has been able to partner with Camrose Public Library, and you can learn more about her project by visiting https://augustanapathways.wordpress.com/2020/05/28/intergenerational-connections-in-camrose/.

This month, we are thrilled to say that we received two more federal grants that enabled us to hire two more summer students! Jackson Longworth is this year's Book Bike Coordinator, and Tristen Hansen is our Summer Program Facilitator. They are excited to be introducing themselves at our June Board Meeting. All three of our summer students have been working hard at putting together accessible and safe programming for this summer – there is a focus on virtual programs, as well as kits that kids can take home, and there has been some

exploration into what we can offer outdoors via the book bike. While this summer will certainly look different from previous years, we are very grateful to have these students with us, thinking of new exciting ways we can reach our patrons.

I would also like to mention that Jennifer McDevitt is conducting a research project for her thesis at CPL this summer! Jennifer is a student at the University of Alberta - she worked at CPL in the summers of 2018 and 2019 as our Social Media Coordinator, and in her research this summer she is recruiting teens to help design and participate in a library program that discusses fiction, social justice, and the potential to create change.

Curbside Pickup

Our curbside pickup service, which we began at the beginning of May, has really taken off! Lots of people are signing out materials this way, and we will encourage patrons to continue utilizing this service even when we have reopened the physical library. Lori Larsen from the Camrose Booster wrote a piece about our curbside delivery and other services that we have provided since closing our doors, and the article should be in the paper June 16!

Camrose Public Library
Programming Report
May 2020

CPL Service Responses and Applicable Programs
Social Engagement: Developing Relationships and Ending Isolation
- Online Ukulele: **28 people**
- Online Spanish: **21 people**
- Craft & Connect: **20 people**
- Cooking with Robyn: **828 views**
- Upcycled can craft: **72 views**

Total for service response 1: 983 participants

Satisfy Curiosity: Lifelong Learning
- Plot Matures: **8 people**
- Blackout Poetry Contest for teens (Post by Nicole): **40 engagements**
- A Book and a Bounce with Nicole (3 sessions for infants): **401 views**
- QuaranTea Time with Nicole (3 session for preschoolers): **322 views**
- Crafternoon with Nicole (3 sessions for school-aged kids): **625 views**
- Story Time with Feena (4 sessions for families): **431 views**

Total for service response 3: 1827 participants.

Please keep in mind that programs in blue above are videos and we are counting the views from Facebook Page Insights. As they are programs for all ages, it is possible that we could double the number of views (at the very least) to count individual participants, as most viewings will be a parent/caregiver and their child or children and may be viewed more than one time by the same family.

We began curbside service in May, but when I was rounding up statistics for the month, I found that curbside statistics had not been separately tracked. I've asked circulation staff to keep count of curbside pickups going forward since it is an important measure of how we continue to provide service to our community.

Total program participation for May 2020: 2810 people

	January		February		March		April		May	
	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons	Programs	Patrons
Adult	47	391	51	821	38	304	14	83	21	991
Family	63	1114	80	1362	37	645	40	2973	13	1154
Children	9	119	6	50	3	25	3	335	4	625
Teens	9	67	10	81	5	50	1	128	1	40
Advocacy	7	3257	0	0	0	0	0	0	0	0
Total	135	4948	147	2314	83	1024	58	3519	39	2810
Outreach	15	142	14	310	17	98	58	3519	39	2810
In House	120	4806	133	2004	66	926	0	0	0	0
Total	135	4948	147	2314	83	1024	58	3519	39	2810
Advocacy	7	3257	0	0	0	0	0	0	0	0
Service Resp	128	1691	147	2314	83	1024	58	3519	39	2810
Total	135	4948	147	2314	83	1024	58	3519	39	2810

Submitted by Nicole Bannick, June 4 2020

Camrose Public Library
Adult Programs
January 1 to May 30, 2020

Outreach	Program	Attendance
Book Deliveries to Care Facilities	18	157
Plot Matures Book Club	5	37
Alzheimers Outreach	1	4
Breaking Loneliness Film	2	45
Pride Week @ Augustana	1	120
Augustana Job Fair	1	85
Uke Online (online chat)	15	94
Spanish Online (online chat)	10	55
Cooking with Robyn (online views)	3	828
Upcycled Can Craft (online views)	1	72
German Circle (online chat)	3	14
Craft & Connect (online chat)	8	35
	68	1546

In House	Program	Attendance
Book Club	3	12
Spanish Circle	9	66
Yarns	11	43
Ukulele	9	121
French Circle	8	42
Make and Take Cards	6	44
Craft Night	2	24
Tech Tutor Class	9	75
Bullet Journaling	1	13
Tech Talks with Tyler	3	24
CSL Class	2	50
BYOV	1	150
Boomerang Bags Sewing Bee	1	20
Boardgame Workshop	4	36
Canva for Non-Profits	1	6
	70	726

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	24	318
	24	318

Total	162	2590

Camrose Public Library
Family Programs
January 1 to May 30, 2020

Outreach	Program	Attendance
A Book and a Bounce (virtual views)	7	1084
QuaranTea Time (virtual views)	7	899
Feena's Stories (virtual views)	9	1289
Mona's Stories (Online chat)	12	38
Larissa's Programs (virtual views)	4	756
Kelly's COVID Patron Outreach	14	61
	53	4127

In House	Program	Attendance
Books & Bounces (infants)	9	141
Tales for Twos and Threes	17	275
Bedtime Stories with Feena	7	25
Something Cool After School	45	450
Super Sundays	4	25
Concept Corner (3-5 years)	5	34
Snacks in the Stacks	45	1763
Tech Help	24	48
Feena's School Groups	6	88
Read for 15	1	3122
Family Literacy Day	1	40
Pride Week Art Show Reception	1	11
Pride Week Health Talk	1	9
Community Kithcesn	1	11
Freedom to Read Week programs	2	29
	169	6071

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	12	172
	12	172

Total	Program	Attendance
Total	234	10370

Camrose Public Library
Children's Programs (5-12 years)
January 1 to May 30, 2020

Outreach	Program	Attendance
Family Literacy Day at schools	4	78
Crafternoon (Virtual views)	7	960
	11	1038

In House	Program	Attendance
Reading Tails	8	62
School Tours	6	135
	14	197

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	6	54
	6	54

Monthly Total	31	1289

Camrose Public Library
Teen Programs
January 1 to May, 2020

Outreach	Program	Attendance
Blackout Poetry (Virtual engagements)	2	168
	2	168

In House	Program	Attendance
D&D Club	13	114
Open Book Society	1	4
	14	118

Outside Groups	Program	Attendance
Space Provided for Community Groups and Businesses	10	80
	10	80

Total	26	366

Camrose Public Library
Total Programs
January 1 to May 30, 2020

Outreach Programs	134	6879
In-house Programs	267	7112
Outside Groups	52	624
YTD	453	14615

Submitted by Nicole Bannick
4-Jun-20

Camrose Public Library
Monthly Stats
May 2020

Circulation	May 2020	May 2019	2020 YTD	2019 YTD	Under/ Over 2019	% Chg. Over 2019
Adult Material	775	5880	18829	31051	-12222	-39%
Young Adult Material	37	312	951	1815	-864	-48%
Juvenile Material	554	3688	12032	17137	-5105	-30%
TAL Items Borrowed	14	47	341	451	-110	-24%
TAL Items Sent	1	10	148	183	-35	-19%
Total	1381	9937	32301	50637	-18336	-36%

Econtent	May 2020	May 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
Cloud Library	992	360	4160	1558	2602	167%
Hoopla	0	0	0	355	-355	-100%
RBDigital AB	412	262	1734	1301	433	33%
RBDigital Mags	327	233	1241	1342	-101	-8%
Total	1731	855	7135	4556	2579	57%

Circulation by Residence	May 2020	May 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
City of Camrose	1567	8265	25529	39921	-14392	-36%
County of Camrose	425	2104	6593	10481	-3888	-37%
Outside City/County	3	8	381	658	-277	-42%
ME	9	38	250	518	-268	-52%
Total	2004	10415	32753	51578	-18825	-36%

Reference	May 2020	May 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
By Phone	167	1369	2833	7384	-4551	-62%
By Person	105	3779	9910	18642	-8732	-47%
Email/Social Media	582	1448	5406	8173	-2767	-34%
Total	854	6596	18149	34199	-16050	-47%

Miscellaneous	May 2020	May 2019	2020 YTD	2019 YTD	Under/Over 2019	% Chg. Over 2019
Visitors	0	10820	26576	51317	-24741	-48%
WiFi Users	18	10817	21650	43774	-22124	-51%
Internet Users	0	1540	3628	7615	-3987	-52%
Exams	0	25	79	189	-110	-58%
Total	18	23202	51933	102895	-50962	-50%

Selection of Service Responses

1. Social Engagement: Developing Relationships and Ending Isolation
2. Connect to the Online World: Public Internet Access
3. Satisfy Curiosity: Lifelong Learning
4. Visit a Welcoming Place: Physical and Virtual Spaces

Programs	May 2020		2020 YTD		Participants			
Service Response	Sessions	Participants	Sessions	Participants	2019 YTD	2018 YTD	2017 Total	2016 Total
1	20	983	169	2333	2744	4,775		
2	0	0	36	147	1641	1,376	note: annual total program participation	
3	19	1827	174	6867	3028	2,148		
4	0	0	76	2011	3318	55		
Advocacy	0	0	7	3257	5228	7,369		
Total	39	2810	462	14615	15959	15,723	35408	25942

Submitted by Nicole Bannick
4-Jun-20

Section 1

Things I will need from staff <u>before</u> we open. Some tasks would benefit from as many people helping as possible, whereas others are for one person. Please talk to me if you're able to help with some of the tasks:

- Make masks or obtain as many as you can that we can use both for staff and for patrons. If you aren't able to obtain one, the library can provide you with some, but the more that everyone can contribute the better. It would be ideal if we can provide patrons with reusable masks and ask that they save it for future outings especially when they come back to the library. Staff and patrons are encouraged to wear masks, but will only be <u>required</u> to wear masks if patrons need assistance that puts them within 2 metres of staff (besides at the front desk, where there is a plexiglass barrier)
- Are there available carts and/or tables that we can put at the end of each row of books, requesting that patrons place any items there that they have touched? This will discourage patrons from reshelving items themselves, and enable us to put the items in quarantine. And this includes the area of newspapers and magazines too – those should be isolated between patrons too
- We need to utilize every bit of display space we have, to put as many books face-out as possible. We want to maximize patrons' ability to see our selection of books without having to touch multiple items, and only touch the book they know they want to take
- When we first reopen, we will be removing soft seating to discourage patrons from lingering. We will need staff to help gather soft seating into one place where it is 'off limits' by perhaps being covered with a blanket or tarp. More 'stacking' of this seating will make it so patrons don't just go ahead and take seating from under the blanket.
- We have lots of tape for creating designated floor spots and directions (primarily for near the washrooms and by the front desk) but still have to put the tape on the floor. Our caretaker Andy is happy to help with this but it's a task that hasn't been done yet. Let me know if anyone would be willing to assist me and Andy with this to figure out how to best enable social distancing especially near the front desk. The tape by the bathroom will make it so people stand in a line waiting for their turn to use the bathroom and maintain distance in that line. Perhaps there should also be tape by the photocopier too, to direct traffic
- We will need to tape down any extension cords that are currently lying on the floor from moving the computers
- We need to set up a little station by the front door so that people can help themselves to hand sanitizer and possibly a mask. Perhaps this should be located right at the front desk, so that patrons will not walk out the door with the hand sanitizer?
- Someone needs to block off the water fountain and water bottle refilling station
- We need to make some helpful, relevant, clear, and bold signs. This includes:
    - Only one person in each row of books at a time
    - Please use hand sanitizer before entering the library, and wash or sanitize your hands often
    - Maximum 50 people per floor
    - Only touch the materials you would like to check out
    - Please return any items you have touched to this cart

- Physical distancing requirements, and 'please pay attention to the arrows on the floor'
- Prohibitions on attendance by attendees who are sick or isolating
- Maximum 1 hour on the computer, and inform a staff member as soon as you are done with the computer so it can be sanitized
- Please sanitize or wash hands before touching any materials
- Avoid touching your face
- Only people from one household ride elevator at a time
- Sign at the front desk encouraging patrons to use the tap feature on the debit machine instead of cash whenever possible
- Coughing and sneezing etiquette
- Invitation to take a mask
- We should replace the Alberta Government posters that have been in the library since before we closed, as well as the hand-washing posters – they've been there a few months and are a bit tattered
- 'Exit' and 'Entrance' designated doors for the front
- 'Curbside pickup here' sign for the side door.
- On the inside of the side door, something that says 'please exit here' since we will try to direct traffic from downstairs to exit through the side door. Also, sign for downstairs that says 'please exit this way', directing them to the staff entrance stairs. One more for the bottom of the main stairs, saying 'please use other stairs to exit'
- Something that indicates the downstairs bathroom is closed (although maybe we need a barrier of some sort in addition to a sign?)
- Something that indicates the upstairs bathroom can only be used by one patron at a time
- Sign that says 'If you do not show respect for rules set out to protect you and others around you from COVID-19, you will be asked to leave the library' – or some other Code of Conduct poster (wording still to be determined)
  - Let me know if there are any signs I'm forgetting about
- When we hand books to patrons, we will include three pieces of information:
  - The handout describing curbside services (to encourage them to use curbside instead of visiting in person)
  - A pamphlet telling them to feel free to isolate their item when they first take it home, or wipe it down if it's a hardcover book or DVD – they should treat their library items the same way they would their groceries since the items come from a public building. The pamphlet would also request that they handle their items with clean hands and avoid sneezing or coughing in the direction of their books.
  - A calendar of our virtual events, Summer Reading Club, and information about our online catalogue and e-resources (to encourage patrons to utilize our services from home whenever possible)
    - Let me know if I'm missing anything that patrons should have directly handed to them when they sign something out
- Each staff member will be setting aside time to talk with Robyn or Cheryl so they have a clear understanding of expectations for once we are open, and have a chance to openly ask their questions. It is very important that all staff be on the same page in this regard.

Section 2 - Initial Staffing Guidelines:

- Above all, the most important element of this will be to stay open in communication, and remain calm when interacting with one another and interacting with patrons. I realize that there are numerous new rules, and it will likely feel stressful and overwhelming when we first open. Some patrons will also be feeling stressed, and staying calm is the best way to avoid escalating situations.
- While we will be spending a great deal of time sanitizing and cleaning surfaces, we must remember that the reason we are open at all is because of patrons. Everyone is trying their best to navigate through these tough times. Do not escalate a situation by acting in an extreme way if a patron makes a mistake. Gently tell them how they can best correct their behavior. Cleaning and keeping the library is not our primary goal; providing patrons with service is.
- While we will have a schedule laid out for who is responsible for which tasks every day, we all need to be willing to share tasks and jump in when someone needs help. If at any time there is limited desk coverage because staff members are helping patrons and sanitizing surfaces, other staff members have to be ready to offer assistance at the desk or around the library. I do not want to hear the words 'that's not within my job description' when it comes to sanitizing the bathroom or wiping down a computer.
- If no patrons are downstairs during the day, circ assistant must be willing to come upstairs to provide assistance with tasks that need to be done.
- The programmers will lay out their programming schedule clearly, so that staff will know when programmers are potentially available to provide assistance around the library with other tasks
- For circulation assistants, please understand that most of the material-related or maintenance-related tasks you're used to doing while on the desk will have to take a backseat. As we adjust to new procedures as a result of COVID, you'll need to be either helping patrons directly or else sanitizing surfaces. You must be always on the lookout for what tasks need to be done to keep the space safe. I expect you all to be spending very minimal time in the workroom, unless you are off-duty or have been explicitly given a task to do in the workroom.
- Just to be clear, once we open there will be no working from home. You will either come in for your shifts, use vacation time to stay home, or use sick time if you feel at all unwell. If you have to quarantine due to COVID reasons, you are entitled to take unpaid leave while in quarantine. Please stay home if you feel sick in the slightest.

Sanitization expectations:

- The Alberta Guidelines have not said that gloves are mandatory for handling items. Therefore, please either wear gloves or practice proper hand sanitation at all times when handling books. If you choose to wear gloves, change them whenever you have touched something that could be a potential contaminant so that you are not spreading the contaminant on the same pair of gloves. Sanitize your hands often or wash with water and soap for 20 seconds. Avoid touching your face, and cough into your elbow or a tissue. The washroom downstairs will be reserved for staff only, so if you notice the upstairs bathroom has a line and you just want to wash your hands, use the downstairs washroom
- For the materials that are placed on a cart or table after a patron has touched them but decided not to sign them out, those materials will be isolated for only 24 hours (since the contact was

minimal). After those 24 hours, check in the items using 'in house mode' and they can then be returned to the shelves
- For materials returned through book drop, quarantine them for 72 hours before checking them in and returning them to the shelves (or to grey bins for Parkland). When items come in, place them in a separate container and then label the container with the date it was packed when it is full. Keep the container separate from other collection items and high traffic areas to avoid contamination. Taking books from the book drop and setting them aside can be done when the library is extremely quiet and no patrons are in need of attention. Please note that since we will delay checking these items in, some patrons may ask us why an item is still marked as being signed out to them. We will need to mention the quarantining process to them when this question arises.
    o For any donations that arrive, please evaluate whether we will accept them based on the same criteria we would have used pre-COVID...do we have space for the materials? Are they less than 5 years old, and in good condition? If you accept the donations, put them aside in the backroom in a container (hopefully they arrived in a container) and mark it with what it is, and what date it came in. Wash your hands thoroughly after touching donations. If you do not feel comfortable accepting the donations because of potential contamination, you are welcome to politely turn them away
- For all cleaning, use a 'wipe twice' method to clean and disinfect. Wipe surfaces with a cleaning agent to clean off soil, and wipe again with a disinfectant
- When another staff member is coming to take your spot at a work station, sanitize all surfaces as soon as you are done at said station
- Every time a patron leaves from the front desk, wipe down the surfaces they were in contact with
- Patron computers
    o While patrons will be encouraged to let you know when they're done at a computer, we will also need to watch all the computers in case someone leaves the computer and doesn't tell us. Then again, make sure that person isn't just going to the washroom and is coming back to their work station a few minutes later
    o Tips from Parkland on cleaning computer components (including keyboards and mice):
        ▪ Avoid using paper towel as they can tear, leaving particles of paper towel behind.
        ▪ Use soft materials such as microfibre cloth on monitor screens to avoid scratching the surface of the screen.
        ▪ Use a disinfectant that leaves very little residue.
        ▪ Ensure that your cloth is damp but not too wet. You don't want excess moisture to get into the electronic components of the peripheral.
    o Patrons are being told there is a 1-hour maximum on computer time, but please don't worry too much about enforcing this upstairs. We are encouraging people to use the computers only for what they need, rather than spending all day on them...but out of all our priorities during this stressful time, enforcing this computer limit is not something to get too stressed over (unless all computers are full and someone is waiting to use one, then we will enforce it).

- o For the downstairs computers, each patron can use the computer once within a day for a one-hour time allotment. We are trying to discourage long-term lingering, and if kids have one turn on the computer and are hoping for another, it will not help the lingering factor.
- Washrooms:
  - o After each time someone uses the washroom for more than just washing their hands, we will need to go in and wipe down the toilet seat, the door lock in the stall, and the handles of the sink. Make sure the door to each bathroom stays open, so that people are not touching the door handle.
- The surfaces that will most often need wiping down are:
  - o Door handles (however, please keep the front doors open on warm days to enable air flow and minimize door contact)
  - o Railings on the stairs (don't forget the outside railings too when possible)
    - ▪ Patrons will still enter and exit through the front doors, although we will try to mark them separately. The side entrance will be used for curbside pickup. Whenever someone goes downstairs (and is not in need of the elevator), they will be asked to use the side stairs to come back upstairs and exit the building.
  - o Telephones after use
  - o Light switches
  - o Elevator buttons
    - ▪ People should be riding the elevator alone, unless everyone in their group is from the same familial/household unit
  - o Doorbell at the side door
  - o Scanner surfaces, especially the keyboard, after a patron uses it
- Cash register:
  - o We will be more lenient with fines and fees now than ever. All patron overdue fines during the time of COVID should be waived. While due dates were extended on all items for the duration of our closure, ones that were 'overdue' when we first closed could not have the due date changed, so those fines have been accumulating when they shouldn't have been
  - o Staff will either use hand sanitizer or thoroughly wash their hands after every time they handle money
  - o Minimize your contact with the debit machine and wipe it down if someone touches it (if possible, wait until they've walked away before wiping it down)
- A note on masks:
  - o They are not mandatory, but they are recommended.
  - o If you encounter a scenario where you will have to get within 2 metres of a patron (such as helping them at their computer), please wear a mask and ask the patron to wear a mask to protect you both
  - o If you are booking a one-on-one tech appointment with a patron, let them know that a mask will be expected considering the close proximity of interaction for these appointments
  - o Please see the set of criteria laid out by the Alberta Government regarding proper use of masks: https://open.alberta.ca/dataset/989e490e-5959-4a20-bfc7-

- When we first reopen, there will not be soft seating available since we are discouraging patrons from lingering. Once we do reopen soft seating, it will be expected that furniture be wiped down between patrons using it

Exam Room:

- Only one exam at a time. Computer and desk must be wiped down thoroughly between each person that writes an exam, and each exam taker should alternate between the two computer spots so that there is a longer time between exposure. It is recommended that exam-takers leave the door open for air circulation, but not mandatory. Door must be left open between students.

Upstairs shift:

- One circ assistant will always be by the front door (whichever circ assistant is sitting beside the phone). The other circ assistant will be playing more of a 'runner' role within the upstairs space. The circ assistant by the front door is responsible for checking out items to patrons, answering the phone, and handling patron payments. This same circ assistant is also responsible for greeting patrons, requesting that they sanitize their hands as they enter, and providing a brief summary of what has changed at the library that they need to be aware of. The 'runner' circ assistant will be responsible for checking to see if computers or washrooms need to be cleaned, keeping an eye on whether patrons are maintaining their distance from one another, providing curbside requested materials, and setting up students for exams. Depending on how busy the upstairs gets, each circ assistant can jump in to support one another with these tasks. If they feel that more help is needed, they can check to see whether the downstairs circ assistant is available (if there are no patrons downstairs), or else request that one of the programmers, Robyn, or Cheryl are available to provide assistance.
- Pages will be expected to ensure ample books are face-out and on display so that patrons can see a variety of materials. Be aware of patrons wanting to come down the aisle that you are working in – move out of the aisle as soon as possible so they can come down the aisle to find their materials. Pages should be ready to help with tasks such as cleaning, answering the phones, and filling curbside pickup holds

Downstairs shift:

- Downstairs staff will be responsible for gathering curbside pickup children's materials, managing computer use, wiping down computers between each use, enforcing social distancing, enforcing one-hour time limits on computers, requesting that people leave by taking the side stairs, and setting aside items that have been touched for quarantine purposes. Bathrooms downstairs will be off limits except by staff members.
- The initial expectation is that as long as one or two programmers are downstairs at the same time as a circ assistant, the programmers will take care of gathering curbside pickup children's materials, keeping an eye on how many people are downstairs at one time (the maximum amount allowed is 50) and directing patrons to take the side stairs for going back upstairs. As much as possible, curbside orders should be assembled while downstairs is quiet. The circulation

assistant will be responsible for cleaning work surfaces, wiping down computers between each use, enforcing one-hour time limits on computers, setting aside items for quarantine purposes, and conducting checkouts for patrons. If things are exceptionally busy downstairs, the programmers will be expected to play an active role in helping to clean surfaces, but please note that the circulation assistant will be expected to be actively engaged in the space at all times, ensuring safety protocols are followed.

Workroom/Staffroom Notes:

- If you use the staff kitchen, please be sure to sanitize surfaces after you have touched them – in particular, the doorknobs, the fridge door, and the table if you choose to sit there for lunch. We will schedule lunch breaks at staggered times, but in general please do not idle in the kitchen if someone else is having their break there
- Please provide food only for yourself upon the library reopening, rather than bringing communal snacks
- If you are concerned about leaving your personal belongings in the workroom where they are around miscellaneous items, please remember that we have lockers located at the bottom of the stairs by the staff entrance, in case you would prefer to store your items there. Please let Robyn/Cheryl know if you would like a locker, so we can make sure everyone's lockers are kept separate
- Be aware of the risk of contracting COVID-19 outside of work and try to lower this risk as much as possible
- If you have a cough, fever, shortness of breath, runny nose, or sore throat, you are legally obligated to be in isolation for ten days from the start of symptoms, or until symptoms resolve, whichever takes longer.
- If you come to work sick, or become sick at work, you should leave the premises immediately and begin isolation at home.
- Robyn will ask the sick individual to help create a list of who you were in close contact with that day and in the 48 hours prior to when the symptoms started.
- Once a sick individual has left the workplace, clean and disinfect all surfaces and areas with which they may have come into contact.

COVID-19 Operating Protocols for Summer Programming and Book Bike

Overview

These protocols are in development as of the time of writing and are not comprehensive, and focus on protocols specific to summer programming for children and the book bike. This means that general protocols such as how to isolate a person with symptoms, how to sanitize objects, whether lunch breaks should be staggered, etc., are not addressed here unless they will likely need to be adapted.

There are many important and highly specific protocols that are not currently decided, but for the sake of transparency, any issues that we have spotted and need decisions have been listed. As the process continues, we will discover more issues that need resolving, and some protocols will need to adapt to the realities of what is actually happening. Comments, suggested protocols and highlighting potentially overlooked issues are welcome.

The summer programming and book bike team also plans to do a significant amount of delivering virtual activities and developing and lending activity kits, which involve much less contact with patrons directly.

Overall Protocols

These protocols apply to both summer programming for children and the book bike.

- Programmers and book bike staff will have hand sanitizer, sanitizing wipes, and other cleaning supplies with them at all times to use if needed.
- Attendees will be told to stay at least 2m away from other attendees that are not from the same household (or shared bubble, if applicable). This will be enforced/encouraged through physically marking separate spaces through things like hula hoops, taped spaces on the floor, and workers monitoring children to help maintain physical distancing.
- All objects shared between people outside of the same household (or shared bubble, if applicable) will be sanitized between uses.
- There will be no activities involving food or singing of any kind unless they are delivered virtually or as a take-home activity.

Remaining decisions:
- How do summer programmers and bike book workers give objects to others (kids, adult patrons, other staff)? Simply put down the sanitized object and back away to maintain distance? Guidance will be taken from general library protocols.
- What happens when a protocol is broken?

- Does there need to be a periodical review of our protocols, or is a case-by-case approach appropriate?
- Government protocol says that
    "To support public health contact tracing efforts in the event that an attendee tests positive, day camp operators should keep daily records of anyone entering the day camp who stays for 15 minutes or longer (e.g. staff working each day, children, etc.). Records should only be kept for 2 weeks. A day camp must make reasonable security arrangements to protect the personal information."
- Does this contravene libraries' duty to the anonymity of its patrons? Is this type of record-keeping even possible? Further discussion and research is required.

Summer Programming in the Library Building

It remains to be seen how much programming for children will happen in the library. However, we are developing protocols so that we are ready to do that if we want to. If these programs happen, screening and basic information about safe behaviours will already have been shared with patrons before they enter the library.

- Currently there are no protocols for in-library programming for children due to uncertainty about whether this will happen or not. These will be developed after talks with more experienced children's programmers at CPL, and alongside the library's general COVID prevention protocols, given that those protocols will cover much of what needs to be covered.

Remaining decisions:
- Broadly, what is different enough between normal library visiting behaviour and programming for children that warrants special protocols? What are the protocols for those cases?

Book Bike

The book bike proposes some unique challenges because it will be in a much less controlled environment than the inside of the library. On the upside, it has the advantage of being outdoors and therefore less likely to contribute to airborne spread.

- As in previous years, the book bike will do book check-outs but not accept returns of any kind. This hopefully solves the issue of having to handle and transport potentially contaminated outside items.
- The book bike will have a container or large garbage bag for items that have been touched by patrons who have decided they don't want to take the specific items home with them. These books will be treated in the same way as returned books, and will remain in the container for 72 hours or more.
- Only staff are allowed to remove items from the book bike, besides an item that a patron wants to take home.

- There will be signage on the book bike informing patrons on basic guidelines. Details to be determined.
- Ideally, provide hand sanitizer to each patron that wants to interact with the book bike. Hopefully this is not cost-prohibitive.

Remaining decisions:
- A specific policy on masks for book bike workers will be needed. This should be modified from the general library guideline on masks.
- What steps need to be taken for loading the book bike at the beginning of the day and unloading at the end of the day?
- What games, objects, etc. are safe and appropriate to bring on the book bike for use by children? Hopefully avoid objects with soft surfaces since they are hard to clean.
- What are good locations for the book bike to set up? Besides being in a park, what other nearby features are helpful (e.g. a garbage can for safe disposal, benches or concrete for a working surface, since shared surfaces should be avoided)?
- What is the limit on the number of people at the book bike? How do book bike workers manage that if there are more people interested?
- How do book bike workers greet arriving patrons? Do they ask them if they have COVID or are sick? How do they do that tactfully? What else do patrons need to know before joining activities?
- How do workers lend someone a book or a return kit in a safe way?
- What are the high-touch surfaces on the book bike and how often do they need to be cleaned?
- What is the limit for how many patrons at a time can interact with the book bike? What number is ideal vs. what is enforceable?
- What needs to be done when leaving a park space? What needs to be done when returning to the library?
- Are there extra precautions book bike workers need to be taking when coming into the building after a day in proximity to a lot of children?
- Do workers need hand cream on the bike for potentially dry hands from hand sanitizer?
- Will book bike workers bring their own packs and items when they are out? Who can touch those items and what needs to be sanitized afterwards?
- How many staff members will be out with the book bike and how involved should they be in an activity? Perhaps at least one book bike worker is not too deep in any activity so they can keep a general eye out for issues and newcomers.
- What are the rules regarding public bathrooms? Other organizations doing summer programs are concerned with kids using public bathrooms due to potential sanitary concerns (not cleaned regularly, hard to limit the amount of people in them, people other than book bike patrons may be inside the washroom). Should children and parents be asked to make sure they have used the washroom before they come?
- What protocols need to be developed for specific locations (e.g. potential booth at Downtown Market)?

<center>**Our Message to Patrons**</center>

Notes for standard behavior inside the library

While our tentative 'reopening' date is Friday, July 3, please note that we won't exactly be back to regular operations. For the first little while, 'reopening' will consist of being able to browse our collection of materials. A limited number of patrons will be allowed in the doors at one time, and we ask that you try to limit your visit to 20 minutes so that we can safely get everyone in who want to browse over the course of a day.

If you are feeling even the slightest bit unwell, please stay home. While this applies to if you feel any type of illness, the COVID-19 symptoms to be most aware of are cough, fever, shortness of breath, runny nose, or sore throat. If you come to the library and are showing signs of illness, you will be asked to leave and return at another time when you are feeling better. If you need to sneeze or cough while in the library, be sure to do so into your elbow or a tissue so that you are not spreading germs. If you consistently do not cough or sneeze into your elbow or a tissue and instead cough or sneeze into the open air, you will be asked to wear a mask or may be asked to leave the library.

We require you to sanitize your hands as you enter the building, and encourage you to continue sanitizing and/or washing your hands as you move through the library, especially before or after touching your face and before you touch any materials on the shelves. Wash your hands often with soap and water for at least 20 seconds. Try to minimize contact with surfaces, particularly high-contact surfaces like door handles.

There will be a lot of new signage in the library, to enforce maintaining distance between patrons as well as staff at all times. Please have patience, and follow the directions that are given on the signs. If you are waiting to speak to a circulation assistant at the front desk, there will be specific distances you must stand away from the front desk and other patrons, and also away from the front doors since that is a high traffic area.

Only one patron will be permitted to browse an aisle of bookshelves at a time. If you see that someone is already in the aisle you wish to go down, please wait until that person has moved along.

Please do not reshelve any items yourself. For any items you have touched but do not want to sign out, place it on a designated cart or else in the book drop at the front desk.

While masks are not mandatory, we highly encourage all patrons to wear them. If you do not have your own but would like one, we will have limited quantities available for you to take. Before putting on a mask, either sanitize or wash your hands, and handle the mask by its straps or earloops rather than by the front of it. Ensure your hair is away from your face when you put on your mask, and do not touch the mask once it is on your face. Always remember that while masks are one of many beneficial ways to help protect yourself and others from COVID-19, do not let it give you a false sense of security. Masks are to be worn in addition to taking other measures for your safety.

When we open, our water fountain and water bottle refilling station will not be available. Please be sure to bring your own filled water bottle should you need one while in the library.

Curbside reminder

While you will be allowed to come into the library for browsing, we highly encourage everyone to utilize our curbside pickup service as much as possible. Contact staff via phone or email to let us know what you would like to sign out, or else place your holds online. When you arrive to collect your materials, you can ring the doorbell at the staff-entrance door, and we will bring your items out for you. Please maintain your distance from the door until the staff member has placed your items on the table, before retrieving said items. If you arrive and another patron is waiting for their items at the door, please maintain distance until they have retrieved their items and left

Don't' forget that we are offering take-home craft kits through this curbside pickup service as well!

Items and holds

All items that were signed out before or during our closure have the extended due date of July 31. Please feel free to return these items at any time.

We encourage patrons to utilize our online catalogue (use your library card number to sign in, and the last four digits of your number are your password) to place holds on the materials you want.

Parkland Regional Library has reinstated their van runs between libraries, so in some cases materials will be able to once again circulate between libraries, and materials that you request can be brought in. However, there are still extensive limitations on this; not all libraries will open at the same time, so those that are closed are likely not filling hold requests. In addition, the interlibrary loan system to bring in items that aren't within Parkland is still unavailable at the present time. Please note that we quarantine items that arrive in van run or items that are returned from patrons, so please allow for potential delays in receiving items that you have put on hold. Similarly, if you have returned an item and are wondering why it is still marked as being checked out to you on your account, this is likely because the item has been put in quarantine before being checked in.

Don't forget, we offer a wide variety of ebooks, audiobooks, and other virtual materials through our e-Resources page, so that you can comfortably access numerous resources from home. Please email or call us if you would ever like more information about these virtual resources.

Programming

Programs will continue to be held virtually for now, as opposed to being held in the library. While libraries usually love to be places where people can gather, social distancing protocols must be maintained and encouraged at this time. This year's Summer Reading Program has been adapted so that some programs are virtual and most are outdoors, and maintaining social distance is imperative.

Computer use

Public internet access will be available. However, computers have been separated throughout the library to facilitate maintaining a 2-metre distance between patrons. Do not share your computer screen with anyone else or invite anyone to be within that 2-metre distance. Please limit your time spent on the computer to a one hour maximum, and we encourage you to ONLY be on the computer for the amount of time you need to accomplish the specific task you needed the computer for.

If at any time you require assistance on your computer and are requesting a staff member to be within 2 metres of you so that they can see your screen, you and the staff member will be required to wear masks to protect both of you. Similarly, if you would like to book a technology appointment with a staff member, you will both be expected to wear a mask during the appointment as you will be within 2 metres of one another.

When you have finished using a computer, you MUST inform a staff member immediately so that they can thoroughly clean your workspace and prepare it for the next patron. If you are looking for a computer station to use and see that one is wet from having just been cleaned, we recommend that you choose another station, or else not use that station until it has dried completely.

Washrooms

Only the upstairs washrooms will be available, and we request that you only use them if absolutely necessary. One person will be allowed in either the men's or women's washroom at a time, as staff need to wipe down surfaces in the bathroom between users. There will be a mark on the floor indicating how far back people must stand if they are waiting to use the washroom, to maintain social distancing. The doors to each bathroom will be left open so that patrons are not touching the door handle and can easily enter and exit to wash their hands.

Lower floor

Please ensure that only one person rides the elevator at a time. The exception to this is when everyone riding the elevator belongs to the same household. In addition, the main staircase will only be used by people descending the stairs. To come back upstairs, please use the staff staircase and exit out the side door. For both going upstairs and downstairs, please only use the elevator if you need to – if everyone in your party is able-bodied, please use the stairs instead.

While the downstairs area will technically be open, we are not able to encourage families, children, and young adults to linger and socialize at this time. Rather, we hope that patrons can collect the items they like, and not stay for very long. Toys will not be accessible. And while computers downstairs have been placed a sufficient distance apart that they can all be used simultaneously, there will be a strict one-person-per-computer rule, with an absolute maximum of one hour of computer use time per patron. Please note that adjustments have been made to our 'Unattended Children and Vulnerable Patrons' Policy, as it is more important now than ever that children be under the supervision of a guardian to ensure they are following proper social distancing and safety protocols while in the library.

Policy on Material Acquisition Proposed Changes

In the Public Library Services Branch's guidelines for what libraries need to consider when reopening, they addressed several policies that may need to be updated. One policy they mentioned was 'receipt of gifts and donations under collection development policies', since we need to ensure staff members can safely receive donations in these times of COVID contamination risk. This could mean temporarily refusing donations. As a result, I suggest the change listed below.

Within CPL's policy: Selection acquisition and disposition of materials (please see https://cpl.prl.ab.ca/about-us/policies/selection-acquisition-and-disposition-of-materials), I recommend that the following statement be changed:

Donations

Donations may~~will~~ be accepted at the discretion of library staff. Donations~~Those~~ meeting the requirements of this policy may be added to the collection.

- Please note that we do also have a 'Naming Rights/Sponsorship' policy, which mentions donations, but from what I can tell there is not any wording within that policy that needs to be changed. Please let me know if you feel otherwise. And please let me know if any other wording with the 'Selection acquisition and disposition of materials' policy needs to be modified that I have missed.

> **Formatted:** Font: (Default) +Body (Calibri), 14 pt

Finance Policy Suggested Update

Note: when the Public Library Services Branch made recommendations for policies that library boards may want to review, they mentioned the Finance Policy to address the following questions: 'Who has the authority to make changes to the budget? Does the manager have authority to make changes within a certain dollar amount? Or must all changes go to the board?' Therefore, the suggested changes are made in consideration of this.

Budget

- The budget is prepared by the Finance Committee in <u>consultation</u> ~~a conclusion~~ with the Library Director and Library Manager, in time for its approval by the Board and presentation to the City of Camrose for its budget considerations <u>each year in the Fall</u>. <u>Should a situation arise during the year that significantly alters the Library's financial resources, the Board may discuss necessary changes to the budget with the Library Director, and/or grant authority to the Library Director to make necessary changes to the budget.</u> The Finance Committee shall develop a long term financial strategy for CPL, by planning for capital replacement, for financial emergencies, and for long-term stability of the system.

Workplace Violence, Harassment, and other Unacceptable Behaviour

Workplace violence, harassment, and other unacceptable behaviour

The Camrose Public Library is committed to an abuse-free work environment, characterized by respect and tolerance. Acts of violence or harassment committed by, or against, any individual(s) affiliated with this organization are considered as unacceptable conduct within the context of the *Alberta Occupational Health and Safety Code* and the *Canadian Human Rights Act*. Any individual(s) engaging in workplace violence, sexual harassment, or other forms of harassment will be subject to disciplinary action, up to and including termination of employment. Any patrons conducting any form of violence, harassment, or other form of unacceptable behaviour will be asked to leave the library for a period of time to be determined based on previous offences and the severity of the action committed.

Inappropriate behaviour includes, but is not limited to:

- Threatening behaviour, such as shaking fists, destroying property, or throwing objects.
- Verbal or written threats, including any expression of intent to inflict harm.
- Harassment – any behaviour that demeans, embarrasses, humiliates, annoys, alarms or verbally abuses a person and that is known, or would be generally expected, to be unwelcome. This includes words, gestures, intimidation, bullying, or other inappropriate activities, including electronic communications generally disseminated.
- Verbal abuse such as swearing, insults, and slurs.
- Physical attacks.

Inappropriate behaviours considering restrictions in place as a result of COVID-19 include, but are not limited to:

- Entering the library while feeling or showing signs of illness, in particular a cough, fever, shortness of breath, runny nose, or sore throat
- Entering the library while one is supposed to be isolating, such as in the case when an individual has returned from traveling and should be conducting 14 days of quarantine
- Showing disregard for COVID-19 regulations in regard to sanitation, such as refusing to sanitize ones hands or coughing or sneezing into open air instead of into one's elbow or a tissue, and refusing to address this behaviour when asked
- Showing disregard for social distancing policies in place and consistently being in inappropriate proximity to other patrons or staff

Procedures for Handling Complaints

If an employee or volunteer believes they are being harassed or that an individual's behaviour is inappropriate, the employee or volunteer shall:

1. Tell the individual their behaviour is unwelcome and inappropriate and ask him/her to stop. Depending on the response of the individual, immediate

---

Comment sidebar:

Formatted: Font: (Default) +Body (Calibri), 12 pt

Formatted: Font: (Default) +Body (Calibri)

Commented [RG1]: Should this be a separate policy just regarding patrons? Due to COVID, it is recommended we update our policy so that we are empowered to address patron behaviour if need be. Even if I make this into a separate policy, I would likely borrow some of the phrasing from this policy as it exists

Formatted: Font: 12 pt

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: (Default) +Body (Calibri), Bold

Formatted: Font: 12 pt

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: 12 pt

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: (Default) +Body (Calibri)

Formatted: List Paragraph, Bulleted + Level: 1 + Aligned at: 0.25" + Indent at: 0.5"

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: 12 pt

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: (Default) +Body (Calibri)

Formatted: Font: (Default) +Body (Calibri)

recourse could involve the individual being asked to leave. The severity of the harassment will dictate the length of time that the individual is asked to leave for. In cases of severe harassment, further escalation will lead to the police being contacted. In the case of more minor incidents (such as when dealing with individuals showing disrespect who refuse to change their behaviour):

1. The first time an individual is asked to leave, it will be for the duration of that day. If the behaviour happens within an hour of closing, the individual will be banned for the following day.
2. The second time an individual is asked to leave, they will not be permitted to return to the library for one week.
3. The third time a patron has been asked to leave, they will not be permitted to return to the library for one month.
4. The fourth time a patron is asked to leave, they will not be permitted to return to the library for one year.
5. If a patron is asked to leave a fifth time, they will not be permitted to return for five years.

2. If a patron is asked to leave the library and either refuses to leave the premises or attempts to re-enter before the amount of time for their ban has passed, the increase of time for their ban will automatically increase to the next level. If necessary, the police will be contacted to provide the individual with a trespass notice.

1. Further escalation will lead to the police being contacted.
2.3. Keep a record of incidents (dates, times, location, possible witnesses, what happened, and the employee's own response). This will assist other staff in establishing whether the banned individual is breaking their ban by returning, or whether their inappropriate behaviour is a repeat of previous instances. In the case of banning being conducted for individuals 18 and under, ask their name as they are leaving so that we can contact their parents. The employee or volunteer does not have to have a record of events in order to file a complaint in the case of being personally harrassed, but such a record can strengthen their case and assist them in remembering details over time.
3.4. In the case of harassment, fFile a written complaint if, after asking the harasser to stop, the harassment continues. The employee should report the problem to the Director of the Camrose Public Library as soon as possible and without fear of reprisal.
4.5. The Director of the Camrose Public Library will promptly and thoroughly investigate the complaint and will inform the Camrose Public Library Board.
5.6. If the complainant is not satisfied with the actions taken by the Director of the Camrose Public Library, the individual experiencing the alleged harassment may file a written complaint with the Camrose Public Library Board. The Camrose Public Library Board will thoroughly investigate the complaint and take appropriate action.

6.7.	If the complainant is not satisfied with the action taken by the Camrose Public Library Board, they may appeal directly to the Alberta Human Rights and Citizenship Commission.

Unattended Children and Vulnerable Patrons

The Camrose Public Library welcomes children of all ages and vulnerable adults to use its facilities and services. However, library staff cannot assume responsibility for the safety and well-being of children or vulnerable adults left unattended in the building.

Responsibility for the welfare and the behaviour of children and vulnerable adults using the library ultimately rests with the parent/guardian or an assigned caregiver.

Children ten~~eight~~ (10~~8~~) years of age and younger and vulnerable adults must be accompanied by an adult. ~~Children ages of nine (9) and ten (10) must have a supervisor of at least 12 years of age in attendance while in the library.~~

Children ten~~eight~~ (10~~8~~) years of age and younger and vulnerable adults attending programs must remain in the eyesight of their parents or caregivers or, if in the confines of a room during a scheduled program that does not require parent or caregiver supervision, may be supervised by the library staff only during the scheduled time of the program. Children ten ~~eight~~ (10~~8~~) years of age and younger and vulnerable adults attending unstaffed programming or library-wide events must remain within eyesight of their parents or caregivers.

~~If a child age nine (9) or ten (10) years of age is unable to use library resources and spaces safely and in a responsible fashion, Library staff, at their discretion, may request parents or caregivers to remain within eyesight of their children regardless of the age of the child.~~ If caregivers and/or their children repeatedly disregard social distancing and safety rules put in place as a result of COVID-19, they will be asked to leave the library.

Any child or a vulnerable adult who leaves the library cannot be detained by staff.

If a child or vulnerable adult is left at the library at closing time, emergency closings or in the event of an emergency situation, the staff person in charge will attempt to contact the parents or adult caregivers. If the parent or adult caregivers cannot be contacted, staff will notify the police. Staff will remain with the child until the police arrive. Under no circumstances will library staff transport or take the child or vulnerable adult away from the library building regardless of whether or not they have consent of the child's or vulnerable adult's parent or guardian.

Abandoning child
218. Every one who unlawfully abandons or exposes a child who is under the age of ten years, so that its life is or is likely to be endangered or its health is or is likely to be permanently injured,

- (*a*) is guilty of an indictable offence and liable to imprisonment for a term not exceeding five years; or

- (*b*) is guilty of an offence punishable on summary conviction and liable to imprisonment for a term not exceeding eighteen months.

- R.S., 1985, c. C-46, s. 218;
- 2005, c. 32, s. 12.

Personnel Policy (only part of it)

COVID-19 Related Absence

As of March 5, 2020, all employees who are in quarantine due to COVID-19 are eligible for 14 days of unpaid leave. Staff members can take this leave more than once. Staff need to provide written notice to the Director as soon as possible and reasonable in the circumstances when they are taking this leave. Staff don't need a medical note in order to access this job-protected leave, and don't need a medical note in order to go back to work. Camrose Library is not required to pay for sick time, or time where an employee did not work or earn wages. Staff can request to use their available vacation pay or banked overtime.

Personal and Family Responsibility Leave

[While this paragraph is the governance usually in place, please see below for the version of this policy that will be in place until the public health emergency order due to COVID-19 has been lifted. Up to 5 days of unpaid leave per year may be taken for personal sickness or short term care of an immediate family member. This includes attending to personal emergencies and caregiving responsibilities related to the education of a child. On request, Employees shall be required to show proof of medical care. When Workers Compensation is payable to an employee, the personal leave benefit is not applicable.]

Temporary COVID-19 Response Modifications to Personal and Family Responsibility Leave

As of March 17, 2020, employees are entitled to a job-protected leave to care for ill or self-isolating family members, or children affected by school and daycare closures. The leave length is flexible and will be linked to guidance from the Chief Medical Officer. A medical note is not required to go on leave, but employers (in this case, the Director of Camrose Library) may ask employees to provide other documentation to verify their needs to access the leave such as school or daycare enrolment. Staff members of Camrose Library can take this leave more than once, and can take this leave and any other job-protected leave consecutively. Employees need to provide a written notice to the Director when they are taking this leave, as soon as possible and reasonable in the circumstances. Employees can access this leave as long as government determines it is needed and the public health emergency order remains. Employers must grant personal and family leave to employees and give them their same, or equivalent, job back when the employee returns to work. Employers are not required to pay wages or benefits during leave. This is the governance that shall guide 'Personal and Family Responsibility Leave' until such time that the public health emergency order has been lifted.

Statutory~~Declared~~ Holidays

The Library Board acknowledges~~deems~~ certain days as Statutory~~Declared~~ Holidays during which the Library will be closed.

The following days are recognized as Statutory~~Declared~~ Holidays:

New Year's Day	Labour Day
Family Day	Thanksgiving Day
Good Friday	Remembrance Day
Victoria Day	Christmas Day
Canada Day	~~Boxing Day~~

~~August Civic Holiday~~

(Or any other day proclaimed as a holiday by the Federal, Provincial, or Municipal Governments.)

If a Statutory~~Declared~~ Holiday falls on an employee's regularly scheduled day of work, the employee will be paid her basic rate of pay.

a)   If a Statutory~~Declared~~ Holiday falls on a **part time** employee's regularly scheduled day off, no pay or lieu time will be given.

b)   If a Statutory~~Declared~~ Holiday(s) falls on a **full time** employee's regularly scheduled day off, then the following working day or days shall be deemed the Statutory~~Declared~~ Holiday.

If a Statutory~~Declared~~ Holiday falls on a normal working day when an employee is off on vacation, the employee will be entitled to a mutually agreed upon day in lieu.

*Additional Holiday closures will be decided **annually**. If an employer agrees to designate additional general holidays for their employees, all employment standards rules related to general holiday pay still apply for these additional holidays.*

Vacation

The Library Board recognizes the importance of vacation entitlements to its permanent employees.

All **hourly paid library employees** shall bank vacation pay to be drawn upon when their vacation is scheduled. Vacation pay will be earned as in the following chart:

1- 2 years	5% of hours worked
3 – 9 years	6% of hours worked
10 – 19 years	8.3% of hours worked
20 or more years	10.5% of hours worked

For all hourly paid library employees, the following shows the number of weeks's annual vacation they are entitled to ("vacation time" equating the same weekly hours that they usually work):

1 – 2 years	Two (2) weeks
3 – 9 years	Three (3) weeks
10 – 19 years	Four (4) weeks
20 or more years	Five (5) weeks

Within hourly paid library employees' first year of employment, they can withdraw the amount of accrued vacation pay that they have accumulated in their months of earned vacation pay. For example, an employee beginning in January and wanting to take vacation in November can draw on 10 months worth of accumulated vacation pay. However, if they choose to do this, they will have less vacation pay to draw from in the following year.

The **Director** shall normally receive annual vacation time in accordance with years of employment, with each "year" beginning on the anniversary of their starting month:

1- 2 years	Three (3) weeks
3 – 9 years	Four (4) weeks
10 – 19 years	Five (5) weeks
20 or more years	Six (6) weeks

Other **salaried employees** shall normally receive annual vacation time in accordance with years of employment, with each "year" beginning on the anniversary of their starting month:

1- 2 years	Two (2) weeks
3 – 9 years	Three (3) weeks
10 – 19 years	Four (4) weeks
20 or more years	Five (5) weeks

A vacation schedule will be posted each year, with vacation dates based on: employee requested dates; whether an employee is salary or wage; whether the staff member received their ideal vacation days in the previous year; seniority; maintaining necessary coverage; and approval by direct supervisor. The absolute minimum staff members that must be present at the library in order for it to be open is 3.

All wage employees will give To provide the library with enough time to provide shift coverage for potential absences, all wage employees will provide six weeks' three weeks' written notice for vacation requests. If an employee provides less than six

weeks' notice, this will affect their chances of receiving approval if alternative shift coverage is not found to cover their hours. -Vacation time will be granted based on maintaining necessary coverage. The management team will do their utmost to grant vacation leave as requested, however, employees should remain flexible and should have alternate dates of vacation should the leave not be granted. And while programmers, the Manager, and the Director do not have regularly scheduled hours on the desk, they may be called upon to provide this coverage in the event of other employees' absence. 'Prime vacation time' requests are defined as the months of July and August as well as December 1st to January 15th. If some staff have to be denied vacation time especially during prime vacation time, they will receive preference for receiving that time off the following year. All requests submitted by the six week deadline prior to the requested time off may be considered before a decision is made regarding who may take the vacation time.

All paid vacation time must be taken within twelve (12) months from the time that the vacation was earned, except where prior approval has been granted in writing by the employer. Total deferred vacation shall not exceed 10 vacation days and must be used in the next twelve months or be forfeited.

Employees are normally entitled to receive their vacations in an unbroken period, unless they are requesting time during 'prime vacation time' dates which includes July, August, and December 1st to January 15th. agreed upon in advance with the Director. Employees are encouraged to take their vacation time throughout the year, instead of all at the end of the year. If an employee wishes to take vacation time at the end of the calendar year, they must be prepared for the possibility of not being approved for this time based on the need for coverage at the library.

Employees who begin employment between the 1st day of the month up to and including the 15th of the month will be entitled to vacation accrual for that month. Employees who begin employment between the 16th of the month up to and including the last day of the month are not entitled to vacation accrual for the month.

Termination of employment between the 1st day of the month up to and including the 15th of the said month does not entitle the employee to vacation accrual for that month. Termination of employment between the 16th of the month up to and including the last day of the month does entitle the employee to vacation accrual for that month.

Break in service: More than 90 days leave of absence without pay is considered to be a break in service and the employee will start their vacation accrual entitlement from the beginning of her return to work. The only exception would be if the employee is off on STD/LTD (Short Term Disability/Long Term Disability). Upon the return of the STD/LTD employee, she will continue to accrue vacation at her previous entitlement rate. An employee on STD/LTD will cease accruing vacation once she has reached 60 days of sick leave

Performance Appraisals

The performance evaluation system is an on-going process designed to enhance performance and establish and maintain positive communication.

Formatted: Superscript

Formatted: Superscript

Formatted: Superscript

Formatted: Superscript

- All employees will participate in the performance evaluation system process. Coaching may occur throughout the year.
- The Director will be evaluated annually by the Library Board, or Board designate(s).
- All other employees will be formally evaluated annually by their immediate supervisor.

Performance evaluations do not include grid movements and do not suggest that pay increases automatically occur. If grid movement is recommended by an employee's immediate supervisor, it occurs on the anniversary date of that employee.

Normally the written performance evaluations will be performed at the end of an employee's probationary period and are due on the employee's anniversary date thereafter. An employee or supervisor may request an evaluation at any time.

The Director's Performance Evaluation shall be completed by the Personnel Committee of the Board. The Director and Manager are responsible for completing Performance Evaluations for all other staff members that they directly supervise. The supervisor and employee will collaborate to complete the evaluation form, and the completed evaluation form shall then be placed in the employee's personnel file.

Upon request to her supervisor, an employee may access her personnel file in accordance with FOIP guidelines.

Employee Conduct and Disciplinary Action

All employees are expected to adhere to the standards laid out by the Camrose Public Library's policies and procedures. Employees are responsible for familiarizing themselves with said policies and procedures, as posted on the library website (https://cpl.prl.ab.ca/about-us/policies) and found within the library building. Please refer any questions regarding policies and procedures to your immediate supervisor, to ensure conduct is appropriate as outlined in these documents.

The Director has the full authority and responsibility to discipline or dismiss any employee for just cause, or alternatively without cause when providing sufficient notice and pay in accordance with the employee's length of service. Employees will be subject to disciplinary action for inappropriate conduct or unsatisfactory work performance. Progressive discipline with the aim of being corrective will be utilized, except in extreme cases. All measures taken in the progressive disciplinary process shall be documented, including verbal warnings.

Progressive discipline steps:

1. Verbal warning with an agreed upon time frame to sit down to discuss.
2. First written warning that includes a reasonable time frame to correct the problem.
3. A second written warning that includes a reasonable time frame to correct the problem.
4. Dismissal.

All disciplinary documentation will be immediately copied to the employee and a signed copy acknowledging receipt will be placed in the employee's personnel file.

Terminations will be administered in accordance with the guidelines established by Alberta Employment Standards. These Employment Standards may be accessed electronically at the Government of Alberta website.

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. Where there are perceived performance problems, a progressive form of discipline from minor to severe is recommended. Each notice or warning will be recorded clearly indicating the potential consequences should the undesirable behaviour continue or recur.

Terminations

Termination for Just Cause

Termination for "just cause" may include, but shall not be limited to, conduct or any act of an employee prejudicial or injurious to the library, its interests, its reputation or its operation. Such causes may include:

- Serious criminal code violation such as drug abuse,
- Serious infraction of the FOIPP Regulations.
- Unreliability and/or dishonesty.
- Mistreatment of library patrons or fellow employee,
- Poor job performance or work habits,
- Inappropriate or unapproved use of library funds,
- Unexplained absences.

An employee dismissed for "just cause" will forfeit any special privileges or benefits and will only receive wages and vacation pay due by Employment Standards.

An employee may be dismissed for just cause without notice or pay in lieu of notice. An employee should be advised in writing of all reasons for dismissal.

An employee must receive all monies owing at the time of dismissal. An employee must receive a completed Record of Employment.

Footage from Camrose Public Library's security cameras may be considered when determining whether criminal activity has been committed either by a patron or staff member.

Library Volunteers

The library supports the concept of volunteerism, recognizes the important role that volunteers can play and encourages their activities. The energy, expertise, and commitment of volunteers help the library offer more services to patrons.

Volunteers need to provide both a Police Information Check and Intervention Records Check to the Director of the Library. Applicants with a criminal record will be considered on a case-by-case basis between the management team and the Board, to determine the suitability of volunteer status.