



## **Covid Guidance For Visitors**

### **Entering Building**

- Outside area on the left to be marked up with spacing lines to manage waiting customers when a queue has formed.
- Customers are required to wear masks (unless exempt) and use sanitiser upon entry to the building.
- Customers will be requested to give their information for Test & Trace purposes or scan the displayed QR code.
- A volunteer will be at entrance to monitor the number of customers inside the building (one out/ one in when numbers reach the maximum) and encourage them to use the one way system.
- The same volunteer will manage customer movement through the doorway to prevent paths crossing as the same door is used for entry and exit.
- We consider 6 customers can safely be in the main adult area plus the volunteers on duty.

### **Returning Books**

- Customers will be requested to place returning books in a plastic carrier for a volunteer to discharge on the Library Management System computer on the reception/enquiry desk (or via the Self Service machine at a time that it isn't used by others) on the same day as they are returned. A carrier will be available on the reception desk.
- Returned books will be stored on shelving in the café area on designated shelves marked up for that day. The books remain there for a minimum of 72 hours when they can be put on the shelves in the main library (out of public hours) by volunteers after sanitising hands or wearing PPE gloves. This will minimise the risk of bacterial transference should the same books be selected when we are next open.

### **Browsing**

- Customers wishing to select their own books will queue outside when numbers are at the maximum. The Library Management Team will assess their spacing using the Libraries Connected guidance, to

determine a limit for how many individuals (not bubbles or households) can attend a browsing slot - up to a maximum of 6 people per library.

- One family (adults and children) will be permitted at a time in the children's area. If lone adults are selecting on behalf of a child, there will be a maximum of 2 people. There will be limited seating and no toys available.
- Young adults aged 11 or over count as an adult when calculating numbers.

### **Issuing**

- Hand sanitiser gel will be available next to the Self-Service machine.
- Customers can issue their own books on the Self-Service in the usual way.
- For customers not wishing to use the Self-Service themselves, are requested to place books on the Self-Service ledge/shelf, present their library card to Self-Service machine and then step away. A volunteer will complete the transaction on the Self-Service machine using a stylus pen. Once complete, the volunteer will step away and the customer takes their books and receipt, if required.
- If a customer does not have their library card with them they should come to the reception/enquiry desk and open each book to present the barcodes to the screen so that a volunteer can scan through the perspex or via the open square at the bottom of the screen.
- The self-service machine touch points will be cleaned hourly.

### **Computer Use**

- Computers have been distanced to allow 2 individuals to use them simultaneously. If there is high demand for the computers we will introduce a booking system.
- The keyboard, mouse, table and seating will be sanitised with wipes after every use.
- Printing and photocopying will be done by volunteers for customers. There will be no self-service on the MFD printer.
- If a customer has their own device and only wishes to use WiFi, they can be seated in the "café" area. The seating and table will be sanitised with wipes once vacated.

### **Leaving the building**

- Customers are to exit building via the main door, keeping to the left.