

LAW LIBRARY REOPENING GUIDE

CALL/ACBD, as an organization that supports legal information specialists in a variety of workplaces, intends this re-opening guide to be a source of information to support decisions about how to safely provide services to law library clients.

INTERACTIONS WITH PEOPLE

Law libraries are places where people work and gather regardless of whether they are open to the public.

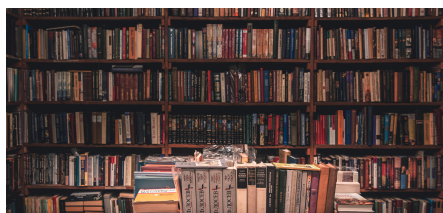
Consider the guidelines on Page 2 when developing a plan for interacting with people.



LIBRARY MATERIALS

Physical item circulation is a common activity in many CALL/ACBD member libraries. Members should develop safe circulation and library item handling practices. Innovate and be bold! Take advantage of the pandemic to explore how you can better serve your users through online resources.

Consider the guidelines on Page 3 when developing safe circulation and handling practices



ADJUSTMENTS TO PHYSICAL SPACE

To ensure the health and safety of those inside, law libraries across Canada must re-evaluate their physical spaces upon re-opening.

Consider the guidelines on Page 4 if needing to adjust the physical space in your library.



INTERACTIONS WITH PEOPLE

When interacting in person with others:

- When possible, do not allow others to touch your personal workspace/equipment
- Maintain two meter distance between yourself and others
- Use flags or book marks to share information in physical materials, rather than passing books back and forth
- Use a desk or table to place materials on for a client then step back so they can review content.
- Encourage use of electronic (e-books, scanning) as much as possible
- If you can't maintain two meters, suggest masks for staff and clients

WHO

WHAT TO DO

Solo Legal Information Specialist

- Set appointments to limit the number of people in your space
- Ask in-person clients if you can follow up with them by electronically
- Develop quarantine procedures for non-circulating items; consider wearing gloves to handle reserve material

Legal Information Specialist teams

- Maintain physical space when working with teams
- One team member per client whenever possible

Legal Information Professionals with spaces open to the public/large cohorts (50 clients or more)

- Ask in person clients whether you can follow up with them electronically
- Limit public contact with reserve materials; consider scan and send or print and share where clients have capacity to receive service that way

Legal Information Professionals as Trainers

- Whenever possible use virtual training classes
- Use flags or book marks to share information in physical materials; do not pass books back and forth with clients, use a desk or table to place materials on for a client then step back so they can review physical content
- Limit class size for in person group training to maintain physical space; require masks
- Consider vendor training sources (i.e. LexisNexis Canada's Legal Research Certification CanLexLearn; CanLII training videos) and offer group discussions to build relationships with your clients

LIBRARY MATERIALS

Physical item circulation is a common activity in many CALL/ACBD member libraries. We encourage you to develop safe circulation and library item handling practices to ensure that you, your colleagues and staff, and your clients remain healthy during the Covid-19 pandemic.

CALL/ACBD Recommendations for Safe Circulation and Handling Practices

Online Resources

- Promote and recommend existing online resources to your user group
- Contact your vendor partners to improve your clients’ access to online resources, especially those only available in the library



Print Materials

- Wear gloves when handling physical library materials
- Wash hands frequently or use hand sanitizer
- Check with your health authority for more safe hygiene practices



Circulation

- Suggest clients search your online catalogue and place holds over the phone or by email
- Develop a “curbside pickup” point at the entrance or outside your library
- Create informative signage
- Put out a separate bin for returns
- Time appears to be the most effective way to disinfect returned books: recommendations are 24 – 72 hours prior to recirculating items



ADJUSTMENTS TO PHYSICAL SPACE

As a community space and a workspace, libraries must conform to public health guidelines which may require reducing the number of people allowed in at a time, how close staff can work together and what to do with shared equipment.

Open Hours

- Consider reducing the hours the library is open, to allow more frequent sanitation

Access

- Lock main entrance during open hours
- Develop signage explaining how to enter (e.g. call when you're at the door, book an appointment)
- Restrict after hours access; if unable to, ensure sanitation materials are available and request clients clean up after themselves

Limiting Numbers

- Be prepared to drastically limit the number of people in the library at one time
- Create a contact tracing log and record everyone who enters and exits

Use of Study Space

- Reconfigure study space from open plan to individual study carrels; remove chairs from tables to restrict the number of users at one table
- Create signs indicating chairs must remain where they are

Public Access Technology

- Shared computers and copiers must be sanitized after every use
- Consider disposable keyboard liners for high use devices
- Encourage clients to bring their own device if you can offer WiFi service



RESOURCE LIST

Articles

Essential Guide for Re-Opening your Legal Information Service post-COVID-19

More Ideas on Reopening Libraries Post-Covid (CALL/ACBD blog)

Public Health Authorities and Orders

Federal: Coronavirus Disease

Alberta: COVID-19 Info for Albertans

British Columbia: British Columbia COVID-19 Orders Notices and Guidance

Manitoba: Manitoba Protection Plan State of Emergency for links to current and past orders

New Brunswick: New Brunswick Coronavirus (English)
New Brunswick Coronavirus (français)
Mandatory Order

Newfoundland and Labrador: NLife with COVID-19 Public Health Orders

Northwest Territories: GNWT's Response to COVID-19

Nova Scotia: Nova Scotia Novel Coronavirus Alerts Orders and Directives

Nunavut: Nunavut COVID-19 Chief Public Health Officer Orders

Ontario: How Ontario is responding to COVID-19 Public Health Orders - Regulations made under the Emergency Management and Civil Protection Act, R.S.O. 1990, c.E9

Prince Edward Island: Prince Edward Island COVID-19

Quebec: Coronavirus Disease in Quebec (English)
Measures Adopted by Orders in Council and Ministerial Orders
La maladie à coronavirus au Québec (français)
Mesures prises par décrets et arrêtés ministériels

Saskatchewan: Saskatchewan COVID-19

Yukon: Yukon COVID-19 Information Orders and Directions

*The following template may be used for a library return to work plan:

Precedent - Library Return to Work Plan

Following the declaration of a public health emergency caused by the COVID-19 pandemic, [name of library] intends to reopen for operations using a phased approach. This plan is subject to being amended and updated in line with guidelines set forth by [name of organization] and [name of province] public health orders.

Phase 1: Library Facility Closed

Guidance [list order or guidelines as suggested for your location]

Staff: Employees placed on work from home status

- Work from home duties including professional development through webinars, reviewing and updating policies and procedures, updating information on the library website, providing remote assistance by email and phone.
- Regular staff meetings held by videoconference.

Client services: Remote assistance provided by email and phone

- General public not allowed in the facility.
- Lawyers permitted to enter facility pursuant to after hours policy.
- Lawyers not permitted to enter if he/she: traveled to location with COVID-19, been diagnosed with COVID-19, live with or in close proximity with someone who traveled or was diagnosed with COVID-19, exhibited flu-like symptoms in last 14 days, and/or been ordered to be in quarantine and/or isolation.
- Safety measures for after-hours use: Cleaning materials (disinfecting spray and disposable paper towels) are provided, and lawyers are requested to clean the work space and computer equipment.

Library Operations:

- Cleaning services to continue.
- Purchase cleaning supplies, hand sanitizer and PPE for employees.

Phase 2: Library Facility Open to Employees Only

Guidance: [list order or guidelines as suggested by your location]

- **Staff:** Employees allowed to perform work duties in the library. Prior to return to library, hold staff meetings to review procedures and policies and discuss concerns.

Possible issues:

- Flexible scheduling
 - Illness (policy may require updating)
 - Vacation or leave requests
 - New protocols for cleaning, quarantining physical materials, interacting with clients
 - Emphasize new safety practices like physical distancing, minimizing face-to-face contact, cough/sneeze etiquette.
- **Client services:**
 - Library door will be locked while employees in the building
 - Maximum of [number] people at a time
 - Maintain physical distancing at all times
 - Sanitize equipment after using
 - Staff are responsible for reshelving print materials
 - Remote assistance (email or telephone) preferred
 - **Library Operations:**
 - Frequent cleaning of personal work area
 - Set up daily cleaning regimen for high touch surfaces (door knobs, keyboards, phones)
 - Quarantine returned print materials for [72? 24? hrs] before returning to shelves
 - Employees must wash/sanitize hands frequently during the day, particularly after handling print materials
 - Prepare public area to promote physical distancing. Reconfigure work stations if possible.

Phase 3: Limited Opening to Library Staff and Lawyers

Guidance: [list order or guidelines as suggested by your location]

- Staff: Employees return to facility
 - Hold staff meeting to reflect on issues that arose in Phase 2
 - Adjust policies and procedures accordingly
- Client Services
 - Maintain occupancy limit of [%] maximum, as per public health orders
 - Continue to provide as much services as possible by remote means
- Library Operations
 - Library hours [shortened for additional cleaning
 - Controlled entry to allow screening and creation of a contact log
 - Consider use of a reservation system for clients

Phase 4: Limited Opening to the Public

Guidance: [list order or guidelines as suggested by your location]

- Staff: Continue as in Phase 3
- Client Services:
- Library Operations:

Phase 5: Return to Pre-pandemic Levels of Service

Guidance: [list order or guidelines as suggested by your location]

Information on New Library Procedures due to COVID-19 Pandemic

1. All users of the library must wear masks covering their mouth and nose at all times. If you don't have a mask, see a staff member to get a disposable mask.
2. All users must maintain a social distance of at least two metres from other users.
3. If you need to come to the desk to speak with a staff member, please come to the area where the protective plastic sneeze guard is located.
4. See a staff member if you need to use any office supplies (such as a stapler or scotch tape).
5. See a staff member if you need to see one of our periodicals or if you want to take home one of our handouts.
6. Please do not reshelve any books.