COVID-19 Safety Plan

Summary

This Safety Plan outlines how the State Library of New South Wales (the Library) is complying with Public Health Orders and NSW Health advice in relation to the COVID-19 pandemic, and managing risks posed by the virus to staff, volunteers, readers and visitors.

The format of the Plan is based on recommendations provided in Checklist for COVID-19 Safety in NSW Libraries issued by NSW Health.

Operational requirements

WELLBEING OF STAFF AND VISITORS

Exclusion
The Library has instituted an Action Plan for persons presenting with COVID-19 symptoms.

Any staff, volunteers, or visitors who present as unwell will be asked to have a temperature check, and if above 37.5°C will be asked to leave and be referred for COVID-19 testing. People will not be able to return to the Library until the test is cleared and symptoms have subsided.

Advice to staff and volunteers
Staff who have respiratory symptoms or fever will be referred for immediate testing for COVID-19 with preference given to the nearby location of Sydney Hospital. They will remain in isolation at home until they have received their result. If staff are sick or are required to self isolate, their leave entitlements are explained in the Staff FAQs.

Volunteers will be advised when they may resume their duties at the Library

Staff training
A dedicated Intranet page has been set up for staff which includes the latest NSW Health for infection control. The majority of Library staff continue to work from home with primarily front-facing personnel onsite who have received appropriate training in relation to staying away from work when sick, physical distancing, cleaning requirements and managing sick visitors. This information is contained in the Staff Information Pack.

Conditions of entry
Special conditions of entry in light of the COVID-19 pandemic are displayed at the entrances to the Library and have been addended to the Library’s Reader and Visitor Code of Conduct which is available on the website and via links from social media.
High-risk visitors
Visitors who are in a high-risk category, e.g. over 70 years, suppressed immunity, etc. are encouraged to speak with Library staff to discuss their requirements.

PHYSICAL DISTANCING

Capacity
Both reading rooms have been configured to ensure that we operate well within the safe capacity limit of one person per four square metres.

The Library has instituted an online booking system for people to use its Governor Marie Bashir and Mitchell Library Reading Rooms. The maximum capacity for each Reading room space is displayed at the entry to the room. Computers and furniture have been arranged so that all readers and visitors are distanced 1.5 metres apart.

Crowding
Signage, distance markers and queuing systems have been deployed for staff, readers and visitors to ensure people avoid close contact with one another.

Staff responsibility
The Library’s Visitors Services Officers and Security staff will be responsible for managing numbers entering the building, and ensuring people are physically distancing.

Contained areas
Different areas within the Library’s reading rooms have been carefully measured and calculated to determine the upper limit of people who can safely occupy each space. This takes into account staff, readers and visitors.

Communication
The Library is providing comprehensive signage, floor markers, and approachable front-of-house staff members to provide information to readers and visitors about the appropriate precautions for physical distancing.

Seating
All seating has been arranged to ensure more than adequate physical distancing measures.

Physical environment
Separate points of entry and exit are identified in both Library reading rooms. Service desks have been equipped with safety screens and markers are placed on the ground to ensure physical distancing for queuing.

Group activities
The Library has temporarily suspended on-site public programs, learning activities, tours, and any other group activities until further notice. Venue hire is also currently closed.

Meetings
Non-essential face-to-face meetings and training for Library staff and volunteers have been postponed until further notice.

Staff
Library staff are encouraged to work from home where practicable. Front-of-house staff have been rostered with a consistent group of colleagues so that any instances of infection will be limited to one group and will be easily traceable.
**Deliveries**
As many deliveries of goods and services to the Library as possible are administered without physical contact.

**Crowd control**
The Library has advised readers and visitors to queue outside the building for which their pre-booking is made to separate crowds. Floor markers and bollards will ensure people are appropriately physically distanced. Security staff will be deployed to manage crowds as necessary.

**Public transport**
The Library encourages staff who are required to work onsite to aim to travel outside of peak hour to avoid any crowding on public transport. Core hours for staff have been extended to allow staff to stagger their start and finish times to minimise the risk of close contact and enable staff to travel outside of peak times.

**Cafes and restaurants**
The Library’s Café Trim will initially only be serving take-away food and beverages to avoid overcrowding. Capacity limits for the café will are based on prevailing Public Health orders.

**Contactless Delivery**
Suppliers of regular deliveries are to be requested to use contactless delivery and invoicing where practical.

**HYGIENE AND CLEANING**

**Returned items**
Initially, the Library will not be issuing collection material. When it does begin, issued items will be quarantined for at least 24 hours and plastic cases or coverings wiped down before being returned to storage.

**High-risk items**
The Library has removed all shared headphone sets from the reading rooms. Single use headphones are available to visitors who require them.

**Hygiene facilities**
Hand sanitiser units have been placed at each entrance to the Library and in key locations. Multi-purpose wipes are available in the reading rooms to clean surfaces and equipment.

**Hand hygiene**
Hand hygiene is promoted to all Library readers and visitors through signage, online communications and by Library staff.

**Bathrooms**
Bathrooms are well stocked with hand soap and paper towels, and instructions on how to wash hands properly.

**Cleaning**
The Library has established two separate bookable sessions for readers and visitors with an interval between to enable a full clean of the reading rooms. Express PCs located in the Library’s Macquarie Street building will be cleaned between each use.
All areas frequented by staff or visitors are cleaned daily with disinfectant. Frequently touched areas and surfaces are cleaned several times per day with disinfectant solution including library computers, elevator buttons, handrails, tables, countertops, door knobs, sinks, and staff-room facilities.

**Gloves**
Library cleaning contractors have been advised to wear gloves when cleaning and to wash hands thoroughly before and after with soap.

**RECORD KEEPING**

**Records of staff and others**
The Library’s online booking system for its reading rooms will record all entrants’ names, mobile numbers and email addresses for contact tracing purposes. These details will be stored securely and confidentially for at least 28 days until deleted and only used for the purposes of tracing Covid-10 infections.

**COVID-safe app**
A link to the Australian Government’s Health site with details for the COVID safe app is provided to all staff through the Intranet. This app has been developed to support contact tracing if required.

**Responsibilities**
- Chief Operating Officer is responsible for the overall implementation of this Plan
- Senior Advisor, Strategy and Government Relations is responsible for monitoring current NSW Health advice and amendments to Public Health Orders to update the plan accordingly
- All Library Staff and volunteers are responsible for following the requirements of this Plan

**Related Key Legislation and Policy**
- [Reader and Visitor Code of Conduct](#)
- [Privacy Management Plan](#)
- [Legislative Compliance Policy](#)
- [Code of Ethics and Conduct](#)

**Document history and version control**

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