

City of Mississauga
Corporate Report



<p>Date: May 27, 2020</p> <p>To: Mayor and Members of Council</p>	<p>Originator's files:</p>
<p>From: Shari Lichterman, CPA, Commissioner of Community Services</p>	<p>Meeting date: June 3, 2020</p>

Subject

Library Recovery Plan

Recommendation

That Council endorse the phased re-opening plan in the report entitled “Library Recovery Plan” and authorize staff to proceed with phased openings of library services in Phase One and Two as outlined in the report dated May 27, 2020 from the Commission of Community Services.

Report Highlights

- In response to the COVID-19 pandemic, the library closed its doors effective March 13, 2020 moving to provide virtual services only.
- On May 14, the Province announced that public libraries could open to provide curbside pick-up services in Stage One of its recovery plan, effective May 19, 2020.
- The Library has developed a five-stage recovery plan to allow for a graduated return of service in alignment with the approved City of Mississauga Recovery Framework and recommendations from the Medical Officer of Peel.
- The Library proposes that two phases of service reintroduction be permitted in Stage One of the Provincial Recovery plan, to allow customers to return physical items to library branches and to introduce scheduled contactless holds pick-up at up to 13 library locations in the City.

Background

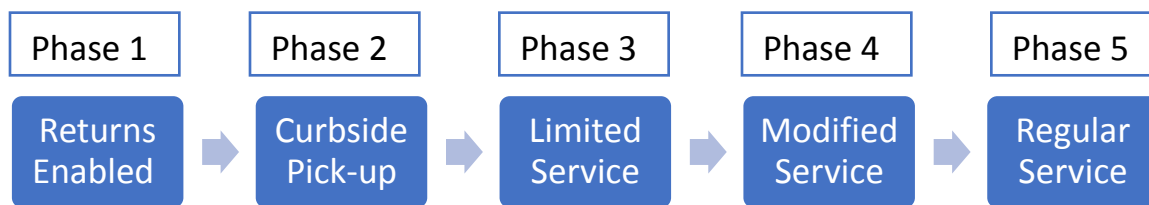
With the advent of the COVID-19 pandemic, physical library services were disrupted and all branches were closed in alignment with Federal and Provincial orders. The Library directed all of its operations to digital only – transferring its service offerings through its virtual branch. As part of its defined recovery plans announced on May 14 the Province of Ontario announced that

public libraries could be opened for curbside pick-up and delivery as part of Stage One – effective May 19 and that libraries could resume full operations in the province’s Stage Three.

Present Status

In order to provide a measured response to service resumption, the library has developed a five stage Recovery Plan aligned with the City’s Recovery Framework. The Library has been working with other libraries across North America to align with best practices to ensure that service resumption is aligned with best practices and is based upon scientific information. The draft phases were approved in principle by the Library Board on May 20, 2020.

In Ontario’s Stage One, the library implement two phases of service return 1) Returns Enabled and 2) Curbside Pick-Up. In both of these phases the public would not have access to the library buildings. These two stages would be staffed with limited full-time employees only, and part-time staff would remain on layoff until customers return to the branches in the Library’s Phase 3 of the plan.



In **Returns Enabled**, the library would allow customers to return items through its external return bins. Identified full-time public service staff would be returned to all branches for shifts to process library returns and to participate in training. Library staff will receive training on materials quarantining procedures, social distancing, personal protective equipment (PPE) use, public health protocols and training on the procedures required to start Curbside pick-up in Stage Two. In this phase the Materials Handling and Processing staff required to process new books for the collection and support inter-branch delivery of physical items will be returned to work in-branch, with social distancing and other public health modifications enabled. Access to library parking lots will be required for employees and for the library’s materials delivery team. This phase would last one week, and could start as early as the week of June 8 should PPE shipments be confirmed and appropriate approvals be received.

In **Curbside Pick-Up** phase the library would enable curbside pick-up for customers to obtain physical library materials they have requested outside of library branches through scheduled appointments. At the appointed time scheduled library staff will take bagged library materials to an identified pick-up table located outside of the branch for customers to come and pick-up their labelled materials, without having contact with library staff. The library will require that parking lots be available for deliveries, for staff use and for customers during pick-up times. The Library will begin to offer this service at five library locations (See Appendix 1), increasing this to

Council	2020/06/03	3
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thirteen over a three-week period. Locations were assessed in alignment with the Provincial order, site suitability and to ensure equitable distribution of services across the City. Customers will be able to pick up their holds for 3 hours a day from Tuesday to Friday at all identified locations, with a 3 hour shift available Saturdays at Central Library only. Customers with holds at closed locations will be contacted to determine their preferred location for transfer to allow them to participate in holds pick-up. A communications plan will be developed to provide guidelines on how to access the service including how to manage their holds, how to schedule an appointment, and the access procedures required to support safe contactless pick up for both customers and staff. Other core library services including programming and customer service will continue through the library's website. Employees who have been identified at risk will continue to work from home, public service employee will have both in-library and at home tasks and the Materials Handling & Processing teams will work from Central Library. This Phase would last throughout the provincial recovery Stage One and until approval was obtained through provincial regulatory changes and consultation and approval with the City Leadership to move to the next phase.

The Limited & Modified Service phases would be considered with the direction of Peel Public Health once the Province reaches its Stage Two in recovery. These would allow limited customer branch access, including limited access to services and would introduce strict public health protocols to the public service and additional physical protection measures for staff, including the use of plastic screens at all service points. At the Limited Phase, the library would call back its' part-time staff to work, as service levels would require its full complement of staff to offer in-branch service and still support virtual programming. The Library will seek approval through City Leadership and Council before reintroducing in-branch customer service in Stage Three to ensure alignment with other City services.

Comments

The first two phases of service recovery for the library will allow for limited service delivery, opening up access to physical library materials through contactless curbside pick-up outside of library locations.

The Library has worked closely with other libraries across North America to ensure best practices are applied in our service delivery model, and has consulted with the Peel Medical Officer of Health for assistance and guidance in the development of the Plan. The Library will continue to work with other libraries and the Peel Medical Officer of Health to monitor the changing situations and continue to adjust the service model as required.

This phased approach offers a graduated return to service, allowing the library to offer physical materials services in demand by customers without customer access to branches, providing additional protection to employees and our customers. A detailed communications plan has been developed to provide customers and employees with information on the phased service delivery.

Financial Impact

Associated costs of promotional materials, personal protective equipment and supplies will come out of the 2020 Library operating budget. No additional funding is requested.

Conclusion

The Library has developed a five phase approach in alignment with the City's Recovery Framework to allow it to participate in a methodical and careful reintroduction of service. In the Provincial Stage One, the library would introduce two stages of service recovery "Returns Enabled" and "Curbside Pick-up" which would provide customers access to physical materials customers have requested without allowing them to enter the library. Working with appointments and appropriate health and safety measures, the Library will support the social distancing protocols and protect both employees and customers. Also, during this time period, the Library will return the Materials Handling and Processing teams to allow the library to purchase and deliver the physical materials in demand by customers. The teams will be reintroduced to their workspaces with appropriate social distancing and protection protocols in place. In conclusion, the Library would request that Council endorse the phased re-opening plan outlined in the report dated May 27, 2020 entitled "Library Recovery Plan" and authorize staff to proceed with phased openings of library services in Phase One and Two as outlined in the report.

Attachments

Appendix 1: Proposed Roll-Out Schedule for Library Curbside Pick-Up

Appendix 2: Recovery Plan Framework Alignment



Shari Lichterman, CPA, Commissioner of Community Services

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