



STATE LIBRARY OF QUEENSLAND

COVID-SAFE SITE PLAN – Addendum 1

Addendum to SLQ COVID Safe Site Plan - Version 7.0 (29 June 2020)

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1 Background

State Library of Queensland closed to the public on 23 March 2020 following State and Federal Government advice that libraries and other cultural institutions should close to the public in light of the COVID-19 pandemic.

In line with the Stage 1 guidelines outlined in the *Queensland Government Roadmap for easing Queensland's restrictions*, State Library opened the Infozone space on level 1 on 18 May 2020 to allow 10 people at a time access to the public access computers for 40 minutes each. In response to further easing of restrictions, announced by Premier Palaszczuk on 31 May 2020, limits in the Infozone were increased to 20 people on 3 June 2020.

Case numbers in Queensland and Australia are flattening, and the focus has moved from emergency management to recovery and re-opening.

On 8 May 2020 the Premier released *Queensland's Roadmap to a COVID-safe Recovery*, allowing a staged approach to increased travel, activities and gathering limits.

Subject to approval from Queensland Health, the Library Board of Queensland intends to re-open additional locations within the State Library to provide study and other services from 13 July 2020 in line with Stage 3 of the roadmap.

Additional capacities and spaces will be considered later in Stage 3 of the Roadmap and further Addendums to the State Library's COVID Safe Site Plan will be provided at that time.

2 Objective

This addendum seeks approval for the following additions and changes to the State Library's COVID Safe Site Plan (Version 7) as submitted to Queensland Health on 29 June 2020.

1. Opening of the **John Oxley Library Reading Room** from Monday 13 July 2020, to provide quiet study space for bookable sessions.
2. Opening of the **John Oxley Library Heritage Collections** from Monday 13 July 2020, to provide access to heritage collection items for bookable sessions.
3. Opening of the **Philip Bacon Heritage Gallery** from late July 2020, to provide Gallery access for exhibition viewing in timed, bookable sessions
4. Change the duration of access periods for Public Access Computers in the **Infozone**
5. Introduce new arrangements for managing client printing requirements within our public spaces.

3 Opening additional public spaces

In line with Stage 3 of the Queensland Government’s Roadmap for easing of restrictions State Library seeks to open additional spaces to the public and provided limited access to our Heritage Collections in order to better provide for the study and research requirements of our clients.

State Library proposes to take a considered and cautious approach to opening new spaces and will continue to monitor and review processes for effectiveness and safety of our staff and clients. The opening of additional spaces, beyond what is covered by the existing Site Plan and this addendum, will only be considered once processes have been implemented, tested and confirmed as effective and compliant with Government requirements.

In the South Bank premises State Library currently has Infozone and The Edge level 1 open to the public. The next stage of our opening plan will see the John Oxley Library and the Philip Bacon Gallery on Level 4 open to the public.

Risk assessments and staff consultation will be carried out in line with the requirements of the Site Plan for each new space prior to opening.

3.1 John Oxley Library (Level 4)

The John Oxley Library (JOL) is split into two clearly defined and separately managed areas (see Figure 1):

- John Oxley Library – Reading Room, which provides quiet study and research space for our clients
- John Oxley Library – Heritage Collections which provides access to the heritage collections for the purposes of research

All aspects of the State Library’s COVID Safe Site Plan (Version 7) will apply with the additions as outlined below. Cleaning and sanitising processes, client booking, contact records management, outbreak management and risk management processes will be applied as per the Site Plan and proven implemented systems currently in place within the State Library.

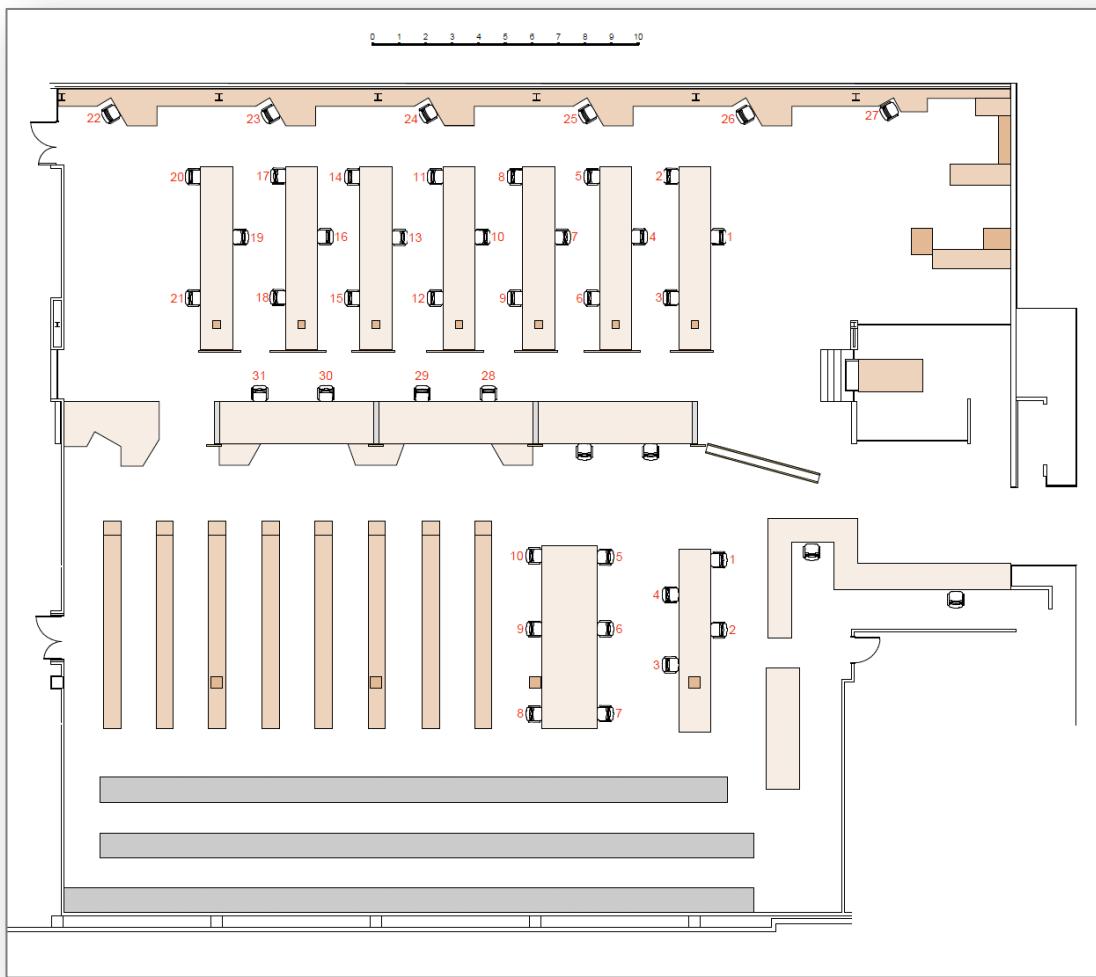


Figure 1 - John Oxley Library – COVID 19 floor plan

3.1.1 Client access and booking management

- All clients wishing to utilise a space in either the John Oxley Reading Room or the John Oxley Heritage Collections area will be required to book via our web-based booking system (LibCal). Bookable seats will be available for session times of 10.00am to 1.00pm and 2.00pm to 5.00pm. 1.00 to 2.00pm has been allocated for cleaning and sanitising. This is as per the procedures already in place for study spaces in The Edge that opened as part of Stage 2.
- All clients wishing to view the Big Voices exhibition in the Philip Bacon Heritage Gallery will also be required to book via our booking system, as above, for sessions of up to 45 minutes each.
- When booking, clients will be required to provide contact details as outlined in the Site Plan
- Clients will be checked in via the State Library's main reception desk on level 1 and provided directions to the JOL. They will be advised to proceed directly to JOL and that all other areas within the Library are closed to the public.
- A queueing system will be in place outside the main entry doors and access to reception will be managed by a roving staff member as determined by crowd size. Queues will be managed via Tensa-barriers and social distancing floor decals (See Images at section 6)

- Clients will be required to sanitise prior to entering reception
- Public access to all other spaces will remain closed and managed via signage, tensa barriers and regular staff monitoring based on requirements at the time. This includes public seating areas around the atrium balconies and within the corridors outside JOL and PBHG.
- Additional queueing management will be installed at the entry to the Heritage Collections access doors on level 4.
- Upon arrival at the JOL registration desk the clients will be advised of conditions of entry and provided with directions to their booked desk space.
- Drinking fountains on level 4 have been disconnected and signed accordingly
- Toilets on level 4 have appropriate social distancing measures in place, including capacities signage, floor decals and handwashing instructions as per other public amenities within the Library

3.1.2 John Oxley Library – Reading Room

Pending approval from Queensland Health, the JOL Reading Room will be opened to the public from 10.00am on Monday 13 July 2020. The Reading Room will provide the following client services:

- Bookable desk spaces for up to **31 clients per session** (see Figure 2)
- All other seating has been removed or made inaccessible
- Only one client will be allocated per bookable space per session
- Hand sanitiser dispensers will be provided at the entry of the JOL and all clients will be required to sanitise prior to entry in line with the sanitising requirements outlined in the Site Plan.
- A one hour break is provided between booked sessions to allow for cleaning and sanitisation as per the process deployed in other spaces

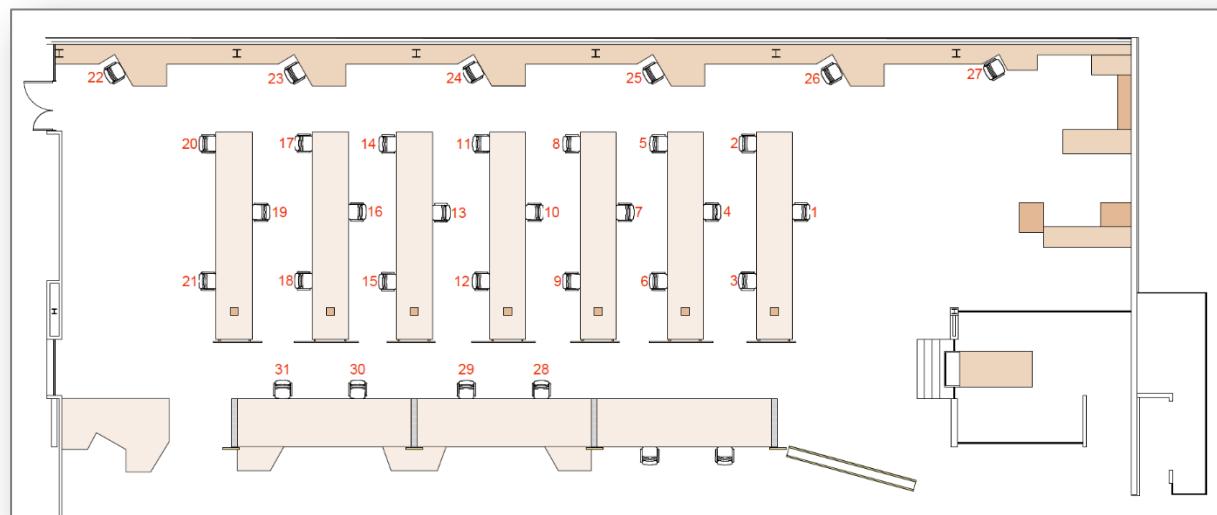


Figure 2 - John Oxley Library – Reading Room - COVID 19 seating plan

3.1.3 John Oxley Library – Heritage Collections

Pending approval from Queensland Health, the JOL Reading Room will be opened to the public from 10.00am on Monday 13 July 2020. The Heritage Collections area will provide the following client services:

- Bookable desk spaces for up to **10 clients per session** (see floorplan)
- All other seating has been removed or made inaccessible
- Only one client will be allocated per bookable space per session
- A one hour break is provided between sessions to allow for cleaning and sanitisation as per the process deployed in other spaces
- Clients can pre-book collections items via our OneSearch on the website, but will be directed to make a desk booking in the LibCal system prior to finalising the OneSearch booking for their selected item. The bookings will be linked within the two systems
- Clients will be required to place all bags etc in the level 4 secure lockers immediately outside the JOL. These will be sanitised between sessions to ensure client safety.
- The lockers located adjacent to the level 4 toilets have been decommissioned.

Computer access

- Two catalogue computers will be available in the Heritage Collections area to facilitate access to the catalogue and additional online resources such as Trove.
- These computers are provided to assist with client research
- VIS Staff will monitor client access to the computers and ensure sanitising and other safety procedures are observed
- Antibacterial wipes will be available for clients to wipe the equipment before and after use.
- No general Public Access Computers will be offered on level 4.

Collections Handling

Strict processes for the handling of collection items by both staff and clients will be followed and monitored to ensure staff and client safety is maintained.

- One Access Services (AS) staff member will retrieve reserved collections from the repository and will work individually to ensure social distancing and safety
- The AS staff will deliver items to the JOL and place item/items on trolley adjacent to the space booked to be used by client (one trolley per client)
- VIS staff will monitor collection usage to ensure that collections stay safe and social distancing is maintained
- Clients return collection items to the trolley on which they were delivered. Following use, AS staff will take the trolley and books to the quarantine area for a period of 72 hours
- Clients use of collections is subject to them sanitising before and after use of the collection items.
- Clients are advised to use the collections in the following sequence, sanitise, use materials, sanitise again when use of collections has ceased for a period of time.

- VIS staff will brief each client prior to their access to collection items as above and will also be advised to avoid touching their face at all times while in the collections area
- The work area and equipment will be cleaned/sanitised before processing
- Trolleys will be cleaned/sanitised prior to use
- Staff will wear disposable gloves when carrying out cleaning sanitising duties
- Clients are required to sanitise on entry to State Library and to JOL.
- Clients access items direct from trolleys and return to trolley after use
- AS staff use gloves to retrieve trolleys from reading room and relocate to quarantine area

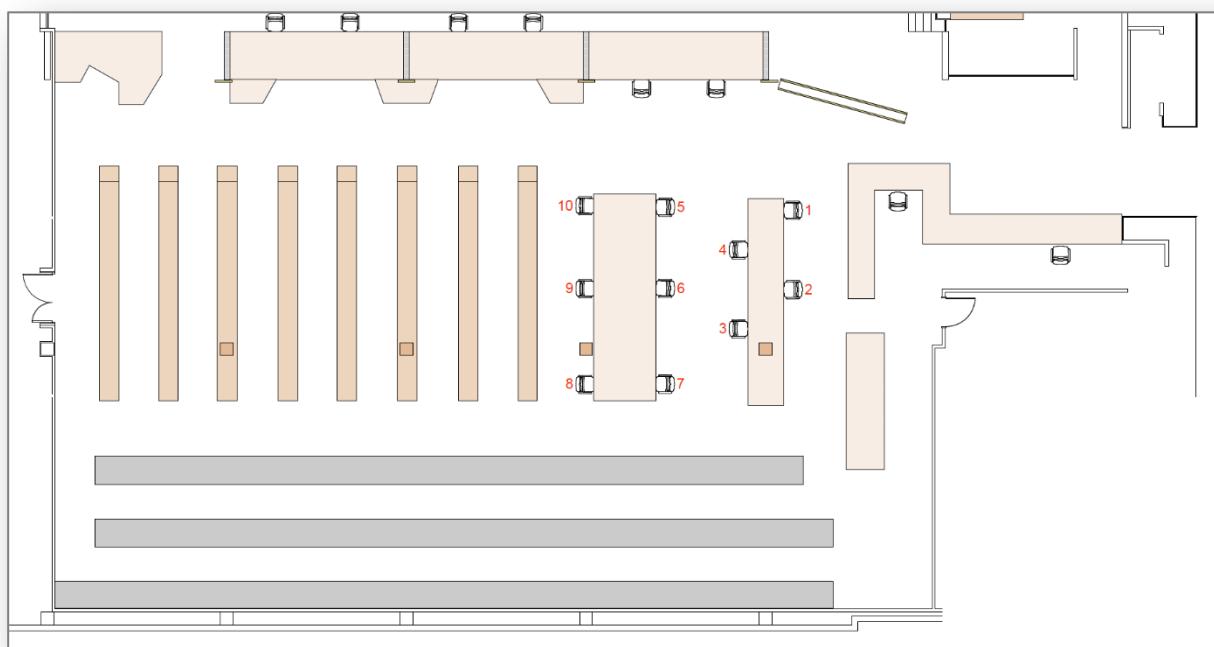


Figure 3 - John Oxley Library – Heritage Collections - COVID 19 seating plan

Staff consultation

On Tuesday, 7 July 2020 a 1-hour staff briefing / consultation session was conducted via zoom. An additional session was conducted on Wednesday, 8 July 2020. During the sessions, an overview of the JOL reopening was provided, the details of how services will be offered was provided with a particular focus on the details of the various levels of hazard controls to be implemented.

During the session staff were advised of the need for acknowledgement and sign-off by each individual who would be involved in the service. All staff were invited to ask questions, provide suggestions, comments, concerns etc. on any aspect of the briefing / consultation. Staff were advised that their sign-off (in exactly the terms provided in the Risk Assessment) would be sought after the session. Following the session, each staff member received an email invitation to provide (by return mail) sign-off or to contact their People Leader or the Risk Assessment author with any additional comments concerns. There are no outstanding staff concerns in relation to the risk assessment.

3.2 Philip Bacon Heritage Gallery (Level 4)

Pending approval from Queensland Health, the Philip Bacon Heritage Gallery (PBHG) will be opened to the public from 10.00am to 5.00pm in late July 2020. The opening of the Gallery will provide access for our clients to view the Big Voices exhibition which has been installed in the space.

All aspects of the State Library's COVID Safe Site Plan (Version 7) will apply with the additions as outlined below. Cleaning and sanitising processes, client booking, contact records management, outbreak management and risk management processes will be applied as per the Site Plan and proven implemented systems currently in place within the State Library.

Client access and booking management processes will be as outlined above for JOL with the following exceptions:

- It is proposed the PBHG will open to complement the opening hours of the JOL with timed sessions between the hours of 10am to 5pm. A close down break of 15-minutes will be scheduled between sessions to allow for cleaning and sanitising of exhibition cases and other touch areas.
- Access will be via bookable sessions with staggered timeslots to safely manage people flow for check-in at reception and through to level 4
- Sessions numbers will be capped at 20 people in line with the capacities published in the State Library's COVID Safe Site Plan. The State Library's people counter system will also be used for live monitoring of client numbers in the PBHG and surrounding areas
- The PBHG and adjacent spaces will be actively monitored to ensure capacities are not exceeded and clients follow the conditions of entry
- Clients will be required to sanitise prior to entering the PBHG, in addition to on entry to the building.

4 Infozone - increased computer access times

The State Library of Queensland COVID Safe Site Plan (Version 7) states the following at section 3.4 Customer interaction:

Infozone entry for use of public access computers will be via queueing system and provide timed access of 40 minutes per session.

In reviewing the current processes, it has been identified that longer session times would be of significant advantage to our clients and that the visitor numbers are such that this would not have a negative impact on client wait times or social distancing requirements.

State Library therefore seeks to increase the session times for use of the Public Access Computers from 40 minutes to 60 minutes per session.

All other requirements governing the use of these computers remains unchanged.

If approved, all signage and instructions will be updated.

5 Additional printing services

Currently State Library is providing very limited free printing services to our clients in the Infozone via a contactless service. However, as client numbers increase, demand for this service has increased and the current solution is not sustainable.

The following represents the library's proposed approach for next phase of client printing, copying and scanning in the **Infozone** and the **John Oxley Library** on level 4 in line with the changes to access provided under this addendum. The same processes would be carried over to future requirements as further spaces are opened to public access.

For all locations where printing, scanning and copying services are provided:

- Antibacterial wipes will be available for clients to wipe the equipment before and after use.
- Scanning will be available to clients with a USB. Loaner USBs will not be available. USBs can also be purchased from The Library Shop
- State Library website and bookings pages will provide information to clients regarding all conditions and requirements.

State Library staff will monitor the use of equipment and will perform frequent sanitising and cleaning as required as well as instructing clients in the procedure.

5.1 Infozone (Level 1)

In the Infozone - clients will be able to access print, copy or scanning services by either using their existing print card or membership card. Courtesy cards may be provided and would be retained by the clients to avoid handling and possible cross contamination. Clients can use the following machines in Infozone to make this possible:

- value adding machine, to 'top-up' credit on a card
- MFD for printing, copying and scanning
- All transactions will be cashless with contactless via inbuilt EFTPOS facilities
- VIS Staff will monitor client access to the devices and ensure sanitising and other safety procedures are observed

5.2 John Oxley Library (Level 4)

In the JOL, printing and copying services will be available to clients who have an existing card.

If a client does not have access to a print card or existing membership card for the purpose of printing or copying, a courtesy card can be provided by staff. These courtesy cards would be retained by the clients to avoid handling and possible cross contamination. The provision of this service is considered a temporary courtesy as the card dispensing and value-adding services located on level 3 are currently unavailable so would not be accessible to clients in the JOL. The service will be monitored by staff for overuse.

6 Images of set up to date

6.1 Level 1 – Entry and lift access



Image 1 - Queueing for Entry (Tensa-Barriers to be added)



Image 2 - Queueing through Knowledge Walk



Image 3 - Queueing through Knowledge Walk



Image 4 – Security Access to Lifts (floor decals to be added)

6.2 Level 4 – John Oxley Library



Image 5 - Queueing for Level 4 Entry (Tensa-Barriers to be added)



Image 6 - Queueing John Oxley Library (Tensa-Barriers to be added)



Image 7 – John Oxley Reading Room



Image 8 – John Oxley Heritage Collections area (large table shown)

7 Risk Assessment for John Oxley Library Opening

The following risk assessment has been developed for the opening of the John Oxley Library. This document has been the basis for staff consultation. Prior to commencing work on site all staff involved will sign off on this document to indicate their understanding of responsibilities.

COVID-19 Risk Assessment Template

Guidelines for completion:

- State Library has developed a Workplace Health and Safety (COVID-Safe Plan) [Appendix 1] which outlines the general approach the Library is taking to ensure compliance with Government advice, and has been used as a checklist for the mandatory components of the Risk Assessment template
- The COVID Safe Plan requires that a separate Risk Assessment (this document) be developed and approved for all multiple-staff and front-facing activities before work commences and staff return to site or undertake an activity
- When completing this assessment please remember the following:
 - Please turn on tracked changes when completing this document so that approving officers can see changes from the template
 - **Blue text** is provided as guidance and can be deleted in the final document
 - **Brown text** is mandatory for all projects and should not be deleted
 - Use the Risk Assessment matrix to assess the initial and residual risk ratings
 - Include who will be responsible for implementation of control measures (e.g. Lead, Coordinator, Senior Project Officer for the responsible adherence to
 - The Author of this assessment is responsible for seeing the assessment through to approval and storage on RecFind and O:\ drive:
 - File: 815/375/039
 - O:\People, Projects and Learning\Projects Risk Reporting\Business continuity management\Pandemic Management Plan\COVID-19\Recovery\Risk Assessments

Process for approval:

1. Author (e.g. Lead, Coordinator, Senior Project Officer etc. responsible for the activity) drafts the Risk Assessment in accordance with the Guidelines for completion (above) – this may include consultation within or across workgroups involved in the activity
2. Author forwards to WH&S Advisor (email: COVID_riskassessments@slq.qld.gov.au) for review
3. WH&S Advisor returns endorsement (and/or any requested changes or comments) to Author

4. Author actions WH&S Advisor comments and forwards to their portfolio Executive Director for approval
5. Executive Director returns approval (and/or any requested changes or comments) to Author
6. Author scans the approved Risk Assessment and places a PDF on File and in O:\ where specified in the Guidelines (above)
7. Author seeks separate approval from their portfolio Executive Director for return to site and commencements of activity

STATE LIBRARY OF QUEENSLAND – COVID-19 RISK ASSESSMENT

Title: John Oxley Library Reopening including providing access to:

- Bookable study spaces
- Bookable research spaces
- Heritage Collections access

Date: 08/07/2020

Section A – Job Requirements

Organisation Name:	State Library of Queensland		
Worksite Location:	State Library especially welcome desk and JOL		
Contact Name:	Edward Flynn	Date:	6/07/2020
Contact Position:	Coordinator Client Experience	Contact Phone No:	0402152533
Activities: (Describe activity being assessed)	Public access to collections and spaces in JOL Reading Room including access to Heritage Collections	Review Date: 27 July 2020	<i>Review two (2) weeks from opening and review every two (2) weeks until further restriction easing or changed circumstances.</i>
Resources / Staff Involved:	<i>Access Services staff</i> <i>Visitor and Information Services staff</i>	Social Distancing Markers:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Cleaning Regime:	SANITISING Schedule:	Protective Screen Barriers:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>

	<ul style="list-style-type: none"> • Benches and chairs – 1pm-2pm daily. SPRINGMOUNT • 2xComputers and MFD – as required frequent sanitising by clients and VIS STAFF • Lockers - 1pm-2pm and 5pm daily – SPRINGMOUNT • Trolleys – as required frequent sanitising – ACCESS SERVICES STAFF <p>Installation and materials</p> <ul style="list-style-type: none"> • Mobile sanitising station Reception entry • Mobile sanitising station JOL entry • Mobile disposable wipes for equipment cleaning in JOL Reading Room for client / staff access • Disposable gloves for equipment cleaning 		
Maintenance checks:	<i>If applicable</i>	Sanitisers available:	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
OHS or Environmental Legislation:	Workplace Health and Safety Act and Regulation 2011	Codes or Standards applicable:	<ul style="list-style-type: none"> • Code of Practice 2011: How to Manage Health and Safety Risks • Safe Work Australia Guides on physical distancing, and cleaning of workplaces

PLEASE NOTE: This risk assessment has been created to review the risk of contracting COVID-19 virus during 2020 pandemic. Risk Rating – Likelihood may change depending on community outbreak.

Section B – Approvals

Approvals		
WHS Adviser (endorsement)	Damien De Groot Lead, Facilities Operations	 Signature / Date 08/07/2020
Executive Director Sign Off	Anna Raunik. Executive Director Content and Client Services	Signature / Date
Document Owner Sign Off	Edward Flynn Coorindator Client Experience	Signature / Date 
Person responsible for ensuring controls of risk assessment are followed	<i>Margretha Gould, Lead Access Services</i> <i>Linda Barron, Director Visitor and Information Services</i>	
Person responsible for the review of risk controls	<i>Margretha Gould, Lead Access Services</i> <i>Linda Barron, Director Visitor and Information Services</i>	Date of Review 27 July 2020

Staff consultation and briefing – (all staff conducting work in association with this Risk Assessment must be briefed as to hazard controls in place and sign off that they understand and will adhere to the specified hazard controls).

On Tuesday 7 July a 1-hour staff briefing / consultation session was conducted via zoom. An additional session was conducted on Wednesday 8 July. During the sessions, an overview of the JOL reopening was provided, the details of how services will be offered was provided with a particular focus on the details of the various levels of hazard controls to be implemented. During the session staff were advised of the need for clarity and sign-off by each individual who would be involved in the service. All staff were invited to ask questions, provide suggestions, comments, concerns etc. on any aspect of the briefing / consultation. Staff were advised that their sign-off (in exactly the terms provided in the Risk Assessment) would be sought after the session. Following the session, each staff member received an email invitation to provide (by return mail) sign-off or to contact their People Leader or the Risk Assessment author with any additional comments concerns etc. The following sign-off confirmations were received (all attendees). As per instructions, people leaders involved in the briefing sessions have been added to the sign-off list below for signature and staff email endorsements have been attached to the RA.

Sign off - Staff conducting the activity- (I have been fully briefed on the contents of the risk assessment, understand all identified hazards and will carry out all instructions and operational procedures as identified).					
Name	Signature	Date	Name	Signature	Date
Linda Barron. DVIS					
Edward Flynn. CCE		08/07/2020			
Margretha Gould. LAS					
Linda Beard. CVS					

Section C - Risk Assessment Matrix and Risk Response Table

SLQ Risk Assessment Matrix		Likelihood level					
		Almost certain = 5	Likely = 4	Possible = 3	Unlikely = 2	Rare = 1	
		Risk is expected to occur in most circumstances >90% probable	Risk will probably occur in most circumstances 50-90% probable	Risk might occur at some time. 20-50% probable	Risk could occur at some time but it is improbable 5-20% probable	Risk may occur only in exceptional circumstances <5% probable	
		SLQ Consequence Description					
Consequence level	Severe =5	<ul style="list-style-type: none"> Reduced workforce capability/capacity threatens long term service delivery. Loss of life 	Extreme (10)	Extreme (9)	High (8)	High (7)	Medium (6)
	Major =4	<ul style="list-style-type: none"> Reduced workforce capability/capacity unable to support key services. Serious injuries or work caused illnesses. Hospital treatment may be required. 	Extreme (9)	Extreme (8)	High (7)	Medium (6)	Medium (5)
	Moderate =3	<ul style="list-style-type: none"> Reduced workforce capability/capacity affects service quality. Injury/illness requires GP/medical treatment. 	High (8)	High (7)	Medium (6)	Medium (5)	Low (4)

	Minor =2	<ul style="list-style-type: none"> Reduced workforce capability/capacity affects operational processes. Localised first aid required. 	Medium (7)	Medium (6)	Medium (5)	Low (4)	Low (3)
	Insignificant =1	<ul style="list-style-type: none"> Reduced workforce capability/capacity minimal. Injury not requiring treatment, report only. 	Medium (6)	Low (5)	Low (4)	Low (3)	Low (2)

Risk Response Table

Risk rating	Response	Risk acceptability
Extreme	<ul style="list-style-type: none"> Activity must not proceed whilst any risks are rated EXTREME Advise manager immediately and identify ways of reducing risk level. 	Unacceptable
High	<ul style="list-style-type: none"> Activity should not proceed until risk rating reduced. Identify additional controls to process to reduce risk level. 	Unacceptable
Medium	<ul style="list-style-type: none"> Reported to People Leader Risk treatment plan must be in place before activity begins 	Risk eventuation is tolerable under controlled circumstances
Low	<ul style="list-style-type: none"> Monitor the risk for changed conditions. No Further Action Required at this stage 	Acceptable

Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Physical Distancing										
1	Adhere to physical distancing in all areas	<ul style="list-style-type: none"> ▪ Contracting or spreading COVID-19 through physical contact, close physical proximity or overcrowding ▪ COVID-19 exposure due to over-crowding ▪ Staff, contractors or patrons unaware of most recent government guidelines 	4	1	M5	<ul style="list-style-type: none"> ▪ Ensure no more than 1 worker per 4 square meters. ▪ A segregated roster with staggered start/finish and break times. ▪ Where possible spread work areas across a larger footprint to maximise distances and to minimise accidental contact. ▪ Staff must observe public gathering restrictions during break times. ▪ Ensure staff/contractors maintain 1.5m distances during all interactions. ▪ Avoid physical contact with others. ▪ Third party visits should be contactless when possible (e.g. Deliveries) <p>Staff Collections Handling</p> <ul style="list-style-type: none"> ▪ One AS person retrieves collections from the repository and works individually ▪ AS Staff deliver items to reading room and places on trolley adjacent to space booked to be used by client ▪ VIS staff monitor collection usage to ensure that 	3	1	L4	Overall responsibility DVIS and LAS People Leaders in respective teams. All staff carrying out duties associated with JOL opening.

					<p>collections stay safe and social distancing is maintained</p> <ul style="list-style-type: none"> ▪ Clients return collections items to the trolley on which they were delivered. Following use, Access Services staff take the trolley to the quarantine area for a period of 72 hours <p>Interactions in JOL</p> <ul style="list-style-type: none"> ▪ JOL study spaces will be available to a maximum of 43 visitors at any given time ▪ Study spaces will be available to individuals only – no groups or gatherings ▪ The Booking system (LibCal) already in place is used making each individual booking discreet (only one person in one place at any one time) ▪ The specific locations in both spaces (quiet study area and Heritage Collections access area) are clearly identified by numbering at desk locations. ▪ All but essential furniture has been removed (or made unusable) to minimise the risk of gatherings. ▪ In addition to the booking system, VIS staff will manage the number of visitors by ensuring that a booking has been made and monitoring use of the booked space. ▪ VIS staff at Reception, will manage a queueing system in line with floor markings 1.5m apart both outside and inside the Reception area. ▪ Entry via main reception doors is divided into staff / 			<p>All Access Services and Visitor Services staff carrying out duties associated with collections access and handling</p> <p>VIS staff responsible for monitoring of spaces for adherence to physical distancing</p> <p>Coordinator Client Experience (CCE) for LibCal bookings and spaces items</p> <p>CCE for table markings</p>
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					<p>client access</p> <ul style="list-style-type: none"> ▪ A combination of floor markings, signage and barriers is used to manage those waiting, entering and using the spaces. ▪ VIS staff will manage the entry and exit points. Entry and exit are via the same door but are divided by physical barriers and controlled by staff ▪ Digital signage provides guidance regarding physical distancing is clearly visible at entry and exit points 			CCE for furniture removal VIS staff for monitoring queuing system and spaces monitoring CCE / VIS staff for floor markings, barriers and wayfinding guidance
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Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s	
			C	L	Risk		C	L	Risk		
Hand Hygiene											
2	Ensure vigilant hygiene for all activities	<ul style="list-style-type: none"> ▪ Contracting or spreading COVID-19 through second-hand contact ▪ Staff, contractors or patrons unaware of most recent government guidelines ▪ Client compliance with instructions 	4	1	M5	<ul style="list-style-type: none"> ▪ Sanitise your hands before entering the Library using hand sanitiser ▪ Wash hands frequently with soap and water for at least 20 seconds ▪ Sanitise hands when signing in/out on Sine Pro and wipe screen with anti-bacterial wipes after use. ▪ Avoid touching your eyes and face. ▪ Cover mouth and nose when coughing and sneezing (use elbow or tissue) ▪ Work area and equipment clean before processing ▪ Trolleys clean, staff to wear gloves when carrying out cleaning sanitising duties ▪ Visitors required to sanitise on entry to SL and to JOL. ▪ Visitors access items direct from trolleys and return to trolley after use ▪ AS staff use gloves to retrieve trolleys from reading room and relocate to quarantine area where they remain for 3 days ▪ AS staff may consolidate items in quarantine and clean trolleys before reuse again adhering to regime of glove use and sanitiser use 	3	1	L4	All Staff All Staff All Staff All Staff All Staff LAS LAS Director VIS VIS Staff VIS / AS staff AS staff	

					<ul style="list-style-type: none"> ▪ A large screen located at entry include using sanitizer provided as a condition of entry and other distancing advice ▪ VIS staff to manage public use of sanitizing station at the Reception and JOL . ▪ VIS staff and Springmount in combination will clean the study areas in the hour between bookable sessions ▪ VIS staff to manage the “condition of entry” signage as it relates to hygiene. ▪ Clients are advised to use the collections in the following sequence, sanitise, use materials, sanitise again when use of collections has ceased for a period of time. ▪ Clients advised that sanitiser must be used before entering spaces 			CCE VIS staff VIS staff / Springmount / Facilities Management VIS staff VIS staff / AS staff
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Step #	Description List the steps required to perform the task in the sequence they are carried out. Eg. Cut timber to length using drop saw	Potential Hazard List the potential hazards that could occur when the task is performed Eg. Flying object – eye injury	Initial Risk Rating (Without controls)			Control Measures List the control measures required to eliminate or minimise the risk of injury Consider the Hierarchy of Controls (Elimination, Substitution, Isolation, Engineering, Administration, PPE)	Residual Risk (after controls are in place)			Responsible Person/s
			C	L	Risk		C	L	Risk	
Cleaning										
3	Providing a clean and sanitary environment	<ul style="list-style-type: none"> ▪ COVID-19 exposure due to contaminated surfaces/materials. ▪ Contracting or spreading COVID-19 through second-hand contact ▪ Staff, contractors or patrons unaware of most recent government guidelines 	4	1	M5	<ul style="list-style-type: none"> ▪ Use disinfectant wipes / spray to ensure surfaces are cleaned regularly ▪ Do not share equipment, pens or pencils ▪ Provide adequate cleaning products and facilities for all workers ▪ Clean tools / equipment before and after each use ▪ Clean shared amenities such as microwaves after use ▪ Avoid shared contact of common touch points (e.g. Leave doors open when possible) ▪ Maintain high level of general housekeeping ▪ Dispose of all waste in the correct bins. ▪ Workspaces and trolleys clean, staff to wear gloves ▪ Cleaning products used to wipe all surfaces and gloves worn for selecting books if needed ▪ All desks cleaned between use by visitors ▪ VIS staff and Springmount staff to clean areas after visitor use (according to agreed roster) ▪ Cleaners to clean space daily including toilets, floors lockers and doors ▪ Provision of hand sanitizer at entry ▪ Signage advising of sanitizer use and as a condition of entry 	3	1	L4	All Staff All Staff Facilities Management All Staff All Staff Facilities Management All staff AS staff AS staff Facilities Management Facilities Management Facilities Management Facilities Management

									Director VIS
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			C	L	Risk		C	L	Risk	
Conditions of Entry										
4	Restricting access to well and essential employees only onsite	<ul style="list-style-type: none"> ▪ Contracting or spreading COVID-19 ▪ Staff, contractors or patrons unaware of most recent government guidelines 	4	1	M5	<ul style="list-style-type: none"> ▪ Restrict access to essential workers only – limit external visits. <p>Do not enter the Library if:</p> <ul style="list-style-type: none"> ▪ You have been diagnosed with COVID-19 ▪ You are displaying COVID-19 or cold/flu symptoms ▪ You have a temperature ▪ You have returned from overseas travel in the last 14 days ▪ You have been in contact with anyone diagnosed with COVID-19 in the last 14 days ▪ You have been in contact with anyone that has travelled overseas in the last 14 days ▪ Vulnerable employees - Employees who have been identified as vulnerable persons will continue to be supported in their agreed working arrangements (including working from home). Any further identified vulnerable persons will also be supported by State Library utilising the Qld Government's Guide to identifying and supporting vulnerable employees (COVID-19). ▪ Staff need to sign in/out on Sine Pro each day, 	3	1	L4	All Staff Director VIS

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			C	L	Risk		C	L	Risk	
Emergency Management										
5	Safe evacuation of staff and contractors on site	People do not evacuate safely or promptly during the COVID-19 closure	4	1	M5	<ul style="list-style-type: none"> ▪ Procedures signposted emergency cupboards ▪ Brief wardens onsite if available ▪ Staff and Contractors will be familiarised with Evacuation diagrams. ▪ Staff will review and be aware of the closest emergency exits 	3	1	L4	Director VIS Facilities Management

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			C	L	Risk		C	L	Risk	Responsible Person/s
First Aid										
6	First aid incident	Inadequate First Aid Officers available on site during COVID-19 closure	4	1	M5	<ul style="list-style-type: none"> ▪ First aid kits available in kitchenettes ▪ Staff will: <ul style="list-style-type: none"> ▪ Make first aid kits available as required ▪ Monitor first aid kit contents for completeness ▪ Notify Finance if goods are used so that they can be purchased/replaced' ▪ First Aid Officers to attend if available ▪ Emergency Services Officers provide support for serious incidents. 	3	1	L4	Director VIS Facilities Management