

Risk Assessment

Summary

Reference: RA001904/3

Sign-off Status: Authorised

Date Created:	01/12/2020	Confidential?	No
Assessment Title: COVID-19 Secure Workplace Risk Assessment for Whitechapel Library (Library Services).			
Assessment Outline: To carry out a risk assessment in order to comply with government guidance and ensure Queen Mary University of London is a COVID-19 Secure workplace. Library Services has a duty to reduce workplace risk to the lowest reasonably practical level by taking preventative measures. This risk assessment covers these control measures in the context of COVID-19. The RA will be carried out in line with QMUL COVID-19 Secure procedures. Students will be responsible for their own health and safety within QMUL COVID-19 Secure procedures. A clear working method for a personal risk assessment per student is needed. All staff need to complete the Individual Health Assessment form to provide the Covid-Age and to have the Return to Campus conversation with their manager. Engagement and Communication to Staff: Managers to ensure that all staff understand COVID-19 related safety procedures in their local area/department including risk assessments and safe systems of work. Engagement with staff to continue to monitor and understand any unforeseen impact of changes to working environments. This should be a two way communication offering feedback from staff.			
Area Responsible (for management of risks)		Location of Risks: All main campuses On-Site	
Division, School, Faculty, Institute:	PROFESSIONAL SERVICE DIRECTORATES	Campus:	Whitechapel Campus
Department:	STUDENT AND ACADEMIC SERVICES	Building/Area:	Library
Group/Unit:	LIBRARY SERVICES	Sub Area:	Library
Further Location Information:	Whitechapel Library is located in the St Augustine Church Building on the Whitechapel Campus. The Library is located on floors ground and basement of the building, welcome desk and various areas for student study spaces throughout the building. The Library is open Mon-Fri 0800-2200 and Sat/Sun 1000-2200		
CountryLabel:			
Assessment Start Date:	22/09/2020	Review or End Date:	03/05/2021
Relevant Attachments: Coronavirus Risk Assessment as of 01-04-2020 updated.doc (Risk Assessment) Uploaded: 01/12/2020 QM Estates Facilities Service Delivery Plan COVID-19.pptx (Work/Operating Instructions) Uploaded: 01/12/2020 Whitechapel Service Model - Aug 20.docx (Workplace Procedures) Uploaded: 01/12/2020 Whitechapel Library Ventilation Assessment 20.08.2020.docx (Audits & Inspections) Uploaded: 01/12/2020 Ventilation at Whitechapel Library 25082020.pdf (Other) Uploaded: 01/12/2020 St Augustine Church Ventilation Assessment - 25.08.20.docx (Audits & Inspections) Uploaded: 01/12/2020 QMUL_HS_248 COVID-19 Hierarchy of Control checklist.pdf (Work/Operating Instructions) Uploaded: 01/12/2020 10 Steps - Wording on Booking System - 8th Feb 21.docx (Work/Operating Instructions) Uploaded: 08/02/2021 Description of attachments: - "Coronavirus Risk Assessment..." - Manpower (Agency Security staff) RA for on-site working - EAF Service Delivery Plan contains the cleaning specification during Covid-19 - "Return to Campus - face coverings in learning spacesv2" - The Hierarchy of Covid-19 Secure Control Measures - Checklist for Managers - Whitechapel Library Service Model for reopening - Whitechapel Library Ventilation Assessment - 20.08.20 - Ventilation at Whitechapel Library - notes from site visit on 25.08.20 - HSD Face to Face Meeting Protocol - St Augustine Church Ventilation Assessment - 25.08.20 (Assessment by Tim Lee) - 10 Steps - Wording on Booking System - 08.02.2021 Location of non-electronic documents: QMUL COVID-19 SECURE Procedures - http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/ The building level assurance tracker is updated weekly with the following link: http://qm-web.estates.qmul.ac.uk/media/estates-and-facilities-intranet/directorate-support/Covid-19-Building-Level-Assurance.pdf All staff need to complete the Individual Health Assessment form to provide the Covid-Age and to have the Return to Campus conversation with their manager: http://hr.qmul.ac.uk/temporary-remote-working/returning-to-campus/			
Assessor(s):	MURRAY, CHRISTINE ZAHID, AQIL		
Approver(s):	JANE ALDERSON-RICE SARAH COWLS KATE PRICE		
Reason for Review			
Type:	Periodic Review		
Reason:	Update changes		
Signed Off:	JANE ALDERSON-RICE (09/02/2021 13:05) KATE PRICE (09/02/2021 15:54) SARAH COWLS (15/02/2021 10:40)		

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)

CATEGORY

Risk Assessment

Employees
Post-Graduates
Undergraduates
Contractors
Members of the Public
Visitors
Disabled Persons
Inexperienced Workers/Trainees
Women of Child-bearing Age
Young Persons
Other Vulnerable Persons
Other

1. The Workplace - The Library

Description of Activity:

The workplace includes but is not limited to QMUL campuses and buildings.
Here the workplace is a Learning environment.

Hazard 1. COVID-19 virus exposure and transmission in the workplace

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

A phased return to campus is being undertaken by Library staff.

Those clinically extremely vulnerable and clinically vulnerable staff who wish to return to work against advice will need to be assessed by their GP or Occupational Health prior to returning.

Social distancing at 2m applies in the Library. Students/staff/cleaning staff should wear facemasks as stated in the QMUL Covid Code, available at: <https://www.qmul.ac.uk/coronavirus/guidance-forstaff/3-essential-steps-for-staff-remaining-oncampus/queen-mary-covid-code/>

The Covid Code has been updated to include information on the face coverings policy, and staff are encouraged to read it.

Those who are essential on site are following the social distancing guidelines laid out by the government (i.e. keeping 2 metres apart wherever possible).

See attached floor plan highlighting 2m social distancing arrangements.

Staff and library users to follow the QMUL HSD COVID-19 Social distancing Procedure, found on the Health & Safety Directorate website including the appropriate

With Existing Controls:

C - Medium / Moderate

Risk Assessment

markers and one way flow throughout the building.

High traffic areas, including corridors, lifts and walkways will be regulated and marked out to ensure social distancing measures are adhered to.

Movement around buildings and between sites is discouraged by restricting access to some areas (e.g. card swipe).

Access is restricted to students, Library Staff and Manpower staff.

From 23rd Jan, Whitechapel Library is open Mon-Fri, 08:00-22:00 and Sat-Sun, 10:00-22:00.

Signage has been displayed in prominent locations throughout The Library and guidance notes are provided at the Welcome desk.

Occupants are expected to stay left where possible, following a one-way system.

A vigorous cleaning regime operates across Library Services (Student and Academic Services) which includes frequent surface cleaning and incorporates HSD virus survival information and decontamination procedures - please see attached document 'QM EAF Service Delivery Plan COVID-19' under Libraries. (Please see below for ease of reference.)

The following will be carried out, where applicable:

- Empty centralised domestic waste bin points and damp wipe the external body with cleaner sanitiser (Daily)
- Sweep and mop flooring with mechanical scrubber using cleaner sanitiser (Daily)
- Vacuum carpets (Daily)
- Dust furniture, damp wipe all surfaces with cleaner sanitiser (Daily)
- Burnish hard flooring using cleaner sanitiser (Daily)
- Dust banisters and ledges using disinfectant (Daily)
- Top up hand sanitiser dispensers (Daily)
- Wipe stair treads and risers using disinfectant (Daily)
- Dust radiators, light switches, lamps etc. (Weekly)
- Disinfection fogging of the library is undertaken before opening (Daily). This will include all shared

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computer equipment located on the desks.

Frequent handwashing has been promoted across Library Services (Student and Academic Services) and consistent signage is displayed throughout The Library.

Stocks of hand sanitiser and wipes will be monitored by the Cleaning Team.

The hand sanitiser is located upon entering. There are communal toilet facilities for users to wash their hands. Also, alcohol-based wipes have been provided to wipe shared equipment.

Local risk assessments and safe systems of work are in place in The Library - see RA000194/1, and an annual inspection is undertaken separately to this RA.

Risk assessments and safe systems of work will be reviewed weekly, amended and updated at local level for The Library activities to ensure compliance with the government requirements on making the workplace COVID-19 secure. Both the GOV.UK Guidance and HSD COVID-19 Secure Procedures must be followed when doing this.

Disabled lifts (internal and external) - one person permitted each journey. Internal disabled lift to be used for access to the disabled toilet located in the basement.

Staff Areas (also refer to Activity - "Staff Offices (First Floor)", "Staff Kitchen Area" and "Open Plan Staff Office (Ground Floor)"):

Social distancing in line with government guidelines will be managed by each member of staff working in the library staff office on the ground floor and first floor. Staff are advised not to use a desk which faces another member of staff.

A one in-one out policy is in place for staff using the kitchen/tea point area and staff toilets. Any common area will be out-of-action.

Risk Assessment

Alcohol-based wipes to be provided in the staff room for staff to wipe the shared MFD (Multi-Function Device) before and after use.

Locker area (located between staff entrance and staff room) - Staff to follow one in-one out policy for this area.

Ventilation – please see attached "Whitechapel Library Ventilation Assessment - 20.08.20", "Ventilation at Whitechapel Library 25082020" and "St Augustine Church Ventilation Assessment - 25.08.20".

Ventilation in Ground Floor to be enhanced by mechanical means if possible. Occupancy to remain at 2m social distancing. Basement learning space to remain closed to service users. Basement staff area has mechanically assisted ventilation and can be used by staff. First floor staff area offices are to remain at single occupancy.

Face to face meetings will follow the HSD "Face to Face Meeting Protocol" - see:
<http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/> - information has been shared with all Library Services staff.

A QMUL Track and Trace Policy is now embedded in the Covid-19 Emergency Plan, and is regularly updated.

Staff have been provided with information concerning managing thermal comfort whilst working in the Library. The "Managing Thermal Comfort to Ensure Adequate Ventilation" document is available on the HSD web site at: <http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/>

Ventilation programme has been implemented in consultation with EAF and HSD. Due to the low number of students currently using the library (<25 inc. staff) and autumn temperatures arriving, the following procedure can be followed to provide a more comfortable climate for the staff and students: -

- 08:00hrs - Normal procedure occurs, all 4x tower fans are switched on and door is opened.
- 09:00hrs - After 1hr the door can be closed. 2x Fans can be switched off (1x by the door / 1x by reception).

Risk Assessment

2x fans left switched on serving each side of the Library.

- 12:00hrs - 4x tower fans are switched on and door is opened.

- 13:00hrs - After 1hr the door can be closed. 2x Fans can be switched off (1x by the door / 1x by reception). 2x fans left switched on serving each side of the Library.

- 16:00hrs - 4x tower fans are switched on and door is opened.

- 17:00hrs - After 1hr the door can be closed. 2x Fans can be switched off (1x by the door / 1x by reception). 2x fans left switched on serving each side of the Library.

The Hierarchy of Covid-19 Secure Control Measures - Checklist for Managers has been highlighted to all SAS Managers, via an internal SAS Teams channel, and a copy is attached to this Risk Assessment.

Staff (who are asymptomatic) are advised to undergo regular Lateral Flow Device (LFD) testing at Queen Mary testing centres, ideally twice a week, to help reduce the spread of the virus.

The Queen Mary policy has been updated in early January 2021 to mandate the wearing of face coverings at all times (if able to do so), even when seated.

Following the latest government information on the new COVID-19 variant Queen Mary has taken the decision to make the wearing of face coverings mandatory in all indoor spaces where 2 metres social distancing cannot be maintained. Face coverings must also be worn when walking around in buildings, in toilets and in lifts.

Within our libraries and unsupervised study space it can be harder to effectively maintain 2 metres social distancing therefore the wearing of face coverings in these spaces is now mandatory at all times.

Face coverings do not need to be worn when eating or drinking.

Storage:

Risk Assessment

Department to assess if more storage for clothes and bags is required. Departmental plans to be updated as needs increase due to gradual return to campus of staff.

Deliveries:

Consideration to be given as to whether to reduce frequency of deliveries by ordering larger quantities less often (if safe storage is available).

2. Travel to and from Work/Library

Description of Activity:

Travel to and from work, campus and building access and egress.

Hazard 1. COVID-19 virus exposure and transmission coming to and from Canalside

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Handwashing facilities and/or hand sanitiser have been provided at entry/exit points to the Library

Social distance floor markings have been deployed for entering & exiting.

Common surface contact areas are subject to regular cleaning regime.

Stocks of soap and sanitiser are checked and maintained daily.

Advice given to ensure handwashing occurs upon arrival on site.

Consistent signage is displayed throughout The Library as a reminder.

With Existing Controls:

C - Medium / Moderate

Risk Assessment

Entry to buildings is via controlled access gates (for students) and access controlled doors for staff. Visitors are required to visit the welcome desk on arrival. Visitors at the external door can use the intercom to speak to staff at the Welcome Desk.

Secure bicycle facilities to help people avoid public transport, where possible, are available on campus eg the Library courtyard contains bicycle stands for secure bicycle parking. Access to the courtyard is via the main external door, which has a card reader for security.

Students (and staff) will be directed to:

- GOV.UK advice;
- HSD "COVID-19 Personal Hygiene and Gloves Procedure";
- HSD "COVID-19 Travel To and From Work Procedure"; and
- HSD "COVID-19 Face Coverings Policy and Procedure"

Cross-site working to be minimised as far as possible.

3. Emergency or incident response situation (e.g. fire evacuation)

Description of Activity:

Fire safety evacuation, emergency first aid request and local first aid provision.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission during an emergency or incident response situation (e.g. fire)

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

The Library users should follow the QMUL Fire Safety Guidance, including emergency evacuation procedures and will be directed by QMUL Security in the event of an emergency. (Please see the 'Emergency Evacuation Procedure COVID-19' located here: <http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/>)

Emergency phones are located throughout the building on each floor, which should be sanitised after use. The locations will be confirmed upon review.

Staff involved in the provision of assistance to others (e.g. First Aiders) should follow HSD COVID-19 First Aid Procedure (<http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/>) and ensure correct sanitisation measures immediately after attending an incident.

With Existing Controls:

C - Medium / Moderate

4. Visitors and contractors

Description of Activity:

Essential visitors and contractors allowed on QMUL campuses and in QMUL buildings.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission from visitors and contractors

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Only essential visitors / contractors allowed in the building, via EAF.

Effective management of contractors on campus.

Records of visitors and contractors maintained by EAF.

Where visits are required, guidance on social distancing and hygiene should be explained to visitors on arrival by EAF and times on campus kept to a minimum.

Schedules for essential services and contractor visits revised to reduce interaction and overlap, which are managed by EAF.

The Manpower Risk Assessment for officers working on-site has been attached. An individual risk assessment will be requested prior to their arrival on-site.

With Existing Controls:

C - Medium / Moderate

5. Inadequate or insufficient environmental cleaning

Description of Activity:

EAF and departments own cleaning regime.

Hazard 1. COVID-19 virus exposure and transmission from inadequate or insufficient environmental cleaning

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after

Uncontrolled Risk:
E - Very High

Existing Control Measures

A vigorous cleaning regime operates across Library Services (Student and Academic Services), which includes frequent surface cleaning and incorporates HSD virus survival information and decontamination procedures - please see attached document 'QM EAF Service Delivery Plan COVID-19' under Libraries. (Please see below for ease of reference.)

With Existing Controls:

C - Medium / Moderate

Risk Assessment

transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

The following will be carried out, where applicable:

- Empty centralised domestic waste bin points and damp wipe the external body with cleaner sanitiser (Daily)
- Sweep and mop flooring with mechanical scrubber using cleaner sanitiser (Daily)
- Vacuum carpets (Daily)
- Dust furniture, damp wipe all surfaces with cleaner sanitiser (Daily)
- Burnish hard flooring using cleaner sanitiser (Daily)
- Dust banisters and ledges using disinfectant (Daily)
- Top up hand sanitiser dispensers (Daily)
- Wipe stair treads and risers using disinfectant (Daily)
- Dust radiators, light switches, lamps etc. (Weekly)
- Disinfection fogging of the library is undertaken before opening (Daily). This will include all shared computer equipment located on the desks.

Determine the required cleaning process for equipment that cannot be washed or wiped down, assess if it practical that such machines / equipment can have protection around. Hand sanitiser and alcohol-based wipes are available for students to use on shared equipment in between scheduled cleaning by the Cleaning Team.

Control measures implemented for cleaning staff (including appropriate PPE) as determined by local risk assessment and Biological Safety Adviser / HSD procedure.

Handwashing facilities and / or hand sanitiser have been provided throughout the Library as follows:

Hand sanitizer - main entrance, staff desks, welcome desk

Hand Washing - Communal toilets located in the basement (x2) and staff toilets (x2).

The importance of hygiene and handwashing procedure has been communicated across Library Services (Student and Academic Services) via a variety of media including the SAS Staff Intranet and via emails sent by Safety Coordinators to all Student and

Risk Assessment

Academic staff.

Cleaning after a known or suspected case of COVID-19 must follow the specific guidance issued by PHE.

Students are responsible for cleaning keyboards, desks and communal equipment such as printers before and after use, and are provided with induction and guidance notes that covers this.

All vending machines will be deemed "not in use".

Food and drink policy:

As previously, in line with Library Regulations service users:

- Must not bring hot or strong smelling food into Library Services premises (Library Reg:4.3.7.)

- Must ensure that cold and hot drinks brought into Library Services premises are self-contained or have lids in order to avoid spillage (Library Reg:4.3.8.)

6. Handling goods, materials and other deliveries on and off campus

Description of Activity:
All deliveries to and from campuses and internal movements of goods within campuses.

Risk Assessment

Hazard 1. COVID-19 virus transmission through handling goods, materials and other deliveries on and off campus

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Restriction on non-business deliveries to The Library.

Communication to staff and students that non-business deliveries will not be accepted.

The handling of books is covered in the Stock Handling section of this RA.

The handling of laptops from the laptop loan service is covered under the Laptop Loan Activity section of this RA.

With Existing Controls:

C - Medium / Moderate

7. Infrastructure and maintenance health & safety issues arising from buildings that have been fully or partially closed

Description of Activity:

Maintaining infrastructure and facilities to ensure COVID-19 SECURE and other H&S risks are managed and reduced to a negligible level.

Risk Assessment

Hazard 1. Infrastructure and maintenance health & safety issues arising from buildings that have been fully or

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

The Campus Maintenance Manager has confirmed that The Library has remained closed for the duration of the campus shut down, and that routine maintenance such as legionella testing, fire alarm testing, etc has continued during the lockdown. PPM is continuing following reopening of the library.

The Library has undergone a vigorous cleaning regime that has been implemented by EAF incorporating HSD virus survival information and decontamination procedures:

- "COVID-19 Cleaning and Disinfection of Surfaces and Spaces Procedure"

A review of Estates site management plan (particularly cleaning, maintenance and security functions) has been carried out to incorporate COVID-19 secure government guidelines.

There are no areas with restricted access for maintenance staff.

With Existing Controls:

C - Medium / Moderate

8. Psychological wellbeing of staff and students returning to campus

Description of Activity:

Ensuring students good mental health is maintained and concerns are addressed in a proactive and understanding manner.

Risk Assessment

Hazard 1. Psychological wellbeing of staff/students returning to campus

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Provision of clear, consistent and regular communications around Covid-19 and the ways of studying will be provided by the Schools and staff managers.

Ongoing engagement with students and staff to monitor and understand any unforeseen impact of changes to working environments will be managed and monitored by the Schools and line managers as appropriate.

Student and Academic Services provides support for student mental health through the following ways:

- Students with a mental health condition receive support and mentoring from the mental health advisors in the Disability and Dyslexia Service
- Advice and Counselling provides a wide range of support for students with anxiety and related issues through both group therapy and individual therapeutic counselling
- The university has student support embedded in each School, normally with the provision of a student support officer
- A large number of QMUL staff have mental health first aid training
- A key component of supporting the psychological impact of Covid-19 is through clearly communicating our Covid-safe practices and this will be done on an iterative basis through the student bulletin in collaboration with Marketing and Communications

With Existing Controls:

C - Medium / Moderate

9. Student use of PC desks

Description of

The PC desks have Student Services PCs mounted to the desks.

Risk Assessment

Activity:

The AIO (All In One) PCs are touch screen as well as having the provision of a keyboard and mouse.

Hazard 1. COVID-19 virus exposure and transmission when using PC desks

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Identify PC desks that support 2m social distancing and clearly mark or remove those that should not be used.

Remove by removing power cable and chair from the desks. Add signs to clearly indicate those PC desks that are excluded.

Add desk numbers to indicate the availability of the PC desk.

Provision of alcohol-based wipes to be provided nearby so users can wipe before and after use.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.

A booking system with a reduced capacity to maintain 2m social distancing.

Desks will be allocated with corresponding numbers.

Face coverings - the wording below has been added to the 10 steps on the booking form. Also, please see the attached 10 steps word document.

"You must stay 2 metres away from other people, and if someone forgets please remind them without chastising them. A face covering must be worn at all times in libraries and study spaces. If you are exempt from wearing a face covering, you must wear a lanyard to indicate this."

With Existing Controls:

C - Medium / Moderate

10. Student use of non-PC study tables

Risk Assessment

Description of Activity:

The non-PC study tables may also have a nearby wall socket that could be utilised.

Hazard 1. COVID-19 virus exposure and transmission when using the non-PC study tables

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Non-PC desks have been identified that support social distancing and any superfluous furniture eg chairs have been removed or clearly marked as not being in use.

Signage clearly indicates the number of users at each table, which is also maintained through the Booking System.

Provision of alcohol-based wipes have been provided nearby so users can wipe before and after use of the desks.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.

A booking system with a reduced capacity to maintain 2m social distancing.

Desks will be allocated with corresponding numbers.

Face coverings - the wording below has been added to the 10 steps on the booking form. Also, please see the attached 10 steps word document.

"You must stay 2 metres away from other people, and if someone forgets please remind them without chastising them. A face covering must be worn at all times in libraries and study spaces. If you are exempt from wearing a face covering, you must wear a lanyard to indicate this."

With Existing Controls:

C - Medium / Moderate

Risk Assessment

11. Use of Vending Machines & Related Activities

Description of Activity:

The vending machines have a touchscreen keypad to enter the relevant shelf code.
 Water fountain for student use located in basement near the toilet facilities.

Hazard 1. COVID-19 virus exposure and transmission when using the Vending Machines

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Vending machines have been labelled "not in use".
 Notices to be placed adjacent to each water fountain requesting that students do not place their mouths on the faucet, and that the fountain is used to refill water bottles only.

With Existing Controls:

C - Medium / Moderate

12. Use of MFD (Multi-Function Device)

Description of Activity:

The MFD has a touch-screen to select its use eg printing/copying.
 Staff refill the MFDs with paper on a regular basis.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when using the MFD

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Provision of alcohol-based wipes have been provided nearby so users can wipe before and after use.

A reminder notice to do so is placed on the MFD.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.

Staff are assigned to refill the MFDs with paper.

To maintain social distance only every other MFD is in use.

With Existing Controls:

C - Medium / Moderate

13. Laptop Loan Service

Description of Activity:

Laptop loan service for students using The Library. Laptops are borrowed for until the Library closes (ie Sameday) using a self-service system.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

The laptop loan service has been 'out of service' due to the temporary ventilation system.

When the service returns, a software update has been completed that now accommodates a 72hr quarantine period when a laptop is returned, which is indicated by the introduction of a new 'purple' light.

With Existing Controls:

C - Medium / Moderate

14. Welcome Desk

Description of Activity:

Reception and Welcoming area located inside main entrance of The Library

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Installation of perspex screens at Welcome Desk
 Hand sanitisers available to staff working on WD
 No sharing of stationery.
 Alcohol-based wipes to be used to clean any shared items such as computer, mouse, keyboard and phones, at end of each person's rota.

Revised visitor arrangements to ensure social distancing and hygiene (eg signing in process using own pens or via electronic means).

An intercom system has been setup at the Welcome Desk to support the user experience in the current environment and avoid the removal of face coverings.

With Existing Controls:

C - Medium / Moderate

15. Lone Working

Description of Activity: Staff working outside of normal office hours

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Staff working out of normal office hours should continue to follow the QMUL Lone Working Procedure (<http://www.hsd.qmul.ac.uk/a-z/lone-working/>)

The Social Distancing procedure as set out by HSD and explained in each activity of this Risk Assessment should continue to be followed by lone workers.

With Existing Controls:

C - Medium / Moderate

16. Staff and Student Entry and Exit to the Building

Description of Activity:

This concerns staff and students entering and leaving the Whitechapel Library.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Where possible a one way system will be deployed in the Library and for entering and egressing. However, due to limited space in areas it will be a "one at a time" and "one-in, one-out" approach in certain areas to allow social distancing such as entering the Library.

With Existing Controls:

C - Medium / Moderate

17. Socially Distanced Study Space

Description of Activity:

Making areas of the library, such as students using the printers, study spaces and moving around the building, Covid-19 secure.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

There will be a one way route through all areas indicated by signs on the floor.

Study Areas - Study desks will have a booking system with an inbuilt personal risk assessment and a track and trace declaration. Desks will be numbered so that students book a specific desk. Hazard tape will be used to take desks out of service to achieve social distancing. Keyboards will be tucked away, not removed.

Where MFDs are adjacent to each other every second printer will be taken out of use and alcohol-based wipes and hand sanitiser will be available at the printers with guidance notes for students to wipe the touch screens before and after use.

With Existing Controls:

C - Medium / Moderate

18. Student Toilets - Basement

Description of Activity:

Basement toilet facilities for staff and students

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Every second hand washing basin to be taken out of use
 Hand dryers to be taken out of use
 Paper towels to be used in hand washing area
 Alcohol-based wipes to be provided in the hand washing area

With Existing Controls:

C - Medium / Moderate

19. Stock Handling

Description of Activity:

Handling library material (books, Periodicals, DVDs, and other library materials)

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when handling library material (books, Periodicals, DVDs, a

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

1. Provision of hand sanitiser for users to top-up will be accessible.
2. Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.
3. Staff will be provided with (and be required to wear) gloves to reduce the risk of transmission.
4. Any material that is handled within the library without gloves will be subject to 72hour quarantine to ensure material is free of Covid19 before it is handled by another user.

Stock that has been handled will be placed on trolleys with the return date and time, and quarantined for 72h in a suitably designated area.

With Existing Controls:

C - Medium / Moderate

20. Packing, unpacking and moving library materials between sites

Description of Activity:

Students have a home library and request materials from other sites. Staff fetch, pack, move and unpack library stock for this purpose.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when library materials are moved between libraries

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

1. Provision of hand sanitiser for staff to top-up will be accessible.
2. Staff will be provided with hand-washing guidance in line with government's advice.
3. Hand washing facilities are located in the communal toilets.
- 4 Staff will be provided with (and be required to wear) gloves to reduce the risk of transmission.
5. Boxes containing transit material will be cleaned with alcohol-based wipes before an after use both at the library of origin and the destination library.

With Existing Controls:

C - Medium / Moderate

21. Using Library Self-Service Equipment

Description of Activity:

Using self-service equipment with touch screens.

This equipment is for issuing, renewing and returning of library stock, and for checking additional information online. It receives very high volume use.

Also we have self-service equipment for:

1. Borrowing laptops - high volume
2. Book and CD/DVD returns - high volume
3. Device charging units
4. Returns

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when using self-service kiosks

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Provision of alcohol-based wipes have been provided nearby so users can wipe before and after use.

A reminder notice to do so is placed on the self-service kiosks.

Provision of hand sanitiser for users to top-up will be accessible.

Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.

Provision of self-service kiosks minimises staff-student interactions.

A 72h quarantine system will be in place for returned stock .

With Existing Controls:

C - Medium / Moderate

22. COVID-19 virus exposure and transmission when returning library material

Description of Activity:

Students and other library users return borrowed material to the library

Risk Assessment

Hazard 1.

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

1. Users will be required to return material using the self-service kiosks return bins.
2. Provision of hand sanitiser for users to top-up will be accessible.
3. Users will be provided with hand-washing guidance in line with government's advice. Hand washing facilities are located in the communal toilets.
4. Staff will be provided with (and be required to wear) gloves to reduce the risk of transmission.
5. Any material that is returned will be subject to 72 hour quarantine to ensure material is free of Covid19 before it is handled by another user.
5. Any trolleys used by staff to transfer material to the quarantine area will be cleaned with alcohol-based wipes before and after use.

With Existing Controls:

C - Medium / Moderate

23. Picking-up holds from the Welcome Desk

Description of Activity:

Collection of requested Library materials, which could include inter-site holds and recently returned items.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when collecting library materials

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

1. Hand gel
2. Wipes
3. Gloves mandated for staff
4. Social distancing maintained at all times
5. Staff training in the safest way to hand over materials
6. See stock handling - returned items to be quarantined for 72hrs to ensure material is free of Covid19 before it is handled by another user.

With Existing Controls:

C - Medium / Moderate

24. Browsing

Description of Activity:

Readers go to the collections and look along the shelves, deciding which books they need. This often involves taking a few books off the shelves, looking through them, then borrowing some, replacing some.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission when library materials have been recently handled

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature). If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

1. To monitor advice and findings across HE libraries about whether handling books at the shelves is a high/substantial risk
2. To consider mitigation - asking readers to leave any item they have handled on a trolley which can then be quarantined for 72h. This would depend on high levels of co-operation from readers.
3. To allow browsing of stacks, nearby desks are deemed "not in use" to comply with social distancing.

With Existing Controls:

C - Medium / Moderate

25. Staff Offices (First Floor)

Description of Activity:

Staff office area used for staff working and meetings.

Individual Offices, with one workstation per room.

Risk Assessment

Hazard 1. COVID-19 virus exposure and transmission in the workplace

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Wherever possible, staff are working remotely (from home) and will continue to do so.

A rota for staff working in this area will be put into place by the Library managers to ensure that social distancing 2M rule can be adhered to.

Staff should follow the Temporary Remote Working Guidance as set out by HSD:
<http://hr.qmul.ac.uk/temporary-remote-working/tools-for-remote-working/workstation-dse-guidance-for-temporary-working-from-home/>

Staff to tidy the desk and remove their items at the end of working day.

Staff to clean the desk, phone, keyboard and mouse, and any surfaces that they have touched, with alcohol-based wipes, at the end of the day.

Staff to retain their own stationery and not share with others.

These offices fall within the 2M social distancing guidelines, and therefore are compliant.

However, the desk immediately ahead as you enter the office area has been marked as "out of use".

With Existing Controls:

C - Medium / Moderate

26. Staff Kitchen Area

Description of Activity:

Staff kitchen and team point, used by staff and security officers (Manpower).

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

One person only policy in kitchen
 No shared crockery or cutlery
 Staff to wash hands in line with Government hand-washing guidelines, and use hand sanitizer when finished using the kitchen
 Staff only to touch their own items in the fridge
 Staff to clean all surfaces (including fridge door handle) with alcohol-based wipes after use
 Email policy to all staff working at the Whitechapel Library, Manpower Control and Cleaning Supervisor.

With Existing Controls:

C - Medium / Moderate

27. Open Plan Staff Office (Ground Floor)

Description of Activity:

Shared staff office with x5 workstations, which are used on an ad hoc basis by Library Services staff.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

No sharing of stationery - staff to keep their individual stock of items
 Staff to clear and clean desks after use, using alcohol-based wipes (provided)
 Hand sanitiser available on each desk
 Rota to be in place for staff working patterns, to enable adhering to the social distancing procedures as set out by HSD: <http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/>

One desk has been marked as "out of use" to be compliant with 2m social distancing.

With Existing Controls:

C - Medium / Moderate

28. Self-Tours

Description of Activity:

Has been setup on the booking system and is offered every 30mins from 10:00 with the last booking at 17:30.

Upon arrival and checking in to the session at the Welcome Desk users will help themselves to a self-tour handout.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:
E - Very High

Existing Control Measures

Limited number to 2 bookings per session (given 2m social distancing).

Users will be required to wear face coverings.

Frequent handwashing has been promoted across Library Services (Student and Academic Services) and consistent signage is displayed throughout The Library.

Stocks of hand sanitiser and wipes will be monitored by the Cleaning Team.

The hand sanitiser is located upon entering. There are communal toilet facilities for users to wash their hands. Also, alcohol-based wipes have been provided to wipe shared equipment.

Users will not be sharing handouts to reduce the potential risk of transmission.

With Existing Controls:

C - Medium / Moderate

29. Charge boxes

Description of Activity:

Charge boxes are used to charge personal devices.

Risk Assessment

Hazard 1. Covid-19 virus exposure and transmission from contact with other persons and contaminated surfaces

The virus is spread in minute water droplets that are expelled from the body through sneezing, coughing, talking and breathing. The virus can be transferred to the hands and from there to surfaces. It can survive on surfaces for a period after transfer (depending on such things as the surface type, its moisture content and temperature).

If it is transmitted from one person to another, while many survive infection, some may die from the disease and it is regarded as a high hazard.

Uncontrolled Risk:

E - Very High

Existing Control Measures

Frequent handwashing has been promoted across Library Services (Student and Academic Services) and consistent Covid-19 signage is displayed throughout the Library.

Hand sanitiser is located upon entering the building and throughout. There are communal toilet facilities for users to wash their hands. Also, alcohol-based wipes have been provided to wipe shared equipment.

With Existing Controls:

C - Medium / Moderate