

# Risk Assessment

## Summary

Reference: RA003142/1

Sign-off Status: Awaiting Approval

<b>Date Created:</b>	14/05/2021	<b>Confidential?</b>	No
<b>Assessment Title:</b>	COVID-19 Secure Workplace Risk Assessment for Mile End Library (Library Services). Includes General Risk Assessment for Potential Hazards in the spaces covered (trips, slips, etc) Also includes the temporary arrangements during the GF refurbishment		
<b>Assessment Outline:</b>	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 guidelines. Students will be responsible for their own health and safety within QMUL COVID-19 Secure guidelines. A clear working method for a personal risk assessment per student is needed. 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. To also include general risk assessment and a risk assessment to cover the temporary arrangements during the GF refurbishment, as requested by the SAS Health, Safety, and Security Management Group.		
<b>Area Responsible (for management of risks)</b>	<b>Location of Risks: All main campuses</b>	On-Site	
<b>Division, School, Faculty, Institute:</b>	PROFESSIONAL SERVICE DIRECTORATES	<b>Campus:</b>	Mile End Campus
<b>Department:</b>	STUDENT AND ACADEMIC SERVICES	<b>Building/Area:</b>	Library
<b>Group/Unit:</b>	LIBRARY SERVICES	<b>Sub Area:</b>	ALL Sub Areas
<b>Further Location Information:</b>	The Library is located on floors ground, 1st and second of the building, including a sorter room (staff office area), welcome desk and various areas for student study spaces throughout the building. The Library is currently open Mon-Sun, 08:00-midnight. It will be staffed with a mixture of Library Staff and MPD FM officers (formerly "Manpower"). RA001568/2 covers The Library Staff office and common SAS spaces		
<b>CountryLabel:</b>			
<b>Assessment Start Date:</b>	14/05/2021	<b>Review or End Date:</b>	30/09/2021
<b>Relevant Attachments:</b>	<p>Mile End Library Service Model Jul-Aug 2020.docx (Workplace Procedures) Uploaded: 14/05/2021</p> <p>Coronavirus Risk Assessment as of 01-04-2020 updated.doc (Risk Assessment) Uploaded: 14/05/2021</p> <p>QMUL_HS_235_COVID-19 Social Distancing Guidance (1).pdf (Work/Operating Instructions) Uploaded: 14/05/2021</p> <p>QM Estates Facilities Service Delivery Plan COVID-19.pptx (Work/Operating Instructions) Uploaded: 14/05/2021</p> <p>QMUL_HS_248 COVID-19 Hierarchy of Control checklist.pdf (Work/Operating Instructions) Uploaded: 14/05/2021</p> <p>Ventilation Assurance for staff returning to campus v1 2-9-20.docx (Other) Uploaded: 14/05/2021</p> <p>QMUL_HS_252_COVID-19 Managing thermal comfort whilst ensuring adequate ventilation.pdf (Maps, Diagrams &amp; Photographs) Uploaded: 14/05/2021</p> <p>RA-10 Retail Risk Assessment.pdf (Risk Assessment) Uploaded: 14/05/2021</p> <p>LIBRARY_0-covid survey2mcircles.pdf (Maps, Diagrams &amp; Photographs) Uploaded: 14/05/2021</p> <p>LIBRARY_1-covid survey2mcircles.pdf (Maps, Diagrams &amp; Photographs) Uploaded: 14/05/2021</p> <p>LIBRARY_2-covid survey2mcircles.pdf (Maps, Diagrams &amp; Photographs) Uploaded: 14/05/2021</p> <p>10 steps - 04.06.21.docx (Work/Operating Instructions) Uploaded: 07/06/2021</p> <p>LGFR - Revised Phasing diagram - Proposed Ground Floor (1).pdf (Maps, Diagrams &amp; Photographs) Uploaded: 08/06/2021</p> <p><b>Description of attachments:</b></p> <p>Updates to version 5 of RA001761 - This is a summary of updates made to RA003142.</p> <p><b>Location of non-electronic documents:</b></p> <p>This Risk Assessment is undertaken in line with QMUL COVID-19 SECURE Procedures : <a href="http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/">http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/</a>  The building level assurance tracker is updated weekly with the following link: <a href="http://qm-web.estates.qmul.ac.uk/media/estates-and-facilities-intranet/directorate-support/Covid-19-Building-Level-Assurance.pdf">http://qm-web.estates.qmul.ac.uk/media/estates-and-facilities-intranet/directorate-support/Covid-19-Building-Level-Assurance.pdf</a> This Risk Assessment is undertaken with QMUL Health and Safety Procedures and local processes, where appropriate.</p>		
<b>Assessor(s):</b>	DONNELLY, CIARAN MURRAY, CHRISTINE Tracey, Ashley ZAHID, AQIL		
<b>Approver(s):</b>	JANE ALDERSON-RICE SARAH COWLS KATE PRICE		
<b>Signed Off:</b>	KATE PRICE (09/06/2021 12:56) JANE ALDERSON-RICE (10/06/2021 09:06)		

PEOPLE AT RISK (from the Activities covered by this Risk Assessment)	
CATEGORY	
Employees	
Post-Graduates	

# Risk Assessment

Undergraduates  
Contractors  
Visitors  
Disabled Persons  
Inexperienced Workers/Trainees  
Women of Child-bearing Age  
Young Persons  
Other Vulnerable Persons

Who Made By	Date/Time Received	Comments
ZAHID, AQIL	14/05/2021	
ZAHID, AQIL	14/05/2021	This Risk Assessment incorporates general hazards in addition to the Covid-19 secure controls being put into place in line with QMUL procedures.

## 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 Space and whilst it is not staffed throughout its opening hours staff will periodically monitor.

### 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-for-staff/3-essential-steps-for-staff-remaining-on-campus/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.

See attached floor plan highlighting 2m social distancing arrangements.

Library Services needs to follow the QMUL HSD COVID-19 Social distancing Procedure, found on the Health & Safety Directorate website and implement the

With Existing Controls:

**C - Medium / Moderate**

## Risk Assessment

appropriate markers and one way flow through their labs / offices/ building areas.

High traffic areas, including corridors, lifts and walkways need to be regulated and marked out to ensure social distancing.

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. Please refer to the Library website for upto date opening times.

Mile End Library is currently open Mon-Sun, 08:00-midnight.

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

Occupants are expected to stay left where possible, following the one-way system. Entry is via the front entrance and the exit (green door) is located opposite ground cafe.

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 guidance - 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

## Risk Assessment

(Daily)

- Dust radiators, light switches, lamps etc. (Weekly)
- Distinfectant fogging of library undertaken before opening, and throughout the day

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

If any skin irritation occurs as a result of frequent hand washing an OH referral is recommended

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.

Risk assessments and safe systems of work will be reviewed regularly, and amended/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.

Goods lift - one person permitted each journey.

Student lift - one person permitted each journey.

Alcohol-based wipes to be provided in the sorter room for staff to wipe the shared printer before and after use.

Staff not working in the sorter room have been asked to use alternative routes and not travel through it to or from the goods lift.

Staff Areas:

## Risk Assessment

Social distancing in line with government guidelines will be managed by each member of staff working in the sorter room and library staff office. 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 2nd floor kitchen/tea point area and staff toilets. Shower to be taken out of use.

Locker area on 2nd floor - Staff to follow one in-one out policy for this area.

Staff common room - one person at each table policy.

Staff involved in face to face meetings will follow the HSD "Face to Face Meeting Protocol" - located on the HSD web site at : <http://www.hsd.qmul.ac.uk/covid-19-secure-procedures/>

The Track and Trace policy that sets out the process that will be followed if a member of the QM community displays symptoms of Covid-19 or declares a diagnosis of Covid-19, and is embedded into the Covid-19 Emergency Plan (regularly updated).

A ventilation evaluation has been undertaken in the Library and it was previously confirmed that the library can be used safely at 1m+ additional measures (ie installation of perspex screens on student desks). However, the new variant (Jan 2021) has meant an increase to 2m. The EAF ventilation assurance document is attached to this RA. A document entitled Managing thermal comfort whilst ensuring adequate ventilation has been circulated to all staff, and available on the HSD web site.

EAF have implemented an action plan to look at high priority areas such as large indoor spaces, toilets and kitchens to re-assess ventilation requirements as a result of information around the new variant. This action plan should identify and implement any ventilation improvement strategies that are needed or close area from use (Jan 2021).

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.

Revised Face Covering Policy issued (May 2021) –

# Risk Assessment

face coverings to be worn in all indoor spaces where 2 metres social distancing cannot be achieved as well as all corridors, stairwells, toilets and lifts. When sat at a desk in our supervised study spaces face coverings may be removed but must be worn again when getting up to leave the desk. Conditions of exemptions noted in policy along with supply of 2 face coverings to all staff and students.

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

Storage:

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).

QMUL outbreak plan and contact tracing procedures are in place and updated as required.

## Hazard 2. Slippery surface/Trips

Staff and users may be injured if they trip over objects or slip on spillages.

Uncontrolled Risk:

**C - Medium**

### Existing Control Measures

- Signage in place immediately once a spillage has occurred
- Areas regularly checked for obstructions on floor, which can lead to a trip. For example, H&S checks are carried out as part of our Roving Service.
- EAF tickets raised where a trip hazard is identified.
- Lighting throughout building is adequate
- Cabinet drawers and doors are kept closed when not in use
- Floor cleaning undertaken regularly by Cleaning team

With Existing Controls:

**A - Very Low / Trivial**

## Risk Assessment

### Hazard 3. Electrical

Trailing cables, MFD-related issues, including toner cartridge spillages

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- ITS tickets raised if relating to cable management and for MFD faults.
- Regular inspections of under desks carried out by Frontline Services staff during roves, and safety inspections
- Toner spillages reported to ITS.
- Lighting regularly checked during roves, and safety inspections
- Heaters turned off at end of day by staff.
- Defective plugs, cables, sockets, etc are reported to the EAF Helpdesk
- Lighting regularly checked by EAF
- Photocopier faults reported to ITS for investigation
- Regular inspections of under desks carried out
- All office equipment is used in accordance with the manufacturer's instructions and staff are training to use it.
- Sufficient power sockets are provided to reduce the need for extension cables

With Existing Controls:

**A - Very Low / Trivial**

### Hazard 4. Lone working, and out of hours working

Staff become vulnerable when working on their own in office, which could lead to security/accident incidents.

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- Lone Working Policy for department to be adhered to
- QMUL Security to be informed when staff member working on own in office
- Security emergency number is displayed on all desk and emergency phones
- Access controlled doors to staff areas - staff office and kitchen area.
- Security patrols by contracted and QMUL security staff

With Existing Controls:

**A - Very Low / Trivial**

## Risk Assessment

### Hazard 5. Fire Safety

Unsafe electrical equipment may cause a fire in the building.

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- Annual PAT testing undertaken in department of all electrical appliances
- Fire panel checked weekly
- Fire drills undertaken
- Fire walks undertaken termly for staff working in the building
- Staff undertaken Fire Safety Awareness training on QMPlus (Mandatory)
- Fire Marshals present during office hours
- Fire Safety Information point available
- All staff provided with fire evacuation training and procedure
- Fire doors are not propped open
- Regular removal of combustible waste by Cleaning team
- Daisy chaining of cables is discouraged, and Safety Reps undertake routine checks
- Roving by Library staff and agency undertaken throughout the day
- Smoking not permitted throughout campus apart from smoking sheds

With Existing Controls:

**A - Very Low / Trivial**

### Hazard 6. Security

Staff/Students could be assaulted by breaches in security

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- QMUL Security number listed on each phone and via signage
- QMUL Security details available on SAS Intranet
- Panic alarms are regularly tested
- Out of hours emergency evacuations undertaken annually
- QMUL officers undertake out of hours patrols of the building

With Existing Controls:

**A - Very Low / Trivial**

## Risk Assessment

### Hazard 7. Manual lifting, handling or carrying

Musculo-skeletal injury from push, pull and lift of load  
Staff at risk if office equipment ceases working or becomes faulty / dangerous

Uncontrolled Risk:  
**D - High / Significant**

#### Existing Control Measures

- Manual handling training provided to staff who move heavy items including moving trolleys and inter-site boxes
- Signage placed on heavy items
- EAF Porterage service available for moving furniture, heaving items

With Existing Controls:

**B - Low / Tolerable**

### Hazard 8. Falls from height

Use of kick steps and ladders can lead to falls from height

Uncontrolled Risk:  
**C - Medium**

#### Existing Control Measures

- Kick steps and ladders have springs to ensure that the step fixes in place and will not move when stood on
- Kick steps and ladders have added security durable rubber treads to reduce the risk of slips or falls
- Kick steps and ladders checked annually to ensure they are safe to use
- Staff trained in safe use of step ladders
- First Aid information available on SAS intranet and in areas throughout the building

With Existing Controls:

**A - Very Low / Trivial**

### Hazard 9. Housekeeping and Storage

Untidy worksurfaces and lack of storage can lead to obstructions and create fire hazards.

Uncontrolled Risk:  
**B - Low / Tolerable**

#### Existing Control Measures

- Regular inspections of department to ensure good housekeeping is in place
- Storage rooms provided for surplus items such as stationery and cleaning materials
- Clear desk policy for Welcome Desk and Sorter Room
- Staff encouraged to remove personal items from desks, especially hot desks
- Lockers available for staff to store personal items

With Existing Controls:

**A - Very Low / Trivial**

## Risk Assessment

### Hazard 10. Anxiety/stress

Staff, students can suffer from stress for various reasons (work overload, mental health wellbeing, tight deadlines, discourse with colleagues, etc)

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- Regular wellbeing sessions run within department
- EAP available to all staff experiencing stress and anxiety
- Mindfulness sessions run by Chaplain service in QMUL
- Staff discuss workloads/deadlines with managers in regular 121 sessions
- Work plans and objectives discussed and agreed at annual appraisal or more frequently if needed
- Staff can talk to supervisors or manager if they are feeling unwell or concerned about workplace issues.
- Annual appraisal system in place to discuss any training needs which may be required to ensure that staff remain competent to undertake their role without encountering stress
- Mental Health First Aiders are available to talk to if staff feel anxious or stressed.
- List of MHFA is displayed on SAS Intranet and HSD pages.

With Existing Controls:

**A - Very Low / Trivial**

### Hazard 11. Display Screen Equipment

Staff may have unsuitable equipment to under their duties safely

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- DSE training is mandatory and will help to identify any additional equipment required by individuals dependant on their personal requirements.
- Workplace assessment undertaken within four weeks of joining QMUL
- Faulty IT kit removed and taken out of service immediately
- Privacy screens available to help with confidentiality and security
- Self-referral or Managers' referrals to the Occupational Health service is available where physical or visual discomfort is experienced
- Training of new software is available where required
- Free eye screening provided through the HSD
- Work scheduled so that staff have regular breaks from the computer

With Existing Controls:

**A - Very Low / Trivial**

# Risk Assessment

## 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.

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 maintaining 2metres social distancing.

Secure bicycle facilities to help people avoid public transport, where possible, are available on campus.

Students will be directed to GOV.UK advice and HSD COVID-19 Secure procedures on the use of face coverings whilst travelling when provided with the

With Existing Controls:

**C - Medium / Moderate**

# Risk Assessment

guidelines.

Those who are using public transport to travel to site ensure they plan their journey to avoid busier times if possible and discuss with line manager. TfL have issued 'Safer Travel Guidance' explaining the measures they have in place to ensure a safe, clean network Safer travel guidance - Transport for London (tfl.gov.uk)

Regular communication is given to staff highlighting government advice on using public transport and HSD COVID-19 Travel to and from Work Guidance.

### 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.

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

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 Guidance COVID-19' located here: <http://www.hsd.qmul.ac.uk/covid-19-secure-guidance/>)

Emergency phones are located throughout the building on each floor are regularly cleaned by the cleaning team as part of their daily routine.

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**

## Risk Assessment

### 4. Visitors and contractors

**Description of Activity:**

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

#### 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**

EAF are responsible for the induction of any contractors entering the building to carry out works.

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 MPD FM (formerly "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

## Risk Assessment

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

Vigorous cleaning regime implemented incorporating HSD virus survival information and cleaning / decontamination guidance. Including frequent cleaning of objects and surfaces that are touched regularly, such as door handles and handrails.

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 guidance.

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 on floors ground (X2), first (gender neutral toilet block), second floor (staff area).

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 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.

With Existing Controls:

## Risk Assessment

### 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.

#### 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 in place on non-business deliveries to The Library.

Communication to staff and students that non-business deliveries will not be accepted has been undertaken through the local guidance document.

The handling of books is covered in the Click and Collect Activity section of this RA.  
The handling of lap tops from the lap top loan service is covered under the Lap Top 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. It has continued as the Library re-opened.

The Library has undergone a vigorous cleaning regime that has been implemented by facilities incorporating HSD virus survival information and decontamination guidance.

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 working from the Principal QMUL maintains a Coronavirus update and guidance website for managers, staff, students and visitors. Engaging with staff and trade union representatives through existing communication routes to explain and consult on any changes in working arrangements. Continued access to occupational health services, mental health first aid provision and Workplace Options Scheme.

Ongoing - engagement with staff to monitor and understand any unforeseen impact of changes to working environments.

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**

## Risk Assessment

### 9. Student use of PC desks

**Description of Activity:**

The PC desks have Student Services PCs mounted to the desks.  
 The AIO (All In One) PCs are touch screen as well as 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 remove those that do not.
- Remove by removing power cable and chair from the desks. Signs added to clearly indicate those PC desks that are excluded.
- Desk numbers added to indicate the availability of the PC on the booking system.
- 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 and will have perspex screens at a height of 800mm. Please see attached floor plans.

With Existing Controls:

**C - Medium / Moderate**

### 10. Student use of non-PC study tables

**Description of Activity:**

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

## Risk Assessment

### 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.

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.

With Existing Controls:

**C - Medium / Moderate**

### 11. Use of Vending Machines & Related Activities

#### Description of Activity:

The vending machines have a touchscreen keypad to enter the relevant shelf code.

Water fountains for student use around the building. The water fountains are being made Covid-safe for September 2020.

## Risk Assessment

### 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

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

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.

### 12. Use of MFD (Multi-Function Device)

#### Description of Activity:

The MFD has a touch-screen to select its use eg printing/copying.

Paper can be refilled by users. Printing paper is supplied adjacent to the MFD.

## 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.

Users to refill MFDs. The lock has been removed for ease of use during this period and to avoid having staff having to travel on-site.

Hand washing guideline apply.

With Existing Controls:

**C - Medium / Moderate**

### 13. Laptop Loan Service

#### Description of Activity:

Laptop loan service for students using The Library. Laptops are borrowed until the Library closes (ie Sameday) using a self-service system. (Previously, when the Library opened 24hrs the laptops were borrowed for 8hrs.)

## 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 was reinstated on Thursday 5th November.

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.  
 Hazard tape placed on floor in front of the WD indicating 2m social distancing requirement for staff visiting this area.  
 Tensa barrier placed 2 metres in front of WD to allow students to observe social distancing requirement.  
 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.

### 15. Group Study Rooms

#### Description of Activity:

Group Study Rooms for Students and sometimes used by staff for larger meetings  
 This includes the two LD rooms located on the first floor

These rooms will be taken out of use whilst the Government advises a 2m social distancing requirement.

## 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 meetings to take place remotely where possible
- Hand sanitiser and alcohol-based wipes to be available for room users
  - Room users to wipe any areas they have touched at end of usage period
  - Maximum occupancy details to be provided at time of booking rooms to ensure social distancing regulations are adhered to
  - Signs to be posted on doors to rooms with maximum occupancy numbers

With Existing Controls:

**C - Medium / Moderate**

### 16. 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 guidance 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**

### 17. Staff and Student Entry and Exit to the Building

#### Description of Activity:

This concerns staff and students entering and leaving the Mile End 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

This is part of the one way route to allow people to move around without crossing each other.

Due to the GF refurbishment, Entry will be by the repurposed (emergency exit) door opposite ground cafe.

Leaving the building - the exit will be via the cafe door at the rear of the building.

With Existing Controls:

**C - Medium / Moderate**

### 18. 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 printers 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.

A very small number of students arrive without booking because they need quick printing or advice from a member of staff. We capture Track and Trace details on a spreadsheet.

We have requested safe occupancy levels per area from Estates, so that we can limit numbers to safe levels.

With Existing Controls:

**C - Medium / Moderate**

### 19. User Toilets - Ground Floor

#### Description of Activity:

Ground floor 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  
 Wearing of face coverings whilst moving around the facilities.

With Existing Controls:

**C - Medium / Moderate**

### 20. Contemplation Rooms

#### Description of Activity:

Used by library users for contemplation, meditation, and prayer.

## 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

Whilst the 2M social distancing rule is in place this area will be out of use. Once the social distancing rule changes it will be reviewed.

### 21. 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:  
**D - High / Severe**

#### 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.

With Existing Controls:

**C - Medium / Moderate**

### 22. 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:

**D - High / Significant**

#### 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. 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**

### 23. Using Library Self-Service Equipment

#### Description of Activity:

Using self-service equipment with touch screens.

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

Also we have self-service equipment for:

1. Self-service kiosks
2. Book and DVD returns - high volume. The sorter is currently out of action due to the GF refurbishment. In its place, mediated returns are run from the Welcome Desk.

## 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

Where necessary, self-service equipment will be decommissioned and/or only accessible to staff to reduce the risk. Some may be reinstated in the near future as lockdown easing is in progress.

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. Provision of alcohol-based wipes have been provided nearby so users can wipe before and after use of the desks. Alcohol-based wipes will be VDU compliant inline with manufacturer guidance:

<https://www.bibliotheca.com/wp-content/uploads/2020/04/G-LBQG1063EN.001-Disinfecting-bibliotheca-products.pdf>

With Existing Controls:

**C - Medium / Moderate**

### 24. 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. 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

1. Users will be required to return material using the drop-boxes provide at each library or the returns unit ("Sorter"). The sorter is currently out of action due to the GF refurbishment.
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. Alcohol-based wipes will be available to clean the trolleys before and after use.

With Existing Controls:

**C - Medium / Moderate**

### 25. Picking-up/borrowing items from the Click & Collect desk

#### Description of Activity:

Library materials are available on request via a booking and collect system:

<https://forms.office.com/Pages/ResponsePage.aspx?id=kfCdVhOw40CG7r2cueJYFIaCbxPu7UINifVQnud4IcdUQThLV0FVTlowQ0xHTk9MNEtFWDI4N1VSUy4u>

The click and collect service is a very simple system that allows users to borrow items whilst the stacks are closed. Library users will use the above web form to make their requests.

Items are retrieved from the shelves and the user is emailed to let them know their items are ready for pickup. Items are then held next to the Welcome Desk ready for pickup.

Items are returned to a dropbox. The dropbox is emptied as many times a day as needed. Due to GF refurbishment, the external dropbox and returns sorter are currently out of use. Instead, an internal dropbox is available for returns during the opening hours of 08:00-midnight, Mon-Sun. An external solution is being investigated.

## 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. Pick-up point situated so Readers using click and collect do not cross those queuing for other services or entering the building
2. Hand gel
3. Wipes
4. Social distancing maintained at all times
5. Staff training in the safest way to hand over materials

With Existing Controls:

**C - Medium / Moderate**

### 26. 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

The stacks are closed to users at the time of writing, ie there will be no browsing for users, at Mile End Library due to the size of the Collection. However, lockdown easing is in progress and is likely to be reopened in the near future:

Users can browse via the Catalogue (especially with the new browse feature of Encore:

[https://search.library.qmul.ac.uk/iii/encore/record/C\\_\\_Rb1211737\\_\\_Shistory\\_\\_P0%2C12\\_\\_Orightresult\\_\\_U\\_\\_X7?lang=eng&suite=def](https://search.library.qmul.ac.uk/iii/encore/record/C__Rb1211737__Shistory__P0%2C12__Orightresult__U__X7?lang=eng&suite=def)

Should a user wish to borrow an item the Click & Collect Service is available to use at the time of writing and is likely to be replaced by Browse & Borrow in the near future:

<https://forms.office.com/Pages/ResponsePage.aspx?id=kfCdVhOw40CG7r2cueJYFIaCbxPu7UINifVQnud4IcdUQThLV0FVTlowQ0xHTk9MNEtFWDI4N1VSUy4u>

With Existing Controls:

**C - Medium / Medium**

### 27. User (Gender Neutral) toilets - 1st floor

#### Description of Activity:

User (Gender Neutral) toilets for Staff and Students located on the 1st floor of Mile End 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

Every second tap to be taken out of use or as required to meet 2m social distancing  
 Hand dryers to be taken out of use - EAF informed not possible as the tap has only one supply (hand dryer and tap sensor is together). Also, advised not to put tape around the hand dryers as it damages the sensors.  
 Notices to inform users not to use the hand dryers but to use the paper towels to be placed above the sinks.  
 Paper towels to be used in hand washing area  
 Alcohol-based wipes to be provided in the hand washing area  
 Wearing of face coverings whilst moving around the facilities.

With Existing Controls:

**C - Medium / Moderate**

### 28. Lost Property

#### Description of Activity:

Items found unattended and handed in at the Welcome Desk.  
 New normal policy is to retain non-valuables for 1 day before taken to Security.  
 Items deemed "valuable" are taken to Security immediately.

## 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

Hand sanitiser is available at every staff desk after handling any item.

Hand washing facilities are located in the communal toilets.

Provision of alcohol-based wipes are provided nearby so users can wipe items after collection.

With Existing Controls:

**C - Medium / Moderate**

### 29. Self-Tours

#### Description of Activity:

This service is offered at certain times of the year with new cohorts.

The activity has been implemented 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 3 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**

### 30. Water Fountains

#### Description of Activity:

The Library has water fountains on each floor of the student space. Each fountain contains a water-bottle (re-)filling tap and a smaller tap for users to drink directly.

## 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 smaller tap has been deemed "out of use" and taped off. It may be useful if EAF could remove the smaller tap and cap.

The water-bottle (re-)filling tap is suitable for use.

A vigorous cleaning regime operates across Library Services (Student and Academic Services).

With Existing Controls:

**C - Medium / Moderate**

### 31. New users aligning the student card with their pharos account (EMOS kiosk)

#### Description of Activity:

New users (particularly Engineering students) experienced printing difficulties as their student card is not aligned with their pharos account. The user therefore needs to touch their student card on the top-up machine (and logout) without topping up their card.

## Risk Assessment

### Hazard 1. Covid-19 virus exposure and transmission from 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

Provision of alcohol-based wipes have been 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.

With Existing Controls:

**C - Medium / Moderate**

### 32. Sorter Room

#### Description of Activity:

The Sorter Room is a workplace but as an entrenched space it's a unique staff working environment.  
 The sorter room is currently out of action due to the Ground Floor refurbishment.

## 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 sorter room is currently out of action due to the Ground Floor refurbishment.

With Existing Controls:

**C - Medium / Moderate**

### 33. Face to face meetings with students

#### Description of Activity:

Staff members of Library Services and Student and Academic Services meet students within the Library to provide advice, support and tutorials.

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Uncontrolled Risk:

**E - Very High**

#### Existing Control Measures

1. Wherever possible, individual tutorials or meetings should take place online
2. If this is not possible for technical or privacy reasons, appointments should be booked in advance and attendees should be made aware of Covid-secure requirements before they attend the meeting
3. Attendees should go straight to the venue of their meeting, and leave the building immediately afterwards
4. Each face to face appointment should last no more than 50 minutes
5. A suitable room/area should be identified which is clearly marked out to show where the student(s) should sit, to comply with the HSD Social Distancing Procedure
6. Windows should be kept open where possible
7. Students/staff are required to wear face coverings during appointments;
8. Alcohol based wipes are available and should be used to wipe down surfaces touched by staff/students at the end of each appointment;
9. Hand sanitiser is available for staff/student(s) to use at start and end of appointments;
10. Sufficient time should be provided in between appointments to allow for cleaning; and
11. Students/Staff should avoid sharing pens and other objects to reduce the risk of transmission.
12. Ensure back to back meetings are not scheduled in the same area (suggested fallow time 30mins).

With Existing Controls:

**C - Medium / Moderate**

### 34. Individual non-silent study rooms

#### Description of Activity:

The "Group Study Rooms" have been repurposed to "Individual Non-Silent Study Rooms".

This is due to user demand to facilitate participation in online lectures as opposed to simply listening to online lectures.

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Uncontrolled Risk:

**E - Very High**

#### Existing Control Measures

- Hand sanitiser and alcohol-based wipes to be available nearby
- Room users to wipe any areas they have touched at end of usage period
- Maximum occupancy of one has been provided at the time of booking a room to ensure this is adhered to
- Signs have been posted on the doors to rooms with maximum occupancy numbers

The rooms have been added to the booking system and clearly indicate in the labelling that the room is for individual use only.

With Existing Controls:

**C - Medium / Moderate**

### 35. Vending machines

#### Description of Activity:

4 vending machines run by the Student Union with a contract with Express Vending including 1 hot drinks and 1 stationery shop.

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Uncontrolled Risk:  
**E - Very High**

#### Existing Control Measures

Hand sanitiser is located upon entering. There are communal toilet facilities for users to wash their hands.

Alcohol-based wipes have been provided to wipe before and after use. Wipe pods have been installed on either side of the vending hub.

Express Vending RA

With Existing Controls:

**C - Medium / Moderate**

### 36. Charge boxes

#### Description of Activity:

Charge boxes are used to charge personal devices.  
 There are 2 stations located in Mile End Library.

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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. 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**

### 37. Stationery Desk

#### Description of Activity:

A stationery desk is located near the Welcome Desk in Mile End Library.

The desk contains items such as staplers and a guillotine.

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Uncontrolled Risk:

**E - Very High**

#### Existing Control Measures

A wipepod station has been installed adjacent to the stationery desk.

Frequent handwashing has been promoted across Library Services (Student and Academic Services) and consistent Covid-19 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 the building. 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**

### 38. Temporary arrangements during GF Refurbishment

#### Description of Activity:

The temporary arrangements are for the duration of the Ground Floor Refurbishment of Mile End Library - see attached phasing plan for Ground Floor.

The project will consist of 3 phases:

- Phase 1 - 01/06/2021-28/08/2021
- Phase 2 - 30/08/2021-01/11/2021
- Phase 3 - 02/11/2021-12/11/2021

Here, the focus will be on phase 1.

Ensuring service continuity during the refurbishment.

Hoarding - internal and external - has prevented access to parts of the ground floor as well as access from the 1st floor landing to the ground floor.

The Assistive Technology Room (ATR) has had to be relocated to the Teaching Collection.

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Uncontrolled Risk:

**E - Very High**

#### Existing Control Measures

- Hand sanitiser, wipes and hand washing facilities are located nearby, if needed when setting up.
- Anti-viral fogging carried out once a day
- Spaces are ventilated, as required.

In line with the Workplace.

With Existing Controls:

**C - Medium / Moderate**

### Hazard 2. Phase 1 - Temporary configuration of the ground floor and ingress and egress to the upper floors.

Affecting student use and disrupting Library services.

Uncontrolled Risk:

**C - Medium**

#### Existing Control Measures

- Phase 1 (01/06/2021-28/08/2021):
- External and internal signage has been implemented to support daily use by staff and students. In particular, directing users to the temporary entrance.
  - New entrance maintaining the 1-way system, which is DDS compliant.
  - Staff lift reconfigured to permit student use and for disabled users. Student lift reconfigured to allow use between 1st and 2nd floors.
  - Additional CCTV camera to be installed in staff corridor to provide additional security.
  - Hazard tape to demarcate spaces (including stairwells and corridors) and allow 2-way traffic.
  -

Refer to the Workplace for working arrangements.

With Existing Controls:

**B - Low / Tolerable**



## Actions

Reference: RA003142/1

Sign-off Status: Awaiting Approval

### Actions associated with this Risk Assessment

\*\*\* No Actions have been recorded\*\*\*