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| **Planning for re-opening checklist**  |  |  |  |
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| May 2020, revised April 2021 |  |  |

**Introduction**

Below are suggested areas for consideration in planning your reopening, in the context of the operational factors on our [making plans for re-opening](https://www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/coronavirus-update/making-plans-for-re-opening/) webpage.Not every point will be relevant for all archive services. This list is comprehensive but it links to existing guidance produced by other bodies for reference. This document will be updated as further guidance arises, and we may create some additional content specific to archives. Please also see our [page of useful resources](https://www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/coronavirus-update/other-useful-resources/).

 **Prioritisation bands**

We have suggested some broad bands for prioritising these activities in planning, while recognising elements may be differently sequenced according to operational matters and that services may find themselves moving backwards as well as forwards along the reopening pathway depending on local and national pandemic control measures:

* A: before any reopening
* B: as specialist staff return to site on a more than spot-check basis
* C: as part of planning reopening to public – this includes assessing whether reopening is feasible against distancing requirements
* D: as the service rebuilds full activities or reframes service offer for the medium-long term, although some activities will be underway already and ongoing during lockdown

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# Area for consideration 1: Organisational

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| **Governance and parent body** | **Priority/phasing** | **References/further reading** | **Applicable to you? Add to Risk Register Y/N** |
| Establish the wider institutional position, connecting with other elements of service delivery including Health and Safety, communication and media teams.Familiarise yourself with procedures for enforcement of relevant public health legislation and guidance.  | A | <https://www.gov.uk/government/publications/covid-19-response-spring-2021><https://www.legislation.gov.uk/uksi/2021/364/pdfs/uksi_20210364_en.pdf><https://www.gov.uk/coronavirus><https://www.gov.uk/government/publications/higher-education-reopening-buildings-and-campuses/higher-education-reopening-buildings-and-campuses>Local Government Association ‘Coronavirus: Information for Councils’<https://local.gov.uk/our-support/coronavirus-information-councils><https://www.artscouncil.org.uk/covid19><https://www.museumsassociation.org/campaigns/advocacy/covid-19/>https://aim-museums.co.uk/coronavirus-resources/<https://www.ifla.org/covid-19-and-libraries><https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/> <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> <https://www.librariesconnected.org.uk/resource/service-recovery-toolkit-word> |  |
| Confirm what your organisation’s attitude to risk is in this situation | A | <https://www.hse.gov.uk/simple-health-safety/risk/index.htm>Welsh Government: <https://gov.wales/culture-and-heritage-destinations-and-venues-guidance-phased-return>This guidance provides high level advice for organisations and individuals in Wales who manage culture and heritage destinations and venues that are open to the public. |  |
| Review performance measures reported to parent body (and recognise the importance of activity other than searchroom and event attendance numbers) | D |  |  |
| Consider the service’s contribution to parent body’s wider remit during pandemic restrictions. | A, D, but may reduce as planning towards reopening a fuller public service | <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> |  |
| Review your service/organization’s business continuity planning including planning for future closures e.g. staff preparing work to work on from home | B, C and D | <https://www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/coronavirus-update/planning-short-term-changes-to-services/checklist-for-planning-short-term-service-changes/>  |  |
| **Forward planning** |  |  |  |
| Revisit plans and revise in light of changes to resourcing, timings, capacity etc. including planning for multiple scenarios | A, but full revision may be a long term activity | <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19>[Business Planning in a crisis MDEM April 2020](https://mdem.us4.list-manage.com/track/click?u=9cd0b9f59ee4b5ce83d82e52a&id=692fec7f73&e=f6437e4e5e) (PDF, 0.22MB) |  |
| Pick up project activity and review feasibility of restarting or refocusing vs abandoning and discuss with funders | B, D |  |  |
| Pick up partnerships/relationships and review rescheduling joint work | D | <https://www.nationalarchives.gov.uk/documents/archives/2018-edition-archive-and-he-guidance-all-sections-combined-ci-final.pdf> |  |
| Think through service offer in the medium to long term: does there need to be a change in culture around digital access? What has worked well in remote provision which you would seek to retain, and what is the resource implication? | A, D | <https://blog.nationalarchives.gov.uk/dont-get-trampled-in-the-online-rush/><https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen>  |  |
| Review the business critical functions: factor these into phased reopening approaches, prioritising accordingly |  A |  |  |
| Review different categories of use made of the archive by visitors, and assess whether different types of use will need to be phased in at different times  | A | Consulting with users and stakeholders: <https://www.aim-museums.co.uk/reopening-checklist-consult/>  |  |
| **Resources: spaces** |  | **Overall:** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#when-to-wear-a-face-covering><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.bsigroup.com/en-GB/topics/novel-coronavirus-covid-19/covid-19-guidelines/> |  |
| Collections spaces – review security, any upcoming tenure issues | D | <https://collectionstrust.org.uk/collections-in-lockdown/> |  |
| Entire building – review any regular maintenance/servicing not carried out during lockdown and reinstate when possible | A, D | <https://www.icon.org.uk/resources/coronavirus-guidance.html> |  |
| Entire building/site – reduce movement by discouraging non-essential trips within buildings and sites, e.g. restricting access to some areas, encouraging the use of radios or telephones where permitted. These items require cleaning between uses if multi-use | B, C, D | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts> |  |
| Staff areas – review layout and distancing (including possible use of barriers), access to essential services (offices, toilets, kettle, sink, shared equipment and workstations); changes of air; touchscreens and how they might be made safer/replaced; availability of PPE e.g. hand sanitiser, phone sanitiser, etc. | A, B and review as more staff move on site | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres><https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own> <https://brc.org.uk/media/675145/brc-usdaw-social-distancing-in-stores-04-june-2020.docx> <https://www.gov.uk/government/publications/how-to-stop-the-spread-of-coronavirus-covid-19/how-to-stop-the-spread-of-coronavirus-covid-19#keep-a-safe-distance-social-distancing><https://www.hse.gov.uk/simple-health-safety/risk/index.htm><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen><https://www.librariesconnected.org.uk/resource/covid-19-safer-libraries-guide><https://www.librariesconnected.org.uk/resource/service-recovery-toolkit-word> |  |
| Public areas – review layout and distancing (including PCs), access to essential services (toilets, food areas), changes of air, routes creating pinch points, phased reopening or reuse of group/display spaces, availability of PPE e.g. hand sanitiser, phone sanitiser, etc.Identify areas where people have to pass things to each other, and find ways to remove direct contact by using drop-off points and / or transfer zones.Avoid situations where people need to raise their voices as this has the potential for increased risk of transmission, particularly aerosol and droplet transmission. | C  | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres><https://brc.org.uk/media/674528/social-distancing-stores-v1-april-2020.pdf><https://acenterprises.s3.amazonaws.com/uploads/2020/04/Association-of-Brandenburg-Museums-Guidelines-for-re-opening.pdf><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> <https://www.gov.uk/government/publications/how-to-stop-the-spread-of-coronavirus-covid-19/how-to-stop-the-spread-of-coronavirus-covid-19#keep-a-safe-distance-social-distancing><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy> <https://www.hse.gov.uk/simple-health-safety/risk/index.htm><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> <https://www.librariesconnected.org.uk/resource/covid-19-safer-libraries-guide><https://www.librariesconnected.org.uk/resource/service-recovery-toolkit-word> |  |
| Public and staff spaces: put up signage concerning social distancing measures and barriers where required | A and C | <https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/> <https://www.librariesconnected.org.uk/resource/covid-19-safer-libraries-guide>  |  |
| Public spaces with displays (including of surrogates): consider whether people flows here can be managed with social distancing, if not, remove displays | C | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations> |  |
| Digital spaces – review provision for any activity which could not be done remotely e.g. backup and whether any of this can be changed for the future to increase robustness | B |  |  |
| Staff and Public areas – consider whether these need deep/extra cleaning – establish your cleaning priorities | A, C and review as more people on site | <https://historicengland.org.uk/coronavirus/cleaning-historic-surfaces/><https://www.icon.org.uk/resource/conservation-and-care-of-collections-during-the-coronavirus-pandemic.html><https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations> |  |
| Staff and Public areas – establish whether your cleaning service is able to meet your new requirements (additional cleaning, use of more consumables, possible increased service cost). Consider whether some of the new cleaning activity falls to your staff rather than your cleaning service | A, C |  |  |
| Staff and public areas: consider arrangements for refreshments and ensure these also allow for social distancing and hygiene. Are there options for encouraging outdoor eating which could offer additional space? | A and C | <https://www.aim-museums.co.uk/alva-attractions-recovery-tracker/><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.gov.uk/guidance/coronavirus-covid-19-advice-on-accessing-green-spaces-safely#outdoor-public-places-and-sports-venues> |  |
| All areas: established process and provision for disposal of used PPE | A | <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings> |  |
| **Resources: finance** |  |  |  |
| Review changes to financial position | B, D, but throughout | <https://www.aim-museums.co.uk/coronavirus-resources/>https://aim-museums.co.uk/funding-sources/<https://www.aim-museums.co.uk/coronavirus-support-finance/><https://www.aim-museums.co.uk/reopening-checklist-financial-viability/> <https://www.charitytaxgroup.org.uk/news-post/2020/coronavirus-information-hub-charity-tax-finance-professionals/><https://www.heritagefund.org.uk/news/coronavirus-update><https://www.fundraisingregulator.org.uk/more-from-us/coronavirus-advice> <https://www.artscouncil.org.uk/funding/culture-recovery-fund-grants#section-3> |  |
| Consider any changes to charges while no or limited onsite access for users, including consideration of whether new or increased charges represent a barrier to access for sections of the community | A, C | <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> <https://bbsrc.ukri.org/documents/equality-impact-assessment-guidance-template-pdf/> |  |
| Ensure understanding of what is and isn’t possible in terms of legislative and regulatory compliance when considering changes to the scope and nature of chargeable services including enquiries (do you need to consult The National Archives, ICO guidance and others?)  | A, C, and keep under review during changing access provisions | Public Records Act 1958Local Government Act 1972Freedom of Information Act 2000Data Protection Act 2018Manorial Documents Rules 1959 and as amended<https://www.nationalarchives.gov.uk/documents/archives/income-generation-guidance.pdf> (Section 2.9)<https://ico.org.uk/about-the-ico/news-and-events/icos-blog-on-its-information-rights-work/>  |  |
| Cash handling – decide whether additional hygiene precautions need to be implemented. Decide whether you will move to contactless payments and what this requires in terms of provision | C | <https://www.gov.uk/guidance/local-covid-alert-levels-what-you-need-to-know>  |  |
| If planning future fundraising, review programmes and deadlines as a number have changed during lockdown | D |  |  |
| Review insurance provision, clarifying terms regarding cover for business interruption, collections in premises when empty and any cover for events/loss of income | B | <https://www.fca.org.uk/firms/business-interruption-insurance/policy-checker> |  |
| Review legal implications of public reopening and liability | C | <https://southeastmuseums.org/resource-library/advice-on-reopening-museums-reopening-museums-toolkit/>  |  |
| **Resources workforce** |  | **Overall:** <https://www.gov.uk/government/publications/guidance-to-employers-and-businesses-about-covid-19/guidance-for-employers-and-businesses-on-coronavirus-covid-19>Equality Impact Assessments are particularly relevant throughout<https://bbsrc.ukri.org/documents/equality-impact-assessment-guidance-template-pdf/><https://www.bsigroup.com/en-GB/topics/novel-coronavirus-covid-19/covid-19-guidelines/> |  |
| Staff: establish processes for support and wellbeing for staff on site, working from home and working during periods of change | A and throughout | <https://www.mind.org.uk/workplace/mental-health-at-work/taking-care-of-your-staff/employer-resources/wellness-action-plan-download/><https://www.acas.org.uk/coronavirus><https://www.aim-museums.co.uk/reopening-checklist-wellbeing/><https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/> <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> <https://www.librariesconnected.org.uk/resource/facilitating-meetings-online-toolkit><https://www.artscouncil.org.uk/toolkits/covid-19-caring-your-workforce-and-making-fair-decisions-time-rapid-change#section-1>  |  |
| Staff: review staffing levels to include vulnerable staff and staff with changed caring responsibilities, restrictions on travel, and any posts lost due to establishment change | A with review points as public health guidance, furloughing arrangements change, including the new Job Support Scheme from 1 November 2020 | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> <https://www.nhs.uk/conditions/coronavirus-covid-19/><https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers> <https://www.gov.uk/guidance/claim-for-wage-costs-through-the-coronavirus-job-retention-scheme><https://www.hse.gov.uk/coronavirus/working-safely/protect-people.htm#:~:text=Clinically%20extremely%20vulnerable%20workers,-During%20the%20pandemic&text=These%20workers%20are%20at%20increased,rising%20rapidly%20across%20the%20country> |  |
| Staff: training to ensure knowledge transfer between roles. | A and throughout |  |  |
| Staff: plan for potential compulsory isolation of teams in event of a further outbreak (e.g. 10 day isolation period for all if one staff member shows symptoms). Be ready to re-suspend or amend service at need. | A and throughout | <https://www.hse.gov.uk/simple-health-safety/risk/index.htm> |  |
| Staff: establish arrangements for phased reoccupation/continued working from home/site rota and cohorting etc. including liaison with trade union representatives where relevant | A, B, C | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19> <https://www.aim-museums.co.uk/reopening-checklist-consult/>  |  |
| Staff: set timetable for reactivating staff from furlough and return from redeployment with appropriate support | A, B, C as safe staffing levels are reviewed and within wider context |  |  |
| Staff: support staff during establishment change if posts are lost  | D but throughout | <https://www.artscouncil.org.uk/toolkits/covid-19-caring-your-workforce-and-making-fair-decisions-time-rapid-change#section-1>  |  |
| Staff: consider how and when to reactivate externally funded staff (e.g. project staff) | A, B, D, when safe staffing levels are reviewed and within wider context | <https://www.heritagefund.org.uk/responding-coronavirus-covid-19> In discussion with funders and specific criteria – many have published statements on projects during this period.  |  |
| Staff: establish a way for them to raise concerns, deal with disruptive or unsafe behaviour e.g. issue log, mechanisms for staff to refer immediate operational concerns to duty manager. Consider staff engagement in developing risk assessments to reassure them and involve them in the solutions | A, C  |  <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen><https://www.librariesconnected.org.uk/resource/service-recovery-toolkit-word><https://www.artscouncil.org.uk/toolkits/covid-19-caring-your-workforce-and-making-fair-decisions-time-rapid-change#section-7>  |  |
| Staff: calculate safe numbers to operate on site while distancing and managing a changed service, and set up any necessary new communications systems to ensure safety | A, C, planning within updated government guidance | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/offices-and-contact-centres> |  |
| Staff: Consider establishing a maximum and minimum number of staff required to maintain social distancing and to provide a service | A, C, planning within updated government guidance |  |  |
| Staff: consider changes to first aid practices, hygiene routines, etc.  | A, B | <https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm><https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>  |  |
| Staff: Consider continuing to hold meetings though virtual platforms to minimise contact time and maintain communication | A, C,  | <https://www.librariesconnected.org.uk/resource/facilitating-meetings-online-toolkit> |  |
| Staff: review risks for those obliged to use public transport and impact on operational activity including any changes to shift patterns | A, B, C | <https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>  |  |
| Staff: consider arrangements for those continuing to volunteer or who are redeployed | A, D |  |  |
| Staff: conduct training on new/adjusted procedures. Consider how to enforce these if necessary. Consider walk-throughs or dry runs for staff before re-opening. Consider training around inclusivity scenarios for staff.  | A, C | <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> |  |
| Staff and volunteers: avoid sharing personal items such as phones, chargers, pens. Owners should take responsibility for disinfecting their own personal equipment | B, C |  |  |
| Volunteers: risk assess onsite volunteering and student placements | D, before any return to offering onsite volunteering | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://southeastmuseums.org/coronavirus-covid-19-guidance/resources-hub/advice-on-reopening-museums-reopening-museums-toolkit/volunteers/><https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/><https://blog.nationalarchives.gov.uk/covid-19-and-the-challenge-it-presents-to-volunteering/>  |  |
| Volunteers: offer remote support and wellbeing | A, ongoing | <https://www.ncvo.org.uk/practical-support/information/coronavirus> |  |
| Volunteers: review ethical issues around encouraging volunteers, particularly from at-risk groups | D, before any return to offering onsite volunteering | Clinically extremely vulnerable groups: <https://www.gov.uk/government/publications/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19/guidance-on-shielding-and-protecting-extremely-vulnerable-persons-from-covid-19> |  |

# Area for consideration 2: Collections management

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| **Collections development** | **Priority** | **References** | **Applicable to you? Add to Risk Register Y/N** |
| Make contact with existing and potential depositors including awareness if their situation has changed with potential impact on ownership of collections | D |  |  |
| Make/review contact with funders – current and past | D |  |  |
| Revisit any missed collecting opportunities in collecting area(s) during closure (e.g. bankruptcies/deaths/closures/new parent organisation relationships built during the emergency), with appropriate awareness of sensitivity issues.  | D | SLACK - COVID-19: Ethical contemporary collecting<https://www.ica.org/en/covid-19-the-duty-to-document-does-not-cease-in-a-crisis-it-becomes-more-essential> |  |
| Establish reopening process for deposits/transfers – arrangements, distancing, quarantine of new accessions, building depositor relationships especially with vulnerable groups who may not be accessible face to face for some time. Consider the implications of using staff vehicles to bring in material. Liaise with The National Archives re public records accessions where relevant. | B, D | <https://www.icon.org.uk/resources/coronavirus-guidance/coronavirus-collections-care.html><https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html>  <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> |  |
| Consider and undertake proactive collecting of COVID-19 related material | A, B, D | SLACK - COVID-19: Ethical contemporary collecting <https://www.ica.org/en/covid-19-the-duty-to-document-does-not-cease-in-a-crisis-it-becomes-more-essential><https://en.unesco.org/news/documentary-heritage-unique-knowledge-asset-covid-19-decision-making>  |  |
| Digital collecting – continue/reopen as possible when procedures are in place including access to ingest systems/hardware | B and ongoing |  |  |
| **Collections information** |  |  |  |
| Restart activity which was not possible remotely (e.g. backups etc.), and consider whether this can be remotely activated for future resilience | B, D |  |  |
| If staff/volunteers are still largely working from home, consider whether options like scanning or catalogue enhancement can give them additional activity | B |  |  |
| **Collections care** |  |  |  |
| Restart activity which was not possible remotely (e.g. backups, environmental monitoring etc.), and consider whether this can be remotely activated for future resilience | B, D | <https://www.scottisharchives.org.uk/latest/preservation-and-covid-19-faqs/> <https://www.icon.org.uk/resources/coronavirus-guidance/coronavirus-collections-care.html><https://www.icon.org.uk/resource/waking-up-collections-a-post-lockdown-guide.html>https://www.icon.org.uk/resources/coronavirus-guidance.htmlhttps://collectionstrust.org.uk/collections-in-lockdown/ |  |
| Check with estates teams re: equipment servicing and checks if out of action for a long time. Schedule maintenance as possible. | B |  |  |
| Condition check strongrooms if no staff presence on site during shutdown | B | Icon Care of Collections Group <https://www.icon.org.uk/resource/waking-up-collections-a-post-lockdown-guide.html><https://www.icon.org.uk/resources/coronavirus-guidance/coronavirus-collections-care.html> |  |
| Agree handling/quarantine guidelines for analogue collections for managing COVID-19 risk in searchroom use and for staff use | C | <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html>  |  |
| Determine whether you need to track and record all analogue records (including containers) handled (not just produced in the searchroom) in order to inform handling/quarantine guidelines and include in procedures if necessary | C | <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html><https://www.cilip.org.uk/news/493378/CILIP-Coronavirus-Information-Service.htm><https://www.cilip.org.uk/news/493378/CILIP-Coronavirus-Information-Service.htm>  |  |
| De-mount any displays which were up at point of lockdown, unless they are within safe exhibition time/light limits still and decision to continue displays is made | B | BS4971  |  |
| Ensure safe return of items on loan to/from other organisations including safe transport and managed quarantine | B | <https://collectionstrust.org.uk/resource/loans-in-lockdown-qa-panel-video-and-transcript/>  |  |
| Ensure environmental stability of public areas once staff have returned before resuming any productions of archive material | B and C |  |  |
| **Disaster plan and emergency management** |  |  |  |
| Restock PPE if donated/expired (when possible and acceptable but urgently in case of immediate need) | A, C  | <https://www.scottisharchives.org.uk/latest/preservation-and-covid-19-faqs/>  |  |
| Review emergency plan and business continuity plan in light of lessons learned during recent events and to support any further shutdown periods – ensure it is of immediate use | A, B, C, D | <https://www.museumoflondon.org.uk/application/files/9414/5615/4887/pocket-salvage-guide.pdf><https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html><https://www.nationalarchives.gov.uk/documents/archives/coronavirus-impact-survey-results.pdf> https://www.nationalarchives.gov.uk/documents/archives/coronavirus-impact-survey-graphs.pdf |  |
| Review First Aid procedures, emergency planning and evacuation plans for fire to take account of social distancing | B, C | <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen><https://www.hse.gov.uk/coronavirus/first-aid-and-medicals/first-aid-certificate-coronavirus.htm> |  |

# Area for consideration 3: Stakeholders and their experiences

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| **Onsite research access** | **Priority** | **References** | **Applicable to you? Add to Risk Register Y/N** |
| Review access procedures in light of social distancing/building revisions – including consideration of one-way routes for large services, practical options for distancing, the numbers that can be accommodated on site safely, how to allow safe use of shared equipment such as weights and supports, keyboards and mice.Equally, consider whether you will offer a phased approach to re-opening, with a remote research service only initially. Can your staff be deployed on a temporary basis to carry out additional research instead of onsite duties?  | C | <https://acenterprises.s3.amazonaws.com/uploads/2020/04/Association-of-Brandenburg-Museums-Guidelines-for-re-opening.pdf><https://brc.org.uk/media/674528/social-distancing-stores-v1-april-2020.pdf><https://www.oclc.org/realm/home.html> <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/><https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> |  |
| Ensure that you have systems in place to comply with NHS Test and Trace system | A, C and review in line with emerging guidance | <https://www.gov.uk/government/publications/reopening-businesses-and-venues-in-england><https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace><https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance#guidance-for-employers><https://www.gov.uk/create-coronavirus-qr-poster> <https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/> <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen><https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/contact-tracing-protecting-customer-and-visitor-details/><https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/07/statement-on-the-publication-of-ico-guidance-to-businesses-collecting-personal-data-for-contact-tracing/><https://www.gov.uk/government/publications/community-testing-explainer/community-testing-a-guide-for-local-delivery><https://www.gov.uk/government/publications/coronavirus-covid-19-testing-guidance-for-employers/coronavirus-covid-19-testing-guidance-for-employers-and-third-party-healthcare-providers> |  |
| Consider whether to maintain open access shelves (e.g. local studies, printed catalogues, microformat) in searchroom and how regularly to clean these if so – where searchroom space is shared, ensure consistent approach of all partners | C | <https://www.gov.uk/guidance/social-distancing-in-the-workplace-during-coronavirus-covid-19-sector-guidance#retail><https://www.cilip.org.uk/news/493378/CILIP-Coronavirus-Information-Service.htm><https://www.librariesconnected.org.uk/resource/service-recovery-toolkit-word> |  |
| Review access procedures in light of handling membership cards, ID, etc. Consider day tickets instead of full Archives Card | C | <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations> - note the government requirements to record visitor details for Test and Trace purposes<https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace><https://ico.org.uk/global/data-protection-and-coronavirus-information-hub/contact-tracing-protecting-customer-and-visitor-details/><https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2020/07/statement-on-the-publication-of-ico-guidance-to-businesses-collecting-personal-data-for-contact-tracing/> |  |
| Ensure new procedures are clearly explained and communicated via signage, staff and online routes | C | <https://www.aim-museums.co.uk/reopening-checklist-communicate-visitors/>  |  |
| Keep access policy under regular review to reflect changing official guidance, including medium- or long-term planning as well as immediate concerns | D, and keep under review |  |  |
| Review equality and diversity implications of new procedures (e.g. face masks prevent lip reading; need for carers to accompany some users; queuing or self-service procedures which are inaccessible to those who cannot stand for longer periods; additional time needed for those with cognitive disabilities ) | C, and keep under review | Equality Impact Assessment<https://bbsrc.ukri.org/documents/equality-impact-assessment-guidance-template-pdf/><https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#when-to-wear-a-face-covering>  |  |
| Review booking arrangements and opening hours for in-person visitors if distanced visits can be safely offered, including considering adjusting opening hours to avoid peak travel times | C | <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen><https://digitalculturenetwork.org.uk/knowledge/introduction-to-ticketing-for-museums-galleries/>  |  |
| Review access procedures re vulnerable users: consider reserving time slots for them with greater precautions. Consider GDPR implications of this medical information and set up systems to ensure responsible and legal use of it. Consider whether vulnerable users would welcome opportunities to highlight their status e.g. use of badges to encourage increased awareness | C and keep under review | <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own#exemptions>  |  |
| Consider prioritising internal/business/legal access depending on institutional mission. Consider the comms/political/PR implications of your preferred option. | C |  |  |
| Review how to support on-site enquiry service and IT supporting practice, e.g. Perspex screens vs users with hearing problems, remote assistance by taking control of PC terminals from a staff workstation etc. | C | <https://www.librariesconnected.org.uk/news/new-guide-help-libraries-reopen> |  |
| Consider and communicate your position on whether to keep air conditioning systems running in public areas and how to maintain changes of air | C | <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html> |  |
| Review policy on whether users can/should bring in and use their own PPE (e.g. gloves, bring sanitiser into the reading room, etc.) | C | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations> |  |
| Establish procedure for provision of PPE for visitors where required  | C | <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.aim-museums.co.uk/alva-attractions-recovery-tracker/> |  |
| Plan your response to visitors displaying symptoms of COVID-19, including how to respond to those who may have unrelated conditions such as asthma which produce similar symptoms | C |  |  |
| Consider your communications to users, aligning with statements from lead bodies within the sector as appropriate  | C and keep under review | <https://www.aim-museums.co.uk/reopening-checklist-communicate-visitors/>  |  |
| Remind visitors accompanied by children that they are responsible for supervising them at all times and should follow social distancing guidelines | A, C, D |  |  |
| **Onsite activities** |  |  |  |
| Do not restart group events until permitted by guidance; take a phased approach supported by risk assessment | D, following government guidance | <https://www.aim-museums.co.uk/alva-attractions-recovery-tracker/><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/performing-arts><https://www.gov.scot/publications/coronavirus-covid-19-events-sector-guidance/><https://www.southwark.gov.uk/events-culture-and-heritage/events/planning-an-event/delivering-outdoor-events-safely-during-coronavirus-covid-19?chapter=4> |  |
| Review provision of onsite exhibitions. These may be easier to manage than groups but require consideration of traffic flows/dense areas of visitors, limiting numbers (if setup makes this possible), regular cleaning particularly of cases and touchscreens and changes of air | C, D | <https://www.aim-museums.co.uk/alva-attractions-recovery-tracker/><https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/heritage-locations> |  |
| **Online access** |  |  |  |
| Ensure online access continues to get attention while onsite access is restricted | A and review | <https://www.librariesconnected.org.uk/resource/social-media-toolkit><https://www.librariesconnected.org.uk/resource/running-digital-events-adults><https://www.librariesconnected.org.uk/resource/how-make-podcast-toolkit><https://digitalculturenetwork.org.uk/knowledge/category/growing-your-audiences/> <https://blog.nationalarchives.gov.uk/dont-get-trampled-in-the-online-rush/>  |  |
| Ensure clear messaging through website/social media on service changes/updates | A, C and throughout | <https://www.librariesconnected.org.uk/resource/social-media-toolkit><https://www.librariesconnected.org.uk/resource/facebook-live-toolkit><https://www.librariesconnected.org.uk/resource/facebook-group-toolkit> |  |
| Consider whether you can expand online access to popular collections e.g. additional digitisation while still limited public access? | B, C | <https://www.librariesconnected.org.uk/resource/social-media-toolkit><https://www.librariesconnected.org.uk/resource/engaging-digital-audience-toolkit> |  |
| Consider whether facilities for online access can compensate for onsite access restrictions e.g. filmed talks, online exhibitions, webinars, scan on demand | C, D | <https://www.librariesconnected.org.uk/page/librariesfromhome><https://www.librariesconnected.org.uk/resource/running-digital-events-adults><https://www.librariesconnected.org.uk/resource/how-make-podcast-toolkit><https://www.librariesconnected.org.uk/resource/engaging-digital-audience-toolkit><https://www.librariesconnected.org.uk/resource/creating-youtube-channel-toolkit> |  |
| Review online access and consider making long term change/adopting some successful new measures more permanently | D | <https://www.local.gov.uk/covid-19-good-council-practice><https://www.librariesconnected.org.uk/resource/social-media-toolkit><https://www.librariesconnected.org.uk/resource/running-digital-events-adults><https://www.librariesconnected.org.uk/resource/how-make-podcast-toolkit><https://www.librariesconnected.org.uk/resource/engaging-digital-audience-toolkit><https://www.librariesconnected.org.uk/resource/facebook-live-toolkit><https://www.librariesconnected.org.uk/resource/facebook-group-toolkit><https://www.librariesconnected.org.uk/resource/creating-youtube-channel-toolkit> |  |
| **Stakeholders, community and partners** |  |  |  |
| Communicate plans for reopening and service changes including development of a short-term strategy  | A, C and ongoing |  |  |
| Seek partnerships which may allow the service to deliver aspects of service differently during reopening/social distancing | D, once sustainable distanced service level and staffing implications understood  | <https://www.aim-museums.co.uk/reopening-checkist-use-local-networks/> <https://nya.org.uk/wp-content/uploads/2020/06/0877-NYA-Activity-guide-COVID-19-final_17_06_20-1.pdf>  |  |
| Establish overall communications strategy to advocate for service medium- and long-term against backdrop of probable increased financial pressures |  A, B, D | <https://www.aim-museums.co.uk/alva-attractions-recovery-tracker/> |  |
| Engage with The National Archives on plans and timetables | A and throughout | <https://www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/coronavirus-update/making-plans-for-re-opening/> |  |