

## **Estonian Guidance (Ministry of Culture)**

7 May 2020 (Translated by IFLA)

### **COVID-19 Code of conduct for libraries (When re-opening guests) until 14 May (inclusive)**

#### ***Until 14 May (inclusive) the below are allowed:***

- Contactless book loans,
- Use of internal internet-connected computer.

The prerequisite of the library visits is that everyone must follow the 2 + 2 rule [go out in groups of no more than 2 people, and stay 2m away from others] (except for families).

The library must ensure the availability of documents, computers and other equipment, inventory and hand disinfectants. Disposable personal protective equipment for workers (protective mask or visor and gloves) and visitors (protective mask) must be provided inside.

#### ***Organisation of librarians from 15 May (COVID-19 period)***

From 15 May the library is allowed to do the following:

- Use of an outdoor areas
- Lending of publications indoors
- Visits to indoor reading rooms
- Access to emergency shelves inside the library
- Indoor and outdoor library lessons for a maximum of 10 people.

The ban on public events is valid until the end of June unless otherwise decided in the meantime. The gradual expansion of the library services depends on the decision of the municipality, but the requirements in the Ministry of Culture Guidance (together with the Coordinated Health board) are to be respected, helping to ensure the safety of both guests and workers and prevent the spread of the virus from frequently used surfaces (publications, techniques, surfaces).

The gradual expansion of the library services depends on the analysis of local risks (partial opening of services, opening of all services). The prerequisite of the library visits is that everyone must follow the 2 + 2 rule (except for families). The institution selects the method of securing the claim according to its size and number of guests. If the 2 + 2 requirement is mitigated in the whole country, it will also automatically apply to libraries.

It is strongly recommended that visitors are advised when inside the library, and when using publications or equipment to use a protective mask (which can be homemade). Because it is not possible to disinfect, and not possible to quarantine some materials (such as newspapers) for 72h, readers consulting on-site publications in reading rooms should wear protective masks and gloves.

There are no separate guides for other librarians (public, school, Science, National Library), so please follow the general recommendations of the health board:

<https://www.terviseamet.ee/et/uuskoroonaviirus> Nb! See also when to wear a mask:

<https://www.terviseamet.ee/et/koroonaviirus/kkk#Mis%20on%20kaitsemask?>

- The Government of the Republic declared on 12. March 2020 via Order No 76 "declaration of an emergency situation in the territory of the Republic of Estonia" in the territory of the Republic of Estonia for an emergency situation in relation to the COVID-19 pandemic spreading around in the world and the resulting risk of mass infection in Estonia.
- The Government of the Republic published on 13 March 2020 Order No 77 'implementation of emergency measures ', which set out the first emergency measures to limit freedom of movement.
- COVID-19 is a viral infection that spreads from person to person through droplets, mainly when coming into contact with an infectious person with symptoms characteristic of infection. The virus can also spread from contaminated surfaces. Under favorable conditions on contaminated surfaces, the virus is preserved for up to 3 days but is destroyed by cleansing and disinfection.

### **Borrowing and returning of publications (including in the service counter)**

- If possible, offer home rental contactless (eg parcel machine, contactless home service), or postal delivery
- Apply a 2 + 2 rule (groups of no more than two people, and keeping 2m apart) to both employees and visitors when renting a service counter. Use signs or labels on the floor to keep your distance. If possible, install plexiglass screen at the service counter. Nb! This requires regular cleaning.
- The return of publications must be as contactless as possible, eg by using bookdrops.
- Borrowed and subsequently returned editions are quarantined in a dedicated space for 72 hours to one week.
- If possible, use contactless service and payment methods as much as possible (e.g. contactless payment, Payment with QR code, bank transfer).
- Place payment terminals as far as possible away from where the service is provided.
- It is recommended that school libraries collect textbooks from students, packaged, labeled and by class, to keep them for at least 72 hours to a week in a designated area.

### **Using internet-connected computers**

- If necessary, pre-register the visitor's interest in using internet-connected computers (to avoid overcrowding).
- There must be a minimum of 4 m<sup>2</sup> per person in the space dedicated to internet access.
- When using an Internet-connected computer, the visitor is strongly recommended to wear a protective mask (this may be homemade).
- The library has the obligation to provide the visitor with the means (e.g. wipes) to disinfect public Internet-connected computers, hardware (computer screen, keyboard, mouse) and surfaces after each use.
- The library has the obligation to disinfect public Internet-connected computers, hardware (computer screen, Keyboard, mouse) and surfaces after each use.

### **Outdoor Library Spaces**

- In the library's yard, you can open an exterior space with a personal computer for the use of WiFi and e-services and publications, on condition that rules are followed for the use of hand sanitiser, surface cleaning, 2 + 2 and recommended protective mask.
- A maximum of 10 people can take part in a group tour, library lesson or other pre-booked program in the library yard at a time. The 2 + 2 rule also applies to groups.

### **Indoor use of library services**

- An institution with a high number of guests and several spaces may permit, indoors, if they:
  - count people on entry and prevent the entrance if there is more than 1 visitor per 4m<sup>2</sup> of reading rooms or internet spaces.
  - introduce a pre-registration system where visiting periods in the reading rooms are reserved
- Do not open indoor children's areas and playrooms until the restrictions in place have been changed in the country or withdrawn in their entirety.
- Close cloakrooms with attendants (but self-service lockers can be used).
- In the enclosed spaces of the library, visitors are strongly advised to wear a protective mask (this may be homemade) as the publications cannot be cleaned continuously (e.g. after 2-4 hours) with disinfectants.
- Ventilate open rooms at least once per hour and for 15 minutes.

### **General working arrangements**

- If possible, do not choose a Friday or weekend to open, in order to reduce the number of visitors.
- If possible, separate the entry and exit from the library.
- Organise the workplace in such a way that employees are at least 2m apart from each other and visitors, re-designing room lay-outs if necessary and removing furniture, according to the established rules.
- Reduce close social contacts between workers and employees and guests.
- If possible, pre-register visitors wanting to use internet-connected computers or to visit the reading room.
- If possible, keep doors open to avoid touching the doorknob.
- Allow lifts to be used only individually (by way of exception by the two visitors) or by families living together. If possible, limit or exclude the use of lifts.
- Place hand sanitiser in a visible place on the pathways for visitors. Disinfectants should certainly be available at the point of entry and exit, at the toilet and at (steep) stairs where using the handrail is unavoidable.
- The library can sell facemasks, or provide them to visitors free of charge.
- The library has the right not to allow a visitor with symptoms of the disease into the building, and to inform visitors to your website and social media channels about this.
- If possible, please use as many contactless service and payment methods as possible (e.g. contactless payment, mobile payment, QR code mTasku, bank transfer).
- Place the payment terminal the maximum possible distance away from the service.
- Guide people to the library's e-services and, if possible, to use postal delivery services.
- Shelves holding emergency collections may be opened to visitors and investigators under the same conditions as those laid down by the rules on use of internet-connected computers and reading halls.

- Monitor the behaviour of visitors on an ongoing basis and make changes to the way you are operating the library as necessary, to ensure the safety of both the guests and the workers.
- Do not organise public events (e.g. exhibitions, meetings with writers, book presentations, etc.), unless the public event ban has been relaxed or revoked in its entirety, or if there are no more than 10 people involved in the library's outdoor space.
- Do not organise hobby groups and workshops for children and the elderly with shared tools.
- If the library has a restaurant or a point of sale for books or handicrafts, these instructions must be followed in particular, as well as general instructions.:  
[https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/COVID-19/juhis\\_kauplustele\\_kaubanduskustele\\_ja\\_toitlustusettevotetele\\_26032020.pdf](https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/COVID-19/juhis_kauplustele_kaubanduskustele_ja_toitlustusettevotetele_26032020.pdf) •
- Install a recycling bin for used disposable PPE in all spaces of the library.
- All wastes (including personal protective equipment) that has potentially been contaminated by the virus should be separated from other waste in a sealed bag and disposed of as non-hazardous waste after 72 hours.

### **Visitor Safety**

- Organize your work counters so that visitors can keep the distance to a minimum of 2m and, if necessary, come closer to the attendant only for the moment of service. Use signs or labels on the floor to keep your distance. If necessary, increase the number of security staff or hall attendants to monitor compliance with this requirement.
- If possible, read the notice and inform through the speakers so that people keep a distance of at least 2 meters (including queues) and reduce contact with handrails and other surfaces.
- In closed spaces in the library, the visitor is strongly advised to wear a single protective mask (this may be homemade), as it is not possible to clean the publications regularly (e.g. after 2-4 hours) with disinfectants.
- Provide visitors with facilities for disinfecting and washing hands. Place hand sanitisers in a visible place in the path paths of visitors. The disinfectants should certainly be at the point of entry and exit and at (steep) staircases where use of the handrail is inevitable. Install appropriate picture instructions on how to use santiser and hand-washing facilities.
- Visitors are obliged to disinfect their hands before and after using publications, inventory and technical equipment (computers, vending machines, etc.). If you do not touch your face with virus-contaminated hands and disinfect them immediately after use, the virus will not spread.
- Notify visitors of all the rules through different channels: the library's website and social media channels, both text and images, and on-site, including external doors.

### **Indoor Air Quality**

- In a building where there is no ventilation system or where this does not work, the premises must be intensively ventilated.
- The ventilation system must operate at at least 40% capacity when the building is not in use. A ventilation system operating at such a reduced capacity shall be switched to the maximum design capacity at least two hours before the use of the building.
- The ventilation system can be switched back to reduced productivity two hours after use of the building.

- The toilet ventilation must be continuously operated at the maximum designed capacity.
- The building-based return air ventilation system is completely switched to outside air by closing the return air valves and opening the fresh air valves.
- The room-based recirculated cooling or heating system is switched off. If the appliance cannot be switched off or is necessary to maintain the room temperature, it shall be kept running and a constant flow of air through the appliance shall be ensured.
- Where requirements for indoor air quality may lead to harm to publications, they shall not apply, insofar as workers are rarely present and only for short periods.
- [References to national standards on air conditioning]

### **Cleanliness of surfaces and premises**

- Clean and disinfect (active ingredients: 70% ethanol, 75% 2-propanol, hydrogen peroxide, sodium hypochlorite) all frequently touched areas in areas open to visitors (including door handles - with the exception of copper or high copper bronze door handles, which kill the virus within two hours) handrails, lift buttons, switches, chair armrests from below and above, service counters, emergency shelves, rental and return vending machines, return boxes, table tops, toilet fittings and surfaces), at least every 2-4 hours.
- Pay more attention to the cleaning of workers' workspaces and kitchenettes:
  - Furniture, radiators should be cleaned at least twice a week.
  - Daily cleaning and disinfection of the self-catering equipment and table surfaces, the interior of the toilet.
  - The choice of disinfectant depends on where (hands, surfaces, etc.) and how it needs to be used, the material on which the product is to be used and whether this product is suitable for achieving the desired objective – read the user manual and comply with safety requirements! According to the product, prepare cleaning schedules according to the different surfaces.
- At a time where disinfectants may not be widely available for larger rooms and surfaces and are not always necessary, it can be equally efficient to ensure efficient cleaning and use by household cleaning agents in the household.
- All waste (including personal protective equipment) possibly contaminated by the virus should be separated from other waste, kept in a closed bag and disposed of as non-hazardous waste after 72 hours.
- See Health Board cleaning and disinfection recommendations (updated 17.04) [https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/COVID-19/soovitused\\_tohusaks\\_puhastamiseks\\_ja\\_desinifitseerimiseks\\_taiendatud\\_17.04.2020.pdf](https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/COVID-19/soovitused_tohusaks_puhastamiseks_ja_desinifitseerimiseks_taiendatud_17.04.2020.pdf)]. Here you can find additional information and contacts with disinfectants currently in Estonia.

### **Safety of workers**

- Monitor workers' health.
- Keep a minimum of 2m distance between staff and visitors.
- Allow regular hand washing with soap and water for at least 20 seconds, at least every 2 hours. It is recommended to offer hand cream.
- If hand washing is not possible, disinfect hands with a minimum of 70% of ethanol-based hand antiseptic. Visibly dirty hands should definitely be washed.
- Workers exposed to visitors are required to wear a single protective mask or a visor and gloves in the event that there is no possibility to keep a 2-metre distance from the visitors

for periods of 15 minutes or longer. Carry out a risk assessment of the working environment.

- Employees who come into contact with visitors are required to disinfect their hands or gloves after each contact with a visitor or returned publications..
- Check that employees are aware of the correct and safe use of protective equipment: provide summary information on personal protective equipment.
- Minimise recourse to employees in risk groups (in particular older people and those with chronic diseases or who are immunocompromised).
- Avoid physical contact when taking payments in banknotes or cash.
- If possible, install a plexiglass screen at the service counter. Nb! This requires regular cleaning.
- Allow, where necessary, teleworking for staff whose work nature allows.
- If possible, arrange timetables so that the composition of the teams serving visitors is as constant as possible, so that the group of employees working together changes as little as possible.
- Hold meetings remotely. If this is not possible:
  - Meeting participants should be at least 2m away from each other.
  - Avoid shaking hands, sharing materials, etc. Direct contacts.
  - People taking part in meetings in person should observe good respiratory and hand hygiene.
  - Meetings should be as short as possible.

### **If an employee becomes ill with a respiratory disease (fever, cough, weakness and other symptoms)**

#### 1. Outside the working hours (not at the workplace):

- The employee must stay at home and contact the family doctor, who will take the decision on the diagnosis of COVID-19, the need for testing and the invalidity sheet (TVL). Nb! A family doctor will decide on the need for testing on COVID-19.
- Colleagues who have not been exposed to the employee during the symptomatic period may continue to work but observe their health closely within 14 days. If symptoms appear, they should stay at home and contact their family doctor.
- The affected worker can return to work after 14 days, provided he does not exhibit respiratory symptoms or fever. The final decision is made by a family doctor. If the employee's sick-leave has been terminated by a doctor, the employee may return to work and the employer will not be entitled to require an additional test from the employee.

#### During working hours (at the workplace):

- The affected employee must go home immediately. The worker may return to work after 14 days, provided that he is fully healthy – that is to say there is no respiratory symptoms or fever.
- The affected employee must contact his/her family doctor. The family doctor evaluates the possibility of COVID-19 based on symptoms, epidemiological link or laboratory testing (a family doctor decides on the need for laboratory testing).
- The employee informs the employer whether the COVID-19 suspicion has been confirmed.

- After being informed of the employee's diagnosis of COVID-19, the employer must immediately close the library premises and associated public areas where the employee who has been positively diagnosed with the COVID-19 virus has been.
- Carry out the disinfection of all surfaces in these rooms with a minimum of 70% ethanol-based disinfectant or 0, 1%-1% sodium hypochlorite. Recommendations for cleaning and disinfection of the health board can be found here: Updated 17.04  
[https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/COVID-19/soovitud\\_tohusaks\\_puhastamiseks\\_ja\\_desinfitseerimiseks\\_taiendatud\\_17.04.2020.pdf](https://www.terviseamet.ee/sites/default/files/Nakkushaigused/Juhendid/COVID-19/soovitud_tohusaks_puhastamiseks_ja_desinfitseerimiseks_taiendatud_17.04.2020.pdf)
- Materials which have been exposed to an affected worker may, if their disinfection is difficult or may not be sufficient, be kept in a closed bag isolated from other waste and be handled as non-hazardous waste after 72 hours.
- The premises where the affected employee was stationed shall be opened to non-staff visitors persons within 48 hours of closure, provided that at least 6 hours have elapsed since the proper disinfection of the premises.
- If it is not possible to identify the surfaces and premises that may be contaminated by the SARS-CoV-2 virus, the building as a whole must be closed for 72 hours.
- In the event of a confirmation of the COVID-19 diagnosis, people who have had a close contact with the employee during the symptomatic period should be identified in the workplace. Close contacts must stay home for 14 days and closely monitor their health. The rest of the staff can continue their daily work routine, but should monitor more closely their health.
- If an affected employee's COVID-19 diagnosis is not confirmed, other workers may continue to work, but be sure to monitor their health within 14 days.

Hands should be washed:

- Before starting work;
- Before putting protective gloves on;
- Before handling cooked or prepared food;
- After handling publications used by visitors;
- After handling uncooked food or food preparation;
- After handling waste;
- After cleaning;
- After use of the toilet;
- After sniffing, sneezing, or coughing;
- After eating, drinking or smoking;
- After handling money.

Close Contact is defined as:

- Direct physical contact with someone with COVID-19 disease (e.g. handshake);
- Direct contact with fluids secreted by someone infected with COVID-19 (e.g. coughin) while not using protective equipment;
- Being in the same place as someone with COVID-19 for 15 minutes or more at less than 2m distance.
- Staying in a room with someone with COVID-19 for 15 Minutes or more at less than 2m distance.

You can find instructions and recommendations:

[Terviseameti koroonaviiruse haigus COVID-19 trükised ja juhendmaterjalid](#)

- [Veterinaar- ja Toiduameti soovitused toidukäitlejatele seoses koroonaviirusega](#)
- [Tööinspektsiooni soovitused tööandjale ja töötajale](#)