

Protocol for Lending and Return of Materials

Dutch Public Library Association (Version: 21 April 2020)

Protocol for the protection and security of employees and visitors to libraries at the reopening of library branches.

- The protocol below applies to the entire library sector
- Opening is conditional on the library complying with the guidelines below
- If there are updates on these points, they will be communicated

1. For library organisations and libraries

- Display rules on the outside of the library building, and repeat them inside.
- Rules for visitors should also be displayed on the website (pop-up or homepage).
- Activities which can by their nature be done from home, should be
- Indicate the maximum number of visitors allowed in the library building at the same time and use 'entry tokens' explained under the section on 'Visitors'.
- Make sure everyone can keep 1.5 metres apart in the library building as well as at the entrance. Use tape on the library floor and outside to indicate the distance of 1.5 meters.
- Apply a 1-way system around the library where possible, with separate entry and exit.
- Close reading tables and do not allow visitors to stay to read material in the library.
- Define a person who is responsible for Coronavirus issues.
- Give employees comprehensive training instruction on the protocol for the library office.
- Enforce the rules in and around the library building.
- Instruct employees to correct visitors displaying unwanted behavior and who violate the rules.
- Work as much as possible in fixed teams.

2. Ensure maximum hygiene

- Place cough screens at information desks.
- For all employees, make disinfectant gel available with instructions.
- Let visitors only lend and return using contactless/self-service machines.
- Clean lending desks and 'entry tokens' regularly.
- Disinfect 'entry tokens' after visitors leave the library building and before other visitors uses them.
- Ensure that shelving and re-ordering of the collection is done outside opening hours or in closed aisles.
- Clear aisles of obstacles.
- Keep amenities such as toilets and coffee machines closed to the public.
- On their return, place books in quarantine for 72 hours to avoid spreading the virus around.

3. For Staff

- Keep 1.5 meters' distance away.
- Do not shake hands.

- Do not share your work supplies with others.
- Wash your hands at least 6x a day, following the instructions: at least before eating, after toilet visit, after travelling by public transport, after cleaning.
- Cough and sneeze in your elbow and bring paper handkerchiefs.
- Stay at home if you have any of the following symptoms: nasal cold, runny nose, sneezing, sore throat, mild cough, elevation (up to 38 C°).
- Stay at home if someone has a fever in your home (from 38 C°) and/or shortness of breath.

4. For Visitors

- Keep 1.5 metres' distance from others, both inside and outside the library building.
- Come to the library alone or with up to 1 other person from your household.
- Children up to the age of 12 can only have access to the library under the guidance of an adult family member.
- Don't come to the library if you have a cold or flu symptoms.
- Borrow targeted books, preferably after booking in advance.
- Don't take books from the shelf unless you are actually borrowing the book.
- Stay at home if you have any of the following symptoms: nasal cold, runny nose, sneezing, sore throat, mild cough, elevation (up to 38 C°).
- Stay at home if someone has a fever in your home (from 38 C°) and/or anxiety symptoms.
- Do not shake hands.
- Always follow the instructions from the staff.
- Use an 'entry token'. If the 'entry tokens' are all taken, we'll ask you to wait until another one is available.

5. Clarity about the maximum number of visitors

- Libraries set a maximum number of visitors who are present in the library branch at the same time.
- The starting point is 10 m² of space per visitor. To regulate access, libraries use a system that uses entry tokens, as described below.
- An alternative system is only possible if it sets a standard that respects the rule of no more than one visitor per 10 m².

6. Explain the System of 'Entry Tokens'

- Visitors are required to enter the library location with an available entry token. This can be a basket, a bag or another item, as long as it can be sufficiently visible at the front of the library and can be carried sufficiently visibly by the visitor to the library.
- These access items are located at the entrance to the library establishment.
- The number of entry tokens available depends on the floor area of the library establishment, up to 1 token per 10m².
- In a library with a floor area of 100 m², that is 10 (100/10 = 10).
- It is not possible to enter the library building without an entry token.

7. Deliveries

- Keep 1.5 meters from others

- Arrange in advance the place where goods are to be delivered to the library building.
- Announce your arrival time 15 minutes in advance.
- Wear gloves. Only enter the library branch after consultation with the customer. Consider delivery to the door.