

Subject: Guidelines for working with the national and university library in Zagreb from 27 April – Version 2

Considering that the work of libraries with users is scheduled to start operating on 27 April 2020, based on the decision of the Government of the Republic of Croatia (23 April 2020) on measures to launch economic and other activities and activities in the conditions of the declared epidemic of COVID-19 work of libraries, the National and University Library in Zagreb (NSK) has prepared guidelines for work that refer to the National and University Library in Zagreb, but are also applicable to other libraries in the Republic of Croatia. The recommendations of the Croatian Institute of Public Health (HZJZ) and the National Crisis Staff were used in drafting the guidelines. In the implementation of disinfection measures and quarantine of materials, the NSK is guided by the norms for the protection and conservation of library materials.

From April 27, 2020, the library will start working with users in compliance with all anti-pandemic measures and strict measures of social distancing. Work with users allowed here includes work in the library space, i.e. borrowing materials without using the reading room and return of materials outside the library space (as a drive-in service):

The following guidelines for working with users and materials are applied in the work of the Library:

1. It is necessary to ensure compliance with the highest hygiene standards and to keep the distance between a limited number of users and a limited number of employees in the Library workspace in order to reduce physical contact and maintain the prescribed distance of 2 meters between users, librarians and librarians. The CNIPH recommends limiting the number of users staying at the facility at the same time to 15 users per 100 m² net.
2. It is important to ensure that no crowds are created and that clear instructions on social distancing measures are placed at all entrances and visible places. It is also recommended to mark the required distance.
3. Where possible, it is recommended to ensure user flow so that the entrance / access is separate from the exit / exit from the Library space. After the maximum number of users enters the library space, the entry of a new user is possible only when one user leaves the space.
4. It is necessary to highlight in visible places the instructions and recommendations for compliance with general hygiene rules.
5. It is necessary to allow hand sanitizer to be disinfected by users when entering the library or to provide a dispenser with disinfectant with hand disinfectant at the entrance/exit to the Library and at the entrances/exits on each floor and at each user counter.
6. Librarians shall wear protective gloves and a protective mask covering the nose and mouth. If possible, it is desirable to install a protective screen on the counter that will physically separate the employee from the user. Contactless credit card payments should also be encouraged.
7. When returning the material, the user leaves the material in the designated place (box, cart) on the counter, and after each return of the material the counter is disinfected. The librarian records the date and time of the acceptance of the material.

8. It is recommended that one person deals with the returned material and a separate one issues the material to be loaned. If this cannot be organised, the librarian must disinfect or wash your hands properly (according to HZJZ instructions) between the reception of the returned material and the issuance of the material and to disinfect the surface/counter on which the reception of the returned material is carried out and the issuance of the material between the two activities.
9. It is recommended that the person issuing the ordered material does not perform the collection of materials, fines, membership, cash etc. If this cannot be arranged, the librarian must be obliged to disinfect the hands between the collection and issuance of the ordered material and disinfect the surface/counter where the money is accepted between the two activities.
10. The returned material deposited by the user in the basket/box shall be transported to the pre-prepared space in the Library – a separate disinfection and quarantine room. Quarantine contains a list of materials with arrival data (date and time).
11. The material is quarantined for 72 hours and then returned to the store. Disinfection of the material is not recommended if it can be avoided (only in case of urgent borrowing of newly returned material) and only if the material has a plastic cover and so may be disinfected within 24 hours using ethyl alcohol solution (70%) and lent out. Some materials (ink, printing paint) are sensitive to alcohol or any other disinfectants and disinfection of the material are usually provided by conservationists. Previous research has shown that the life span of COVID-19 is at room temperature for paper, cardboard and textiles up to 24 hours, and for plastic is 72 hours.
12. The acceptance of legal deposit copies shall be carried out in the same way as the acceptance of returned material from the user except that the material received is mainly packaged. In this case, the material is unpacked and the package material (paper, cardboard, foil) is deposited in containers for separate collection of waste.
13. All other consignments (official mail, purchased goods) shipped to the Library shall also be quarantined in this manner.
14. It is necessary to ensure the separate disposal of possibly contaminated packing material (in accordance with the life span of the virus on certain materials), and in particular arrange the disposal of protective equipment (gloves, masks) of employees and users.
15. Where possible, the work of staff should be arranged in dual shifts so that there is at least an hour of space between the first and second shifts, which will be used for cleaning and disinfecting surfaces during routine cleaning. Work in offices should also be organised in accordance with these measures and ensure compliance with the highest hygiene standards and in order to reduce physical contact and maintain a prescribed distance of 2 meters between librarians. Surfaces in offices are disinfected by application of an alcohol-based disinfectant.
16. In addition to the regular cleaning of the Library and surrounding area, more frequent disinfection of door handles and handrails on doors and lifts, and any surfaces that are often touched by the parties (e.g. computer terminals, touch screens, writing accessories, etc.) should be continuously overwritten with alcohol-based disinfectant.
17. In accordance with the above measures, the distance between workplaces in reading rooms and other user spaces should be set when re-opening by physically removing chairs and/or by setting clear place of work markings to ensure social distance.
18. According to the Croatian Public Health Agency it is recommended to ensure supervision of the health status of the staff or daily measurement of body temperature. The staff should measure the body temperature before coming to work. If the body temperature is higher than 37.2 °C, if the person is feeling ill or has any signs of illness (refers to all

symptoms and signs of illness, not only respiratory diseases), he should contact his superior and not come to work until he/she contacts a family medicine doctor or emergency medical service by phone in cases where life is directly at risk or severely impaired health.

19. It is recommended to limit the number of employees in the library space, to hold only the necessary physical meetings in addition to the prescribed measures, and to continue distance meetings using the digital tools to allow for the participation of office staff.
20. It is recommended to apply these measures in other libraries and to adapt according to the possibilities of libraries. It is recommended to organize webinars and online meetings and consultations of the employees of the National University Library (NSK) Internal Services, representatives of the Department of Protection and Storage of the NSK and the Registrar in order to address outstanding issues and individual inquiries more quickly.
21. All information on the operation of the Library under the new conditions should be published on the NSK and the NSK social networks and regularly updated in the event of a change.

Zagreb, 24 April 2020