

National and University Library in Zagreb - re-opening plans

The National and University Library in Zagreb is closely following the recommendations of the Croatian Institute for Public Health with regard to partial lifting of restrictions and preparing for gradual reopening under COVID-19 pandemic, ensuring the safety of its users and staff at the same time.

The first stage has been implemented on 27th April. A drive-in service enables users to borrow and return books without entering the building. The returned materials are handled safely and quarantined. The safety of staff is important. They are continuously instructed to respect the relevant recommendations including physical distancing, apply hygiene and disinfection measures, use protective gloves and masks when in direct contact with patrons and monitor their own health status. The staff necessary for basic operations works in rotating teams. The rest of the staff work from home.

The next stage is expected to begin on 12th May and it includes the return of all staff members. However, the reading rooms will remain closed till further notice but detailed plans were prepared. Once the Croatian Institute for Public Health approves it the Library will be open from 8:00 – 21:00 and close for users each day from 14:00 – 15:00 for cleaning and disinfection. The number of users in the building will be limited in order to ensure the effective implementation of physical distancing measures. Physical distance in reading rooms will be maintained by safe seating arrangement indicated by special labels.

Users will be instructed to comply with all the recommendations issued by the authorised national bodies and maintain a high level of hygiene. Hand sanitisers will be provided at the Library entrance and in all user areas.

The Library provides ongoing information for users on its website and social networks about reopening phases as well as about opportunities to use library resources and services online.

In its role of the central library of the Croatian library system the National and University Library in Zagreb provided written instructions for working with users and materials for all Croatian libraries in order to prepare for reopening (<https://www.nsk.hr/wp-content/uploads/2020/04/Smjernice-za-rad-s-gra%C4%91om-i-korisnicima-Nacionalne-i-sveu%C4%8Dili%C5%A1ne-knji%C5%BEice-u-Zagrebu-od-27.-travnja-2020.-godine.-1.pdf>), model brochures (<https://www.nsk.hr/wp-content/uploads/2020/04/Smjernice-za-rad-s-gra%C4%91om-i-korisnicima-Nacionalne-i-sveu%C4%8Dili%C5%A1ne-knji%C5%BEice-u-Zagrebu-od-27.-travnja-2020.-godine.-1.pdf>). The information is continuously updated.