

Model protection plan: reopening libraries

(Translation by IFLA, based on the version of 30 April 2020)

In accordance with the Covid Ordinance (amendment of 16 April), Bibliosuisse is required to present a general concept for the branch as a professional association which must guarantee the protection of individuals when libraries and information and documentation centres are reopened..

This concept is therefore intended to help prepare for the reopening of libraries on 11 May.

In Part A, we provide some information about sector-related issues and aspects that would allow for a rapid re-opening. This information has been the subject of a specific discussion with the Federal Office of Public Health and are also based on the international recommendations of library associations.

In collaboration with the Federal Office of Public Health (OFSP), the State Secretariat for the Economy has set the current requirements in a model protection plan, which has been adapted to our sector in Part B. This is attached as an appendix for information..

Parts C and D give general guidance to the different libraries, which can adapt this document to their own situation and integrate the corresponding information into Part D. If you have trouble working with this document, you can find the Word [template](#) here.

The federal authorities explicitly state that these protection plans are not subject to validation; responsibility is therefore delegated to libraries. Each of them must set its own concept in writing - especially in the Table of Part D.

The Cantons are responsible for enforcement and can take action if the protection plan is insufficient or not respected. Part A below is based on the structure of the model protection plan (part B) and its numbering.

Contents

Part A: Sector-specific aspects

Part B: Model protection plan for companies under COVID-19

Part C: institutional protection plan, generalities

Part D: table for the institutional protection plan

Part A: Branch-specific aspects

Basic rules

Media Loan: After their return, the media must be quarantined for 72 hours (3 days). This means that, during this time, they must be placed in separate and closed containers or in a separate room or place. The date and time of storage should be noted on the media.

- Media that have not left the library since the beginning of the lock-down have been quarantined for a sufficiently long period of time, so they can be made available to the public again immediately...
- Gloves are not required when handling the media. It is more important that staff regularly wash their hands with soap for at least 20 seconds.
- Media that have been cleaned with adequate surface disinfectants¹ can be used again, also without quarantine.
- Customers, both online and onsite, are advised to choose media online, and only come to the library to collect for them, in order to shorten the duration of their on-site presence.
- Journals and daily newspapers consulted by many customers should be removed from the offer, as frequent contact increases the risk of transmission of the virus.
- Libraries with a self-service lending system can give priority to this form of lending or offer it exclusively. Thus, automated lending is encouraged, and staff are optimally protected.
- People in groups at particular risk of going to the library should be discouraged (via the website, information displayed at the entrance to the library or loudspeaker announcements). Alternatives can be home delivery, mailing or a special time slot.
- Where possible, advisory meetings with users should take place in dedicated locations, where the minimum distance to be respected must be marked. In addition, this service can be offered by phone or e-mail, or onsite using screens, to protect staff and the public.
- Cleaning all pages of a book is not necessary. If this question is asked, the quarantine procedure should be recalled.

¹ <https://www.anmeldestelle.admin.ch/chem/fr/home/themen/pflicht-hersteller/zulassung-biozidprodukte/uebergangszulassung/zulassung-zn/zulassungsverfahren-zn-desinfektionsmittel/liste-der-vom-bag-zugelassenen-desinfektionsmittel-zur-bekaempfung-von-influenza-und-coronaviren.html>

1. Hand Hygiene

- There is no specification on this additional to that in the model protection plan

2. Keep your distance

- Clear plastic wall at the loan counter:

It is recommended that libraries take the usual protective measures currently taken by grocery stores to protect staff and customers from contagion. Clear plastic or glass walls at critical contact points are among these physical protective measures.

- Mask/gloves:

These are not mandatory. Social distancing and hygiene measures must be applied as they are currently applied in food stores. It is particularly important for libraries to insist that staff should wash their hands regularly. But we must listen to the employees about these measures: if the staff themselves wish to have masks and gloves, they must be provided.

- Limiting the number of people:

In the premises, there should only be one person per 10 m² (including library staff). A corresponding number must be calculated for the area of the library accessible to the public, and a control system must be put in place (for example, by giving out/lending and then disinfecting the corresponding number of access cards, baskets, bags, etc., or using a programmed access counter, personal counting or other measures, such as security personnel or members of the civil protection corps). It may be necessary to create a waiting area in front of the entrance, for which the prescribed distance must also be respected.

- Distance marking:

In areas where many customers come and go, such as self-service lending, loan desk and computer stations, distance markings must be fixed to the ground (sellotaped) every 2m, so that people keep this minimum distance. People who do not respect these brands should be reminded of this. In narrow places, such as between shelves, arrows indicating the direction to be taken can be affixed.

- Barriers/workstations/relaxation area

Workstations, the relaxation areas where it is possible to sit and cafeterias must be arranged so that individual sitting places are two meters apart. Excess chairs must be removed. In reading corners with sofas, etc., these sofas must be cordoned off with signage tape or removed if it is impossible to guarantee the distance of two meters.

3. Cleaning

- Computer stations, photocopiers, OPAC, self-service loans, etc..

These devices can be used. Users should be made aware to the need to wash their hands after working with the device, or to use disinfectant gel available near appliances if it is not possible to wash hands nearby. Staff should regularly clean keyboards and mice - and in case of touch screens - the screens as well. As in the case of toilets, it is recommended to document the schedule of cleaning on site.

4. Particularly vulnerable people and 5. People with Covid-19 disease at work

- No specification additional to the model protection plan (see Part B)

6. Special work situations

- School libraries and school class visits

Libraries which only serve schools are part of public schools and are subject to the corresponding protection plans of the responsible authorities and entities, to the extent that these libraries adhere to the requirements and protection plans of these libraries. The same applies to school class visits to public libraries, for which school authorities' regulations must be respected.

- Activities such as Born to Read, Readings, etc.: the general requirements of the Federal Council's COVID Ordinance are applicable. Such present-day activities remain prohibited in principle. To some extent, webinars or video conferencing can be organized, which publicises the digital skills of libraries and raises awareness of these skills.

7. Other aspects

- Acquisition of equipment for protective measures:

The SSB Library Service SA has acquired various items that can be ordered through the website shop www.sbd.ch. There are other manufacturers and suppliers of furniture and library equipment offering a corresponding offer.

- Don't forget bookstores and partners

Use this current closure period to review and renew collections. The book trade will be grateful and ready to deliver the books to update your collections. Libraries are also an economic player; they are anxious to act in solidarity with their partners facing economic difficulties.

- Extension of digital media lending and digital management

Libraries that have not yet launched a digital media offer such as e-books, audiobooks, etc. are advised to contact a network or the nearest library to join the corresponding paid offers. Solutions which help limit physical contacts should be favoured for the payment and registration of users (payment by card, bank transfer, registration via website/email).

- Cancellation of events:

When cancelling events (readings, animations, literary circles, etc.), libraries may eventually be compensated for financial losses. In case your library is faced with a request, Bibliosuisse advises negotiating an amicable solution, then going to the responsible entity for legal advice. Because of the generally small amounts, it makes little sense to seek fee-based legal advice. Information about cantonal cultural services can be found on the [website of the Federal Office of Culture](#). Claims for financial losses can be made until **20 May 2020**; however, not all library offers can be considered cultural events entitled to compensation.

- Waiting period before receiving unemployment insurance in case of partial unemployment
The old waiting period has been removed. An unclarified point is whether the public institutions or libraries they finance for the most part are entitled to partial unemployment benefits. This should not deter registration, as the procedure has now been simplified.

Bibliosuisse coronavirus conference

On May 8, 2020 at 10 a.m., Bibliosuisse is hosting a video conference in French, German and Italian regarding this protection plan. We will explain the concept and implementation by the different libraries and hope that participants will already contribute to the realization with ideas. The invitation including the access data takes place with the sending of this document.

- Reading in the Times of the Corona

Under this motto, Bibliosuisse has already given suggestions since 13 March for how libraries can serve customers by offering a service of book collection, home delivery or promoting the lending of e-books despite the closure ordered by the Federal Council. This advice, is still relevant with the possible reopening on 11 May and beyond, especially for at-risk groups. You can access it via this [link](#). There are also countless examples of [the creativity of libraries](#) during this closure, as well as numerous press articles from local newspapers, radio and television reports, to the Neue Zeitung newspaper, which concludes: "Lang lebe die Bibliothek!" ["Long live the library!"].

8. Links to Documents

- The full [model protection plan](#) with attached model for a protection concept specific to your institution in Word format (can be completed/adapted) and PDF.

- [Standard business protection plan](#): these are models for companies that have been able to reopen from 27 April. Libraries can use this document as a complement to the "Covid-19 Protection

Plan: Business Model" appendix and the table example at the end of this document for their own reflections.

- [More concrete recommendations for non-food](#) retail:

Part B:

PROTECTION PLAN UNDER COVID-19: BUSINESS MODEL, GENERAL PRESENTATION

April 30, 2020 version

Introduction

The following model protection plan outlines the requirements for businesses that can resume or continue operating under COVID-19. These guidelines are intended for facility operators and event organizers as well as employers. They allow internal safeguards to be fixed with the participation of employees.

PURPOSE OF THE MEASURES

These measures aim, on the one hand, to protect employees and people working in the company from an infection by the new coronavirus; and on the other hand, the general population as beneficiaries of services. They also aim to provide the best possible protection for vulnerable people, whether they are employed or clients.

SPECIFIC GUIDELINES FOR HEALTH PROFESSIONALS

Hospitals, medical practices, (health) professionals, medical-social institutions and home care and care services that treat COVID-19 patients will refer to specific recommendations published by specialized settings (see www.bag.admin.ch/coronavirus-professionnels-de-la-sante).

LEGAL BASES

Ordinance 2 COVID-19 (RS 818.101.24), Labour Act (RS 822.11) and its ordinances.

APPLICATION OF THE MODEL PROTECTION PLAN

This document serves as a reference to support sectors, trade associations and businesses in the development of their own protection plan against COVID-19.

Some criteria are not applicable for all industries, while in other cases, stricter and more complex measures may be necessary. The individual protection plan takes into account the following requirements and identifies the measures to be implemented.

REDUCING THE SPREAD OF THE NEW CORONAVIRUS

Transmission of the new coronavirus

The three **main modes of transmission** of the new coronavirus (SARS-CoV-2) are:

- Close contact: when you are within 2 metres of a sick person.
- Droplets: If a sick person coughs or sneezes, viruses can directly reach the mucous membranes of other people's nose, mouth or eyes.

- Hands: Contagious droplets expelled during coughing or sneezing end up on the hands. From there, viruses can pass on a surface and then onto the hands of other people. Then they reach the mouth, nose or eyes when touched.

Transmission protection

There are **three fundamental principles** for preventing transmission:

- Respect for distances, cleanliness, disinfection of surfaces and hand hygiene
- Protecting vulnerable people
- Social and professional distance from sick people and their contacts

These principles are based on the modes of transmission mentioned above.

Transmission during close contact or droplets can be avoided by keeping a distance of at least 2 meters or through physical barriers. To prevent hand-borne transmission, it is important to observe regular and careful hand hygiene and to disinfect frequently affected surfaces.

Respect for distances and hygiene

Infected people can be contagious before, during and after the onset of COVID-19 symptoms. This is why asymptomatic people must also behave as if they were contagious (keep their distance from others). The Federal Office for Public Health's "[Here's How to Protect Us](#)" campaign outlines the rules of hygiene and conduct to be followed.

Examples of measures include opting for remote working, not offering certain services, regularly cleaning hands, maintaining a distance of at least 2 metres, regularly cleaning frequently affected surfaces, limiting the number of people per square metre.

Protecting vulnerable people

People over the age of 65 or with a serious chronic illness (see prescription 2 COVID-19) are at risk of developing a severe form of the disease. Additional measures are therefore needed to prevent them from being contaminated. This is the only way to avoid a high mortality rate. Vulnerable people should continue to observe the Federal Office for Public Health (OFSP)'s protection measures and remain at home as much as possible. Ordinance 2 COVID-19 provides detailed regulation of the protection of vulnerable employees. Additional information is available at www.ofsp-coronavirus.ch. Examples of measures include preferring remote working, working in areas without contact with clients, installing physical barriers, setting time slots for vulnerable people.

Social and professional distance from sick people and their contacts

It is necessary to avoid that people who are infected infect others. Sick people should stay at home and wear a mask (surgical masks/OP masks) to get out. The OFSP's self-isolation and self-quarantine guidelines provide details on this (www.bag.admin.ch/selbstisolation.) In order to protect the health of other employees, the employer is obliged to allow all staff to comply with the instructions of the SOPH.

PROTECTIVE MEASURES

The protection measures are aimed at preventing transmission of the virus. They must take into account the state of the art, knowledge of occupational medicine, hygiene and labour studies. They are planned in order to obtain an appropriate combination of technique, work organization, other working conditions, social relations and environmental influence in the workplace.

In reality, technical and organisational protection measures must be taken first, and then individual protection measures. Additional measures will be in place for vulnerable employees. All persons concerned must be given the necessary instructions regarding the protection measures.

In the workplace, the goal is also to reduce the risk of contamination by respecting distances, observing cleanliness rules, cleaning surfaces and respecting hand hygiene.

Individual protection measures


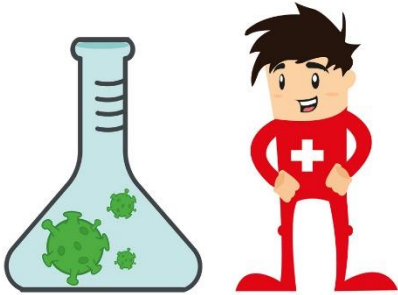
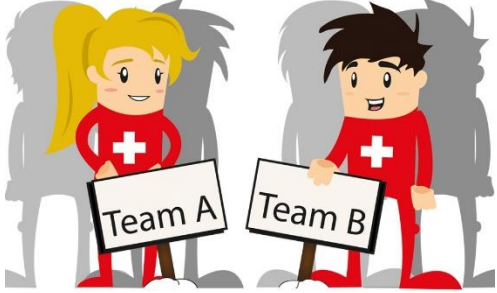

Individual protective measures are only put in place if no other measures are possible and adequate equipment (e.g. masks (surgical masks /OP masks) is available.

They are less effective than prevention and technical and organisational measures.

Employees need to know how to properly use protective equipment and have received training in it. Otherwise, wearing protective equipment can give a false sense of security, and effective basic measures (keeping your distance, cleaning your hands) are then neglected.

"STOP Principle"

The STOP principle illustrates the succession of safeguards to be taken.

<p>S</p>	<p>S for substitution (prevention); <i>sine qua non</i> condition for COVID-19: sufficient distance (e.g. telework).</p>	
<p>T</p>	<p>T for technical measures (e.g. clear plastic walls, separate workstations).</p>	
<p>O</p>	<p>O for organizational measures (e.g. separate teams, change in team turnover).</p>	
<p>P</p>	<p>P for personal protection measures (e.g. hygiene mask (surgical masks / OP masks)).</p>	

Part C:

PROTECTION PLAN UNDER COVID-19: MODEL FOR COMPANIES, CONDITIONS AND CONTENT

April 30, 2020 version

BASIC RULES

The company's protection plan must ensure compliance with the following guidelines. Adequate and appropriate measures must be provided for each of them. The employer and the operations managers are responsible for selecting and implementing these measures.

1. Everyone in the company cleans their hands regularly.
2. Employees and other people keep a two-metre distance between them.
3. Surfaces and objects are cleaned regularly and properly after use, especially if several people touch them.
4. Vulnerable people are adequately protected.
5. Sick people are sent home and follow the OFSP's (self-) isolation instructions.
6. The specific aspects of work and professional situations are taken into account in order to ensure protection.
7. Employees and others involved are informed of the requirements and actions taken.
8. The guidelines are applied at the management level in order to implement and effectively adapt the safeguards.

1. HAND HYGIENE

Everyone in the company cleans their hands regularly.

Examples of measures:

- Set up hand hygiene stations: Customers should be able to clean their hands with soap and water or a disinfectant when entering the store.
- Ask all people in the company to regularly clean their hands with soap and water, especially when they arrive at work, between services provided to clients and before and after breaks. When this is not possible, the hands should be disinfected.
- Remove unnecessary items that may be affected by customers, such as magazines and newspapers in waiting rooms and common areas (e.g. coffee corners and kitchens).

2. KEEP YOUR DISTANCE

Employees and other people keep a two-metre distance between them.

Define the areas of passage and stay

These areas are, for example, one-way walking lanes, consultation or counselling areas, waiting rooms, places reserved for employees.

Examples of measures:

- Apply ground markings to ensure a minimum distance of two metres between people in the store and channel the flow of people.
- Ensure a distance of two metres between waiting customers.
- Ensure a distance of two metres in the rest areas (for example canteens, kitchens, common rooms).
- Ensure a distance of two metres in the toilet.
- Provide specific facilities for vulnerable people.

Division of premises

Examples of measures:

- Install curtains, screens or separation windows between the different workplaces, and between these places and customers.
- Reduce the number of customers dropping in unannounced and serve them separately.

Limiting the number of people

Examples of measures:

- Only allow a limited number of people into the store (one person per 10 m² of sales space).
- Whenever possible, focus on operating by appointment with customers.
- Move queues outside the building.
- If customers wait in the store, create a separate waiting area with sufficient space between people.
- Only let people enter the store who need a service.
- If possible, offer services online.
- If possible, offer deliveries at home or by mail.
- In the case of group transport: reduce the number of people in the vehicle by making multiple journeys or using several vehicles (e.g. private vehicles).

WORK WHEN DISTANCE SHOULD BE LESS THAN TWO METRES

People should be exposed as little as possible during labour by reducing contact time and/or taking appropriate protective measures.

Service providers can provide hygiene masks (surgical masks/OP masks) to clients if necessary.

Examples of measures:

- Employees clean their hands with soap and water or with a disinfectant before and after every contact with a customer.
- Cover finger injuries or wear protective gloves.
- Avoid unnecessary physical contact (for example, shaking hands).

Work involving physical contact

Examples of measures:

- Hand hygiene.
- Wearing a hygiene mask (surgical masks / OP masks) (for the worker and the client).
- Use of clear plastic walls.

Work involving face contact

Examples of measures:

- Hand hygiene.
- Wearing a hygiene mask (surgical masks / OP masks) (if possible for the worker and the client).
- Use of clear plastic walls.

Working with instruments in contact with the body

Examples of measures:

- If possible, use disposable instruments.
- Disinfect the working instruments in a bath of disinfectant after each client.

3. CLEANING

Regularly and properly clean surfaces and objects after use, especially if several people touch them. Ensure safe disposal of waste and safe handling of work clothes.

Ventilation

Examples of measures:

- Ensure a regular and sufficient exchange of air in the work premises (for example, ventilate four times a day for about 10 minutes).

Surfaces and objects

Examples of measures:

- Regularly clean surfaces and objects (e.g., work surfaces, keyboards, phones, work tools, and washing facilities) with a commercial cleaning product, especially when multiple people share them.
- Do not share cups, glasses, dishes or utensils; rinse dishes with soap and water after use.
- Regularly clean door handles, elevator buttons, stair ramps, coffee machines, water dispensers, distributeur and other objects that are often touched by several people.

Toilet

Examples of measures:

- Clean toilets regularly.

- Dispose of waste professionally.

Waste

Examples of measures:

- Empty garbage cans regularly (especially if it is possible to clean your hands afterwards).
- Avoid touching waste; always use tools (broom, dustpan, etc.).
- Wear gloves when handling waste and dispose of immediately after use.
- Do not compress garbage bags.

Work clothes and linen

Examples of measures:

- Use personal work clothes.
- Regularly wash work clothes with a commercial cleaning product.
- In case of multiple use, ensure one set of materials per customer (for example, towels for physiotherapy).

4. VULNERABLE PEOPLE

Vulnerable people continue to comply with the OFSP's protections and remain at home as much as possible. The protection of vulnerable employees is regulated in detail in Ordinance 2 COVID-19.

Examples of measures:

- To fulfil work obligations at home, possibly by performing alternative work in derogation from the employment contract.
- Set up a clearly defined work area with a distance of two metres from other people.
- Offer alternative work on site.

5. PEOPLE WITH COVID-19 IN THE WORKPLACE

Send sick people home and ask them to follow the OFSP's (self-) isolation instructions.

Examples of measures:

- Do not allow sick employees to work and send them home immediately.

6. SPECIAL OCCUPATIONAL SITUATIONS

Take into account specific aspects of work and work situations in order to ensure protection.

Personal protective equipment

Correct handling of protective equipment

Examples of measures:

- Train staff in the use of personal protective equipment.
- Properly put on, use and dispose of disposable materials (surgical masks (surgical masks/OP masks), gloves, aprons, etc.).
- Properly disinfect reusable items.

Working at customers' homes

All of the above measures can also be applied in the context of working in clients' homes.

7. INFORMATION

Inform employees and others concerned of the requirements and actions taken.

Customer information

Examples of measures:

- View of the OFSP's protection measures in front of each entry.
- Inform customers that contactless payment is preferable.
- Inform clients that sick people should be placed in self-isolation, in accordance with the instructions of the OFSP.

Information for employees

Examples of measures:

- Inform vulnerable employees about their rights and protection measures within the company.

8. MANAGEMENT

Apply management-level guidelines to effectively implement and adapt safeguards.

Examples of measures:

- Regularly instruct employees on hygiene measures, the use of masks (surgical masks / OP masks) protection and safety in contact with customers.
- Refill soap dispensers and disposable towels regularly and ensure they are sufficiently available.
- Check and recharge disinfectants (for hands) and cleaning products (for objects and/or surfaces) on a regular basis.
- Check and renew regularly the stock of hygiene masks (surgical masks / OP masks)..
- Where possible, assign low-risk tasks to vulnerable employees.

Sick collaborators


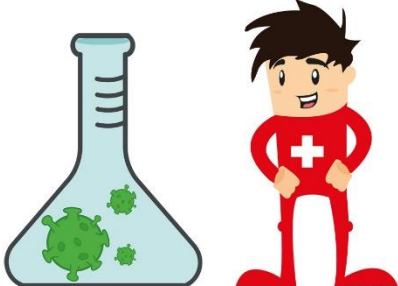
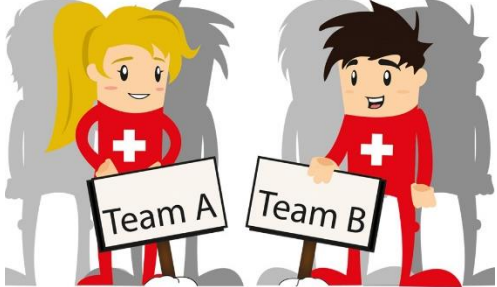

Examples of measures:

- Do not allow sick employees to work and immediately send those affected home.

Part D:

BUSINESS PROTECTION PLAN MODEL DURING COVID-19: TABLE EXAMPLE

Version of the 30. April 2020

<p>S</p>	<p>S for substitution (prevention); <i>sine qua non</i> condition for COVID-19: sufficient distance (e.g. telework).</p>	
<p>T</p>	<p>T for technical measures (e.g. clear plastic walls, separate workstations).</p>	
<p>O</p>	<p>O for organizational measures (e.g. separate teams, change in team turnover).</p>	
<p>P</p>	<p>P for personal protection measures (e.g. hygiene mask (surgical masks / OP masks).).</p>	

PROTECTION PLAN

1. HAND HYGIENE

Everyone in the company cleans their hands regularly.

Measures

2. KEEP YOUR DISTANCE

Employees and other people keep a two-metre distance between them.

Measures

Distance less than two metres unavoidable

Take into account specific aspects of work and work situations to ensure protection.

Measures

3. CLEANING

Regularly and properly clean surfaces and objects after use, especially if several people touch them.

Mesures

4. VULNERABLE PEOPLE

Measures

5. PEOPLE WITH COVID-19 IN THE WORKPLACE

Measures

6. SPECIAL PROFESSIONAL SITUATIONS

Take into account specific aspects of work and work situations to ensure protection.

Measures

7. INFORMATION

Inform employees and others concerned of the requirements and measures.
Send sick people home and ask them to follow the OFSP's (self-) isolation instructions.

Measures

8. MANAGEMENT

Apply management-level guidelines to effectively implement and adapt safeguards. Ensure adequate protection for vulnerable people.

Measures

OTHER SAFEGUARDS

Measures

ANNEXES

Annex

CONCLUSION

This document was drawn up on the basis of a sector solution: yes no

This document has been forwarded and explained to all employees.

Responsible person, signature and date: