

INTER-ASSOCIATION PRESS RELEASE: RECOMMENDATIONS FOR PROGRESSIVE LIBRARY DECONFINEMENT

(Unofficial Translation of the Guidance Provided by French Library Associations)

29 April 2020

The professional associations of libraries are publishing today a document produced in consultation with the Book and Reading Service and the National Association of Advisers for Books and Reading, directed at librarians and elected officials, setting out specific recommendations for organizing the lifting of restrictions associated with COVID-19 for libraries.

In terms of general health recommendations, it will be necessary to rely on government instructions and validations. A request for guidance from the health authorities and the relevant government services is under way in this regard.

The following recommendations include, as an indication, a selection of sources, including the Ministry of Labour and the opinion set out by the High Council for Public Health from 24 April 2020. They can also evolve .

Convinced of the social, cultural and educational utility of libraries, the associations propose recommendations allowing a gradual, serene and controlled reopening of the facilities, both for the wider population and for the staff.

It is therefore a question of taking into account the health context, and taking the appropriate precautions. Libraries are only socially useful and emancipatory if there is trust that they offer the most secure sanitary and technical conditions possible.

This is why the associations:

- Advise against the re-opening library premises to the public as early as 11 May, but proposes a gradual restarting of their services;
- Propose a phased schedule of lifting restrictions, with a gradual return to normal, depending on the local conditions;
- Ask the government to provide any clarification, validation and guidance for the gradual reopening of libraries.

A resource website, which will be updated gradually, will be opened at: <http://www.biblio-covid.fr/>

Recommendations for the Lifting of Restrictions on Local Libraries

The aim of the document is to support local authorities, and library professionals, in the gradual resumption of library activities, while implementing health measures and work processes that ensure the safety of staff and users in the context of the pandemic.

The document is organized in two parts.

The first part recalls general guidelines that apply to all local libraries:

- both those that stem from a more general framework going beyond libraries (1.1.);
- and those that are library-specific (1.2.).

The second part proposes a gradual pattern of resumption of activity of local libraries. This scheme is constructed in four phases and in a modular way, to allow it to be adapted to each territory according to the means, circumstances and impact of the pandemic. A progressive implementation of the various services will be essential in order to test and verify the safety of the actions undertaken.

This document is the result of the joint work of five professional associations: The Association of Librarians of France, the Association of Departmental Librarians, the Association of Directors of Municipal Libraries and Intercommunal Groups of the Cities of France, Bibliopat, the National Association of Book and Reading Advisors, in consultation with the Ministry of Culture (DGMIC/SLL).

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1. General Recommendations

1.1 Recommendations Under the General Framework

The resumption of activity implies compliance with general health rules and depends on the availability of the appropriate tools to enforce them, coherently and consistently in the public administration and in all professional sectors. We think here of the guidelines that apply to everyone, public and staff (including volunteers), relating to:

- the possible maintenance of lock-down restrictions for certain parts of the population or regions;
- the wearing of masks and arrangements for the acquisition and maintenance;
- the distribution of hydro-alcoholic gel;
- testing and population control;
- physical distancing.

All barriers and physical distance measures in the general population during the Coronavirus SARS-CoV-2 pandemic are available and updated on the website of the High Council of Public Health (HCSP) at: <https://www.hcsp.fr/explore.cgi/avisrapportsdomaine?clefr=806> (downloadable document: Recommendations of the High Council of Public Health on the adaptation of barrier and social distancing measures to be implemented in the general population, excluding health and medical-social fields, for the control of the dissemination of SARS-CoV-2, available on the website www.hcsp.fr).

In the professional context, it is also worth referring to the sheets developed by the Ministry of Labour on its website concerning:

- taking a here stage approach (prepare/do/check) should apply to all processes and makes it possible not to forget the phase of checking, often neglected;
- some sheets, very general or close to services offered in the library, can provide very useful practical advice. For example, the following sheets include: "Management of common premises and changing rooms": https://travail-emploi.gouv.fr/IMG/pdf/covid19_travail_dans_un_vestiaire.pdf; "Drive-through delivery work": https://travail-emploi.gouv.fr/IMG/pdf/covid_19_conseils_drive.pdf

Other existing provisions will also apply, concerning:

- **access to institutions which are open to the public (ERPs)**, including libraries (category S: libraries, documentation centres);
- **access to departmental libraries;**
- **the management of human resources** for civil servants and non-statutory civil-servants

Finally, the resumption of activity may also depend on the **resumption of operations in other sectors:**

- traffic conditions and public transport conditions for staff and the public, especially in the Paris region and major cities;
- conditions for eating and drinking in or near workplaces;
- conditions for the resumption of schools and childcare systems;
- conditions for the resumption of activities of other local authority services, working with libraries;
- the epidemiological situation of the department (classified green or red).

On all the points mentioned above, which are not specific to libraries, we refer the reader to the general provisions in force.

It also seems useful to mention **the criminal and administrative responsibility** of local authorities that manage libraries.

Given that local governments or groupings of local governments are responsible for organizing their library (art. L 310-1 of the Heritage Code), their criminal liability may be incurred in the event of an offence committed by a library (or a librarian in the performance of his or her duties) which has caused harm (in application of article L 121-2 of the Penal Code). The criminal liability of elected officials is also likely to be incurred on the basis of a manifestly deliberate violation of a particular duty of care or safeguarding provided for by law or regulation or gross misconduct that would expose others to a risk of a particular gravity that cannot be ignored (art. L 121-3 of the Penal Code).

In the case of Covid-19 contamination, this criminal liability could be sought on the basis of the so-called involuntary injury to physical integrity offences (injury or manslaughter), by blaming the community or individuals for an **unintentional offence**.

This is the analysis of the criminal responsibility of elected officials for unintentional crimes, as it appears on the government website: <https://www.collectivites-locales.gouv.fr/responsabilite-penale-des-elus>.

Various provisions have been made regarding liability for unintentional offences, in particular:

- The Criminal Responsibility Act of 13 May 1996 for acts of carelessness and negligence;
- The law of 10 July 2000 to clarify the concept of unintended offence. This law supplemented Article 121-3 of the Penal Code with a provision now requiring a "characterized fault" in cases of indirect causality between fault and injury.

In the current state of the law, the commitment of criminal responsibility of elected officials thus implies the observation that there has been:

- Either a manifestly deliberate violation of a particular duty of care or security under the law or regulations
- Or a gross misconduct that exposed others to a risk of particular seriousness which cannot be ignored

In order to gauge the seriousness of the fault, the criminal judge examines whether the elected official has performed "normal due diligence in light of his competence, the power and the means at his disposal, as well as the difficulties of the missions entrusted to him by law" (Articles 121-3 of the Penal Code, L.2123-34 of the Local Government Code, L.3123-28 of the Local Government Code, L.4135-28 of the Local Government Code).

In order to determine the existence of a gross fault, the Court of Appeal examines the degree of knowledge of the risk by the elected official (Court of Cassation, June 4, 2002, No. 01-81280; March 18, 2003, No. 02-83523; December 2, 2003, No. 03-83008; January 22, 2008, No. 07-83877).

The criminal judge examines whether, in this case, the mayor has shown normal diligence (Court of Appeal, June 18, 2002, no.01-86539), the degree of seriousness of the fault and its connection to the injury (CA Chambéry, June 14, 2007, No.06-00245).

Administrative liability for the fault of the same public servants can also be challenged before the administrative judge by users or employees. In this case, however, it is necessary to establish a causal link between a fault committed by the public person exploiting the library and the damage. In the event that all the preventive measures recommended by the Government are respected, such a responsibility would be difficult to establish.

In any event, **it is essential to put in writing, whenever possible, the measures implemented within libraries** - protective devices, operational and organisational measures, etc. - but also the actions undertaken that have not been able to be carried out due to lack of resources, in order to be able to prove them in the event of prosecution. The same is true of discussions with staff representatives as part of the continuation of the activity.

1.2 Library Specific Recommendations

Documents: Disinfection and Quarantining

About Covid-19 and its persistence on materials

First, it is necessary to remember that viruses cannot replicate outside of living cells, unlike moulds and bacteria in the environment. There is therefore no risk of deterioration of document/object materials even if there are viruses on these media.

Based on current knowledge, the Covid-19 virus (SARS-CoV-2) transmits mainly (source: Pasteur Institute of Lille , Public Health France...) through:

- Inhalation of viruses projected in the form of droplets emitted during coughing, sneezing, but also when talking (flecks of spit);
- By direct contact with an infected person: handshake, hugs, kisses;
- Indirect contact: contact of the hand with contaminated objects or surfaces (because they are affected by an infected and contaminating person) and then contact with the mouth, nose or eye of the contaminated hand. **The latter method of contamination must be taken into account in particular with regard to the collections, materials and furniture of libraries.**

Indirect contact contamination is therefore determined by the lifespan of the virus. Based on the results of two studies published in February and in March 2020, the lifespan of the virus (SARS-CoV-2) on surfaces is low, ranging from a few hours to a few days depending on the nature of the materials, the viral load present on surfaces and thermo-hygrometric conditions.

In summary, it is estimated to date that SARS-CoV-2 remains viable:
3 hours in the air in the form of aerosols (particles at 5 m)

24 hours for cardboard
48 hours for textiles
3-5 days for metals, paper and glass
4-5 days for wood
3-9 days for plastics

Further data may be circulating, and due to the small number of studies we have to date on SARS-CoV-2, it is appropriate to be extremely careful in interpreting these results and the quarantine times that may be advocated by other professional sectors. It should be kept in mind that library documents are subject to multiple and varied manipulations, both in institutions and in the homes of borrowers, unlike similar objects that can be kept in museums or archives.

Disinfection and quarantine

In order to take into account all these parameters and to provide any guarantee that the virus is no longer viable, the most prudent quarantine period that is recommended, in the absence of disinfection of documents, is:

- 10 days for laminated documents or plastic boxes, etc.
- 3 days for paper or cardboard documents

Documents which have remained in the library and which have not been handled during lock-down

Based on the results discussed above, works that have not been handled for the duration of the lock-down, including those that may have been possibly contaminated prior to containment, will no longer be at risk and will be manipulated without further disinfection action upon resumption of operations. This also applies to shelving and furniture.

There is therefore no need to provide for disinfection of the collections left in the library premises during the confinement, nor of the shelves and furniture. The High Council of Public Health (HCSP) recommends that simple cleaning and ventilation of the premises be satisfied ("if the building was completely closed during containment and was not attended in the last 5 working days before reopening, the presence of SARS-CoV-2 still infecting on dry surfaces is negligible.")

Loaned Documents upon Return, and Openly-Accessible Documents

- a. Paper documents without plastic elements: 3-day quarantine minimum.
- b. Paper documents (monographs or periodicals) with laminated cover:
 - 10-day quarantine
 - or disinfecting blankets with an ethanol-infused wipe or isopropanol at 70%, respecting the drying time, followed by a quarantine of 3 days before re-entering into circulation, to ensure that the virus is no longer viable on paper surfaces.
- c. Plastic documents (CDs, DVDs, cases, etc.) :
 - 10-day quarantine
 - or disinfection with a wipe impregnated with ethanol or isopropanol at 70%, respecting the drying time, followed by a quarantine of 3 days if there are paper documents in the cd or DVD boxes

such as booklet. In the absence of paper documentation such as booklet inside the boxes, they will be able to re-enter the shelves.

For more efficient management of quarantine and the volume of documents returned to the library, the same table/shelving can accommodate documents that arrive on the same day, each time on a sheet of paper attached to that table that indicates the date of return to the library and the expected date of re-shelving at the end of the quarantine period.

In the absence of a dedicated quarantine room, a specific space (part of store or reading room easily adaptable and insulated) will have to be arranged, with shelves available and/or tables on which to store the documents, making sure that this space is not accessible to the public. The surfaces of these pieces of furniture can be cleaned with a damp cloth, a treatment supplemented by a cloth impregnated with ethanol or isopropanol at 70% at least once a day.

NB: any other product is not recommended for disinfecting documents (including white vinegar, chlorinated products, quaternary ammoniums...).

In any event, a library that cannot set aside a space isolated from the public for the implementation of this quarantine operation can:

- either mobilize an outdoor space to store the documents loaned before the installation of the containment and returned;
- or forego organising a document lending service after the lifting of restrictions, which would involve an excessively complicated and dangerous procedure to bring documents back and forth between the library and the storage room.

Reporting the unavailability of a quarantined document in the catalogue

If the library management software allows, it will be very useful to indicate the status "quarantine" or even the quarantine calendar, to avoid searching for a document in open access or in store and to prevent it from being booked by a reader before the end of the quarantine period.

Cleaning/Disinfection of Furniture and Surfaces

Refer to Chapter 12 of the High Council of Public Health ([Coronavirus SARS-CoV-2: Public Health Measures in the General Population](#)) ("Cleaning/disinfecting premises before re-opening of Publicly Accessible Buildings").

Again, given the estimated survival times of SARS-CoV-2, a **wet cleaning** of furniture and surfaces would be sufficient, with or without detergent.

However, in order to reassure and protect against any risk, this cleaning can be supplemented by **virus-killing detergents/disinfectants** meeting the NF EN 14476 standard, whose chlorinated products and 70% ethanol are most effective on this type of virus.

The contact time and application recommendations specific to each product are to be respected for good effectiveness. For furniture/worktable surfaces, a product compatible with the food sector is preferable.

In general, chlorinated products are more effective at inactivating viruses than alcoholic products, but not all surfaces are compatible with sodium hypochlorite (bleach). The same goes for products based on peracetic acid, hydrogen peroxide, aldehydes. Quaternary ammoniums can leave a "fatty" film.

It will be useful to provide, in consultation with local government technical services, practical sheets for maintenance workers, as well as a daily cleaning and disinfection plan for the spaces, including common (sanitary) areas. Particular attention will be paid to regularly handled surfaces (stairways, door handles, elevator buttons, etc.).

Finally, all of these handling, quarantine, disinfection and cleaning operations will have to be carried out by library agents equipped with **the personal protective equipment (EPIs)** detailed below.

Air Conditional/Mechanical Ventilation

There are currently no reports of air conditioning or mechanical ventilation leading to contamination. The current recommendations therefore consist of ensuring **the proper maintenance of the filters** and ensuring, when the facilities permit, that **settings of the devices provide for the renewal of air and not its recycling**.

For more details, see Chapter 11, p. 12 of the HCSP recommendations - [Coronavirus SARS-CoV-2: General Population Public Health Measures](#).

Personal Protective Equipment

Regarding compliance with prevention measures gestures, physical distancing (at least 1 meter), wearing a non-medical grade mask and washing hands with soapy water as often as possible (or using hydro-alcoholic gel to disinfect in case of remoteness with a water point), refer to chapters 4, 5 and 6 of the recommendations of the High Council of Public Health (Coronavirus SARS-CoV-2: Public Health Measures in the General Population).

For hand washing (20 seconds minimum), the provision of paper towels allows, in addition to properly drying hands, to use these towels to close the tap and open the door. Used towels should be thrown into a garbage can installed at the exit of the toilets. This avoids the risk of contact contamination.

1. Hand washing is preferable to using gloves.. When using gloves, use disposable ones and change gloves when welcoming each new reader.
2. Overalls can be made of cotton, washable at a minimum of 60°C and, if possible, washed daily. There are also disposable, polyethylene or polypropylene overalls, reserved for medical personnel.
3. Wearing cotton non-medical grade masks, washable at 60°C and/or visors, is of course recommended (see Coronavirus SARS-CoV-2: Public Health Measures in the General Population, Chapter 6, p.6 – Masks for the general public). There are specific masks – FFP2 (recommended for the handling of dusty works, or FFP3 (for handling mouldy works), whose wearing is not

required for the operations mentioned above.

To be fully effective, the wearing of these masks must comply with the recommendations for their implementation and removal.

NB: After use, it is recommended to throw disposable PPE in dedicated garbage bags that will be emptied every day.

Serving the Public

In order to maintain physical distance in spaces where members of the public are present, it is necessary to limit the capacity of establishments as is required for shops. The maximum capacity cannot be fixed theoretically, each institution must set a maximum capacity according to its knowledge of its average attendance and below it.

This capacity must be able to evolve between the different phases as described below. Changes to this maximum figure are also possible after a few days of experience and observations of how things are working in public spaces. It may not be enough to set a figure for the entire building, but it will also be necessary to ensure that the public is distributed in a balanced manner in all accessible areas of the establishment.

In order to have the means to control and evaluate the number of users in the library, existing tools for counting numbers coming in and out will have to be used, or otherwise it will be necessary to acquire such a system.

Of course, it will also be necessary to organize the queue that could be formed outside by using marks on the ground reminding users of the necessary physical distance.

Once the public are again admitted to the library premises (either in phase 2, or in phase 3; see part 2), the principle of a systematic provision of hydroalcoholic gel bottles will have to be respected both at the entrance of the library, at reception and loan desks, on the tables of the reading rooms, in the toilets, etc. Each user will have to disinfect their hands at the entrance to the library.

If they are not already equipped, **the reception and loan desks will have to be installed with a protection screen similar to that installed at supermarket checkouts.** This will be regularly disinfected with a suitable product (beware of Plexiglas or PMMA which does not suffer contact with alcoholic solutions).

Library agents stationed at reception and loan desks will be required to wear a mask for the general public (see above), and be able to regularly wash their hands with soapy water for at least 20 seconds, at least before and after their shift. During service to the public and between manipulations, they can disinfect their hands with a hydroalcoholic gel by rubbing their hands until they are dry to the touch.

In order to limit any risk of contamination of documents returned to **reception and loan desks**, they

will be quarantined according to the terms mentioned above.

Furniture in reading rooms, reception and loan banks will be cleaned morning and evening with detergents or disinfectants, preferably alcoholic products meeting the virus-killing standard NF EN 14476.

Internal (Library Administration) Work

Refer also to Chapter 17 of the High Council for Public Health's Recommendations (Specific Measures in Professional or Cultural Environments)

Internal work should, at least in the early stages of the resumption of activity, be done according to an organization that maintains the necessary distances to prevent the spread of the virus. It is recommended that each institution define a strategic work organization plan that takes into account the specifics of the premises (shared offices, telework, team turnover, etc.), the health and constraints of each institution and within the framework defined by the community.

As with other sectors, libraries are advised to:

- use remote working as much as possible, as a priority for frail workers or those with children, to provide for shifts or shifts, especially for officers sharing a workspace that does not allow to respect safety distances;
- disinfect surfaces, keep doors open, clean the break room (surfaces or equipment in contact with hands) after each break;
- to organize the taking of meals in a staggered schedule and in order to respect the rules of distance at the table; define the number of people who can have lunch together and leave only the number of chairs;
- to focus the work in person on tasks that cannot be carried out remotely and that have a priority, for example (depending on the current phase):
 - Preparation of the premises, layout of the spaces for the following phases.
 - Implementation of services (by telephone and/or internet) to the public for remote, document removal and carrying services.
 - Document orders, cataloguing, equipment.
 - Processing documents (collections in walls and return boxes), including disinfection and/or quarantine (see above).

The following clarifications will be provided:

Receiving orders

For the receipt of parcels, including book orders a quarantine of 3 days (with boxes opened) and 10 days for other media (with boxes opened) in a dedicated room must be made before handling the documents.

Document processing

The number of people handling documents in the equipment phase should be limited and the

process should be reviewed if necessary so that the same person performs treatment from A to Z.

Cataloguing

Disinfecting documents and washing hands before handling by cataloguers and at the end of each session.

2. Plans for Resuming Activities

The proposal to resume library activities follows a progressive and modular pattern built on:

- A four-phase calendar, without fixed dates;
- Modules corresponding to types of service for which, within each phase, conditions and implementation advice are specified.

The following is summarized in phase the various services that may be offered. It will be up to communities and professionals to modulate and adapt their implementation, subject to compliance with the guidelines mentioned in the first part.

Implementation of the various services in a phased manner is essential to test and verify the safety of the activities undertaken in the previous phase. The transition from one phase to the next depends on the implementation of the material conditions, but also on the pandemic context and general guidelines.

For all the following proposals, respect for prevention measures, social distancing and individual protection measures **MUST SYSTEMATICLY BE RESPECTED**.

<p>Phase 1 (as of 11 May)</p>	<p>Public services</p> <p>Continued digital services remotely</p> <p>The establishment of a service for loaning pre-reserved books</p> <p>The establishment of a service for delivering documents (or even equipment), where this has been previously reserved by users</p> <p>Service to help with the search and reproduction of heritage documents by any appropriate means (mail, telephone, chat...)</p> <p>No reopening of the premises to the public (except the spaces required for the loaning of documents)</p> <p>Internal services (onsite and remote working)</p> <p>Preparation of spaces, redevelopment of spaces for the following phases</p> <p>Implementation of services (by telephone and/or internet) to the public for remote, document removal and carrying services</p> <p>Book orders, cataloguing, equipment</p> <p>Document processing: quarantine, cleaning, storage, retraining</p>
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	<p>Departmental Libraries</p> <p>Loan of selections and reservations of documents from libraries in the network, either through loans or a delivery vehicle</p> <p>No return of documents in this phase</p>
Phase 2	<p>Public services</p> <p>Continuation of services implemented in Phase 1</p> <p>Partial reopening of the premises to the public</p> <p>Allow small groups (no more than 10 people) to enter</p> <p>Access to self-service collections</p> <p>Access to equipment, including computer technology, on premises</p> <p>External library services: provision of services or collections outdoors</p> <p>Loans and deposits of long-term collections (especially for youth) to other community services or associations</p> <p>Continuation of internal services (onsite and by remote-working)</p> <p>Departmental libraries</p> <p>Start to take back returned documents previously lent out by them, without reopening their buildings</p>
Phase 3	<p>Public services</p> <p>Continuation of services implemented in Phases 1 and 2</p> <p>Cultural activities, workshops</p> <p>Allow groups and classes to enter and resume</p> <p>Allow people to return for heritage activities</p> <p>Continuation of internal services (onsite and by remote-working)</p> <p>Departmental libraries</p> <p>Resuming training, on-site activities on the premises of the Departmental libraries, as well as the sharing of materials to support</p>

	activities.
Phase 4	<p>For all libraries</p> <p>Return to normal activity</p> <p>Evaluation of the devices put in place during the pandemic</p> <p>Departmental libraries</p> <p>The resumption of the work of mobile libraries</p>

Phase 1. Preparation for the Reopening of the Premises to the Public and Amplification of Remote Services

What is not possible at this time, and why?

It is not advisable to open library premises as early as May 11. The reopening of the premises to the public is only possible at the end of preparation phase, because:

- Libraries are places of social interaction and movement, and the presence users of different ages increases the risks for vulnerable populations (seniors for example);
- Libraries welcome audiences who do not know/cannot respect preventative measures (especially early childhood, vulnerable audiences);
- Maintaining physical distance necessarily requires redevelopment of library premises (reception desk, reading places, movement within the library);
- Open access consultation can promote the spread of the virus through collections (books, discs, etc.);
- The legal responsibility of the executives implies that all precautions were taken before the premises were reopened.

However, during this first phase, libraries continue to carry out some of their essential missions and must gradually resume partial activity, in order to prepare for the return of the public. As during the lock-down phase, some services may be offered, despite the closure of the premises.

Returns of documents to the departmental library cannot be considered because:

- the premises will have to be set up for these returns, with the establishment of buffer zones;
- the large volumes processed in the departmental library make the development of buffer zones complex.

Services to the public which could potentially be resumed

- Continuing with remote digital services
- Setting up a document lending service, where these have previously been reserved by users

- Setting up a service for delivering documents – or even equipment, where these have been previously reserved by users
- No reopening of the premises to the public (except the spaces required for the lending of documents)
- Lending of selections and reservations of documents available from departmental network libraries in the form of a drive-through or delivery service.

Document Lending Services

a. Description of the Service

Resuming user relations, as well as loans, with the establishment of a search service for readers and on-site "ordering" by a librarian. Reading tips, especially for audiences who do not have a good command of catalog viewing, or even the French language. It is possible to offer this service only on specific time slots.

b. Conditions needed

For guidance on hygiene measures and flow management, see Chapter 14 of the High Council for Public Health's recommendations (["Measures in supermarkets, open-air markets and drives"](#)).

Organise bookings by phone, email, website.

Set arrival times to be met in order to stagger the presence of readers.

Install a sign at the entrance to the library with all the user-friendly information (reminder of instructions, organization of the return loan service, payment of registration fees).

Adapt the reception desk to allow several separate workstations at least 1m apart and dedicate a position to each member of staff.

Set up a rigid barrier (plexiglass) or transparent plastic film at the reception desk of 1x1m.

Separate the lending and returns spaces: specific table for returns or a book-drop.

Provide ground markings near the reception desks to enforce the distance of at least one metre between each user.

Establish and implement a traffic plan to limit situations where people need to pass each other, and respect distance distances.

Provide for staff to go to the shelves and pick up documents requested by readers. Limit the number of people who need to touch an object.

Bring in the readers one by one.

Ensure a disinfectant cleaning of works returned or put down by readers (see Part 1).

Suspend the use of water fountains and even coffee machines for the public.

If possible, leave the doors open while ensuring that reader flows are regulated.

Document-delivery services (or even equipment delivery), where this has previously been reserved by users

a. Description of the service

This responds to the social role of libraries working with isolated or prevented populations. It can take place through a home-delivery service by volunteer librarians or a possible partnership with associations and the local social action centre, at the same time as meals-on-wheels for example.

b. Conditions needed

Organise bookings and advice by phone, email, website.

Promote delivery in partnership with other social services.

Isolate returned documents in order to disinfect and quarantine them.

Disinfect service vehicles.

For the relationship with home readers, follow the guidance here: https://travail-emploi.gouv.fr/IMG/pdf/covid19_conseil_metier_depannage.pdf

Loan of selections and reservations of documents available from departmental network libraries via drive-through or delivery shuttle services

a. Description of the service

The aim is to allow departmental libraries to supplement the collections of local libraries, at least for the loan of documents, without return, either by the implementation of drive-through type services or by delivery supported by the departmental library. Materials for activities are not covered by this.

b. Conditions needed

Plan drive-through schedules with appointments

Prepare document retrieval spaces for drive-through and think about how people will move through this.

Provide equipment for staff who are making documents or boxes of documents available.

Internal Services

In phase 1, this will be mainly devoted to the preparation of all the actions of phase 2: the development of reception desks, public spaces, training of staff, preparation of instructions for readers.

In addition, the teams will be busy with:

- the implementation of services (by telephone and/or internet) to the public for remote, document removal and carrying services,
- document orders, cataloguing and equipment,
- retraining
- the redesign of collections
- the processing of documents (reference collections and returns).

Phase 2. Partial Re-opening of Buildings to the Public

What is not possible at this time, and why?

A partial reopening of the premises is possible with reduced access to the reading rooms (respect of restrictions and the introduction of rules on movement within the building).

The specific reception arrangements for the public in Phase 2 are also intended to foreshadow Phase 3 with a wider opening to the public.

The admission of groups, whether it is the admission of classes or other cultural actions, is prohibited and postponed to Phase 3 (see below), including for small groups.

The measures adopted in Phase 1 (the development of reception desks, the circulation of the public, the disinfection of documents) will be continued.

Given the sorts of groups with which departmental libraries work, the importance of volunteering for older people, and the importance of departmental library collections, levels of use, and the challenge of maintaining healthy collections, it is best not to reopen departmental library premises to local librarians in Phase 2. The challenge is to buy time to organize, under good conditions, this reopening from phase 3.

Services to the public which could potentially be resumed

- Continuing Services Implemented in Phase 1
- Partial reopening of premises and access to open access collections
- Admission of Small Groups
- Access to equipment, including computer technology, on the premises
- Making collections available outside the walls, with or without animation

- Long-term loans and deposits of collections (especially youth) to other community services or social associations
- Returns of documents by departmental libraries resume

Partial reopening of premises and access to open-access collections

In addition to remote services and the establishment of a document delivery service, the partial reopening of premises and access to open access collections is essential for documentary research. Access to collections is one of the first expectations of library users. Phase 2 provides access to collections for a limited number of users in the spaces in order to limit the risk of contamination.

This requires several measures to limit the risk of contamination, as access to open access collections can only be considered if social distance is guaranteed.

The need for three-day quarantine for paper makes it impossible to consult the daily press in the library. **It is recommended to suspend this service during the period while the virus is active.**

Conditions:

Ensure you have a means of counting people entering and leaving the library.

Limit the number of simultaneous users in the premises by setting a limit.

Dedicate staff to regulate flows.

Organize different routes for people entering and exiting the building and moving through the shelves; use tape or other such means to do so, install clear signage to guide readers.

Place trolleys at the ends of shelves for the public to leave works they have handled so that these can be decontaminated before being put back on the shelf; put in place a clear signage for the public.

Adapt the library's opening hours to take into account the preparation and cleaning times of the premises.

Close spaces which are not accessible, or which are intended for socializing, and remove furniture that cannot be properly disinfected (e.g. fabric seats).

Regularly check the implementation of organizational arrangements (staff equipment, signage, adapted furniture, security personnel if necessary, in case of influx).

Separate spaces for lending and returns – have a specific table for returns or a book drop.

Install disinfectant gel dispensers for readers, and easy access to toilets with soap and water, as well as disposable paper towels.

Ask users to wash or disinfect their hands systematically when they enter the premises

For the payment of registration fee, favour payment by card or cheque and avoid the passage of money from hand to hand.

Cancel fines if late penalties are applied.

Admission for small groups

Admission for groups will be possible only in a limited way, in accordance with health recommendations: no more than 10 people simultaneously in a room, including animators and supervisors, respecting a distance of one meter between each person, or 4m² per person.

Access to equipment, including computer equipment, made available on the premises

Access to the library's computer equipment is in high demand and is a major issue for digital library inclusion. However, the provision of computer equipment must be made under certain conditions as this type of equipment is particularly conducive to the spread of the virus. A special cleaning protocol must be put in place.

Conditions:

Set up premises and prepare equipment by spacing computer stations at least 1, apart, or give access to only one station out of two when the furniture cannot be moved.

Provide a protective screen similar to the one installed at supermarket checkouts for computer stations facing each other. This will be regularly disinfected with a suitable product (beware of Plexiglas or PMMA which does not suffer contact with alcoholic solutions).

Disinfect materials with a moistened microfibre cloth with 70% isopropyl alcohol and 30% water for cleaning. All the equipment and furniture of the computer station must be cleaned: chair, table, keyboard, mouse, area of the central unit which may have been touched, screen.

Provide for a permanent supply of materials at reception desks to be able to comply with the instructions: computer cleaning kits, garbage bags, masks, etc.

Organize session times by favouring a remote reservation system (phone)

Limit the duration of sessions and systematically allow for a time to clean the equipment between sessions.

Clean printers and scanners between each user's use.

In case of individual support for the use of a computer station, the wearing of the mask is essential for the librarian and the user. Safety distances should be respected as much as possible: it is recommended to stay at a distance behind the user in order to guide him in their practice rather than taking his place at the computer station.

External library services: provision of services or collections outdoors

The social and educational role of libraries is major, particularly in relation to primary and secondary education which requires that children who are not cared for in the classroom benefit from sports and cultural activities. In addition, during the summer, many libraries organize the establishment of book spaces on beaches and in parks (depending on their reopening).

Conditions:

Adapt preventative measures to ensure outdoor protection rules (you need to plan for this).

Disinfect documents after use and quarantine, ensuring that there is no contact with other documents that have not been accessed.

Loans and returns of collections (especially for young people) for long-periods to other services in the community or associations involved in the social field

Libraries play a social and educational role, especially in working-class neighbourhoods.

It may be possible to restart lending services to the library's institutional and associative partners.

Conditions:

The library has an obligation to provide a document giving the quarantine instructions for the documents.

Set up a suitable space, with a means of counting loans in place.

Return of documents to departmental libraries

The aim is to promote the fuller circulation of documents and to avoid excessive build-up of books in local libraries.

Conditions:

Organize and develop buffer zones, allowing all collections to be quarantined in return, before they are put away in storerooms.

Phase 3. Full re-opening of buildings, and resumption of group activities (of more than ten people) and cultural activities

In addition to readmitting users to spaces, cultural activities and workshops, admitting groups of more than 10 people and working with schoolchildren can also restart.

Phase 3 is not a return to normal, which is based on a phase 4.

However, all activities in confined spaces such as bookmobiles are not recommended, for reasons of social distancing issues that do not seem possible to respect in bookmobiles, both between staff, and between staff and the public.

Public services which could potentially be resumed

Cultural Activities, Workshops

The missions of libraries have a strong educational and cultural component: arts and cultural education, information and media education, educational activities with classes, cultural animation. It is important to be able to continue to offer these activities, especially in the context of a health crisis.

Conditions:

Set appropriate rules for the premises where the activities take place.

Organize the intervention in such a way as to comply with the rule of a distance of 1m per person

Make hydroalcoholic gel or wipes available for the cleaning of pens and equipment used for workshops

Prefer the use of a readers' own personal pens

Establish a cleaning plan of these premises and furniture including a regular schedule and follow-up

Clean digital tools and tablets between each user.

Admission of groups and classes

Libraries have an important educational role, especially in working-class neighbourhoods, and in partnership with primary and secondary education.

To note that the issue of the opening of workspaces will have to take into account the opening of university libraries and other libraries in the same network serving high school and student

audiences.

Conditions:

It is imperative to respect the rules and physical distancing.

It will be necessary to agree with the education system how to adapt to the new modalities (groups limited to 15?).

Think ahead about the articulation between library and remote work for the students.

Limited access to spaces for socialising

Libraries are important places to live for isolated or insecure citizens who will also want to take advantage of the spaces for socialising conviviality

Conditions:

Open these user-friendly spaces only if they are easily cleaned.

Adapt furniture if necessary to promote surface disinfection.

Limit the number of users in these spaces.

Arrange spaces to respect safety distances.

Provide a signage on the rules to be followed.

Limited access to heritage document consultation rooms

Conditions:

Absolutely prioritize on-demand reproductions and remote/reader searches, especially if the sanitary conditions available to the service are deemed insufficient.

Bring and install the documents yourself, one by one, for readers.

Create a quarantine for the documents consulted, different from that of open access. Users put the document directly on the quarantine table under the supervision of the librarian.

Create a quarantine for consultation materials: futons, lecterns etc.

Disinfect with a 70-degree alcohol solution, which can be disinfected according to the recommendations of the health authorities. Regularly wash textiles in the washing machine, preferably at a minimum of 60 degrees.

Readers in particular should:

- Systematic washing of hands with soap by readers before any consultation.
- Don't give in to the temptation to provide or wear gloves, which can do more harm to a paper document than the virus
- Provide for the storage of personal belongings in lockers to avoid the temptations of
- handling personal items that may be contaminated.

Limited access to group rooms and workspaces

Access to workspaces is an essential need for some library audiences, especially students. The issue of the reopening of workspaces must take into account the opening of other libraries serving high school and student audiences, including university libraries.

Conditions:

Open these workspaces only if they are easily cleaned.

Reducing minimum space requirements according to health guidelines (4m² per person)

Ensure compliance with rules for working safely in these spaces.

Arrange spaces to respect safety distances.

Set up trolleys for documents handled by users.

Provide a signs indicating the rules to be respected in these spaces.

Limit the number of users in these spaces

Resuming training and cultural activities in departmental libraries

Conditions:

Verification of rules on minimum space per person, implementation of a means for managing the flow of people.

The development and use of spaces to comply with social distancing and hygiene rules.

Resuming on-site exchanges in departmental libraries

Conditions:

Put in place a flow management to limit people having to pass close to each other.

Focus on individual appointments and frame schedules.

Monitor the number of people accommodated at the same time in order to ensure health follow-up and to limit contact.

Make it mandatory to wear a public mask in spaces, so that free access to collections does not come at the expense of the health security of collections, which can, at any time, be made available to local libraries and therefore to the public.

Resumption of the circulation of equipment for activities in departmental libraries

Conditions:

Put in place cleaning protocols adapted to different materials (wood, fabrics, etc.).

Adapt buffer zones to the size and nature of equipment.

Phase 4. Resumption of all services to the public, even in small spaces

In a post-pandemic situation, all services to the public can be delivered. This includes the circulation of mobile libraries which will be able to resume, without a measure of social distance.

Find all the updated information and recommendations soon on:

<http://www.biblio-covid.fr/>