



ANNEX 3

Protocol for the safety of users and staff for library openings and services

Admissions and presences

Admission to the library premises is quota-restricted.

For books lending and returning functions users will access to the desk area in turn, one at a time.

Appointments for consultation in the library collections are planned in such a way as to ensure that the number of people present in the reading rooms is compatible with the provisions concerning social distancing in relation to the available spaces.

No more than two staff members will be present in the library rooms at the same time.

Sanitisation

Before the library closes, each employee cleans with chlorine or alcohol-based disinfectants: the handset of landline phones, keyboards and mouses, trolleys for carrying books and documents, computer screens and their own workstation.

During the opening period, one or more times depending on the level of crowding in the rooms, the air is changed in the areas occupied by users and employees by opening doors and windows.

A space inside the library, properly isolated, will be reserved for the "quarantine" of the books returned from the loan before they are readmitted to circulation and of the books consulted on site before they are put back on the shelves.

The use of storage boxes for users' personal belongings is suspended.

Distancing and use of personal protection equipment

Operating solutions and staff behaviour guarantee the distance of at least one metre between people in the library rooms.

Desks (lending desk) and workstations are generally equipped with plexiglass barriers.

Employees wear disposable gloves to handle books and documents. Employees wear masks:

- when moving around the library and whenever it is not possible to guarantee a distance of at least one metre from other people present;
- in the relationship with the users, while ensuring that the safety distance is maintained even if they wear the mask as required.

Users may enter the library rooms only if they are wearing the mask.

Users who wish to consult the library collections on site are required to do so by wearing the disposable gloves provided to them.

Opening hours

Libraries will be open from Monday to Friday from 8.30 a.m. to 6.30 p.m.

Services

1. Book returning

The libraries will extend the term of active library loans until the authorities place no more restrictions on the movement of persons. Each library provides a trolley near the entrance so that users may leave their returned books there without passing through internal spaces. After the return of the lent books has been recorded, these are placed in the space identified for the 72-hour "quarantine" that aims at preventing the virus from remaining on the returned books. At the end of the period, the books are placed back on the shelf and readmitted to circulation.

2. Book lending

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Books are requested for lending through the user interface of the online services of the University library system (BiGsearch). The library staff receives a notification of the request, collects the requested books and prepares them for delivery. A notice of availability of the requested books is sent to the user's institutional mailbox, who from that moment onwards has two days to pick them up.

3. Documents provision

Libraries undertake to provide, through their usual document supply networks, the articles and parts of books that users request through BiGsearch.

Furthermore, the possibility will be considered of extending, after evaluation, requests for the supply of articles and chapters of books only accessible in printed publications owned by libraries that, within the limits of the law, may be reproduced in digital format and sent to users against their commitment to the non-dissemination of the content provided, to its printed reproduction and to the elimination of the electronic scanning provided.

4. On-site consultation

Users will be able to consult books excluded from lending on site after agreeing an appointment in accordance with procedures defined and communicated by the University Library Services.