Guideline on
Managing Library Operations
Post Movement Control Order (MCO)

Produced by
Medical Library Group (MLG) of Malaysia
Persatuan Pustakawan Malaysia (PPM)
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1.0 INTRODUCTION

The Movement Control Order (MCO) is a government enforced measure to break the chain of COVID-19 infection in Malaysia. The MCO was first enforced on 18th March 2020 but was extended to phases 2, 3 and finally phase 4 which is expected to end on 12th May 2020. During the MCO almost all libraries are closed and online library services are offered to the users. Once libraries can open their doors to their user, like all sectors, libraries have been advised to practice the ‘new normal’ in their daily activities which includes social distancing and several health measures.

This guideline serves to assist libraries in Malaysia to take precautionary measures to practise physical distancing, crowd management and enhanced hygienic practices at the library during the post-Movement Control Order (MCO) to minimise risk of infection for/from the library users as well as staff whilst they are in the library. Libraries are encouraged to adopt Ministry of Health Malaysia (MOH) and/or World Health Organization (WHO) guidelines in addition to this guideline.

1.1 OBJECTIVE

All library staff need to consider how best to minimise the spread of COVID-19 and lower its impact in their workplace. Thus, the objectives of this guideline are to primarily:

a. Reduce transmission among staff and users,

b. Maintain healthy library operations, and

c. Maintain a healthy work environment.
1.2 SCOPE

This guideline applies to:

a. All library staff
b. All library users
c. All library visitors

1.3 REVIEW

This Guideline will be reviewed and updated from time to time subject to policies from Ministry of Health Malaysia, National Security Council, Malaysia and World Health Organisation (WHO).

2.0 DEFINITION

In this guideline, unless the context requires otherwise:

“Assess your essential functions” means to evaluate and change your library practices if needed to maintain critical operations (e.g., identify alternative suppliers, prioritize existing customers, or temporarily suspend some of your operations if needed).

“Book isolation” means the act of separating returned book from other library materials to prevent virus infection.

“Crowd management” means facilitation, employment and movement of large number of gatherings on a library’s premises.

“Hygiene” means conditions or practices conducive to maintaining health and preventing disease, especially through cleanliness.

“MLG” means any member of the Medical Library Group under Persatuan Pustakawan Malaysia (PPM).

“Physical distancing” means keeping a distance of at least one (1) meter between you and the people around you.

“Post-Movement Control Order” means action plans for library operations after the MCO is lifted by the Government and subject to the directive of the management of the institution and organisation.

“Precautionary measures” means preventive and anticipatory actions in order to be safe and to improve workplace safety amid the COVID-19 outbreak.
3.0 RESPONSIBILITY FOR IMPLEMENTATION

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<th>No.</th>
<th>Party</th>
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<td>3.1</td>
<td>Chief Librarian</td>
<td>Brief staff on the handling of users, facilities and library materials.</td>
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| 3.2 | All library staff | a. Practise physical distancing when providing services to users and staff in the library.  
    |                | b. Handling of returned books.                                                            |
| 3.3 | Cleaners       | Institutional cleaning services contract staff to carry out cleaning and disinfection services according to proper procedures as determined by the institution/organisation management. |

4.0 GUIDELINE

This Guideline is issued to ensure that the staff who are delivering essential services in the library must comply with the health and safety guidance recommended in the Guideline.

4.1 CROWD MANAGEMENT AND PHYSICAL DISTANCING

4.1.1 Mark or label floors and/or chairs to ensure a minimum distance of one (1) meter apart is practiced in compliance with the recommendations of public health authorities.

4.1.2 Practice physical distancing at all areas in the library (inclusive of pantries/meeting rooms/elevators/surau/vending machines, etc) by avoiding large gatherings.

4.1.3 Limit or restrict the number of users accessing essential services at any one time within the library’s premises.

4.1.4 Reservation of study space should be based on a ‘first come first served’ basis. Reservations made through room or study space booking system should be limited to two (2) hours only or based on the decision of individual library.

4.1.5 Group study rooms or discussion rooms will not be made available in the library.

4.1.6 All users and visitors are advised to wear face masks.

4.1.7 Temperature screening will be conducted at the entrance of the library if this is not conducted anywhere else within the institution/organisation. This practice will be in place until such time the institution/organisation deem unnecessary.

4.1.8 Every library user and visitor are required to register themselves on entering the library for contact tracing if the need arises. Registration details will be determined by the library in compliance with the Personal Data Protection Act 2010 [Act 709].
4.1.9 Provide sanitisers at strategic places within the library such as counters, printing area, elevators and on each floor of the library.

4.2 STAFF MANAGEMENT

4.2.1 Consider flexible working hours or rotational shifts wherever possible in order to reduce the number of on-site staff.

4.2.2 Reschedule staff working hours manning various library counters, collecting books from book drops and shelving.

4.2.3 If there is no option to work from home, rearrange the seating arrangement of staff to ensure physical distance is observed.

4.2.4 The body temperature of each staff will be taken before he/she enters the library. If the body temperature is above or below the normal body temperature, the staff has to seek medical assistance.

4.2.5 Staff who have symptoms (i.e. fever, cough, or shortness of breath) should notify their supervisor and stay home.

4.2.6 Staff who are well but who have a sick family member at home infected by COVID-19 should notify their supervisor and follow the Ministry of Health (MOH) Malaysia recommended precautions.

4.2.7 Staff should avoid using other staff’s telephones, desks, office space or other work tools and equipment, whenever possible. If necessary, clean and disinfect them before and after use.

4.2.8 Staff should avoid sharing their food and drinks or prayer garments with others.

4.2.9 Staff should keep themselves updated with the latest information and health advices on COVID-19 from credible websites and sources such as the Ministry of Health (MOH) Malaysia and the World Health Organization (WHO).
4.3 LIBRARY SERVICES MANAGEMENT

4.3.1 Revise and/or shorten library opening hours subject to the policy of individual institution/organisation.

4.3.2 Schedule returning of books activity at the circulation counter during specific times only.

4.3.3 Request for library materials by users will be conducted through telephone, online material request form, chat services (such as Chat with a Librarian), email or online library catalogue to minimise face-to-face interactions.

4.3.4 No book and/or other physical materials can be requested through the Inter Library Loan (ILL) service.

4.3.5 There will be no In-Person Reference and Library Instruction sessions. These services will be made available through chat services (such as Chat with a Librarian) or replaced with Ask A Librarian service or Frequently Asked Questions (FAQ) service.

4.3.6 The ‘No Handshake’ policy will be implemented throughout the library.

4.3.7 The telephone at all counters must be cleaned and disinfected regularly.

4.4 LIBRARY COLLECTION MANAGEMENT

4.4.1 Set up an isolation room and/or area to keep returned library items for a period of 24 hours to four (4) days (subject to individual library policy). If a dedicated isolation space cannot be established, staff can put the items in a plastic bag for the same duration.

4.4.2 The isolation room should not be air-conditioned. If the room is serviced by the centralised air-conditioning system, the air-conditioning vent in that room should be closed or covered to prevent cold air from getting into the room.

4.4.3 Returned library items are to be taken out of circulation for 24 hours to four (4) days (subject to individual library policy).

4.4.4 The returned items should be placed in the specially designated isolation room or area.

4.4.5 Staff should wear gloves when moving returned library items into isolation room and the gloves must be removed and discarded immediately and appropriately before doing other work. The gloves must be discarded in covered dust bins labelled as COVID-19 Discards.

4.4.6 Returned library items in the form of paperbacks or books with cloth covers must be cleaned with a microfiber cloth rather than disinfectant wipes to avoid damage.

4.4.7 The use of liquid disinfectants is not recommended as it is harmful to library and archives materials. Exposure to UV rays as a means of sterilization is also not recommended.
5.0 ENHANCED HYGIENE

5.1 All staff will be provided with face masks and gloves (depending on the nature of their work).

5.2 Hand sanitisers will be made available at strategic places within the library and accessible to all staff.

5.3 Staff must wash their hands with soap and water or sanitisers before opening and after closing the library.

5.4 Staff should wear gloves when moving returned library items into isolation room and remove them immediately before doing other work. This is to avoid staff from accidentally touching other areas such as door handles, computers, telephones etc.

5.5 Used tissues, face masks, gloves, wipes and/or napkins are to be disposed appropriately. These items must be discarded in covered dust bins that have been labelled as COVID-19 Discards. This is to avoid possible contamination with non-COVID-19 discards.

5.6 After removing the gloves, staff must wash their hands with soap and water for 20 seconds. Please refer to When and How to Wash Your Hands (https://www.cdc.gov/handwashing/when-how-handwashing.html)

5.7 Hygiene Etiquette

5.7.1 Clean your hands often
- Wash your hands often with soap and water for at least 20 seconds especially after you have been in a public place, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

5.7.2 Cover coughs and sneezes
- If you are in a private setting and do not have on your face mask or cloth face covering, remember to always cover your mouth and nose with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately wash your hands with soap and water for at least 20 seconds. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.
5.8 A routine cleaning process should be undertaken in the library to remove visible dust and debris from the surfaces of bookshelves and library furniture.

5.9 Sanitization is important for health and hygiene. This must be done daily especially on communal surfaces like countertops, doorknobs, light switches, touchpads and any surface that comes in contact with body fluids.

6.0 RELATED LEGISLATIONS

a. Prevention and Control of Infectious Diseases Act 1988 [Act 342].

b. Police Act 1967 [Act 344].

c. Prevention and Control of Infectious Diseases (Declaration of Infected Local Areas) Order 2020 [P.U. (A) 91].

d. Occupational Safety and Health Act 1994 [Act 514].

e. Employment Act 1955 [Act 265].

f. Industrial Relations Act 1967 [Act 177].

7.0 RELATED POLICIES


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REFERENCES


