

Library and Information Service

COVID-19 PROTOCOL

2020.10.15

1 Background

As a result of the COVID-19 pandemic, we hereby communicate the following procedures to students and staff relating to the reopening of the NWU Library and Information Service according to the *NWU staff reintegration under lockdown level 1* (23 September 2020).

2 Gradual and responsible re-opening of NWU libraries

The following measures will apply to all our libraries across campuses. We wish to advise that the physical libraries will return to normal hours from 5 October 2020 and will be open on weekdays from 07:30 – 17:00. Operating hours may be adjusted at some point in response to needs and changes will be updated on the library page.

3 LIS environment measures

The following measures will apply to all our libraries across the campuses. Due to the nature of library spaces, restrictive measures are still necessary, as safety of users and staff is a priority.

3.1 Responsible use of physical spaces

Users are encouraged to use the library facilities responsibly.

- Only a limited number of users will be allowed to use specific areas in the library at any one time.
- Use hand sanitizers as provided when entering your library spaces.
- No entrance will be allowed without a face mask.
- Maintain at least a 1,5m distance between people.
- Wash hands regularly.
- Protective screens have been installed at all service counters.
- All collaborative rooms will be closed to minimize contact.
- To prevent situations where users may gather, the lounge areas will not be accessible.
- Doors will be open with door stoppers where possible to avoid touching of handles.
- Only every second chair in study areas will be available to maintain distance.
- With regards to Computer rooms/Learning and Research Commons, the following shall apply:
 - Hand sanitising will be compulsory when entering the computer facility.
 - The number of users will be monitored in order to ensure equity of access.
 - To adhere to social distancing protocol, only every 3rd computer will be activated.
 - Every keyboard and mouse shall be sanitized after use and before the next user can work on the PC

3.2 Return or issue of books

- Use the self-check machine where possible to issue your books.
- Card scanners will be on the counter for users to scan their cards. This will assist staff to check out books on your behalf.
- The surface of the Circulations Desk will be wiped regularly.
- Loan periods have been extended automatically and will be reviewed from time to time. There is no pressure on users to visit libraries physically. Should you prefer to return your books, please make use of the drop boxes outside the libraries.

3.2.1 Sanitising of material

- Returned books may be quarantined for 3 days before shelving.
- Reserve and Study Collection books will be kept separate and wiped with a damp (not wet) sanitising cloth.

3.2.2 Curbside pickup service

Curbside pickup is a library service which aims at reaching out to NWU staff and students by making library resources (up to three items) available to patrons who are mostly working from home. The service helps in reducing the number of users in the library in line with the COVID-19 regulations. There are separate curbside material request forms for each campus library. After completion, please wait for the confirmation from the library that the requested material is ready. A time slot will be provided to confirm the time, date and place of pickup. For more information and instructions, please visit <http://library.nwu.ac.za/curbside-pickup>

3.3 Online support

- You can make use of LibAnswers available at: <https://nwu.libanswers.com/>
- Contact a Faculty or Branch Librarian for any information support: <http://library.nwu.ac.za/information-services-and-faculty-librarians>
- Alternatively, make use of our social media accounts available at: <http://library.nwu.ac.za> in order to communicate with staff about library support.

3.4 Seating space in main and faculty libraries across campuses

The following number of users will be allowed in the different library spaces. Coloured clothes pegs will be given at the entrance of the library according to the space to be used. Staff will regulate the number of users in these areas as well as monitoring of compliance with the COVID-19 regulations and this protocol.

	Mahikeng	Vanderbijlpark	Ferdinand Postma Library (PC)	Theology (PC)	Education (PC)	Natural Sciences (PC)	Music (PC)
Honours Commons	17	46	25	-	-	-	-
Research Commons	32	11	50	-	-	-	-
Learning/ Information Commons	Under construction	55 Split Level 1 (Study & Computer area) 40 (On floor & between shelves)	48	55 (Study and between shelves)	65 (Study and between shelves)	65 (Study and between shelves)	25 (Study and between shelves)
Reference Section	-	48 Split level 2 (Study and Computer area)	-	-	-	-	-
Coffee shops	-	Books and Beans Closed	Ferdi's Closed	-	-	-	-

3.4.1 Seating space in open areas

Ferdinand Postma Library (PC)	180 First floor quiet study area	87 2nd floor quiet study area	76 2nd floor collaborative area	83 2nd floor Law Section
Mahikeng	65 First floor study area	45 1 st floor Law Section	25 Ground floor Short Loan Section	
Vanderbijlpark	As in table above			

3.5 Staffing and Services

3.5.1 Staff support

- Staff will be reintegrated according to the *NWU staff reintegration memo under lockdown level 1* (23 September 2020)
- All staff will be equipped with face masks.
- Staff working at counters will also be equipped with gloves and sanitizers.
- Staff working in open offices should wear masks and need to ensure social distancing.
- When entering public spaces, staff should wear face masks.
- Staff should read the People and Culture framework for guidance regarding working conditions during this period <https://intranet.nwu.ac.za/sites/intranet.nwu.ac.za/files/files/Covid-19-Work%20protocol-forms.pdf>

3.5.2 Loan Services and Interlibrary Loan Services

Services will continue as normal.

3.5.3 Administrative Services

Administrative Services will be available during office hours except on weekends and public holidays.

3.5.4 Information Services

Services will continue as normal.

Faculty Librarians will be available in their offices, maintaining social distancing guidelines.

3.5.5 Commissioner of Oaths

No certification will be done.

3.5.6 Presence of LIS Management

Senior staff will be available on campus as required.

3.5.7 Bindery & Restoration Services

- These services will be available during library hours.
- The Bindery will be sanitised regularly and only authorised staff will be allowed in the department.
- Staff will wear protective clothing and will continue with normal work activities.
- Staff will be encouraged to keep social distancing at all times.

Original details: (10064028) P:\LIS Protocol\COVID-19 Protocol.docm
28 September 2020

File reference: 2.13.1