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HERITAGE

Guidelines for **COVID-19**



International alliance
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in conflict areas

HERITAGE

Guidelines for COVID-19

Iraq, Libya, Syria, Yemen

By

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PART 1
HERITAGE

Heritage Guidelines for COVID-19

LIBRARIES & ARCHIVES

Introduction

This chapter sets out the general situation of the libraries and archives in the target countries of these guidelines as a result of the COVID-19 pandemic. It will begin by describing the situation, before suggesting advice for libraries and archives staff responding to the crisis, with links to further resources. It is primarily aimed at staff of libraries and archives, or those interested in the effects of the pandemic on the libraries and archives sector of the target countries. Many recommendations and suggestions in this chapter are similar to the ones in the chapter on museums as they have many characteristics in common, in particular in the areas of safety, security and preservation.

In just a few short months, the COVID-19 pandemic has completely upended how libraries and library workers provide services. The COVID-19 threat is unprecedented and will continue to cause extreme disruption for staff, both personally and professionally. These Guidelines compile information and recommendations to help those responsible to ensure that collections, staff and visitors remain safe and secure. Many recommended protocols might seem very detailed. However, these come from emergency management plans and have proven to be very helpful. Much of the information is just to remind you to take action where you might forget because of the emergency situation – after all, it's the unexpected that always happens. Numerous organisations will be producing new protocols in light of the current situation by reviewing risk and resilience. Make sure to keep track of those changes and share them with staff and, if needed, with your visitors. Many recommended actions assume a developed organisation that works well; unfortunately, not all cultural institutions in the target countries will meet the presumed standards. In that case, choose those recommendations that fit your organisation best and are possible to implement to curb the effects of the COVID-19 virus. We recognize that knowledge about COVID-19 continues to evolve, and this may require you to adapt recommendations, so keep following the regular updates from professional organisations and adjust them when and where appropriate.

Lockdown

Many libraries and archives were forced to close their doors to both public and staff due to the pandemic. Shutting down libraries has had a massive impact on the communities and its staff. The closedown is temporary, to support critical social distancing efforts, and will end once COVID-19 is under control. A lockdown does not mean all services will be halted – many libraries have online or telephone services. Neither does it mean that library workers can twiddle their thumbs while at home. Although the closure is temporary, until COVID-19 is under control, many sectors have chosen to ask their staff to work remotely, requiring them to carry out new or different work. Several library workers might be working from home for the first time in their current positions (for more information see *Resources Lockdown: Libraries – The Institute of Conservation (ICON) – Unable to do your normal work at the moment? Top tips for making the most of your time at home and American Library Association - A Crash Course in Protecting Library Data While Working From Home*). Anticipate changes in areas such as: visitor access, outreach and online services, finances and cash flow, reputational risk, security, preservation, and internal and external communications.

The top priority should be the health and safety of library staff, and the diverse communities they serve.

Communication

It is essential to stay in touch with those who serve and those who are being served: communication is key in these unprecedented times in order to maintain a connection with the public that you serve about your site, ensure your staff remain well-informed, and, ultimately, to ensure an easy return to work for your staff and a smooth re-opening for your site. If you have a digital presence, you are advised to put up COVID-19 resources, including updates and the local regulations on your home page. Update all of this information regularly, but also explain why the closure is important, what it means for the community, how you are protecting your staff, and how you are planning to protect visitors if and when they can come. Make sure the information telephone number remains adequately staffed. Make sure to share your contact information to give people the opportunity to contact you with questions, concerns, or even ideas. This information should be available directly at the entrance to the building, and on online platforms such as your website, tourism websites, and social media platforms. (See e.g. **Resources** Lockdown: Library – *The Seattle Public Library* – Example of a Digital Response.)

Of course, do not forget to put up physical signs on the entrances of your building/s, communicating the reason for the closure. Communication with the community is not the only thing that you need to take care to do - stay in touch with staff on a regular basis, especially regarding their health situation. There are many digital services to communicate with staff, the professional community and library/archive visitors (for more information see **Resources** Lockdown: Libraries - *Heritage Foundation* - Crisis Communication for Leaders and Part III of the Guidelines - *Basic Digital Tools*).

Activities

Libraries are gathering places and serve as integral parts of their communities. A great majority of libraries are involved in community crisis response: distribution of personal protective equipment (PPE), addressing food insecurity, and sharing accurate community information and resources. Responding to a growing demand, they have expanded virtual (messaging services, video chatting) and phone services during the crisis, to increase access to their services and support, whatever they may be.

A crisis can sometimes be an opportunity and staff can still work on alternative tasks during a lockdown, such as completing essential conservation tasks. It may also be a good time to provide extra training for staff, and to encourage them to diversify their responsibilities and experience by learning about and taking on essential tasks like site monitoring or public relations. Switching tasks can give staff a chance to learn more about the work processes of the institution, which can be very advantageous for the whole team. In addition, while a building is closed, the management team can make new plans and design new strategies related to running the library or archive, develop and update the site's online presence, or develop educational material relating to your collections. This is also the time where long overdue research can be finished. Make sure to start an awareness campaign, so that people become aware of what you are doing, and how important your work and collections are (For more information see Part III of the Guidelines - *Basic Digital Tools*). Listen to the needs of the local community (some additional suggested methods are detailed below) and get engaged in developing ways to help both them and the local authorities in their work.

Even if it does not relate to heritage work, providing such support can sometimes help to strengthen bonds with the surrounding community, which will have a positive effect on their relationship with the site. Offer other possibilities like online activities to show that you are taking deliberate action to still serve.

Libraries

A library is also a place of learning, amassing knowledge, and accessing knowledge. We know library services are essential to community recovery and resilience, from bridging the digital divide to addressing learning loss to aiding job seekers and small businesses. Share with your public all that your institution already has to offer online, make them aware of the beauty of reading and knowledge. It could be awareness raising and marketing at the same time. Next, you are advised to put new content online in accordance with the needs of the library users. Think of access to skill-sharing sites, audiobooks, book discussion groups, eBooks, interactive webinars, magazines online, online learning, online reading sessions, lectures through an online streaming service, streaming music, videos and movies, weblog (blog) or video weblog (vlog) posts, web tutorials. There is so much you can offer your community, especially for public libraries. A good search on the internet will give the librarian an abundance of creative possibilities; a few examples of these activities are listed in ***Resources*** [Lockdown: Libraries – Online Library Activities](#).

Do not shy away from linking your customers to interesting content at other libraries. Keep as many programs open as you can, or, if possible, offer them digitally like changing summer learning programs from in-person to online. Next, you can make use of regular mail to inform the community of the material you have available. Many libraries have also become much more forgiving about item return dates and library card expirations. It is important to manage any new issues by introducing new procedures and/or policies. This will not only ensure smoother work processes but when the next disaster strikes, you will not have to re-invent the processes again. One idiom in library and archive risk management is: be prepared and stay prepared. Last, but not least, plan for re-opening your organisation. For more information see ***Resources*** [Lockdown: Libraries - Blue Shield Australia and AICCM – Closed by COVID-19? A Practice Guide for managers of heritage collections](#). Version 1.2 published 29 April 2020.

As staff is likely to be mostly working from home during while the library is closed, they should firstly attend to the current affairs of the library. However, there will probably be time to develop new strategies and plans or update their skills and knowledge. The online opportunities offered online are abundant. To be more present online see ***Resources*** [Digital Heritage](#). For more on continuing learning for librarians see for example ***Resources*** [Lockdown: Libraries – ALIPH Foundation – e-learning resources from the web](#), *Public Library Association – A COVID-19 Digital Archive* and, *Kentucky Department for Libraries and Archives – Online classes*. Many library organisations and library colleges offer courses for free, particularly now during the COVID-19 pandemic, but you may have to make a thorough search.

It is good to realize that other libraries near you are also coping with the same problems. You could jointly plan protective measures or other activities. Hearing what other librarians are doing in response to the crisis can be a useful learning opportunity. Similarly, staff may find value in being part of a community of others going through the same situation. In addition to seeking guidance at regional or national level, contacting colleagues at the international level is unquestionably an asset to your professional network.

International allies and collaborative networks widen the scope of any cultural organisation. For example, crowd-funding will be much more effective if you can reach out to an international audience. A strong international network offers you more opportunities in the future as well. Networks can be created at a horizontal level – conservators, curators, librarians – or at a vertical level – heritage wide, like all library staff. Today social media is very useful to connect, to communicate quickly with, each other and to get organized in small groups. Next, create (closed) discussion groups on Facebook, LinkedIn (or similar) or join already existing groups. Be aware, however: many of them are not safe and anybody can „listen in“, and your data often will be used for commercial purposes without your knowledge. (For more information on discussion groups see **Resources** Lockdown: Libraries – Library Discussion Groups and for digital tools see Part III of the Guidelines - *Basic Digital Tools*.)

Archives

Much of the above is equally valid for archives. At a time when many of us are adapting to social distancing measures, it is important to remain connected and share information, insights, and guidance. Let your users know what you have to offer and what they could use your records for. Generally, people are unaware that archives are more than historical holdings. Stimulate people to look at their own records and how to preserve them. Refer your visitors to, for example, other online archives and record holding institutions such as municipal, family, or business archives. (For more information, see **Resources** Lockdown: Archives (and Libraries) and *Archives Discussion groups*.)

The recurrence of both human-made tragedies and natural disasters, combined with the great speed of technological development, has led archivists to a new role in society - as stewards of contemporary information, as well as historical information. The record keeping community is acutely aware of the importance of capturing and preserving a record of this rapidly evolving situation. From individual diaries of life under lockdown, to the records created by public bodies and research institutions, it is important to ensure that we continue to collect a diverse and comprehensive account of events, decisions, and experiences. For more information, see below at **Resources** Lockdown: Archives - *Archiving the Present for Future Research*.

Safety

In crisis management the health of staff is often overlooked. In addition to your paid staff, do not forget about the volunteers who work for you. Establish health and safety protocols for staff and volunteers and stay in touch on a regular basis while the institution is closed. (For more information on how to protect yourself and others see **Resources** Safety – Word Health Organisation – Protect yourself and others). Make sure you are well-informed about their mental and physical health, and support staff and volunteers where you can from home. The health of people must always be prioritised ahead of the preservation of heritage items.

Follow local guidance for hygiene and physical distancing. Share it, and keep your staff up to date with recent advice from government regarding changes to health, safety, and work practices affecting personnel, and changes to employment conditions. Do not forget that work is more than „just-a-job“; socializing on the work floor is an important part of any labour force, so consider ways for staff to socialise online, and try and consider safe ways for them to socialise at work. Digital tools can also be used for online social gatherings. (For more information on this see Part III of the Guidelines - *Basic Digital Tools*.)

To stay informed on the latest on the COVID-19 virus, see the updates of your national or regional authorities and at ***Resources Safety - World Health Organisation – About Covid-19 and World Health Organisation – Health Alert on WhatsApp (Arabic)***.

Physical health

In order to stop the coronavirus from spreading, it is necessary for staff (and visitors) to frequently wash their hands, clean used surfaces and equipment, and keep a social distance of around 1.5 to 2 metres depending on the local guidance. Archives and libraries therefore need to ensure that soap and, if possible, antiseptic hand gel, are available for use.

Wearing a face mask or using barriers or screens to separate people from each other is important to prevent the virus from spreading through sneezing, coughing, or strongly exhaling air. A “back-to-back” or “side-to-side” working arrangement is recommended in offices with multiple people. Visitors and staff that do not feel well should stay at home and should not enter the building. Vulnerable groups who are at higher risk, such as people with severe illnesses, compromised breathing (like asthma), or who are over the age of 60 should remain at home to minimise their risk of infection. It is common practice today that before entering people are asked if they have any coronavirus symptoms. (To stay informed about the latest updates regarding the COVID-19 virus, next to national and regional updates from the authorities, see for international updates at ***Resources Safety - World Health Organisation – About COVID-19 and Health Alert on WhatsApp (Arabic)***. Several institutions have offered guidance on safety measures at working places including libraries and archives. See ***Resources Safety*** below for helpful sources. For more on masks see ***Resources Safety Aga Khan Development Network - COVID-19 information*** - Information on homemade and disposable masks and ***Science Advances (07 Aug 2020)*** - Low-cost measurement of facemask efficacy for filtering expelled droplets during speech.

Mental Health

As lockdown extends, stress levels continue to rise. Like elsewhere, tensions are increasing inside crowded homes. Violent conflicts and political instability have already claimed much of people’s resilience. Daily routines are broken, shopping is difficult, children must stay in cramped rooms, and discharge or salary cuts leave families with less income or, in some cases, none at all. Regular health services, including mental health care, have often stopped and people are not treated. Mental disorders from before COVID-19 are now getting worse. Clearly, the badly needed psychosocial support is seriously lacking.

Stress and anxiety are normal reactions in unfolding crises that severely affect the way people work and live. During times of uncertainty, it is therefore vital to pay attention to one’s own health and the health of others. The Reference Center for Psychological Support of the Red Cross recommends the following “To Do’s”:

- Fact-check any news that is being consumed and self-educate with accurate information;
- Maintain a daily routine to remain structured and do not lose sight;
- Acknowledge your own fears and feelings of helplessness without denying what is going on;
- Actively stay in touch with friends and family virtually in order to maintain strong relationships; seek help from others and offer them help if they need it;
- Take care of your own physical and mental health.

For more information on mental health, see at ***Resources Safety***.

Security

Threats

The situations of libraries and archives differ in each country but it is clear that they are all extremely weakened as a result of previous neglect, underfunding, conflict, and other pressures. Key threats are mostly related to the lack of occupancy; however, the widespread increasing economic difficulties faced by many people, combined with the opportunities presented by the site closures and reduction in site security, has resulted in an increase in illegal activities threatening all types of cultural heritage such as vandalism, burglary, looting, and the ensuing illicit trafficking – archives are particularly vulnerable. As a matter of fact, several countries in the MENA region have reported an increase in vandalism and theft. Next to breaking and entering, other risks during lockdown are: flood, fire, pests, damp and mould, dust, and light.

Preventive measures

During the pandemic, most libraries and archives have been closed to both the public and staff. Some buildings may remain partially open for essential personnel or, if the buildings are closed, staff might make visits to inspect the premises at regular intervals. Therefore, the first step in stopping threats from becoming disasters is to prevent them wherever you can. After all, prevention is better than cure. Thus, if your institution needs to close indefinitely, take the appropriate preventive measures. The main risks for cultural organisations during the pandemic-enforced closures are generally: flood, theft and vandalism, fire, pests, damp and mould, dust, and light. In perfect circumstances your institution will have an emergency management plan and have already assessed the risks typical for your organisation. If not, it is highly advised to take this opportunity to draw one up now. Search the internet for emergency/disaster management plans and you will find ample information and examples. At ***Resources Security - Securing the premises*** you will find *IFLA – Preservation and Conservation – Useful links (for Emergency Planning)*.

However, a warning is called for as many plans and recommendations have been designed within a western context and, often, for moderate climate zones (see ***Resources Security Securing the premises – Teijgeler – Preservation of Archives in Tropical Climates***). Risks are present all the time, but in normal times there are fewer worries because the building is occupied, and staff are able to respond quickly. When your time is limited before you are forced to close the facility, concentrate on the areas you feel are the biggest risk or biggest priority for your institution. Only do what you feel safe and comfortable doing.

A number of security checklists have been published. Many of them refer to museums but, on the whole, they are equally applicable for libraries and archives (for collection care see ***Resources Security - Preservation***). The checklists are divided into security checks for the exterior and the interior of the premises. It is important to complete as many of the checks as possible before you close, and then to continue to carry them out at regular intervals while the facility remains closed.

For the interior, you should check the following:

- check the window coverings (for example, are blinds down/closed or up/open)
- deploy glass security film which will slow down the perpetrators
- ensure lights are turned off except for security lighting
- ensure power is turned off where appropriate
- remove all fresh food from the premises - empty refrigerators and leave the door open
- check the climate control, including remote controls, temperature and relative humidity

- remove high-risk collection items from display, and make sure any items on loan, returned items and valuable items are placed in (and remain in) secure storage. Also, think about collection items with respect to windows and ensure that no collection items are vulnerable to smash-and-grab thefts
- secure valuables (cash boxes, computer screens, laptops and other electronic equipment)
- secure important sensitive documents and information
- test fire and security alarms
- ensure fire doors are closed
- make sure flammable materials are stored in fire protective storage
- cover collection items that may be vulnerable to light damage
- cover objects on open display/storage with dust sheets
- make sure water taps are turned off and dehumidifiers are turned off and emptied
- check for mould infestations and rodents and check pest traps
- clear debris and empty dust bins
- and as you leave, make sure doors and windows are closed correctly (that is, are they locked, closed against dust, or unlocked, ajar or open)

In all instances, it is of the utmost importance to check the procedures both before leaving the premises and in case of emergency. Additionally, make sure to establish a means and process to record and share the results of security checks between relevant colleagues. What it all comes down to is: check, check, and check again. (For more information, see ***Resources Security – Securing the premises***).

Securing the premises

The above checklist should be conducted when you close the building for lockdown, but if staff are working at the premises while it is closed to the public, or are able to visit it for security checks, they should continue to carry out those checks to ensure the premises remain secure. However, during the pandemic, there are additional factors to remember. To minimise the spread of COVID-19, a rota should be created to ensure staff attend the premises on different days to maximise physical distancing. In smaller organisations, at least two individuals might make occasional visits to inspect the premises at regular intervals. While inside, they should wear the proper protective clothes and equipment. (For a template checklist on the activities to be conducted during a regular site visit, see ***Resources Security - Securing the premises***). Make sure that these persons have proper papers in their possession to enter the building in the event they are stopped by the police or any other authority. One of the key determinative factors in solving theft is how much time passes between the burglary and the realization that an object is missing: the bigger the window, the less likely it is to be solved. In terms of physical security, it is recommended that institutions should consider installing temporary barriers at museum entrances to block entry and exit to institutions, which could slow down a theft and allow emergency services more time to respond to a break-in. As the target countries for these guidelines are countries in conflict, never forget the precautions you took before the COVID-19 pandemic began. (For more information, see ***Resources Security - Securing the premises***. In many respects, libraries, archives, and museums are facing the same problems during a lockdown and that is why occasionally you will find references that are, in the first instance, meant for museums).

A summary of measures to take for the exterior include a regular check on:

- close all external doors, windows, blinds and shutters and make sure they remain closed and secured

- check gutters and drains for potential blockages
- store sensitive materials and equipment, and ensure safe storage is maintained (including checks on flammable materials, power stations, and external equipment for air conditioning)
- check exterior devices for fire and security alarm systems
- clear debris, dust bins and food stuffs, and clean the gardens, so as not to attract rodents and other pest hazards
- demonstrate that the building is being monitored by maintaining walkways and landscaping

Outside help

If you are lucky, the library or archive may have contracted a security service and they may still be on duty during the COVID-19 pandemic. Some institutions have contacted local authorities to request that police or security forces patrol the area to keep an extra eye on their premises. If this isn't available, one potential solution is community engagement.

During violent conflicts, heritage institutions have been helped time and again by the surrounding community. Why not appeal to them in this crisis to assist in protecting the buildings and collections of your institution? Students could help monitor academic libraries on the campus, readers living nearby could do the same with their public libraries, and schoolchildren likewise with their school, including the school library. If physical surveillance is not possible, you could resort to closed-circuit television (CCTV) or other electronic monitoring systems. The institution may already have such a device installed. Bear in mind that during the coronavirus crisis, it will probably be difficult to have it installed if it isn't already; besides, it is very costly. However, such systems may deter criminals, or allow you to catch them and recover your collections if it records them. In addition, it may allow you to detect whether someone has placed your facility under surveillance to check your security – however you will need to either monitor your premises in person, or check your CCTV feed regularly to see if you are being watched. Bear in mind, once you notice an irregularity, you need to have a follow-up plan in place – who do you warn? You should work with the emergency response services to develop procedures to handle such situations, and ensure all staff are aware of them. Nevertheless, even with electronic or in-person site-monitoring, some risks will remain, such as vandalism, burglary, lack of maintenance, and the standard threats to collections. (For more information on collection care, see *Resources Security - Preservation*).

Digital Security

Billions of people are stuck inside their homes due to the COVID-19 pandemic and the world is becoming increasingly dependent on the internet. The race towards a connected world was already in full swing, and the outbreak has further highlighted the potential of the internet for tackling problems in the 21st century. This holds especially true for libraries and archives that are continuously digitizing data and making them available on the internet. Digital access today is vital for any library or archive. Long-term impacts of the coronavirus outbreak have, essentially, pushed people to become more comfortable with technology and the risks associated with it. Nowadays, a modern citizen requires some form of digital literacy to access information and libraries play a key role in this.

In the rush to migrate library workers to remote work during lockdown and to migrate physical library programs and services online, data privacy and security sometimes get lost. Unfamiliar settings, new routines, and increased reliance on third party technology all puts library data privacy at risk.

It is of the utmost importance that your organisation is aware of the risks, both for data exchange within the organisation network and data entering the network from outside. Thus, libraries and archives should take the necessary precautions to mitigate these risks. In the chapter *Basic Digital Tools* (Part III of the Guidelines), we have collected brief information on social media, digital communication services, digital filesharing, virtual workspaces, virtual private networks (VPNs) and decentralised solutions; we have also touched on privacy and security problems. We do not have the space here to go into detail on the very complicated issues of digital privacy and security. Fortunately, there is a great deal of technical information available on the internet, including material in the context of libraries and archives. (To get you started, particularly for libraries, see **Resources** Security - Digital Security, and **Resources** Lockdown – Digital heritage.)

Preservation



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Once the premises, inside and outside, have been checked and are secure, it still leaves the collection(s) to take care of when the institution goes into lockdown. During this indefinite timeframe, the collections are being held dormant, increasing the risk of general deterioration caused by the environment, pollutants, and pests, as well as reduced levels of preventive monitoring and control. While collections are not directly at risk, the pandemic complicates their care. For that, libraries and archives might need guidance to ensure that their collections are safely cared for and maintained during this unprecedented period. Collection care should form a part of your preservation plan and emergency collection care that is part of your emergency management plan. Often, preventive measures are part of these plans but in these Guidelines they have been dealt with in the previous paragraph under *Securing the premises*.

Again, if your library or archive does not have any emergency management plan, it is highly advised to take this opportunity to draw one up now (also see *Resources Security - Securing the premises - IFLA – Preservation and Conservation – Useful links (for Emergency Planning)*). The warning that most of these plans and recommendations have been designed within a western context and often for moderate climate zones, is repeated here (see *Resources Security – Securing the premises – Teijgeler – Preservation of Archives in Tropical Climates*). Emergency management plan or not, you need to have salvage materials ready. In this crisis, this not only includes materials to fight flooding or fire, but also extra personal protective equipment (PPE) to prevent contamination from coronavirus (see, for example, *Resources Preservation – Museum of London – Pocket-salvage guide* and *New Jersey State Library – Salvaging Library Materials*). Also, you need to assess the collection risks typical for your organisation, assuming the necessary prevention measures have been followed and implemented. At all times, it is wise to check the condition of the collections, perhaps using a sampling method for large collections. This way you can know the weakest points in the collection and take extra precautions. Document these points by taking video or photographs, especially in collection storage areas.

In times of COVID-19, all restoration projects will be halted unless your organisation has the option of continuing projects during the enforced closures. In this case, do so with at least two people (a „buddy“ system): before leaving the premises, staff should make use of the preventive and preservation checklists noted above. When leaving the premises, they should make contact (by phone, email, or a social media group) with the director or another nominated person to tell them that they have left the premises. They should use all senses, including sense of smell, to detect areas where mould might be growing and dust might be accumulating, and where extra ventilation or cleaning may be required – especially in collection storage rooms.

There might also be a chance to outsource restoration projects to conservators working at home. In that case, be sure that they follow the institution restoration standards and write a good contract. Like everywhere else, the conservation lab should be checked for any hazards. Conservation equipment should be cleaned before closure, and materials should be safety stored. Remove perishable conservation materials or lock them in well-sealed tins/jars as they are prone to deterioration and mould.

It is important to make a checklist of all actions concerning preservation. Keep control at all times, consult with staff, and divide the tasks. You will, hopefully, not need to resort to them but, just in case, if a violent conflict reaches the area of your institution, there are some rather radical ways to safeguard collections (see *Resources Security – Preservation – Teijgeler – Preserving cultural heritage in times of conflict*). Last, but not least, prepare for re-opening (discussed below). Being prepared prevents your library or archive suffering from surprises, at least as far as possible.

Sanitation

Contaminated books and archives are something libraries and archives are not unfamiliar with. There are many techniques available to disinfect facilities and materials attacked by mould. In this case staff and users need to be disinfected, as well as the materials themselves. A virus is a different story, but it is not a new one. Throughout history, librarians and archivists have been battling the consequences of bubonic plague, tuberculosis, and other known contagious diseases after they realized that they were infecting their holdings. The recommendations below rest on the state of science as of July 2020.

As this strain of coronavirus is new, virologists and micro-biologists are still struggling with how this virus will develop and how to counter it. So please, closely follow the advice of library and archive professionals and associations as this can change overnight.

Once contamination is established, several provisions against the virus should be made and each has their own process and reasoning: sanitation of facilities, sanitation of materials and quarantine. However, the first and most important question should be: is there any contamination risk with my books or documents? The answer is simple and straightforward: there is. The coronavirus persists for a “few days” depending on the types of surface. The highest risk for collections comes from proximity to infected people. Consequently, the first measure to take is to minimize contact between people and the library and archive materials. It goes without saying that once a member of staff has contracted the virus and there has been direct or indirect contact with collections, the holdings have to be put in isolation just like the person him/herself.

Infection

The most common way to contract the COVID-19 virus is, as we know, from other people. Therefore, that should be the first concern. Minimize the virus risks by keeping a close watch on your staff, following the general precautions on avoiding the virus and acting quickly when someone displays the slightest sign of a virus infection (persistent cough, temperature, breathlessness) see *Resources Safety - World Health Organisation – COVID-19*. If staff are at work while the premises are closed, carrying out tasks like checking security or finishing restoration projects, they should wear personal protective clothing and equipment, and only handle books and documents with gloves. Though, once buildings have been empty for several days (considered to be a minimum of 3 days) it is very unlikely that live virus will be present.

As air renewal (HVAC, draft) is a good way to mitigate the viral load in absence of people, rotation and centrifugal forces (book sorters, cleaning machines) on the shop floor, on the other hand, will increase the chance to contract the virus if it is present.

Transmission through surfaces is much less likely than person-to-person contact in an enclosed space for a long period of time, which is believed to be the primary way to catch the coronavirus. However, the possibility still exists that the virus could be spread by touching contaminated surfaces and then touching your nose, mouth or eyes. The longest survival of the coronavirus found so far has been five days on ceramics (dishes, pottery, mugs), glass (drinking glasses, measuring cups, mirrors, windows), metal (doorknobs, jewelry, silverware) and paper (the length of time varies, some strains of coronavirus live for only a few minutes on paper, while others live for up to 5 days).¹ It survives for much shorter periods on surfaces like aluminum (2-8 hrs.), copper (4 hrs.) porous cardboard (24 hrs.), textiles, and wood. The latest evidence shows that, in general, cool temperatures prolong viral persistence while very warm temperatures result in rapid loss of virulence. Low relative humidity, also prolongs virulence, but may reduce surface to surface transfer.²

Dust raised in such dry conditions can be problematic as it re-aerosolizes attached viruses. As elsewhere (such as shopping) these days the advice is: if you wash your hands several times a day, particularly after handling objects that others could have touched, the risk of transmission is significantly lower from an already low risk of transmission.

Quarantine

Books and archives are not only isolated after infection has been determined but also as a precautionary measure to prevent contamination of collection spaces and

objects whenever possible. This is particularly the case with books that have been returned during the lockdown. They will not be stored on the bookshelves directly but put in a quarantine room. Make sure that nobody enters the room - put up a sign. There is some discussion on the length of the quarantine period but in general the minimum recommended period is 5 days and, to be totally safe, 10 days would be good practice. The same treatment will be required for archives. However, the quarantine period might change over time with new scientific insights. You can place the items on trolleys or put them in crates with a clear indication when they arrived. If a dedicated quarantine space cannot be established, staff can place items in bags until the quarantine period is over so that no-one accidentally handles the items. It is not advisable to tightly seal the bags because this can potentially create damaging microclimates. Clean and disinfect your quarantine space, if used, before using it for other purposes. Finally, when the library reopens, they should inform their users that all materials are quarantined for 72 hours, so patrons do not need to take any further sterilization steps.

Sanitation rules

There has been a lively discussion on sanitation - we prefer to speak of sanitation rather than disinfection - of collection materials and collection spaces against the coronavirus. There is a difference between cleaning and sanitation. Cleaning is a general reduction of filth including viral and bacterial loads on surfaces which makes subsequent disinfection more effective. Disinfection/sanitation is the application of a solution or method that kills/deactivates any pathogens that remain after cleaning.

The first question a librarian or archivist should ask themselves is what needs to be sanitized, and why?

There is no need to clean or sanitize anything if the premises are fully closed during a lockdown. It is only when your institution is re-opening that you probably need to clean facilities and/or objects. When a few staff are partly working while the institution is closed, in a conservation lab for example, you might consider it, but the use of protective clothing and equipment should be sufficient. Still, if there is cause for sanitation, there are a few simple rules for books and archives.

Books and Archives

Disinfecting collection objects is NOT recommended. Disinfecting solutions contain alcohol, bleach, or other chemicals that can damage many of the surfaces and materials in heritage collections. Although certain solutions might be appropriate for some materials, inappropriate use can cause permanent damage or fail to disinfect properly. Always consult a professional conservator before doing any kind of treatment and always use disinfectants that have been approved by appropriate authorities (for more information see the several resources in ***Resources** Preservation – Sanitation*).

To reduce the risk of viral transfer from contaminated objects to people or the opposite from infected people to object, object quarantine is always recommended. Wait until the virus deactivates naturally on surfaces before handling any objects or resuming operations.

When you do decide to sanitize:

- never forget to wear protective clothing and equipment; avoid direct contact with contaminated objects
- always remove the dirt first as only then are disinfectants most effective
- hand sanitizers could leave residues on objects and damage materials

- external surfaces of display cases that may have been touched by visitors must be cleaned. There is no need to clean inside the display cases
- be aware that different surfaces would require different lengths of time and different disinfectants in order to assess their compatibility; test first
- do not apply chemical disinfection as disinfecting solutions will damage many heritage materials.
- diluted hydro-alcoholic solutions or neutral soap can be used but must always be applied with controlled pressure
- nor should you utilize UV disinfection, ozone disinfection, electrostatic disinfectant sprayers, or powdered disinfectant.
- placing materials in a microwave oven is not recommended and may result in fire.
- do not use bleach on the surfaces; many cultural materials are sensitive to bleach.
- do not undertake large scale disinfecting actions of the entire collections, or entire museum spaces like wet fogging of a biocide solution
- use methods that permit controlled application of approved cleaning solutions and disinfectants
- after disinfection make sure to ventilate the space where sanitation has taken place to ensure that there is no accumulation of volatile organic compounds (VOCs)
- keep a record of what objects have been sanitized and when that is accessible to all staff

Facilities

There are also some simple rules for facilities. Best practice is to close off areas used by the infected person and increase air circulation with outside air, not air conditioning, which may simply circulate existing air.

Wait at least 24 hours before cleaning and disinfecting all areas accessed by the infected person. If it has been more than 7 days since the infected person was in the building, further cleaning and disinfecting is not required (see the section on Sanitation - Quarantine above). It is possible to safely disinfect non-heritage surfaces – tables, desks, and shelves – that are used for work with collection artefacts or archival records. As with books and archives, confer with a conservation specialist first and ask yourself the question why you want to sanitize and which spaces you want to do so.

In case it is advised to clean and sanitize certain rooms and spaces in the library and archive building(s), e.g. when they reopen and as long as the pandemic lasts, there are certain rules you have to keep in mind:

- never forget to wear protective clothing and equipment; avoid direct contact with contaminated objects
- always remove the dirt first as only then are disinfectants most effective
- start with painted surfaces, door knobs, and hand rails. You want to note if they are metal or wood and if they have any unique finish.
- for cleaning make up a soap and water solution from a mild or gentle soap; soap has a polar end and a non-polar end and so it tends to pull things into solution; do not use dish soaps because dish soaps have other additives in them that can leave a film
- place the mixed solution in a spray bottle; take a paper towel, wet the paper towel, do not use cloth, with your solution and then wipe the surface or the railing; repeat after a minute
- heavily touched hard surfaces may need regular cleaning and disinfecting; hard surfaces are the easiest to disinfect and they are also the surfaces on which the virus can persist the longest and with the highest transfer concentration to skin

- disinfecting compounds (70% ethanol is recommended) and their application methods (wet spraying, wiping, contact times) have to be appropriate for the surface to which they are applied. Test first and be sure to consider the effects of overspray or dripping on any nearby collection items
- cleaning and disinfecting should leave no potentially harmful residues on surfaces that will come into direct contact with collection objects (e.g. reading room tables, shelves for storing artefacts)
- do not use fogging, either for single rooms or the entire building: it will deposit chemicals on all the surfaces, which may be unpleasant for people and could be very damaging for objects in the collection
- after disinfection make sure to ventilate the space where sanitation has taken place to ensure that there is no accumulation of volatile organic compounds (VOCs)
- removal of bookshelves or furniture from rooms that need to be disinfected is, in most cases, not recommended: handling and transport of collection objects brings its own risks, and the objects themselves could potentially be contaminated
- keep a record of what objects have been sanitized and when that is accessible to all staff

Finally, many advise collecting institutions to inform the public about their approaches to disinfecting collection materials and to ensuring staff and patron safety. When customers understand what institutions are doing to mitigate risk, they are less likely to attempt their own, damaging disinfection methods at home. (For more details see ***Resources Preservation – Sanitation***).

Re-opening

Eventually, the institution will be able to re-open. This, of course, depends completely on receiving permission from the authorities and that will differ by country and region. Re-opening is unlikely to mean that the pandemic has completely disappeared. Experiences with the spread of the coronavirus show that a so-called second wave of rising infections is highly possible, which may mean that you have to face closure again. There are no official guidelines on how to safely reopen libraries or archives– much depends on the local context. If all went well, the library or archive employed the necessary preventive measures before closing for an indefinite time (see above the section on ***Security – Preventive measures***). In fact, you could use these precautionary actions again as a checklist before opening. Is the security still OK, no forced entry, no broken windows, no hazards in the garden, etc.? (see above the section on ***Security – Securing the premises***) If, by any chance, the institution suffered from damage, repair that first. Take care of the outside before turning your attention to the inside of the premises. Plan cautiously for reopening the library/archive and take an approach based on your needs. Take your time to minimize mistakes and to regain the trust of the readers' community.

Protective measures

Before re-opening, be sure that you have a proper Re-entry Plan. Both library and archive services, and the spaces themselves will look different to before the pandemic. Be sure to follow national or regional recommendations for environmental cleaning and disinfecting. Most actions for the inside of the building will be related to cleaning, possible sanitation, new lending and borrowing procedures, and staff and visitors protection.

Users should be assured that their safety is a priority; explain at the entrance how you intend to achieve that. However, in practice libraries/archives must consider how best to balance safety of staff and visitors.

Phased services will vary by community based on local guidance. Some libraries are exploring phased reopening, starting with curbside or no-contact service outside the physical building. Visitors can order books or records on the internet and receive a time frame when to collect them on the curbside near the building. At the same time, they can return the books previously borrowed. The returned items should be moved immediately to a quarantine room for at least 72 hours. Cultural heritage collections with significantly drier or colder conditions might want to extend the isolation period.

Other potential changes you could make to prioritize patron health include:

- consider how many visitors the building can accommodate safely while maintaining distancing: this may be far fewer than were allowed in before.
- control the use of entrances, passageways, stairs and lifts
- allowing appointment-only entry for visitors
- train security employees to temperature check before entry and to not touch visitor belongings during bag inspection
- visitors should be asked not to touch books or documents unless they intend to use / borrow them
- visitors should be required to wear face masks in all indoor areas, and all areas that may be congested, and should be asked to frequently use antiseptic hand sanitizer (for example, at the entrance), if appropriate
- consider stocking face masks and sanitary and protective equipment for sale
- limit capacity and computer use for visitors
- simple floor markings on the ground are easily prepared and can help to guide visitors through the property and remind them to keep a social distance of a minimum of 1.5 – 2 meters. This is especially important in waiting lines, or any narrow areas. They are easily set up with simple material such as labelled adhesive strips
- areas that are touched by many visitors, such as seats, handrails, and toilets must be cleaned regularly with antiseptic cleaner. This is particularly important for computer use, which may need to be limited, and computers should be cleared after each user.
- it may be necessary to close some areas if they cannot be opened safely and kept clean.

Check on and respond to the physical and mental health of staff returning to duty. Consider limiting the number of personnel who are allowed, at first, to enter the collection and storage areas. Limiting personnel numbers will allow time to observe and document carefully any traces of damage e.g. insect damage or burglary, before too many people come in and disturb possible evidence.

Hand sanitizers for both staff and visitors at the entrance are an accepted way to reduce disease transmission from incoming readers. Hand sanitizers, however, could leave residues on objects or records that could eventually damage some materials like paper. That is why hand washing with soap and water, at least for staff, is recommended over using hand sanitizer because the former removes dirt and oils and the latter does not. Dirt and oils can transfer to collections and stain or damage them. Staff should wear disposable gloves when handling objects and records. Before the pandemic, this was already common practice for handling valuable or vulnerable objects for both staff and readers and that precaution should be maintained. Review volunteer capacity as volunteers may be essential for the safe operation of the institution; some volunteers may be clinically vulnerable.

Other potential changes you could make to prioritize staff health include:

- staff should be healthy before returning to work and be tested for COVID-19
- staff who meet visitors (at the entrance desk, guides, or café staff) should wear masks,

and remind visitors to keep a safe distance from them; you may be able to installing Plexiglas shields between staff and patrons

- collections staff are encouraged not to touch books or documents unless absolutely necessary during this time. As few people as possible should be handling items and no two people should handle the same item
- areas restricted to staff should follow the strict regulations given by local authorities
- limit access to storage and workrooms to essential personnel only
- areas that staff may spend time in like break rooms, canteens, and other settings, may need to be closed in order to avoid staff socialising in groups
- take into account spatial distance of employees in work stations
- outdoor spaces can be used to replace indoor meeting rooms
- staggered breaks on a schedule for employees may help to strategically plan break time frames for groups of people, in order to avoid bigger gatherings

Be certain that all policies are reasonable and necessary for the safety of staff and members of the community. Workers who believe that their employer provides a safe and healthy workplace are more likely to report for work during a pandemic. Instruct employees and volunteers to stay home if they are sick, have high temperature or someone at home is sick. Enforce policies consistently and provide staff training on how to enforce them. Regardless of your reopening stage, test runs are an essential part of a transition to ensure staff comfort and patron compliance.

Consider the security implications of any changes you intend to make to your operations and practices in response to COVID-19, as any revisions may present new or altered security risks which may require mitigation

Resources

Lockdown: Libraries

- *ALIPH Foundation (International Alliance for the protection of heritage in conflict areas)*. E-learning resources from the web for general heritage e-learning: <https://elearning.aliph-foundation.org/3/>
- *American Library Association (ALA)*
 - A Crash Course in Protecting Library Data While Working From Home (very comprehensive): <http://www.ala.org/lita/crash-course-protecting-library-data-while-working-home>
 - COVID-19 Response: <http://www.ala.org/tools/ala-covid-19-response>
 - Pandemic Preparedness – Resources for Libraries: <http://www.ala.org/tools/atoz/pandemic-preparedness#Professional%20development>
 - Online Learning: <http://www.ala.org/pla/education/onlinelearning>
 - Public Libraries Respond to COVID-19: Free webinar series <http://www.ala.org/pla/education/onlinelearning/webinars/covid-19>
- *American Library Association – Association of College and Research Libraries (ACRL)*
 - E-learning: <http://www.ala.org/acrl/onlinelearning>
 - Guidelines, Standards, and Frameworks: <http://www.ala.org/acrl/standards>
 - Professional Tools: <http://www.ala.org/acrl/proftools>
 - Guides: <https://libguides.ala.org/?b=g&d=a>
- *Australian Institute for the Conservation of Cultural Material (INC)*. COVID-19 and Collections Reference and Resource list: <https://aiccm.org.au/wp-content/uploads/2020/06/COVID-19-Resource-List.pdf>
- *Bibliotheca Alexandria* <https://www.bibalex.org/en/default>

- *Blue Shield Australia and AICCM*. Closed by COVID-19? A Practice Guide for managers of heritage collections. Version 1.2, published 29 April 2020 (very practical): <http://blueshieldaustralia.org.au/wp-content/uploads/2020/03/Closed-by-COVID-19-version-1.2-29Apr2020.pdf>
- *Collections Trust*. Collections in Lockdown: <https://collectionstrust.org.uk/collections-in-lockdown/>
- *DigitalLearn*
 - Tools and Resources for Trainers: <https://training.digitallearn.org/>
 - Use a computer to do almost anything!
<https://www.digitallearn.org/>
- *Digital Public Library of America* <https://dp.la/>
- *Heritage Foundation*. Crisis Communication for Leaders: Guidance in Responding to COVID-19 and Other Crises (webinar): <https://www.heritage.org/event/webinar-crisis-communication-leaders-guidance-responding-covid-19-and-other-crises>
- *International Federation of Library Associations and Institutions (IFLA)*
 - COVID-19 and the Global Library Field:
<https://www.ifla.org/covid-19-and-libraries>
 - Key Resources for Libraries in responding to the Coronavirus Pandemic:
<https://www.ifla.org/covid-19-and-libraries>
- *Institute of Museum and Library services (IMLS)*. Coronavirus (COVID-19) Updates: <https://www.imls.gov/coronavirus-covid-19-updates>
- *Internet Archive*. Open Library - National Emergency Library: <https://openlibrary.org/>
- *Kentucky Department for Libraries and Archives*. Different online classes: <https://kdla.ky.gov/librarians/staffdevelopment/Pages/OnlineClasses.aspx>
- *OCLC Virtual Town Hall*. Libraries and the COVID-19 Crisis: <https://www.webjunction.org/events/webjunction/town-hall-covid.html>
- *Public Library Association (PLA)*. A COVID-19 Digital Archive: <http://publiclibrariesonline.org/tag/covid-19-and-libraries/>
- *The Institute of Conservation (ICON)*. Unable to do your normal work at the moment? Top tips for making the most of your time at home: <https://icon.org.uk/news/icon-trustee-pierrette-squires-acr-15-ideas-for-conservators-at-home>
- *The Seattle Public Library*. Digital Response (example): <https://www.spl.org/about-us/the-organization/leadership/a-message-from-the-chief-librarian>
- *Qatar National Library* <http://www.qnl.qa/home>
- *World Digital Library* <https://www.wdl.org/en/>

Library Discussion Groups

- *American Library Association (ALA)*
 - Association of College and Research Libraries (ACRL) Discussion Groups: <http://www.ala.org/acrl/aboutacrl/directoryofleadership/discussiongroups/dgs>
 - Book Discussion Groups: <https://libguides.ala.org/bookdiscussiongroups>
 - ALA Electronic Discussion Lists: <https://lists.ala.org/sympa/lists>
- *Arab Network for Safeguarding Cultural Heritage (ANSCH)*. Facebook group: <https://www.facebook.com/ANSCH-110334927271070/>
- *Cultural Heritage Conservation Science Research and practice*. LinkedIn group: <https://www.linkedin.com/groups/140198/>

- *Google Groups*. Libraries: <https://groups.google.com/forum/#!search/Libraries>
- *Heritage for All*. Facebook Group: https://www.facebook.com/groups/214091372432295/?ref=br_rs
- *National Archives*. Archives & Library Science Discussion Groups: <https://www.archives.gov/research/alic/reference/archives-resources/discussion-groups.html>

Online Library Activities

- *Bellingham Public Library*. SkillShare (example): <https://www.bellinghampubliclibrary.org/skillshare>
- *Harford County Public Library*. Digital Library (example for youth): <https://hcplonline.org/digitallibrary.php>
- *Henrico County Public Library*. Audiobooks (example): <https://henricolibrary.org/check-it-out/downloads-streaming/audiobooks>
- *With Kids Stuck at Home, Authors Bring Stories to Instagram*. (example online reading): <https://www.wired.com/story/coronavirus-covid-19-childrens-authors-readings/>

Lockdown: Archives (and Libraries)

- *Association of Registrars and Collections Specialists (ARCS)*. COVID-19 Resources: <http://www.arcsinfo.org/programs/resources/covid-19-resources>
- *British Library*. Middle East: <https://www.bl.uk/subjects/middle-east>
- *Cornell University*. Middle East and Islamic Studies Collection:
 - Digital collections: <https://middleeast.library.cornell.edu/content/digital-collections>
 - Research Guide: Manuscripts & Archives <https://guides.library.cornell.edu/MideastIslamStudies/ManuscriptsArchives>
- *Digital Library of the Middle East (DMLE)* <https://dlmenetwork.org/library>
- *International Council on Archives (ICA)*
 - Archives are accessible: <https://www.ica.org/en/what-archive/archives-are-accessible-search-the-map>
 - Archivists at home: https://docs.google.com/document/d/16ubmmTtJ7oCjbUFI_75fqG9J62pul9dg_RCd_4au4tMw/mobilebasic?fbclid=IwAR0bzn2Tzao2xt64IEwRLDrbB6a1UGL3WHtO4z_AS0SnPGyGwTGci7xQhFak&urp=gmail_link
- *MCN Blog*. The Ultimate Guide to Virtual Museum Resources, E-learning, and Online Collections - Digital archives & libraries: <https://mcn.edu/a-guide-to-virtual-museum-resources/>
- *Harvard University*. Middle East and Islamic Studies Library Resources - Archives and Manuscripts: <https://guides.library.harvard.edu/mideast/archives>
- *Hazine*. Middle East Archive: <http://hazine.info/category/archives/middle-east/>
- *Internet Archive*. Middle East: <https://archive.org/search.php?query=middle+East&sin=>
- *Library of Congress*. Sources for Historical Photographs of the Middle East: Holdings at Selected Repositories: <https://www.loc.gov/rr/print/resource/mepbibliographySAA.html>
- *New South Wales State Archives and Records*. COVID-19 and Recordkeeping: <https://www.records.nsw.gov.au/covid-19-and-recordkeeping>

- *Society of American Archivists*. Continuing Education: <https://www2.archivists.org/prof-education/continuing-education>
- *University of Oxford, St Antony's College*. Middle East Center Archive: <https://www.sant.ox.ac.uk/research-centres/middle-east-centre/mec-archive>
- *University of Wisconsin*. Research Guides - Middle East Collection: <https://researchguides.library.wisc.edu/Middle-East-Collection>
- *Queensland State Archives*. PJs, dining tables and public records: Working from home and COVID-19 (blog): <https://grkblog.archives.qld.gov.au/2020/03/30/pjs-dining-tables-and-public-records-working-from-home-and-covid-19/>

Archiving the Present for Future Research

- *International Council on Archives (ICA)*. COVID-19: The duty to document does not cease in a crisis, it becomes more essential: <https://www.ica.org/en/covid-19-the-duty-to-document-does-not-cess-in-a-crisis-it-becomes-more-essential>
- *Ithaka S+R*. Documenting the COVID-19 Pandemic: <https://sr.ithaka.org/blog/documenting-the-covid-19-pandemic/>
- *Mary Marshall Clark*. Oral History of Disasters and Pandemics (video): <https://www.youtube.com/watch?v=DbyRhAcj5Sg&t=1s>
- *Mass Observation (UK)*. Document your experiences of Covid-19: <http://www.massobs.org.uk/about/what-s-on/205-covid19>
- *National Museum of Australia*. Door to store: Caring for your family history documents: <https://www.nma.gov.au/audio/door-to-store-caring-for-your-collection/transcripts/door-to-store-caring-for-your-family-history#!>
- *Public Source*. Collaborative archive of life during COVID-19: <http://covid19.publicsource.xyz/#>
- *Scottish Council on Archives*. Collecting Covid-19: <https://www.scottisharchives.org.uk/latest/news/collecting-covid-19/>
- *The Family History Guide* <https://www.thefhguide.com/project-2-memories.html>
- *The Society of American Archivists*. Documenting in Times of Crisis: A Resource Kit: <https://www2.archivists.org/advocacy/documenting-in-times-of-crisis-a-resource-kit>
- *University of London*. Department of History - Advice on remote oral history interviewing during the Covid-19 pandemic: <https://www.ohs.org.uk/advice/covid-19/>

Archives Discussion groups

- *Google Groups*. Archives: <https://groups.google.com/forum/#!search/archives>
- *Middle East Archive Project*
 - Facebook Group: <https://www.facebook.com/middleeastarchive/>
 - Instagram: <https://www.instagram.com/middleeastarchive/>
- *National Archives*. Archives & Library Science Discussion Groups: <https://www.archives.gov/research/alic/reference/archives-resources/discussion-groups.html>
- *Society of American Archivists – SAA*. Email Discussion Lists: <https://www2.archivists.org/listservs>

Digital Heritage

- *Arts Marketing Association (AMA)*. Digital Heritage Lab:
<https://www.a-m-a.co.uk/digital-heritage-lab/>
- *Charity Digital*. Heritage Digital:
<https://charitydigital.org.uk/heritage-digital>
- *Heritage Fund*. Digital resources for heritage organisations:
<https://www.heritagefund.org.uk/publications/digital-skills-heritage-digital-resources>
- *MediaTrust*. Digital Marketing Strategy Toolkit:
<https://mediatrust.org/resource-hub/digital-marketing-strategy-toolkit/>
- *Public Library Association*. Digital Literacy:
<http://www.ala.org/pla/initiatives/digitalliteracy>

Safety

- *Aga Khan Development Network*. COVID-19 information
 - Information on homemade and disposable masks:
<https://www.akdn.org/publication/covid-19-information-homemade-and-disposable-masks>
 - Staying safe at home and work: <https://www.akdn.org/publication/staying-safe-home-and-work>
- *Centers for Disease Control and Prevention (CDC)*. Coronavirus Disease 2019 (COVID-19). Coping with Stress:
<https://www.cdc.gov/coronavirus/2019-ncov/daily-life-coping/managing-stress-anxiety.html>
- *Construction Leadership Council*. Protecting your workforce during coronavirus Site Procedures:
<https://www.constructionleadershipcouncil.co.uk/wp-content/uploads/2020/05/Site-Operating-Procedures-Version-4.pdf>
- *Disaster Ready*. Understanding Burnout During COVID-19 - Self-Care & Resilience (AR):
<https://ready.csod.com/ui/lms-learning-details/app/material/82ac32f9-1892-483a-87e0-2f8005ffe51d>
- *International Federation of Red Cross and Red Crescent Societies (IFRC)*- Psychosocial Center
<https://pscentre.org/>
- *Science Advances* (07 Aug 2020). Low-cost measurement of facemask efficacy for filtering expelled droplets during speech:
<https://advances.sciencemag.org/content/early/2020/08/07/sciadv.abd3083>
- *The Reference Center for Psychological Support of the Red Cross*
<https://www.redcross.org/about-us/news-and-events/news/2020/steps-to-help-cope-with-evolving-coronavirus-situation.html>
- *UK Department for Business, Energy & Industrial Strategy*. Working safely during the coronavirus – guidance on construction and outdoor working environments:
<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/construction-and-other-outdoor-work>
- *World Health Organisation*
 - Covid-19: https://www.who.int/health-topics/coronavirus#tab=tab_1
 - Health Alert on WhatsApp (Arabic): wa.me/41225017023?text=
 - Looking after our mental health: <https://www.who.int/campaigns/connecting-the-world-to-combat-coronavirus/healthyathome/healthyathome---mental-health>
 - Protect yourself and others: <http://www.emro.who.int/health-topics/coronavirus/protect-yourself-and-others.html>

Security

Digital Security

- *American Library Association - Library and Information Technology Association (LITA)*. A Crash Course in Protecting Library Data While Working from Home (free webinar): <http://www.ala.org/lita/crash-course-protecting-library-data-while-working-home>
- *Build Digital Capacity*. Twitter #BuildDigitalCapacity: <https://twitter.com/hashtag/BuildDigitalCapacity>
- *Center for Internet Security (CIS)*: <https://www.cisecurity.org/controls/cis-controls-list/>
- *Doist*. The Rise of Remote Workers: A Checklist for Securing Your Network (Blog): <https://doist.com/blog/security-checklist-remote-workers/>
- *Europeana Pro*. Strategy 2020-2025. Empowering digital change: <https://pro.europeana.eu/page/strategy-2020-2025-summary#introduction>
 - To follow the news on the project: <https://pro.europeana.eu/page/news>
 - To receive direct updates: [sign up to the Europeana Network Association](#).
- *VisionRI Connexion Services*. Cybersecurity post - COVID 19 - More internet means more threats: <https://www.devdiscourse.com/article/technology/988466-cybersecurity-post-covid-19-more-internet-means-more-threats-stay-alert-folks>

Securing the premises

- *American Library Association*. Video Surveillance in the Library Guidelines: <http://www.ala.org/advocacy/privacy/guidelines/videosurveillance>
- *Arts Council England*. Security in museums and galleries: the museum security toolkit: https://326gtd123dbk1xdkdm489u1q-wpengine.netdna-ssl.com/wp-content/uploads/2016/11/TheMuseumSecurityToolkit_02.pdf
- *Claire Fry ACR and Spencer & Fry*. Collection Care Guidance for Museums and Historic Properties during the Covid-19 Crisis: https://icon.org.uk/system/files/public/collection_care_guide_for_museums_and_historic_houses_during_covid-19_updated.pdf
- *IFLA*. Preservation and Conservation – Useful links (for Emergency Planning): <https://www.ifla.org/preservation-and-conservation/useful-resources>
- *Museum Development East Midlands*. Museum Site Visit Template Checklist:
 - Guidance note: <https://mdem.org.uk/wp-content/uploads/2020/05/Museum-Site-Visit-Template-Checklist-MDEM.docx>
 - Video training session: <https://www.youtube.com/watch?v=V69KXz7Zwx8>
- *National Museums Scotland*. Museum Social Stand Up (video): <https://vimeo.com/415619097>
- *Norfolk Museums and Archaeology Service et al*. Assess and manage risk in collections care: <https://collectionstrust.org.uk/resource/assess-and-manage-risk-in-collections-care/>
- *Observatory Illicit Traffic*. Security in museums and galleries: the Security Audit: https://www.obs-traffic.museum/sites/default/files/ressources/files/ACE_CT_Security_Audit.pdf
- *Teijgeler, R*. Preservation of archives in tropical climates. An annotated bibliography (2001): https://www.researchgate.net/publication/270273714_Preservation_of_Archives_in_Tropical_Climates_An_annotated_bibliography

Preservation

- *American Alliance of Museums*. Managing collections care during pandemics: <https://www.aam-us.org/programs/about-museums/reviewing-cleaning-and-collections-care-policies/>
- *American Institute for Conservation / Foundation for Advancement in Conservation*. Archives Conservation Discussion Group: <https://www.culturalheritage.org/membership/groups-and-networks/book-and-paper-group/bpg-annual-meeting/archives-conservation-discussion-group>
- *American Library Association (ALA)*
 - Handling Library Materials and Collections During a Pandemic: <http://www.ala.org/alcts/preservationweek/resources/pandemic>
 - Pandemic Preparedness – Resources for Libraries: <http://www.ala.org/tools/atoz/pandemic-preparedness>
- *Australian Institute for the Conservation of Cultural Material (AICCM)*:
 - Closed by COVID-19? A Practice Guide for managers of heritage collections that are closed at short notice because of an epidemic or pandemic: <https://aiccm.org.au/disaster/disaster-response/>
 - Collection care: <https://aiccm.org.au/conservation/collection-care/>
- *Canadian Conservation Institute (CCI)*
 - Caring for Heritage Collections during the COVID-19 Pandemic: <https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html>
 - Webinar: https://www.youtube.com/watch?v=AULQR_cyoKQ
- *Collections Trust*. Collections care in lockdown - Transcript of Q&A panel live streamed on 12 May 2020: <https://collectionstrust.org.uk/resource/collections-care-in-lockdown-qa-panel-2-video-and-transcript/>
- *Conservation Wiki*. Ten Agents of Deterioration: https://www.conservation-wiki.com/wiki/Ten_Agents_of_Deterioration
- *Foundation for Advancement in Conservation*.
 - Connecting to Collections Care: <https://www.connectingtocollections.org/>
 - Facebook Book Live Event: Collections Care and COVID-19: <https://www.connectingtocollections.org/collections-care-covid-19/>
 - COVID-19 Resource List: <http://www.connectingtocollections.org/wp-content/uploads/2020/03/C2CCareApril2020COVIDResourceList.pdf>
- *Institute of Museum and Library Services (IMLS)*
 - Coronavirus (COVID-19) Updates: <https://www.imls.gov/coronavirus-covid-19-updates>
 - Presentation: Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections: <https://www.imls.gov/webinars/mitigating-covid-19-when-managing-paper-based-circulating-and-other-types-collections>
- *International Council on Archives*. Archives Damage Atlas - A tool for assessing damage: <https://www.ica.org/en/archives-damage-atlas-tool-assessing-damage>
- *Juma al Majid Centre* <http://www.almajidcenter.org/index.php>

- *Museum of London*. Pocket-salvage guide: <https://www.museumoflondon.org.uk/application/files/9414/5615/4887/pocket-salvage-guide.pdf>
- *National Endowment for the Humanities*. Twitter COVID-19 Collection Care: <https://twitter.com/hashtag/CovidCollectionsCare>
- *New Jersey State Library*. Salvaging Library Materials - Resources for Salvaging Library Materials: https://www.njstatelib.org/services_for_libraries/resources/disaster_planning/salvage/
- *Smithsonian Cultural Rescue Initiative*:
 - COVID-19 Resource Hub - Collections Care During a Pandemic: <https://culturalrescue.si.edu/hentf/major-disasters/current-disasters/#section5>
 - Resources: <https://culturalrescue.si.edu/resources2/>
- *Teijgeler, R*. Preserving cultural heritage in times of conflict (2006): https://www.academia.edu/10125438/Preserving_Cultural_Heritage_in_Time_of_Conflict_A_Tool_for_Counter_Insurgency

Sanitation

- *American Libraries Magazine*. How to Sanitize Collections in a Pandemic (blog): <https://americanlibrariesmagazine.org/blogs/the-scoop/how-to-sanitize-collections-covid-19/>
- *Canadian Conservation Institute (CCI)*. Caring for Heritage Collections during the COVID-19 Pandemic - Covid-19 contamination of collection materials: https://www.cac-accr.ca/wp-content/uploads/dlm_uploads/2020/04/cci_covid-19_en_2020-04-17.pdf
- *Centers for Disease Control and Prevention (CDC)*
 - Cleaning and Disinfecting Your Facility: <https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>
 - How COVID-19 Spreads: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html>
- *Library of Congress*. The Impact of Hand Sanitizers on Collection Materials: <https://www.loc.gov/preservation/scientists/projects/sanitize.html?fbclid=IwAR0H4TvdX9lgDVKCPDhD12hVv9phn7aZ-gxSus5HpTee7d85dHfck8paliA>
- *National Center for Preservation Technology and Training (NCPTT)*:
 - Covid-19 Basics: Disinfecting Cultural Resources (video): <https://www.ncptt.nps.gov/blog/covid-19-basics-disinfecting-cultural-resources/>
 - Covid-19 Basics: Personal Protective Equipment (PPE) (video): <https://www.ncptt.nps.gov/blog/covid-19-basics-personal-protective-equipment-ppe/>
- *Northeast Document Conservation Center (NEDCC)*. Disinfecting Books and Other Collections: <https://www.nedcc.org/free-resources/preservation-leaflets/3.-emergency-management/3.5-disinfecting-books>
- *UK Government*. Guidance - COVID-19: cleaning in non-healthcare settings outside the home: <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>

Reopening

- *American Library Association (ALA)*
 - Guidelines for Reopening Libraries During the COVID-19 Pandemic:
<http://www.ala.org/advocacy/intfreedom/reopeningguidelines>
 - Guidelines on Contact Tracing, Health Checks, and Library Users' Privacy:
<http://www.ala.org/advocacy/privacy/guidelines/pandemic>
 - Libraries Reopening: A Perspective of Best Practices* from Around the World in the Time of COVID-19 (webinar):
<http://www.ala.org/rt/irrt/initiatives>
 - Planning for Reopening Resources:
<http://www.ala.org/advocacy/planning-reopening-resources>
 - Protecting Privacy In A Pandemic: A Resource Guide:
<https://chooseprivacyeveryday.org/protecting-privacy-in-a-pandemic-resource-guide/>
 - The Privacy Perils of Contact Tracing in Libraries:
<https://chooseprivacyeveryday.org/the-privacy-perils-of-contact-tracing-in-libraries/>
 - User health data and library privacy:
<https://chooseprivacyeveryday.org/when-libraries-become-medical-screener-user-health-data-and-library-privacy/>
- *Canadian Conservation Institute (CCI)*. Caring for Heritage Collections during the COVID-19 Pandemic:
<https://www.canada.ca/en/conservation-institute/services/conservation-preservation-publications/canadian-conservation-institute-notes/caring-heritage-collections-covid19.html>
- *Centers for Disease Control and Prevention (CDC)*. Cleaning and Disinfecting Your Facility:
<https://www.cdc.gov/coronavirus/2019-ncov/prepare/disinfecting-building-facility.html>
- *CS-AAM*. Collections Distancing Webinar 2020:
<https://lnkd.in/eitqDNy>
- *National Museum Directors' Council (NMDC)*. Coronavirus COVID-19 NMDC Good Practice Guidelines on the Reopening of Museums:
<https://www.nationalmuseums.org.uk/coronavirus-update/nmdc-good-practice-guidelines-opening-museums/>
- *Medium*. A Phased Reopening Plan for Libraries as COVID 19 Restrictions Are Lifted:
<https://medium.com/@john.alan.thill/a-phased-reopening-plan-for-libraries-as-covid-19-restrictions-are-lifted-2d96885c0c1d>
- *OCLC – Webjunction*
 - Public Libraries Preparing to Reopen: Examples from the Field:
<https://www.webjunction.org/news/webjunction/preparing-to-reopen.html>
 - Reopening Archives, Libraries, and Museums (REALM) Information Hub: A COVID-19 Research Project:
<https://www.webjunction.org/explore-topics/COVID-19-research-project.html>
- *The National Archives*. Making plans for re-opening:
<https://www.nationalarchives.gov.uk/archives-sector/our-archives-sector-role/coronavirus-update/making-plans-for-re-opening/>
- *REopening Archives, Libraries, and Museums (REALM) project*:
<https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

- *Qatar National Library and IFLA*. Perspectives on sanitization from the Arab Region, and on re-opening strategies at the Global Level, and Netherlands: A Comparative View (webinar): https://ala-events.zoom.us/rec/play/vJcufr_6rj83GtHAsQSDAvMqW9S5eqys1CIZqfIFzhrjAXADM1X0Y-BEZebbDeNIuepd-aTgsOBaSUC7?startTime=1591383547000&%20x_zm_rtaid=iIn9aCPvQ2OFFrUFTRQelQ.1595350777319.9411e2af6b247981fc8ad21c85bfd99d&x_zm_rhtaid=727

¹ For other materials see Nazario, Brunilda (August 21, 2020). How Long Does the Coronavirus Live on Surfaces? *WebMD Medical Reference*. <https://www.webmd.com/lung/how-long-covid-19-lives-on-surfaces>. Notice that this articles partly outdated the recommendations by the *National Center for Preservation Technology and Training (NCPTT)*: Covid-19 Basics: Disinfecting Cultural Resources listed in ***Resources-Preservation –Sanitation***.

² See note 2