

Subject: Instruction for the work of Croatian libraries, with special attention to the work of folk and school libraries during the pandemic of COVID-19

Dear colleagues and respected colleagues, respected principals and respected directors of libraries and institutions with libraries in the composition, leaders and heads of county stem services, librarians and librarians,

In view of the difficult conditions of operation of libraries under the spread of 19 and the fact that libraries in the Republic of Croatia are closed to users, the National and University Library in Zagreb as the central institution of the library system of the Republic of Croatia and the home library for all types of libraries, has prepared a brief instruction on the possibility of organizing the work of libraries in the Republic of Croatia in the current circumstances.

In this time of crisis, it is important that libraries, especially national libraries as institutions in the culture system, ensure continuity of work and, as far as possible, remain accessible to users as important support to the community. Therefore, we ask that you, in agreement with the founders and in accordance with local circumstances, arrange the work of your institutions in order to conduct the operations of libraries in a manner that is possible for a particular library, and physical closure for users would not mean suspending all business processes.

At the moment, we stress in particular the need to procure materials, carry out weeding and revision of collections wherever possible, the management of statistics, the performance of digital jobs and services, and the offer of lifelong learning programmes.

The National and University Library in Zagreb has devised a crisis business model that relies on the necessary work in the library space and work from home in accordance with the established work plan for 2. quarter 2020. and a defined list of tasks that can be performed in work from home.

- 1) A small proportion of employees who are necessary in the library space are provided to work with protection measures (protective equipment and recommended distance between employees) and are divided into two teams and change every two weeks.
- 2) Work from home is organized as online work in systems or networks, work from home with agreed other content of work and work from home/passive duty without currently concrete content of work (with instructions to the heads of departments/departments/business processes to encourage such employees to educate and offer online educational content).

Decisions and instructions on the work of the National University Library are available on the Library's website and, if necessary, can be adapted and used to organise work in other libraries, especially in public libraries in individual counties and when agreeing with the founders on the work of Library.

During the past period of operation, libraries in crisis conditions have seen various positive examples of the organisation of the work of libraries in the provision of services, aligned with the operations of individual types of libraries and local conditions, taking into account that a

significant part of the business can take place in ways adapted to this situation and that continuity in work should be maintained in order to promote as normal as possible living and working conditions with quality services for users:

- 1) Extension of the borrowing period of printed books with an expiration date to be recommendations of the General Staff.
- 2) Borrow books from a safe distance with a borrowing deadline until the end of the coronavirus pandemic.
- 3) Enabling access to e-books to all interested citizens in the county regardless of whether they are enrolled in the library or not as a form of publicity of the library and obtaining new users, as well as offering collections of useful addresses where they can read and/or download e-books, open educational and other content.
- 4) Organizing online work involving the establishment of online services for children and adults that took place before the coronavirus pandemic in the premises of the library, especially those aimed at encouraging and promoting reading: online presentation of new titles and reading of book passages, online meetings with authors reading their works, online chat rooms for children and educational online workshops from different educational subjects, covering foreign language learning and a creative corner for children and young people in the creative industries and arts.
- 5) Organize a campaign with video contributions in which people from public and political life and interested citizens read favorite poetry and short prose texts, taking care of copyright and related rights, or send a call about the importance of staying in their homes, with the recommendation of good reading to promote a culture of reading among citizens.
- 6) Creating new digital products – virtual exhibitions, jigsaw puzzles, coloring books, etc.
- 7) Enhanced activities of libraries on social networks, in particular public, higher education and special libraries, while encouraging users to use relevant sources of information, including those associated with the spread of coronavirus.
- 8) Ensuring the visibility of school libraries on schools' websites in order to draw attention to valuable and verified sources and online communication outside of mass social networks.
- 9) Involving professional associates – school librarians in virtual proceedings and virtual classrooms, and providing school librarians with administrator powers to arrange library websites.
- 10) Preparation and implementation of collections' revision and weeding in places where it's possible to organize it in terms of protective measures and social distancing.

Below are some examples of jobs that libraries can do in an online environment:

- 1) the procurement of material in accordance with the allocation of funds for this,
- 2) work in information systems (catalogue and digital collections) on the entry, editing data,
- 3) work in the Online Statistics System, including the preparation of reports on the work of libraries and analysis of the work of libraries by counties,
- 4) participation in e-consultations on librarians' by-laws (regulations and standards),
- 5) providing expert-advisory assistance to libraries on the ground,
- 6) preparation of scientific and professional articles,
- 7) review of papers for journals and proceedings,
- 8) preparing presentations for meetings that have been postponed or are planned for autumn 2020. year and onwards,
- 9) education of librarians through online courses (webinar) of the Center for Continuous Professional Development of Librarians (CSSU) and other useful domestic and foreign online educational sources and tools.

We also refer you to the use of the thematic portal of the Croatian Library Society of Libraries in the age of COVID-19 (<http://covid19.hkdrustvo.hr>) which is intended for all types of libraries with the aim of collecting and publishing data on the response of libraries to this crisis. In particular, we refer librarians posted to libraries damaged by the earthquake in the Zagreb area to communicate directly with the employees of the National University Library local office to exchange damage data and arrange possible accommodation of material from the damaged libraries in the NSK area, in accordance with the protocol developed for this occasion by the Department for Protection and storage of the National and University Library.

We hope that examples of the National and University Library in Zagreb and examples of work of all kinds of libraries will be useful in planning and organizing work in your libraries during the 2nd quarter of 2020. within the framework of a responsible and possible business model in local environments.

Sincerely,

Director-General Professor Ivanka Stričević, PhD Note: - Ministry of Culture of the Republic of Croatia, Directorate for Archives, Libraries and Museums, Library Activity - Croatian Library Council