



MILO OPERATIONS DURING COVID-19

This guide is a resource for current best practices in interlibrary loan operations during the COVID-19 pandemic.

Maryland State Library Resource Center
Enoch Pratt Free Library

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SAFETY FIRST

All recommendations in this document are based upon the [Handling Materials During COVID-19](#) SLRC guide. Please review this resource as it is the guide for the current best practices on handling materials in the safest manner during the COVID-19 pandemic.

Please handle all ILL materials using the following procedures as outlined in the above referenced SLRC guide:

“Please be sure to wear face coverings at all times while handling materials. Surgical grade masks are not required - a proper face covering must cover the nose and mouth, and ideally homemade coverings are thick enough that sunlight does not easily filter through.

Using gloves while emptying book drops, emptying delivery totes, and opening packages may be preferred by staff as these items must be quarantined. Staff must be mindful to use and remove gloves properly. Avoid face touching while wearing gloves. Hands should be washed immediately after removing gloves.

Frequent handwashing while handling materials otherwise (e.g. new item processing, handling in delivery totes, etc.) is preferred. Gloves may also be worn while handling materials for these purposes, but staff must practice proper removal, handwashing, and replacement.

Continue practicing social distancing while working with others.

At this time, please handle materials using the same caution - items from the book drop and deliveries should be treated the same.”¹

In addition to the safe physical handling of materials, quarantining at the point of reception (e.g. customer returns, new materials, mail, and ILL) is an essential component of safe library operations during the Covid-19 pandemic.

The State Library Resource Center and the Maryland Interlibrary Loan Organization is committed to the safety of our staff, customers and state partners. The following best practices for MILO Operations are in accordance with the most current and credible resources available. This guide will be updated as more information becomes available.

MILO DELIVERIES

Incoming:

- Incoming ILL deliveries should be quarantined for a minimum of 96 hours for books and 120 hours for audiovisual materials. Locations may prefer to apply the 120 hour quarantine period to all materials if resources (e.g. staff time and available carts and/or areas for quarantine) are limited. Library materials cannot be quarantined inside blue MILO shipping bins due to limited quantities.
- Empty materials from the shipping bin.
- Disinfect the interior and exterior of the shipping bin and allow the bin to air dry fully prior to reuse or stacking for storage. EPA approved disinfectants will “promote a more rapid decontamination” on plastic-based materials as they are nonporous (REALM Project 3 Test Results).
- After the quarantine period has passed, items can be processed as normal.

Outgoing:

- After initial quarantine, follow routine ILL shipping procedures using dry and disinfected shipping bins.

MAIL/UPS/FEDEX

Incoming:

- ILL materials delivered via mail or UPS/FedEx should be quarantined in their original envelopes or packaging.
 - Library materials enclosed in cardboard packaging will be safe to handle after 24 hours for books and 48 hours for audiovisual materials (assuming a standard shipping being a minimum of 3 business days).
- After the quarantine period has passed, items can be processed as normal.

Outgoing:

- After initial quarantine, ILL mail and UPS/FedEx shipments can follow routine delivery procedures.
- Disinfect any postage equipment including meters, scales, tape guns, and boxcutters after each use.

CUSTOMER SERVICE

At this time, quarantining items has been the recommended action for handling incoming library materials. However, quarantine periods delay item discharge and increase customer wait times for holds. Efforts should be made to communicate to customers early on regarding any service changes or delays.

To offer the best customer experience during this crisis, libraries should also consider extending loan periods, increasing item limits, and waiving fines and fees for library materials. OCLC due dates should be shortened by five days to account for quarantine time.

MILO will be placing a banner on the Marina customer portal communicating delays.

ADDITIONAL RESOURCES/ARTICLES

[Handling Materials During COVID-19](#) (SLRC)

[Handling Library Materials and Collections During a Pandemic](#) (ALA)

[REALM Project's Round 1 Test Results](#) (OCLC, IMLS, and Battelle)

[REALM Project's Round 2 Test Results](#) (OCLC, IMLS, and Battelle)

[REALM Projects Round 3 Test Results](#) (OCLC, IMLS, and Battelle)

[COVID-19 Updates](#) (IMLS)

Webinar - [Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections](#) (IMLS)

[COVID-19 and the Global Library Field - Reopening Libraries](#) (IFLA)

[A Phased Reopening Plan for Libraries as COVID 19 Restrictions Are Lifted](#) (Medium)

[Cleaning and Disinfecting Your Facility](#) (CDC)

[Disinfectants for Use Against SARS-CoV-2](#) (EPA)

[Use of Cloth Face Coverings](#) (CDC)

[Recommendation Regarding the Use of Cloth Face Coverings, Especially in Areas of Significant Community-Based Transmission](#) (CDC)

[Adding A Nylon Stocking Layer Could Boost Protection From Cloth Masks, Study Finds](#) (NPR)

[Why Soap Works](#) (The New York Times)

[How to Remove Gloves](#) (CDC)

[Handwashing](#) (CDC)

[Coronavirus Can Live For A Long Time In Air, On Surfaces](#) (NPR)

[How long does coronavirus live on different surfaces?](#) (The Guardian)

REFERENCES

1. Enoch Pratt Free Library, Maryland's State Library Resource Center, (2020, July 23). Handling Materials During COVID-19.