

## University of California Ergonomics Guidelines for Onsite Hoteling/Shared Computer Workstations

As the University of California (UC) resumes normal operations at all of their locations, the work environment related to computer workstations is changing significantly. Some employees will return to onsite locations. Some will continue to work from home full time. Others will work in a hybrid manner and possibly share workstations while onsite. The hybrid work model and shared and hoteling workspaces pose unique challenges related to safety and ergonomics. These need to be addressed at the workstation design and implementation stages.

Use the criteria outlined in this resource to ensure that shared hoteling spaces allow employees to work safely and productively. Apply these when creating and designing all new workstations and when purchasing new equipment and furniture.

### General Concepts

- Hoteling workstations involve pre-booking, checking in with a concierge, or using a card to access the space
- Shared workstations are used in workplaces where people work different shifts throughout the day. Shared workstations are also used when people work on different days to avoid overlap and schedule conflicts
- A hybrid work model allows team members to split between working remotely and working onsite

### General Principles

- Laptops shall not be used as a stand-alone computer for more than 1-2 hours per day\*
  - Laptops must be used with an external keyboard, mouse, and screen or monitor elevated to eye height
- When designing an open office environment, consider the types of work that may be performed now and in the future. Consider the needs of all workers using these spaces
  - Layouts may vary depending on whether work is focused, social, collaborative, or a combination of these
- When designing hoteling and shared workstations, each location needs to determine which type of work will be performed in their locations and apply these recommendations.
  - In this resource, we refer to two primary types of workstations: mixed-use and computer-only
    - Mixed-use workstations are large enough to allow space for monitor(s), docking station, computer/laptop, keyboard, mouse, paper, phone work, and other required tasks
    - Computer-only workstations are large enough to allow space for monitor(s), docking station, computer/laptop, keyboard, and mouse

- If it is not known whether workstations will be mixed-use or computer-only, design for mixed-use. This allows flexibility and safety for current and future workers
- Workstation adjustability; connectivity; work tools; video conferencing; and noise, safety, ergonomics, and infection control must be addressed. Worker training and education are required
- Workstation adjustability needs to meet the needs of diverse multiple users, including American Disability Act (ADA) requirements
- Ensure some work spaces are available in low-traffic, quiet zones
- Understand that workers may have varying or unique needs
- Work with your local Ergonomics, Information Technology (IT), Facilities, Disability Management, Human Resources, and Design teams with questions and for more support
- Consider security for people, technology, and equipment
- Consider developing a centralized check-out process for some equipment
  - Example: Specialized chairs, alternative keyboards and pointing devices/mice, laptop stands, document holders, footrests
- Establish community guidelines for noise, food, hygiene, scent/perfume use, and other environmental concerns
  - Create policies to avoid the use of all scented products and perfumes because these can cause severe allergies

## Specific Workstation Guidelines

### A. Workstation/Desk

Select all of the following:

- Workstations meet [UC Requirements for Freestanding Height-Adjustable Tables](#)
  - Height
    - The entire work surface shall be user height adjustable from at least 22-48 inches
      - Use electric height-adjustable desks
  - Depth
    - Depth for all workstation types shall be 30 inches to meet visual needs related to viewing monitor(s)
  - Width
    - Workstation width must align with how the desk will be used: for mixed tasks or for computer work only
      - Mixed-use workstations must allow enough space for monitor(s), docking station, computer/laptop, keyboard, mouse, paper, phone work, and other required tasks
        - Width: at least 60 inches wide
      - Computer-only workstations must allow enough space for monitor(s), docking station, computer/laptop, keyboard, and mouse
        - Width: at least 46 inches wide
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## B. Lockable Storage

Select one or more of these options:

- Mobile, placed under or adjacent to desk
    - Height  $\leq$  21.5 inches
    - If moved frequently, keep these lightweight and well-maintained
    - Consider a version with a handgrip
    - Offer assistance to workers who need help moving these
    - Consider keeping back-up keys onsite
  - Freestanding lockers or storage in separate area
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## C. Chairs

Select from these two options:

- Standard approved ergonomics task chairs (fit 90 percent of workers)
  - Chairs meet [UC Ergonomics Requirements for Task Chairs](#)
  - Casters (wheels) appropriate for floor surface. These are available in carpet, hard floor, and dual-purpose versions
  - Suitable fabric (wipeable vs. upholstered)
- Approved specialized chairs (fit 10 percent of workers)
  - Example: Shorter, taller, smaller, wider, larger chairs, or chairs with heavier weight capacity
  - Work with local Ergonomics and Design teams for guidance

If needed, select from the following:

- Consider color coding or tagging chairs for easy identification
  - Consider using a checkout process
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## D. Hoteling Workstation Reservations

If needed, create a reservation process:

- Consider using software to reserve workstations. System should be easy-to-use and real-time enabled
  - Match workers with workstations with suitable technology/operating system
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## E. Desktop or Laptop Computer

Select from these options:

- Desktop with external monitor, keyboard, and mouse
- All-in-One computer with external keyboard and mouse
- Laptop

- Laptop shall not be used as a stand-alone computer for more than 1-2 hours per day\*
  - Must use external keyboard, mouse, and screen or monitor elevated to eye height
  - Consider how to transport laptops safely and securely between home and onsite work areas (e.g. rolling bag, backpack)
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## F. Connections/Technology

Select from all options that apply:

- For laptops:
    - Use universal docking stations to support both Apple and PC systems
    - Create dedicated workstations for specific operating systems (e.g. Apple, PC, Linux)
  - For laptops and desktop computers:
    - USB Hubs, converters, adapters, connectors, and cords
    - To connect the monitor(s) and the required keyboard and mouse, consider using Keyboard, Video, Mouse (KVM) switches. These allow Apple and PC computers to use the same monitor, keyboard, and mouse at the same hoteling space
  - Printer connectivity - contact local IT
    - Consider providing a shared multifunction printer
    - Provide a tip sheet for users to easily add printers to their laptop computers
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## G. Monitor(s)

Select from all options that apply:

- External monitor(s) available to connect to desktop or laptop computers
  - Monitors have height-adjustable bases or are attached to adjustable monitor arm(s)
  - Monitor arms adjust in height and depth. Meet UC Requirements for Monitor Arms
- For laptops:
  - Use stands or risers to elevate laptop screen to support user(s) visual needs. Use together with external keyboard and mouse
  - Elevated laptop screen may not be large enough to serve as a primary monitor but may serve as a second monitor
- Consider privacy screens for locations where work involves information that is confidential or protected by the Health Insurance Portability and Accountability Act (HIPAA)
  - Order to fit monitor frame size
  - Removable by end user

## H. Video Camera

Select one of these options:

- Built into monitor
  - Built into laptop (elevated)
  - External webcam
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## I. Audio

Select from these options:

- Headphones/headset to connect to audio port on computer, laptop, or docking station
  - Speakers, including those built into monitor (may not be appropriate for shared spaces)
  - Employer provides headphones/headset
  - Employee brings own headphones/headset
  - Consider noise-cancelling options
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## J. Keyboards and Mice/Pointing Devices

Select from these options:

- Provide standard keyboard and mouse
  - Alternative, ergonomics keyboards and mice may be needed
    - Alternative keyboards: Compact, mini, split, without number pad
    - Alternative pointing devices: Vertical, angled, non-contoured, wireless, different sizes and styles
    - Consider centralized check out, stored in lockers, carried in/out from home
  - For hybrid workers, consider providing a second keyboard and mouse, as needed
  - Store extra batteries for wireless equipment in central location
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## K. Phone

Select from these options:

- Mobile phone with earbuds or headphones
- Dedicated landline
- Phone plugged into computer/laptop: Voice-Over-Internet (VOIP) protocol

## L. Document Holder

If needed, select from these options:

- Provide removable version
  - Consider lightweight, foldable version
  - Consider including in centralized check out
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## M. Footrest

If needed, select from these options:

- Adjustable height
  - Consider tilt feature with lockable angle
  - Consider including in centralized check out
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## N. Lighting and Glare

Select all of the following:

- Position workstations at a 90-degree angle to windows and lighting sources to reduce direct and indirect glare
  - Adequate window coverings, with individual control where possible
  - Adequate ambient lighting, with individual control where possible
  - Task lighting where needed
    - Recommend adjustable arm and adjustable strength/dimmer function
    - Any occupancy sensors should have on/off switch and have limited sensor range
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## O. Additional Workstation Options

If needed, select from the following:

- To support privacy needs and create a sense of security:
  - Front and side privacy panels that move up/down with desk. These reduce distractions
  - Modesty panels below the desk for workstations placed in open areas
  - Sound dampening panels and/or room treatment
- Work with your local Ergonomics and Design teams for guidance on the following:
  - Keyboard trays. Must meet UC Requirements for Keyboard Trays
  - Forearm support pads

## **P. Safety and Other Considerations**

To provide a safe, clean work environment, do the following:

- Provide education and training on how to work safely, comfortably, and productively
- Contact local EH&S department for protocol on safety and infection control
- Provide access to cleaning supplies
- Provide education on controlling noise levels and distractions to respect all workers
- Ensure adequate air quality for the space. Contact local EH&S for support
- Provide centralized trash/recycle/compost

\*Title 8, Section 5110, Repetitive Motion Injuries - <https://www.dir.ca.gov/title8/5110.html>