Academic Law Libraries
COVID-19 Response

August 2020 Survey Results
# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Pages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Survey Overview</td>
<td>3-6</td>
</tr>
<tr>
<td>Fall 2020 Plans</td>
<td>7-10</td>
</tr>
<tr>
<td>Collections</td>
<td>11-16</td>
</tr>
<tr>
<td>Services</td>
<td>17-19</td>
</tr>
<tr>
<td>Staffing</td>
<td>20-24</td>
</tr>
<tr>
<td>Health &amp; Safety</td>
<td>25-27</td>
</tr>
<tr>
<td>Space</td>
<td>28-32</td>
</tr>
</tbody>
</table>
Survey Overview

Section Contents

• Overview of Survey Purpose & Approach
• Characteristics of Participating Academic Law Libraries
Survey Overview
Survey Purpose & Approach

On July 31, 2020 all academic law libraries in the United States were invited to participate in the second Academic Law Libraries COVID-19 Response Survey via the ALL-SIS and NELLCO list-serv. This 27-item survey focused on the law schools’ course format and law libraries’ plans for their services, collections, and staff, as well as health and safety protocols for the fall 2020 semester. While the survey was developed and analyzed by NELLCO, NELLCO membership was not required to participate in or receive the results from the survey.

The invitation asked that the survey only be completed once per library. A total of 70 academic law libraries answered at least one question on the survey. Of the 70 participants who started the survey, 63 (89%) completed the survey.

Please note, not all responses presented in this report total 100%. This may occur due to rounding or the ability for participants to select multiple responses on some questions.
### Characteristics of Participating Libraries

#### Location by Region

<table>
<thead>
<tr>
<th>Region</th>
<th>Responded: 67</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pacific</td>
<td>15%</td>
</tr>
<tr>
<td>Mountain</td>
<td>7%</td>
</tr>
<tr>
<td>West North Central</td>
<td>7%</td>
</tr>
<tr>
<td>East South Central</td>
<td>3%</td>
</tr>
<tr>
<td>West South Central</td>
<td>6%</td>
</tr>
<tr>
<td>East North Central</td>
<td>16%</td>
</tr>
<tr>
<td>East North Central</td>
<td>16%</td>
</tr>
<tr>
<td>Middle Atlantic</td>
<td>12%</td>
</tr>
<tr>
<td>New England</td>
<td>12%</td>
</tr>
<tr>
<td>South Atlantic</td>
<td>21%</td>
</tr>
<tr>
<td>West North Central</td>
<td>7%</td>
</tr>
<tr>
<td>East South Central</td>
<td>3%</td>
</tr>
<tr>
<td>West South Central</td>
<td>6%</td>
</tr>
<tr>
<td>East North Central</td>
<td>16%</td>
</tr>
<tr>
<td>East North Central</td>
<td>16%</td>
</tr>
<tr>
<td>Middle Atlantic</td>
<td>12%</td>
</tr>
<tr>
<td>New England</td>
<td>12%</td>
</tr>
<tr>
<td>South Atlantic</td>
<td>21%</td>
</tr>
<tr>
<td>West North Central</td>
<td>7%</td>
</tr>
<tr>
<td>East South Central</td>
<td>3%</td>
</tr>
<tr>
<td>West South Central</td>
<td>6%</td>
</tr>
<tr>
<td>East North Central</td>
<td>16%</td>
</tr>
<tr>
<td>Middle Atlantic</td>
<td>12%</td>
</tr>
<tr>
<td>New England</td>
<td>12%</td>
</tr>
<tr>
<td>South Atlantic</td>
<td>21%</td>
</tr>
</tbody>
</table>

#### Regional Definitions:
- **New England** (VT, NH, ME, MA, CT, RI)
- **South Atlantic** (DE, MD, DC, VA, WV, NC, SC, GA, FL)
- **West South Central** (TX, OK, AR, LA)
- **West North Central** (ND, MN, IA, MO, KS, NE, SD)
- **Pacific** (WA, OR, CA, AK, HI)
- **Middle Atlantic** (NY, NJ, PA)
- **East South Central** (KY, TN, MS, AL)
- **East North Central** (WI, MI, IL, IN, OH)
- **Mountain** (MT, ID, WY, NV, UT, CO, AZ, NM)
Characteristics of Participating Libraries
Law School Affiliation, City Size, & FTE

City Size
Responded: 67
- Large city 30%
- Mid-size city 52%
- Small city 16%
- Rural area 1%

Size definitions:
- Large city: 1,000,000+
- Mid-size city: 100,000-999,999
- Small city: 10,000-99,999
- Rural area: Less than 10,000

Law School Description
Responded: 67
- Private university 51%
- Public university 42%
- Private independent 7%

Law Student FTE
Responded: 68
- More than 600: 44%
- 401-600: 31%
- 400 or less: 25%

Full-Time Equivalent for FY20
Fall 2020 Semester

Section Contents
• Fall 2020 Course Format
• Hybrid Course Models
• In-Person Course Back-Up Plans
Fall 2020 Course Format
The majority of schools are planning to utilize a hybrid of online and in-person education for the fall semester.

Key takeaways from respondents’ “Other” comments illustrated several common options for fall, including:

- Start courses online with a reassessment later in the semester to determine if they can transition to hybrid or in-person
- Plan to have courses primarily online, but small enrollment, skills, and/or clinical courses may take place in-person
- In-person courses will be live-streamed to multiple rooms to meet social distance guidelines
- Decision format determined by individual faculty ADA accommodations
Hybrid Course Models

Law schools have created a variety of options for hybrid course models to fit their individual institutional needs.

Themes derived from respondents' 27 “Other” comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limited in-person courses</td>
<td>30%</td>
<td>8</td>
</tr>
<tr>
<td>Students divided into cohorts and rotate in-person courses/days</td>
<td>22%</td>
<td>6</td>
</tr>
<tr>
<td>Students have the option to attend in person or remotely</td>
<td>22%</td>
<td>6</td>
</tr>
<tr>
<td>Courses will be remote only if faculty meet ADA/CDC requirements</td>
<td>7%</td>
<td>2</td>
</tr>
<tr>
<td>Courses will be synchronously in-person and streamed online</td>
<td>7%</td>
<td>2</td>
</tr>
<tr>
<td>Semester will begin online and re-evaluated for in-person options at a later date</td>
<td>7%</td>
<td>2</td>
</tr>
<tr>
<td>Some in-person courses will be held outdoors</td>
<td>4%</td>
<td>1</td>
</tr>
</tbody>
</table>
In-Person Course Back-Up Plans
Most law schools offering in-person courses for the fall plan to pivot to remote education if needed

In-Person Course Back-Up Option Established
Responded: 66

Themes derived from respondents' 41 back-up option comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pivot to remote/online only instruction</td>
<td>76%</td>
<td>31</td>
</tr>
<tr>
<td>Individuals can opt to go online only for health and safety reasons</td>
<td>20%</td>
<td>8</td>
</tr>
<tr>
<td>Convert to or continue unconventional formats for fall semester (e.g. one-course-at-a-time model, quarters rather than semesters)</td>
<td>5%</td>
<td>2</td>
</tr>
</tbody>
</table>
Library Collections

Section Contents
• Stacks & Materials Access
• Course Reserve Options
• Controlled Digital Lending (CDL)
• Electronic Resources Provided
• Quarantine of Library Materials
Library Stacks & Materials Access
All responding libraries’ materials will be available regardless if the library or stacks are open

Status of Library Stacks for Fall 2020 Semester
Responded: 69

- 45%: Library open/stacks open/checkout available
- 23%: Library open/stacks open/library use only
- 13%: Library open/stacks closed/materials paged
- 17%: Library closed/materials paged
- 1%: Other

Key takeaways from respondents’ “Other” comments include:

- Encouraging holds and staff paging
- Library closed, assessing requests on a case-by-case basis
- Decisions are still being made in regards to open or closed stacks

Options with no responses: Library is open, stacks are closed, materials are unavailable; Library is closed, materials are unavailable
Course Reserves

Libraries preferred utilizing online over print reserves for the upcoming semester

Options for Course Reserves for Fall 2020 Semester

Responded: 69

- 39% Only online reserves
- 32% Both print and online reserves
- 28% Other
- 13% No reserves
- 1% Using CDL for reserves
- 9% Only print reserves

Additional actions planned or considered for fall represented in respondents’ “Other” comments include:

- Encouraging online reserves over print
- Quarantining print reserves
- Significantly reducing print reserves
- Purchasing a book sanitizer for returns
Controlled Digital Lending
Interest in using CDL is high; however, few libraries have explored or implemented

Library Interest in Utilizing CDL
Responded: 65

- Not interested 15%
- Interested, not yet examined feasibility 71%
- Interested, no approval from general counsel 8%
- Implemented 6%

Themes derived from respondents' 12 comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel or staffing restrictions make CDL difficult or impossible</td>
<td>42%</td>
<td>5</td>
</tr>
<tr>
<td>Participating in HathiTrust or other public domain scanning projects</td>
<td>25%</td>
<td>3</td>
</tr>
<tr>
<td>Considering implementation</td>
<td>17%</td>
<td>2</td>
</tr>
<tr>
<td>Prefer to direct faculty to utilize free or low-cost textbook options</td>
<td>8%</td>
<td>1</td>
</tr>
<tr>
<td>Concerns about viability with pending Internet Archive lawsuit</td>
<td>8%</td>
<td>1</td>
</tr>
</tbody>
</table>
Electronic Resources Provided

The majority of libraries currently provide electronic books and study aids, but not online casebooks.

46 libraries indicated which publishers’ packages of online casebooks and/or study aids they use:

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>West Academic</td>
<td>76%</td>
<td>35</td>
</tr>
<tr>
<td>Lexis Digital</td>
<td>50%</td>
<td>23</td>
</tr>
<tr>
<td>Wolters Kluwer</td>
<td>48%</td>
<td>22</td>
</tr>
<tr>
<td>Quimbee</td>
<td>11%</td>
<td>5</td>
</tr>
<tr>
<td>CALI</td>
<td>9%</td>
<td>4</td>
</tr>
</tbody>
</table>

Purchase/Subscription to Electronic Resources

Respondents: 68

- **Ebooks**: 85% (Prior to Pandemic), 10% (After Pandemic Began), 4% (Not Currently)
- **Online Study Aids**: 69% (Prior to Pandemic), 19% (After Pandemic Began), 6% (Not Currently)
- **Online Casebooks**: 89% (Prior to Pandemic), 5% (After Pandemic Began), 3% (Not Currently)
- **Other Eresources**: 97% (Prior to Pandemic), 0% (After Pandemic Began), 0% (Not Currently)
Quarantine of Library Materials
Most libraries are planning to quarantine materials for 3-4 days upon return

Number of Days Library Materials will be Quarantined
Responded: 68

Key takeaway from respondents’ “Other” comments include:
Most libraries’ comments included the use of a book sanitizer to reduce quarantine days or for additional protections.
Library Services

Section Contents

• Format of Library Services
• Interlibrary Loan Plans
Format of Services
By in large, libraries are limiting in-person services and providing traditional library services virtually.

Format of Standard Library Services
Respondents: 68

<table>
<thead>
<tr>
<th>Service</th>
<th>In-person</th>
<th>Virtual/contactless</th>
<th>Not provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference</td>
<td>100%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Instruction/training</td>
<td>97%</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Teaching courses</td>
<td>84%</td>
<td>9%</td>
<td>7%</td>
</tr>
<tr>
<td>Circulation</td>
<td>73%</td>
<td>4%</td>
<td>7%</td>
</tr>
<tr>
<td>Interlibrary loan</td>
<td>81%</td>
<td>7%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Themes derived from respondents' 10 comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Limiting in-person services</td>
<td>50%</td>
<td>5</td>
</tr>
<tr>
<td>Utilizing curbside pickup/mail</td>
<td>20%</td>
<td>2</td>
</tr>
<tr>
<td>Circulation not determined</td>
<td>20%</td>
<td>2</td>
</tr>
<tr>
<td>Smartphone app for checkout</td>
<td>10%</td>
<td>1</td>
</tr>
</tbody>
</table>
Interlibrary Loan

The majority of libraries will participate in ILL this fall, but there is a slight preference for electronic formats.

Interlibrary Loan Plans
Responded: 67

Themes derived from respondents' 10 comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not yet determined</td>
<td>50%</td>
<td>5</td>
</tr>
<tr>
<td>No ILL for the fall semester</td>
<td>30%</td>
<td>3</td>
</tr>
<tr>
<td>Offering ILL, but will be limited</td>
<td>10%</td>
<td>1</td>
</tr>
<tr>
<td>Determined by the University Library</td>
<td>10%</td>
<td>1</td>
</tr>
</tbody>
</table>
Library Staffing

Section Contents
• Library Staff Capacity
• Library Staffing by Department
• Library Staffing by Position Type
• Financial Implications for Library Staff
Library Staff Capacity

55% of libraries plan to have half or less of their staff physically working in the library at one time in the fall.

Maximum Percentage of Library Staff in the Library

Responded: 67
Library Staffing by Department

Plans for fall have Reference/Instruction spending the least time on-site, while Access Services will spend the most.

Percentage of Time Staff will Work in the Library by Department

Responded: 64

- **Administration**
  - 6% 0%/None on-site
  - 29% 1-50%
  - 10% 51-99%
  - 18% 100%/Fully staffed

- **Access Services**
  - 6% 0%/None on-site
  - 13% 1-50%
  - 14% 51-99%
  - 30% 100%/Fully staffed

- **Reference/Instruction**
  - 27% 0%/None on-site
  - 22% 1-50%
  - 11% 51-99%
  - 10% 100%/Fully staffed

- **Technical Services**
  - 6% 0%/None on-site
  - 27% 1-50%
  - 19% 51-99%
  - 11% 100%/Fully staffed

- **IT**
  - 23% 0%/None on-site
  - 18% 1-50%
  - 5% 51-99%
  - 23% 100%/Fully staffed

- **Other departments**
  - 38% 0%/None on-site
  - 23% 1-50%
  - 23% 51-99%
  - 23% 100%/Fully staffed
Library Staffing by Position Type

Plans for fall have union staff spending the least time on-site while paraprofessional staff will spend the most.

Percentage of Time Staff will Work in the Library by Position Type

Responded: 65

- **Professional librarians**: 6% 32% 14% 11%
- **Paraprofessional staff**: 8% 15% 20% 12%
- **Union staff**: 44% 22% 11%
- **Student workers**: 32% 20% 13% 20%
Financial Implications on Library Staff

To date, 90% of law libraries have experienced one or more negative financial impact on library staff.

Impact on Library Staff
Responded: 68

- Pay freeze: 62%
- Pay cuts: 13%
- Furloughs: 24%
- Layoffs: 3%
- Hiring freeze: 75%
- Retirement buyouts: 24%
- Reduced benefits: 22%
- Cuts to prof. dev’t: 53%
- No implications: 10%

Additional financial implications for law library staff noted in the respondents’ “Other” comments include:

- Suspension of retirement contributions
- Hiring chills (requiring special permission to hire)
- Travel restrictions
- Belief that furloughs and layoffs are likely forthcoming.
Health & Safety

Section Contents
• Face Mask Mandates & Requirements
• Enforcement of Health & Safety Measures
Face Mask Mandates & Requirements
The vast majority of libraries are requiring masks for staff and library patrons

City/State Mask Mandate
Responded: 67

- Yes 93%
- No 7%

Mask Requirement
Responded: 68

- Required for staff 97%
- Required for patrons 90%
- Exemptions allowed 25%
- Recommended for staff 1%
- Recommended for patrons 1%
- Other 10%

Options with no responses: Masks not recommended or required
Enforcement of Health & Safety Measures

Many law schools are relying on community enforcement or honor code to ensure safety mandates are followed.

**Responsible for Enforcing Health & Safety Measures**

Responded: 66

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>To be determined</td>
<td>47%</td>
<td>7</td>
</tr>
<tr>
<td>Library staff will not be enforcing</td>
<td>20%</td>
<td>3</td>
</tr>
<tr>
<td>Defined other options as: entire community, Director of Facilities, or University “Ambassadors”</td>
<td>20%</td>
<td>3</td>
</tr>
<tr>
<td>Library closed</td>
<td>13%</td>
<td>2</td>
</tr>
</tbody>
</table>

Themes derived from respondents' 15 comments.
Library Space

Section Contents
• Library Capacity
• Reconfiguration of Patron Spaces
• Seat Reservation Systems
• Patron Access to the Library
Library Capacity
80% of libraries will be closed or operate at 50% or lower capacity at the start of the fall 2020 semester

Library Capacity at Start of Fall 2020 Semester
Responded: 66

- 0% / Closed: 17%
- 1-25%: 21%
- 26-50%: 42%
- 51-75%: 11%
- 76-99%: 3%
- 100% / No change in capacity: 6%
Reconfiguration of Patron Spaces
The most common alterations include removing some library seating and reducing study room capacity

Libraries Reconfiguring Patron Spaces
Responded: 67

- Remove % of library seating 69%
- Mark seats to remain empty 48%
- Reduce seating in study rooms 64%
- Close study rooms 24%
- Close computer labs 19%
- No reconfigurations/alterations 3%
- The library will be closed 13%
- Other 19%

Themes derived from respondents' 12 “Other” comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove or redistribute computers from labs</td>
<td>25%</td>
<td>3</td>
</tr>
<tr>
<td>Restructure study rooms (e.g. remove doors, limit capacity, require reservations)</td>
<td>25%</td>
<td>3</td>
</tr>
<tr>
<td>Seat and/or room reservations</td>
<td>17%</td>
<td>2</td>
</tr>
<tr>
<td>Strategic signage</td>
<td>17%</td>
<td>2</td>
</tr>
<tr>
<td>Spread library seating throughout the law school</td>
<td>8%</td>
<td>1</td>
</tr>
<tr>
<td>1Ls assigned carrels for fall 2020 semester</td>
<td>8%</td>
<td>1</td>
</tr>
</tbody>
</table>
Seat Reservation Systems
Among law libraries using a seat reservation system, the most popular are Springshare products.

Using a Seat Reservation System
Responded: 66

- Yes: 41%
- No: 45%
- Uncertain: 14%

24 respondents indicated the technology provider or method to be used for seat reservations:

<table>
<thead>
<tr>
<th>Technology</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Springshare LibCal or LibSeat</td>
<td>88%</td>
<td>21</td>
</tr>
<tr>
<td>Locally developed system</td>
<td>8%</td>
<td>2</td>
</tr>
<tr>
<td>Spreadsheet to track reservations, as they will be made for the entire semester</td>
<td>4%</td>
<td>1</td>
</tr>
</tbody>
</table>
Library Access by Patron Group

The majority of libraries will restrict access to law school faculty, staff, and students

Patron Group Access to Library
Responded: 67

Themes derived from respondents' 16 “Other” comments.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Percent</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appointments available for exempt patrons</td>
<td>63%</td>
<td>10</td>
</tr>
<tr>
<td>Alumni preparing for bar exam</td>
<td>13%</td>
<td>2</td>
</tr>
<tr>
<td>Curbside or other pick-up for exempt patrons</td>
<td>13%</td>
<td>2</td>
</tr>
<tr>
<td>University library paging/access</td>
<td>6%</td>
<td>1</td>
</tr>
<tr>
<td>Library open to patrons, but certain floors are closed</td>
<td>6%</td>
<td>1</td>
</tr>
</tbody>
</table>