

Scheduling & Services: Pandemic Modifications Discussion Notes
Wednesday, June 24, 2020

STAFFING

Structural Shifts

- One library has reduced capacity and limited access to some areas, including study rooms and an entire floor.
- One library will only be accessible to law school personnel through swipe-card access.

Student Employees

- NIU will not have student workers until at least January, so they will be working with a full-time staff of 5 to cover all library services.

Staff Protections

- SC University has provided PPE to all staff and they have purchased barriers for the service points.
- SC is looking at having two teams of staff that will work on opposite days and not interact with the other team in case of illness or quarantine, but they have not worked out all of the possibilities.
- Buffalo is restricted to 50% of staff in the building at one time.
- SC has purchased sneeze guards for the service desks.
 - Circulation: https://www.ccpdisplays.com/Interlocking-Counter-Sneeze-Barrier-30-H-x-24-W-x-75-D- p_1448.html
 - Reference: <https://www.shoppopdisplays.com/12883/portable-clear-acrylic-u-shape-barrier-shield-ships-flat-475h-x-304w-x-1175d.html>
- Denver purchased supplies; the University purchased sneeze guards through facilities for public-facing areas.
- UGA can get sneeze guards from facilities. Carol noted that they are also available for purchase from Michael's crafts store to be put together yourself for about \$100.
- Requiring masks for patrons:
 - SC, Utah, Denver, NIU are requiring masks.
 - UGA (University) is not allowing the library to require masks.
- Enforcing the mask policy:
 - Denver will be asking the professional staff member to enforce the policy.
 - Several libraries indicated that they will not be asking student workers to enforce the policy.

SPACES

Study Rooms

- SC is making all study rooms for one-person only regardless of the size of the room and asking the user to clean the room when they leave.
- There was concern expressed about relying on patrons to do their own cleaning.

Reservation of Spaces

- Denver will be managing the reservation of spaces for the library and law school through LibCal and QR codes. This will include both study rooms and classrooms to reduce density. The spaces will be cleaned between uses.

- SpringShare will have a library seat reservation system in July.
<https://blog.springshare.com/2020/06/17/libcal-seats-module-safely-reopen-your-building-blog-series-part-one/>
- One person noted that Office 365 has a seat reservation system, but no one indicated they had experience with it.

Limiting Library Hours

- BU is likely reducing their hours by about 15%. They do not have swipe access, so if there is no staff the library will be closed.
- One library is looking at reducing hours to open one hour before classes begin, and close one hour after classes end with limited or eliminated weekend hours.
- Buffalo will be using swipe-card access for law students, and they will be restricted to two floors when there are no library services.
- Harvard will be closed with some scan and deliver and pickup/drop off for some materials. The library is closed and will only be open for people to process materials.

Tracking Capacity

- LIB-CIRCPLUS has a lot of discussion on this topic. Link to join:
<https://lists.princeton.edu/cgi-bin/wa?A0=LIB-CIRCPLUS>
- BU is looking at having laminated number cards to check out when you enter and return when you leave to track capacity.
- UGA is using Traf-Sys system, which is an overhead beam. The cost for the moderate (15 minute) is about \$1500. It also provides comprehensive reports.
<https://www.trafsys.com>
- One library does physical head-counts throughout the space periodically.

SERVICES

Curbside/Remote Pickup

- Denver is doing some curbside services. This summer they are providing it for faculty and their RAs. It is a simple email and meet up.

Quarantining Items

- IMLS, OCLC, and Battelle created a COVID-19 Research Project: Reopening Archives, Libraries, and Museums (REALM) <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>
 - The preliminary report suggests the virus is not present on common library materials after 3 days.
<https://www.webjunction.org/content/dam/WebJunction/Documents/webJunction/realms/test1-report.pdf>
- Denver is looking at quarantining for 3 days and simply setting materials aside.

Reserves & Study Aids

- Ohio State has not made formal decisions, but they have a lot of virtual study aids that they anticipate will take care of that particular need.
- Ohio State circulation department has been working on making sure all course packets (and most reserves) are available online. They have been using the copyright clearance process.
- Michigan doesn't have a firm plan yet, but the University library system indicated they will not be doing physical course reserves in the fall.

- Drexel is trying to have course reserve materials available online. Due to fair use, they may be scanning required reading materials on a weekly basis if they are unable to find e-books.
- UGA is still trying to determine what to do with casebooks since they purchase them and the program is very popular.

Lending of Other Items

- BU is looking at lending out WiFi hotspots for students who do not have internet access.
- BU will likely not be lending things like book stands, power supplies/chargers, and laptops.
- UGA has not been able to determine if they will be lending things that would be easy to sanitize like chargers.
- One person noted that it is difficult to determine if they have all of the cleaning supplies needed to clean things like headphones, bookstands, etc. They also recognize that staff will be doing a lot of cleaning of service desks, study rooms, and more, and this may create an unnecessary burden.

Controlled Digital Lending (CDL)

- White Paper with more information: <https://controleddigitalending.org/whitepaper>
- Georgetown was able to have their General Counsel sign off on CDL.
- CS-SIS Controlled Digital Lending Technology Panel Webinar: <https://www.youtube.com/watch?v=S-oZB86tO1s&feature=youtu.be>
- CS-SIS Controlled Digital Lending Copyright Panel Webinar: <https://www.youtube.com/watch?v=735FGIJR3w&feature=youtu.be>
- Platforms for digital rights management that were shared:
 - Upload a pdf to Google drive and set an expiration date
 - Alma has a feature, Digitization Departments that you can enable at the Institutional Level to allow users to request a scan of a physical item, which would allow you to better tailor scanning, rather than scanning everyone on reserve.

Services to the Public

- Buffalo will be closed to the public in the fall, alumni and pro se patrons will be taken by appointment.
- Denver will only be open to students, faculty and staff in the fall. They have been providing virtual reference for attorneys, but they may look at times for attorneys to sign up to come in to use Westlaw.

Reference Services

- Denver will be providing mostly remote reference, but also some in-person depending on the regulations.
- SC has been doing virtual reference as well, and will likely continue in the fall.
- Michigan will be doing in-person research consultations by appointment only.
- Berkeley will most likely provide all remote reference and student research appointments.
- Penn is planning to offer virtual reference only.
- UGA is planning for virtual reference only. They anticipate some exceptions, but are not planning to schedule personnel on the desk.
- One person noted that if you have a Westlaw public access terminal, they will work with you in a remote environment.

STATISTICS

New Assessment(s) Needed

- One library is tracking how many items requested are only available in print.
- HathiTrust Emergency Temporary Access Service
 - SC University libraries are looking at taking titles available in HT out of circulation.
 - WashU main library was doing HathiTrust, but had to stop due to the terms of agreement when they started limited circulation in June.
 - Ohio State is participating and putting the links in the catalog.
 - NIU University library has been participating since the spring.

Making Data-Informed Decisions Mid-Semester

- SC is using the first few weeks of the semester to determine the need for the library to be open nights and weekends.