

duPONT-BALL LIBRARY ANNUAL REPORT
(SPECIAL TOPIC: LIBRARY SERVICES IN THE FALL)
June 2020

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1. *If we are able to have residential education in the fall, provide a detailed document that includes your planning for:*
 - *Offering library services as fully or partially remoted for the entirety of the semester*
 - *Expectations for Public Services and Collections Management (Technical Services) faculty/staff so that we facilitate necessary transitions between remote library services and in-person (library building open) services in the event that our services are disrupted (by illness, stay-at-home order, etc.)*

2. *If we are unable to have residential education in the fall or later in the semester, what preparation, prior to August, should occur in the library in order to achieve the most excellent online fall 2020 experience possible?*

EXECUTIVE SUMMARY

With the announcement of the fall 2020 calendar, the duPont-Ball Library plans a phased re-staffing of the building that will take place the week of July 6-10, *with all faculty/staff working their full hours in the building beginning starting July 13*. Requested accommodations will be addressed on a case-by-case basis in accordance with University policies. Library hours for staff July 13-August 7 will be Monday-Friday daytime hours only, with the building closed on weekends. The building will remain closed to library users during this reopening transition.

Modified “regular” library hours will begin on Saturday, August 8 (move-in day); *the library’s Sunday-Thursday closing time, usually 2:00 am, will be temporarily modified to a midnight closing*. The earlier closing allows us to use our night shift staff earlier in the day/evening – which we see as essential given the uncertainties of staff health or necessary quarantines, potential staff accommodation requests, and the extensive extra cleaning that will need to take place throughout the building. We will continue to provide the new service we started in March –staff pull requested physical items and hold for pickup. We will ship to campus mailbox or home address if we pivot to a remote or partially remote situation.

Library Hours Beginning Saturday, August 8:

Monday-Thursday:	8 am – midnight
Friday:	8 am – 6 pm
Saturday:	11 am – 6 pm
Sunday:	11 am - midnight

At the beginning of the semester, *the library will be open to the Stetson community only*. Library doors will be locked and will require card-swipe entry. We will continually re-evaluate the decision to initially

restrict visitors and community users and when to lift card-swipe access. Tours are welcome to card swipe into the library if tour participants are adhering to University guidelines on small groups and masks and do not enter confined spaces such as the Innovation Lab.

Since March, librarians and library staff have attended a total of 42 different webinars on COVID-19-related topics, including planning for a new normal, library re-openings, handling of library materials during COVID-19, furniture placement, distance learning, workplace mental health, and technologies for remote work. We feel well-prepared to open the library building in August - *our success, however, will hinge on our library users, primarily students, adhering to the policies and procedures that the University and the Library have set up for the health and safety of the Stetson community.*

The library will communicate library hours, service adjustments, policies, and procedures with faculty, staff, and students via appropriate electronic messaging in late July.

The library has also developed plans to pivot to a partially remote situation (as we practiced in mid-March) or a totally remote situation (that we moved to in late March).

For all scenarios, the library has developed detailed plans that specifically address COVID-19 concerns on:

General:

Library Access and Hours

Cleaning and Safety

Furniture, Study Spaces, and Computer Workstations

Areas/Departments:

Circulation (Front Desk Area)

Course Reserves

Interlibrary Loans

Research Services

Information Literacy/Instruction Services

Government Information

Innovation Lab

Archives and Special Collections Access

Collections Management

Nemec Courtyard Sensory Garden

Coordination with Hollis Family Student Success Center and Writing Center

LIBRARY REOPENING PLAN

FACE-TO-FACE/HYBRID CLASSES: LIBRARY BUILDING OPEN

Library Access and Hours

- Enact slightly reduced library hours (closing at midnight instead of 2:00 am Sunday through Thursday) to allow for extra cleaning and to allow for adequate shift coverage if someone becomes ill or must quarantine.
- Consider phasing back to regular hours if students are practicing social distancing and if we have a stable number of staff and student workers needed to assist with extra cleaning. Implement cleaning plan that includes identifying areas that have been used recently and disinfecting those items.
- Ask faculty not to bring classes into the library building for class time unless the class is made up of fewer than 10 students and the class can maintain appropriate social distancing.
- Provide extensive signage and information on the library website to ensure that the Stetson community is aware of library operations, policies, and procedures during COVID-19.
- Depending on the Visitor Screening policies developed and the available health and safety data at the time, library will open to Library Associate community members and visitors that have passed COVID Screening (for that day) at some time after it opens to the Stetson community.

Cleaning and Safety

- Monitor PPE supply (gloves and extra masks) and keep stocked. Cleaning supplies and hand sanitizing stations kept well-stocked in coordination with Facilities and Purchasing. (We understand that stand-alone hand sanitizing stations will be installed in the library by the University.)
- Establish regular cleaning schedule of surfaces (beyond Housekeeping sanitation efforts). *See APPENDIX 1.*
- Require masks in the library building (University policy) unless occupying a closed study room alone. (Furniture placement will discourage group gatherings.)
- Add foot pulls to restroom doors to provide hands-free door opening.

Furniture, Study Spaces, and Computer Workstations:

- Place signage at library entrance outlining social distancing expectations, cleaning assistance (*clean / please clean* table signs), limitations on study room and Innovation Lab use, etc.
- Install plexiglass in front of the three computer workstations at the front desk (already installed) and between the 16 workstations surrounding the brick columns.
- Move tables and move/remove chairs as needed for social distancing: 134 seats will be removed with 186 remaining (does not include seats in HFSCC or Writing Center). *See: APPENDIX 2*

- Spread out computer workstations on tables and/or rotate access to every other computer workstation carrel by removing keyboards. Use *Clean / Please Clean* flip signs between users to ensure regular cleaning.
- Study rooms kept locked and are available by appointment only for one occupant at a time with cleaning in between users.
- Remove dry erase markers and erasers from whiteboards and make available on request. Clean or quarantine items before reuse.
- East Room will temporarily house the three Mac Creative Stations from the Innovation Lab and a limited number of additional workstations. Space out or remove every other computer workstation by removing keyboards and seats.

Circulation (Front Desk Area)

- Provide training to Circulation staff and student staff on handling and cleaning equipment, handling and quarantining returned materials, and using PPE.
- Enforce glove use for staff and student staff when working at the front desk or cleaning.
- Assign computer to individual staffer rather than sharing. Disinfect workstation and phone at beginning of shift.
- Process returned materials, including check-in, quarantine and/or equipment cleaning.
- Manage quarantine area (Taylor Study Room). Shelf items coming off quarantine, prepare book trucks for incoming material with signage.
- Assist with cleaning shared equipment (keyboards, mice, printers, copier), and high touch surfaces (elevator buttons, door handles, railings, etc.). Some of this work will be completed by student workers.
- Provide Library Materials by Mail service to those taking courses remotely. Retrieve and process requested materials. Package for shipment.
- Assist with cleaning shared equipment (keyboards, mice, printers, copier), and high touch surfaces (elevator buttons, door handles, railings, etc.). Some of this work will be completed by student workers.

Course Reserves

- Communicate to faculty the limitations on offering physical items on course reserve. Physical course reserves are particularly problematic because of high demand for a single item in a short time frame - when all items must be quarantined for 72 hours between uses.
- Circulation of print course reserves will circulate for either two hours or one day (determined by the instructor).
- Quarantine returned course reserve paper materials for 72 hours before re-circulating to the next student.
- Encourage faculty to provide two copies of paper items on reserve.
- Communicate to faculty that DVDs and CDs may be placed on reserve as usual because they can be cleaned between users.

- Work with faculty and Collections Management to locate eBooks or streaming video to replace physical copies.
- Investigate [Controlled Digital Lending](http://controldigitalending.org) (controldigitalending.org) options.

Interlibrary Loans (ILL)

- Quarantine returned items for 72 hours (based on latest science-based research).
- Enforce one ILL student worker at a time working in the ILL area.

Research Services

- Provide Research Services via email, phone, text, and in person (with social distancing in place); hours Monday through Thursday 10 am to 10 pm, Friday 10 am to 5 pm, Saturday 11 am to 6 pm, Sunday 2 pm to 10 pm.
- Provide Research Consultation Appointments via phone or Teams or face to face.
- At the discretion of the research librarian, use projector and computer in East Room to provide face-to-face reference/research interactions while allowing for social distancing. Or use open space on the main floor of the library. Recommendation: no reference/research meetings in librarian offices.
- Keep Research Guides up-to-date to ensure the best online resources are provided.

Information Literacy/Instruction Services

- Work with OOLET to create a strong library presence in Blackboard. There are currently three or four different library links included in course shells.
- Discontinue use of library instruction spaces. Because the East Room and room 15L (24/7 computer lab) do not allow students to practice social distancing, those rooms cannot be used for library instruction. If the course professor has a face-to-face classroom that is appropriately set up, librarians may go teach from that room if the situation is deemed safe.
- Instruction librarians will offer virtual instruction via Blackboard Collaborate Ultra, Zoom, or Teams. Offer synchronous online instruction sessions that are recorded, with optional live attendance. Create asynchronous videos/tutorials, in consultation with faculty.
- Instruction Team plans to create an introductory library research tutorial for First Year Students that can be used in FSEM courses instead of a library instruction session or require completion prior to a virtual class.
- Librarians will continue to provide, upon request, consultations to faculty on information literacy assignments or create Course Guides for classes that include a research component.
- Discourage unscheduled library class visits, such as library scavenger hunts.

Government Information

- Begin receiving tangible government documents again. Government Information Librarian will coordinate with Collections Management department on details.

- Screen visitors who request access to government documents in accordance with University Visitor Screening policies before they can use materials.

Innovation Lab

- Limit occupancy to six (spread out in the three areas of the Lab – Sewing/Cricut; 3D Printing; Gaming Workstation).
- Use signage to indicate maximum occupancy in each area.
- Move Mac Creative Stations to the East Room.
- Tape areas to ensure social distancing.
- Remove some furniture to ensure social distancing.
- Clean regularly between users.
- Use hand sanitizer and gloves as appropriate.
- Should limited occupancy become problematic, the Innovation Lab will pivot to doors locked, reservations required to use the Lab.

Archives and Special Collections

- Reference services and research consultations will take place remotely, or in-person with social distancing measures in place.
- As the Politicos Room would only allow safe social distancing for a few people, instruction sessions will be delivered via Microsoft Teams or Blackboard.
- Items from the Archives, Stetson, and Treasure collections may be viewed in person in the Politicos Room. Content may be provided digitally, as needed.
- The Politicos Room will be used for research appointments, with social distancing measures in place. Furniture will be cleaned before and after appointments. Will utilize the East Room or Microsoft Teams for research consultations if a projector or screen is needed.
- Archives student staff will work on-site, either in the Politicos Room or the scanning lab. Only one staff member will be allowed in the scanning lab at a time, and furniture and equipment will be cleaned between shifts.
- Accessions will be accepted in-person in the Politicos Room; or, archives staff will collect materials from other locations on campus.

Collections Management

- All Collections Management staff have offices with doors in an enclosed office suite. All will practice social distancing while in the office, wearing masks when in close contact with others.
- All common surfaces in the office suite will be cleaned after use and at the end of the workday.
- Incoming acquisitions will be handled and/or quarantined according to latest guidelines offered by library professional organizations or other science-based sources.

Nemec Courtyard Sensory Garden

- The Nemec Courtyard Garden is a bookable space and we will continue that practice. We will add the availability of 20 folding chairs so that faculty can book some of their class meetings in the space should they desire to do so.

Coordination with Hollis Family Student Success Center (HFSSC) and the Writing Center

- The library will regularly coordinate with the HFSSC and the Writing Center to ensure agreement with policies and procedures pertaining to COVID-19.
- Writing Center has shared a Reopening Plan that is compatible with the library's Plan.
- HFSSC will coordinate their plan (under development) with the library.

FULLY REMOTE ONLINE COURSES: LIBRARY BUILDING CLOSED, STAFF WORKING REMOTELY

Should the health and safety concerns reach a level at which the University moves all classes online, the library will return to the same level of operations that we have practiced from late March 2020 through mid-July 2020. That includes a closed library building, all library faculty/staff working full- or part-time from home, and select staff coming into the building on a rotating part-time basis to perform essential in-person services such as receiving and sending out physical library materials and technologies; processing mail; and processing interlibrary loans. This plan has been well-developed and the library faculty and staff have had four months of experience providing and improving services in this scenario.

PARTIALLY OPEN: LIBRARY BUILDING CLOSED, STAFF WORKING IN BUILDING, LIMITED ENTRY FOR STETSON COMMUNITY

This is perhaps the most difficult scenario for which to plan because it is not well-defined and encompasses a sliding scale of possibilities. This scenario could occur if coronavirus surges on campus or if a library staff member tests positive and other library staff members must quarantine – which may require a significant reduction of in-person services and/or library hours or even library closure. As in March 2020, when the health crisis response changed almost daily, the library will have to assess and to respond regularly to a fluid situation.

QUESTIONS PENDING

University Visitor Policy – how do we know who has been screened? Email (June 19) from Dana Dalbow (Admissions) indicates that she will work with the library to decide when tours being to come into the building and what areas of the library they will visit. Email (June 22) from Cathy Rinehart (Health Services) says that the University Visitor Policy has not been finalized.

APPENDIX 1: CLEANING AND SANITIZING BUILDINGS, SURFACES, MATERIALS

CDC Guidelines for Cleaning Building: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Facilities responsibilities for cleaning

- Employee areas (daily)
- Public areas (daily)
- Restrooms (daily)

Library employees' responsibilities for cleaning

- Public areas
 - Hourly for high-traffic areas like elevator buttons, stair railings, door handles, bathroom doors, book trucks, handicap button
 - Print release stations, staplers, 3-hole punch
 - Charging stations
 - Clean carrels, tables hourly or at 50% clean
 - Laminated double-sided signs at each workstation/table
 - Ask patrons to use spaces indicated with green "clean" sign
 - Ask patrons to flip sign to red "please clean" side (when they leave)
- Cleaning involves:
 - Wearing a mask
 - Wearing gloves
 - Spray bottles
 - EPA-registered disinfectant (provided by University)
 - Paper towels (saturate paper towel if necessary, to clean something, such as a computer keyboard)
 - Washing hands

The REALM (Reopening Archives, Libraries, and Museums) Project concluded, based on science-based information, that library materials should be quarantined for three days before recirculating those materials.

(https://www.oclc.org/en/news/releases/2020/20200622-coronavirus-undetectable-after-3-days.html?utm_campaign=covid-19-support&utm_medium=community-news&utm_source=community-center&utm_content=community-center-covid-19-news-coronavirus-undetectable-news-release)

APPENDIX 2: SEATING IN THE LIBRARY

AVAILABLE	Ground	Main	Mezzanine	Total
Table with one chair	11	22	0	33
Single chairs	15	30	15	60
PC workstations	0	37	0	37
MF workstation	1	0	0	1
Study Carrels	3	11	26	40
Study Room seats	0	3	0	3
Patio seats	0	0	12	12
TOTALS	30	103	53	186

REMOVED	Ground	Main	Mezzanine	Total
Chairs at Tables	12	26	0	38
Single chairs	4	0	0	4
PC workstations	0	22	0	22
Study Carrels	3	11	26	40
Study Room seats	0	9	0	9
Patio seats	0	0	0	0
Bean Bags	19		2	21
TOTALS	38	68	28	134