

## **Public Services Annual Report 2020-2021**

July 14, 2021

### **Personnel Changes**

Part-Time Research Services Librarian Bijan Fallahi resigned effective September 20, 2020. Gretchen Dreimiller began on November 7, 2020 as Part-Time Research Services Librarian. Afternoon Circulation Supervisor Colette Cacciola resigned effective November 19, 2020. Circulation Coordinator Jackee Brame became Afternoon Circulation Supervisor on January 11, 2021. Colby Cilento started as Circulation Coordinator on March 10, 2021. Gretchen Dreimiller, Part-Time Research Services Librarian, resigned effective June 27, 2021. The library hopes to fill the position as soon as possible.

### **COVID-19 Changes and Impact on Use of Library Services**

The library building opened on August 10, 2020 to Stetson students, faculty, and staff with a Stetson ID card to swipe into the front door. Capacity was limited to 50 people and facial coverings were required to be worn while in the library. Some library furniture was removed to facilitate social distancing. Workstations had Clean/Please Clean signs for users to identify used areas that needed disinfecting. Library personnel periodically disinfected used work areas throughout the day.

**Library Hours.** The library building closed at 8 pm instead of 2 am, Sunday through Thursday, to provide library personnel time to sanitize surfaces after closing. The earlier closing time also made it possible to staff the building during times that library personnel, including student workers, were in COVID isolation.

**Library Visits.** The number of people using the library building went down precipitously. This is likely due to the number of students taking online only classes and the number of students living off campus. The library also strictly enforced mask wearing, which may have kept some students away. Campus visitors, such as Library Associate members and alumni members, were not permitted to use the library building.

**Circulation.** Borrowing statistics were down by 45%. Returned items were quarantined for 3 days prior to shelving. The Taylor Room served as the Quarantine Room. Check-in and re-shelving procedures were modified to accommodate quarantine. Library users had the option of having items shipped to their home address. The library shipped approximately 100 items to student, faculty, and staff homes.

**Course Reserves.** Reserve items were quarantined for 3 days after check in. There were fewer items on Course Reserve because many students were taking courses online. Reserve circulation was down 90%.

**Research Services.** While the total number of face-to-face research help interactions was down 50%, Research Consultations and email research help numbers increased. Our overall numbers in this area increase by 7%.

**Information Literacy Instruction.** Instruction librarians taught information literacy sessions online using synchronous and asynchronous modes. Grace Kaletski-Maisel, Hunter Murphy, and Jennifer Corbin created a series of online tutorials for First Year Seminar courses. Librarians taught synchronous online

sessions using Zoom, Blackboard Collaborate, and other virtual meeting platforms. Librarians also taught some in-person sessions.

**Interlibrary Loan (ILL).** Due to widespread library closures, a slowdown in USPS delivery, and intermittent state courier shutdowns, ILL requests were a challenge to fill, especially for tangible items.

**Library Social Media Engagement.** In 2020-21, the library created content using various photo and video tools for posting to our Instagram, Twitter, and Facebook accounts. These posts highlighted library services, collections, spaces, users, and events. Some of the subjects covered included the following: Archives, Book Club, circulating material, COVID-19 updates, databases, Distinguished Scholarship workshops, ear guard 3-D printing (and partnership with local medical community), Finals Week activities, Haunted History Tour, Innovation Lab and resources, information literacy instruction, mask-making workshops, research services, the Sensory Garden, research guides, streaming video services, library student workers, students' use of the library, study spaces, and Virtual Clubs.