

MANAGING COVID-19 - NCCCLA WEBINAR NOTES

THURSDAY, APRIL 23, 2020, 2 P.M.

Panelists:

- Tara Guthrie, Central Carolina (CCCC)
- Paula Hopper, Beaufort
- Alan Unsworth, Surry
- Cheryl Coyle, CPCC
- Ali Norvell, Blue Ridge

What is the status of your college library at the moment?

- CCCC
 - Closed
 - 8 staff working from home
 - 1 person not able to work from home, but is using bonus leave
- Beaufort
 - Open - by appointment only for up to 7 students at a time
 - 2 full-time staff working from home
- Surry
 - Drive-thru service available but not really open
 - Most are working from home
 - Part-time employee working at library to fulfill requests (have form available patrons to request materials)
- CPCC
 - All campuses are closed to faculty, students, and staff
 - Working remotely; 34 FT and 10 PT
- Blue Ridge
 - Open for tutoring and computer use under abbreviated hours (8-5 M-F)
 - FT staff working from home
 - 1 PT working from home and is staffing chat staff & doing webinars
 - 1 PT in from 1-5 p.m. at the library

How are you serving students, faculty, and staff?

- CCCC
 - checking out laptops to students from foundation purchase; employee who can't telework goes in to check out laptops on as needed basis; waiving late fines, extending due dates/renewals, etc.;
 - providing online chat and instruction; helping faculty to transition to online courses; worked with vendors to offer free resources and created libguide with those links, virus info, etc.
- Beaufort
 - Added mental health, covid, free resource libguides; already had a laptop loaner program in place but ordered more for this situation; students had a limited window to get a laptop - this is not

ongoing; no mandatory returns until this is over; no late fees; library tutoring course integrated into Blackboard

- Surry
 - Blackboard collaborate chat during business hours; drive-thru service; no fees; encouraging students to not bring anything back; beefed up online resources by taking advantage of free resources and deals and adding as much of it as possible to Summon; promotion page for new resources; promoting online library instruction
- CPCC
 - No fines/blocks/extended due dates; create “how to” Summon video; embedded in classes and offering one-on-one and synchronous teaching; have their own chat staff by CPCC staff during the day; added Chatstaff to pick-up overnight hours; all library phones being forwarded to the main number at central and have people who answer the phone through the computer at home
 - worked with IT to get 300 chromebooks and 100 hotspots; an org on campus created system for deciding which students met requirements for computers/hotspots based on need and this equipment was checked out via library system
- Blue Ridge
 - No late fees or due dates; removed all blocks; started an online book club for faculty and staff

How has the library supported the transition to online learning?

- CCCC
 - Voicemails sent to email; had students leave messages about blocks & overdues; resolved blocks/overdues with student & business office; emails to students & faculty with library updates; launched online spring library survey and so have feedback on how they are doing
- Beaufort
 - Library already works with distance learning; sent out a student newsletter to let them know about new/free resources
- Surry
 - Focus on social media; check early alerts and send students emails and is able to promote library through those channels
- CPCC
 - Found that students/faculty needed help with technology (Citrix? environment); use Webex to share screens and help students through tech issues; have had a huge increase in their chat; have several newsletters in place that they are using to reach out
- Blue Ridge
 - Can't email students directly and rely on faculty to contact students with available services and resources; created libguide with internet resources

Has your collection development changed due to the virus?

- CCCC
 - Had already used budget for the year before this started; may have to change for the fall

- Beaufort
 - Had an early deadline for ordering so were essentially done
- Surry
 - Mainly adding electronic resources only right now
- CPCC
 - Orders were pretty much done
 - Vendor emails regarding free resources during COVID handled by electronic resources librarian
 - Currently studying collection in order to build lists of things needed to be ordered in the future; thinking in terms of things needing to be ordered quickly and want to have order lists ready to go
- Blue Ridge
 - Feeling inundated by vendors offering free things; budget was spent already; did add more money to Kanopy account; may spend rest of budget on audiobooks

How are managers dealing with safety concerns of your staff?

- CCCC
 - Have 1 or 2 staff who are at risk
 - Utilizing LSTA mini-grant to buy masks, cleaning supplies, etc. upon everyone's return
- Beaufort
 - Custodial staff provided wipes and Lysol
 - Have students clean their work area before and after using the space
 - All courses have been moved online through August - waiting to hear what next steps are
- Surry
 - Maintenance still there working
 - Waiting to hear more about what is happening on campus
- CPCC
 - Closed; at risk employees were able to go home at end of March;
 - People may be sensitive to extra use of cleaning products and have to stay home longer because of those sensitivities
- Blue Ridge
 - Moved tables in front of circ desk as a barrier
 - Hand sanitizer at door
 - Tutors stand farther away from students while tutoring
 - Have masks if needed
 - Maintenance comes through every hour to sanitize surfaces

If you are closed, do you have a plan for reopening the library?

- Johnston CC
 - Library will be one of the first places on campus to re-open; campus wants this reclassified as essential; trying to be proactive and show admin what the library would like in place as far as social distancing

- CCCC
 - Do not yet have a plan from campus/admin; need to address laptop & book returns
- Beaufort
 - Waiting for further instruction; will have to address laptop loans/book returns, etc.
- CPCC
 - Waiting on admin for direction
 - Need a more global plan with all of IT equipment in the mix
 - Concerns over availability of cleaning supplies
- Blue Ridge
 - Plan was created by campus admin for the whole campus to reopen

What projects are keeping your staff busy? If we have to stay isolated longer do you have any ideas?

- CCCC
 - Finished batch load project
 - Pre-weeding based on system reports - going through lists to highlight items for weeding
 - Checking e-book links in catalog
 - Running reports for collection assessment
 - Updating libguides
 - Working on website redesign
 - Outreach planning
 - Creating H5P tutorials
 - Checking for broken links in Summon
- Beaufort
 - Telecommuters do not have access to VPN at home
 - Program planning
 - Updating libguides
 - Professional development and reading
- Surry
 - Staffing chat
 - Webpage clean-up
 - Grant project still in progress
 - Tracking proxy logins project, collecting data
 - Contacting students with alerts
 - Presentation projects
 - Collection development
 - Planning social media projects for the fall
- CPCC
 - Creating training materials (videos) for library staff
 - Hosting weekly webinars on Tuesdays (databases, searching techniques, etc.)
- Blue Ridge
 - Providing webinars

- Summon clean-up
- Answering emails
- Staffing Chat
- Collection Development
- Book Club prep
- Patron maintenance (renewals, fine removals, etc)

Questions / Suggestions from Session Attendees:

- FYI: COVID Response LSTA Mini Grants - <https://statelibrary.ncdcr.gov/ld/resources/lsta-grants/covid-19-response>
- **For those who are open, how are you making the decision to stay open?**
 - Blue Ridge - Technically not functioning as a library - now called the student support center so are considered essential
 - Library staff pop in occasionally to get some work done that can't be done remotely (checking mail, book drop, etc; quiet place to do webinars).
 - Beaufort - Campus admin interpreted offering internet to students as an essential service
- **How are you handling documentation of hours, work, etc.?**
 - CCCC
 - Have a spreadsheet where people track their hours and give a summary of what their tasks were for each day
 - At the end of the month it is signed electronically and submitted to payroll
 - CPCC
 - Summary of daily work but not being asked to track hours
 - Have also been tasked with protecting employee emotional and mental health
 - Blue Ridge
 - Weekly summary from staff about what they want to accomplish that week
 - Johnston CC
 - Very detailed with hours and have to submit them weekly