

Preserving "Access" in Access Services During the Pandemic

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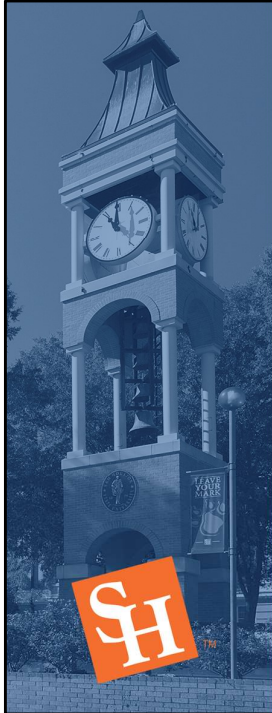
What I will be discussing today are the challenges which the pandemic posed to almost every aspect of accessing the library's print collection and physical space.

We faced a lot of questions that we hadn't had to ask before, and we had to become comfortable with flexibility, creativity, and questioning our usual modes of operating.

We also had to maintain a lot of patience and empathy for ourselves, our coworkers, and our patrons.

I'm going to describe some of the strategies we developed and adapted over the year, and some of the discoveries we've made that will shape our philosophies

post-pandemic.

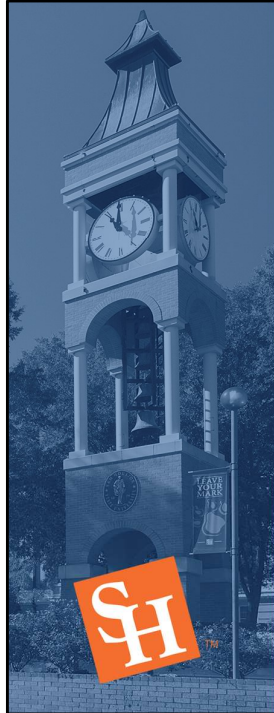


Outline

- Checkouts
- Returns
- Stacks Maintenance
- Reserves
- Renewals
- Overdue / Fines
- Training
- Spaces
- Enforcement



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Checkouts

- From recalls to holds
- Scheduled pickups... or not
- Handling IDs

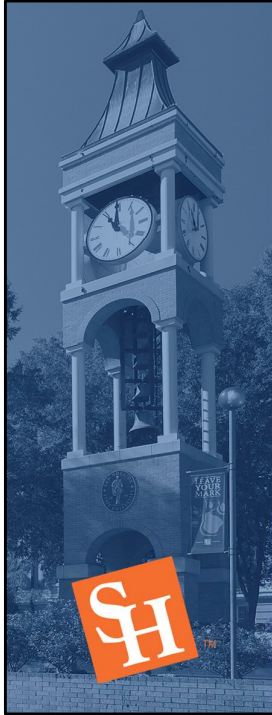
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- Launched holds for on-shelf items (previously did only recalls) – describe historical rationale for not doing this, which is disproven - keep post-pandemic
- Scheduled pick-ups – trials, lessons learned, and adaptations to be kept post-pandemic

Handling IDs, self-swiping – may keep post-pandemic?

This one seems to be 50/50, some advantages to doing it both ways



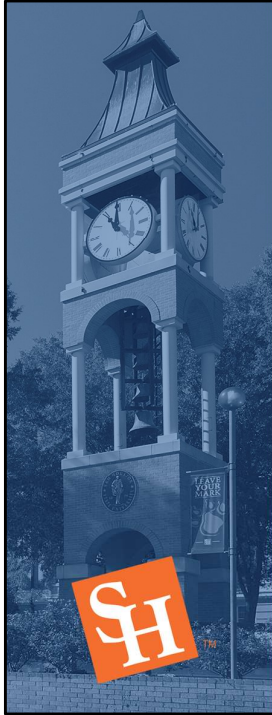
Returns

- Book drops
 - Closure issues
 - Bonus renovation issues
- Quarantine procedures

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- Book drop issues during renovation
- Quarantine procedures (before discharge), changes made (after discharge), debate about value, lessons learned



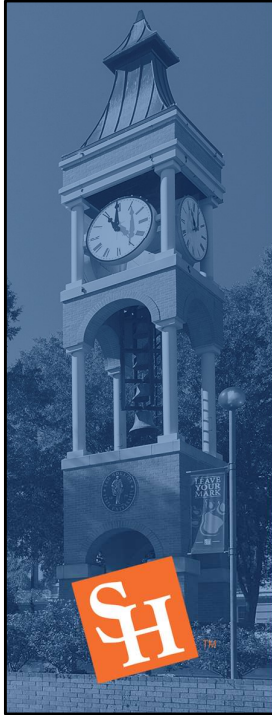
Stacks

- Social distancing during major moves and shifts



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Significant moving and shifting happening mid-renovation, rethinking how we work to incorporate social distancing



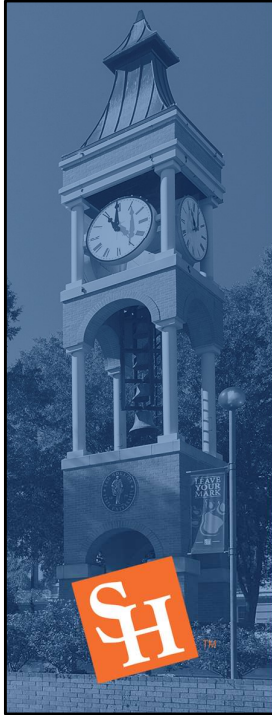
Reserves

- E-Reserves scanning
- Print availability?
 - Plastic covers
 - Sanitizing procedures
 - Rotating copies
 - "Last used" markers



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- Shift to e-reserves as much as possible, like everyone
- Weighing pros and cons of keeping print available
- Application of covers – lessons learned later about whether these are worse for germs
- Sanitizing procedures
- Rotating multiple copies
- Marking with last use date for patron awareness of potential risk



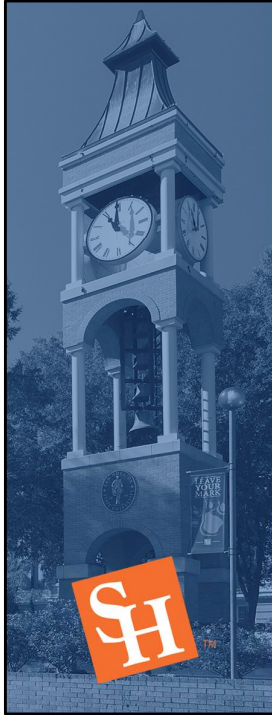
Renewals

- Proactive extensions of existing charges
- Phone policies



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- Proactively extending existing checkouts
- Changing policy about renewal by phone – keep post-pandemic



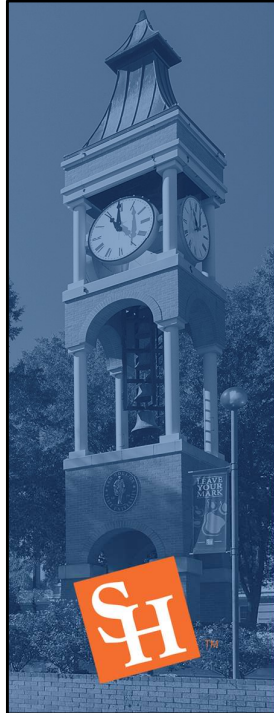
Overdue / Fines

- Proactive extensions of existing charges
- Extended undergrad loan period for future charges
- Blanket cancellation of fines



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- Proactively extending existing checkouts
- Proactively extending undergraduate loan period for future charges – this didn't prove problematic, decided to keep this
- Blanket cancellation of late fines (essentially March 2020 until February 2021)
- I've leveraged this as a beta test of going fine free and have submitted a proposal to campus admin to try and make that change permanently; we'll see what happens.



Training

- Refresher training after closure (and mid-reno)
- LibWizard Tutorial on pandemic procedures
- Mandatory for student workers

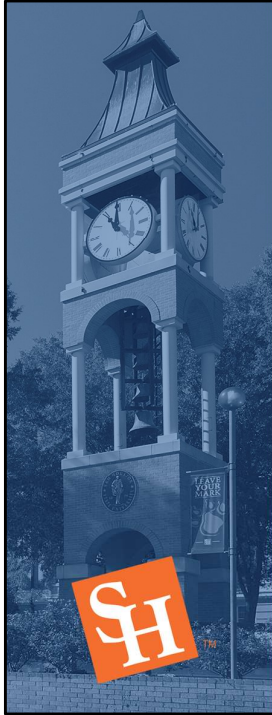


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- Refresher for returning students after closure – further complicated by renovation, significant changes on two fronts
- Mandatory tutorial on COVID-19 and pandemic procedures using LibWizard Tutorials
- Included basic understanding of COVID and masking guidelines – don't assume students watch the news or know details about CDC guidance; included plenty of videos demonstrating proper mask wearing, tightening disposable masks, sneezing in different

types of masks and unmasked; etc.

- Images of "can't mask" badges – make sure students understand these are not legitimate, do not need to be honored
- Quizzing on mask policy exceptions for patrons and employees



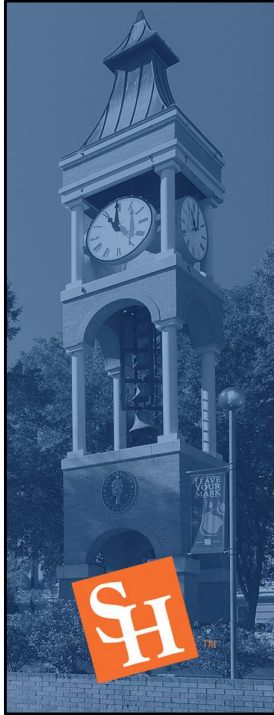
Spaces

- Encouraging distancing
- Seating removal
- Room capacity
 - Enforce vs suggest
- Return to keys
- Sanitization



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- Seating removal, encouraging distancing
- Study room max capacity, how much do you enforce vs “suggest”
- Adding keys back into room use procedure – and what we learned about how much we actually hated it!
- Sanitizing rooms, keys, etc.



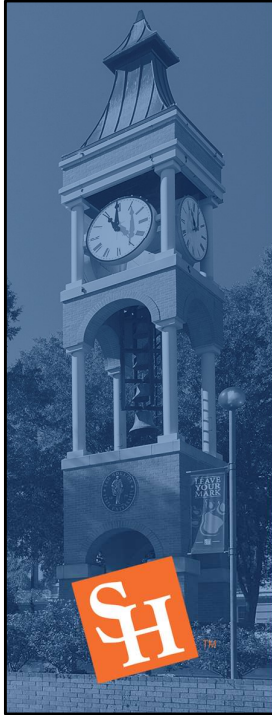
Enforcement

- Distancing
- Masking
- Providing supplies
- "Can't mask" handouts
- Floor checks
- Referral



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- Masking
- Distancing
- Providing masks, gloves, wipes/spray, hand sanitizer, etc.
- Handouts encouraging virtual services for those who can't/won't mask
- Floor checks – student vs staff – comfort levels, fears from politicization of mask wearing – variability in enforcement elsewhere on campus – would we do it differently next time?
- When do we refer a student to a higher authority?



Thank You! Questions?

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Slides available at: <http://tinyurl.com/OwensCTL>

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