
NEFLIN ACADEMIC LIBRARIES INTEREST GROUP

Meeting Agenda

Thursday May 7, 2020

10:00 AM – 11:00 AM EDT

Online (GoToMeeting)

1. **Welcome/using the software** (3 minutes)
2. **Call for Volunteer: IG Co-facilitator for the coming year** (2 minutes)
3. **Main topic/discussion** – Academic Libraries Transitioning to Work At Home for the Covid 19 Crisis (50 minutes)

Let's take this opportunity to share our experiences, ideas, plans, and lessons learned during the transition to distance learning support and working at home for the Covid 19 crisis. What has changed that might inform and improve our service to patrons when our libraries are fully functional again? How can we be better prepared for a similar event in the future if there is a resurgence or another pandemic?

Here are 5 major areas we can address and some questions to spark the discussion:

- Transitioning library instruction and research consultation online
 - What tools did you use
 - How did you market the new services
 - Did you get a good response
 - What changed about your services (examples: your schedule or availability)
 - What worked and what didn't
 - Are you planning any assessment
 - Are you thinking about ongoing changes in your service model
- Serving the needs of patrons for physical materials and equipment
 - Did staff remain physically in building? Did you stay open to public access?
 - Did you deliver physical items to users? Do drive-through checkout? Mail materials?
 - Checking out laptops to students—software needs, etc.
 - Access to video equipment or other special equipment for classroom assignments
 - Scanning materials not available online—staffing, copyright issues, etc.
 - If closed, did you find projects to keep student assistants employed?
 - How are you treating returned items to ensure the virus is not transmitted?
 - How is returned equipment received so it is not put in book drops?
 - How will you get materials back from graduating students dispersed at home?
- Managing meetings and team supervision from home
 - How frequently are you communicating with committees and teams?
 - What tools have you used? What works and what doesn't?
 - Was there a big learning curve for staff who didn't already do meetings online?
 - How did you manage issues with lack of technology access at home for some staff?

- Have you encountered problems with variations in bandwidth and equipment processing speeds when selecting tools to keep in contact with teams?
- If you supervise or lead teams, are there new issues or skills you've needed to address?
- Have you attempted group learning activities, or assigned individual webinars?
- Transitioning technical services functions to work at home
 - Did you stop or delay orders for physical materials?
 - How did you transition staff who normally process physical materials?
 - How did you manage mail distribution and other daily tasks?
 - Did you encounter issues with staff lacking needed technology and software at home?
 - Are you reimbursing staff for increased technology purchases, internet access needs, and office supplies being used at home?
 - How have you managed lack of IT support for home equipment and software loaded on home machines?
 - Did you encounter licensing issues for the use of specialized software at home?
 - What other impacts have you seen?
- Managing special deals and free resources for electronic resource access
 - How have you tracked, organized, and marketed the special short-term vendor deals for resources to support distance learning?
 - How do you plan to take down the access and inform your community when the time limits expire?

4. **Future topics** (3 minutes)

5. **Summary/wrap-up** (2 minutes)

- Meeting schedule 2020: First Thursday's at 10:00-11:00 AM
 - August 6
 - November 5