FULFILLMENT THROUGH THE PANDEMIC AND BEYOND

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Timeline for Library Services during the Spring and Summer 2020

April
- Planning return of onsite services at the Main Library

May
- Plan onsite duties in the Main Library and set up daily work schedules

June
- Begin onsite services – Porch Pickup, Course Reserves, Document Delivery

July
- Science Library begins scanning services for faculty and students.

August
- UGA Libraries open full-service onsite for Fall semester.
Outside Book Drop at the Main Library During the Pandemic
Whitney Robinson, part of the core morning crew, brings books out to the porch for pickup.
Preparing for a Day of Porch Pickup

Jeff Nolte, part of the afternoon team, arranges requested books on the hold shelves.
Porch Pickup In Progress

Jeff Nolte verifying the identity of a library user picking up requested books.
Pandemic Changes

- Overdue Fines
- Proxies for Pickup
- Working Duing the Pandemic
- Expanded Digitization
- Hours of Operation/Service
Overdue Fines

- Approved to eliminate “regular” overdue fines (including an amnesty)
- Temporary suspension of all fines (recalls, reserves, etc.)
- Extending due dates
- Flexibility in waiving fees as more patrons returned to campus
Proxies for Pickup

- More flexible in allowing materials on hold for patrons to be picked up by an informally designated proxy.

- Policy pre-pandemic - NO one other than the person who requested the book could pick up the book unless formal application paperwork was completed.
Working During the Pandemic

- During lockdown/campus closure
  - Chat
  - Transcription and metadata work for Brown Media Archives in the Special Collections
  - Record cleanup

- During campus phased reopening (#people onsite vs home & related activities)
  - Phase I - essential services available
    - Reserves scanning
    - Special retrieval services –
    - Access by appointment for
      - carrel holders (to retrieve belongings)
    - Access to technology (printers, scanners, computers)
Flexible scheduling/Telework

- Fall Semester
  - Telework vs. On-site
    - ADA Accommodations
    - Social distancing in open office spaces
  - Equity concerns/Who can work from home?
  - Operations on-site with staff/students in quarantine and self-isolation
Expanded Digitization

- Document Delivery
- E-Reserves
- Copyright concerns
- HathiTrust Emergency Access Service

![Document Delivery Graph]

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Streaming Media

- Increased demand
  - Ordered 878 streaming media titles
- Use several different providers and databases:
  - Swank Digital Media Portal
  - Alexander Street Films Portal
  - Academic Video Online (AVON)
  - GOOD DOCS
  - Torch Films
- Created a Kaltura account for the UGA Media Desk to host some of the streaming films
Hours of Operation

- Building hours vs service hours
- Student Assistant budget cuts
- Reduction in staff positions due to budget cuts
- Safety measures
  - Plexiglass barriers
  - Quarantine for materials
  - Gloves/masks/cleaning
Disruption is a gift.
Change is easier when there is no choice.
Revisit the rules regularly.
We do better when we work together.
Looking Ahead

• Leaner Department
• Expanded Digital Services
• Resuming Chat Service
• Updated Policies
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