



FULFILLMENT THROUGH THE PANDEMIC AND BEYOND

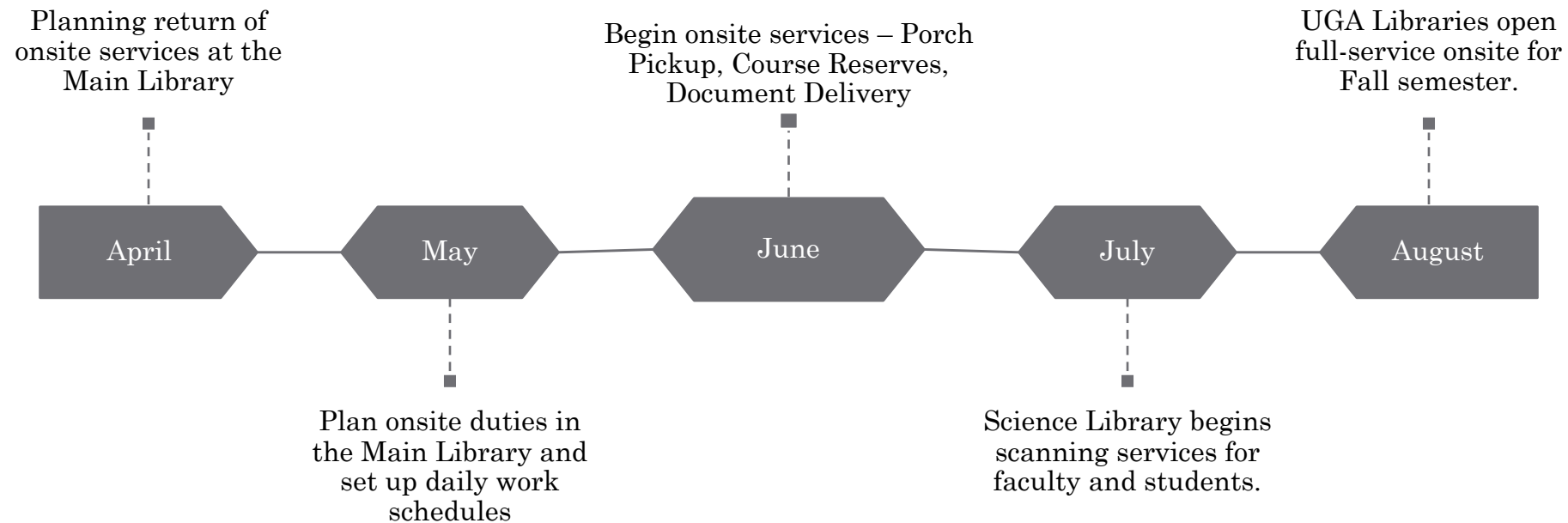
Mary Poland and Viki Timian

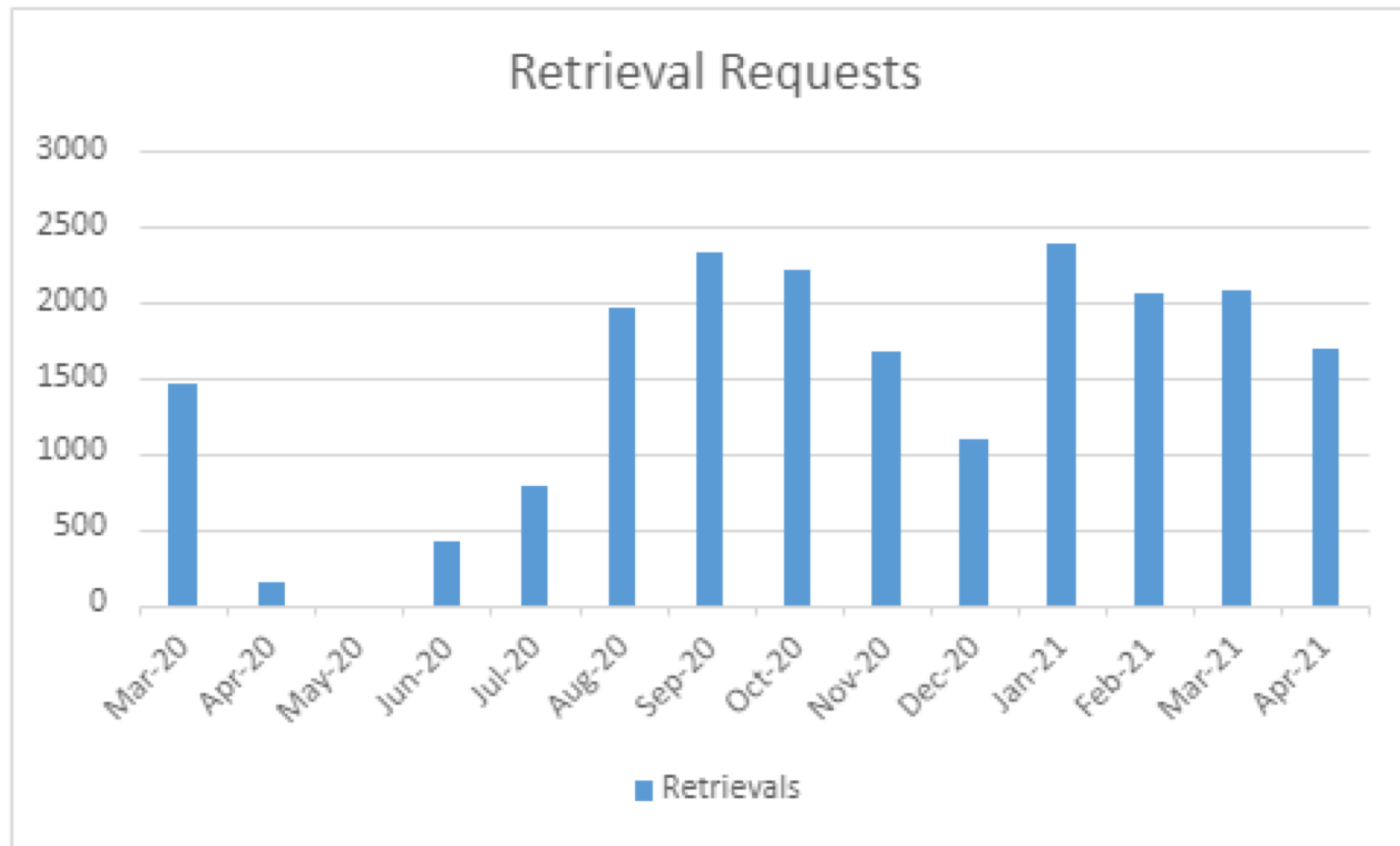
Access Services Department

UGA Libraries

5/13/2021

Timeline for Library Services during the Spring and Summer 2020





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 During
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



PICK
ME UP

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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)

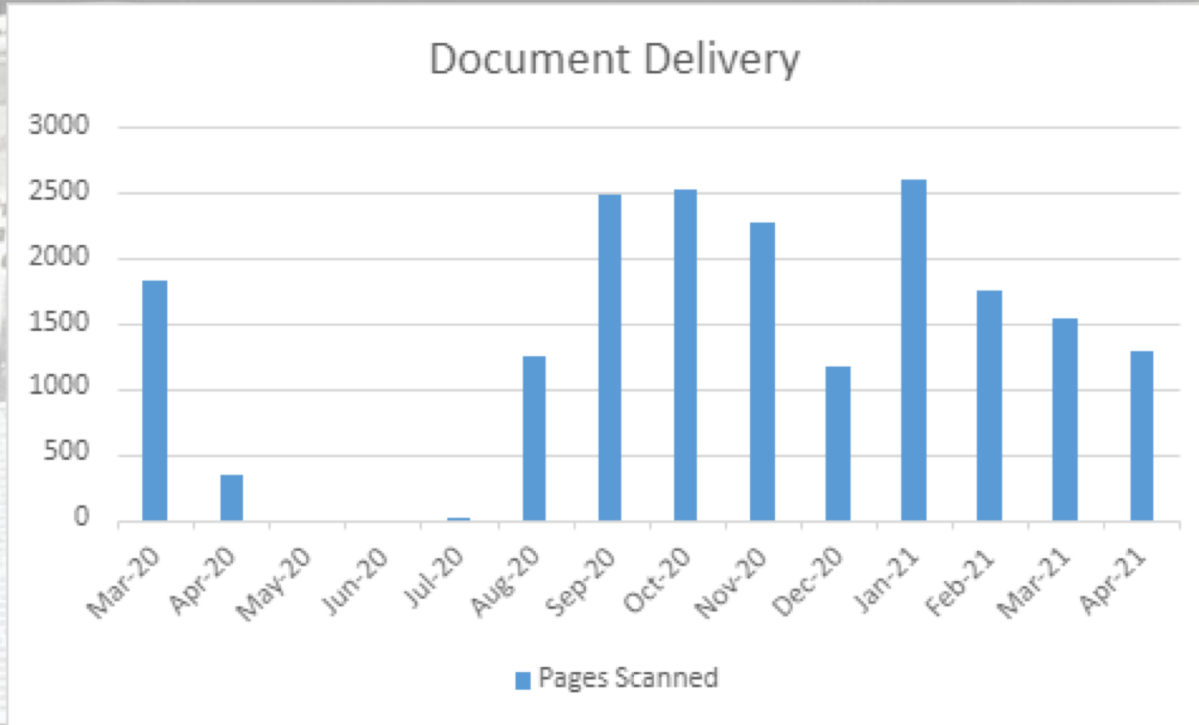
Flexible scheduling/ Telework

- 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





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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

OFFICE HOURS

OPEN Most Days About 9 or 10
Occasionally as Early as 7,
But SOME DAYS As Late As 12 or 1
WE CLOSE About 5:30 or 6
Occasionally About 4 or 5
But Sometimes As Late as 11 or 12.
SOME DAYS OR Afternoons,
We Aren't Here At All, and Lately
I've Been Here Just About All The Time,
Except When I'm Somewhere Else,
But I Should Be Here Then, Too.

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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

Hindsight: 2020



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Disruption is a gift.

Change is easier when there is no choice.

Revisit the rules regularly.

We do better when we work together.



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Looking Ahead

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

THANK YOU



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