

**SURVEY OF ACADEMIC LIBRARY
RESPONSE TO THE CORONAVIRUS
EPIDEMIC, 2020 APRIL EDITION**

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THE QUESTIONNAIRE

1. What is the Name of your institution?
 - A. Name:
 - B. Organization:
 - C. Work Title:
 - D. Country:
 - E. Email Address:

2. Your college is which of the following:
 - A. Community College
 - B. 4-Year College Only
 - C. Offers 4-Year + Masters Level Degrees
 - D. Offers 4-Year and PHD level Degrees
 - E. Class 1 or 2 Research University- Overall library
 - F. Class 1 or Class 2 Research University.

3. Your college or university enrolls approximately how many students? (Full Time Equivalent):

4. Is your college public or private?
 - A. Public
 - B. Private

5. What is the annual tuition for your college prior to any deductions or student aid?
6. Which phrase best describes your college or university policy on the coronavirus?
 - A. All classes cancelled until further notice
 - B. All or most classes moved online until further notice
 - C. Increased use of Online Education, restriction on large class sizes or meetings, until further notice
 - D. No special measures yet but they are in development and sure to come
 - E. No special measures yet but they are being contemplated
 - F. No special measures and no plans to develop them at this time

7. If the physical facilities of your library are still open to library patrons, describe which facilities are open. Who is using the facility?
8. To the best of your knowledge, have any library employees been diagnosed with Covid-19?
 - A. Yes
 - B. No
9. How many library employees are in the following condition?
 - A. Diagnosed with the Covid- 19 virus
 - B. In quarantine due to exposure to someone with Covid-19 virus
10. What percentage of library employees were working from home or other remote location pre and post inception of the coronavirus?
 - A. Pre-Coronavirus
 - B. Currently
11. Has the library taken any special measures to protect older employees or those with medical conditions that may make them more susceptible to Covid-19?
12. In response to the Covid-19 crisis, which publishers and database providers have loosened use restrictions for online information and made their content more accessible, less expensive or both? What did they do and how did your library benefit?
13. Has the library cancelled information literacy or other in-library classes?
 - A. Yes
 - B. No
14. Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes?
 - A. Yes
 - B. No
 - C. Not implemented but developing

15. Has the library experienced a surge in demand for specific eBook collections, databases, or other online resources? If so, which ones?
16. What new steps has the library taken to adjust to a surge in use of online education at your institution?
17. At your library, how much has demand increased for assistance to help students navigate online classes? Answer as a percentage. If three times as many students are seeking help, the increase would be 300%.
18. Has the library been involved in efforts to license eTextbooks to serve the recent surge in online education? If so, what specific licenses has the library assisted in negotiating?
19. Which of the following describes the library game plan over the next six months in terms of materials expenditure?
 - A. We do not really plan any major changes
 - B. We are considering a shift from print to online materials
 - C. We have shifted spending from print to online materials
 - D. We have significantly shifted spending to online materials
20. As a best guess, what do you think will be the change in library materials expenditure over the next year?
21. What is the library policy on library materials that have been handled by an employee or patron exposed or with a high likelihood of exposure to the coronavirus?
22. What other changes previously not mentioned in response to prior questions has the library made to operate effectively during the Covid-19 pandemic?

PARTICIPANTS LIST

Antelope Valley College
Aquinas College
Augustana College
Babson College
Baylor University
Berea College
Bethel University
Biola University
Bishop's University
Bland Memorial Library
Bryn Athyn College
California Institute of the Arts
Chapman University
Chicago State University
Christian Brothers University
Community College of Rhode Island
Covenant Theological Seminary
Davenport University
Design Institute of San Diego
Eastwick Education
Elms College
Florida Atlantic University
Hardin - Simmons University
Harding University/Brackett Library
Heritage Christian University
Houston Graduate School of Theology
Iowa Lakes Community College
Iowa State University
JET Library, Molloy College
Juniata College
Kansas Wesleyan University
Kenrick-Glennon Seminary
Kilgore College
KSU Library System
Mansfield University of PA
MRU Library
New Mexico State University
Northwest Arkansas Community College
Pacific Union College
Pfeiffer University
Point Loma Nazarene University
Randolph College
Rensselaer Polytechnic Institute
Roberts Wesleyan College
Rush University
Saint Augustine's University

Southeast Missouri State University
SUNY Oswego, Penfield Library
Syracuse University
Tarrant County College
Towson University
UMKC University Libraries
University Of Mount Olive
University of Louisiana at Monroe
University of New England
University of North Carolina at Pembroke
University of North Dakota
University of St. Thomas Libraries
University of Toledo
University of Wisconsin - La Crosse
University of South Caroline School of Medicine
Webber International University
Western Carolina University
Western Illinois University
Western Oklahoma State College
Worcester State University

Characteristics of the Sample

Type of College

	#
Community College	8
4-Year College Only	6
Offers 4-Year + Masters Level Degrees	32
Offers 4-Year and PHD level Degrees	7
Class 1 or Class 2 Research University	14
Total	67

Enrollment

	#
Less than 1500	18
1500 - 3999	16
4000 - 10000	16
More than 10000	17
Total	67

Is your college public or private?

	#
Public	30
Private	37
Total	67

Tuition, \$

	#
Less than 9000	18
9000 - 24999	18
25000 - 40000	16
More than 40000	15
Total	67

SUMMARY OF MAIN FINDINGS

College Policy on Class Maintenance

We asked: Which phrase best describes your college or university policy on the coronavirus? We gave six possible answers to this multiple-choice question:
1-All classes cancelled until further notice 2-All or most classes moved online until further notice 3-Increased use of Online Education, restriction on large class sizes or meetings, until further notice 4-No special measures yet but they are in development and sure to come 5-No special measures yet but they are being contemplated 6-No special measures and no plans to develop them at this time

Overwhelmingly, the second choice, all or most classes moved online until further notice – was the predominant response, given by 95.52% of all respondents; 4.48% had cancelled all classes until further notice.

Range of Library Facilities Open to Library Patrons

We asked: If the physical facilities of your library are still open to library patrons, describe which facilities are open.

A few colleges had kept the physical library open, but for the most part the physical library was either not open or open only to faculty and staff. Many libraries are keeping open for limited numbers of students who remain on campus, and some have maintained access to some library workstations, albeit with some social distancing rules in place.

Library Employees Diagnosed with COVID-19

We asked: To the best of your knowledge, have any library employees been diagnosed with Covid-19?

No library had an employee diagnosed with COVID-19.

Library Employees Quarantined

We asked: How many library employees are in quarantine due to exposure to someone with Covid-19 virus?

4.48% had one employee in quarantine and the same percentage had more than one in quarantine.

Percentage of Library Employees Working from Home, Pre and Post Coronavirus Inception

We asked: What percentage of library employees were working from home or other remote location pre and post inception of the coronavirus?

The mean prior to the virus' arrival in the United States was less than one, 0.67, mostly concentrated in research universities, who averaged 1.33 employees working remotely. Post coronavirus inception this percentage radically increased to 62.69%, with a median of 90% and a range of 0 to 100%. For community colleges, only 35.17% of library employees were working remotely vs. 75.1% for research universities. Size as a factor; the larger the college, in terms of FTE enrollment, the greater the percentage of library employees working remotely. For small colleges with fewer than 1,500 students FTE, only 44% of library employees were working from home while for colleges with more than 10,000 students FTE 80% of employees were working from home.

Special Measures to Protect Vulnerable Employees

We asked: Has the library taken any special measures to protect older employees or those with medical conditions that may make them more susceptible to Covid-19?

In general, respondents tended to describe the measures that they had taken to protect all employees though some mentioned some particular measures for the most vulnerable.

Publishers and Database Providers Supplying Free or Reduced-Price Access During the Epidemic

We asked: In response to the Covid-19 crisis, which publishers and database providers have loosened use restrictions for online information and made their content more accessible, less expensive or both?

Survey participants listed many publishers but a few also provided links to lists maintained by other colleges. Three of these:

<https://docs.google.com/document/d/1SqjcSrRPPNpPj7K4B1pUQdCbznSlyLznPKGd4dZwJ6s/edit>

https://docs.google.com/spreadsheets/d/1xiINIF9P00tO-5lGKi3v4S413iujYcm5QJoKUG19a_Y/edit#gid=2027816149

<https://library.educause.edu/resources/2020/3/corporate-resources-for-covid-19>

One respondent wrote:

"Vendors and publishers who made resources available in response to COVID-19: Cambridge University Press, Directory of Open Access Books, Duke University Press, Elsevier e-Textbooks, iClicker, JoVE, JSTOR, Artstor, Oxford University Press, ProQuest

eBooks, Publisher's Weekly, RedShelf eBooks, University of Michigan eBooks, VitalSource eTextbooks Freely Available Resources Related to COVID-19: Clarivate Analytics, Elsevier, JAMA, The Lancet, New England Journal of Medicine, Oxford University Press, Sage Publishing, Springer Nature, Wiley, Wolters Kluwer, Albany Times Union, NYTimes, Washington Post We have compiled these resources into a LibGuide which is shared on our main library's landing page, and are updating it daily."

Cancellations of Information Literacy Classes

We asked: Has the library cancelled information literacy or other in-library classes?

More than 58% had done so with little differentiation by type or size of institution.

Use of Distance Learning in Information Literacy Classes

We asked: Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes?

More than 67% had implemented plans to use distance or blended learning in information literacy classes while close to 18% were developing such classes; 10.45% had not implemented and were not developing online information literacy classes. Community colleges were ahead of the curve here, as 87.5% had already implemented information literacy classes at a distance. Size of college was also a factor and the larger the college the more likely it was to have already implemented distance learning in info literacy classes; 55.56% of small colleges with fewer than 1,500 students had info literacy classes implemented online vs. 88.24% of colleges with more than 10,000 students.

Experience of Recent Level of Demand for eBooks

We asked: Has the library experienced a surge in demand for specific eBook collections, databases, or other online resources?

In general, few colleges thought so.

Steps Taken to Adjust to Surge in Use of Online Education

We asked: What new steps has the library taken to adjust to a surge in use of online education at your institution?

Most tended to think of this as the IT Department's domain but there were exceptions.

Increase in Demand for Assistance to Help Student Navigate Online Classes

We asked: At your library, how much has demand increased for assistance to help students navigate online classes?

Many colleges were on Spring Break when answering questions but many were not; these were often seeing 200% to 300% increases but there was wide variance; it seems clear that some libraries see this as in their purview and some did not.

Efforts to Licence eTextbooks

We asked: Has the library been involved in efforts to license eTextbooks to serve the recent surge in online education? If so, what specific licenses has the library assisted in negotiating?

In general, libraries are not reaching out to eTextbook vendors to serve the needs of newly online students.

Library Plans for Materials Expenditures Over Next Six Months

We asked: Which of the following describes the library game plan over the next six months in terms of materials expenditure?

We gave survey respondents four choices in this multiple-choice question. 1-We do not really plan any major changes 2-We are considering a shift from print to online materials 3-We have shifted spending from print to online materials 4-We have significantly shifted spending to online materials

A plurality of 49.25% of respondents did not really plan any major changes in their materials expenditures while 11.94% said that they are consider a shirt from print to online materials and more than 22% had already shifted their spending towards online materials and away from print.

Change in Library Materials Expenditure Over the Next Year

We asked: As a best guess, what do you think will be the change in library materials expenditure over the next year?

Respondents interpreted this question differently with some describing absolute levels of spending and others discussing collection development plans. Suffice it to say that many will shift spending to online resources and away from print. It struck us that many do not anticipate absolute budget declines; some feel that the shift to online resources will only highlight the value of the library to the institution. Generally, the feeling is not that materials expenditure will fall dramatically or even at all in the next budget cycle. We are not sure if this is realistic, but this is the sentiment at the moment, in large March 2020.

Policies on Library Materials Potentially Exposed to the Coronavirus

We asked: What is the library policy on library materials that have been handled by an employee or patron exposed or with a high likelihood of exposure to the coronavirus?

An interesting range of policies here with some libraries far more aggressive than others in sanitizing and quarantining library materials. One research university is using UV

disinfecting light on all materials; others are simply relying on the shutdown to allow the virus on all materials to die. Some feel a few days of quarantine is sufficient. Policies varied widely.

Additional Librarian Commentary

We asked: What other changes previously not mentioned in response to prior questions has the library made to operate effectively during the Covid-19 pandemic?

Some interesting ideas here. One respondent noted that they had become more assertive in research requests, sending specific articles on a topic rather than just providing links to resources, in a sense holding the hand of anxious students using online research resources perhaps for the first time. Many emphasized the usefulness of virtual meetings and email blasts at regular intervals to keep students and faculty abreast of changes at the library – such announcements are obviously more important than in the past when many might have found out about changes in the library itself. Once college diverted money from a travel budget to online training, an obviously useful adaptation in the circumstances. Another adaptation: increased use of chat reference. WebEx and Slack use have increased for some.

Table 1.1 Which phrase best describes your college or university policy on the coronavirus?

	All classes cancelled until further notice	All or most classes moved online until further notice	Increased use of Online Education, restriction on large class sizes or meetings, until further notice	No special measures yet but they are in development and sure to come	No special measures yet but they are being contemplated	No special measures and no plans to develop them at this time
Entire sample	4.48%	95.52%	0.00%	0.00%	0.00%	0.00%

Table 1.2 Which phrase best describes your college or university policy on the coronavirus? Broken out by Carnegie class or type of college

Carnegie class or type of college	All classes cancelled until further notice	All or most classes moved online until further notice	Increased use of Online Education, restriction on large class sizes or meetings, until further notice	No special measures yet but they are in development and sure to come	No special measures yet but they are being contemplated	No special measures and no plans to develop them at this time
Community College	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
4-Year College Only	16.67%	83.33%	0.00%	0.00%	0.00%	0.00%
Offers 4-Year + Masters Level Degrees	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Offers 4-Year and PHD level	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Class 1 or Class 2 Research University	14.29%	85.71%	0.00%	0.00%	0.00%	0.00%

Table 1.3 Which phrase best describes your college or university policy on the coronavirus? Broken out by enrollment

Enrollment	All classes cancelled until further notice	All or most classes moved online until further notice	Increased use of Online Education, restriction on large class sizes or meetings, until further notice	No special measures yet but they are in development and sure to come	No special measures yet but they are being contemplated	No special measures and no plans to develop them at this time
Less than 1500	5.56%	94.44%	0.00%	0.00%	0.00%	0.00%
1500 - 3999	12.50%	87.50%	0.00%	0.00%	0.00%	0.00%
4000 - 10000	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
More than 10000	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%

Table 1.4 Which phrase best describes your college or university policy on the coronavirus? Broken out for public and private colleges

Is your college public or private?	All classes cancelled until further notice	All or most classes moved online until further notice	Increased use of Online Education, restriction on large class sizes or meetings, until further notice	No special measures yet but they are in development and sure to come	No special measures yet but they are being contemplated	No special measures and no plans to develop them at this time
Public	6.67%	93.33%	0.00%	0.00%	0.00%	0.00%
Private	2.70%	97.30%	0.00%	0.00%	0.00%	0.00%

Table 1.5 Which phrase best describes your college or university policy on the coronavirus? Broken out by tuition, \$

Tuition, \$	All classes cancelled until further notice	All or most classes moved online until further notice	Increased use of Online Education, restriction on large class sizes or meetings, until further notice	No special measures yet but they are in development and sure to come	No special measures yet but they are being contemplated	No special measures and no plans to develop them at this time
Less than 9000	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
9000 - 24999	5.56%	94.44%	0.00%	0.00%	0.00%	0.00%
25000 - 40000	6.25%	93.75%	0.00%	0.00%	0.00%	0.00%
More than 40000	6.67%	93.33%	0.00%	0.00%	0.00%	0.00%

If the physical facilities of your library are still open to library patrons, describe which facilities are open. Who is using the facility? Broken out by Carnegie class or type of college

Community College

- 1) Only employees may use the LRC at this time.
- 2) all campuses will be closed to everyone--students, faculty, staff--as of 9pm 3/24/20, as per governor's orders
- 3) Doors are open to college students and employees. Promoting online resources. Using alternating computers to maintain distance. Sanitizing equipment between users.
- 4) Not open
- 5) Currently no

4-Year College Only

- 1) Physical facilities are not open.
- 2) The main floor which includes open study space, study rooms, computer lab and reading lounge; Upper level stacks and restrooms. Only open to students, faculty and staff. Closed to community.
- 3) The main floor is being used as a lab with no staff or services
- 4) We are open by card access for the few remaining students who had nowhere to go and the faculty/staff.

Offers 4-Year + Masters Level Degrees

- 1) Closed to all users for the semester, only essential campus staff (Library staff working from home) on campus starting at 5 p.m., 3/19.
- 2) The library building is closed to patrons and most staff
- 3) Our library is currently fully open. Open to the campus only (faculty, students and staff), no community guests.
- 4) The first floor of the physical library is open to those with a Harding ID and have a need for a computer or internet access. We are lending physical books to those that are still on campus but we retrieve the books for patrons and they pick them up at the door.
- 5) Library is open for computer use and studying.
- 6) The library is closed to patrons.
- 7) physical facilities are closed
- 8) The library remains open for limited hours, mainly to provide computer access to those students who must remain on campus. We have online and WebEx set up for reference desk assistance until roughly 10pm each day. Our Primo searching system through Ex Libris provides access to all of our databases and online materials.
- 9) Library, being used mainly as a study hall and a place to use a computer.
- 10) physical facilities are currently closed
- 11) The library is closed physically.

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- 12) Only the coffee shop for grab and go food options. Library itself closed to public on Monday, 3/23/2020, when online classes resumed after an extended spring break.
- 13) Our library is now closed to library patrons.
- 14) The library is not open
- 15) Yes - open for study space only to our students. Reference services is available online only. No physical checkouts.
- 16) Only 3 full-time, 3 part-time employees. 1 full-time and 1 part-time are self-isolating because of health issues. Library is closed, but available to faculty and students by appointment between 10-2. Very few appointments have been made. Staff working on cleaning and long-term projects.
- 17) We are closed as of today
- 18) Library is open to faculty members.
- 19) No, they are closed.
- 20) n/a
- 21) Not open
- 22) Closed
- 23) not open

Offers 4-Year and PHD level Degrees

- 1) The first two floors (of five) will be open until Friday, March 27, at 4:30pm CST. At that time, the building will close indefinitely. We ran out of staff to keep it open more. Mostly students are using the facility for the computer labs housed therein.
- 2) library closed
- 3) Only students, faculty and staff for limited hours
- 4) We officially closed yesterday (Monday, March 23rd). We were open last week. Very few people.....mostly students still on campus.

Class 1 or Class 2 Research University.

- 1) Both campus libraries are open 9am-5pm but are restricted to the computer lab floors and only for students, staff, and faculty.
- 2) The physical facilities are currently closed to the campus community.
- 3) The libraries' physical locations are closed completely.
- 4) N/a
- 5) Harbor branch oceanographic institute library open with key card access - students must maintain social distancing = small research library
- 6) They are not open to patrons, and all staff are working remotely, except for the Dean (me). I'm in a few hours daily, largely because we still have some construction work being finalized, and someone needs to be present. But the social distancing is stellar - most workers are working solo on projects, far from others, at this point. I am alone on this floor.
- 7) Closed

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- 8) All facilities are closed this week. We did scanning requests last week. Only sorting mail for invoices and checks is going on within the physical structure this week. All classes are on-line and all reference and help is on-line
- 9) None.
- 10) The library is physically not open, but we are providing services and resources remotely online.
- 11) Open by card access only to employees only
- 12) Physical facilities closed. Classes conducted online.

Table 2.1 To the best of your knowledge, have any library employees been diagnosed with Covid-19?

	No Answer	Yes	No
Entire sample	0.00%	0.00%	100.00%

Table 3 How many library employees are in the following condition?

Table 3.1.1 How many library employees were diagnosed with the Covid-19 virus?

	No Answer	0	1	2	3	4
Entire sample	23.88%	76.12%	0.00%	0.00%	0.00%	0.00%

Table 3.1.2 How many library employees were diagnosed with the Covid-19 virus?
Broken out by Carnegie class or type of college

Carnegie class or type of college	No Answer	0	1	2	3	4
Community College	62.50%	37.50%	0.00%	0.00%	0.00%	0.00%
4-Year College Only	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Offers 4-Year + Masters Level Degrees	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%
Offers 4-Year and PHD level	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Class 1 or Class 2 Research University	21.43%	78.57%	0.00%	0.00%	0.00%	0.00%

**Table 3.1.3 How many library employees were diagnosed with the Covid-19 virus?
Broken out by enrollment**

Enrollment	No Answer	0	1	2	3	4
Less than 1500	27.78%	72.22%	0.00%	0.00%	0.00%	0.00%
1500 - 3999	31.25%	68.75%	0.00%	0.00%	0.00%	0.00%
4000 - 10000	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%
More than 10000	11.76%	88.24%	0.00%	0.00%	0.00%	0.00%

**Table 3.1.4 How many library employees were diagnosed with the Covid-19 virus?
Broken out for public and private colleges**

Is your college public or private?	No Answer	0	1	2	3	4
Public	26.67%	73.33%	0.00%	0.00%	0.00%	0.00%
Private	21.62%	78.38%	0.00%	0.00%	0.00%	0.00%

**Table 3.1.5 How many library employees were diagnosed with the Covid-19 virus?
Broken out by tuition, \$**

Tuition, \$	No Answer	0	1	2	3	4
Less than 9000	38.89%	61.11%	0.00%	0.00%	0.00%	0.00%
9000 - 24999	16.67%	83.33%	0.00%	0.00%	0.00%	0.00%
25000 - 40000	18.75%	81.25%	0.00%	0.00%	0.00%	0.00%
More than 40000	20.00%	80.00%	0.00%	0.00%	0.00%	0.00%

Table 3.2.1 How many library employees are in quarantine due to exposure to someone with Covid-19 virus?

	No Answer	0	1	2	3	4
Entire sample	23.88%	67.16%	4.48%	1.49%	1.49%	1.49%

Table 3.2.2 How many library employees are in quarantine due to exposure to someone with Covid-19 virus? Broken out by Carnegie class or type of college

Carnegie class or type of college	No Answer	0	1	2	3	4
Community College	62.50%	25.00%	12.50%	0.00%	0.00%	0.00%
4-Year College Only	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
Offers 4-Year + Masters Level Degrees	21.88%	71.88%	3.13%	0.00%	3.13%	0.00%
Offers 4-Year and PHD level	14.29%	85.71%	0.00%	0.00%	0.00%	0.00%
Class 1 or Class 2 Research University	21.43%	57.14%	7.14%	7.14%	0.00%	7.14%

Table 3.2.3 How many library employees are in quarantine due to exposure to someone with Covid-19 virus? Broken out by enrollment

Enrollment	No Answer	0	1	2	3	4
Less than 1500	27.78%	72.22%	0.00%	0.00%	0.00%	0.00%
1500 - 3999	25.00%	62.50%	6.25%	0.00%	6.25%	0.00%
4000 - 10000	25.00%	75.00%	0.00%	0.00%	0.00%	0.00%
More than 10000	17.65%	58.82%	11.76%	5.88%	0.00%	5.88%

Table 3.2.4 How many library employees are in quarantine due to exposure to someone with Covid-19 virus? Broken out for public and private colleges

Is your college public or private?	No Answer	0	1	2	3	4
Public	30.00%	60.00%	6.67%	3.33%	0.00%	0.00%
Private	18.92%	72.97%	2.70%	0.00%	2.70%	2.70%

Table 3.2.5 How many library employees are in quarantine due to exposure to someone with Covid-19 virus? Broken out by tuition, \$

Tuition, \$	No Answer	0	1	2	3	4
Less than 9000	44.44%	50.00%	5.56%	0.00%	0.00%	0.00%
9000 - 24999	16.67%	72.22%	5.56%	5.56%	0.00%	0.00%
25000 - 40000	12.50%	75.00%	6.25%	0.00%	6.25%	0.00%
More than 40000	20.00%	73.33%	0.00%	0.00%	0.00%	6.67%

Table 4 What percentage of library employees were working from home or other remote location pre and post inception of the coronavirus?

Table 4.1.1 What percentage of library employees were working from home or other remote location pre-Coronavirus inception?

	Mean	Median	Minimum	Maximum
Entire sample	0.67	0.00	0.00	25.00

Table 4.1.2 What percentage of library employees were working from home or other remote location pre-Coronavirus inception? Broken out by Carnegie class or type of college

Carnegie class or type of college	Mean	Median	Minimum	Maximum
Community College	0.00	0.00	0.00	0.00
4-Year College Only	0.33	0.00	0.00	2.00
Offers 4-Year + Masters Level Degrees	0.78	0.00	0.00	25.00
Offers 4-Year and PHD level	0.00	0.00	0.00	0.00
Class 1 or Class 2 Research University	1.33	0.00	0.00	10.00

Table 4.1.3 What percentage of library employees were working from home or other remote location pre-Coronavirus inception? Broken out by enrollment

Enrollment	Mean	Median	Minimum	Maximum
Less than 1500	0.00	0.00	0.00	0.00
1500 - 3999	0.00	0.00	0.00	0.00
4000 - 10000	2.19	0.00	0.00	25.00
More than 10000	0.50	0.00	0.00	5.00

Table 4.1.4 What percentage of library employees were working from home or other remote location pre-Coronavirus inception? Broken out for public and private colleges

Is your college public or private?	Mean	Median	Minimum	Maximum
Public	0.28	0.00	0.00	5.00
Private	1.00	0.00	0.00	25.00

Table 4.1.5 What percentage of library employees were working from home or other remote location pre-Coronavirus inception? Broken out by tuition, \$

Tuition, \$	Mean	Median	Minimum	Maximum
Less than 9000	0.13	0.00	0.00	2.00
9000 - 24999	1.72	0.00	0.00	25.00
25000 - 40000	0.67	0.00	0.00	10.00
More than 40000	0.00	0.00	0.00	0.00

Table 4.2.1 What percentage of library employees currently are working from home or other remote locations post the inception of the coronavirus?

	Mean	Median	Minimum	Maximum
Entire sample	62.69	90.00	0.00	100.00

Table 4.2.2 What percentage of library employees currently are working from home or other remote locations post the inception of the coronavirus? Broken out by Carnegie class or type of college

Carnegie class or type of college	Mean	Median	Minimum	Maximum
Community College	35.17	5.50	0.00	100.00
4-Year College Only	63.83	86.00	0.00	100.00
Offers 4-Year + Masters Level Degrees	57.94	84.00	0.00	100.00
Offers 4-Year and PHD level	95.00	99.00	81.00	100.00
Class 1 or Class 2 Research University	75.08	96.50	2.00	100.00

Table 4.2.3 What percentage of library employees currently are working from home or other remote locations post the inception of the coronavirus? Broken out by enrollment

Enrollment	Mean	Median	Minimum	Maximum
Less than 1500	44.00	9.00	0.00	100.00
1500 - 3999	63.19	97.50	1.00	100.00
4000 - 10000	65.62	80.00	0.00	100.00
More than 10000	80.80	98.00	2.00	100.00

Table 4.2.4 What percentage of library employees currently are working from home or other remote locations post the inception of the coronavirus? Broken out for public and private colleges

Is your college public or private?	Mean	Median	Minimum	Maximum
Public	65.70	90.00	0.00	100.00
Private	60.29	91.50	0.00	100.00

Table 4.2.5 What percentage of library employees currently are working from home or other remote locations post the inception of the coronavirus? Broken out by tuition, \$

Tuition, \$	Mean	Median	Minimum	Maximum
Less than 9000	62.13	90.00	0.00	100.00
9000 - 24999	65.82	90.00	0.00	100.00
25000 - 40000	48.94	43.00	0.00	100.00
More than 40000	76.15	98.00	6.00	100.00

Has the library taken any special measures to protect older employees or those with medical conditions that may make them more susceptible to Covid-19? Broken out by Carnegie class or type of college

Community College

- 1) Employees may work from home if they have conditions that make them vulnerable to COVID-19. So far no staff has chosen to do this.
- 2) no
- 3) no
- 4) no
- 5) No, except that they're on paid leave.
- 6) No

4-Year College Only

- 1) None beyond remote working mandated for entire institution
- 2) Added restrictions at the circulation desk for not handling ID cards and providing sanitizer for wiping materials down before and after usage.
- 3) We're working from home.
- 4) Yes
- 5) No. All employees are working from home.
- 6) They are all working from home.

Offers 4-Year + Masters Level Degrees

- 1) no - all library staff working remotely
- 2) Nothing beyond having them work from home; but now in our state that is mandatory for everyone
- 3) No. There are only two of us, and neither qualify as "older."
- 4) Just sanitizing stations after every patron leaves, extra cleaning of door handles, bathrooms, etc... Lots of hand sanitizer.
- 5) Work from home.
- 6) Yes, we were one of the first libraries in our area to close to non-library employees in an effort to reduce foot traffic within the building and contamination on library materials and surfaces. We immediately created a plan for working from home, including creating projects for those with slow/no internet capabilities. We had this in place before the College decided we could work from home, so we were ready when the announcement was made.
- 7) no, everyone is home.
- 8) We have special paid administrative leave for employees at risk.
- 9) No, as all are in good health
- 10) Yes, reduced hours and social distancing policy.

- 11) The library is closed.
- 12) anyone in a high-risk group was granted the ability to work remotely prior to the whole library and institution moving to remote work
- 13) We are all virtual services
- 14) Work from home option.
- 15) no, they can work from home or take paid administrative leave that the institution allows.
- 16) No.
- 17) no
- 18) No.
- 19) No
- 20) No
- 21) Before we closed, those with medical conditions were allowed to wfh
- 22) no
- 23) Yes, susceptible employees started working remotely before the library closed.
- 24) No special measures--all employees are working from home; volunteers have been notified not to come on campus.
- 25) everyone is working remotely, no special measures taken for those more susceptible
- 26) Closed down
- 27) All library employees are working at home.
- 28) Library has closed the buildings. All physical lending has stopped. Anyone at high risk was encouraged to work from home early on in the outbreak
- 29) N/A

Offers 4-Year and PHD level Degrees

- 1) They were given the option of working from home. I opted to wear an antiviral mask while out in public or at work (unless I was in my office alone, working in isolation). I have an autoimmune disorder and asthma. We have also established distancing practices between users and the only open service desk and established protocols for handling (or delayed handling) of materials.
- 2) no
- 3) remote
- 4) Those who are at risk due to age or underlying conditions such as diabetes were released to work from home long before shelter in place orders were issued for the county and state.
- 5) Library is closed
- 6) closure
- 7) Anyone with compromised immune system was asked to work from home early on before government ordered "safer at home" regulations.

Class 1 or Class 2 Research University.

- 1) They may request to work from home due to health issues or concerns.
- 2) Yes, they can take Caregiver leave and be paid for up to 20 days.
- 3) All employees are working remotely.
- 4) N/a
- 5) Branch campus has two senior employees working remotely
- 6) Just sent them home. We already had hand sanitizer (for staff and patrons) and a few masks and a large supply of (non-surgical) gloves (for staff), due to recent VERY dusty weeding project and renovations, so those are available if needed, but no one is here but me.
- 7) No
- 8) We did purchase 5 UV light machines to disinfect the books and mail and phones. Now everyone is home except for a few essential employees. We are keeping 6'+ distance and since young people are as affected as older ones now, everyone has to take precautions.
- 9) We had prior to the complete closure - offering them remote work first. Now we are all remote so it's not needed.
- 10) Yes, we allowed those in high risk categories to begin working remotely before the rest of the library staff made the move to remote a few days later.
- 11) no
- 12) No

In response to the Covid-19 crisis, which publishers and database providers have loosened use restrictions for online information and made their content more accessible, less expensive or both? What did they do and how did your library benefit? Broken out by Carnegie class or type of college

Community College

- 1) no
- 2) don't know by publisher, but VitalSource is offering access to most of the books our students use.
- 3) OverDrive, more open access.
- 4) New York Times - free info on Covid-19
- 5) None that I know of
- 6) HeinOnline
- 7) ProQuest, Ebsco, granted UU

4-Year College Only

- 1) ProQuest made more resources available to subscribers, which has helped cover the gap left by not having access to our physical book collection
- 2) Kanopy has lowered their purchase trigger cost from \$150 to \$100 for a limited time.
- 3) Making more offerings available to our student body that is all now online
- 4) Too many to list. Our library is using free upgrades while they exist.

Offers 4-Year + Masters Level Degrees

- 1) We are trying to keep - but we are aware that we all do not need to duplicate this effort. We monitor lists like those produced by other campuses:
<https://docs.google.com/document/d/1SqjcSrRPPNpPj7K4B1pUQdCbznSIyLznPKGd4dZwJ6s/edit>
- 2) JSTOR and Project Muse have opened up all their collections for access for subscribing libraries. ProQuest has provided unlimited access for purchases eBooks. We are taking advantage of the JSTOR and Muse access by promoting it to our patrons.
- 3) HeinOnline Academic - gave us a free trial through Dec. University of Michigan Press, Cambridge University Press, VitalSource (for textbooks), and Annual Reviews have given free access for a while. Some of JSTOR's content has always been free.
- 4) Almost all of them. They are opening access to textbooks and extra resources even through the end of May and some through the end of July.
- 5) Ebsco-waived subscription cost for limited time to some databases. LIRN-some publishers waived subscription fees for limited time. Ovid
- 6) JoVE was the first, followed by Oxford UP, Cambridge UP, ProQuest, Sage, Gale, Annual Reviews, Loeb Classical Library, etc. Those were vendors with free resources, and I linked to the all in a dedicated LibGuide on our website.

- 7) Annual Reviews No access control temporarily. BioOne Free access to articles related to coronavirus in select journals available via open access through 2020. Cambridge University Press Cambridge University Press is making higher education textbooks in HTML format free to access online during the coronavirus outbreak. Over 700 textbooks, published and currently available, on Cambridge Core are available regardless of whether textbooks were previously purchased. Free access is available until the end of May 2020. Curio.ca Allowing complimentary access to their educational streaming platform. Access thousands of programs, documentaries, audio content and archival material from CBC/Radio-Canada on a provisional basis. Elsevier ScienceDirect Elsevier Textbooks freely available on multiple platforms. ScienceDirect Textbooks: The 256 textbooks currently on ScienceDirect will be automatically entitled to all active ScienceDirect customers (including those journals customers who do not currently have books) for a period of 90 days. Users accessing ScienceDirect through IP or remote access will be able to use these books while campuses are closed. Access the title list here (expected to be updated by end of day Wednesday, March 18). JSTOR Expediting the release of a new set of 26 journal archives in Public Health <https://about.jstor.org/l/public-health/>, making them openly accessible through June 30, 2020 and making more than 20,000 books available at no charge for JSTOR-participating academic institutions and secondary schools that do not participate in our books program. Project MUSE Scholarly content from select publishers temporarily free online. ProQuest Ebook Central Unlimited access to Ebook Central holdings. World Scientific World Scientific had upgraded Bishop's University's access to include all World Scientific journal content published since 2001. We made sure all applicable additional content is searchable through our discovery tool. Information to users has been published.
- 8) Several have made news pertinent to the virus and related matters available, but that has been somewhat insignificant.
- 9) Numerous ones with additions just today (3/25/20). They made e-versions more available and often freely accessible owing to this crisis.
- 10) Too many to list
- 11) EBSCO has made content more accessible.
- 12) I have seen many but have been focusing on publishers and database providers that we already utilize such as Sage Video and Films on Demand.
- 13) No sure
- 14) Have received notification for many, many providers. Too many to list. We have made a LibGuide with links to them.
- 15) I don't know
- 16) Ebsco, ProQuest, Hein Online
- 17) JSTOR opened up eBooks EBSCO made eBooks unlimited Jove offered free access to Science Education Library Annual Reviews offered free access to their catalog Many university presses offered free access to their catalog
- 18) JSTOR; ARTSTOR;

- 19) We got some additional funding from Administration to cover costs of new online materials, so we're taking advantage of lower costs. We have ordered a large variety of free trials which we're making available to students and faculty through the semester. We are continuing to be selective about what we purchase.
- 20) we have requested JSTOR's complimentary access. No one else has provided anything very useful to us yet - it is so limited.
- 21) JoVE--really helpful with the science lab courses
- 22) EBSCO, JSTOR, Elsevier, Harvard Press, Cengage, Pearson, JoVE have provided free access to content we don't subscribe to for a limited time--generally until June 30, 2020. This provides our faculty and students more resources in a situation where most have to become familiar with teaching and learning online quickly. As the library expands our digital presence, we will have additional evidence of our value to the institution, and therefore be able to justify requests for increased funding to provide these resources beyond this event.
- 23) Not known
- 24) Drama Online Complete Library -- free trial until 6/30/2020 Bloomsbury Popular Music - free trial until 6/30/2020 Jstor -- access to complete journal collection Medici.tv -- free trial until 4/30/2020

Offers 4-Year and PHD level Degrees

- 1) HeinOnline, Psychotherapy.net, and TES/CollegeSource have offered free (limited time) access to materials which we are taking advantage of. Other publishers that provide resources in the statewide consortium's core collection have likewise extended access. There are many, many publishers who have done so.
- 2) A number of publishers have removed paywall, extended trials, lowered prices, and a combination. We've put together a LibGuide with links to these expanded resources
- 3) We are looking at them
- 4) sorry, there are tons, and I imagine you can find a list. No time to do that here. We have definitely benefited from the generous assistance of these companies - in large part they have made it possible to continue doing library work.
- 5) Not really. All of the free offers are sales pitches.
- 6) None that I know of

Class 1 or Class 2 Research University.

- 1) We are getting emails multiple times per day about resources being made available for free. It is hard to keep up with all the messages. Some are just promoting content they already had available while others are offering free trial periods.
- 2) Not aware of any at this time.
- 3) Vendors and publishers who made resources available in response to COVID-19: Cambridge University Press, Directory of Open Access Books, Duke University Press, Elsevier e-Textbooks, iClicker, JoVE, JSTOR, Artstor, Oxford University Press, ProQuest eBooks, Publisher's Weekly, RedShelf eBooks, University of Michigan eBooks, VitalSource eTextbooks Freely Available Resources Related to COVID-19: Clarivate Analytics, Elsevier, JAMA, The Lancet, New England Journal of Medicine, Oxford University Press, Sage Publishing, Springer Nature, Wiley, Wolters Kluwer, Albany Times Union, NYTimes, Washington Post We have compiled these resources into a LibGuide which is shared on our main library's landing page, and are updating it daily.
- 4) ProQuest and Kanopy are among the vendors who have increased free digital content. Too many to list here. We add the content as our vendors contact us.
- 5) https://docs.google.com/spreadsheets/d/1xiINIF9P00tO-5lGKi3v4S413iujYcm5QJoKUG19a_Y/edit#gid=2027816149 sent out several emails with vendor notices
- 6) Many - I honestly can't recall how many. But this is just in the last couple of days. We're trying to set up access. JSTOR, Access Science, Macmillan, and others have made some things free. So far, it hasn't helped much, because we already had JSTOR, and the things we really want are not being made freely available.
- 7) Still too soon to know what we'll do with these or how they might benefit. There is a lot of management overhead with these resources, and they are untested.
- 8) Most of our publishers are opening up larger selections for free during this time. This changes everyday and we are updating links and allowing access then letting people know about all the new resources we have!
- 9) Seriously? This is a huge list now! We've been using the EDUCAUSE list. It's allowed us to continue to offer more services than we would have - we're filling far more resource requests via ILL as a result and are engaging in professional development.
<https://library.educause.edu/resources/2020/3/corporate-resources-for-covid-19>
- 10) Cambridge, Swank, EBSCO, Harvard, etc. They either lessened restrictions or cut costs. Our library will benefit by acquiring additional resources at no or a lower cost, which in turn serves our students and faculty.
- 11) Elsevier, EBSCO, McGraw Hill
- 12) Not aware that any of ours have.

Table 5.1 Has the library cancelled information literacy or other in-library classes?

	No Answer	Yes	No
Entire sample	4.48%	58.21%	37.31%

Table 5.2 Has the library cancelled information literacy or other in-library classes? Broken out by Carnegie class or type of college

Carnegie class or type of college	No Answer	Yes	No
Community College	0.00%	50.00%	50.00%
4-Year College Only	0.00%	50.00%	50.00%
Offers 4-Year + Masters Level Degrees	6.25%	62.50%	31.25%
Offers 4-Year and PHD level	14.29%	57.14%	28.57%
Class 1 or Class 2 Research University	0.00%	57.14%	42.86%

Table 5.3 Has the library cancelled information literacy or other in-library classes? Broken out by enrollment

Enrollment	No Answer	Yes	No
Less than 1500	0.00%	66.67%	33.33%
1500 - 3999	12.50%	56.25%	31.25%
4000 - 10000	6.25%	56.25%	37.50%
More than 10000	0.00%	52.94%	47.06%

Table 5.4 Has the library cancelled information literacy or other in-library classes? Broken out for public and private colleges

Is your college public or private?	No Answer	Yes	No
Public	0.00%	56.67%	43.33%
Private	8.11%	59.46%	32.43%

Table 5.5 Has the library cancelled information literacy or other in-library classes? Broken out by tuition, \$

Tuition, \$	No Answer	Yes	No
Less than 9000	0.00%	50.00%	50.00%
9000 - 24999	5.56%	66.67%	27.78%
25000 - 40000	6.25%	62.50%	31.25%
More than 40000	6.67%	53.33%	40.00%

Table 6.1 Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes?

	No Answer	Yes	No	Not implemented but developing
Entire sample	4.48%	67.16%	10.45%	17.91%

Table 6.2 Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes? Broken out by Carnegie class or type of college

Carnegie class or type of college	No Answer	Yes	No	Not implemented but developing
Community College	0.00%	87.50%	0.00%	12.50%
4-Year College Only	0.00%	83.33%	0.00%	16.67%
Offers 4-Year + Masters Level Degrees	6.25%	59.38%	9.38%	25.00%
Offers 4-Year and PHD level	14.29%	71.43%	14.29%	0.00%
Class 1 or Class 2 Research University	0.00%	64.29%	21.43%	14.29%

Table 6.3 Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes? Broken out by enrollment

Enrollment	No Answer	Yes	No	Not implemented but developing
Less than 1500	0.00%	55.56%	16.67%	27.78%
1500 - 3999	12.50%	56.25%	12.50%	18.75%
4000 - 10000	6.25%	68.75%	12.50%	12.50%
More than 10000	0.00%	88.24%	0.00%	11.76%

Table 6.4 Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes? Broken out for public and private colleges

Is your college public or private?	No Answer	Yes	No	Not implemented but developing
Public	0.00%	76.67%	10.00%	13.33%
Private	8.11%	59.46%	10.81%	21.62%

Table 6.5 Has the library implemented or developed plans to use distance learning or blended learning to a greater extent than usual in info literacy and other in-library classes? Broken out by tuition, \$

Tuition, \$	No Answer	Yes	No	Not implemented but developing
Less than 9000	0.00%	83.33%	0.00%	16.67%
9000 - 24999	5.56%	66.67%	11.11%	16.67%
25000 - 40000	6.25%	50.00%	18.75%	25.00%
More than 40000	6.67%	66.67%	13.33%	13.33%

**Has the library experienced a surge in demand for specific eBook collections, databases, or other online resources? If so, which ones?
Broken out by Carnegie class or type of college**

Community College

- 1) Not at this time, but the students are still on Spring Break until 3/30/20, so this could change.
- 2) ?
- 3) Not yet
- 4) -
- 5) Some increased demand, more to come, if this continues.
- 6) we are on spring break/closed

4-Year College Only

- 1) No specific resources, just online resources in general
- 2) Streaming video
- 3) Some increase in demand but I can't provide titles.
- 4) no
- 5) Not yet but we are currently on spring break.
- 6) no

Offers 4-Year + Masters Level Degrees

- 1) Too early to tell but expect this to happen
- 2) Can't tell yet. We this is our first week back after an extended spring break.
- 3) No
- 4) No
- 5) No
- 6) I'm too busy to run stats right now, so I haven't noticed if there has been a surge. What has increased is the number of requests for finding information, but not from a particular resource.
- 7) not to my knowledge
- 8) There has been no significant difference other than the obvious reduction in physical material check outs.
- 9) Our consortium (MOBIUS) huge eMO collection (unlimited simultaneous users) and our own EBSCO pda/dda growing holdings.
- 10) No
- 11) Not yet.
- 12) Yes - specifically videos
- 13) This is only day two. None so far.
- 14) Not yet but most classes have been back in session for only 2 days.
- 15) not yet, since we had extended spring break and the online classes started March 23rd.
- 16) Yes. Digitization of reserve materials.
- 17) not yet. we are only 3 days into online classes.

- 18) None whatsoever
- 19) Faculty have expressed a heightened interest in streaming rights to media.
- 20) No
- 21) Not yet, but online classes just started yesterday
- 22) no
- 23) too early to tell

Offers 4-Year and PHD level Degrees

- 1) Not that I can tell so far.
- 2) Not sure
- 3) Too early to tell.

Class 1 or Class 2 Research University.

- 1) Too early to tell. Online classes just begun a few days ago.
- 2) Yes, all of our access is online.
- 3) Yes, we have seen an increase in demand for eBooks, databases, and virtual reference.
- 4) Slight increase in requests for digital content—e-books and articles/chapters for reserves
- 5) yes, and assistance with searches and finding articles
- 6) We don't know yet. We only get statistics on a monthly basis. This survey is really a bit too early.
- 7) Too soon to know.
- 8) Not yet. Last week we were on spring break of which the professors were to get their classes online. During that week, we did help a lot of them digitize more of their content. This week the requests have fallen off as they are back to teaching but online this time.
- 9) None in particular - just generally all.
- 10) We have seen a surge in requests for streaming video services, especially Kanopy and Swank.
- 11) Yes - off campus access
- 12) Not yet.

What new steps has the library taken to adjust to a surge in use of online education at your institution? Broken out by Carnegie class or type of college

Community College

- 1) We have sent emails out letting students know about our online resources. We have enabled to students to keep their materials checked out until classes move back to face to face format.
- 2) none
- 3) Reminding employees about databases and communication lines.
- 4) The librarian has expanded her hours of coverage for reference and assistance.
- 5) Developing a plan to address it, including virtual reference desk hours, improved online resources, etc.
- 6) We placed our passwords online where students will find them. We are also creating video tutorials and updating Subject Guides with free resources.

4-Year College Only

- 1) Librarians are now primarily focused on direct responses and support for faculty and students (i.e., not working on longer-term projects like updating research guides with the latest resources or collection analysis)
- 2) Added LibAnswers product for live chatting and screensharing, increased budget for streaming video
- 3) We are providing online support through virtual library classes, student meetings and online chat.
- 4) Databases, ZOOM, CHAT
- 5) Creating a LibGuide specifically in support of online educational resources.
- 6) We offer instruction via zoom and individual research consultations.

Offers 4-Year + Masters Level Degrees

- 1) Suspended all print/physical order and working on e-format supply. Unfortunately, we are at the end of our annual acquisitions budget - so money is very tight.
- 2) n/a
- 3) More virtual assistance - added text and chat services (email and phone were already available).
- 4) We did set up an online form to take requests for scanned pages for students who did not have their textbooks with them. We check for eBook availability first and then copyright permission and then scan.
- 5) None All our academic resources are electronic.
- 6) We created a faculty FAQ to help walk them through resources they may be unfamiliar with.
- 7) none

- 8) We move our own instruction to online, made provisions for reference only chat and the use of WebEx for reference help.
- 9) Promoted our chat service, enhanced our website including updates on services offered such as our writing center (in now temporarily online-only mode), use of Zoom for our now more frequent library staff meetings, having incoming calls go to us at home on our cell phones, continuing ILL to the extent possible (our consortium sharing and courier are on hold), shuttling incoming print books to home to catalogue, doing eBook and other cataloguing at home, promoting our online access to many print journals, working closely with Faculty and the IT department, etc.
- 10) Clearinghouse web page, purchase of more e-resources, verification of e-resources
- 11) Made books and eresources more accessible.
- 12) We already supported online and blended learning so we have just reiterated to the faculty that we do support online education and have been compiling trial, temporary, and open-access materials for integrations in courses.
- 13) We are using zoom to facilitate class learning of electronic resources. Free polling software that can be used by cellphone for active participation.
- 14) Notification campus community about chat, email, phone options for research assistance and other online tools.
- 15) since most other libraries stopped interlibrary loan services, we started purchasing the book preferably online version of that
- 16) We are now offering all services possible virtually.
- 17) we were setting up a Chat service before the COVID-19 emergency. we got it up and running faster than we'd planned.
- 18) Library faculty are working with classroom faculty to assure that our LibGuides are accessible in Blackboard
- 19) Other than ordering new online materials, most of the adjustment has been the IT department's responsibility (training in using Blackboard for example). We have increased our chat reference coverage.
- 20) Purchased a couple of eBook titles requested by faculty.
- 21) n/a
- 22) none
- 23) - provided access to new platforms such as JoVE - communicated with faculty and provided assistance with identifying online resources that can help their transition to online or remote teaching - continuing to provide ILL services to online resources

Offers 4-Year and PHD level Degrees

- 1) Created new guides and tutorials to help users find what they need.
- 2) OTS has tested network to be sure can accommodate increase use
- 3) providing FAQs for content and service access
- 4) Online only learning just started yesterday - we will respond as need becomes noticeable.
- 5) Online reference

Class 1 or Class 2 Research University.

- 1) Organized Research and Instruction librarians to learn more about providing online assistance.
- 2) All of our Research and Engagement librarians are assisting our faculty teach online courses and students with research.
- 3) Library staff have been assisting in teaching faculty to use our LMS Blackboard.
- 4) Extended chat reference hours; increased marketing of liaison librarians and staff expertise.
- 5) zoom and screencast videos and emails
- 6) We already had 24/7 chat and did a lot of distance learning support. We are developing additional resource guides.
- 7) Nothing specific to date.
- 8) Set up Zoom and MS Teams for communicating. As a library, we still hold our meetings but through MS Teams. We are sharing how to do more activities online that haven't been done before. It has been interesting.
- 9) We had already been working on this, so have not had any changes.
- 10) We transitioned all library personnel to work remotely, we provided hardware and software assistance, we created a Library Remote Services guide, and we created an online teaching resources guide for faculty. In addition, we are still handling student and faculty issues on a case by case basis. We also moved back due dates for materials that haven't checked out and are due, back to May 31, 2020.
- 11) Databases with assigned texts
- 12) No further action needed at this time.
- 13) No new steps, academic libraries have been preparing for this for decades.

At your library, how much has demand increased for assistance to help students navigate online classes? Answer as a percentage. It three times as many students are seeking help, the increase would be 300 %. Broken out by Carnegie class or type of college

Community College

- 1) Not at this time, but the students are still on Spring Break until 3/30/20, so this could change.
- 2) ?
- 3) 0
- 4) 0
- 5) Remains to be seen, as we have not gone fully online yet.
- 6) 50%

4-Year College Only

- 1) 200
- 2) 150%
- 3) This data has not yet been gathered
- 4) 50%
- 5) 0
- 6) 200%

Offers 4-Year + Masters Level Degrees

- 1) We will find out - classes are still being migrated to an online format. Next week (3/30/2020) online courses are to go live.
- 2) Not much. It's faculty who've been asking for help.
- 3) None, yet. Classes just started back up.
- 4) none
- 5) 0%
- 6) 0 (this is a function of IT, not the library)
- 7) -50% (minus 50%)
- 8) 75% increase
- 9) Campus staff dedicated to this relieve us of most of it.
- 10) 0
- 11) 0
- 12) can't answer at this time
- 13) N/a
- 14) 200%
- 15) dont know yet
- 16) 200%
- 17) demand has not yet increased

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- 18) 50%
- 19) None so far, but we're still on Spring Break. The majority of these queries may be forwarded to the IT department.
- 20) 0%
- 21) n/a
- 22) 0
- 23) too early to tell, 100% move to online happening 03/30

Offers 4-Year and PHD level Degrees

- 1) 0
- 2) don't know

Class 1 or Class 2 Research University.

- 1) Unknown at this time.
- 2) It has more than doubled if not more. It is hard to determine as classes began online March 23.
- 3) We have not yet compiled statistics as we are currently working to meet the increased demand.
- 4) Just returning from spring break and w online classes—too early to tell
- 5) 200 %
- 6) This is way too early. We have only been remote-only since March 16, and that week was Spring Break. We are now a whole 2 days into remote learning on a larger scale.
- 7) Too soon to know.
- 8) 0%
- 9) 0% - but we are still on spring break
- 10) This is being handled through ISandT, and not directly through the library. For us in the library, it remains at 100%
- 11) 25% increase
- 12) Guessing about 300%

Has the library been involved in efforts to license eTextbooks to serve the recent surge in online education? If so, what specific licenses has the library assisted in negotiating? Broken out by Carnegie class or type of college

Community College

- 1) no
- 2) no
- 3) no
- 4) 0
- 5) Not yet
- 6) no

4-Year College Only

- 1) no
- 2) no
- 3) Not yet
- 4) via consortiums
- 5) No
- 6) no

Offers 4-Year + Masters Level Degrees

- 1) No, not with textbooks
- 2) No.
- 3) No. Provost negotiated with VitalSource
- 4) We are collaborating with the campus bookstore and the bookstore is handling these types of licensing with the publishers.
- 5) No
- 6) No, a separate department works with textbooks.
- 7) no
- 8) We had previously been working to increasing our e-Book holdings and availability. We have worked as an institution and also in collaboration with the other UNC system libraries.
- 9) Not licensing but Faculty depend on us to keep on top of this and provide needed resources. We avoid licensing as our focus is not broad but is that of a professional grad school and also purchasing for ownership is our aim, and many commercial and other sources our making material freely accessible in this crisis.
- 10) Yes, Pearson
- 11) No. The students have the textbooks they need for the semester.
- 12) No
- 13) We are using some forms of OER Open Education Resources

- 14) No
- 15) no
- 16) n/a
- 17) no
- 18) None more than we were already doing
- 19) No
- 20) n/a
- 21) no
- 22) No

Offers 4-Year and PHD level Degrees

- 1) Yes and no. The Library itself is not negotiating, but the statewide consortium of which we are a member has done negotiating for us.
- 2) no
- 3) open text book program
- 4) No

Class 1 or Class 2 Research University.

- 1) It has been discussed, but we are reviewing options at this time.
- 2) No.
- 3) No
- 4) N/a
- 5) we have several licenses in place, ProQuest, and other vendors, Wiley, Springer
- 6) No requests for this at present. We already do a TON of work with OERs, and that is continuing. We have never bought or licensed other textbooks, and at present, do not expect to do so.
- 7) No
- 8) no more than normal but we do have a bunch online already.
- 9) No.
- 10) No, but we are purchasing individual eBooks that support current class offerings.
- 11) no
- 12) All eBook access continues as before.

Table 7.1 Which of the following describes the library game plan over the next six months in terms of materials expenditure?

	No Answer	We do not really plan any major changes	We are considering a shift from print to online materials	We have shifted spending from print to online materials	We have significantly shifted spending to online materials
Entire sample	16.42%	49.25%	11.94%	8.96%	13.43%

Table 7.2 Which of the following describes the library game plan over the next six months in terms of materials expenditure? Broken out by Carnegie class or type of college

Carnegie class or type of college	No Answer	We do not really plan any major changes	We are considering a shift from print to online materials	We have shifted spending from print to online materials	We have significantly shifted spending to online materials
Community College	37.50%	25.00%	25.00%	0.00%	12.50%
4-Year College Only	0.00%	100.00%	0.00%	0.00%	0.00%
Offers 4-Year + Masters Level Degrees	18.75%	43.75%	15.63%	12.50%	9.38%
Offers 4-Year and PHD level	28.57%	42.86%	14.29%	0.00%	14.29%
Class 1 or Class 2 Research University	0.00%	57.14%	0.00%	14.29%	28.57%

Table 7.3 Which of the following describes the library game plan over the next six months in terms of materials expenditure? Broken out by enrollment

Enrollment	No Answer	We do not really plan any major changes	We are considering a shift from print to online materials	We have shifted spending from print to online materials	We have significantly shifted spending to online materials
Less than 1500	16.67%	55.56%	11.11%	16.67%	0.00%
1500 - 3999	18.75%	50.00%	18.75%	0.00%	12.50%
4000 - 10000	18.75%	43.75%	12.50%	12.50%	12.50%
More than 10000	11.76%	47.06%	5.88%	5.88%	29.41%

Table 7.4 Which of the following describes the library game plan over the next six months in terms of materials expenditure? Broken out for public and private colleges

Is your college public or private?	No Answer	We do not really plan any major changes	We are considering a shift from print to online materials	We have shifted spending from print to online materials	We have significantly shifted spending to online materials
Public	13.33%	46.67%	10.00%	6.67%	23.33%
Private	18.92%	51.35%	13.51%	10.81%	5.41%

Table 7.5 Which of the following describes the library game plan over the next six months in terms of materials expenditure? Broken out by tuition, \$

Tuition, \$	No Answer	We do not really plan any major changes	We are considering a shift from print to online materials	We have shifted spending from print to online materials	We have significantly shifted spending to online materials
Less than 9000	22.22%	38.89%	11.11%	0.00%	27.78%
9000 - 24999	5.56%	61.11%	5.56%	16.67%	11.11%
25000 - 40000	12.50%	68.75%	12.50%	6.25%	0.00%
More than 40000	26.67%	26.67%	20.00%	13.33%	13.33%

As a best guess, what do you think will be the change in library materials expenditure over the next year? Broken out by Carnegie class or type of college

Community College

- 1) So far, I do not know at this time.
- 2) ?
- 3) I anticipate cuts. Again.
- 4) I believe the expenditures will remain almost the same.
- 5) More of a shifting of expenses than increase, since we have budget cuts. We were already overspending on digital databases, so more effective and efficient use of these is in order.

4-Year College Only

- 1) no significant change
- 2) 15% lower
- 3) Library faculty make their own decisions regarding collections in their liaison areas. Some have increased ebook orders.
- 4) even to slightly less)
- 5) We may more seriously discuss moving to more online resources.

Offers 4-Year + Masters Level Degrees

- 1) Going to mostly online materials
- 2) Actually, we're probably going to decrease the budget to help the college's budget, because this virus is bad news for our finances.
- 3) More eBooks will be purchased than previously, Fewer print journals.
- 4) None, we have to stay within budget and we were already providing an excellent collection of online resources.
- 5) 0
- 6) If we do not have a budget cut, I anticipate moving most of my materials budget (serials and monographs) to online resources.
- 7) 20% more in electronic
- 8) \$250k
- 9) No significant change. Many items are available only in print and some available also in the Kindle mode are of no value in our situation.
- 10) same budget, different emphasis
- 11) About 20% more for eresources
- 12) Not sure, our fiscal year doesn't start till July and we won't know until then.
- 13) Making electronic offerings more robust but not completely using online resources
- 14) Less spending on hard copies but that was already happening.

- 15) less print books and more eBooks and continue the challenges with price increase with online databases
- 16) Fewer print materials
- 17) I suspect our expenditures will be negative compared to this year.
- 18) Reduction due to budget reduction - NOT from change in attitude or behavior
- 19) Our official budget will likely remain flat. We may get crisis funding, but that is unpredictable.
- 20) Unknown
- 21) down
- 22) Difficult to say, not sure how spring and fall semester will play out financially for university and what that will mean for library budget

Offers 4-Year and PHD level Degrees

- 1) We don't anticipate much change.
- 2) The university has made available a special COVID-19 fund to use for expenses related to the virus; this is outside our regular collection budget
- 3) ?
- 4) Depending on the length of online only initiative it is likely to be 80% digital resources. We still have continuations that are print only.
- 5) Reduction

Class 1 or Class 2 Research University.

- 1) The budget is the same but are focused on online materials.
- 2) Very little change, as we have been spending 90% of our budget for 4 years or more for online materials.
- 3) Unable to determine at this time
- 4) Decrease due to state budget cuts and falling enrollment
- 5) same -cannot increase
- 6) I have no idea at all - other than that I expect our state budget to crash, as it is heavily reliant on oil and agriculture, both of which are in dreadful shape.
- 7) Continued shift to more online.
- 8) no change. We have a budget of which we can't spend more than that and e-resources are more expensive. Currently more than 90% of the collection budget is spent on e-resources.
- 9) We are already epreferred for all collections, and don't anticipate that changing. Our budget is likely to go down as campus deals with the extra expenses of this crisis.
- 10) We will reduce our print spending by a minimum of 50%, with corresponding increases for online resources
- 11) ???
- 12) Will stay the same.
- 13) We already spend over 90% of materials budget online

What is the library policy on library materials that have been handled by an employee or patron exposed or with a high likelihood of exposure to the coronavirus? Broken out by Carnegie class or type of college

Community College

- 1) No policies have been implemented at this time.
- 2) wipe down all materials as they are returned to library
- 3) Disinfect with wipe.
- 4) We have no written policy.
- 5) The Library is being sanitized while we're closed to the public for these weeks in April, possibly May.

4-Year College Only

- 1) n/a
- 2) Use sanitizing wipes and/or UV light disinfectant
- 3) We are not circulating material. All circulation has ceased
- 4) Segregate for a minimum of 2 weeks
- 5) All library materials are being "quarantined" for several days before being reshelfed.
- 6) They are left for 7 days and then discharged and shelved with gloves.

Offers 4-Year + Masters Level Degrees

- 1) We are presently closed to all users. No curb-side services at present as per Campus instructions. Wearing gloves and frequent hand washing and social distancing.
- 2) Being closed until at least April 13 will give the virus time to die on all our materials. We are quarantining materials that come in from the outside for 14 days.
- 3) Not applicable yet. Handle materials carefully, wipe down with disinfectant wipes, wash hands
- 4) All returned physical items are being set aside for at least a week. They will be handled with gloves and wiped down before reshelfing.
- 5) Disinfect
- 6) We are quarantining all materials returned to the library.
- 7) while the library is closed, the book chute is being emptied by one employee wearing gloves. The items are put on a book truck and left in quarantine. They will be cleaned once we reopen.
- 8) We are wiping the covers of all materials that come in via ILL. We are wiping down all covers of items before they are re-shelved.
- 9) We don't and generally can't determine one's exposure. We treat all such materials with the same disinfectant and holding stage.
- 10) Currently, we circulate nothing. All materials received via mail are quarantined and then decontaminated. Anything handled is decontaminated.
- 11) Library materials are left alone for at least 72 hours before handling.
- 12) That is unlikely as we are all working remotely so we don't have a policy in place.

- 13) We will take it out of the system and replace it. We will not be asking for it back.
- 14) Employees must wash hands or use sanitizer and avoid touching their face after handling library materials. Wipe down counters and computers.
- 15) we purchased several UV wands to wand boxes, books, desk surface, etc.
- 16) We isolate the materials for 3 days.
- 17) No policy yet as none of us are on campus. If materials are handed in, they will remain in the book drop until we return to campus -- probably after the term ends
- 18) We are wiping with Clorox/Lysol wipes.
- 19) We're working that out, but we may implement a quarantine process for incoming circulations. We experimented with disinfection but the results were not promising.
- 20) Quarantined for 7 days, then cleaned.
- 21) n/a
- 22) none
- 23) all materials were being held for three days; no diagnosed cases on campus at this point; spring break week of 03/16

Offers 4-Year and PHD level Degrees

- 1) Users are being directed to return all books via our book drop, where they will be left for several days before being handled. Other materials were wiped down with approved wipes.
- 2) Right now, no policy. Since everyone in library is working from home, that hasn't come up, but we will have to consider when we reopen
- 3) no policy yet
- 4) All books are being sanitized as they are returned.

Class 1 or Class 2 Research University.

- 1) It will be hard to know about this situation. If we are informed, then the materials would be set aside in a secured area for at least 24 hours.
- 2) Quarantine of materials for five days. Then handle with gloves. More days than necessary but it helps our staff feel safe.
- 3) We do not have such a policy. Since we are all working remotely, no physical library materials are changing hands.
- 4) N/a
- 5) none at branch as yet- by the time we get back to campus the books should no longer be contaminated
- 6) Not applicable. We are not accepting ANY returns. No employees have been diagnosed or indicated any need for self-quarantine, and if they do, well, we're all working remotely now anyway. There are still just 26 cases in our state.
- 7) We have our pandemic plan in place with provisions for this. We'd work closely with on-campus health officials.
- 8) Things are put into a room and not touched for 3 days then put through the UV machine. The UV machine is supposed to kill all germs. Person handling the books has gloves on.

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- 9) All materials were in quarantine for 3 days (though we're not there now, so it's all indefinite).
- 10) We do not have a policy in place currently, since we just began our remote work processes.
- 11) none known
- 12) No policy as of yet, since we close indefinitely today.
- 13) Closed the physical collection

What other changes previously not mentioned in response to prior questions has the library made to operate effectively during the Covid-19 pandemic? Broken out by Carnegie class or type of college

Community College

- 1) We are operating with only 2 full-time staff on campus. Until further notice all part-time staff and work study employees have been asked to not return until further notice.
- 2) Removing chairs to increase distance between people.
- 3) We offer hand sanitizer and disinfecting wipes.
- 4) Working remotely in our age of technology has its strengths, but we have those employees and students who lack sufficient access to and facility with the tools they need. to remote work than others e.g. Library Assistant versus Librarians. Also, some of the library jobs lend themselves more We have computers, etc. available at the Library that we need to make available.

4-Year College Only

- 1) Librarians are providing more research results and less research instructions to assist students who are already stressed out and having to learn new systems. Example: students email us saying that they need help finding appropriate sources on a particular topic, and instead of directing them to specific databases and suggesting search terms and strategies, we are doing that part of the research for them and then sending them the articles, book chapters, and other sources that we find.
- 2) Increased advertising of SMS, Email, Chat options for communicating.
- 3) All university employees have been asked to work from home if their work permits.
- 4) We took steps as we still had students on campus
- 5) Weekly update to all students and faculty regarding our changes in services.

Offers 4-Year + Masters Level Degrees

- 1) Total closure. No access. All employees working remotely
- 2) We have daily virtual meetings to check in with everyone working from home and address any issues that come up then.
- 3) ILL is down.
- 4) Virtual meetings, online individual research consultations, phones being forwarded.
- 5) None
- 6) I've diverted funding from our travel budget to online training, so the staff can continue to learn while at home.
- 7) created a specific LibGuide; kept the same reference hours by chat/text; reopened interlibrary loan for electronic format only
- 8) Everything has been mentioned. I will say that we began the cleaning and/or holding of ILL incoming materials when the first cases were reported in the US.

- 9) Monitoring listservs and sharing information with consortium colleagues and other librarians has increased and been focused on this crisis.
- 10) Only the library director comes into work for a few hours during the week. There is no contact with anyone.
- 11) VPN access to more employees, particularly in Technical Services, so they have access to software that is loaded on their office pc.
- 12) we first closed the library to public (non-university patrons), then we changed it to all university employees and students, since we noticed students come in group and use the study room for a group study. we now deliver books to them at the door or curbside if they come by their car. all information has been posted.
- 13) In addition to the scheduled online reference services, the library faculty are having online office hours
- 14) Shifting work-related software to laptops for home use; implementing virtual meetings in place of in-person meetings.
- 15) working on plan to forgive or pay any student fines/fees assessed during library closure; also working on plan to pay mailing/shipping costs for materials that will be returned when library reopened

Offers 4-Year and PHD level Degrees

- 1) Most of us are working from home. Most of us have had our office phone numbers forwarded to our personal phones (mainly mobiles) to make ourselves accessible. We are using interoffice chat more to stay in touch, including things like Microsoft Teams. We are striving to continue, to the best of our abilities and resources, to support our campus community.
- 2) Expanded CHAT Reference hours
- 3) The university conducts weekly mandatory all staff/all faculty meetings via Zoom. The library is doing the same
- 4) All services online. No ILL. No physical book circulation.

Class 1 or Class 2 Research University.

- 1) Only public service staff are expected to report to the campus libraries and work half day on-campus and half day from home. The Provost stated the buildings should be open for students who need to use the computers.
- 2) You have covered it.
- 3) All library staff have had to learn how to use Slack as a communication tool, and WebEx as a video conferencing tool.
- 4) Better focus on priorities; ability to focus on special projects
- 5) more communication and sharing of tips and resources
- 6) N/A
- 7) Support for staff working remotely. Daily communications from the Dean
- 8) Our management team meets daily to talk about what they have encountered, what has been accomplished and any problems they have. Things are settling down. We used to meet twice a month. Everyday is too much so as things do calm down we will probably

go to a weekly meeting. Same with senior management team. We keep in touch with staff at least weekly to stay connected to them. Everyone has something they can accomplish from home. More professional development that is delivered on line, cleaning out their folders and email, and continuing to be productive in meetings and updating procedures as we move forward.

- 9) We have collaborated with other departments across campus to resolve issues for our students and faculty.