Library Liaison Advisory Group

Zoom Meeting Minutes, Tuesday, May 5, 2020

Agenda: COVID-19 and the Library

1) **Feedback about library and transition to online so far. What is working or not working, is there anything that has been frustrating or that we could have done better? Are there things we've done particularly well?**
   a. First year students are doing research right now and we haven't had any trouble. Things are going well, there were a couple books that would have been cool to check out, but most things are available online. Bridget Farrell has been helpful with students. Things are going well.
   b. Working with undergraduates on an exhibit with library archival materials, working with Rebecca Macey, able to complete exhibit and display on library's online exhibit page. I appreciate the continuity we were able to have completing this larger project. Hopefully in the future we will be able to print and display projects in a public library as originally planned.
   c. Teaching a social control class and there is a link in the syllabus for a documentary through Kaltura. It worked great and all the students were able to access it. Was previously worried that online traffic would make it hard to watch or the system would stop functioning, but it has gone well.
   d. A reminder that the library is able to help with physical materials when they've been digitized in Special Collections, we are available to speak to faculty and classes or to record introductions to the materials over Zoom.
   e. Thank you to the ILL staff for their good help.
   f. Thank you for the feedback. Please share if you think of anything later or hear anything from your students or colleagues.
      i. The library is particularly interested in hearing what the experience has been like in terms of accessing collections while the physical collections have been inaccessible.

2) **Plans for gradual phased reopening of physical spaces and reintroducing access to physical collections.**
   a. The plan is in flux due to the potential for things to change. It was designed to be rolled forward or rolled back based on circumstances getting better or getting worse.
      i. The Provost will be sharing more at a town hall tomorrow.
   b. 5 reopening phases of the library.
      i. This includes physical spaces and resumption of access to physical collections, including some services.
         1. Digital collections and digital services have been open the whole time.
   c. Phase 1, we are in this phase right now.
      i. Only essential employees are allowed on campus and in library.
      ii. No access to any kind of physical collections.
      iii. Current ILL is electronic only.
         1. As other libraries begin to open may be able to get more materials such as scanned chapters/articles.

2. It will probably be a while before physical ILL/Prospector come back online.
d. Phase 2, safer at home and the end of the city of Denver's stay at home order.
    i. Begins at the end of Friday with the end of the stay at home order.
        1. This will be gradual
    ii. No more than a handful employees allowed in the buildings.
    iii. Hopefully planning to introduce scanning of physical materials with a liberal interpretation of copyright.
        1. Intention is to do this through ILL/Illiad, for chapters or articles as needed as an electronic document delivery.
        2. This will include course reserves continuing into phase 3.
            a. We'd have to prioritize summer courses and hold off on fall courses.
            b. Submit requests as soon as possible for summer quarter.
        3. There will be no delivery of physical materials to anyone.
    iv. Maybe there will be pick up things for students that left items on their carrels or long-term locker.
    v. Start accepting book returns.
        1. Just in the main library, not music library.
        2. We will move into this gradually, service won't be instantaneously available.
        3. With course reserves, we'd have to prioritize summer courses and hold off on fall courses.
            a. Submit requests as soon as possible.
e. Phase 3, not sure when this will start, but there will be more people in the building.
    i. Building capacity would have to be at no more than 50% at any given time.
        1. Public access would be limited to picking up items only.
        2. No public access to physical spaces in the library outside of pick ups.
    ii. This could be in weeks or months, but depends on some relaxation of current CDC guidelines.
    iii. People will be able to check-out physical materials through curbside pickup or something contactless.
        1. Maybe able to pick up in the lobby of the ACC only.
            a. Materials from other locations would be paged to the AAC.
        2. Still unclear what this will look like.
    iv. Will also start mailing materials.
        1. We would like to be equitable.
        2. Since most students will not be physically near campus, we are looking at what is looks like to do this.
        3. Copyright does not allow physical scanning of entire books and sending as pdf.
            a. Fair use in this situation may allow us to relax that a little bit, but if we can send in mail instead that may be the best option.
    v. ILL in the physical sense may still take a while when considering other libraries' restrictions and before becoming anything like normal.

1. We have been in close touch with other institutions in regards to services and it depends on what they are doing and having a statewide courier online.
            vi. Books will need to be quarantined somehow when books are finally returned.
                1. This may also impact Prospector and ILL.
                2. Due dates are being extended and fines are being waived.
    f. Phase 4, would be gradually working towards 100% building occupancy.
        i. Staff would have to be at 100% before the public can be.
            1. This would be close to normal function, but with some kind of reduced occupancy.
            2. Non-DU visitors would still be restricted.
        ii. Study rooms and meeting rooms may have closed or reduced occupancy.
        iii. Lending books would be more or less like normal.
        iv. There would also be reduced/different hours.
            1. Partially to allow for overnight cleaning.
    g. Phase 5, back to normal.
        i. The rest of the DU and campus community would be back to normal.
    h. Questions or comments?
        i. During these different phases, will students be able to connect with the Writing Center remotely?
            1. The Writing Center has remote access and that will continue.
            2. Most centers in the ACC will continue to provide virtual services, aside from those that typically closed over the summer.
            3. Julie Parish is intending to have online writing consultations all summer.
        ii. Any recommendations and/or mandates for masks on campus and/or in library?
            1. Resuming services, there will be an entire set of guidance for each phase that will talk about masks, handwashing, physical distancing, and maybe temperature checks.
            2. There will absolutely be requirements as well as some recommendations according to city and university mandates.
        iii. The library is working on trying to figure out how to manage services for scanning so that library staff is not overwhelmed.
            1. How to prioritize and manage requests?
            2. Discuss with your department that only essential materials should be requested.
                a. We are going to open it up and see what happens.
                b. If the demand is too big, we may end up having to restrict who requests and what gets scanned.
                    i. Scanning for accessibility for DSP community should be a priority.
                        1. Our school has a high proportion of students that work with DSP and this year they had a failed search for their technology specialist, so they are really short-handed on providing accommodations.

    a. Course Reserves has been wonderful helping out.

    b. Students dependent upon screen readers can be waiting a long time for accessible scans and are struggling.

   2. The library has been in with Joshua Kauffman who is in charge of DSP and he let us know about the vacant position.

    a. One issue is that JAWS, the screen reader software, has an extremely limited license across campus and that students are struggling to actually even get the software.

  ii. I assume that if we need course reserves for summer teaching, we should submit those requests right away?

   1. Yes, definitely submit now if you know there is something you'll be needing.

   2. For summer, we can start processing those, but we cannot scan anything that we don't have electronic access to. We are already seeing a spike in requests, so the earlier you get them in the better.

  iii. Can we scan copies of our own books to the course reserves instead?

   1. If the library owns the book we can make the case for it, but if we don't own it, probably not.

 iv. Did I miss the dates for the phases?

  1. No, dates will correspond to the university's plan, which will be announced by the Provost at a town hall on Wednesday. Not sure to what extent she will be sharing about the phases at the town hall, but none of the phases have dates associated with them.

 v. Do you have any special guidance for international students at home who experience trouble accessing materials, especially in China students are struggling to access materials because of censorship?

  1. I have also had students with trouble accessing certain websites from abroad, such as a YouTube video for a student in Europe

  2. Sometimes a VPN can work, there is a university one available on the IT page. Hopefully IT can help with that. However, it's possible they may not be able to download it from China.

   a. https://www.du.edu/it/services/technology-resources-learning-off-campus

    i. Link to DU's VPN: https://www.du.edu/it/services/software/vpn

   b. There are also 3rd party VPN services that you connect to through different countries.

       c. It's much easier to get the VPN from stateside when you're not in China. The DU VPN doesn't seem as full featured as some others. Also, when I was in China last, the VPN quality varied a lot depending on the Chinese government locking down.

       d. For Chinese students Bing can take the place of Google (or there are some others.)

       e. Many things are available through Baidu, the Chinese authorized search engine: https://www.baidu.com/. There are other Google tricks, such as using the NoCountryRedirect app.

       f. I will note that I was able to log into a number of library resources within China (not on the VPN)

3. I've been teaching this quarter and there are quite a few students in the US who have very poor internet access.

       a. Students go through Student Outreach and Support if they have internet issues. It seems, in a few cases, they are making arrangements to send them wireless hubs.

vi. For students trying to graduate that have taken books home with them, we are working on plans to have them mail items back to us.

1. If you have any students with questions about that, we will be in touch with them in the next couple weeks.

vii. How do the different phases impact student employees who work in the library?

1. Most of our student employees are working on projects remotely right now. We've kept most of them employed who still wanted to work.

2. Our Research Center graduate students are keeping our reference chat going during normal hours.

3. Freely available materials are listed on the library COVID-19 LibGuide.

4. If you have any more questions you can reach out to your liaison.

       a. You and your students can reach out the Research Center on the Ask Us page.

       b. Calling over the phone is not great, but we are trying to respond as quickly as possible.

i. The library is willing to be creative. If there is anything we can do, reach out to us. We may not be able to do anything, but we will try.

COVID-19 updates on library services and resources are posted at https://library.du.edu/covid19/