Re-Opening Madness: Jean and Alexander Heard Libraries

Vanderbilt University Nashville, TN

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Basic Information

- Academic Library; Nashville, Tennessee
- 9 Divisional Libraries + 1 Fine Arts Gallery
  - Biomedical, Central, Divinity, Education, Fine Arts Gallery, Law, Management, Music, Science & Engineering, Special Collections
  - 2 offsite storage facilities, 1 offsite Technical Services Building
  - 11 “Library” locations, 5 contain government documents
- Staffing
  - 137 Staff Members
  - 2 Depository Coordinators
  - Lots of Students approx. 150 per year
Basic Information (cont.)

• 2 Depositories (For Now...)
  • 1 Central Library (est. 1884) (Depository 0580)
  • 1 Law Library Depository (est. 1976) (Depository 0580A)

• Depository Collections
  • 600,000 approx. Central
  • 137,000 Law

• Types of Depositories
  • Selectives, but it’s complicated...
  • Large historic tangible, SHA, ASERL COE, also electronic
Who are our Users?

• Primary Users
  • Students
    • Undergraduate, graduate, and professional
  • Faculty and Staff
  • Other Academic Researchers (visiting scholars)
  • Alumni
  • Tennessee’s 5th congressional district
Closing Time

• When did we shut down?
  • Week of March 9th, in person-classes stopped
  • March 11th – Classes announced to 100% remote
  • March 13th – Prepare for telework, Work from home announced
  • March 15th – Students move out day
  • March 16th – Card Access Only, limited hours – Central, Law, Biomedical
    • Classes go remote
    • Work From home orders
  • March 23rd – Full Shutdown

• Who made the decision?
  • University leadership
  • Library Leadership provided critical information to University leadership
Opening Time (sorta)

• When did we start opening back up?
  • May 26th
    • 10 Staff members allowed into one building, Central Library Building
    • End of year invoices, end of semester returns, ILL
  • June 1st
    • We began circulating physical materials
  • June 15th
    • Gov Docs are circulating
• Currently
  • 42 staff are allowed into library buildings
• July 29th Gov Docs physical processing
How were/(are) we serving patrons???

- Focus on Digital access
  - Supporting online learning
  - Scanning materials, assisting with seeking copyright clearance
    - ILL has been busy
  - Purchasing electronic access
  - Virtual reference and chat (1200+ hrs. & 950+ chats since March 18th)
- What about tangible materials?
  - At first no-circulation
  - Returns?
  - Book PuP Program
    - Contact-less access to tangible materials
Book PuP

• PuP stands for Pick Up Plan!
• 9 Staff members comprised of The Team
• Started as a pilot (June 1) with selections from Central and Divinity Library
• Expanded to all libraries, including off-site storage
  • User Requests item in catalog
  • Triaged by subject liaison
    • Determine if electronically available
    • If not, forwards request to ILL
    • Book pulled
    • User contacted to schedule pickup time
    • Item is bagged and placed on table at pickup time
Book PuP (by the numbers)

• 6 weeks 600 Requests
  • 100 requests per week
• 170 physical item pickups (1/4 requests) since June 1
• 73% of requests are fulfilled within 1 day
  • BTW we advertise 3-5 day service time.
The Plan (Big Picture)

• The University created 4 phase plan for reopening along with FAQ
  • Information reviewed from Federal government, CDC, local government/health department
  • Guidance from Vanderbilt University Medical Center & School of Nursing
  • Goal of on-campus, in person classes for Fall 2020
  • University is currently in phase 2
  • Transparency is key [https://www.vanderbilt.edu/coronavirus/](https://www.vanderbilt.edu/coronavirus/)

• Staff are encouraged to work from home if possible

• The Libraries have a 3 stage plan for reopening
Library Planning

• Safety is #1 Priority!!! What are the other planning considerations?

• The Libraries have a 3 stage plan for reopening
  • Stage 0 – Digital and electronic access only, no staff in buildings*
  • Stage 1 – Limited staff (10-25), no user access, limited staff access, PuP in place
    • We are here currently between stage 1 and 2 with 42 staff allowed access spread across all library locations, No users permitted inside library buildings, PuP in place
  • Stage 2 – Reduced Staff (30+), limited building access and hours of operation
  • Stage 3 – Limited Staff (75+), Students on campus, limited access for users, some library spaces utilized as classroom spaces

• During Stages 0 – 3, staff are encouraged to work from home

• All staff are encouraged to plan for various scenarios and be flexible
Staff returning to work

• Limited staff are permitted
• Returning staff are all on a volunteer basis
  • High-risk staff are encouraged to fill out accommodation request
• Staff complete Acknowledgement Form
• Staff MUST have permission to return to campus
• Carry a mask and VU ID at all times
  • Masks are mandatory inside and outside
• Rigorous contact tracing
  • IDs swipes and tracing forms
Staff returning to work (continued)

• Staff are expected to maintain social distancing (6 ft.)
  • In addition to wearing a mask
• Follow directions for entrance, exits, and pathways
• Wash hands (with soap and water for at least 20 sec.)
• Staff required to monitor symptoms, EVERYDAY!!!
• If staff suspect they may be sick:
  • Self-isolate, report, test
  • Staff are not permitted to return unless negative test or virus free
• Weekly virtual return to work information sessions (every Friday)
Government Documents Stacks

Notice directional arrow on the floor.
COVID Concerns (Human Concerns)

• Human concerns
  • Increase in physical distancing
    • Maps created, pathways marked
    • Installation of physical barriers at service points
  • Increase in targeted cleaning
    • Signage indicating clean areas
  • Mandatory facemasks
  • Daily contact tracing
    • Contact-less circulation, self-checkout/app checkout encouraged
• What happens in case of a positive test?
COVID Concerns (Materials Concerns)

• Doing the research!
  • COVID-19 Toolkit and other sources of information

• Quarantine???
  • Since most materials and cleaners do not mix...
  • All materials are quarantined for minimum of 72 hours.
  • All Libraries and locations establish quarantine areas
    • If quarantine area not available, bag materials for quarantine
  • Materials in boxes and book drops are not of concern, they have been quarantined
  • Wear gloves when handling any suspected contaminated materials
  • Wash hands with soap and water after handling materials
Time Away from the office

• All Library collaborative projects
  • TV News transcription, wikidata, metadata/catalog fixes, gov docs deduping
  • Cross departmental and unit collaboration
• Weekly Library Town Halls for Staff
• Webinars and professional development, information overload!
• Meetings, meetings, meetings
• Collaborate with local, state, national, and international colleagues
• Coffee Hours, chat breaks, pet photos
Impact on Depository management

• Unable to physically handle materials.
  • No collection maintenance, stack maintenance, etc.
  • Unable to do any type of deaccessioning, discarding, etc.
    • Needs and Offers put on hold
    • Collection move physical prep work stopped

• Did not impact providing access to government information

• Major Gov Docs Projects
  • Metadata and cataloging updates and fixes
  • Move planning

• Expanding digital access and services
Challenges

• Budgetary
  • Library budget was impacted
  • Collections purchases still supported

• Staffing
  • VSDIP (Voluntary Staff Departure Incentive Program)
    • University wide initiative
  • High-Risk staff, accommodation requests
  • No furloughs nor lay-offs
  • Student staffing?
    • Remote yes, on site???
The Future

• Coming back to Campus?
  • Undergraduate classes are expected to begin Monday, August 24th and finished November 20th.
  • No Fall Break
    • Students will not return after Thanksgiving Holiday until Spring semester
• Masks are mandated for EVERYONE, indoors and outdoors
• De-densifying space focus at least 6 feet apart
• Space across the University is being examined for classroom space.
  • Some library space will be used as classrooms for students.
• Flexibility is key
Contact Information

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