Library Operations - Survey on Post-COVID-19 Re-Opening

Thank you for choosing to contribute to the survey and share your experience adapting to the post-COVID-19 reality. Every responding library will receive a copy of a summary of the results. All information provided will be kept confidential and presented in an anonymous and aggregated format. However, if you would prefer to have your library highlighted as an example, please let us know. We realize that filling out this survey may be time-consuming. We appreciate the effort involved in submitting your response. We hope that the forthcoming summary of results will be a valuable resource that sheds light on how library colleagues across a range of institutions are responding to the COVID-19 public health challenge.

Colleagues from the National Science Foundation, FEDLINK Library Leadership and Research and Metrics Working Groups, and FEDLINK staff have contributed to the development of this survey.

Please forward your responses to *library@nsf.gov* no later than June 30, 2020

In order to ensure that this survey fully captures the extent of your library's response, please select the option for N/A if a question does not apply to your library.

The below set of questions relates to how your library is considering or implementing changes to library services to mitigate the spread of the coronavirus.

1. Are you modifying the procedure for receiving book returns from your library's patrons? This may include:

    Yes – disinfecting books

    Yes – increased hand hygiene

    Yes – quarantining books before check-in

    > **If** you are quarantining books, please indicate how long will you quarantine them – 24 hours, 48 hours, etc.?

    Yes – other not indicated above (please explain)

    No

    N/A

2. Do you anticipate regular periods of disinfecting of surfaces by library staff? This may include:

    Yes – disinfecting the circulation/reference desk

    Yes – disinfecting public computer terminal keyboards and mice

    Yes – disinfecting photocopiers

    Yes – other not indicated above (please explain)

    No

    N/A

3. Do you plan to close the stacks to patrons and have library staff retrieve books instead?

    Yes (please explain)

    No – do not plan to close stacks

    No – stacks are already closed under normal operations

    N/A

4. Are you modifying the procedure for receiving parcels for interlibrary loan? This may include:

   Yes – quarantining packages before opening

   Yes – having the mailroom quarantine packages

   Yes – disinfecting books

   Yes – increased hand hygiene

   Yes – other not indicated above (please explain)

   No

   N/A

5. Are you providing supplies to employees, patrons, and/or visitors? This may include masks, gloves, face shields, or other items.

   Yes (please explain)

      If yes, please indicate which supplies you will provide and to which groups.

   No

   N/A

6. Do you plan to require masks for either patrons, library staff, or visitors? Check all that apply.

   Yes – patrons

   Yes – staff

   Yes – visitors

   No – none of the above

   N/A

7. Do you anticipate initiating social distancing for patrons within your library? Check all that apply. This may include:

   Yes – making changes to your library's availability as a public meeting space for groups

   Yes – withdrawing some furniture, like tables, from the library space to reduce density

   Yes – limiting the number of patrons in the space at one time

   Yes – putting markers on the floor for social distancing in the stacks

   Yes – other not indicated above (please explain)

   No

   N/A

8. Do you anticipate making modifications to the physical environment? This may include:

   Yes – installing plexiglass sneeze guards around the reference/circulation desks

   Yes – installing a station with hand sanitizer and disinfectant wipes

   Yes – other not indicated above (please explain)

   No

   N/A

9. Will you institute a phased re-opening with two or more phases of varying levels of mitigation measures? Check all that apply. This may include:

Yes – phased return of library staff

Yes – phased reopening of the reading room

Yes – phased reopening of public computer terminals

Yes – phased return of visitors

Yes – other not indicated above (please explain)

No

N/A

10. Do you plan to institute alternate work schedules or encourage telework to minimize the number of staff present in the library concurrently?

Yes (please explain)

No

N/A

11. Do you plan to reduce the hours or days the library is open to patrons?

Yes (please explain)

No

N/A

12. Has staff been invited to express their concerns about returning?

Yes (please explain)

No

N/A

13. Because your library has been successfully performing operations virtually, is there a chance of increased pressure to cut costs? This may include:

Yes – pressure to close the physical space permanently

Yes – pressure to reduce staff

No

N/A

14. After providing services virtually, do you anticipate your organization to require more online or virtual resources?

Yes – increase requirements for electronic resources

Yes – anticipate requests for more digitization efforts

Yes – we are planning other virtual services (please explain)

No

N/A

15. Please note any additional mitigation actions you are taking in the space below. Feel free to use this space for any additional information you would like to share, or request that your library be highlighted as an example in the summary report.

Demographic information

Institution name

Number of library employees

Number of patrons

Your name

Position

Email address for survey results

Open as normal

Closed - virtual operations only

Hybrid (please explain)

The next set of questions relates to the resources you have to mitigate the spread of the coronavirus.

1. Please read the following statement and indicate the extent to which you agree:

   My library is currently open or prepared to reopen in a manner that ensures patron and employee safety.

2. Please read the following statement and indicate the extent to which you agree:

   I have the tools and knowledge I need to implement practices to mitigate the spread of the coronavirus and protect the safety of patrons and employees (physical distancing, disinfecting, etc).