

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





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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/>
- 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)





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Government Documents Stacks



Notice directional arrow on the floor.





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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?





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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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