



# FDLP COVID Support Services

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# FDLP COVID-19 Support Services & Activities



## FEDERAL DEPOSITORY LIBRARY PROGRAM COVID-19 SUPPORT SERVICES & ACTIVITIES

March 2021

- Available from the FDLP Academy Training Repository archive

<https://www.fdlp.gov/file-repository/fdlp-academy-video-supplemental-materials/4749-fdlp-covid-support-services-brief/file>

### Background

At the onset of the coronavirus (COVID-19) pandemic, the U.S. Government Publishing Office (GPO) and the Depository Library Council (DLC) began planning and developing various support services for Federal Depository Library Program (FDLP) libraries. The timeline that follows lists activities developed in direct response to the pandemic.

### Timeline

#### March 2020

- GPO temporarily suspended and held FDLP shipments in the wake of library closures and committed to do so until libraries began to reopen.
- GPO began offering educational webinars and webcasts [focused on the pandemic](#) through its FDLP Academy. These webinars have continued throughout the year.
- GPO began featuring COVID-19 information resources on the [FDLP.gov](#) homepage.
- GPO developed a new [govinfo page](#) for legislative, Presidential, and regulatory documents related to COVID-19.

#### April 2020

- GPO and the DLC hosted the Open Forum, "Depository Libraries in a Time of Stay-at-Home Orders." This was an opportunity for the FDLP community to discuss:
  - New and creative ways of offering patron services in a remote environment.





# Alterations to FDLP Distribution services

## Survey on COVID-19 Disruptions

## FDLP Academy offerings

## Next steps

Ashley Dahlen, Outreach Librarian



# Alterations to FDLP Distribution Services

- March 2020:
  - GPO begins holding shipments.
- April 2020:
  - GPO notifies libraries that claims are being held; claims periods are suspended.
- May 2020:
  - Rollout of Notification Form, asking FDLs to notify GPO when to resume shipments.
- September 2020:
  - Explanations of slow mailing of backlogged shipments, few publications issued by the Government, Distribution safety measures, reminders, etc.
- October – December 2020:
  - Reminders & consolidation of COVID information.



# Alterations to FDLP Distribution Services

- January 2021
  - Outreach to libraries that had not resumed their shipments; Distribution warehouse leasing space for held shipments.
- February 2021
  - Warehouse floor reconfiguration to improve efficiency of backlog processing; week-long halt to new shipment processing.
  - Claims information updated.
  - Library notification form changed from “let us know when you change your status” to “notify us of your library’s status.”



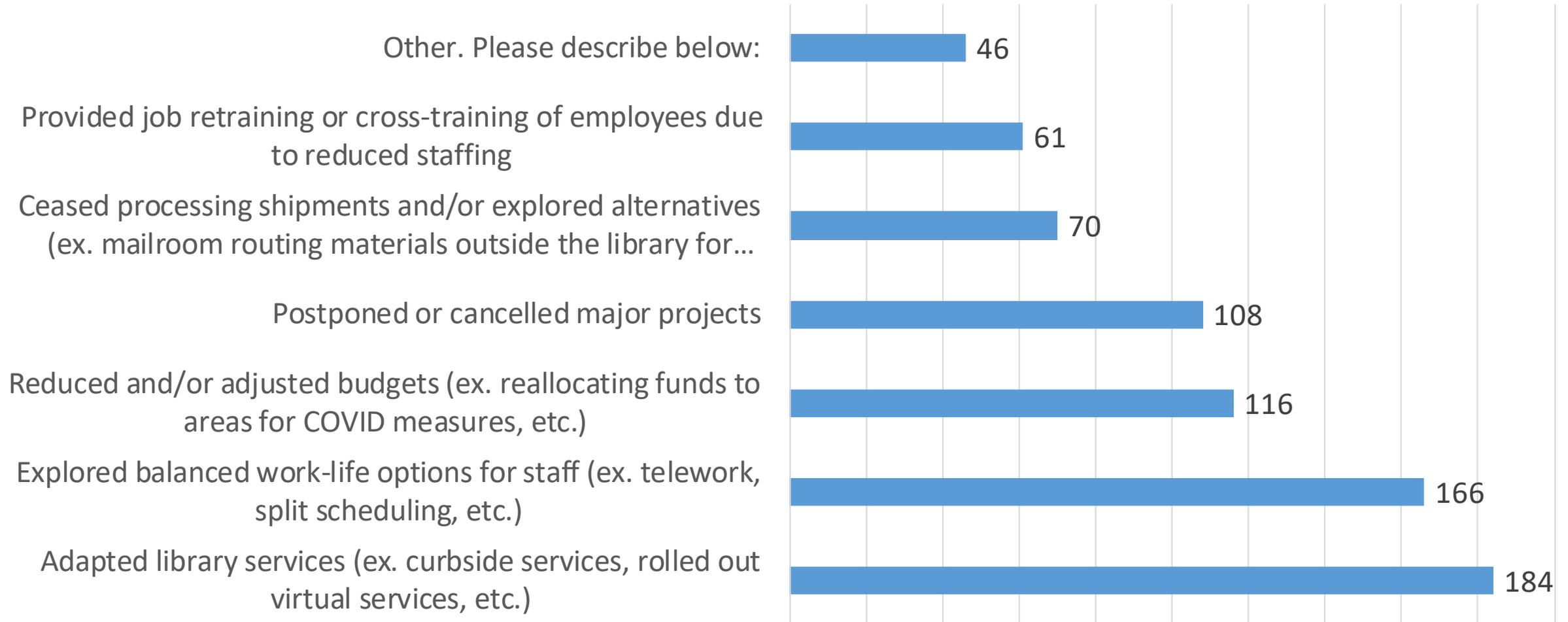
# Survey on COVID-19 Disruptions

- Survey launched February 25, 2021.
- As of 3/25 there were 197 responses from 195 libraries.





# How has your library coped during the COVID-19 Pandemic?



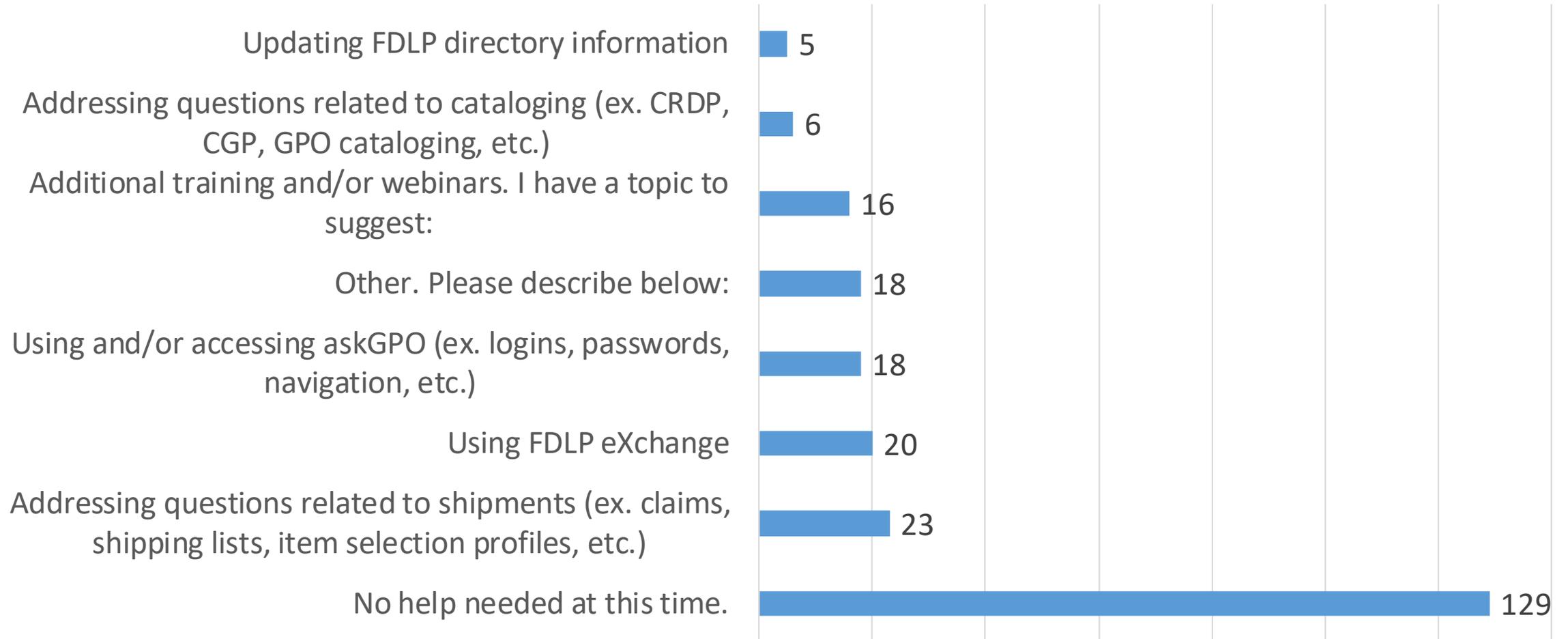


# COVID-19 Success Stories

- In-town ILL.
- Home delivery of material.
- Regional depositories in TX held two virtual check-ins for TX depositories.
- Online chat and screen sharing to help public bridge digital divide.
- Flagging reference questions that cannot be answered due to lack of online information or content has not been digitized.
- Remote checkout via phone pics and emails.
- Virtual tours created.



# Can GPO help you in any way with depository operations?





# FDLP Academy COVID-19 Events

- 3/30/20: Access provided to [IMLS Webinar: Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections](#)
- 4/8/20: [Coronavirus frauds and scams: What you need to know](#)
- 5/5/20: [Overview of COVID-19 and CDC's Response to the Pandemic with a Highlight of Federal COVID-19 Resources](#)
- 5/28/20: [Impact of COVID 19 to 2020 Census Operations](#)
- 6/5/20: [COVID-19 and Collections Care](#)
- 7/9/20: [Webinar: Impact of COVID-19 to 2020 Census Operations – Latest Update](#)
- 7/24/20: [Reopening Madness! Learn from Experience](#)
- 7/27/20: [Planning for Reopening: FDLP Libraries Recovering from the COVID-19 Pandemic](#)
- 7/28/20: [Is it an allergy, cold or COVID? Finding answers with Federal health resources.](#)
- 8/5/20: [REopening Archives, Libraries, and Museums \(REALM\): An overview of the COVID-19 research project](#)
- 8/11/20: [Teaching from Home: Government Resources Can Take You from Stressed Out Parent to Best Teacher of the Year Status](#)
- 8/18/20: [U.S. Military COVID-19 Information Resources](#)
- 8/25/20: [COVID-19 and Collections Care: Part Two](#)
- 9/10/20: [Pharmaceutical Research Sources Available for COVID-19](#)
- 9/11/20: Access provided to [Updated COVID-19 Guidance Includes REALM Test 4 Results](#)
- 9/24/20: [2020 Census – Latest Update](#)
- 4/1/21: Webinar: FDLP COVID Support Services



# 2020 Fall Depository Library Conference Offerings

- [Go Big, Even at Home : Large Project Management during COVID-19](#)
- [USAGov Supports the Federal COVID-19 Response](#)
- [Mapping Our Way: A Fall Survey of COVID-19 Recovery and Libraries](#)
- [Teleworking Student Assistants-What on Earth Can They Do from Home?](#)
- [Uncharted Waters: Lessons Learned by Depository Libraries during the COVID-19 Pandemic](#)
- [Harford Community College Library's CRDP Workflow, Before and During COVID-19 \(virtual poster\)](#)

\* See [FDLP Academy Training Repository](#) for all FDLP Academy training offerings. There is a COVID-19 subject tag.



## Next steps

- Continue to work with libraries to resume shipments as they are able to accept them.
- Outreach to libraries that requested contact.
- Sharing out COVID-era Best Practices and Lessons Learned with the FDLP community – stay tuned for more info.





# Guidance for Materials Handling During COVID-19

David Walls, Preservation Librarian



# SARS-CoV-2 (COVID-19) Virus

- Can be transferred from infected people to library materials and the library environment.
- There is an evolving scientific understanding regarding SARS-CoV-2, which still includes many uncertainties.
- Exactly how much virus is needed to infect someone; and the likelihood of a person becoming infected indirectly through contact with contaminated objects and surfaces is still unknown.



# Testing the Virus on Collection Materials



- Conducted 8 tests on a variety of library materials and library surfaces.
- Tests were conducted in a laboratory environment using live COVID-19 virus.
- Infected materials were tested each day to determine the attenuation of the virus.



# REALM Project Recommendations

**REALM**

PROJECT [oclc.org/realm-project](https://oclc.org/oclc/realm-project)

**REOPENING CONSIDERATIONS**

<https://www.oclc.org/content/dam/realm/documents/reopening-considerations.pdf>



# REALM Project Recommendations

Quarantine library materials!

<https://www.oclc.org/realm/research.html>

Test results show the virus “attenuates” after 8 days at normal room temperature and humidity.



COVID-19 Toolkit

Promotional items

Social media & FDLP.gov features

Best Practices & Lessons Learned

FDLP LibGuides

Kelly Seifert, Strategic Communications Coordinator



# Communication Tools: Toolkit

Promotion

## COVID-19 Toolkit: Federal Depository Library Program



<https://www.fdlp.gov/promotion/covid-19-fdlp-toolkit>

### Details

Last Updated: March 24 2021

Published: April 13 2020





# Communication Tools: Posters

**FACE COVERING  
REQUIRED**  
+  
**PRACTICE  
SOCIAL DISTANCING**

**6 FEET**



**RULES FOR  
WEARING A MASK**

- 1) Wash Your Hands **Before** Handling Your Mask
- 2) **Secure** the Mask Firmly on Your Face
- 3) Make Sure the Mask Covers the **Nose and Mouth**
- 4) **Don't Touch** the Mask Portion While Wearing It
- 5) Wash a Cloth Mask in Hot Water **Everytime** You Wear It
- 6) Don't Put a **Dirty Mask** in a Bag or Purse and Then Put It Back on Your Face



**PRACTICE  
SOCIAL DISTANCING**

**6 FEET**

**MAXIMUM  
CAPACITY  
IN THIS ROOM**



**CORONAVIRUS  
AND FLU  
PREVENTION**

**YOU CAN STOP THE SPREAD**

- **AVOID** CLOSE CONTACT WITH SICK PEOPLE
- WHILE SICK, **LIMIT CONTACT** WITH OTHERS AS MUCH AS POSSIBLE
- IF YOU ARE SICK WITH FLU-LIKE ILLNESS, CDC RECOMMENDS THAT YOU **STAY HOME** FOR AT LEAST 24 HOURS AFTER YOUR FEVER IS GONE
- **COVER** YOUR NOSE AND MOUTH WHEN YOU COUGH OR SNEEZE
- **WASH** YOUR HANDS OFTEN WITH SOAP AND WATER
- **AVOID** TOUCHING YOUR EYES, NOSE AND MOUTH
- **CLEAN** SURFACES AND OBJECTS THAT MAY BE CONTAMINATED WITH GERMS



**CAUTION**

OTHERS MAY HAVE USED THESE BOOKS BEFORE YOU.

COVID-19 CAN LIVE ON PAPER AND CARDBOARD FOR **24 HOURS** AND ON PLASTIC FOR **72 HOURS**.

- **AVOID TOUCHING YOUR FACE.**
- **PRACTICE HAND WASHING.**

**ENJOY  
BROWSING  
SAFELY.**

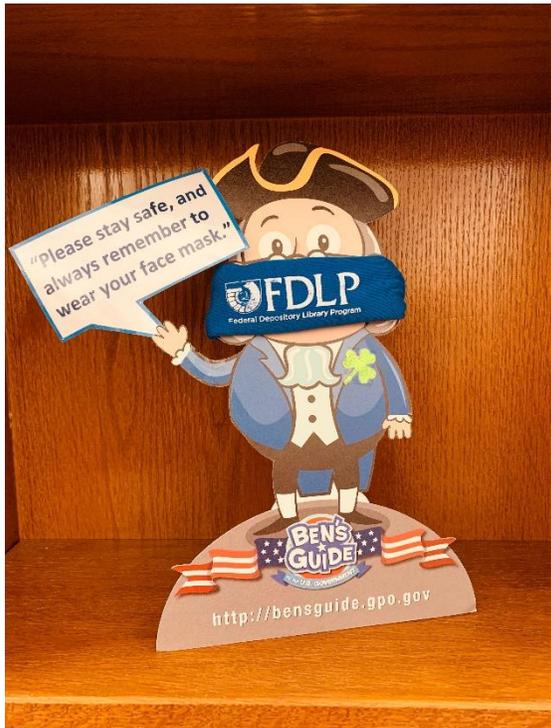


<https://www.fdlp.gov/promotion/fdlp-promotional-materials-for-your-depository-library>





# Staying Fashionably Safe





# Social Media & FDLP.gov Features



U.S. Government Publishing Office

Jan 27 · 🌐

The staff at [The Library @ Jefferson College](#) in Hillsboro, MO are in the Library Shelfie Day spirit, both at the library and those staff who are teleworking. This library has been in the Federal Depository Library Program since 1984 and is the home of Depository Library Council member, Lisa Pritchard.



U.S. Government Publishing Office

Oct 14, 2020 · 🌐

Libraries in GPO's Federal Depository Library Program are reopening. Read the full story: [https://www.gpo.gov/docs/default-source/news-content-pdf-files/2020/fdlp-libraries-reopening\\_typeline\\_summer-2020.pdf](https://www.gpo.gov/docs/default-source/news-content-pdf-files/2020/fdlp-libraries-reopening_typeline_summer-2020.pdf)



U.S. Government Publishing Office

Sep 17, 2020 · 🌐

Happy Constitution Day from Harford Community College in Bel Air, MD! The FDLP library created a Constitution Day & Voting Rights guide and is giving students 'grab and go bags'!

@HarfordCCLib





# Best Practices & Lessons Learned

## New Repository & Webinars

Adjusting evolving service models.

Maintaining public access when the library is physically closed.

Best practices for closing and reopening.

Implementing safety measures for library staff and patrons.

Innovative new services for library patrons.

The challenges and opportunities of performing library work remotely.



# FDLP LibGuides

<https://libguides.fdlp.gov/coronavirus>



Federal Depository Library Program / LibGuides / Hot Topics / Coronavirus

Search this Guide Search

## Coronavirus: Home

Guides created about subjects related to Coronavirus Disease 2019 (COVID-19). Please note that the information contained in some of these guides do not focus solely on Federal government resources.

### Corona Virus Guides

- [2019 Novel Coronavirus](#)  
NYU Health Sciences Library
- [2019 Novel Coronavirus](#)  
Texas A&M University Libraries
- [CoronaVirus \(COVID-19\)](#)  
Rice Fondren Library
- [Coronavirus \(COVID-19\)](#)  
University of California, San Diego
- [Coronavirus \(COVID-19\)](#)  
University of Mississippi
- [Coronavirus COVID-19](#)  
Delaware Division of Libraries
- [Coronavirus COVID-19](#)  
Tennessee State University
- [Coronavirus Pandemic- Government Resources](#)  
Government Publishing Office
- [COVID-19 \(Coronavirus\) Resources](#)



# askGPO

Lara Flint, Outreach Librarian



# askGPO

- New askGPO site launched August 10, 2020: [ask.gpo.gov](https://ask.gpo.gov)
- Getting an askGPO account
  - Existing coordinators as of 8/10/20 had one created.
  - If the FDL D is changed to show a new coordinator, an account is created for them.
  - Depository coordinators can request an account for their staff.
  - If you need help: [FDLPOutreach@gpo.gov](mailto:FDLPOutreach@gpo.gov)
- Training videos and user manual: [www.fdlp.gov/askgpo-training](https://www.fdlp.gov/askgpo-training)





# askGPO - Changes

- All claims now made through askGPO.
- Federal Depository Library Directory now updated through askGPO.
- Project page: [fdlp.gov/project-list/about-askgpo](https://www.fdlp.gov/project-list/about-askgpo)
  - Continuing releases (please provide your feedback!)



# Questions?

- Ashley Dahlen, Outreach Librarian, [adahlen@gpo.gov](mailto:adahlen@gpo.gov)
  - Lara Flint, Outreach Librarian, [lflint@gpo.gov](mailto:lflint@gpo.gov)
- Kelly Seifert, Strategic Communications Coordinator, [kseifert@gpo.gov](mailto:kseifert@gpo.gov)
  - David Walls, Preservation Librarian, [dwalls@gpo.gov](mailto:dwalls@gpo.gov)