

# CPSLD pandemic response and recovery: Survey results September 2022

Between May and July 2022 CPSLD members were invited to participate in a COVID-19 response and recovery online survey. The survey was designed to

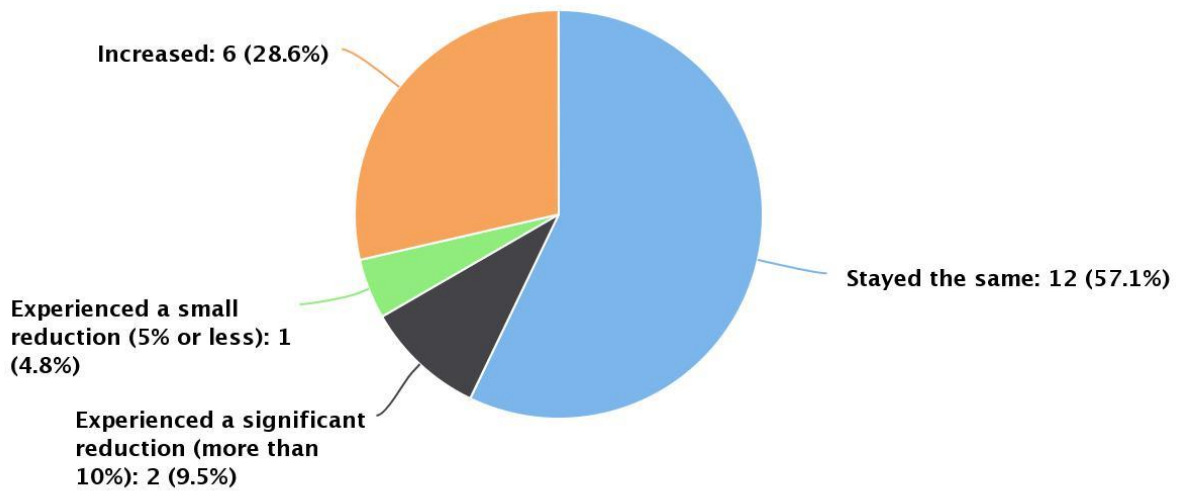
- Document the COVID-19 pandemic response taken by BC academic libraries across all services and activities (collections, reference, instruction, space, technology support etc.)
- Explore which changes implemented during the pandemic will be ongoing
- Identify the key issues that libraries face as the pandemic becomes endemic

This report contains the full results of the survey. Data for each question is presented in a chart. Comments for each section are included in full, with some very minor edits for clarity and consistency.

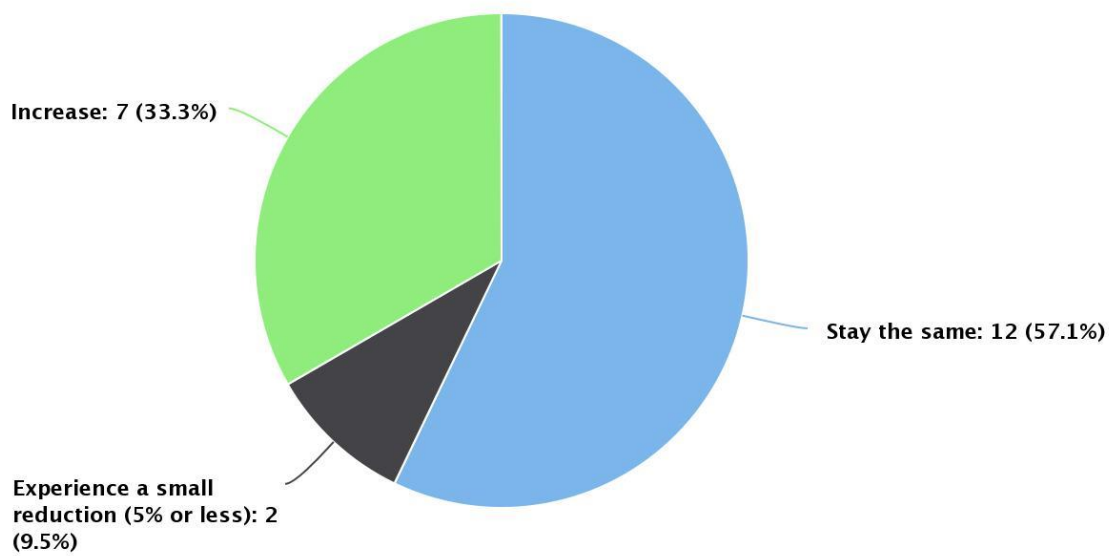
Sybil Harrison  
Camosun College (retired)

## COLLECTIONS

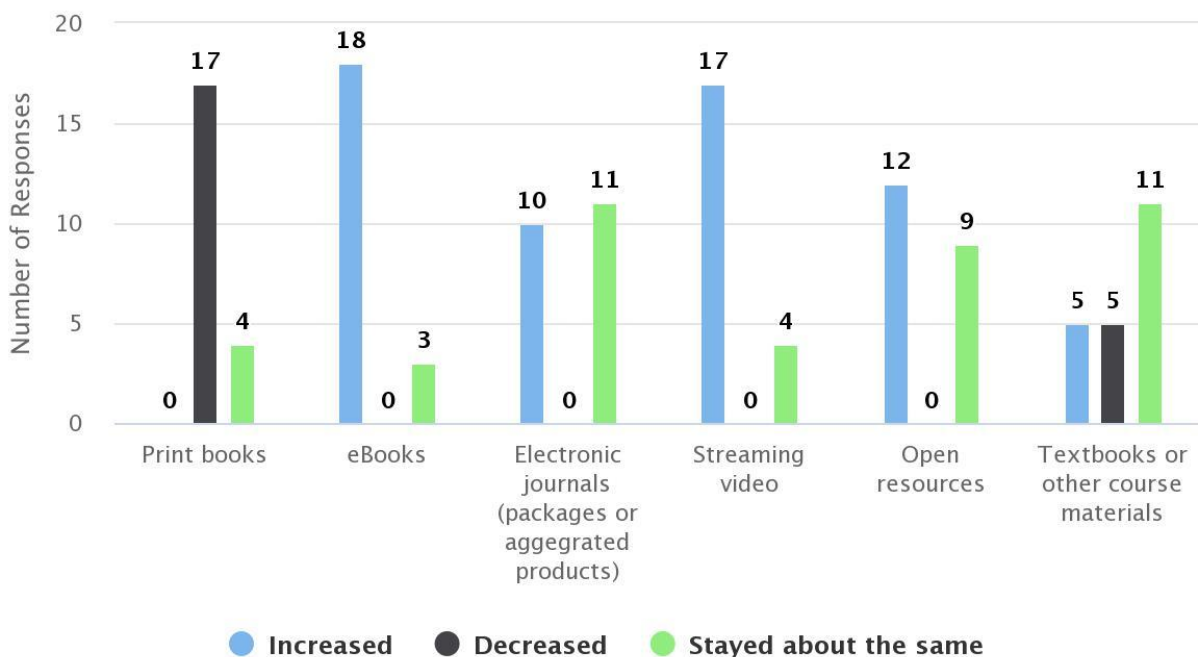
During the emergency response phase of the pandemic (March 2020 to March 2022) overall collection expenditures:



For fiscal year 2022/23 we anticipate collection expenditures to:



## During the pandemic (2020 to 2022) did your library change the type of materials purchased?

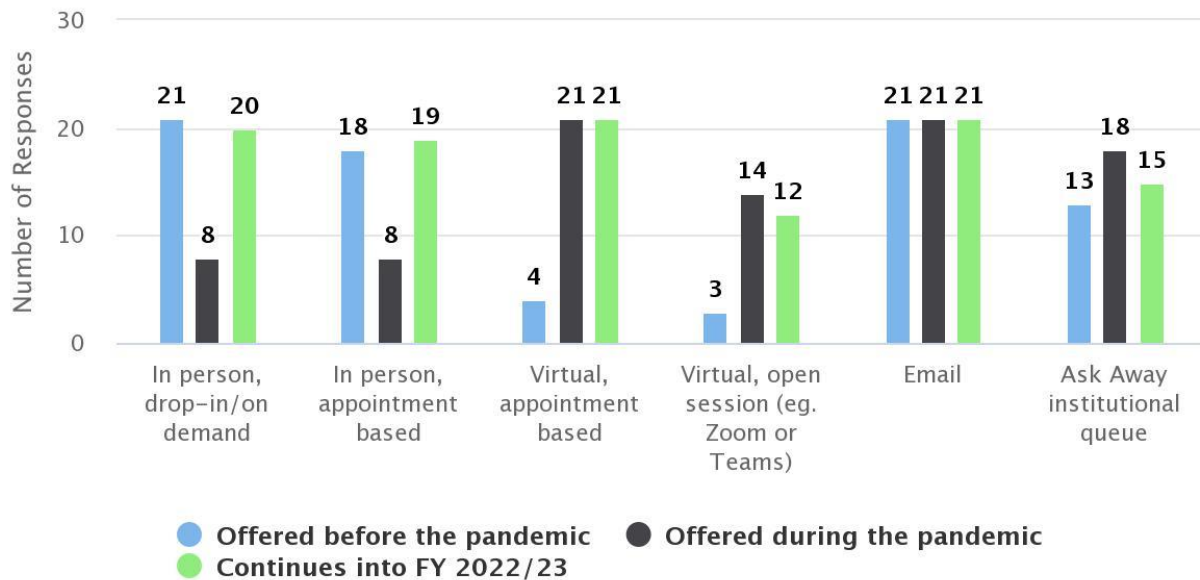


### Comments:

- Some of the increases were one-time, to support new degree programs, not pandemic-related.
- Our reduction was for one year only and returned to "normal" after that. Our spending on textbooks decreased as we had been purchasing reserve copies prior to COVID but did not during COVID when classes were online except for the rare etextbook
- We were in a shift toward more EBA (evidence-based acquisitions) programs, so those got expedited during the pandemic and we are not going back.
- Overall there was an increase in electronics over print.
- Although we experienced a small budget reduction to our overall operating, subscriptions budgets were not cut and the favorable CAD-US exchange rate gave us some more flexibility. We also created a separate budget line for streaming videos, separating it from our databases to ensure that we had a fixed budget amount that could be allocated to streaming licenses.
- We doubled our efforts in finding e-textbooks, aiming at securing unlimited access to these materials. Liaison librarians responded to the needs of their respective departments and built collections of streaming videos and eBooks, as well as online databases that support programs curricula. We pivoted from print to buying more eBooks and streaming videos from several online platforms. We moved our print magazines online to [Flipster](#) and [Overdrive](#) platforms. We also moved key research journals online.
- We moved rapidly to EBA (evidence-based acquisitions) programmes for monographs
- COVID hopefully lastingly disrupted the idea of our library having course materials on reserve.

## Reference

How were reference, research help and other information services impacted during Covid? Indicate how your library delivered reference services before the pandemic, during the pandemic and what models will be in place for this fiscal year?



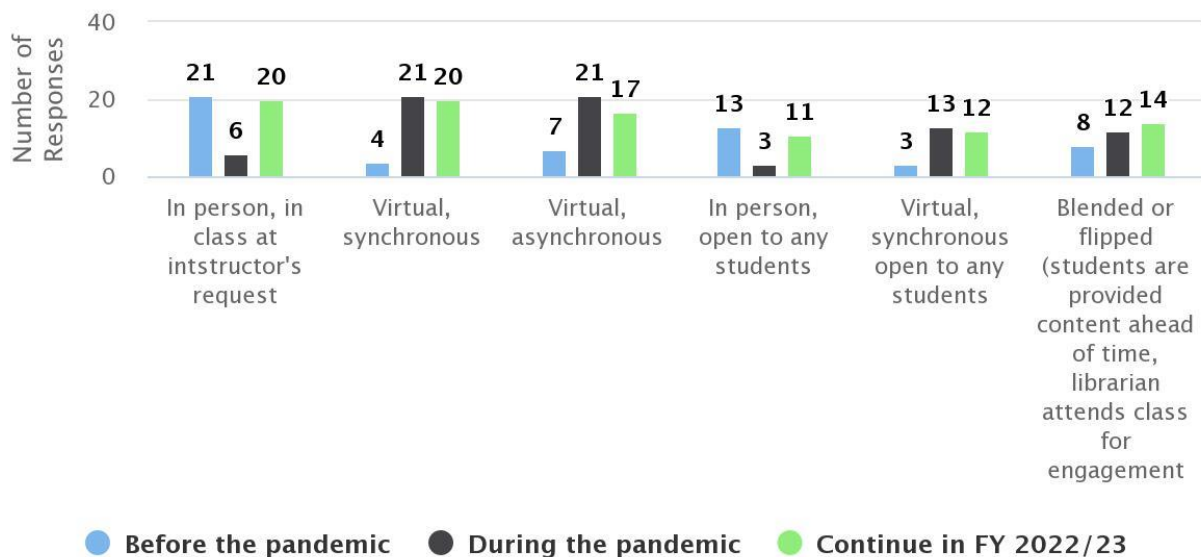
## Comments

- We don't use AskAway institutional queue for virtual reference services with our home users. During the pandemic and continuing on into 2022/23, we are using LibChat. It was mostly virtual chat reference 2020-22, although some limited in-person service was offered in 2021/22. We have not finalized our schedule for AY 2022/23 but expect it to be a hybrid model of LibChat, in-person, appointments and email.
- In person services not offered from March 2020 to end of Summer 2021. In person service offered Fall 2021 and Winter 2022
- Zoom was not used before pandemic.
- Open Zoom sessions didn't attract many users so we opted not to continue that service. Post-pandemic we have reduced the number of hours that the reference desk is "open," however someone is always on-call for reference during library open hours (weekdays only). All library staff members are trained on AskAway enabling us to provide institutional queue (IQ) service for many hours during the day. If a "reference" question comes into the IQ and a reference staff member isn't the current service provider then it is passed to someone who can provide reference services, but many of the questions are easily answered by any team member.
- The Library expanded their hours of the online chat service (AskAway) to offer additional support. Public services staff was trained on the usage and protocols of the online chat service. This group was new to AskAway and answered circulation, technological and ready reference questions.

- We are moving to a tiered service model for research help
- I am unsure if I filled this out correctly, however, we continued to support our students before, during, and after. The biggest difference for us was that our campus was closed to community members. Students could still come in but not community members
- In person, drop-in reference assistance hours were reduced during the pandemic and will likely remain reduced. We also shifted from mainly librarians to mainly library techs providing drop-in, in person assistance, while librarians have taken on all of the virtual assistance as well as appointment-based in person assistance.
- I am not sure what is meant by virtual open session. Institution does not participate in Askaway.

## Information literacy, library instruction

Did the pandemic change the way your library provided information literacy and related library instruction?  
Indicate which modes of instruction delivery your library uses:

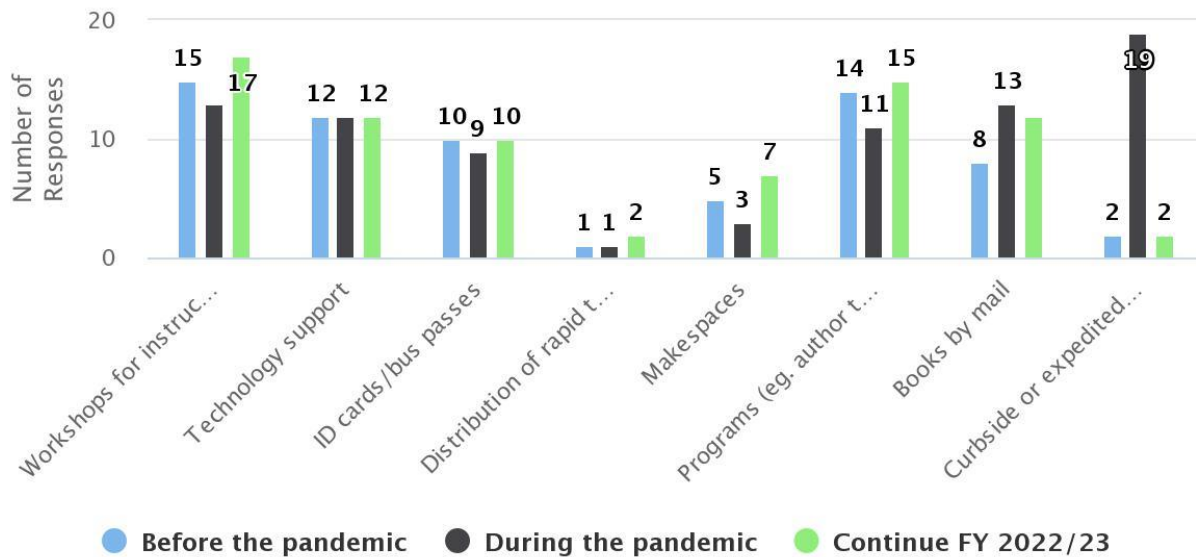


## Comments

- We did not provide in-person instruction for the first year of the pandemic but did in 2021/22. Our workshops (open to any students) are limited to 1-2 per term at most, before, during and after the pandemic.
- This area is in major flux depending upon peoples comfort levels still.
- We started the embedded librarian during the pandemic and will continue it.
- Our practice is to limit asynchronous library instruction delivery. We are moving toward blended or flipped in classes with a strong partnership between library and faculty
- Our instruction librarian has continued to develop our asynchronous Getting Started in the Library libguide where we direct students. In future, we hope to provide scaffolded Library instruction to all students, selecting a particular course at each year where all students would be provided with an instruction session of increasing complexity.
- Library building was closed to public access from March 2020 to August 2021. Embedding a librarian in online courses was, continued to be, and will foreseeably be, a significant part of our instructional efforts. Those would qualify as virtual asynchronous, but goes well beyond making one off learning objects.

## Other services

Libraries offer a range of services in addition to reference, collections and instruction. What additional services does your library provide? What services were adopted during COVID?

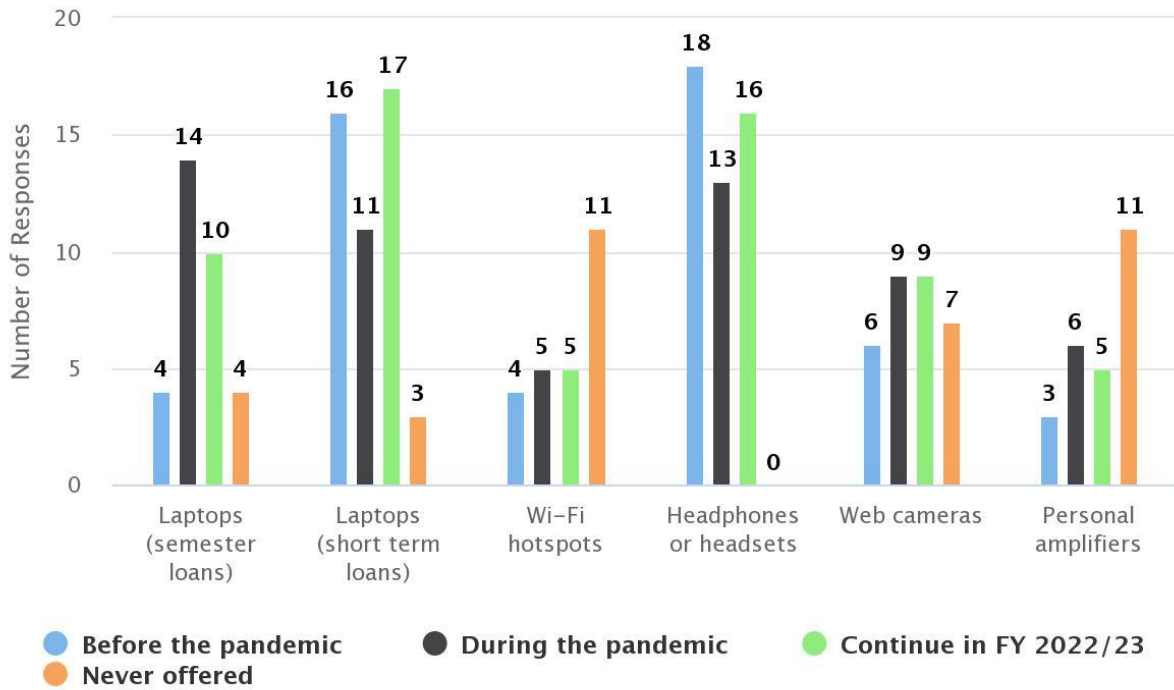


## Other services provided

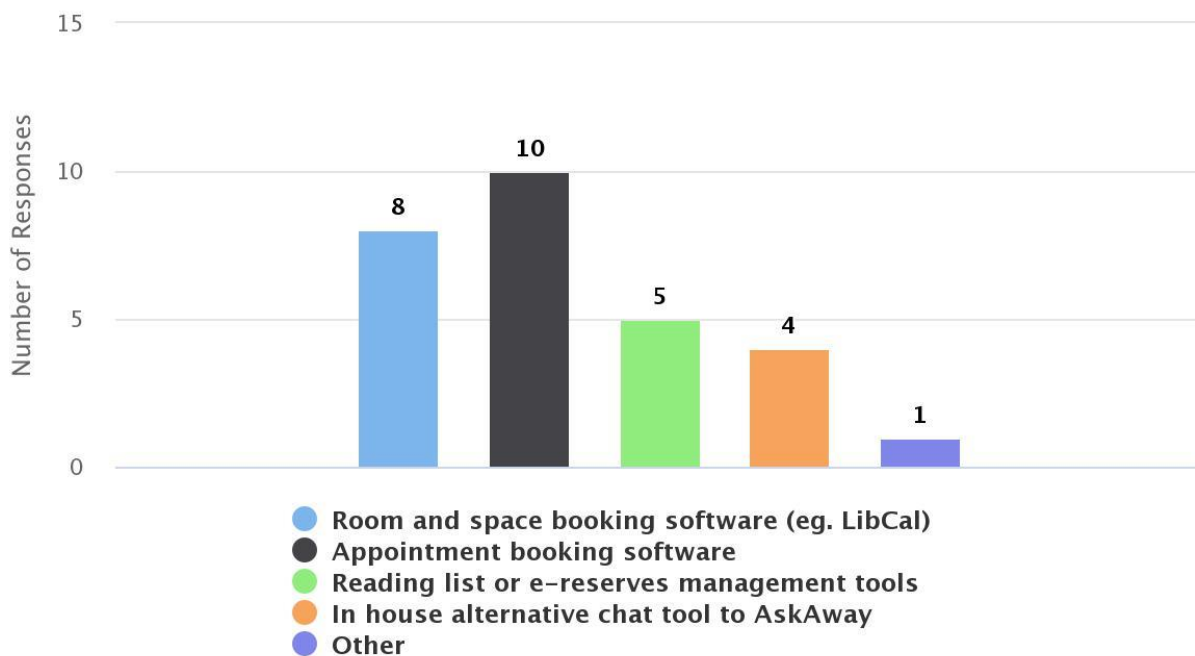
- Makerspace
- Copyright guidance
- [Seed swap](#) , [Supplies swap](#) , exhibition spaces
- While many DVD titles were commercially available in streaming with licenses for educational institutions, some were not, and this was problematic. To address this issue, the Library applied section 30.01 of the Copyright Act, and observed restrictions set forth in section 41.1 (Technological Protection Measures). This allowed for the digitization of a select number of instructors requested DVD titles, which were made available on the [Kaltura](#) platform for a brief period. The service was well received and ensured that critical learning resources were accessible to registered students
- Interlibrary loan; electric pianos with headsets
- Sessions for instructors are mostly one off as needed/requested. Library provides Copyright support, Textbook sales, Writing Services, and directional support as well as the more traditional library services.

## Technology tools and support

Does your library lend laptops and other devices:



Did your library add any tools to support service delivery during the COVID pandemic?



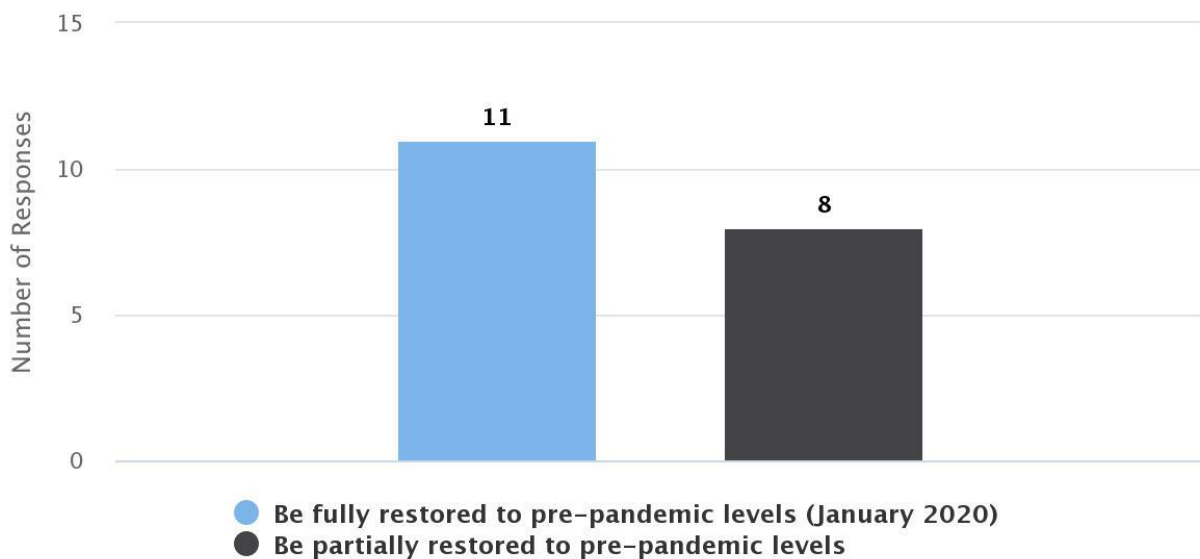


## Comments

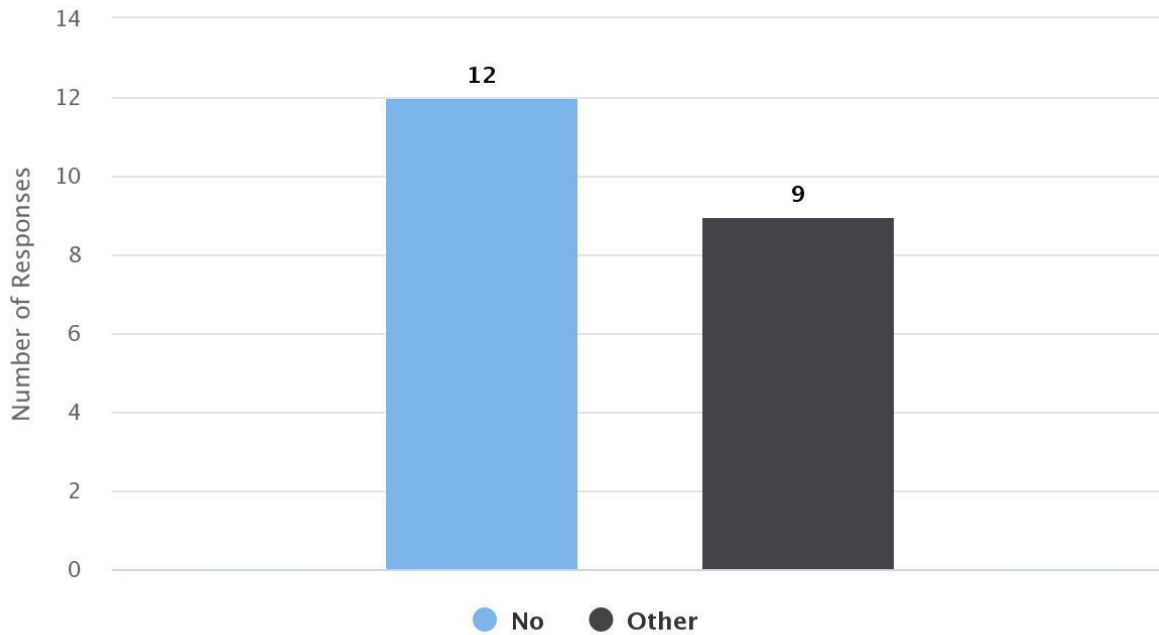
- Our acquisition of [Talis Aspire](#) reading list software had little to do with the pandemic, the timing was coincidental. IT Services provides equipment loan at our institution.
- We greatly increased the number of laptops during the pandemic
- We added several [Meeting Owls](#) so we could do hybrid classrooms (attend in person and virtually).
- We were already using the tools mentioned in question 13, and they were essential to success during the pandemic.
- The radio buttons in question 12 are mutually exclusive to each other. We provide laptop pick up (not the loan), headphone loans. Wifi is available throughout the campus and during the public was available to when the Library building was open.

## Opening hours and physical space

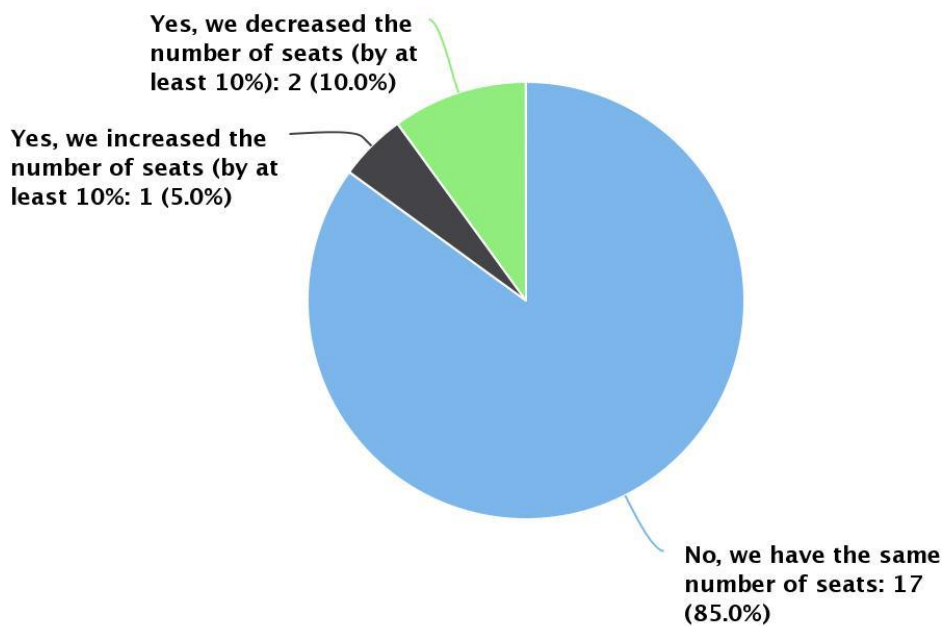
During the pandemic library opening hours were generally significantly reduced. From September 2021 onwards, libraries began restoring library opening hours. For Fall 2022 do you expect library hours to:



Have you made an permanent physical changes to your library as a result of the pandemic?



Has the the number of seats in your library changed as a result of the pandemic?

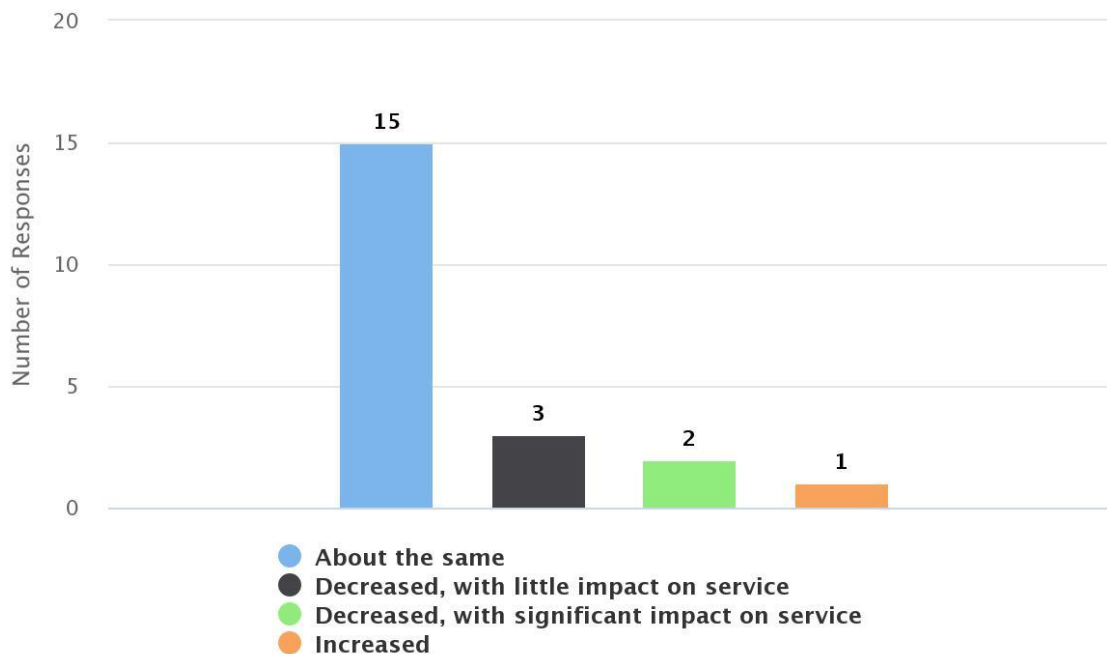


## Comments

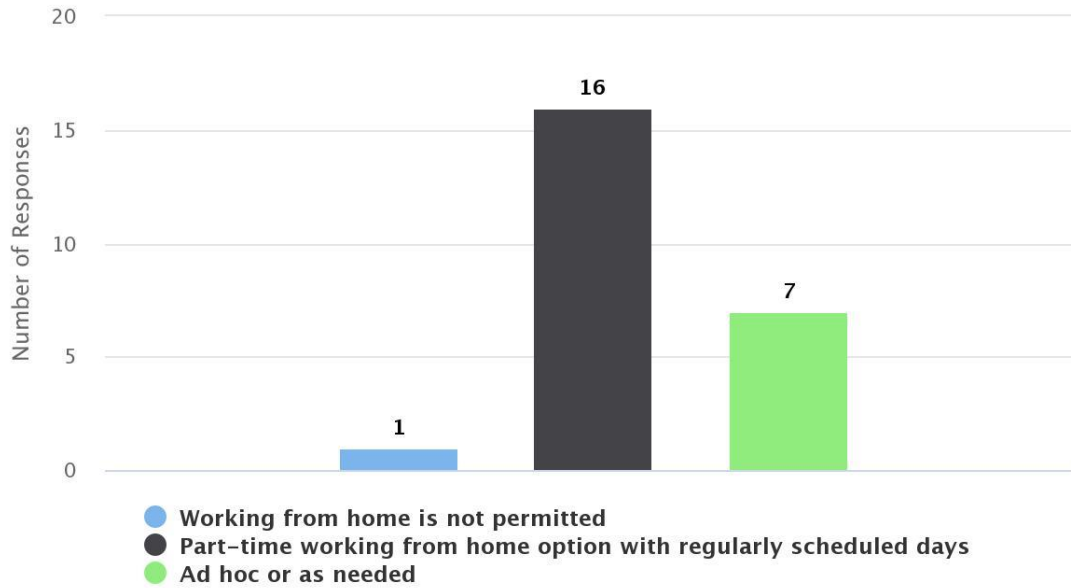
- We returned to full, regular hours in fall 2021.
- Our new building opens at 7am and closes at midnight. It automatically opens at 7am and security makes a sweep at midnight to lock it down. We are able to offer student study space for these hours which is much longer than our previous space. We have also significantly increased the number of student study spaces. We have more group study rooms, more carrels, graduate student study rooms, and a silent reading room. We also have a new Makerspace
- Hours have changed not for pandemic reasons but for lack of contract staff to take us to 11 pm. We've only been able to secure auxiliary staff to have library hours to 9 pm. Not expecting that to change for fall 2022.
- We reduced space during pandemic- now we have returned to pre-pandemic spacing
- We made a small permanent reduction to library open hours. Instead on closing at 9pm Mon-Thurs we now close at 8pm. We did a gradual reopening in fall 2022 with full hours restored on Sept 19 2021.
- We have not restored the Saturday hours at Downton library
- We initially decreased the number of seats but now we have pre-pandemic levels.
- Library building was closed to the public from March 2020 through July 2021. Print textbook sales continued on a pick up/mail out basis during that time, and access to the print collection was also via pick up/mail out.

## Staffing

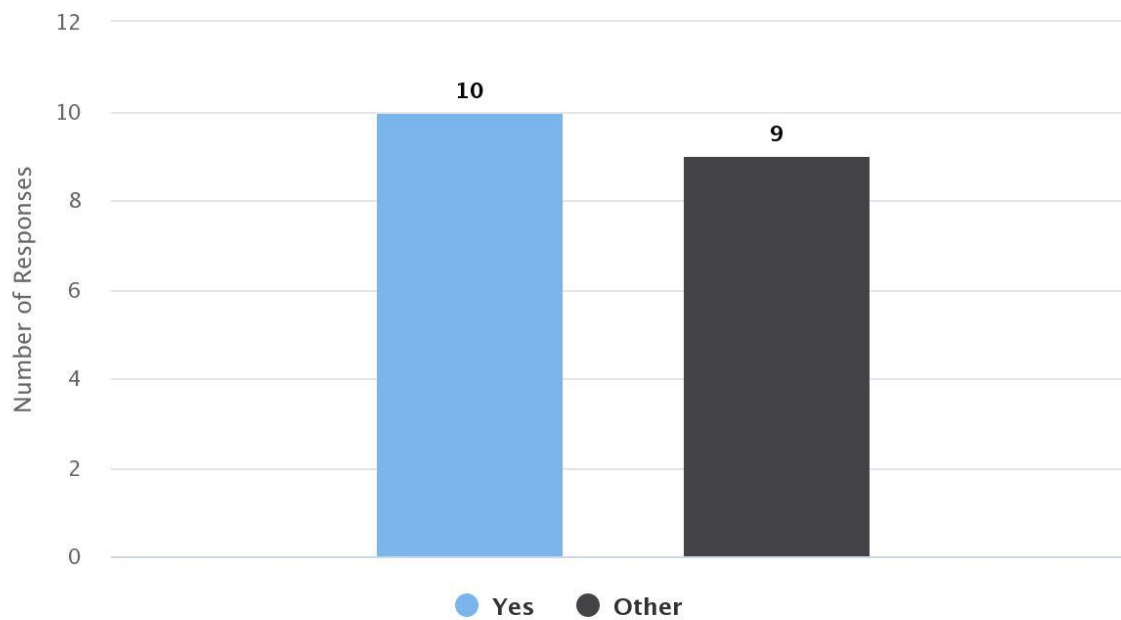
As of March 2022 staff levels at our library are:



### Does your library or institution have a process to facilitate working from home.



### Is the work from home program available to all library employees (librarians, administration, staff)



## Comments

- Work from home for staff is limited during the Fall/Spring terms due to on-site staffing needs.
- While WFH is available to all library employees, some have regular WFH days where operations and the work facilitate it. Others have it on an ad hoc basis for the same reason. The work of all employees can't be done from home to the same degree.
- Librarians are working from home as they chose. There is no requirement that they have regularly scheduled days. It has been somewhat problematic as their contact with library technicians (CUPE) is reduced. There is some resentment that one group has flexibility whereas the other group does not.
- Currently our public service BCGEU employees are not being offered a work at home option. We are open to continuing to revisit this.
- Librarians work from home one day a week.
- All library team members have one scheduled work from home day per week.
- Generally it's working well for working remotely for some of the week, for librarians and some of the library technicians.
- All employees may apply to work from home for between 1 and 4 regularly scheduled days per week. Applications are evaluated individually, and in the context of other employees performing similar jobs, and are subject to operational requirements. In practice, some employees' jobs do not allow them to work from home at all. Librarians may also work from home ad hoc or as needed, in addition to being able to apply for regularly scheduled WFH.

## Issues and priorities

What are the key issues facing libraries currently:

| <b>Important, needs action</b>  | <b>Somewhat important, may or may not take action</b>                        | <b>Not an immediate issue</b>                                       |
|---|--|---|
| Reconciliation; decolonizing collections and services (21)                    | Supporting students studying remotely (11)                                   | Lack of physical space (10)   |
| Engaging with students, creating welcoming and inclusive environment (19)     | Budget issues (10)   | Managing staff shortages (8)  |
| Relationship building across the institution; collaborating with faculty (17) | Lack of physical space ((9)  | Meeting the existing demands for service (6)                        |
| Digital literacy or fluency (15)  | Succession planning in response to retirements and resignations (8)          | Succession planning in response to retirements and resignations (4) |
| Mental health and well-being of library staff (14)                            | Managing staff shortages (8)   | Budget issues (3)   |
| Determining library's relevant roles within the institution (13)              | Meeting the existing demands for service (7)                                 | Accessibility for students with disabilities (3)                    |
| Accessibility for students with disabilities (13)                             | Determining library's relevant roles within the institution (6)              | Supporting students studying remotely (3)                           |
| Addressing increase in academic integrity violations (9)                      | Relationship building across the institution; collaborating with faculty (4) | Determining library's relevant roles within the institution (2)     |
| Succession planning in response to retirements and resignations (9)           | Accessibility for students with disabilities (3)                             |   |
| Digital divide: equitable access to technology including broadband (8)        |  |   |
| Budget issues (8)   |  |   |
| Supporting students studying remotely (7)                                     |  |   |
| Meeting the existing demands for service (7)                                  |  |   |
| Managing staff shortages (5)  |  |   |

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| Lack of physical space (2)                                   |  |  |
| *Micro-credentials and agile learning                        |  |  |
| *Research data management strategy                           |  |  |
| *Social justice principles in all aspects of library service |  |  |

\*Additional topic added on completion of survey.

Additional comments:

- I feel we are in a good place. We have a nice newer building, money for acquisitions, and our staff complement has not really been reduced. We have been able to fill most vacant positions with qualified staff. Fall 2021 and winter 2022 turned out better than expected. We had some illness but for the most part were able to offer in person services for the first time since March 2020. We continue to chip away at modifying our new facility to make it the best that it can be to support student study and research.
- We have a semester system reduced by a week. This makes it very difficult for faculty to include library classes in syllabus. Difficult to go beyond the one- shot
- The above was rated more along the lines of: major focus, minor focus, got it in hand.
- Budget issues are going to be paramount and will drive action on all fronts.