

Libraries Respond: COVID-19 Survey (May 2020)

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Respondent & Library information

Thank you for taking the time to complete this survey about how your library is responding to the COVID crisis. It should take 10-15 minutes to complete. Please contact us at ala@ala.org with any questions about the survey.

Respondent Information

First Name

Last Name

Title

Email Address

Phone Number

Library (Administrative Unit) Information

Library/Institution/School Name

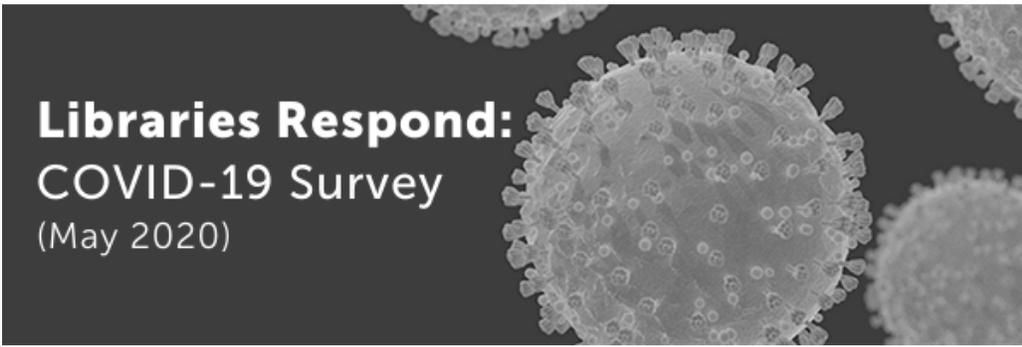
City (central location)

State

Zip Code

* Library Type

- Academic
- K-12 School
- Public
- Other (please specify)



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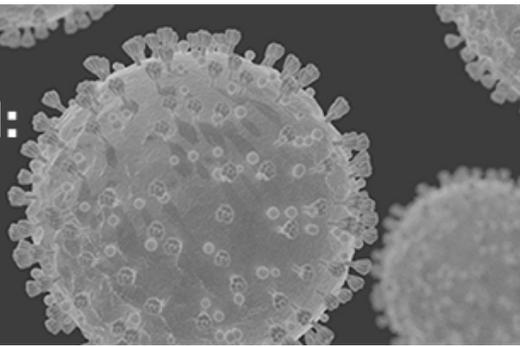
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Academic library type

Carnegie Classification ([Institution Lookup](#))

- Doctoral
- Master's Colleges and Universities
- Baccalaureate Colleges
- Community Colleges
- Tribal Colleges
- Special Focus
- Other (please specify)

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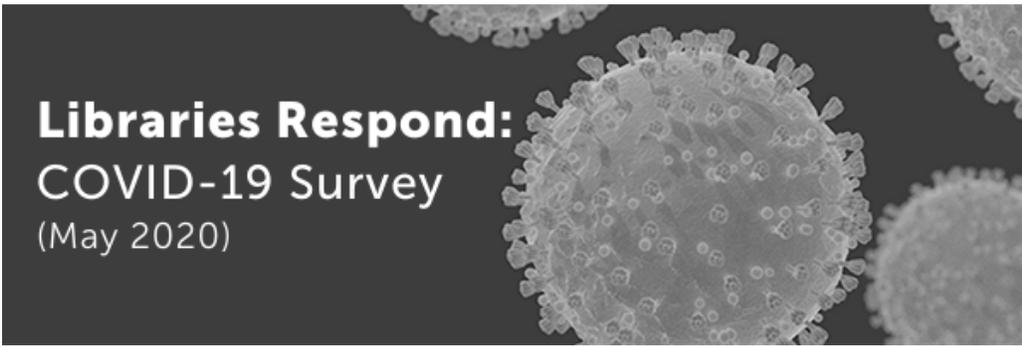
K-12 library type

School setting (please select the community setting that best describes where your school is located).

- Rural
- Suburban
- Urban
- Other

Grades served. Check all that apply.

- Pre-k
- Kindergarten
- 1st
- 2nd
- 3rd
- 4th
- 5th
- 6th
- 7th
- 8th
- 9th
- 10th
- 11th
- 12th



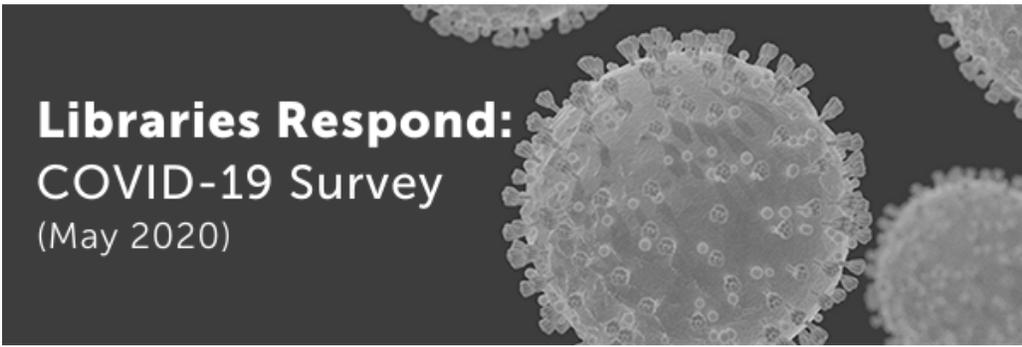
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Public Library designation

FSCS ID, if known

Locate [FSCS ID](#) at [IMLS Labs](#)



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Library building status

With respect to your community, what is the current status of your library building(s)? Select the option that best fits your situation.

- All locations are fully closed
- Some locations are fully closed, others are still fully open.
- The community can only make appointments to access resources inside at least one of the buildings
- Limited numbers of patrons are permitted into the library at any one time
- Patrons are able to access materials through curbside pick up
- The library is open to all patrons (no restrictions)
- Other (please specify)



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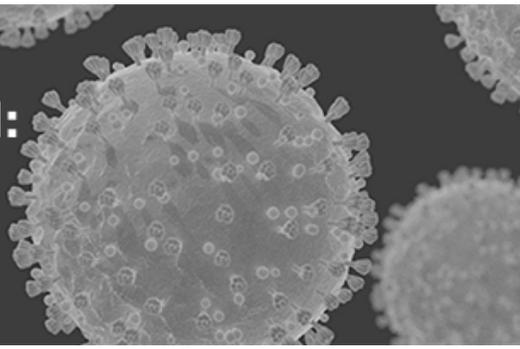
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Re-opening timeline

When do you plan to start re-opening the library building(s) to the community? Select the option that best fits your situation.

- Less than two weeks
- Between two weeks and one month
- More than one month, but less than two months
- Two months or more
- Unknown
- Other (please specify)

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Community Response

What type of in-person access do you envision offering to your community in the next 3-6 months? Check all that apply.

- Library never closed to the to the community
- By appointment only
- Implementing social distancing policies
- Curbside services
- Delivery to patrons
- At partner locations (e.g. senior homes, food pantries)
- Unlimited access
- Unknown
- Do not plan to open to public
- Other (please specify)

To your knowledge, which of the following crisis-related processes or procedures will be/are in place in your building? Check all that apply.

- Health and safety protocols for staff
- Deep clean of interior spaces
- Sanitation/quarantining of materials
- Social distancing requirements for patrons
- Phased re-opening of operations
- New or revised support services that require staffing (e.g. remote work, trauma response)
- Not sure
- Other (please specify)

Please share your library's plan(s), process(es), or procedures. You can write text in the box, enter URLs, use the "upload a file" option to share PDFs, or email files to ala@ala.org.

Share a file:

No file chosen

*** What do you anticipate will be patrons' top three most urgent needs in the next 6 months?**

- Access to physical materials and/or special collections
- Addressing patron health and safety questions
- Application support for government services (e.g., unemployment benefits, small business loans, homelessness resources)
- Faculty/teacher support (e.g. research assistance, online teaching support)
- Job search and application support
- Promoting and supporting participation in 2020 Census
- Providing summer learning opportunities
- Public access to computers and the internet
- Skill building for unemployed workers
- Student success (e.g. assignment completion)
- None of the above
- Other (please specify)

What steps have library staff taken or are planning to take to address student needs? Check all that apply.

- Assisting students with distance learning
- Developing new "how to" resources for accessing virtual resources
- Developing new summer enrichment learning activities for students
- Digitizing materials for student remote use
- Lending hotspots for students to use for home internet access
- Mailing or delivering resources to the home
- Photocopying materials for student use
- Providing access to textbooks and other resources for student use
- Providing curbside pickup
- Purchasing and/or curating additional online research and/or homework resources
- Securing and/or distributing devices for students who lack access to laptops or tablets for classwork
- Transitioning summer learning programs from in-person to virtual
- Virtual reference (via email, phone, chat)
- Not sure
- None of the above
- Other (please specify)

What steps have library staff taken or are planning to take to address *teacher/faculty/academic staff* needs? Check all that apply.

- Aiding teachers and faculty with distance education and research
- Assisting with research lab reopening plans/other research continuity plans
- Developing new "how to" resources for accessing virtual resources
- Increasing access to open research in support of COVID-19
- Mailing or delivering resources to the home
- Providing curbside pickup
- Purchasing and/or curating additional online research resources
- Purchasing research information (includes negotiating licensing contracts)
- Virtual reference (via email, phone, chat)
- Working with faculty/teachers to create new open textbooks or other educational materials
- Not sure
- None of the above
- Other (please specify)

Please share more about your library's crisis-response activities, including any barriers you might be experiencing. You can write text in the box, enter URLs, use the "upload a file" option to share PDFs, or email files to ala@ala.org.

Share a file:

Choose File

Choose File

No file chosen

How is the library supporting the crisis response in the community? Check all that apply.

- Addressing housing needs
- Addressing hunger relief efforts
- Assisting with non-emergency call center (e.g., 211) needs
- Contact tracing
- Developing new partnerships
- Making or distributing Personal Protective Equipment (e.g., face shields or fabric masks)
- Providing family-friendly facilities (e.g., for student parents)
- Relocating staff or other departments (e.g. health, employment)
- Not sure
- N/A
- None of the above
- Other (please specify specific outreach strategies)

Please share any additional information that demonstrates library impact during the crisis such as library usage statistics, stories, or news links. You can write text in the box, enter URLs, use the "upload a file" option to share PDFs, or email files to ala@ala.org. Please also feel free to email ala@ala.org with in-depth information.

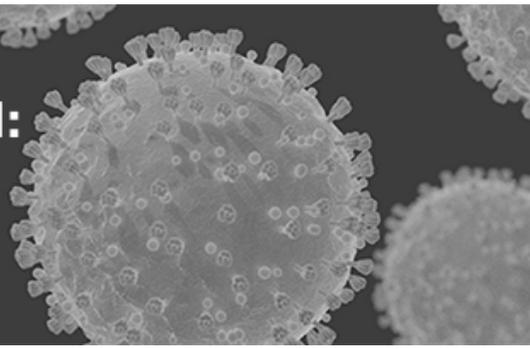
Share a file:

Choose File

Choose File

No file chosen

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Challenges

What financial changes has the library made in response to the crisis *to date*?

	Eliminated	Significant reduction	Some reduction	No major change	Some increase	Significant increase	Allocated new funding	N/A
Benefits	<input type="radio"/>							
Salary	<input type="radio"/>							
Planned hiring	<input type="radio"/>							
Print collection budget	<input type="radio"/>							
Professional development funding	<input type="radio"/>							
Programs	<input type="radio"/>							
Resuming operations	<input type="radio"/>							
Services	<input type="radio"/>							
Staffing	<input type="radio"/>							

Other (please specify)

What financial changes do you anticipate being made by the library in response to the crisis *in the next 12 months*?

	Eliminated	Significant reduction	Some reduction	No major change	Some increase	Significant increase	Allocated new funding	N/A
Benefits	<input type="radio"/>							
Salary	<input type="radio"/>							
Planned hiring	<input type="radio"/>							
Print collection budget	<input type="radio"/>							
Professional development funding	<input type="radio"/>							
Programs	<input type="radio"/>							
Resuming operations	<input type="radio"/>							
Services	<input type="radio"/>							
Staffing	<input type="radio"/>							

Other (please specify)

If applicable (otherwise skip this question), current staffing decreases as an estimated percentage of total staff

Full time staff: laid off

Full time staff: furloughed

Part time staff: laid off

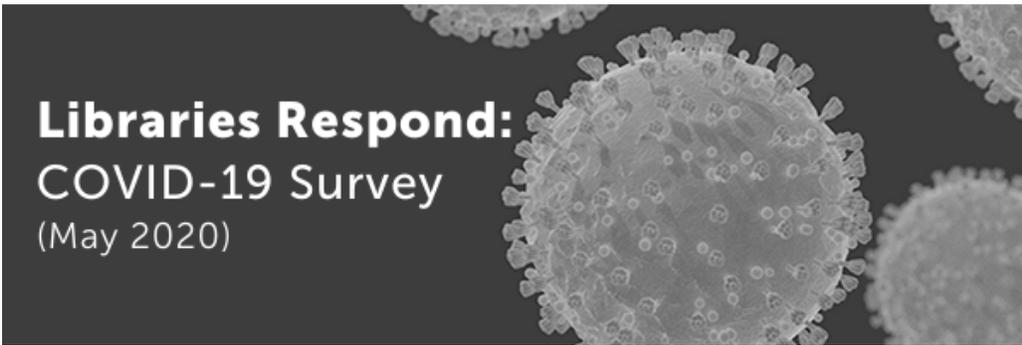
Full time staff: furloughed

Other

If applicable, otherwise skip this question, estimated length of furloughs

- Predetermined date
- Until library is open to the public
- Dependent on governing authority (municipal government, etc.)
- Unknown
- Other (please specify)

Is there anything else you would like to tell us about your library's future needs or current challenges?



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Permissions

May we forward your name to ALA advocacy/communications staff who manage media or legislative inquiries about library's responses to the crisis?

- Yes
- No

May we share non-salary-related anecdotes from your responses in public facing materials?

- Yes
- No