COVID-19 Protocols in Academic Libraries in Canada and the United States

An ACRL VAL report submitted in Summer 2021

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The Association of College and Research Libraries (ACRL) sponsors the Value of Academic Libraries committee (VAL). Each year VAL undertakes and sponsors projects to describe the value of academic libraries and to promote learning and understanding of librarianship. This effort was undertaken by a VAL subcommittee with the support of ACRL and VAL. The subcommittee members wish to express their appreciation for the support and input of ACRL and VAL in this project and all those who participated in this examination of COVID-19 protocols in academic libraries.

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Introduction

In the Fall of 2020, as the COVID-19 pandemic raged throughout the world, educational institutions pivoted to online learning and supporting services, especially those found in academic libraries, adjusted. To better understand measures taken by academic libraries in Canada and the United States, the Association of College & Research Libraries' (ACRL) Value of Academic Libraries (VAL) committee formed a subcommittee to examine how academic libraries adjusted and provided services to their respective institutions during COVID-19 pandemic. This report is the culmination of this examination. Note that the questions referenced throughout this report (e.g. Q2) do not correspond squentially with the section headers.

Methods

To begin, we examined COVID-19 protocols implemented at their own institutions as well as those implemented at select colleagues' institutions. This effort identified steps that were taken during the COVID-19 pandemic with respect to library operations (i.e., services, spaces, resources, and interaction with personnel). We used this information to create a survey with a set of demographic questions and questions specific to each of the four library operations mentioned earlier. We added an additional, general section, for questions that did not fit into one of the four primary sections of the survey.

Over a four-week period at the start of 2021, the survey was distributed in one of three ways. First, VAL committee members were asked to share the survey with their respective libraries and associates at other libraries. Second, those receiving the survey invitation were also asked to share the survey with their associates at other libraries (a snow-ball distribution). Finally, as results came in, we identified provinces and states for which no responses were received and extended targeted invitations to institutions within those areas and asked that they also share with colleagues at other institutions.

Due to the changing circumstances and protocols during the pandemic, each library was asked to consider all protocols that had been used to date at their library, including those which had been used and were discontinued or those protocols that were just recently enacted. After the survey was closed, we made the decision to only provide descriptive results for quantitative questions and a summary of comments for open-ended qualitative questions. We also made the conscious decision to share de-identified raw data with the release of the report for those who wish to conduct analyses based on specific demographic identifiers. The survey was approved by ACRL personnel prior to its release. Not all libraries responded to all questions, either by choice or because the question was not displayed or applicable because of a previous choice. The full survey is found in Appendix C.

Findings

We report findings by section and the respective questions of the survey. All tables are found within the text and corresponding figures are found in Appendix A. In tables and figures, the *Other* option, where applicable, is listed last because it is made up of multiple options not listed in the question. The same number is used for tables and figures for corresponding questions to assist finding them. For the open-ended questions (11, 32, 36, and 47), italicized text is direct quotes from participant responses.

Demographics

The first set of five questions (Q3-Q7) focused on the demographics of responding libraries. We received 215 survey responses, but 61 of these responses were duplicate or incomplete responses from different libraries. Of the remaining responses, 154 came from at least one academic library in 43 of the 50 states and six of the 13 Canadian provinces and territories. In 27 instances, more than one library in a state or province responded. In one instance an institution had campuses across five states; all five states were counted. Some libraries had more than one building and each building was allowed a response. Illinois (18) and Georgia (14) had the most responses.

Overall, 152 libraries indicated that their library had a website or libguide dedicated to COVID-19 responses and protocols. Not all libraries provided a link to their website (see Appendix B) and some libraries provided multiple links to COVID-19 related websites.

Table 1 indicates the number and percent of responding academic libraries by highest degree obtainable at each institution. Three libraries indicated that their institutions had graduate programs but did not indicate whether they were masters or doctoral programs. These instances were placed in the masters' category. One library served a seminary, and it was not classified in any of these categories.

Table 1
Number and Percent of Total Responding Academic Libraries by Highest Degree Obtainable

	N	Percent
Associate	15	10.0%
Baccalaureate	37	24.6%
Masters	37	24.6%
Doctoral/Research	60	40.0%
Other (Seminary)	1	0.7%
Total	150	99.9%*

* Rounding error in calculation of percent of total responses.

Table 2 shows the number and percent of total responding institutions by size of student population. Almost half of all responding institutions had student populations of 5,000 or fewer. About 46% of all institutions had student populations between 5,000 and 30,000 students.

Table 2
The Number and Percent of Total Responding Institutions by Size of Student Population

	N	Percent
Less than 5,000	62	41.6%
5,001 - 10,000	21	14.1%
10,001 - 20,000	27	18.1%
20,001 - 30,000	20	13.4%
30,001 - 40,000	12	8.1%
More than 40,000	7	4.7%
Total	149	100.0%

Hereafter, we report results from each question by survey section (Services, Resources, People-Employees and Patrons, Spaces, and General). Although there was the opportunity to disaggregate by the highest degree offered and population of each institution, we did not. For simplicity, we only report descriptive data from all responses. We provide the de-identified data (open-ended and identification responses removed) as an excel file should others wish to further examine the data.

Services

Q9 Which research/reference services are you offering? Select all that apply.

A total of 143 libraries responded to this question. A majority of all libraries indicated having no-contact services (see Table 3). The most common no-contact services were via email (94%), virtual consultations (90%), chat or text service (87%), virtual librarian consultations (83%) and phone contact (80%). Of note is the low percentage of libraries offering in-person desk or librarian consultations (36% and 29% respectively). In one instance a library indicated that in-person help was available if needed, but that reference desks were closed. Another indicated that virtual interactions were encouraged, but students who asked for help in person were not turned away. Comments in the *Other* option referred to services (e.g., scanning) that were offered by some libraries in addition to some previously mentioned services.

Table 3
Research/Reference Services Offered by Total Number and Percent of Total Responses

	N	Percent
Desk contact via email	135	94%
Reference desk consultations virtual	129	90%
Desk contact via chat/text	124	87%
Subject librarian consultations virtual	119	83%
Desk contact via phone	115	80%
Reference desk consultations in-person	51	36%
Subject librarian consultation in-person	41	29%
Other	20	14%
Total responses	143	

Q10 Which types of library instruction did you offer pre-COVID-19? Select all that apply.

Some libraries offered both in-person and online instruction as indicated by the 143 responses (see Table 4). Pre-COVID-19, in-person instruction was dominant among most libraries with almost half of library instruction and over half of all software instruction offered in-person. Asynchronous online instruction was the second most common form of instruction offered by libraries whether for library or software instruction. There was not an opportunity to indicate what other types of instruction was offered, but this category followed a similar pattern with over half of all instruction occurring in-person.

Table 4
Total Number of Libraries Offering Specified Instruction by In-person, Asynchronous, or Synchronous Methods Prior to COVID-19

	In-person		Asynchronous		Synchronous		
	N	Percent	N	Percent	N	Percent	Total
Library instruction	140	49%	87	31%	58	20%	285
Software training	65	58%	31	27%	17	15%	113
Other	11	52%	5	24%	5	24%	21

Q11 How did library instruction change as part of COVID-19?

Theme. Responses reflected a rapid shift in modality and approach for core services, including instruction. Comments focused on the transition to online learning through synchronous sessions and asynchronous content. Factors that guided those decisions were university and library policies, as well as individual faculty preference.

Highlights. The overwhelming majority of responding libraries reported a shift to all or almost all virtual instruction. Libraries who did not have much experience with online instruction, synchronous or asynchronous, indicated a steep learning curve and sense of urgency in the initial shift to a virtual learning environment; by fall semester, however, most organizations had established clear workflows and procedures/policies in their instructional offerings. Overall, libraries developed more asynchronous content to replace and/or supplement synchronous instruction. Asynchronous content ranged from general content on particular topics to recorded synchronous sessions on any topic.

Reflection. Some comments suggested that the adjustment to the pandemic led to a decline in the quality of instruction. One respondent went so far as to say that "instruction regressed some to bibliographic instruction rather than information literacy instruction." Others used the pandemic as an opportunity to learn new skills, albeit in a rushed manner.

Not surprisingly, libraries typically fall in line with university protocols (e.g., no live classes--no live library instruction) and also accommodate faculty requests. In one case, there was a conscientious decision to require faculty to pair any asynchronous content with a live session, so as not to replace the librarian with video content.

While the shift to the virtual instruction environment may have been overwhelming, librarians inevitably had to develop or expand their instructional repertoire and can draw from this, even in non-pandemic times. This also adds to the value of their services, which faculty likely came to appreciate as they themselves adjusted to the virtual learning environment.

Q12 What information/access services (if separate from reference) are you offering? Check all that apply.

A total of 142 libraries responded to this question. Libraries could check more than one option so percentages for each item represents the percentage of all libraries (see Table 5). The

top five services offered were email contact (88%), electronic reserve materials (70%), curbside or specified stack pickup (66%), student holds (61%), and library staff retrieving requested items (59%). One quarter of all libraries provided delivery service with the overwhelming majority of these being delivered by mail or courier service. For some libraries, delivery switched from faculty office delivery to drop-offs to department offices or by using smart boxes for individual pick up.

Comments in the *Other* option included long-term laptop checkouts, material quarantine periods, adjusting study rooms to use for Zoom meetings (some with restrictions - mask wearing, limited numbers) and increased digitization for needed resources. For some libraries, these services varied depending on pandemic restrictions and university response.

Table 5
Current Information/Access Services Offered at Library

	N	Percent
Email contact for information/access/circulation desk	125	88%
Electronic reserve materials	100	70%
Curbside/stack pickup	94	66%
Student holds	87	61%
Staff retrieval of items for in person request	84	59%
Library staff do not handle patron cards	64	45%
Physical reserve materials	64	45%
Delivery service	49	35%
Self-checkout	38	27%
Other	29	20%
Total	142	

Q13 How are normally scheduled events in the library occurring? Check all that apply.

Of the 141 libraries responding to this question, 28% indicated that no in-person or virtual events were occurring, with 67% of the libraries indicating that events became virtual. Only 13% of all libraries had in-person events with or without restrictions (see Table 6). Responses in the *Other* category included an impromptu orientation, pre-registration with restrictions and attendee limitations, and using ‘low-key” events that do not typically draw large crowds. One library hosted an outdoor fair that complied with institutional restrictions.

Table 6
How Normally Scheduled Events in the Library Occurred

	N	Percent
Virtual events	95	67%
No in person or virtual events	39	28%
In person events with restrictions	18	13%
In person events without restrictions	2	1%
Other	8	6%
Total	141	

Q14 In what ways have your library's building hours changed during COVID-19?

Some libraries reported several changes to hours open (e.g., closed, then partially open, then fully open). It was no surprise that of the 143 responses, no libraries extended their hours, 83% shortened their hours, and 12% of libraries closed completely (see Table 7). Only 15% of libraries indicated no change to their hours of operations.

Table 7
Changes to Library Building Hours

	N	Percent
Shortened	118	83%
No change	22	15%
Closed	17	12%
Extended	0	0%
Total	143	

Q15 What interlibrary loan services are being offered? Check all that apply.

Of the 143 responding libraries, most offered electronic (90%) or physical (87%) items for interlibrary loan (see Table 8). Only 3% of libraries did not offer interlibrary loan services. Responses in the *Other* option indicated an increase in requests for scanned items and that requests were handled on a case-by-case basis. In two instances, interlibrary loan services were suspended for a time before returning. One library indicated that returned physical items were quarantined for four days.

Table 8
Interlibrary Loan Services Offered

	N	Percent
Interlibrary loan for electronic resources	128	90%
Interlibrary loan for physical items	124	87%
No interlibrary loan services offered	4	3%
Other	9	6%
Total	143	

Resources

Q17 Are library stacks open for browsing?

Of the 144 total responses, 62% had open stacks (see Table 9).

Table 9
Number and Percent of Libraries with Open Stacks

	N	*Percent*
Yes	89	62%
No	55	38%
Total	144	

Q18 Is there a time limit?

Some libraries did not allow students or non-library employees, and in some instances library employees, access to the physical library. For those who did allow access, only 5% placed some time restriction, but time restrictions variedd greatly among institutions (see Table 10). One institution provided a 20-minute pass for students to obtain materials and quickly return to the entrance. Another required students to make reservations that could range from 30 minutes to eight hours. Two institutions set use times of one or two hours and in one of these libraries, entrance was restricted to campus community members who had a current health badge.

Table 10
Number and Percent of Libraries with a Stacks Time Limit

	N	Percent
No	83	95%
Yes	4	5%
Total	87	

Q19 Are there space limits?

Just over half (56%) of the 86 libraries that responded to this question had space restrictions (see Table 11). There were multiple methods used to limit space, including removing chairs or computers, requiring that students socially distanced from each other, and closing certain areas. Other methods included reserving spaces for use, using signage to limit space, adding plexiglass shields, and requiring the use of masks. Many of the practices used to limit space were guided by implemented government directed protocols.

Table 11
Number and Percent of Libraries with a Space Use Limits

	N	Percent
Yes	48	56%
No	38	44%
Total	86	

Q20 When the items listed below are returned, for how long are they quarantined?

The types of materials that students could check out varied from one library to the next (see Table 12). When these items were returned, some libraries quarantined the items prior to allowing them to be checked out again. Only 5% of the 135 responding libraries did not quarantine books and only 6% did not quarantine other print materials. When print materials were quarantined, they were commonly quarantined for 72 hours (books = 80%, other print materials = 76%). Of the 76 reporting libraries, 30% did not quarantine laptops, and 31% of 70 reporting libraries did not quarantine other technology such as headphones or microphones. When these items were quarantined, most were quarantined for 72 hours (laptop = 45%, other technology = 43%).

Table 12.
Number and Percent of Libraries that Quarantined Checked-Out Items

	Length of Quarantine								
	No Quarantine		24 Hours		48 Hours		72 Hours		
	N	Percent	N	Percent	N	Percent	N	Percent	Total
Books	7	5%	13	10%	7	5%	108	80%	135
Other print materials (e.g., maps, sheet music)	6	6%	14	14%	5	5%	78	76%	103
Laptops	23	30%	16	21%	3	4%	34	45%	76
Other technology (e.g., headphones, microphones)	22	31%	13	19%	5	7%	30	43%	70

Q21 Are Special Collections materials accessible? (Check all that apply)

Five libraries indicated that they did not have Special Collections. Of the 217 responding libraries, most allowed Special Collections access via in-person visits only (41%), while others allowed online access only (32%), no access (28%), in-person drop-in (11%), or other (9%). Other access methods included contacting library personnel who would then locate and scan the requested item. These methods indicate a strong effort by the libraries to make their Special Collections materials accessible.

Table 13
Number and Percent of Libraries Allowing Special Collections Access

	N	Percent
In-person appointment only	88	41%
Online access	70	32%
Closed no access	28	13%
In-person drop-in	11	5%
Other	20	9%
Total	217	

Q22 What copy services (e.g., self-service, email request) are available for each group? Check all that apply.

Most libraries provided copy services either in-person (65%-67%) or online (22%-26%) for university community members but not for patrons from outside of the university community

(see Table 14). Only 10%-11% of libraries did not provide copy services for any university community members.

Table 14
Percent and Number of Libraries Providing Copy Services by Patron Group

	Available Copy Services						
	In-person		Online request		Not available		
	N	Percent	N	Percent	N	Percent	Total
Undergraduate students	93	67%	31	22%	15	11%	139
Graduate students	71	65%	26	24%	12	11%	109
Faculty	95	65%	38	26%	14	10%	147
Staff	95	66%	35	24%	15	10%	145
Community members	17	15%	12	11%	85	75%	114

Q23 What scanning services (e.g., self-service, email request) are available for each group? Check all that apply.

Similar trends were noted for library scanning services for university community members, but with the in-person scanning dropping to the mid-fifty percent range for all university community members and online requests rising to between 36% and 41% (see Table 15). Only 5%-6% of libraries indicated that they did not offer this service for any university community members. Higher rates of use for those not belonging to the university community were allowed.

Table 15
Percent and Number of Libraries Providing Scanning Services by Patron Group

	Availability of Scanning Services						
	In-Person		Online		Not Available		
	N	Percent	N	Percent	N	Percent	Total
Undergraduate students	96	57%	60	36%	11	7%	167
Graduate students	77	54%	57	40%	8	6%	142
Faculty	99	55%	73	41%	7	4%	179
Staff	97	56%	68	39%	9	5%	174
Community members	23	19%	17	14%	83	67%	123

Q24 Has online access to resources been expanded?

Of the 141 responding libraries, 76% increased online resource access (see Table 16).

Table 16
Percent and Number of Libraries Expanding Online Access to Resources

	N	Percent
Yes	107	76%
No	34	24%
Total	141	

People (Employees and Patrons)

Q26 For libraries that allow employees and others in their physical spaces, what protocols are required to be followed?

Between 135 and 138 libraries responded to this question, specifically for employees, students, and community members. Responses related to employee protocols in physical library spaces indicated that 90% or more of the libraries encouraged employees to frequently wash their hands, physically distance, and to stay home if sick (see Table 17a). In 84% of the libraries, employees were not required to wear masks in private areas such as offices or personal study spaces. Other, less frequent methods included limiting group meetings size or time, regulating traffic flow, using screening protocols, and using some sort of protective face wear (e.g., goggles, face shields) in public areas. Only 22% of the libraries required a COVID-19 test.

For students, similar protocols were used as those used by library employees, but to a lesser extent (see Table 17b). Only 90% of libraries encouraged students to physically distance and to stay home if sick. Frequent hand washing was encouraged by 78% of libraries with the rate of occurrence for other protocols similar to employees. However, 32% of libraries required COVID-19 tests.

For non-university patrons, there was a dramatic shift ,with 75% or more of libraries indicating that these protocols were not applicable, presumably because non-university patrons were not allowed access to university libraries (see Table17c) and, as a result, no COVID-19 tests were required.

Table 17a
Percent and Number of Libraries Requiring COVID-19 Protocols for Employees

	Yes		No		N/A		
	N	Percent	N	Percent	N	Percent	Total
Frequent hand washing	123	90%	12	9%	2	1%	137
Group meetings limited to time and/or size	71	53%	15	11%	49	36%	135
No masks in private areas (offices, personal study spaces) allowed	114	84%	16	12%	5	4%	135
Physical distancing	135	99%	0	0%	2	1%	137
Regulated traffic flow	85	62%	46	34%	6	4%	137
Required screening protocols	87	64%	45	33%	5	4%	137
Stay home if sick	131	96%	3	2%	3	2%	137
Wear eye/face shields/masks or goggles in public areas	78	57%	50	37%	9	7%	137
COVID-19 tests required	30	22%	103	76%	3	2%	136

Table 17b
Percent and Number of Libraries Requiring COVID-19 Protocols for Students

	Yes		No		N/A		
	N	Percent	N	Percent	N	Percent	Total
Frequent hand washing	102	78%	20	15%	9	7%	131
Group meetings limited to time and/or size	74	55%	15	11%	46	34%	135
No masks in private areas (offices, personal study spaces) allowed	32	24%	77	57%	26	19%	135
Physical distancing	128	94%	2	1%	6	4%	136
Regulated traffic flow	87	64%	41	30%	9	7%	137
Required screening protocols	77	56%	51	37%	9	7%	137
Stay home if sick	127	93%	4	3%	6	4%	137
Wear eye/face shields/masks or goggles in public areas	72	53%	50	37%	15	11%	137
COVID-19 tests required	43	32%	86	63%	7	5%	136

Table 17c
Percent and Number of Libraries Requiring COVID-19 Protocols for Non-University Patrons

	Yes		No		N/A		
	N	Percent	N	Percent	N	Percent	Total
Frequent hand washing	18	13%	7	5%	110	81%	135
Group meetings limited to time and/or size	15	11%	5	4%	115	85%	135
No masks in private areas (offices, personal study spaces) allowed	7	5%	16	12%	114	83%	137
Physical distancing	30	22%	2	1%	106	77%	138
Regulated traffic flow	17	12%	15	11%	106	77%	138
Required screening protocols	13	9%	18	13%	107	78%	138
Stay home if sick	24	17%	5	4%	109	79%	138
Wear eye/face shields/masks or goggles in public areas	15	11%	13	9%	110	80%	138
COVID-19 tests required	0	0%	31	23%	106	77%	137

Q27 In what ways is compliance to COVID-19 protocols in the library enforced? Select all that apply.

Of the 135 responding libraries, compliance to COVID-19 protocols primarily involved enforcement by library employees followed by having patrons expelled from the library or involving campus police (see Table 18). Other libraries designated specific university employees or students to patrol for enforcement. Some libraries required compliance checks upon entering the library. When repeated or severe non-compliance occurred, those involved were dealt with by university police or appropriate university leadership. Only 3% of libraries indicated that they did not enforce any protocols.

Table 18
Percent and Number of Libraries Using Protocol Enforcement Methods

	N	Percent
Compliance by library employees	119	40%
Compliance by expulsion from library	53	18%
Compliance by campus police	50	17%
Compliance by library security	23	8%
No compliance enforcement	10	3%
Other	41	14%
Total	296	

Q28 What work-from-home options are in place at your library? Select all that apply.

Most of the 217 responding libraries indicated that work-from-home options were either encouraged (31%) or offered (27%) with 14% of libraries requiring employees to work from home (see Table 19). Only 8% allowed work-from-home options because of special circumstances, while 3% did not offer a work-from-home option. Comments from the *Other* section indicated that employees were encouraged or required to work from home unless their position required them to be in the library. In these instances, work schedules were tiered or shared, so that everyone was not in at the same time. In some instances, libraries had employees rotate when they worked in the library to limit the number of individuals in the building. Libraries were flexible and adjusted to changes in direction from state/provincial and local governments or direction from university leadership. The overriding theme among all comments was finding a way to make things work while keeping employees and patrons safe.

Table 19
Percent and Number of Libraries Offering Work Options

	N	Percent
Work from home option encouraged	73	31%
Work from home option offered	64	27%
Work from home required	34	14%
Work from home only with special circumstances (e.g. medical)	20	8%
No work from home (in same position or reassigned)	7	3%
Other	40	17%
Total	217	

Q29 At your institution what type of work travel restrictions (not commuting) are in place for university employees? Select all that apply.

Of the 217 responding libraries, 95% had some level of travel restrictions, with 30% of universities not allowing work-related travel and 28% only allowing work-related travel with university approval (see Table 20).

Table 20
Percent and Number of Institutions with Work Travel Restrictions

	N	Percent
No work-related travel	65	30%
Work-related travel allowed only with university leadership approval	61	28%
No out-of-state/province work-related travel	49	22%
No overnight work-related travel	32	15%
The institution does not restrict employee work-related travel.	11	5%
Total	218	

Spaces

Q31 Who can access library spaces? Check all that apply.

A total of 139 libraries responded to this question. Libraries could check more than one option, so percentages for each item represents the percent of libraries that selected each of the options (see Table 21). The top six choices of people who could access library spaces were university/college employees, undergraduate students, student library employees, non-student library employees, non-university trades/maintenance persons, and graduate students. Each of these choices were selected by more than 57% of the respondents to this question.

Table 21
Percent and Number of Libraries Allowing Individuals Access to the Physical Library

	N	Percent
University/college employees	107	77%
Undergraduate students	103	74%
Student library employees	99	71%
Non-student library employees	97	70%
Non-university trades/maintenance persons	85	61%
Graduate students	82	59%
Access is open to everyone similar to pre-COVID-19	27	19%
Non-university researchers	16	12%
Community members	11	8%
Closed: Access is denied to all	7	5%
Other	19	14%
Total	139	

Q32 Under what conditions or restrictions?

Themes. Libraries responded to space and access issues with a wide spectrum of approaches. The dominant model was to restrict access only to patrons with an institutional affiliation (students, faculty, staff), and significantly remove/revise access for non-institutional patrons (with some exceptions). Libraries also followed a similar model for services and space use, ensuring proper distancing , masking, cleaning, and so forth. In addition, a resurgence of no food or drink practices which many libraries had moved away from, were reinstated.

Highlights. Access control was ubiquitous but with a variety of practices for open hours, access eligibility, and on-site expectations. Some sites had pre-existing access controls in place (such as card swipe access), others set up means of screening including showing institutional ID, checking against course lists, and having names collected for potential contact-tracing. A number of institutions required proof of having utilized daily symptom screening protocols. Some respondents mentioned the use of apps on personal devices for such screening, "*They can only enter the building with a "green" screen."* A few sites indicated that campus/library access was only through approval and participation in regular COVID-19 testing; "*Study in the library is only allowed for those who are part of the COVID-19 testing pool. Library employees who have student contact must be part of the COVID-19 testing pool."* Some sites instituted maximum capacity restrictions, on-site time limits, and on-site employee limits and documentation, all of

which included additional measures to monitor and manage those practices. The general trend to restrict access only to current students, faculty or staff was modified with some exceptions (trade and maintenance workers, some researchers or other patrons by special permission, access only to the front area to pick up materials, etc.)

Once inside of library spaces, a wide spectrum of practices was utilized, such as masking, distancing, and sanitizing (both hands and used spaces). Nearly all respondents noted space modifications for seating/distancing, closing off entire sections to any patron access (stacks and collections areas), and use of additional signage and communications to inform users. Enclosed spaces were a particular theme of revised approaches. Study rooms were closed entirely or had capacity modified (e.g., former group study limited to single occupancy), or set up on reservation systems with controlled access. One institution noted *"The reserved individual study spaces are allowed to "rest" for an hour between uses."*

Reflections. As is consistent across institutional approaches to COVID-19, similar elements were impacted, but with a wide variety of individual site approaches, defined by various organizational expectations or rules of the library, or its larger organization/environment. However, the overall emphasis was to provide patrons access to library spaces while also working to ensure safety for patrons and library staff. The restrictions put in place for (or rather against) 'community' or otherwise unaffiliated patrons is something of a dilemma for most libraries, whether at public or private institutions, who hold a core value of open access and service, and frequently provide some forms of service to unaffiliated patrons. Finally, the return of food and drink policies is a particular irony given the changing dynamics of library spaces, uses, and user preferences.

Q33 What public access areas of the library are closed as a result of COVID-19? Select all that apply.

A total of 136 libraries responded to this question (see Table 22). Libraries could check more than one option so percentages for each item represents the percent of libraries that selected each of the options below. Forty percent of the respondents to this question indicated that conference rooms and group study rooms were closed as a result of COVID-19. Thirty percent selected the *Other* option and specified stack areas, cafe and vending areas, and specific floors. The *Other* option also included specific criteria or times when spaces were closed.

Table 22
Percent and Number of Libraries that Closed Public Areas

	N	Percent
Conference rooms	55	40%
Group study rooms	54	40%
Large meeting areas	45	33%
N/A All library areas are open	35	26%
Lounge seating	25	18%
Entire building closed	13	10%
Individual study desks	10	7%
Only pick up/circulation is open	9	7%
Table study areas	6	4%
Other	41	30%
Total	136	

Q34 Have any library spaces been modified as a result of COVID-19?

A total of 138 libraries responded to this question (see Table 23). Ninety-one percent of the respondents indicated that library spaces were modified as a result of COVID-19.

Table 23
Percent and Number of Libraries Modifying Space

	N	Percent
Yes	126	91%
No	12	9%
Total	138	

Q35 Which areas were modified? Select all that apply.

Libraries could check more than one option so percentages for each item represents the percent of libraries that selected each of the options. A total of 124 libraries responded to this question (see Table 24). The top three areas that were modified included table study areas (92%), lounge seating (74%), and group study rooms (75%). In the *Other* option respondents included computer areas/stations, reference desk, public service desk, magazine area, cafe, etc.

Table 24
Percent and Number of Libraries that Modified Specific Spaces

	N	Percent
Table study areas	114	92%
Lounge seating	92	74%
Group study rooms	75	60%
Individual study desks	70	56%
Large meeting areas	55	44%
Conference rooms	41	33%
Other	21	17%
Total	124	

Q36 How were the spaces modified?

Theme. The common theme regarding space modifications was the need to achieve reduced occupancy and ensure proper physical distancing**.**

Highlights. Libraries focused on reconfiguring or removing furniture, particularly lounge style furniture to reduce the number of seats. Larger tables with multiple seats were swapped out for individual seating, either carrels or single seat tables. Group study rooms were altered for reduced occupancy and sometimes closed or repurposed for storage, book isolation, or student services. Reducing computer seats was accomplished by removing or taping off every other computer station. Sections of the library were closed or blocked off using physical dividers, plexiglass shields, caution tape, or signage to indicate closed spaces. In one instance, students were required to reserve a seat to use in the library. Some service desks were altered or relocated to ensure proper distancing requirements. Classroom spaces were also modified for reduced occupancy, and some library rooms were used for campus purposes to accommodate testing and exams.

Reflections. Regular management and modification of space is not new for libraries, so responding quickly and creatively was something many libraries were already well prepared to implement. In recent years, many libraries have been actively working to be more flexible and open in their spaces (i.e., more casual seating, mobile furniture, food and drink allowed), so the move towards tighter restrictions may have had some impact on students' desire to visit the library.

While not always specifically stated, it does appear that modifications were put in place based on CDC standards or requirements set by institutional pandemic response teams. One note of interest was that seating occupancy did not seem to be consistent among libraries with some libraries reporting seat reductions of 30%, 50% or 75%.

Q37 Were the building/space capacities modified as a result of COVID-19?

Most libraries decreased capacities for each of the listed spaces (see Table 25).

Table 25
Percent and Number of Building Capacities Adjusted by Specific Space.

	No Change		Increased		Decreased		Total
	N	Percent	N	Percent	N	Percent	N
Conference rooms	11	12%	1	1%	83	87%	95
Group study rooms	5	4%	2	2%	106	94%	113
Individual study rooms	23	26%	6	7%	58	67%	87
Large meeting areas	5	5%	2	2%	99	93%	106
Lounge seating	10	9%	0	0%	107	91%	117
Table study areas	6	5%	3	2%	114	93%	123
Other	0	0%	0	0%	11	100%	11

Q38 What forms of traffic/use control were put in place as a result of COVID-19? Select all that apply.

A total of 137 libraries responded to this question (see Table 26). Libraries could check more than one option so percentages for each item represent the percent of total libraries. Overall, 84% of respondents selected plexiglass at contact points and 74% implemented directional signage as forms of COVID-19 traffic/use control.

Table 26
Percent and Number of Libraries that Used Specified Methods of Traffic/Use Control

	N	Percent
Plexiglass at contact points	115	84%
Directional signage	101	74%
Single direction doors	64	47%
Queue stanchions	49	36%
Modular barriers	41	30%
Single direction stairways	36	26%
No traffic/use controls enacted	17	12%
Other	19	14%
Total	137	

Q39 What modifications were made to furniture as a result of COVID-19? Select all that apply.

A total of 136 libraries responded to this question (see Table 27). Libraries could check more than one option so percentages for each item represents the percent of libraries that selected each of the options below. A majority of the respondents indicated that modifications were made by allowing for greater space between furniture (88%) and removing furniture from areas (80%). Forty-five percent of respondents also indicated that there was daily cleaning of furniture.

Table 27
Percent and Number of Libraries Making Modifications to Furniture

	N	Percent
Greater spaces between furniture	119	88%
Some furniture removed	109	80%
Furniture removed from areas	90	66%
Daily cleaning of furniture	61	45%
Some types of furniture (e.g., cloth vs hard surface) removed	45	33%
No changes to furniture	6	4%
Other	12	9%
Total	136	

Q40 What types of modifications occurred with the following facilities features.

Libraries could select all options that applied to them, so percentages are totaled by option. Of the 215 survey responses, 88% indicated that there was no change in UV lighting and 83% indicated no change to restroom access (see Table 28). Three services greatly improved, namely, building cleaning (86%), building sanitation (84%) and access to sanitation supplies (83%). Access to water fountains (59%) and food via vending machines and cafes (50%) worsened.

Table 28
Percent and Number of Libraries Indicating Changes to Library Features

	No change		Improved		Worsened		
	N	Percent	N	Percent	N	Percent	Total
Access to food (vending machines, cafes, etc.)	54	49%	2	2%	55	50%	111
Access to microwaves	46	50%	3	3%	43	47%	92
Access to restrooms	105	83%	3	2%	19	15%	127
Access to sanitation supplies	16	12%	109	83%	6	5%	131
Access to water fountains	41	34%	8	7%	71	59%	120
Air handling (HVAC, heating, window/door use)	68	53%	60	47%	1	1%	129
Building cleaning	13	10%	114	86%	5	4%	132
Building sanitation	16	12%	109	84%	4	3%	129
UV lighting	64	88%	9	12%	0	0%	73

Q41 In what ways were changes to the library communicated to patrons? Choose all that apply.

Libraries could check more than one option so percentages for each item represents the percent of libraries that selected each of the options below (see Table 29). Of the 138 libraries responding, the top three choices were new signage (91%), university communications (86%), and social media (78%). Some of the responses in the *Other* option specified that specific library websites and emails to faculty and staff were utilized to communicate changes to patrons.

Table 29
Percent and Number of Libraries That Communicated to Patrons Through Designated Methods

	N	Percent
New signage	126	91%
University media (website, newsletters, etc.)	118	86%
Social media	108	78%
Reference/Information desk personnel	85	62%
Security personnel	30	22%
Other	28	20%
Total	138	

General

Q43 What forms of COVID-19 safety/awareness resources were developed or adopted to support library staff and users? Select all that apply.

Libraries could check more than one option so percentages for each item represents the percent of libraries that selected each of the options (see Table 30). Of the 137 libraries responding to this question, the top three forms of COVID-19 safety/awareness resources developed or adopted to support library staff and users were communications from university (97%), the library (74%), and the government (69%). Only 1% of libraries indicated that no safety/awareness resources were developed or adopted.

Table 30
Percent and Number of Libraries That Developed or Adopted COVID-19 Safety/Awareness Resources

	N	Percent
Communications from university on suggested practices	133	97%
Communications from library on suggested practices	102	74%
Communications from government (local, state, national) on suggested practices	95	69%
Training for staff	94	69%
Modifications to food and drink policies	81	59%
Training for patrons	18	13%
No safety/awareness resources were developed or adopted	2	1%
Other	3	2%
Total	137	

Q44 What formats were used to share COVID-19 safety awareness with library employees and patrons? Select all that apply.

A total of 137 libraries responded to this question (see Table 31). Libraries could check more than one option so percentages for each item represents the percent of libraries that selected each of the options below. The top three formats that were used to share COVID-19 safety awareness with library employees and patrons were physical signage (96%), the library's website (88%), and social media postings (78%). In the *Other* option, responses included email, university website (as opposed to library website), and meetings.

Table 31
Percent and Number of Libraries that Used Specified Formats to Share COVID-19 Safety Awareness

	N	Percent
Physical signage	131	96%
Library's website	120	88%
Social media postings	107	78%
Videos	34	25%
Podcasts	1	1%
Other	24	18%
Total	137	

Q45 How closely were your library organization's COVID-19 responses aligned with your institution, and community?

Of the 137 libraries responding to this question, 92% of respondents indicated very strong or strong alignment of COVID-19 responses with their institution and community responses to COVID-19 (see Table 32). Only 1% of libraries indicated very limited alignment with their institution and community responses.

Table 32
Percent and Number of Libraries Whose COVID-19 Responses Aligned with Institution and Community

	N	Percent
Very strong alignment	86	63%
Strong alignment	40	29%
Some alignment	10	7%
Limited alignment	0	0%
Very limited alignment	1	1%
No alignment	0	0%
Total	137	

Q46 How much additional support (expertise, labor, supplies) did your library receive from your larger institution to meet COVID-19 changes?

Of the 136 libraries responding to this question, 77% of libraries indicated that they received some, strong, or very strong support from their institution in the form of additional expertise, labor, supplies, etc. to meet changes due to COVID-19 (see Table 33). Seven percent of libraries indicated that they received no additional support from their institution.

Table 33
Percent and Number of Libraries that Received Additional Support from Institution for COVID-19

	N	Percent
Very strong support	19	14%
Strong support	42	31%
Some support	43	32%
Limited support	14	10%
Very limited support	9	7%
No support	9	7%
Total	136	

Q47 Given the entire time of COVID-19 protocols and changes to those protocols over time, what else would you like to tell us about your library's response to COVID-19? Please elaborate on any previous questions regarding spaces, services, resources, or personnel.

Theme. The overarching theme in these comments was the way in which COVID-19 revealed the strengths and weaknesses of the organizational culture within each library and within the academic institution. Respondents commented on the successes and challenges with regard to communication and guidance from leadership in navigating policies, public guidelines, staffing, and user needs.

Highlights. The highlights focus on three aspects which played an important role over the entire time libraries responded to changing COVID-19 restrictions and protocols. These aspects are players, sentiments, and tools. Each aspect is briefly discussed.

Players. As expected in higher education environments, many players interacted with each other, including libraries, other institutional units and top-level administration, and broader government entities. "*Both provincial (state) and university directions are crucial in determining what we have been able to do*…". Another comment noted that the university had very strict protocols which the library followed, but the larger community did not, which impacted case numbers and university operations.

Communication and cooperation across all stakeholders became particularly relevant during COVID-19. While some institutions had very productive and open communications, several institutions noted challenges, including frustration with larger institutional approaches to the library due to lack of understanding. ". . . *they often seemed to ignore the library. They did not consider spaces like ours where people spend large chunks of time*." Some library staff may not have been factored into contact-tracing, personal protective equipment, provisions, and other work dynamics. Sometimes the library was ahead of the larger organization in thinking and planning. Sometimes this advanced action created friction, and at least one respondent noted a lack of good communication and coordination from the library administration itself. On a more positive side, others noted inclusion in broader COVID-19 response efforts from the beginning, as well as opportunities to develop deeper connections with campus partners like Campus Security, Facilities, etc.

***Sentiments*.** Responding to COVID-19 revealed a wide variety of sentiments. Comments indicated both frustration and appreciation for internal and external senior leadership. Many comments were made about how exhausting, stressful, and overwhelming it has been keeping up with constantly and rapidly changing environments, guidelines, and rules over the course of the pandemic. Several libraries noted the hard choice to modify or stop services to community patrons. Employees expressed concern about just how this year will impact libraries post-COVID-19. One comment noted: *I personally am heartbroken over how few students were in a formerly vibrant and active space, but I am working hard to ensure that it's only temporary.* Another talked about how some of the approaches and practices should be carried forward into the post-COVID-19 environment: *I will encourage staff to adapt some of our new ways of working into our post-pandemic ways . . .*

***Tools*.** Academic libraries responded to COVID-19 changes with ingenuity, flexibility, cooperation, and a visibly demonstrated commitment to their core purposes and values. One response noted that *Changes to policies/procedures have to be developed constantly to address new issues all the time*, which in some ways is an enduring issue with libraries. Respondents noted a commitment to keep libraries as open as possible while demonstrating a wide diversity of practices to achieve that objective. *Students are hurting for places to study* as other spaces closed down *and making the library available has been important to keeping our students sane and safe*.

Libraries serving rural and other underserved populations and areas worked diligently to provide services to students who may be lacking personal computing, internet access, etc: *When COVID-19 hit those items became more of a necessity for college students than ever*. These libraries and others commented they used grants and CARES Act funding to acquire additional mobile-computing, hot-spots, and other equipment to support students. Libraries noted significant revisions in services and approach, including consolidation of service points, developing pickup and digital delivery services, and shifting to online synchronous consulting and instruction: *Students prefer to use Zoom even when they are in the library. We think they like us to use screen share to learn how to use our resources.*" Several noted an intentional flip to "digital-first" strategies to ensure functional and equitable access to all students and *establishing a new foundation for how our library operates over the long-term.* Another library commented that remote work provided an opportunity to *test remote access to library services in a concerted way and solved some longstanding issues and raised awareness among staff what those issues were*. Several libraries noted that existing consortia/collaborative relationships ". . . *have been invaluable to us.*" And there were notes on developing new staffing models to ensure that the facility could be open and functioning while also ensuring staff safety, coverage during illness or other unanticipated situations.

Reflection. Comments on this question reflected libraries' general approach and sentiments summarizing their experience over the course of the pandemic. There was definitely a clear indication of exhaustion, dismay with administration, and being overwhelmed by constantly changing policy and procedures, but there was also an appreciation for leadership and guidance that helped with decision making and continuous change. Aside from that, there was a general sense of positivity expressed in many of the comments, captured by one library as the '*silver lining.*'

One silver lining that emerged from COVID-19 is the rapid implementation of new, innovative ways of doing business that otherwise may have been slow to adopt. This pandemic also exposed staffing issues and inequities that libraries are now reflecting upon as they consider how to learn from and move forward from this experience. And as one library employee said,

"*I am extremely proud of our team and believe we will emerge from this pandemic a stronger library and team. I will encourage staff to adapt some of our new ways of working to our post-pandemic ways of working."*

Overall, the comments suggest that there was no common best practice or process that libraries followed during the pandemic. Libraries did have similar strategies and approaches with variations on how they achieved what was required to meet the particular needs and protocols of their campus. It should be noted that libraries responded to a crisis as they always do with creativity and a commitment to keep services going in order to support students and faculty. Our foundational value of serving and supporting our communities was foremost as it always is.

Discussion

We examined how academic libraries enacted COVID-19 protocols without regard to changing COVID-19 circumstances or protocol efficacy. It examined four primary aspects of academic libraries - services, resources, people (employees and patrons), and spaces followed by a general section to address items not covered under the four primary library operations. While we collected demographic identifiers - degree granted and size of the institution, we only report on the overall findings from all academic libraries. The de-identified raw data is provided in an excel file for those who wish to pursue a more in-depth examination using these demographic identifiers.

Services

The majority of academic libraries pivoted or shifted to providing service with little or no personal contact. Reference desk and subject librarian contacts were primarily conducted via email, text or chat, and using other virtual tools. Only 36% or less of libraries indicated continued in-person contact. Library instruction also shifted to online instruction using synchronous or asynchronous methods. Additionally, patrons could request items that library personnel would retrieve and either hold or deliver via curbside or designated stacks. Demand for interlibrary loans remained strong with 87% or more of libraries offering physical or electronic resources via interlibrary loan.

Only 14% of libraries continued with some form of in-person events, while the remainder of libraries either cancelled events or pivoted to virtual events. Almost all libraries reduced their hours, with 12% of libraries closing for some period of time during the pandemic. In some instances, the closures included both employees and patrons. The net effect was library employees learning how to deliver services in a different way or to improve upon current methods of service delivery. While some librarians felt this pivot resulted in a decline of services, especially in library instruction, the overall sentiment was that these dips in service were due to employee learning curves, which librarians were able to achieve and ultimately add to their repertoire of service delivery.

Resources

This section not only examined resources, including books and study spaces, but access to those resources. Sixty-two percent of reporting libraries allowed patron access to their stacks

during the pandemic with the overwhelming majority of those (95%) allowing access to the library building. However, 56% placed restrictions on library access that typically followed government issued guidelines. Public access computers and seating were removed to limit access to the library's resources. Most libraries allowed access to special collections materials, but this access either shifted to online access or pivoted to access by appointment only. Thirteen percent of libraries closed access to their special collections at some point during the pandemic, while 76% of libraries reported increasing online access to resources.

Libraries continued to check out books, other print materials such as maps and sheet music, laptops, and other technology (e.g., headphones). In most libraries, these materials were quarantined upon their return, but the time varied among institutions, with most opting for a 72-hour quarantine for books. Fewer libraries quarantined technology upon its return. Most libraries continued to provide online or in-person access to library copy and scanning services for university community members (faculty and students), but not the general public.

People (employees and patrons)

As mentioned earlier, most libraries adopted practices advocated by government organizations responsible for COVID-19 containment and treatment. Libraries encouraged and arranged for employees to physically distance themselves. They were encouraged to frequently clean their hands and wear masks in public areas, but not in private offices, and to stay home if sick. Libraries restricted in-person meetings, traffic flow, and had screening protocols, but most libraries did not require COVID-19 testing. Libraries reported similar practices for students visiting the library, but to a lesser degree. Only a few libraries reported adopting these practices for non-university patrons, with most indicating that these practices did not apply to non-university patrons, presumably because library access was limited to university community members only. Compliance to these practices was largely left to library employees, but in some instances library security or university police would become involved. Only 3% of responding libraries indicated that there was no compliance enforcement.

Libraries also offered, encouraged, or required employees to work from home where feasible. In instances where work from home was not always possible, or in libraries with a smaller number of employees, schedules were adjusted so that a minimal number of employees would be working, thus reducing contact. Library employees listened for and followed guidance from government and university leadership while looking for ways to maintain library access. Finally, only 5% of universities did not restrict work travel in some way. When work travel was restricted, it was typically through no overnight or out-of-state/province travel without university level approval. In 30% of the libraries, work travel was not allowed.

Spaces

For most libraries, access to the physical library was restricted to employees and university community members. Only 19% of libraries allowed access similar to pre-COVID-19 changes, 8% allowed access to non-university community members, with 5% of libraries closing access to everyone, including university employees. For those who did allow phsyical access to spaces, restrictions were implemented.. For example, some libraries required access by an institutional ID card. This ensured that only university affiliated persons could enter. In other libraries, employees were hired to verify those entering the library had completed a screening process, typically via an online app.

The most common space restrictions in libraries were for group interactions (conference rooms, group study rooms, and large meeting areas) and in most cases capacity was decreased. About 26% of libraries reported not limiting access to any spaces at all, but the overwhelming majority of libraries modified their spaces as part of COVID-19 protocols. These spaces typically involved student study areas, and limitations were placed on areas where students would meet in groups or naturally congregate. As mentioned earlier, computers and seating options were removed to create space between students. Some library sections were closed off or had limited access. Physical dividers, signage, plexiglass, and caution tape were also used. However, seating capacities varied from one library to the other with capacities ranging from 30% to 75% of normal capacity. Only 12% of libraries reported not using any form of traffic or use control. Where access was allowed, libraries increased daily cleaning and removed furniture that was more difficult to clean (e.g., cloth vs. hard surfaces). There was also an increase in access to sanitation supplies and improved air handling. Typically, areas that encouraged groups were altered to decrease contact (e.g., microwaves, vending machines, access to water fountains), while measures that improved safety (air filtering, sanitation supplies, cleaning) were increased.

It is important to note that protocol changes due to COVID-19 occurred frequently so communication between patrons and those instituting the changes was paramount. For many libraries, this included a coordinated effort using new signage, university media, social media, as well as reference and security desk personnel.

General

Questions in this section focused on COVID-19 safety and awareness resources that were developed, adopted, and shared among university and library employees and patrons. Communication was a critical element between government (local, state/provincial, national), the university and the library. There were also efforts to train employees and patrons on safe COVID-19 practices while modifying library policies to meet patron needs but to maintain safe practices. All of these efforts required a strong alignment with institutional and community practices and support from the university.

Open comments on any COVID-19-related topic focused on three key aspects - players, sentiments, and tools. Player comments indicated a strong desire to help students and employees succeed in difficult times. The preeminence of clear communication between all levels and institutional entities was vital. In some circumstances, libraries felt ignored and discounted, but at other universities, the key role of the library as a meeting and learning place earned them a "spot at the table". Sentiment comments related the appreciation for and frustration with internal and external senior leadership, especially as circumstances and new information emerged. Hard choices had to be made, communicated, and changed as universities and libraries received new information and direction. In some instances, libraries lamented what students had lost and desired a return to their opportunities to learn, while in other cases the pandemic created new practices that enhanced opportunities for students and employees. There was the sentiment of returning to what was good and keeping changes that improved the library's function.

Finally, library employees have always been noted for their collaboration and willingness to make things work. During the pandemic they upped their game employing their resourcefulness to assess, adapt, and overcome. At times this seemed to be a "two steps forward, one step back" process, but there was a real determination to make things work well - a hallmark of librarianship.

Limitations

This effort to understand COVID-19 protocols had several limitations. First, trying to understand what protocols were used during the COVID-19 pandemic was difficult. To paraphrase a Star Trek movie, it was a bit like "trying to hit a bullet with another bullet while both are travelling at the speed of light". Changing circumstances and protocols used to address those protocols made it difficult to write clear, meaningful survey questions and for respondents to answer them. Everyone did the best they could under the circumstances. There were restricted time limits on the subcommittee's mandate and with how things were proceeding during the pandemic. When we started, we did not know when or how the pandemic would be brought under control. We worked as quickly as we were able to collect and analyze the data. Our hope was that some practices may be helpful for the current situation, if not in Canada and the United States in other countries experiencing surges in the pandemic. We also hope that this work provides a record that may be drawn upon for when the next pandemic strikes. Finally, we desired to be as inclusive as possible, but without access to comprehensive lists of academic libraries and time constraints, we recognize that many libraries, especially those in rural, underrepresented, and minority situations were missed.

Future Directions

Several directions could be taken. First, a comprehensive list of academic libraries and institutions could be created and maintained. Doing so will provide a greater opportunity to access these academic communities in the event of another comprehensive emergency. Second, several somewhat similar studies were undertaken during COVID-19. It would be beneficial to conduct a meta-examination to determine what was asked, why it was asked and how the information was used. This information becomes critical when responding to future world-wide pandemics or catastrophes. Third, it would be good to have a repository of practices during COVID-19. While the next pandemic or emergency may not unfold the same way, knowing how things were done provides a starting point where future generations can learn from past generations. These repositories would also chronicle the pandemic in ways that could comfort current generations and help future generations to remember. Finally, this situation emphasized the importance of communication, creativity, adaption, and cooperation among multiple entities. These skills are often referred to as the "soft" skills as they are difficult to measure. However, they are critical for success. Greater emphasis on these skills should be placed in all academic areas, especially librarianship. As a microcosm of the community, all educational institutions help to develop and improve our communities. Libraries are the heart of that change.

Conclusion

This project illustrated the determination and skills of library employees to adapt, adopt, and overcome adverse situations as they continued to provide services, resources, and spaces for library employees and patrons to interact and grow. Library employees exemplify the efforts to help others, especially in times of need. This report outlines some of those efforts.

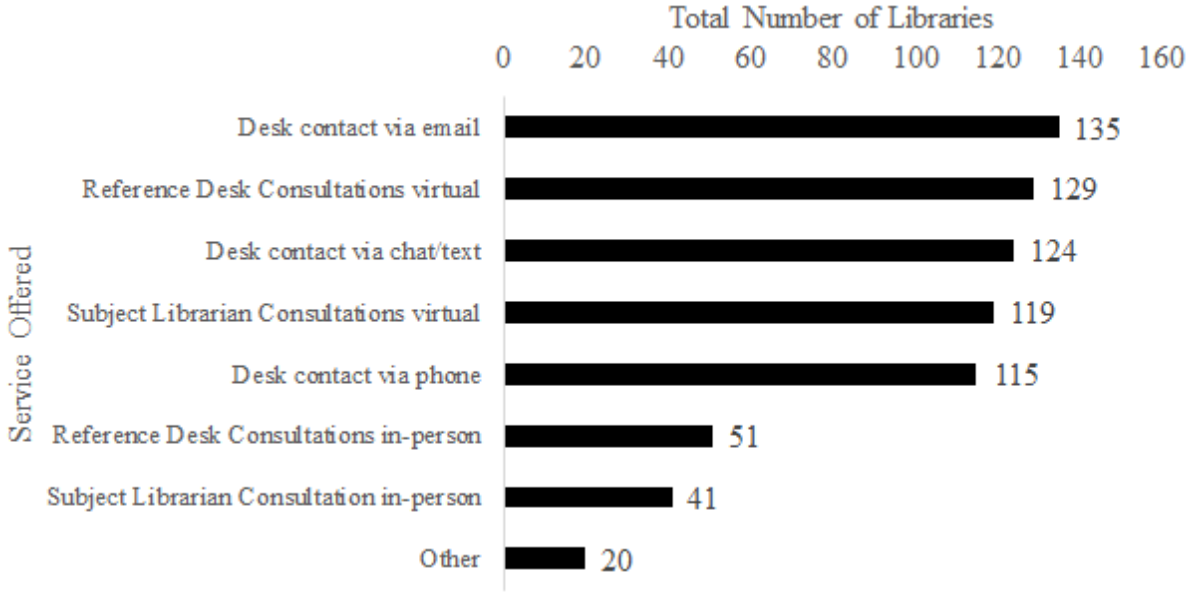
Appendix A: All Figures with Associated Question

All figures are from most to least number of libraries responding to option with the following exceptions:

1. When there is an *Other* option, it is last in the list because it comprises multiple answers that were not part of the listed options. Had the options been offered the order may have changed.
2. When there are compounded options (e.g., facility modifications by degree of improvement). These are not listed in any particular order.
3. If the options imply a level of degree for the response.

Q9 Which research/reference services are you offering? Select all that apply.

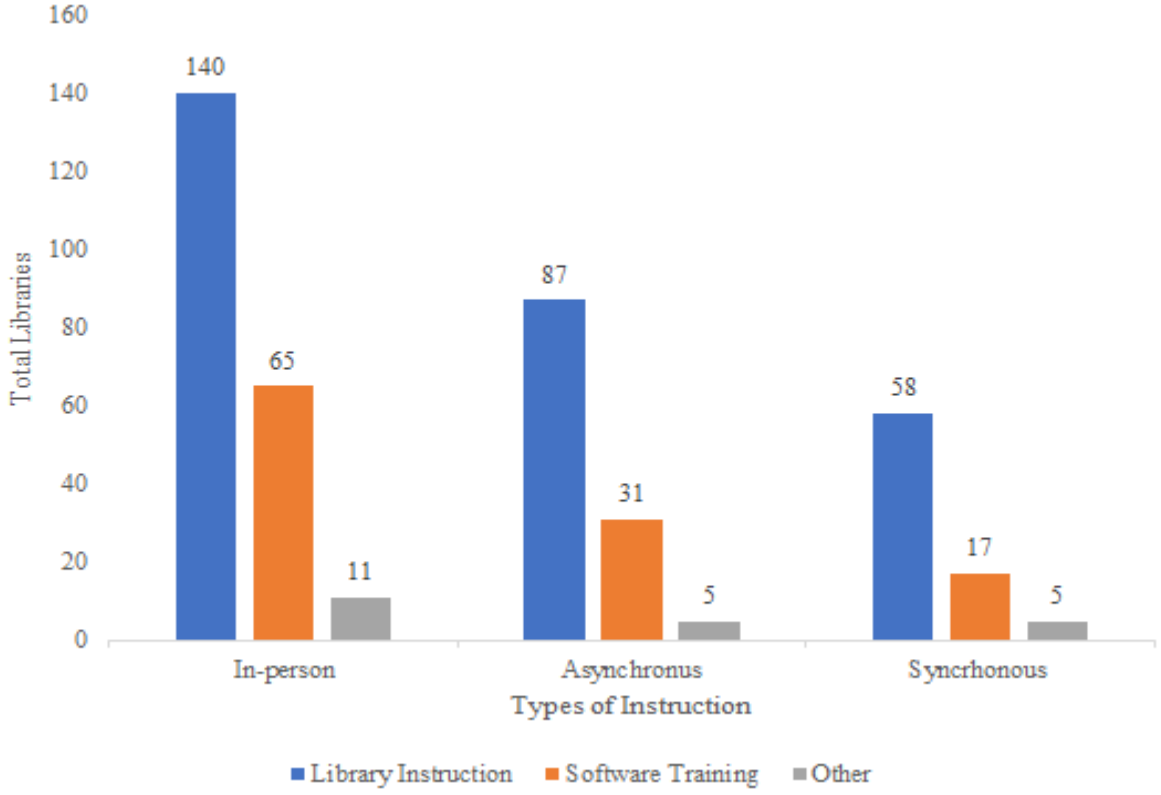
Figure 3
Research/Reference Services Offered by Total Number and Percent of Total Responses



Q10 Which types of library instruction did you offer <u>pre-COVID-19</u>? Select all that apply.

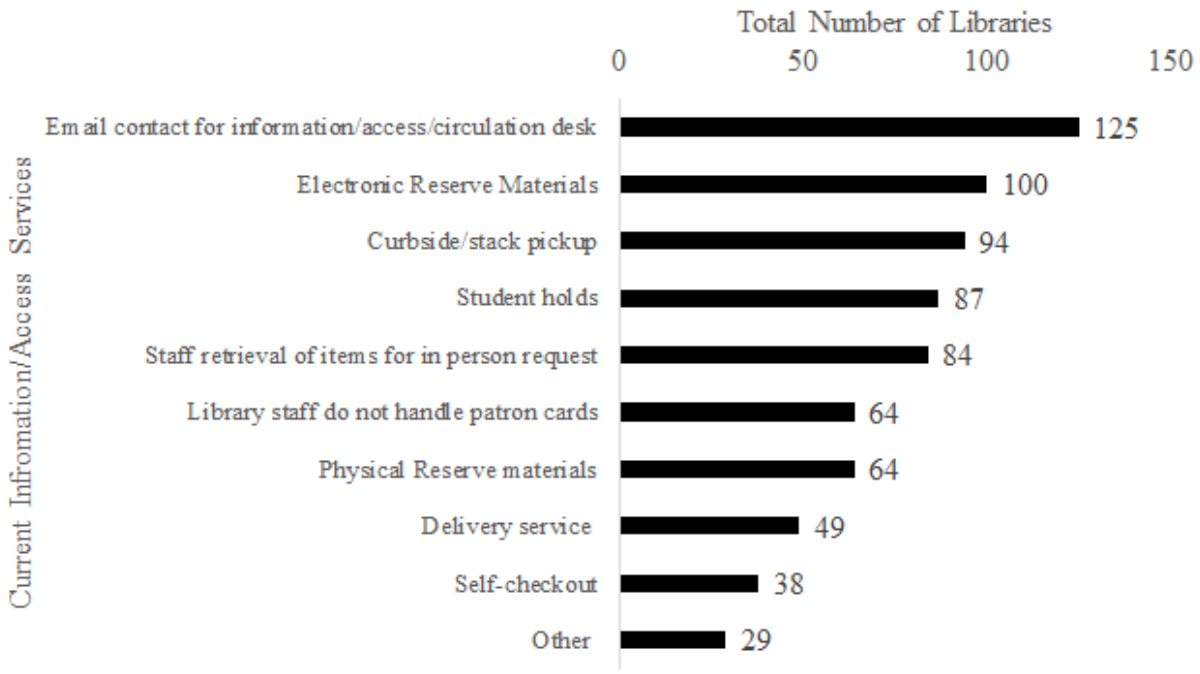
Figure 4

Total Number of Libraries Offering Specified Instruction by In-person, Asynchronous, or Synchronous Methods Prior to COVID-19



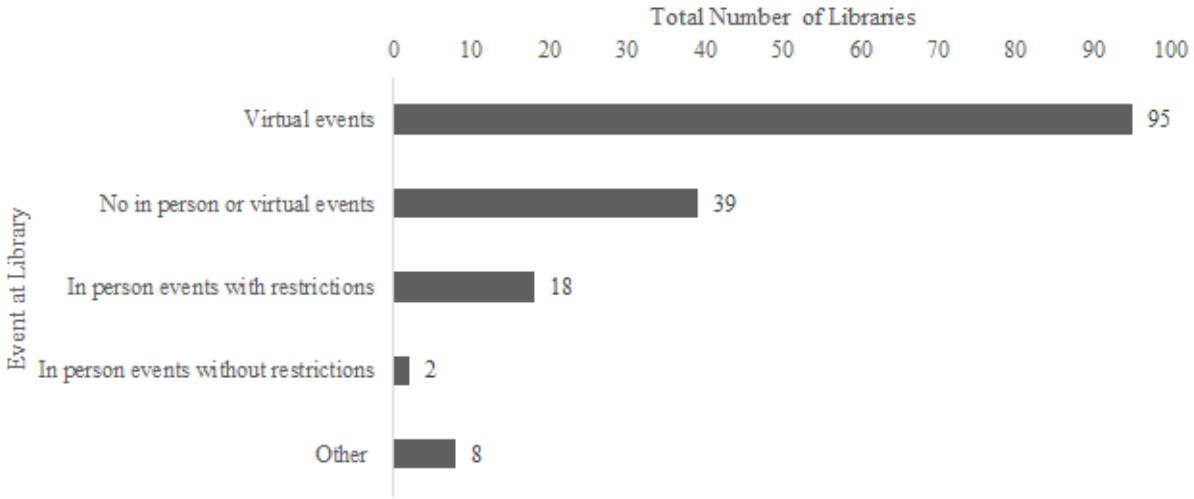
Q12 What information/access services (if separate from reference) are you offering? Check all that apply.

Figure 5
Current Information/Access Services Offered at Library



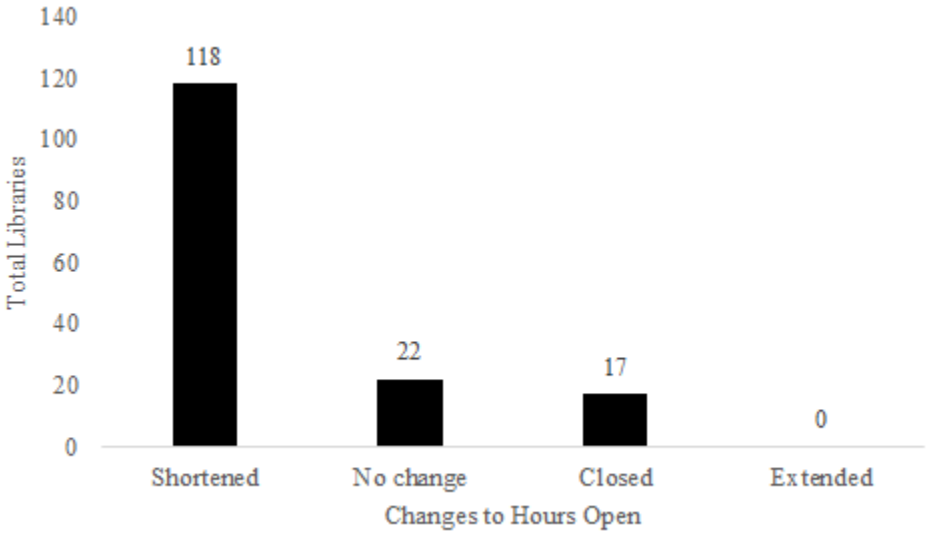
Q13 How are normally scheduled events in the library occurring? Check all that apply.

Figure 6
How Normally Scheduled Events in the Library Occurred



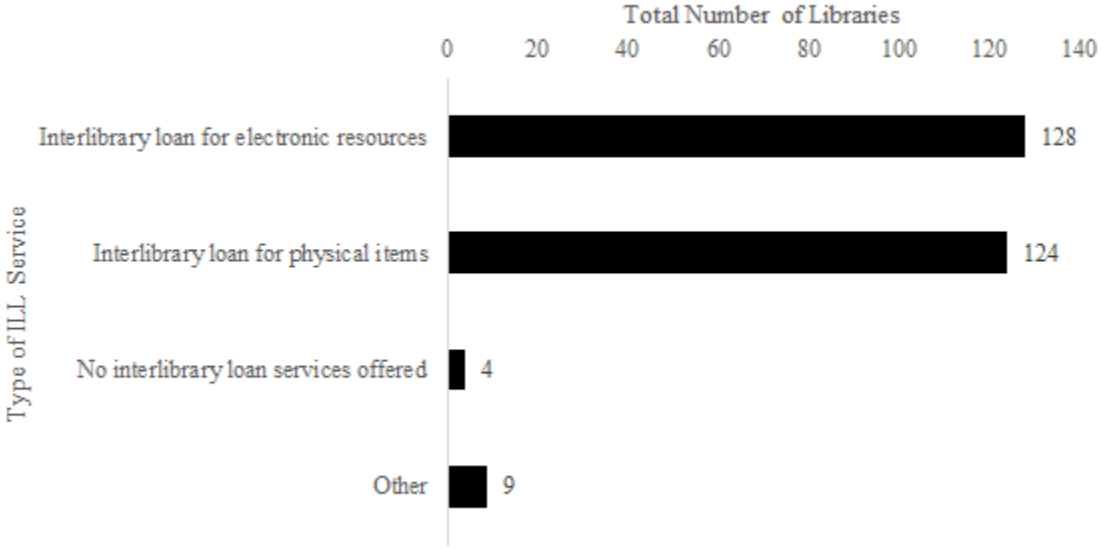
Q14 In what ways have your library's building hours changed during COVID-19?

Figure 7
Changes to Library Building Hours



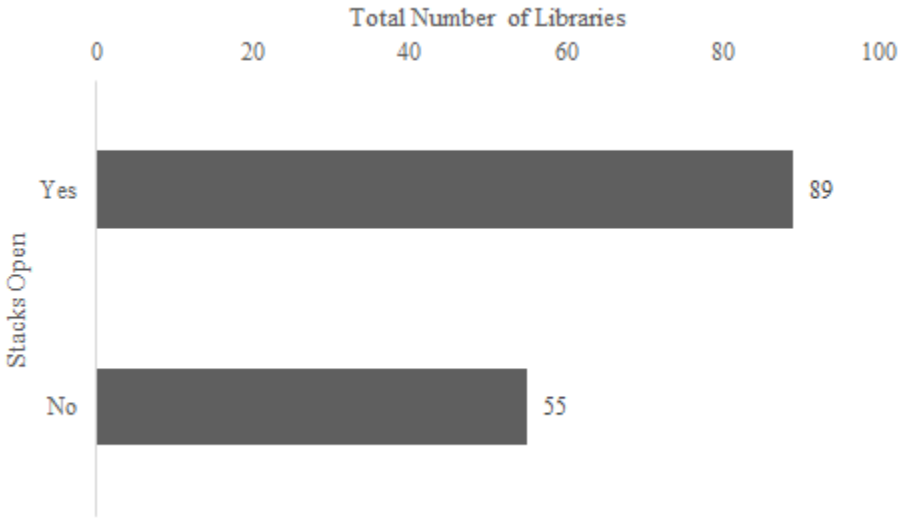
Q15 What interlibrary loan services are being offered? Check all that apply.

Figure 8
Interlibrary Loan Services Offered



Q17 Are library stacks open for browsing?

Figure 9
Number of Libraries with Open Stacks



Q18 Is there a time limit?

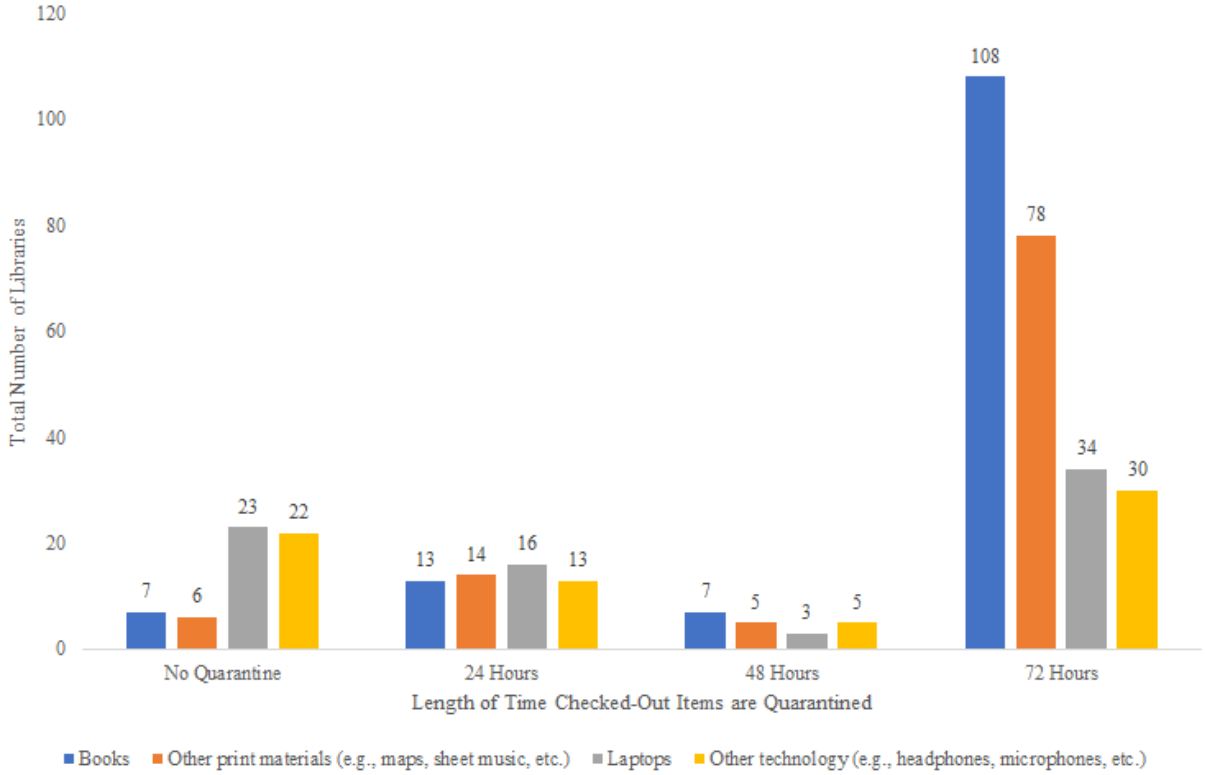
Figure 10
Number of Libraries with a Stacks Time Limit

Q19 Are there space limits?

Figure 11
Number of Libraries with a Space Use Time Limit

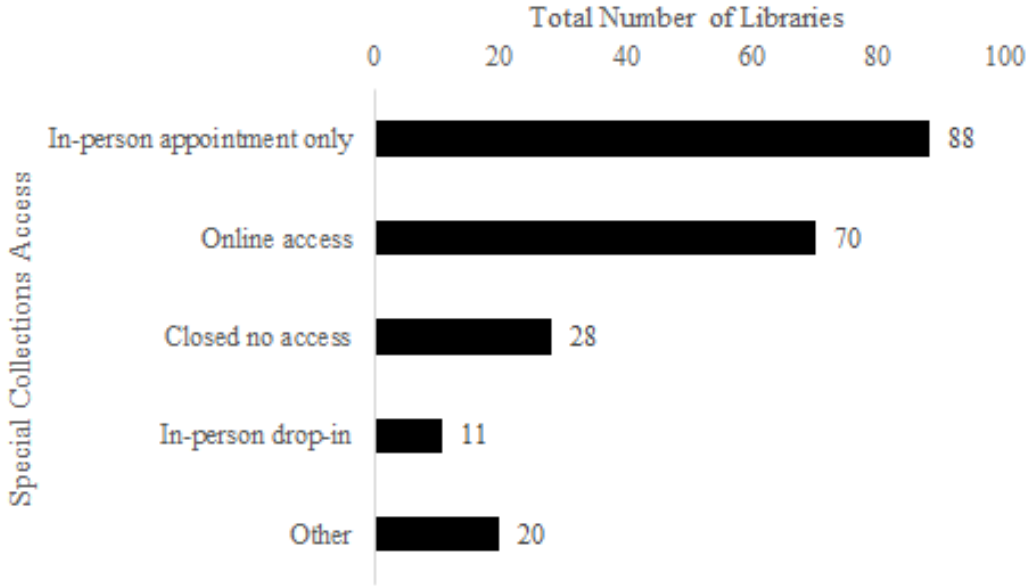
Q20 When the items listed below are returned, for how long are they quarantined?

Figure 12
Number of Libraries that Quarantined Checked-Out Items



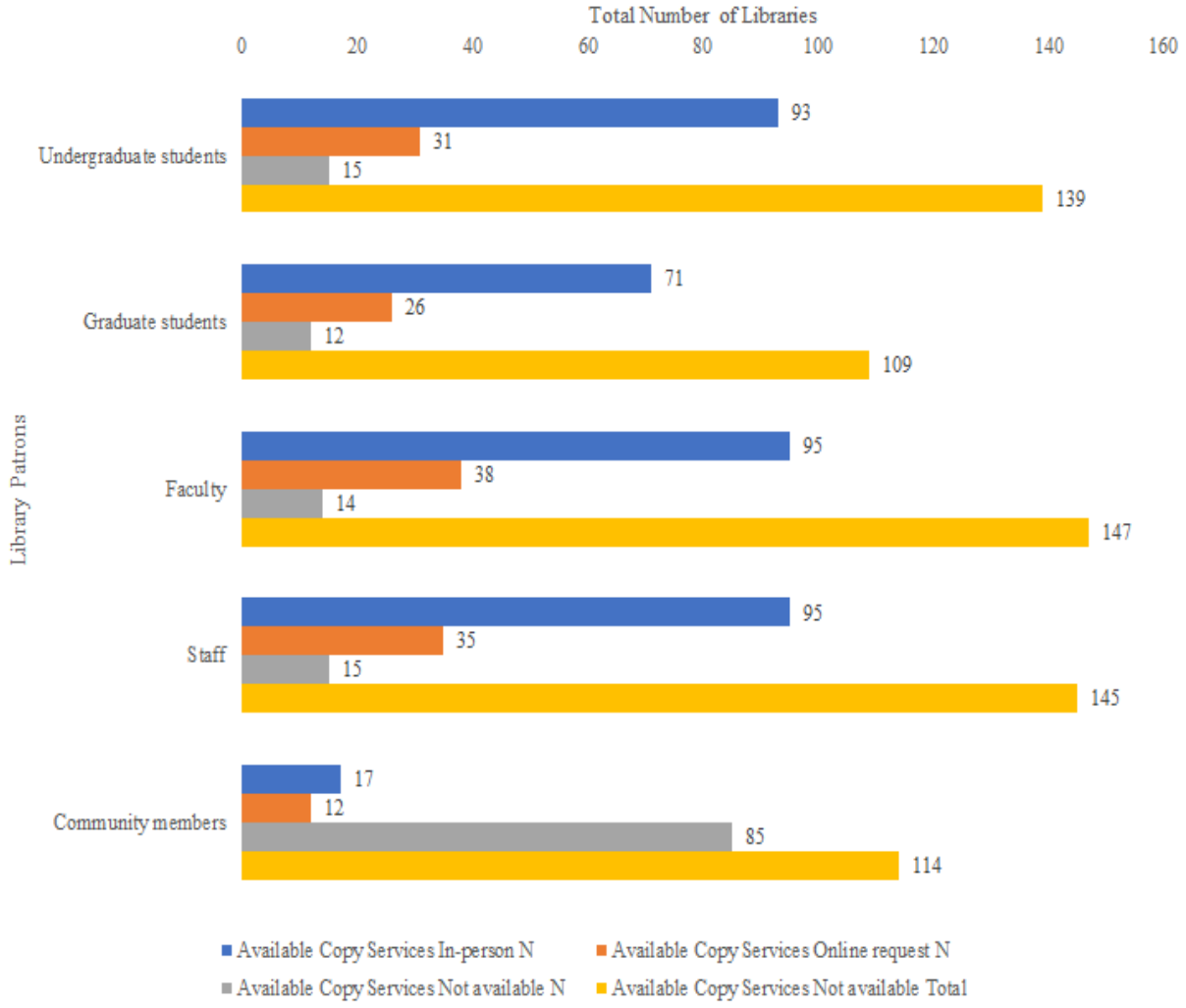
Q21 Are Special Collections materials accessible? (Check all that apply)

Figure 13
Number of Libraries Allowing Special Collections Access



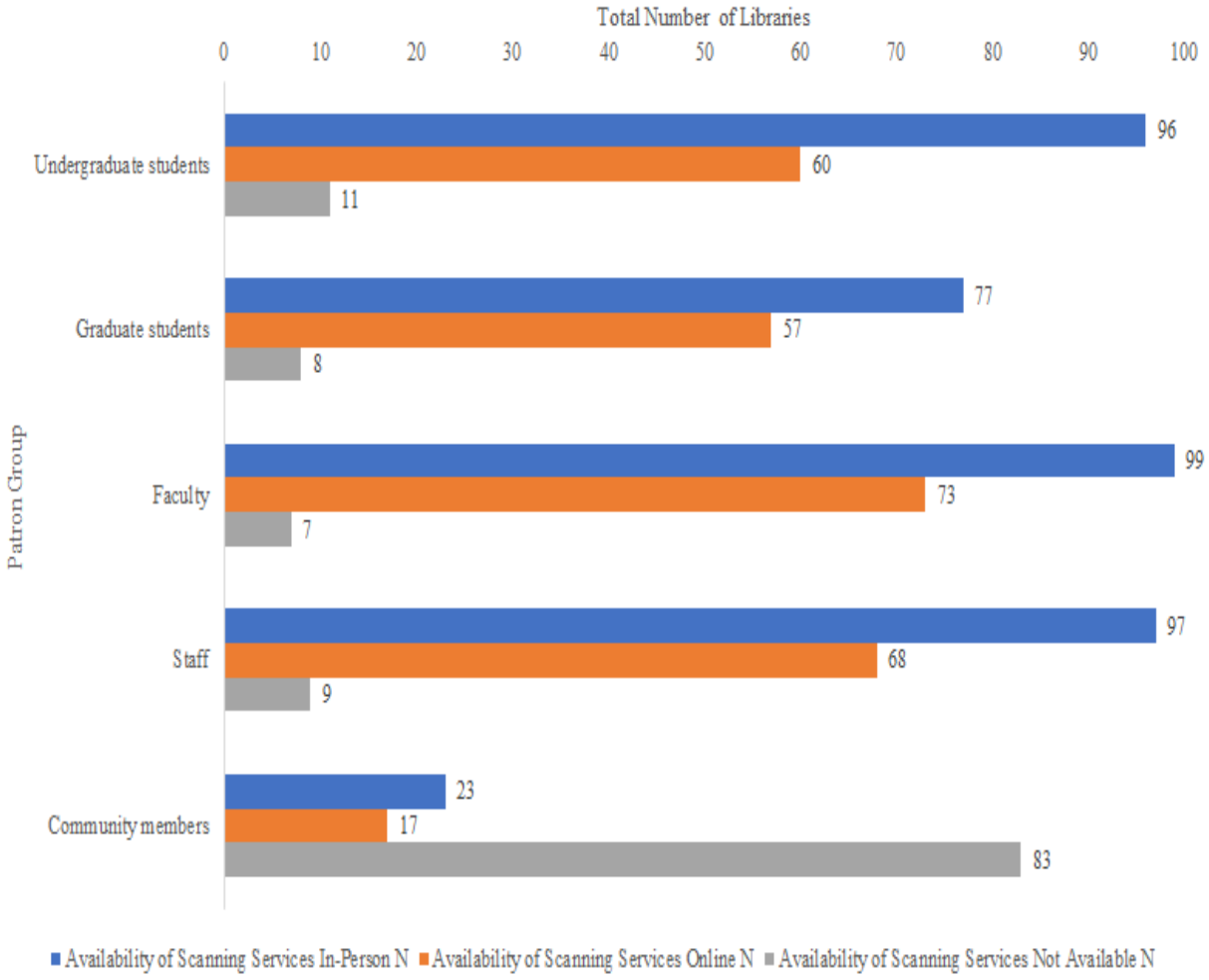
Q22 What copy services (e.g., self-service, email request) are available for each group? Check all that apply.

Figure 14
Number of Libraries Providing Copy Services by Patron Group



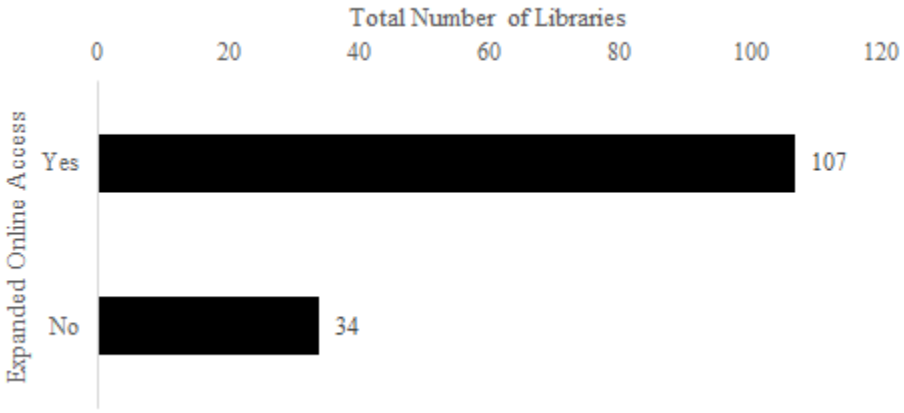
Q23 What scanning services (e.g., self-service, email request) are available for each group? Check all that apply.

Figure 15
Number of Libraries Providing Scanning Services by Patron Group



Q24 Has online access to resources been expanded?

Figure 16
Number of Libraries Expanding Online Access to Resources



Q26 For libraries that allow employees and others in their physical spaces, what protocols are required to be followed?

Figure 17a
Number of Libraries Requiring COVID-19 Protocols for Employees

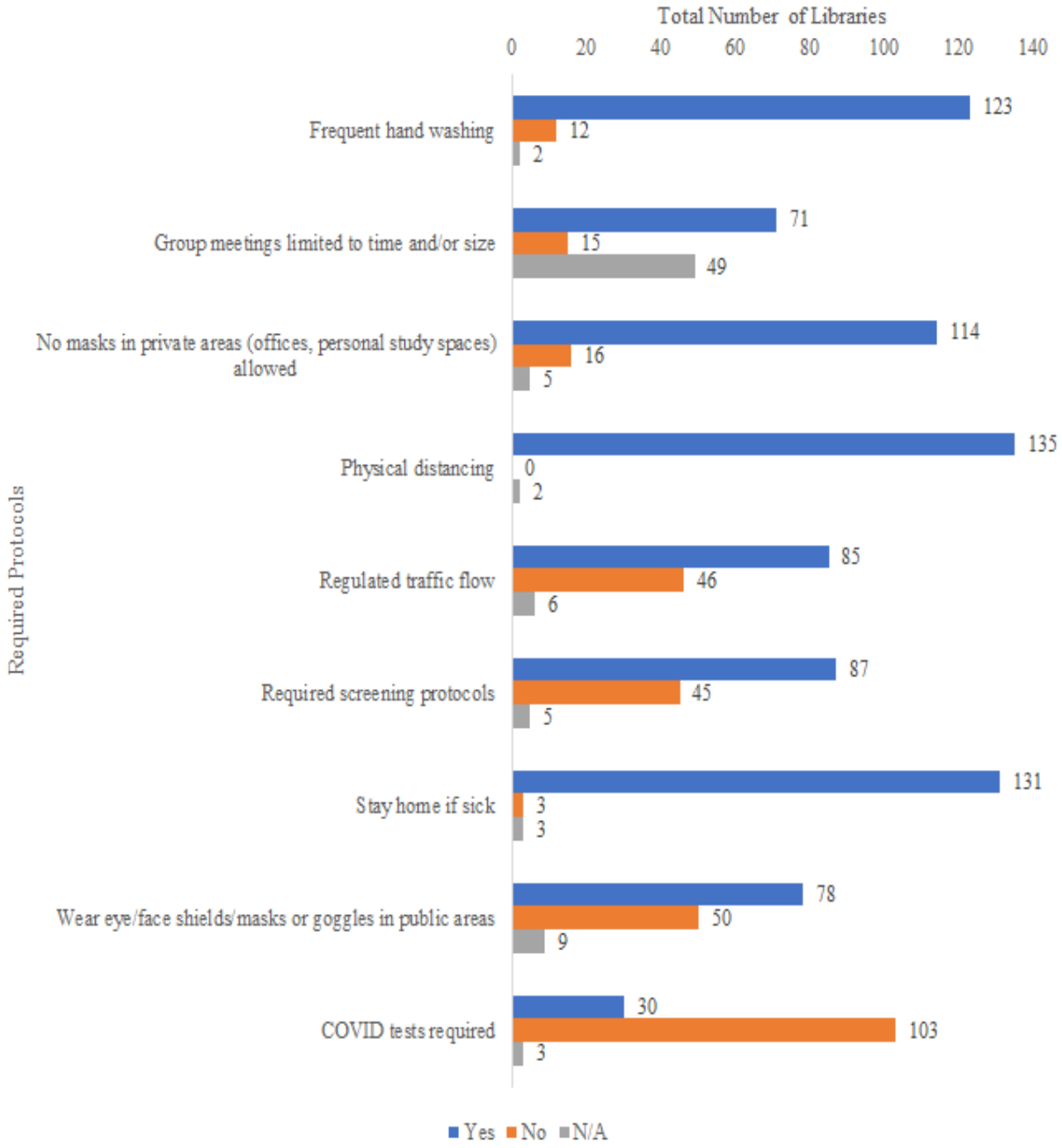


Figure 17b
Number of Libraries Requiring COVID-19 Protocols for Students

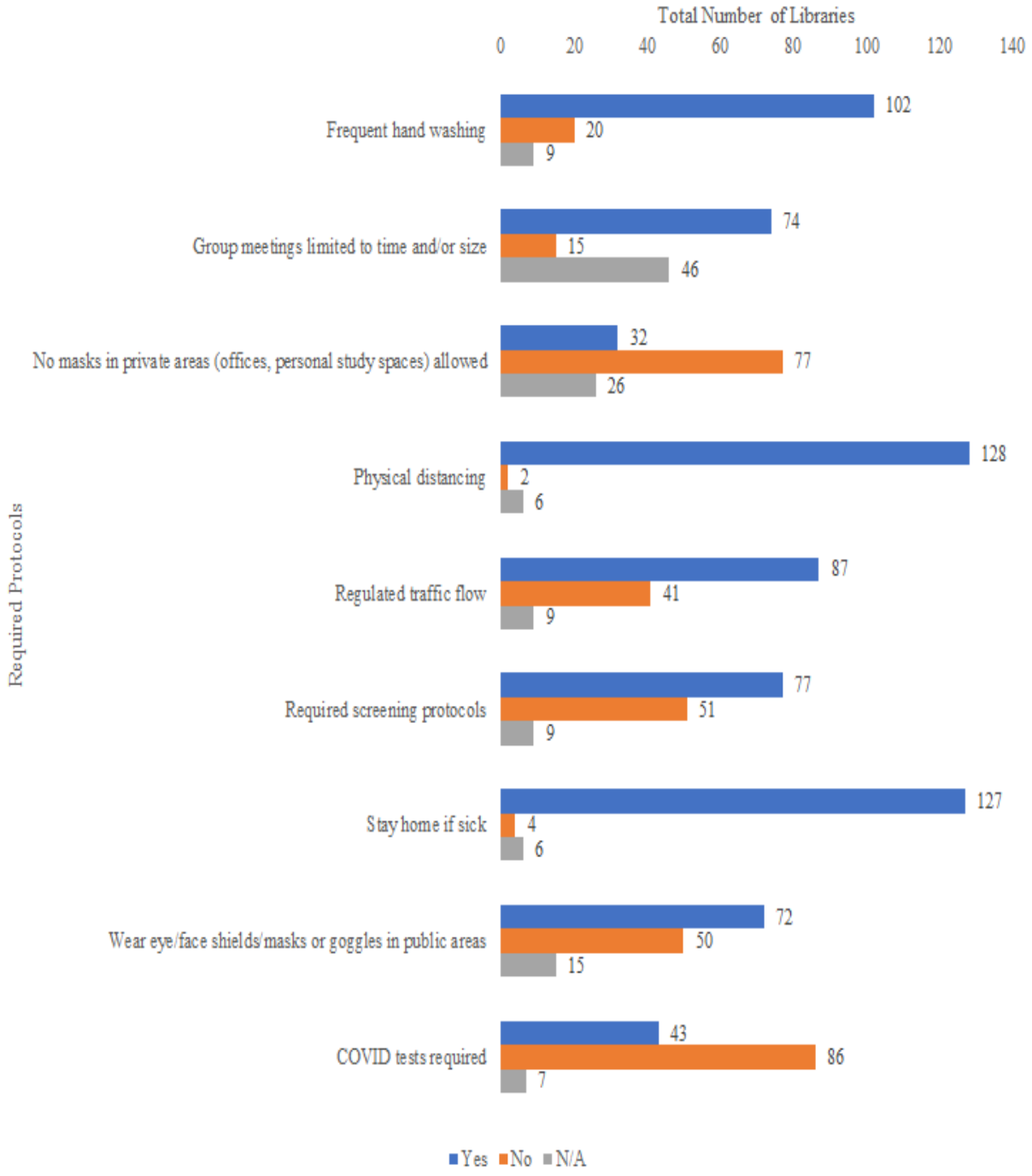
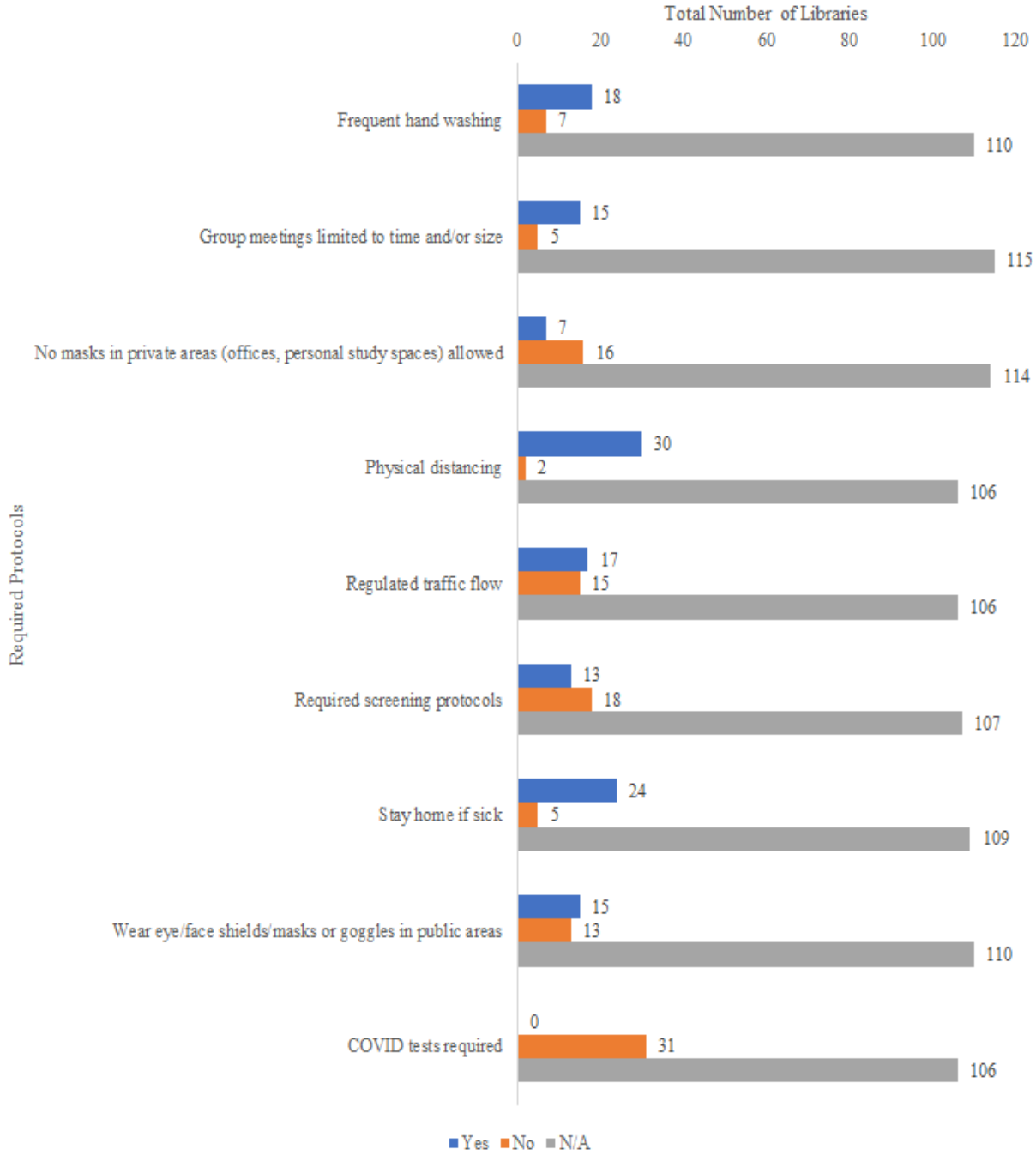


Figure 17c

Number of Libraries Requiring COVID-19 Protocols for Non-University Patrons

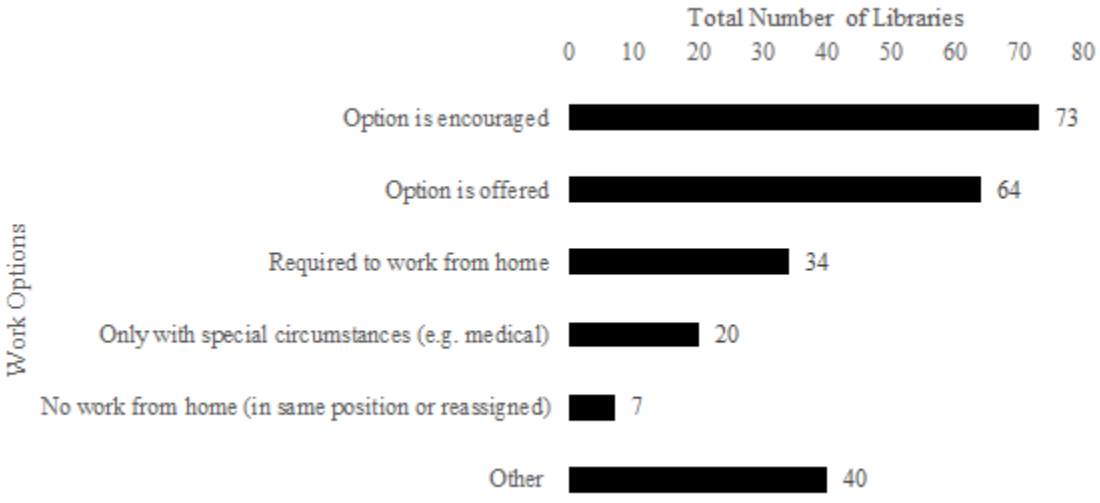


Q27 In what ways is compliance to COVID-19 protocols in the library enforced? Select all that apply.

Figure 18
Number of Libraries Using Protocol Enforcement Methods

Q28 What work-from-home options are in place at your library? Select all that apply.

Figure 19
Number of Libraries Offering Work Options

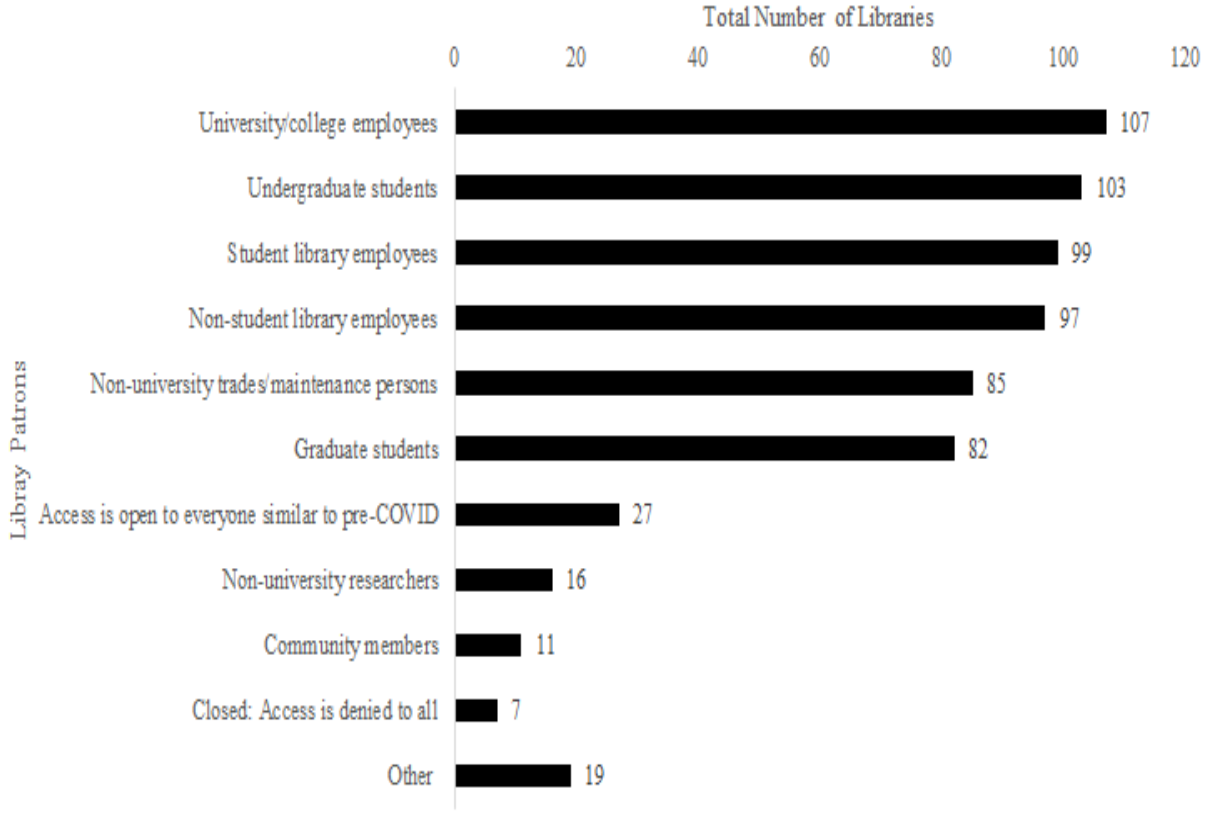


Q29 At your institution what type of work travel restrictions (not commuting) are in place for university employees? Select all that apply.

Figure 20
Number of Institutions with Work Travel Restrictions

Q31 Who can access library spaces? Check all that apply.

Figure 21
Number of Libraries Allowing Individuals Access the Physical Library

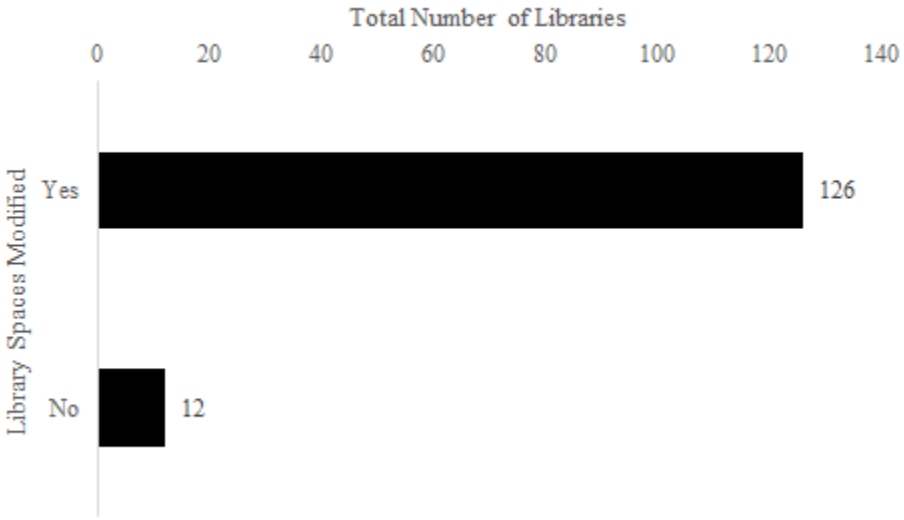


Q33 What public access areas of the library are closed as a result of COVID-19? Select all that apply.

Figure 22
Number of Libraries that Closed Public Areas

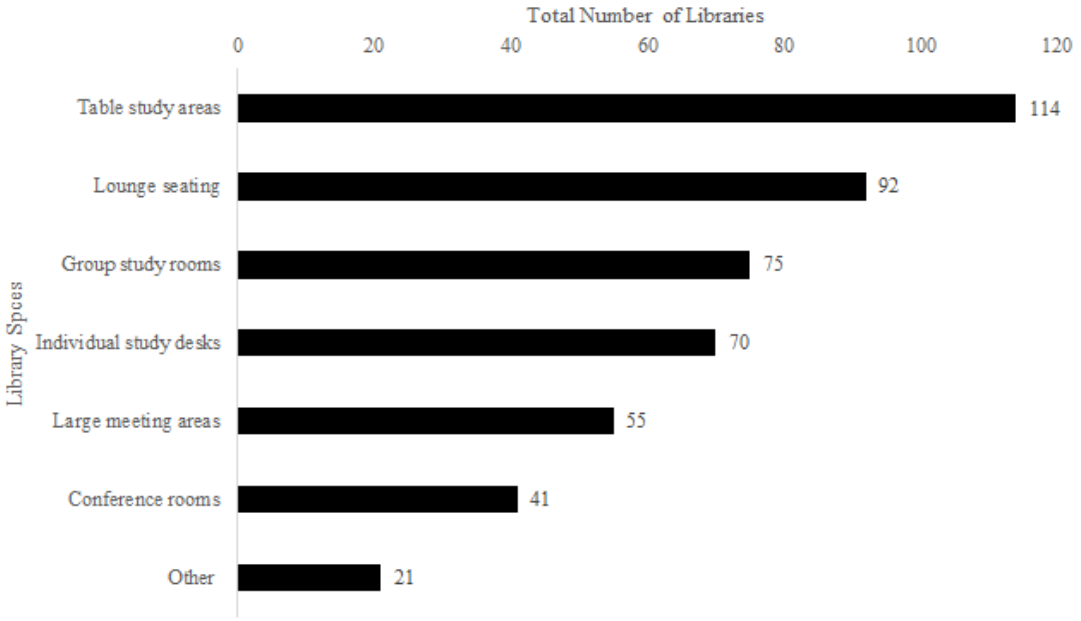
Q34 Have any library spaces been modified as a result of COVID-19?

Figure 23
Percent and Number of Libraries Modifying Space



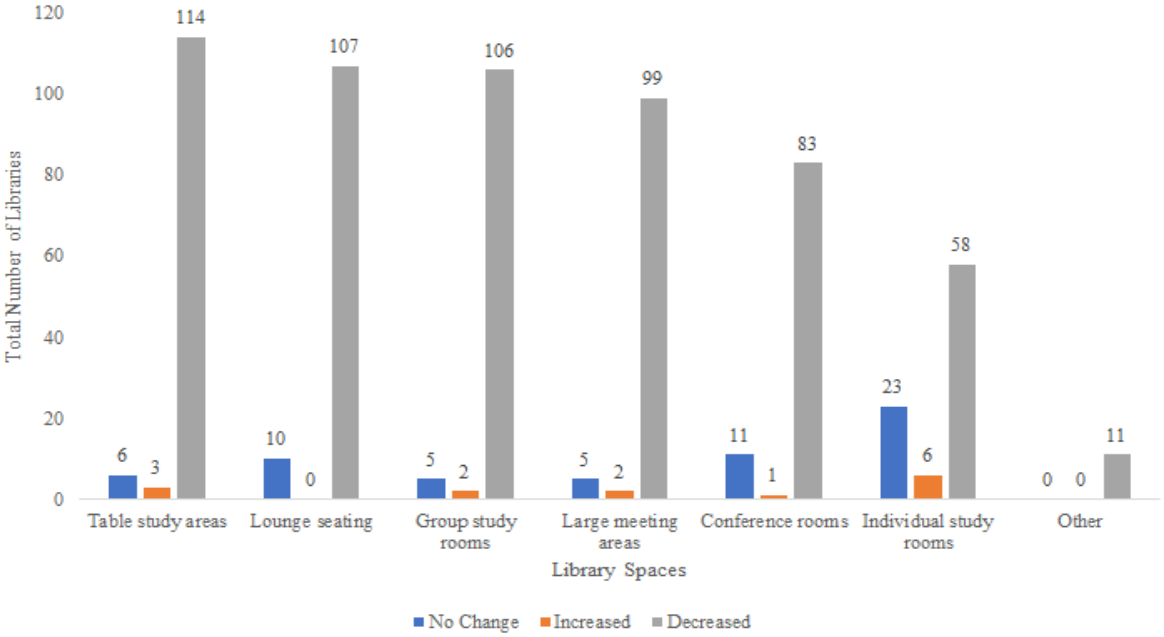
Q35 Which areas were modified? Select all that apply.

Figure 24
Number of Libraries that Modified Specific Spaces



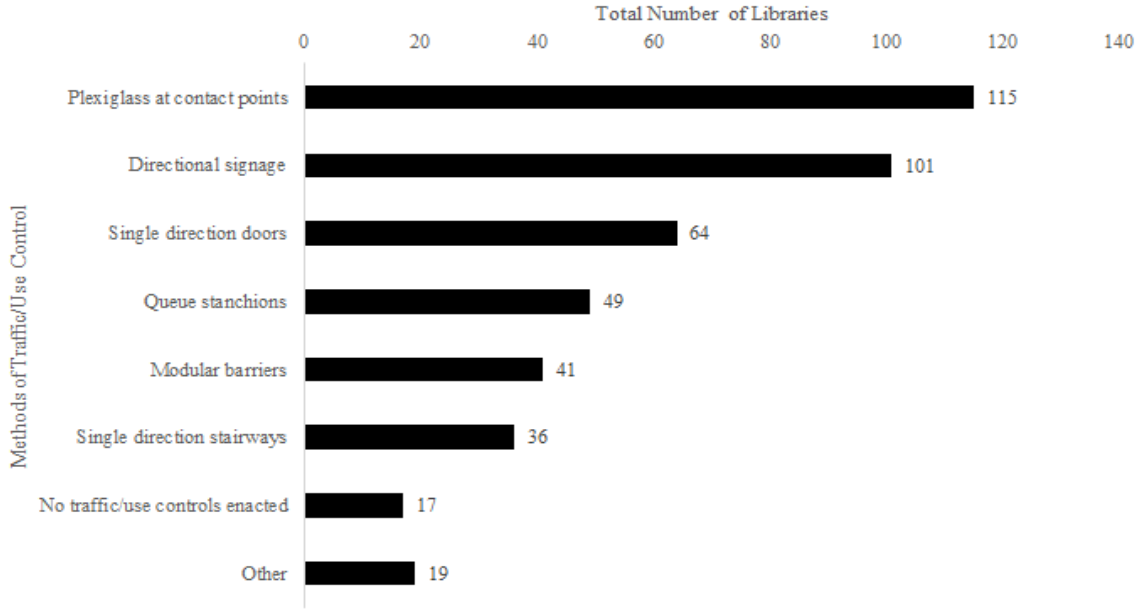
Q37 Were the building/space capacities modified as a result of COVID-19?

Figure 25
Number of Building Capacities Adjusted by Specific Space.



Q38 What forms of traffic/use control were put in place as a result of COVID-19? Select all that apply.

Figure 26
Number of Libraries that Used Specified Methods of Traffic/Use Control



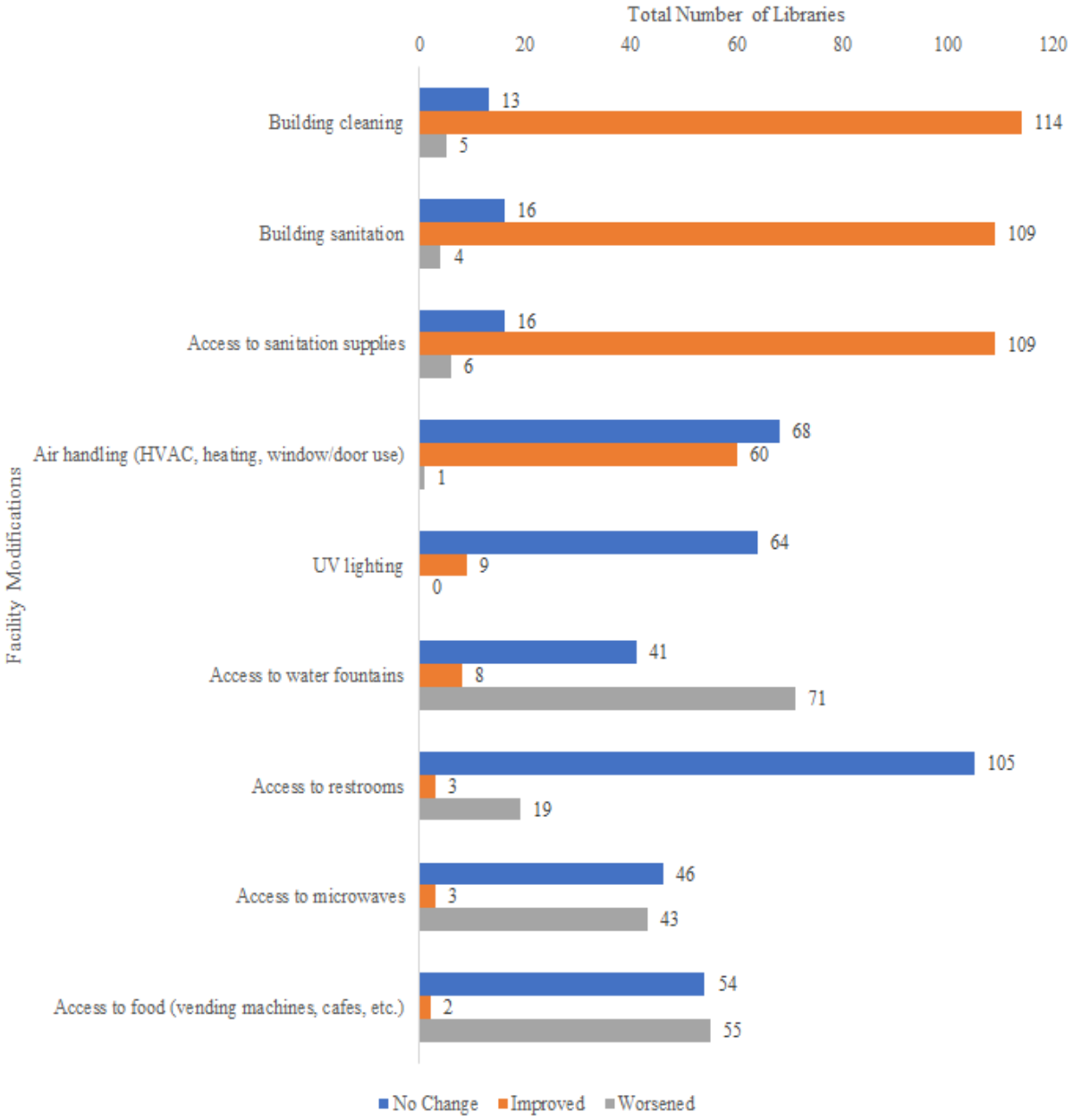
Q39 What modifications were made to furniture as a result of COVID-19? Select all that apply.

Figure 27
Number of Libraries Making Modifications to Furniture

Q40 What types of modifications occurred with the following facilities features.

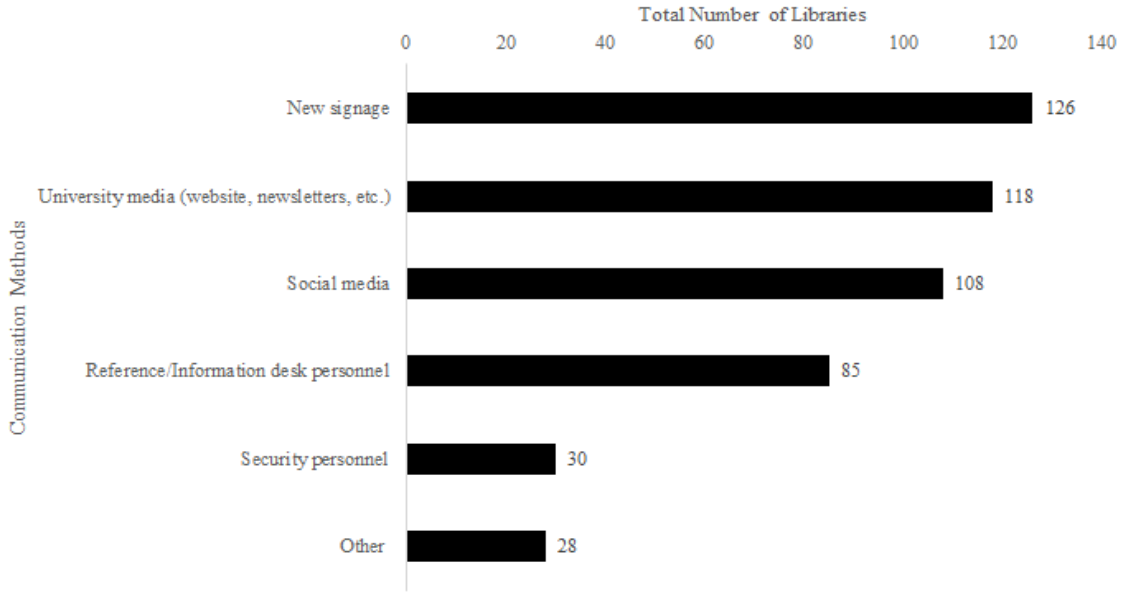
Figure 28

Percent and Number of Libraries Indicating Changes to Library Features



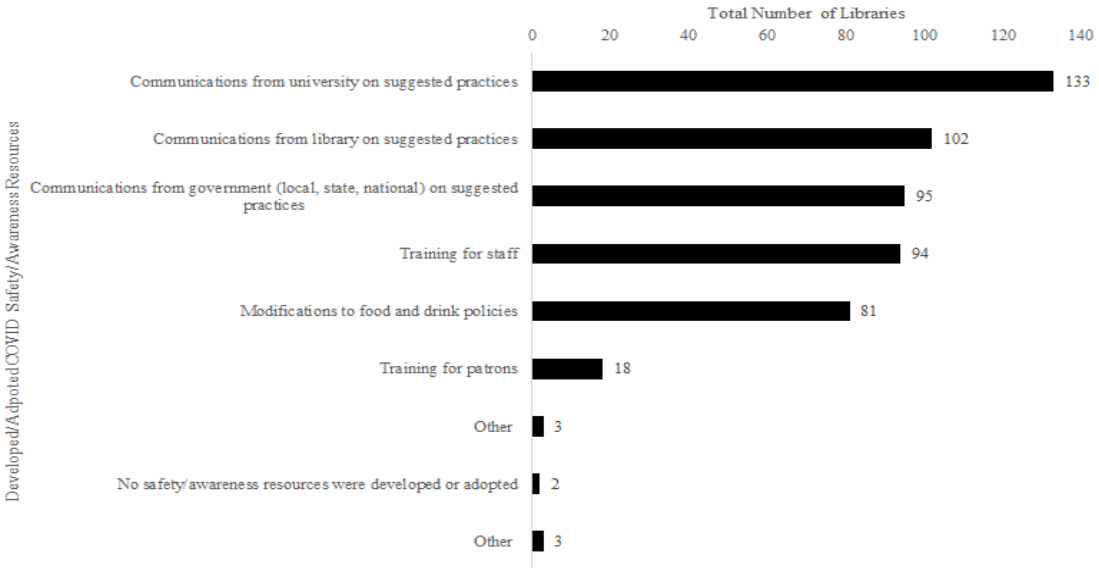
Q41 In what ways were changes to the library communicated to patrons? Choose all that apply.

Figure 29
Number of Libraries That Communicated to Patrons Through Designated Methods



Q43 What forms of COVID-19 safety/awareness resources were developed or adopted to support library staff and users? Select all that apply.

Figure 30
Percent and Number of Libraries That Developed or Adopted COVID-19 Safety/Awareness Resources

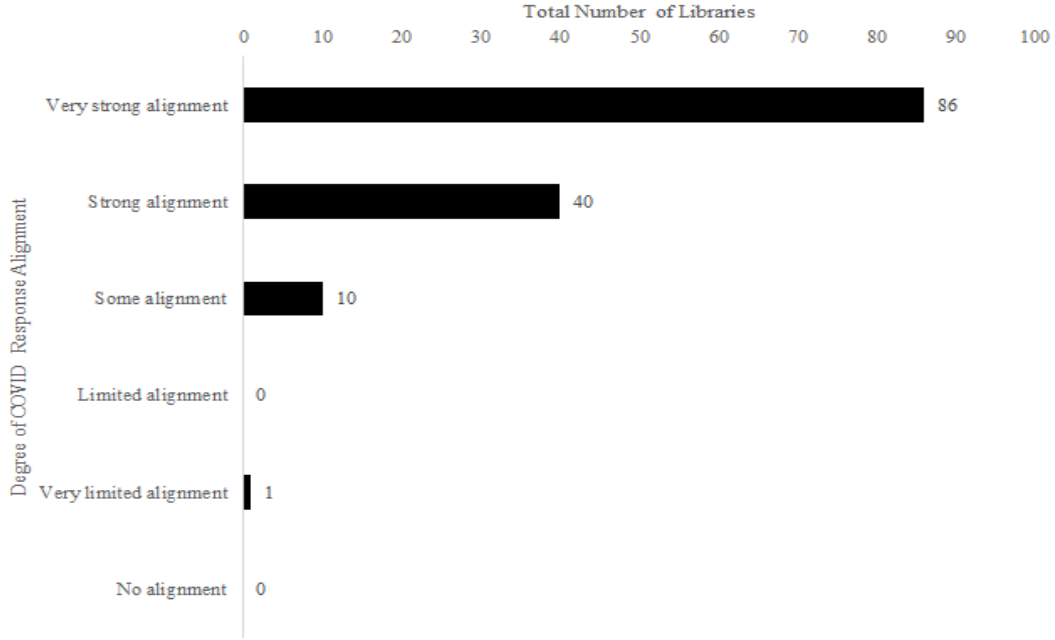


Q44 What formats were used to share COVID-19 safety awareness with library employees and patrons? Select all that apply.

Figure 31
Number of Libraries that Used Specified Formats to Share COVID-19 Safety Awareness

Q45 How closely were your library organization's COVID-19 responses aligned with your institution, and community?

Figure 32
Percent and Number of Libraries Whose COVID-19 Responses Aligned with Institution and Community



Q46 How much additional support (expertise, labor, supplies) did your library receive from your larger institution to meet COVID-19 changes?

Figure 33
Percent of Libraries that Received Additional Support from Institution for COVID-19

Appendix B: Links to Academic Libraries' COVID-19 Websites

We have not verified that all websites listed are currently active at the time of publishing this report. Several libraries modified or discontinued their website depending on the circumstances at their institution. Some libraries had links to more than one COVID-19 website.

Library	Website URL
Agnes Scott College, McCain Library	https://libguides.agnesscott.edu/libraryservicescontinuity/
Amherst College	https://libguides.amherst.edu/20-21
Arkansas State University-Beebe	http://www.asub.edu/abington-library/covid19-library-services.aspx
Bates College, Ladd Library	https://www.bates.edu/library/library-covid-19-response/
Berry College, Memorial Library	https://libguides.berry.edu/remoteservices
Bradley University, Cullom-Davis Library	https://bradley.libguides.com/updates
Brigham Young University, Harold B. Lee Library	https://lib.byu.edu/coronavirus/
Brookens Library, University of Illinois Springfield	https://libguides.uis.edu/whattoexpect
Caldwell University- Jennings Library	https://libguides.caldwell.edu/covid19
Cleveland Institute of Art - Jessica R. Gund Memorial Library	public - https://researchguides.cia.edu/updates internal - https://researchguides.cia.edu/shareableepidemic
Cline Library, Northern Arizona University	https://nau.edu/library/covid-19/
College of Saint Benedict/Saint John's University	https://www.csbsju.edu/covid-19
Columbus State University	https://columbusstate.libguides.com/csulibFall2020/COVIDResponsePlan
Community College of Philadelphia	https://libguides.ccp.edu/covid19
DePauw University Libraries	https://www.depauw.edu/libraries/
DeSales Universitt	https://desales.libguides.com/c.php?g=1010314&p=7320274
Design Institute of San Diego	https://www.disd.edu/library/virtual-classroom-support-for-faculty-and-students.php
Doane University	https://libguides.doane.edu/covid_operations
East Georgia State College Library	https://ega.libguides.com/library_services_during_coronavirus
Eastern Illinois University	https://www.eiu.edu/booth/covid19/welcome.php
Eccles Health Sciences Library	https://library.med.utah.edu/blog/eccles/covid-19/
Eckerd College: Armacost Library	offline as of August

Elmhurst University - AC Buehler Library	https://library.elmhurst.edu/c.php?g=1066432&p=7759915
Embry-Riddle Aeronautical University, Daytona Beach	https://guides.erau.edu/stayconnected
Florida Gulf Coast	https://fgcu.libguides.com/Library_Remote_Access/Updates
Franklin & Marshall College	https://library.fandm.edu/covid-19
Georgetown University Library (Main)	https://www.library.georgetown.edu/covid-19 https://answers.library.georgetown.edu/ https://guides.library.georgetown.edu/covid19
Georgia Southern University. Georgia Southern University Libraries (all library facilities used the same protocols)	Not currently available
Georgia Southern University's Lane Library	we unpublished it after we returned to face to face classes in fall 2020
Georgia State University	https://library.gsu.edu/about/policies/
Georgia State University	https://research.library.gsu.edu/open_covid_resources
Georgia State University	https://library.gsu.edu/about/visit-the-library/
Grace College and Seminary - Morgan Library	https://libguides.grace.edu/covid-19
Gustavus Adolphus College-Folke Bernadotte Memorial Library	https://libguides.gustavus.edu/c.php?g=1012539&p=7334054
Harvard University > Harvard Graduate School of Education > Gutman Library, a member of the Harvard Library	https://library.harvard.edu/coronavirus
Henderson State University	https://www.hsu.edu/pages/academics/huie-library/huie-library-covid-19/
Hope College Van Wylen Library	https://hope.edu/library/ https://blogs.hope.edu/library/library-building/library-services-during-covid-19/
Illinois Institute of Technology, Paul V. Galvin Library	https://guides.library.iit.edu/ServiceContinuation
Illinois State University	https://library.illinoisstate.edu/covid-19/
James E. Faust Law Library, University of Utah	https://campusguides.lib.utah.edu/c.php?g=1064359&p=7741554 This is the current guide. There were other guides earlier on and a dedicated space on the law school website tracking changes across the college.
Joliet Junior College	https://library.jjc.edu/COVID-19
Kansas State University; Hale Library, Math/Physics Library, Weigel Library of Architecture, Planning and Design	https://www.lib.k-state.edu/continuation
Kennesaw State University Johnson Library	https://libguides.kennesaw.edu/continuityofservices

Lake Forest College - Donnelley and Lee Library	https://library.lakeforest.edu/COVID19
Lewis University Library	https://lewisu.libguides.com/COVID-19
Loyola Notre Dame Library	https://www.lndl.org/alert
Lucy Scribner Library, Skidmore College	https://libguides.skidmore.edu/scribner_library_coronavirus
Marriott Library - University of Utah	https://campusguides.lib.utah.edu/expanded
McMaster University, Hamilton, Ontario	https://library.mcmaster.ca/remotesupport
Meredith College, Carlyle Campbell Library	https://infotogo.meredith.edu/stayingstrong
Metropolitan State University Library	https://libguides.metrostate.edu/covid-19
Missouri State University--Meyer Library	https://guides.library.missouristate.edu/covid19
Montana State University Library, Bozeman	https://www.lib.montana.edu/service-updates/
Moraine Valley Community College Library	https://lib.morainevalley.edu/libservices/continuitystudents.html and https://lib.morainevalley.edu/libservices/continuityfaculty.html
North Carolina State University Libraries	lib.ncsu.edu/coronavirus-response
North Carolina State University Libraries	lib.ncsu.edu/coronavirus-response
North Park University	https://guides.northpark.edu/COVID-19
Northern Illinois University--Founders Memorial Library	https://libguides.niu.edu/continuity
Northern Illinois University-Founders Memorial Library	https://libguides.niu.edu/continuity
Northwestern College - DeWitt Library	https://library.nwciowa.edu/covid19
Olson Library, Northern Michigan University	https://lib.nmu.edu/covid-19
Oregon State University Libraries and Press	https://guides.library.oregonstate.edu/coronavirus
Prince George's Community College, Accokeek Hall Library	LibGuide: https://pgcc.libguides.com/coronavirus College webpage: https://www.pgcc.edu/coronavirus/covid-19-data-dashboard/
Randolph-Macon College, McGraw-Page Library	https://library.rmc.edu/library/covid19library
Raritan Valley Community College	https://library.raritanval.edu/virtualservices
Sacred Heart Seminary & School of Theology, Leo Dehon Library	https://www.shsst.edu/covid-19/
Saint Mary's College of California	https://www.stmarys-ca.edu/library/smc-library-services-during-covid-19 (URL will probably change soon)
Salisbury University Libraries, Guerrieri Academic Commons, Curriculum Resource Center, Nabb Research Center	https://www.salisbury.edu/libraries/news/coronavirus.aspx and https://libraryguides.salisbury.edu/covid-19

Simon Fraser University Library	https://www.lib.sfu.ca/about/covid-19
Southern Methodist University (ALL Libraries) - Fondren, Hamon, Underwood Law, and Business	https://www.smu.edu/libraries/covid19#NewNormal
St Cloud State University	https://stcloud.lib.minnstate.edu/subjects/guide.php?subject=covid19&_ga=2.264924423.908309680.1611601749-87778169.1603990142&_gac=1.57564888.1610581074.Cj0KCQiA0fr_BRDaARIsAABw4EsMU1Ppul2zovWcydGKPmQd8-UmamuHJHcBtPDdxz96NQ7RIzeI3BUaAqJ3EALw_wcB
Texas A&M University-Central Texas University Library	https://tamuct.libguides.com/CoronavirusInfo
Texas Tech University Libraries	https://guides.library.ttu.edu/healthandsafety
The Ohio State University at Newark, John L. & Christine Warner Library	https://osu.libguides.com/osun_covid19
The Ohio State University- 18th Ave Library	https://library.osu.edu/COVID19
Triton College Library	https://library.triton.edu/home/howdoi
U of Guelph McLaughlin Library	https://www.lib.uoguelph.ca/using-library/reopening-library-services
UBC Library, Vancouver, BC, Canada	https://services.library.ubc.ca/covid-19-response/
UC San Diego	https://library.ucsd.edu/ask-us/services-during-covid-19.html
UNC Charlotte	https://library.uncc.edu/Winter_Break_and_Semester_Start_Information (at the onset of COVID-19, we had a different, more comprehensive webpage about COVID-19)
Union College, NY	We had our website devoted to COVID response in March now our response is embedded in our website so it will change as the college's response to COVID changes: https://www.union.edu/schaffer-library
Union University, Logos Library	https://guides.uu.edu/COVID-19
University of Alaska Anchorage	https://libguides.consortiumlibrary.org/covid19
University of Alberta Library, Edmonton, Alberta, Canada	https://www.library.ualberta.ca/covid-19
University of Central Arkansas Torreyson Library	https://uca.edu/library/the-uca-library-and-covid-19-updates/
University of Dayton	https://udayton.edu/libraries/open.php
University of Delaware	https://library.udel.edu/continuity/
University of Detroit Mercy	https://udmercy.libguides.com/coronavirus
University of Hawai ªi - West O ªahu	https://westoahu.hawaii.edu/library/covid-19/
University of Idaho	https://www.lib.uidaho.edu/covid19/index.html

University of Idaho	https://www.lib.uidaho.edu/covid19/impact.html
University of Illinois at Chicago, Richard J. Daley Library	https://researchguides.uic.edu/c.php?g=1065188&p=7748920
University of Louisiana at Lafayette, Edith Garland Dupre Library, Louisiana	https://louisiana.libguides.com/COVID-19
University of Manitoba Libraries. Manitoba.	https://libguides.lib.umanitoba.ca/covid-19-libraryaccess
University of Nevada, Las Vegas	https://www.library.unlv.edu/reopening
University of New Mexico, University Libraries, NM	https://library.unm.edu/covid/index.php
University of North Florida, Thomas G. Carpenter Library	https://libguides.unf.edu/COVID19
University of North Texas-University of North Texas Libraries	https://guides.library.unt.edu/continuity/
University of Portland	https://libguides.up.edu/sp21
University of Saint Mary of the Lake -- Feehan Memorial Library/McEssy Theological Resource Center	https://library.usml.edu/c.php?g=874966&p=7465906
University of Saskatchewan Library, Saskatchewan, Canada	https://libguides.usask.ca/libraryupdates
University of Texas at Austin, Perry-Castaneda Library	https://guides.lib.utexas.edu/librariescontinuity and https://www.lib.utexas.edu/about/news/coronavirus-updates
University of the District of Columbia, University Library, District of Columbia	https://www.udc.edu/rise/
University of Tulsa, McFarlin Library	https://libraries.utulsa.edu/COVID-19
University of Vermont, University of Vermont Libraries, Vermont	https://library.uvm.edu/help/covid_19_services
University of Virginia	https://guides.lib.virginia.edu/covid19 and https://guides.lib.virginia.edu/teachingcontinuity
University of Windsor	https://leddy.uwindsor.ca/library-services-during-disruption
University of Wyoming Libraries, Laramie, WY	https://www.uwyo.edu/libraries/covid/index.html
Valparaiso University - Christopher Center for Library and Information Resources	https://libguides.valpo.edu/covid19
Vanderbilt University	https://www.library.vanderbilt.edu/remote-teaching.php https://www.library.vanderbilt.edu/faq.php
Vanderbilt University, Peabody Education Library	https://www.library.vanderbilt.edu/peabody/welcome
Washington & Lee University, University Library	https://libguides.wlu.edu/virtualinstruction
Waubonsee Community College, Todd Library	https://guides.library.waubonsee.edu/covid19

West Virginia University, Morgantown, WV	https://libguides.wvu.edu/LibraryCovidFAQs
Western Michigan University	https://wmich.edu/library/visit
Western University, Western Libraries	https://www.lib.uwo.ca/covid19/index.html
Westminster College, Giovale Library	https://westminstercollege.edu/academics/giovale-library/index.html
Wheaton College MA	https://wheatoncollege.edu/academics/library/spring-2021-library-services/
Williams College	https://library.williams.edu/2020/12/18/library-services-update/
Yukon University, Innovation Commons, Library Services, Yukon Territory	https://sway.office.com/GYmqHpP59ME549Rb?ref=Link

Appendix C: Survey 2021 Library COVID-19

Q1 This survey is being conducted by the ACRL Value of Academic Libraries (VAL) Committee to gather information about how academic libraries have responded to the COVID-19 pandemic, including its impacts on services, resources, staff, and patrons. Information gathered through this survey will be analyzed to identify COVID-19 responses by libraries and identify practices that may help libraries plan and respond to similar future situations. This survey has been reviewed and approved by ACRL. The time to complete the survey will vary depending on library and responses, but we estimate that it will take less than 20 minutes to complete. You can save your responses and return to the survey later if needed.

- Please submit a separate form for each physical branch in your system, unless the COVID-19 protocols were applied uniformly across all libraries within a larger system. Please provide both the name of the larger organization and the specific unit (e.g., University of Utah, J. Willard Marriott Library and Eccles Health Sciences Library).
- Reporting of all data will be in aggregate. Individual institutions or individuals will not be identified without explicit prior permission.
- Recognizing that COVID-19 responses may have changed or evolved since the start of the pandemic, please provide responses that document the entire timeline for the pandemic. We realize that response options and terminology vary greatly from institution to institution, please use your best judgment when reading and replying to the questions.
- Thank you for taking the time to complete this survey. Click on the next arrow to begin the survey.

If you would like to see the entire survey to help decide who in your library is best to answer it please click on this link:

2021 Library COVID-19 Responses Survey Questions

Q2 **DEMOGRAPHICS**

Q3 Please provide the name of your institution, library and State/Province so we can keep track of who has responded.

_____

Q4 Did your library develop a libguide or webpage dedicated to your COVID-19 response?

- Yes
- No

Display This Question:
If Did your library develop a libguide or webpage dedicated to your COVID-19 response? = Yes

Q5 If your institution has a libguide or website dedicated to your COVID-19 response, would you please share the URL?

_____

Q6 What type of institution does your library serve?

- Associate-Degree Granting
- Baccalaureate
- Masters
- Doctoral/Research
- Other _____

Q7 How many full-time and part-time students attend your institution?

- Less than 5,000
- 5,001 - 10,000
- 10,001 - 20,000
- 20,001 - 30,000
- 30,001 - 40,000
- More than 40,000

Q8 **SERVICES**

Q9 Which research/reference services are you offering? Select all that apply.

- Desk contact via phone
- Desk contact via email
- Desk contact via chat
- Reference Desk Consultations in-person
- Reference Desk Consultations virtual
- Subject Librarian Consultation in-person
- Subject Librarian Consultations virtual
- Other _____

Q10 Which types of library instruction did you offer **pre-COVID-19**? Select all that apply.

	In-person	Online Asynchronous	Online Synchronous
Library Instruction			
Software Training			
Other			

Q11 How did library instruction change as part of COVID-19?

_____

_____

Q12 What information/access services (if separate from reference) are you offering? Check all that apply.

- Curbside/stack pickup
- Delivery service (Please specify how) _____
- Electronic Reserve Materials
- Email contact for information/access/circulation desk
- Library staff do not handle patron cards
- Physical Reserve materials
- Self-checkout
- Staff retrieval of items for in person request
- Student holds
- Other (Please specify) _____

Q13 How are normally scheduled events in the library occurring? Check all that apply.

- In person events without restrictions
- In person events with restrictions (Please indicate what restrictions) _____
- Virtual events
- No in person or virtual events
- Other (Please specify) _____

Q14 In what ways have your library's building hours changed during COVID-19?

- No change to library hours
- Library hours extended
- Library hours shortened
- Other (Please specify) _____

Q15 What interlibrary loan services are being offered? Check all that apply.

- Interlibrary loan for electronic resources
- Interlibrary loan for physical items
- No interlibrary loan services offered
- Other (Please specify) _____

Q16 **RESOURCES**

Q17 Are library stacks open for browsing?

- Yes
- No

Display This Question:
If Are library stacks open for browsing? = Yes

Q18 Is there a time limit?

- Yes (Please indicate how long) _____
- No

Display This Question:
If Are library stacks open for browsing? = Yes

Q19 Are there space limits?

- Yes (Please what type of space limits) _____
- No

Q20 When the items listed below are returned, for how long are they quarantined? (If items are not available for checkout, select N/A)

	N/A	Not Quarantined	24 hours	48 hours	72 hours
Books					
Other print materials (e.g., maps, sheet music, etc.)					
Laptops					
Other technology (e.g., headphones, microphones, etc.)					

Q21 Are Special Collections materials accessible? (Check all that apply)

- Closed no access
- In-person drop-in
- In-person appointment only
- Online access
- Other (Please specify) _____

Q22 What copy services (e.g., self-service, email request) are available for each group? Check all that apply.

	N/A	In-person	Online request	Not available
Undergraduate students				
Graduate students				
Faculty				
Staff				
Community members				

Q23 What scanning services (e.g., self-service, email request) are available for each group? Check all that apply.

	N/A	In-person	Online request	Not available
Undergraduate students				
Graduate students				
Faculty				
Staff				
Community members				

Q24 Has online access to resources been expanded?

- Yes (Please specify how) _____
- No

Q25 **PEOPLE (EMPLOYEES & PATRONS)**

Q26 For libraries that allow employees and others in their physical spaces, what protocols are required to be followed?
If a group is not allowed into the library please indicate N/A. Please answer for each group.

	Employees			Students			Non-university patrons		
	Y	N	N/A	Y	N	N/A	Y	N	N/A
Frequent hand washing									
Group meetings limited to time and/or size									
No masks in private areas (offices, personal study spaces) allowed									
Physical distancing									
Regulated traffic flow									
Required screening protocols									
Stay home if sick									
Wear eye/face shields/masks or goggles in public areas									
COVID-19 tests required									

Q27 In what ways is compliance to COVID-19 protocols in the library enforced? Select all that apply.

- No compliance enforcement
- Compliance by campus police
- Compliance by library employees
- Compliance by expulsion from library
- Compliance by library security
- Other (Please specify) _____

Q28 What work-from-home options are in place at your library? Select all that apply.

- No work from home (in same position or reassigned)
- Option is offered
- Option is encouraged
- Only with special circumstances (e.g. medical)
- Required to work from home
- Other (Please specify) _____

Q29 At your institution what type of work travel restrictions (not commuting) are in place for university employees?
Select all that apply.

- No out-of-state/province work-related travel
- No overnight work-related travel
- No work-related travel
- work-related travel allowed only with university leadership approval
- The institution does not restrict employee work-related travel.

Q30 **SPACES & OTHER**

Q31 Who can access library spaces? Check all that apply.

- Access is open to everyone similar to pre-COVID-19
- Closed: Access is denied to all, including library and university/college employees
- Community members
- Graduate students
- Non-student library employees
- Non-university trades/maintenance persons
- Non-university researchers
- Student library employees
- Undergraduate students
- University/college employees
- Other (Please specify) _____

Q32 Under what conditions or restrictions?

_____

_____

Q33 What public access areas of the library are closed as a result of COVID-19? Select all that apply.

- Entire building closed
- Only pick up/circulation is open
- Conference rooms
- Group study rooms
- Individual study desks
- Large meeting areas
- Lounge seating
- Table study areas
- N/A All library areas are open
- Other (Please specify) _____

Q34 Have any library spaces been modified as a result of COVID-19?

- Yes
- No

Display This Question:
If Have any library spaces been modified as a result of COVID-19? = Yes

Q35 Which areas were modified? Select all that apply.

- Conference rooms
- Group study rooms
- Individual study desks
- Large meeting areas
- Lounge seating
- Table study areas
- Other (Please specify) _____

Display This Question:
If Have any library spaces been modified as a result of COVID-19? = Yes

Q36 How were the spaces modified?

_____

_____

_____

Q37 Were the building/space capacities modified as a result of COVID-19?
Please indicate N/A if entire building was closed.

	N/A	No	Increased	Decreased
Conference rooms				
Group study rooms				
Individual study rooms				
Large meeting areas				
Lounge seating				
Table study areas				
Other (Please specify)				

Q38 What forms of traffic/use control were put in place as a result of COVID-19? Select all that apply.

- No traffic/use controls enacted
- Directional signage
- Modular barriers
- Plexiglass at contact points
- Queue stanchions
- Single direction doors
- Single direction stairways
- Other (Please specify) _____

Q39 What modifications were made to furniture as a result of COVID-19? Select all that apply.

- No changes to furniture
- Daily cleaning of furniture
- Furniture removed from areas
- Greater spaces between furniture
- Some furniture removed
- Some types of furniture(e.g. cloth vs hard surface) removed
- Other (Please specify) _____

Q40 What types of modifications occurred with the following facilities features.

	N/A	No change	Improved	Worsened
Access to food (vending machines, cafes, etc.)				
Access to microwaves				
Access to restrooms				
Access to sanitation supplies				
Access to water fountains				
Air handling (HVAC, heating, window/door use)				
Building cleaning				
Building sanitation				
UV lighting				

Q41 In what ways were changes to the library communicated to patrons? Choose all that apply.

- New signage
- Reference/Information desk personnel
- Security personnel
- Social media
- University media (website, newsletters, etc.)
- Other (Please specify) _____

Q42 **General**

Q43 What forms of COVID-19 safety/awareness resources were developed or adopted to support library staff and users? Select all that apply.

- No safety/awareness resources were developed or adopted
- Communications from government (local, state, national) on suggested practices
- Communications from university on suggested practices
- Communications from library on suggested practices
- Modifications to food and drink policies
- Training for patrons
- Training for staff
- Other (Please specify) _____

Q44 What formats were used to share COVID-19 safety awareness with library employees and patrons? Select all that apply.

- Library's website
- Physical signage
- Podcasts
- Social media postings
- Videos
- Other (Please specify) _____

Q45 How closely were your library organization's COVID-19 responses aligned with your institution, and community?

- No alignment
- Very limited alignment
- Limited alignment
- Some alignment
- Strong alignment
- Very strong alignment

Q46 How much additional support (expertise, labor, supplies) did your library receive from your larger institution to meet COVID-19 changes?

- No support
- Very limited support
- Limited support
- Some support
- Strong support
- Very strong support

Q47 Given the entire time of COVID-19 protocols and changes to those protocols over time, what else would you like to tell us about your library's response to COVID-19? Please elaborate on any previous questions regarding spaces, services, resources, or personnel.

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