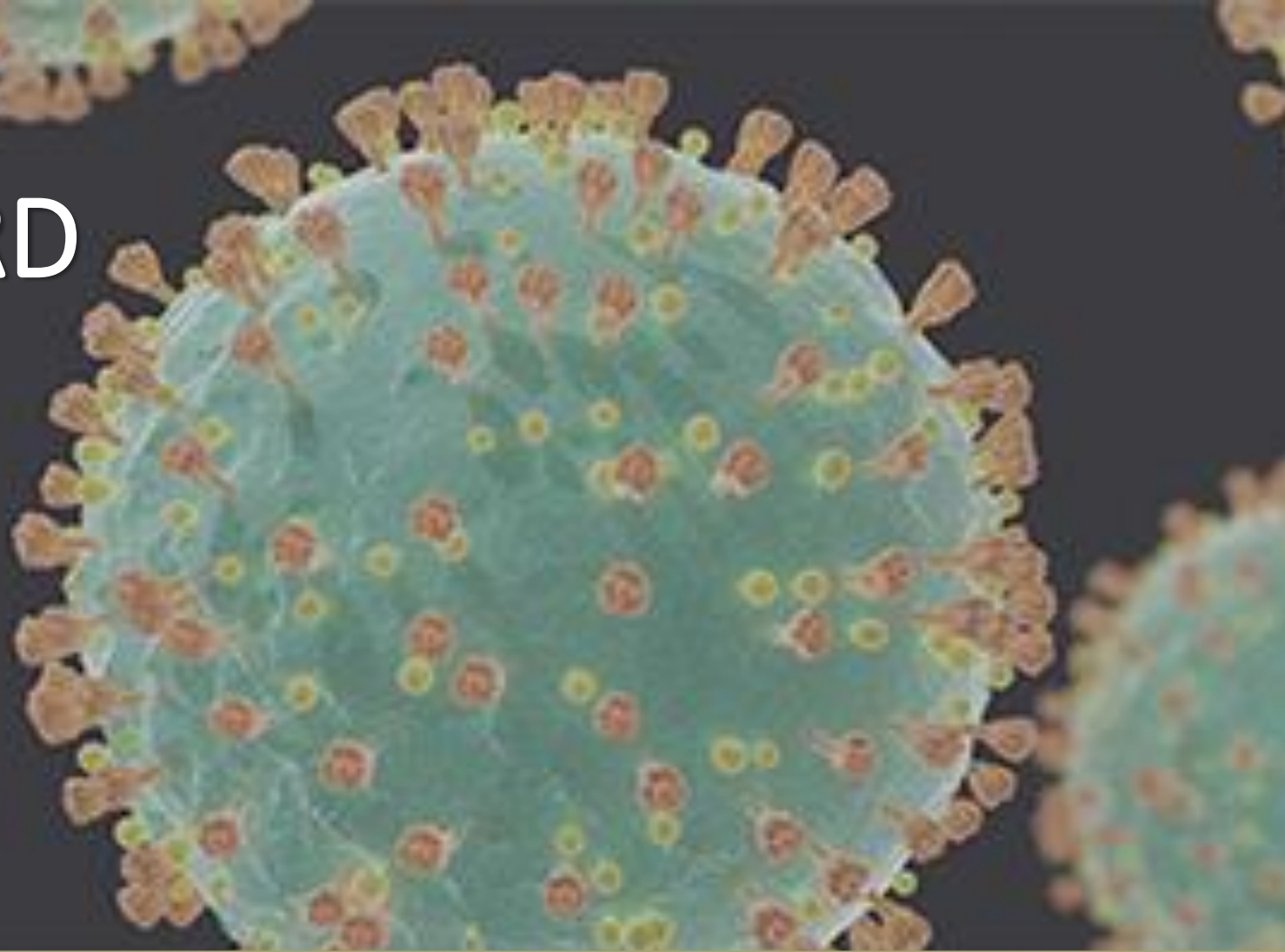
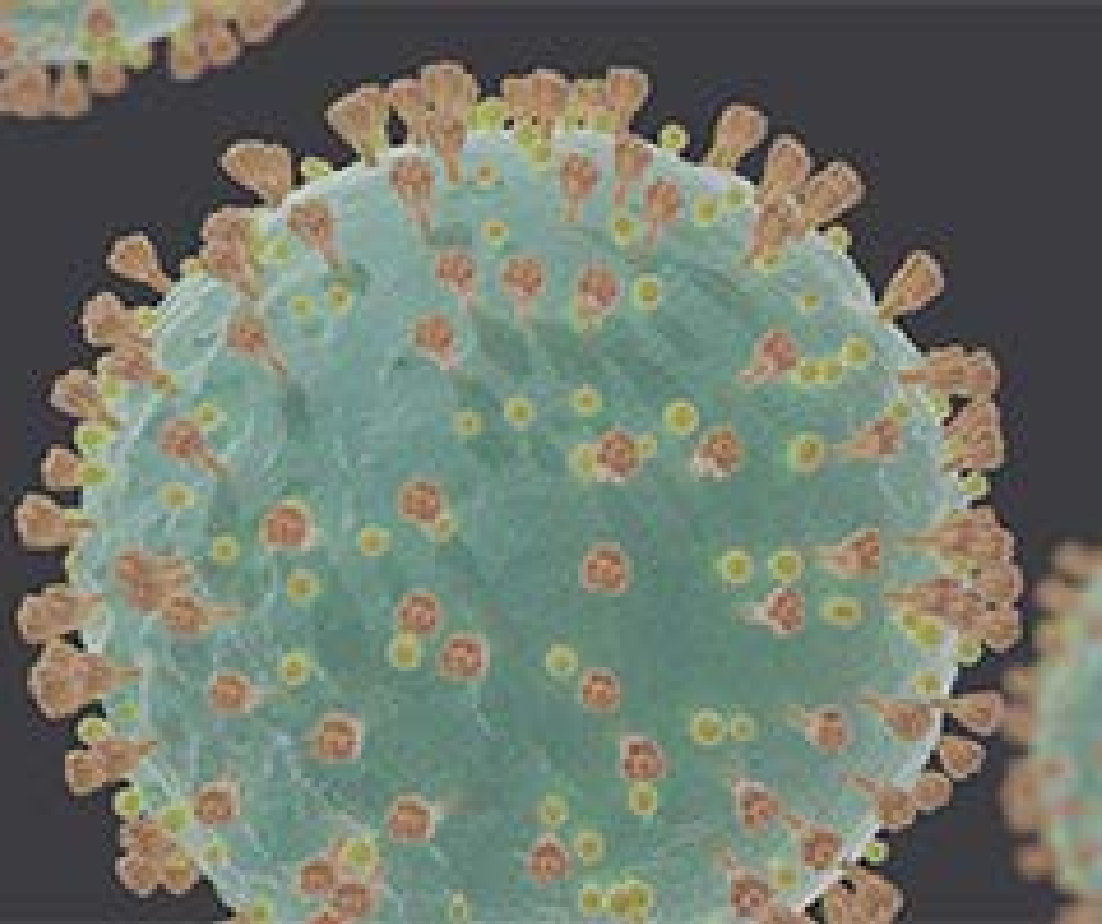


# MOVING FORWARD

Key Findings from New Libraries'  
COVID-19 Response Survey:  
Re-opening & Financial Results



# LIBRARIES RESPOND: COVID-19 SURVEY



SURVEY OF RESPONSE & ACTIVITIES

RESULTS COLLECTED MAY 12-18, 2020

# SURVEY METHOD

Conducted by the American Library Association (ALA),  
with additional support from the Institute of Museum and Library Services and  
Colorado State Library's Library Research Service



## SURVEY

Hosted in Survey Monkey



## DISTRIBUTION

Survey link  
distributed via email,  
social media, and  
listservs



## SAMPLE

All library types,  
with public, academic,  
and K-12 libraries  
representing the  
majority of respondents



## ANALYTICS

Data were cleaned,  
de-duplicated, and  
anonymized



# SURVEY RESULTS

The results in this report represent aggregate responses from a convenience survey.



## RESPONDENTS\*

3,850 libraries



## RESPONSE RATE

~30% of US public library systems\*\*;  
~20% of US academic libraries;  
<20% of other library types



## GEOGRAPHY

50 US states + Washington, DC  
represented

---

\*Unless otherwise noted, n=3,850 when calculating responses.

\*\*Public library system is equivalent to a public library jurisdiction.

# Re-opening Processes & Procedures

Nearly all respondents will have a combination of protocols in place, including:



## STAFFING

- **80%** Health and safety protocols for staff
- **73%** Phased re-opening of operations
- **30%** New or revised support services that require staffing (e.g., remote work, trauma response)



## SAFETY & SANITATION

- **80%** Sanitizing/quarantining materials
- **76%** Social distancing requirements for patrons
- **61%** Deep cleaning of interior spaces

# Re-opening Plans

1/3 of respondents reported draft form of plans

<b>26%</b>	No-contact checkout (e.g., curbside pickup, delivery)	<b>13%</b>	Quarantine materials
<b>22%</b>	Limiting number of people (e.g., by appointment only)	<b>12%</b>	Following external guidelines (e.g., state directives, school districts)
<b>19%</b>	Phased re-opening	<b>10%</b>	Virtual services (e.g., virtual programming, electronic materials)
<b>18%</b>	Social distancing (e.g., one-way aisles)	<b>8%</b>	Reduced hours
<b>17%</b>	Personal protective equipment	<b>7%</b>	Protective barriers (e.g., plexiglass shields)
<b>17%</b>	Limiting space or equipment (e.g., restrooms, toys, computers)	<b>6%</b>	Staffing modifications (e.g., remote work)
<b>15%</b>	Cleaning	<b>5%</b>	Personal hygiene (e.g., requiring hand sanitizer)

N=903

# Re-opening Processes & Procedures

Common themes (500+ plans)

- Tiered or phased re-opening; the number of phases varies from 3-6.
- Enhanced cleaning and protections for health and safety of staff and public, aligned with local or state guidance
- Quarantine of materials for 72 hours\*
- Audience is a factor in how plan documents are presented:
  - Staff-focused offer more detail and focus on process
  - Public-focused offer more detail about services and programs

\*Re-opening Archives, Libraries, and Museums (REALM): <https://www.oclc.org/en/covid-19.html>

<http://www.ala.org/advocacy/planning-reopening-resources>

# Re-opening Processes & Procedures

Common themes (500+ plans)

***There are no standards for writing a reopening plan.***

Emerging best practices:

- support library workers
- build community resilience
- help advocate for libraries and colleagues in communities and institutions
- clearly layout thoughtful steps for resuming onsite library services
- plans are non-linear and adjust as health conditions change

# Re-opening Best Practices

**Collaboration:** joint efforts of library leadership, frontline staff, city agencies, etc.

*Public Libraries are faced with challenges every day, but we never expected a pandemic that threw so many challenges our way all at once. Working together, our community of users, staff, government agencies, and volunteers made the transition to a new way of working very seamless. When staff get to reimagine how they can do their work from home, and as we plan together for the future, amazing outcomes are realized.*

Honore Bray, Executive Director  
Missoula Public Library

# Re-opening Best Practices

**Staff wellbeing:** combined training, team building, and focus on self-care

*Our staff is our greatest resource. I have advocated on their behalf at every turn, communicating how our creative and innovative team quickly pivoted to working and teaching in virtual spaces – all while trying to take care of themselves and their families throughout this pandemic. To our team, I stressed the importance of first tending to their physical, mental, and emotional health. As we planned our phased re-opening approach, the safety of our team and our customers has been, and remains, my highest priority.*

**Tonya Aikens, President & CEO  
Howard County Library System**

# Re-opening Best Practices

**Communication:** outreach to the public, decision makers, business leaders, and community partners

*Whether onsite or remote, community is central to our mission and, to stay connected with all stakeholders, we created a detailed communications plan that includes staff, volunteers, community partners, patrons, local government, business, community leaders, and media.*


Susan Whittle, Director & Subregional Librarian  
Southwest Georgia Regional Library

# Re-opening Best Practices

**Training:** trauma-informed libraries to public, academic, and school libraries

*We knew early on during our weekly public library forums, that mental health concerns of patrons and staff needed to be addressed. It's imperative that staff feel comfortable talking about their own mental health concerns and have tools available to recognize and respond to mental health concerns of their patrons. All of us have experienced some trauma related to COVID-19. If there is something positive to come out of this pandemic, it's my hope that we focus on equipping our library staff with training that helps them address trauma within themselves and their communities.*


**Robin Westphal, State Librarian  
Missouri State Library**



# Current Financial Changes

## Most libraries' responses reflected no major changes to current staff-related finances

- **Benefits:** No major change (93%)
  - **Salaries:** No major change (88%)
  - **Staffing:** No major change (67%), but some or significant reduction (31%)
  - **Professional Development Budget:** No major change (55%), but 1/3 reported some or significant reduction
- 
- **Planned Hiring:** No major change (50%), but nearly half reported some or significant reduction (25%) or eliminated (23%)



# Current Financial Changes

## Most libraries' responses reflected some reductions to current operational finances

- **Print Collection Budget:** Split between no major change (49%) and some or significant reduction (46%)
  - **Resuming Operations:** Split between no major change (41%) and some or significant reduction (40%), with 12% reporting some increase
  - **Services:** Over half reported some or significant reduction (52%), but over 1/3 reported no major change (36%)
- 
- **Programs:** Over half reported some or significant reduction (52%) and 14% reported eliminated, with 29% reporting no major change



# Future Financial Changes

The percentage of libraries responding “no major change” decreased when reporting on future staff-related finances

- **Benefits:** No major change (85%)
  - **Salaries:** No major change (76%)
  - **Staffing:** No major change (57%), but some or significant reduction (40%)
  - **Professional Development Budget:** Over half reported some or significant reduction (52%), but over 1/3 reported no major change (36%)
- 
- **Planned Hiring:** No major change (40%), but over half reported some or significant reduction (37%) or eliminated (20%)



# Future Financial Changes

## Most libraries' responses reflected further reductions to future operational finances

- **Print Collection Budget:** Over half reported some or significant reduction (61%), but over 1/3 reported no major change (35%)
- **Resuming Operations:** Nearly half reported some or significant reduction (44%), but over 1/3 reported no major change (37%) and 14% reported some increase
- **Services:** Nearly half reported some or significant reduction (49%), but over 1/3 reported no major change (36%) and 12% reported some increase

- 
- **Programs:** Over half reported some or significant reduction (63%) and 24% reported no major change

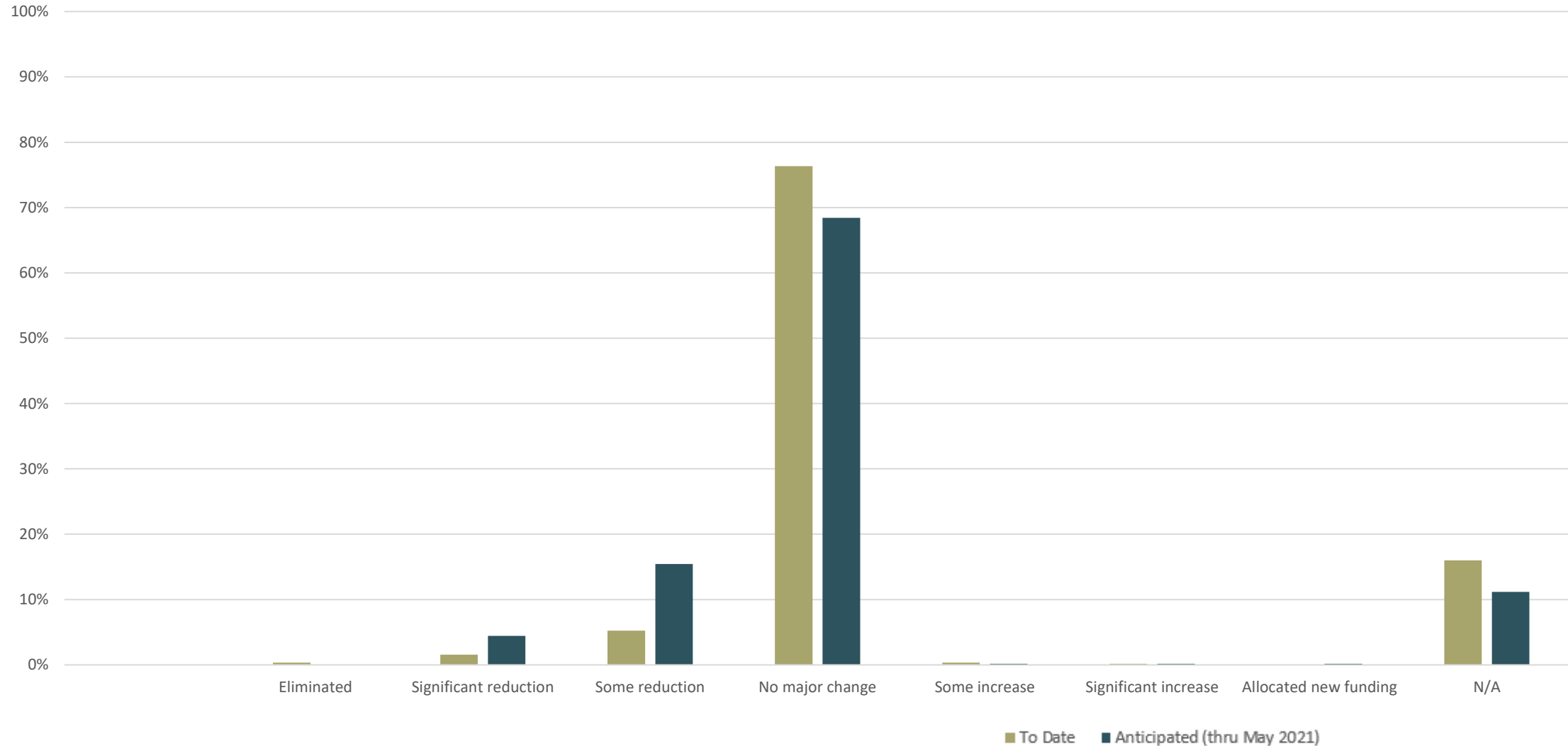
A person is shown from the side, writing in a spiral-bound notebook with a pen. The scene is dimly lit, and the background is blurred, showing what appears to be a laptop screen. The overall mood is focused and professional.

**Financial Changes to All Academic Libraries**  
*Breakouts by Carnegie Class Available Online*

# Academic Libraries

## Financial Changes to BENEFITS

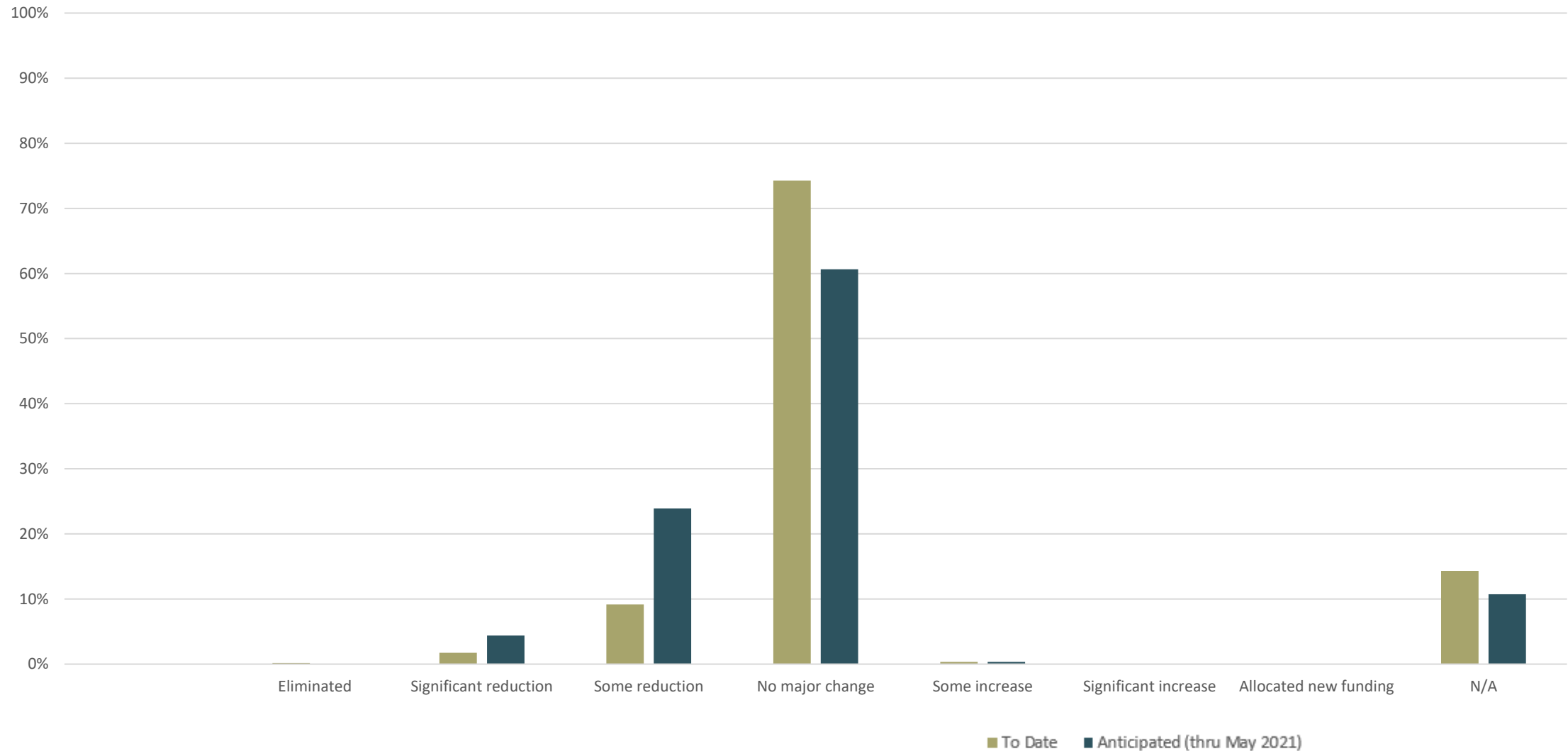
To Date: N=575  
Anticipated: N=564



# Academic Libraries

## Financial Changes to SALARIES

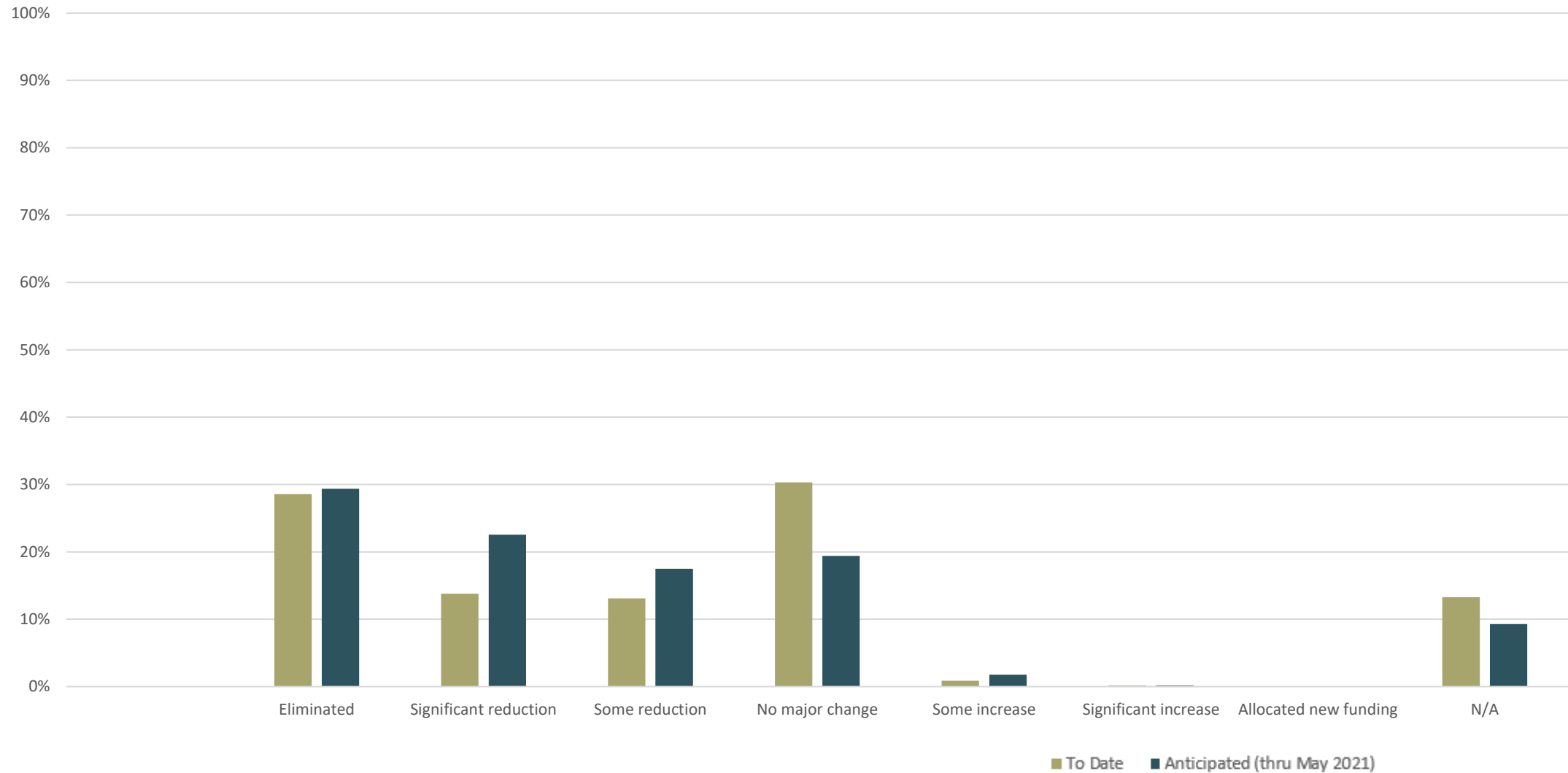
To Date: N=579  
Anticipated: N=569



# Academic Libraries

## Financial Changes to PLANNED HIRING

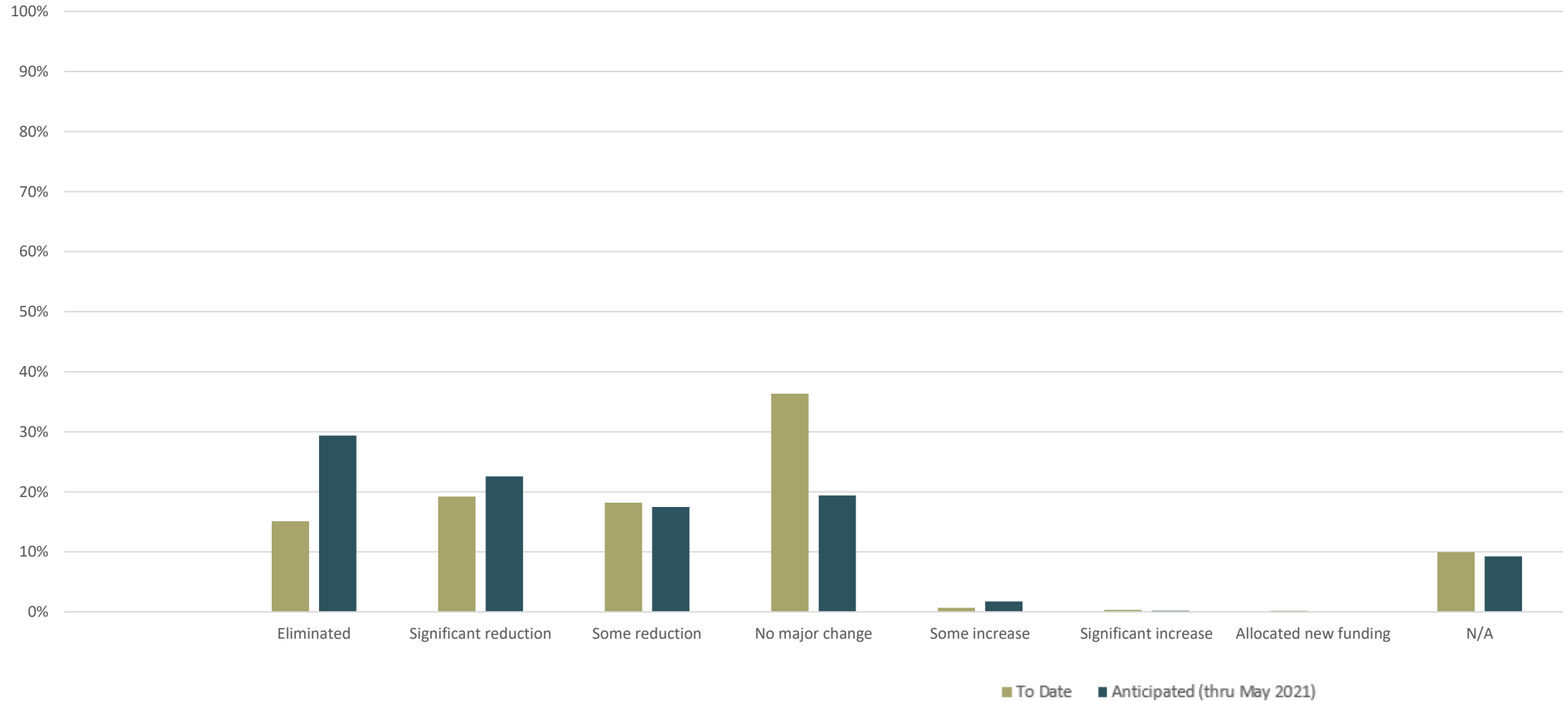
To Date: N=581  
Anticipated: N=572



# Academic Libraries

## Financial Changes to PROFESSIONAL DEVELOPMENT

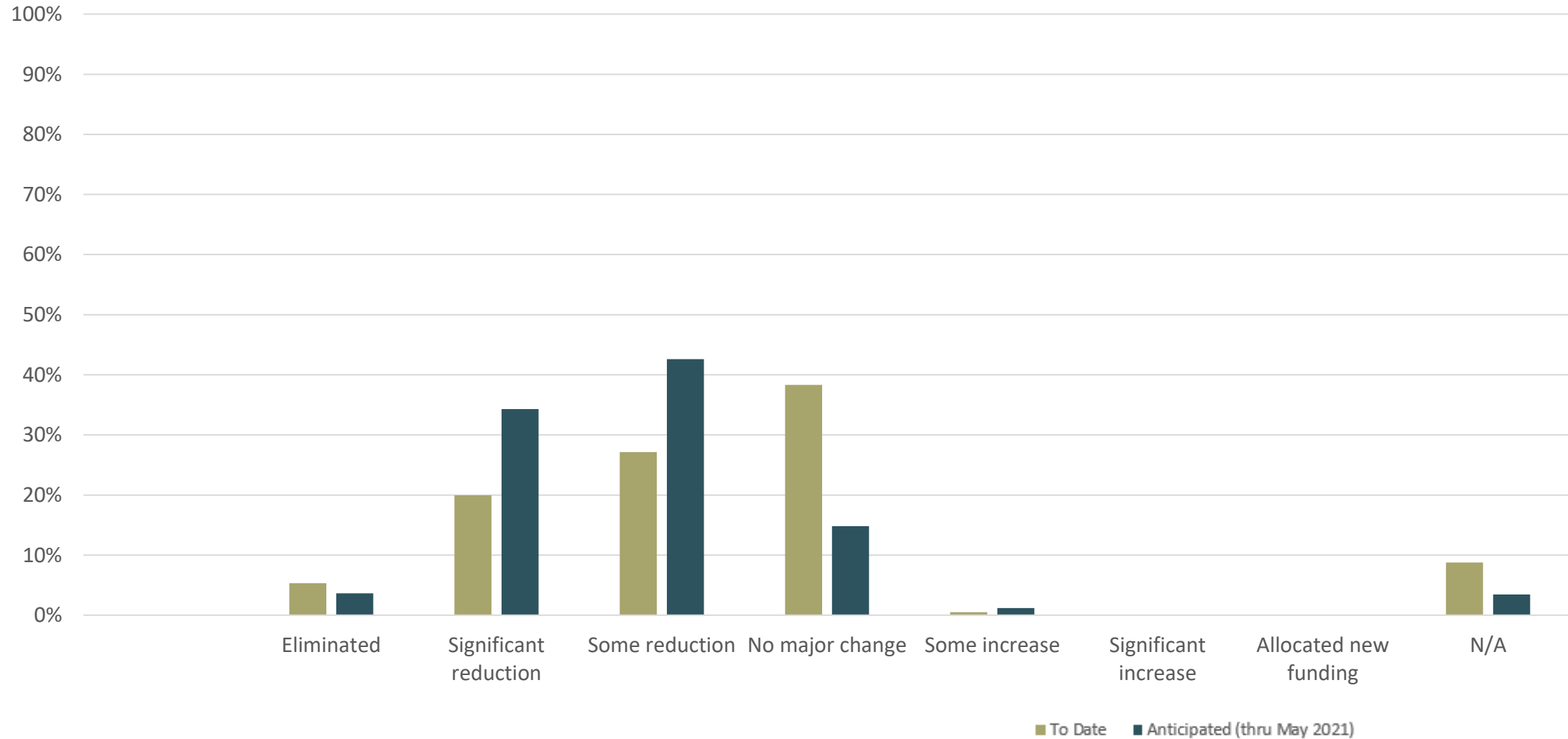
To Date: N=583  
Anticipated: N=572



# Academic Libraries

## Financial Changes to PRINT COLLECTION

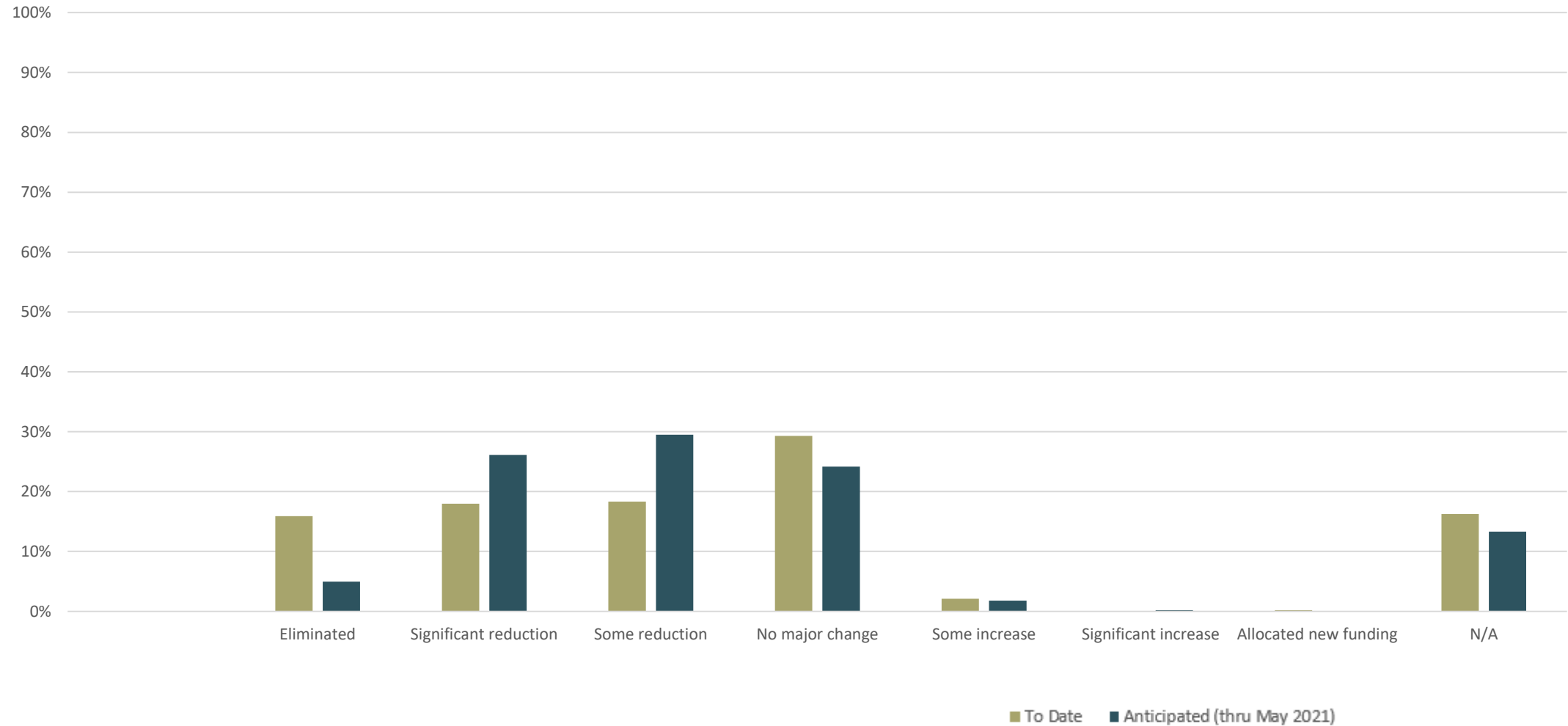
To Date: N=582  
Anticipated: N=580



# Academic Libraries

## Financial Changes to PROGRAMS

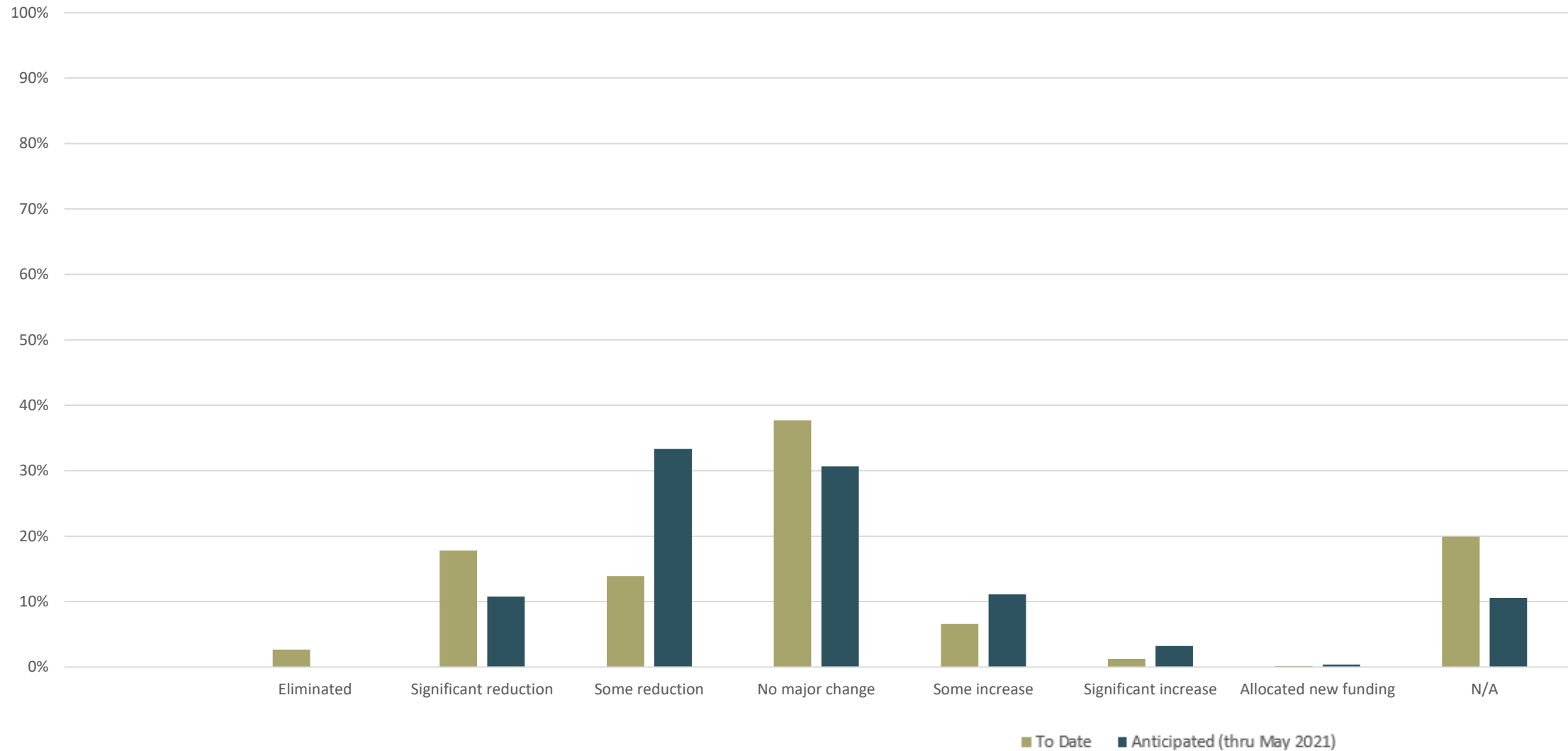
To Date: N=573  
Anticipated: N=563



# Academic Libraries

To Date: N=567  
Anticipated: N=558

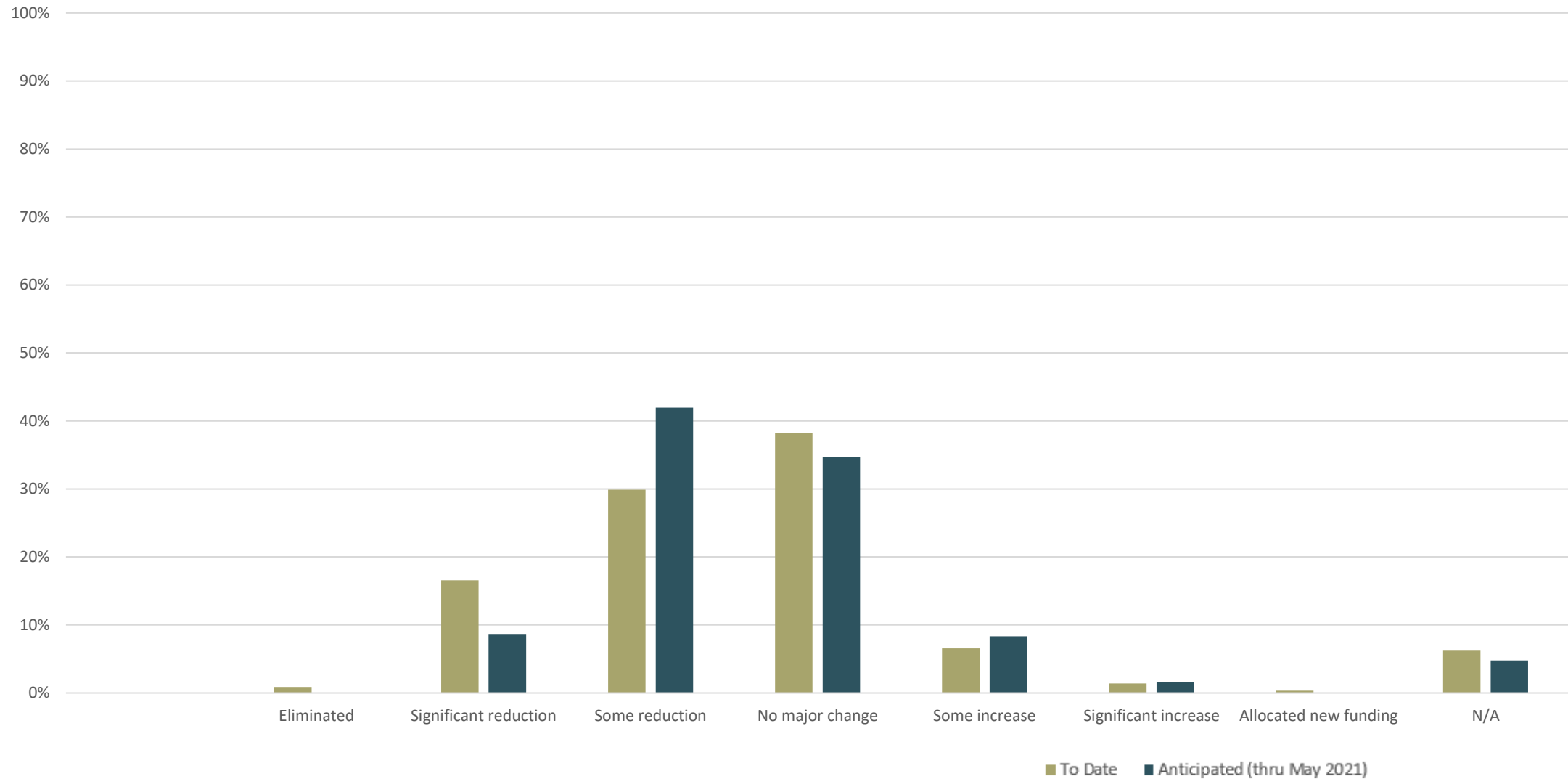
## Financial Changes to RESUMING OPERATIONS



# Academic Libraries

## Financial Changes to SERVICES

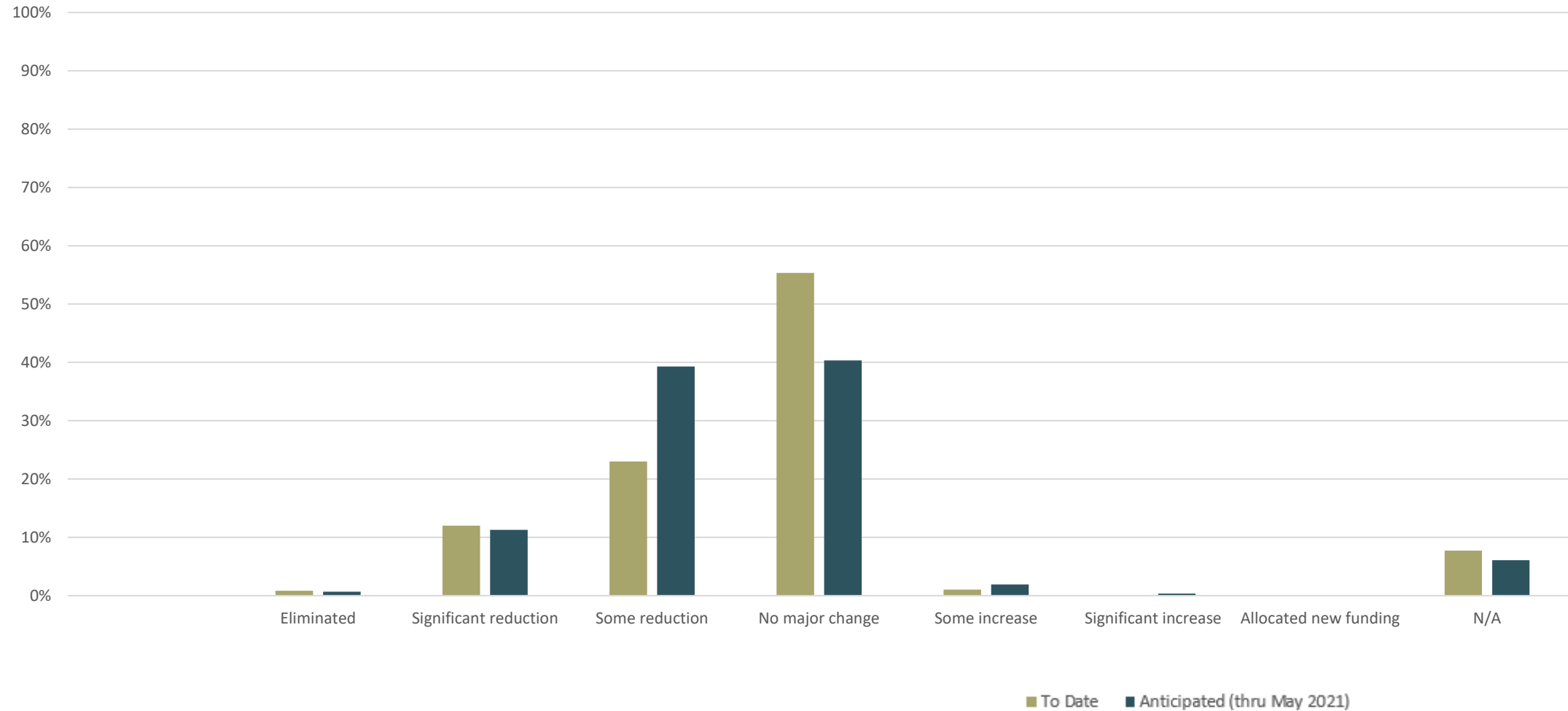
To Date: N=584  
Anticipated: N=570



# Academic Libraries

## Financial Changes to STAFFING

To Date: N=582  
Anticipated: N=575

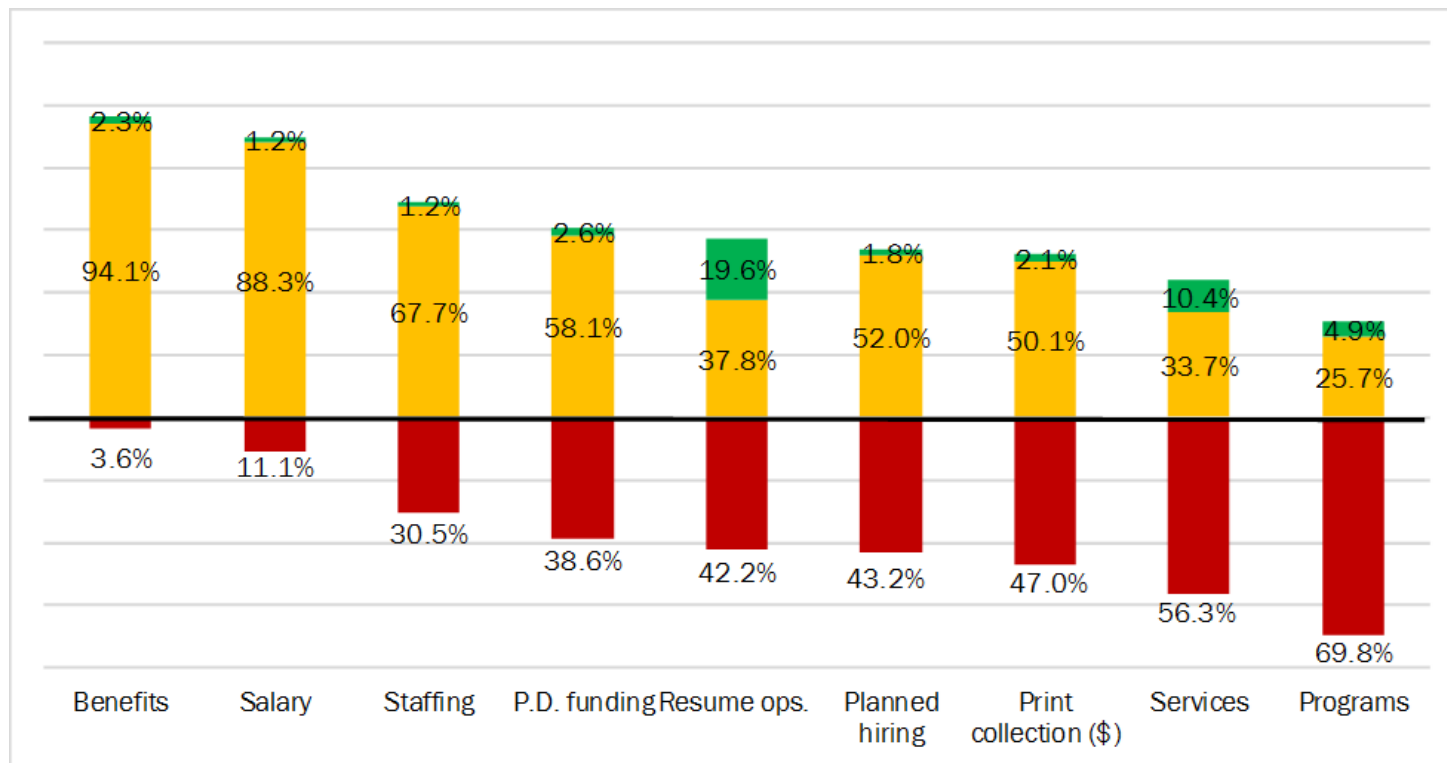


The background of the slide is a blurred photograph of a library. On the left, there are wooden bookshelves filled with books. The right side of the image is dominated by a soft, out-of-focus bokeh of warm, golden-yellow lights, suggesting a cozy atmosphere. The overall color palette is muted and warm, with browns, greys, and soft yellows.

# Financial Changes to Public Libraries

# Public Library Financial Changes

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



Increase

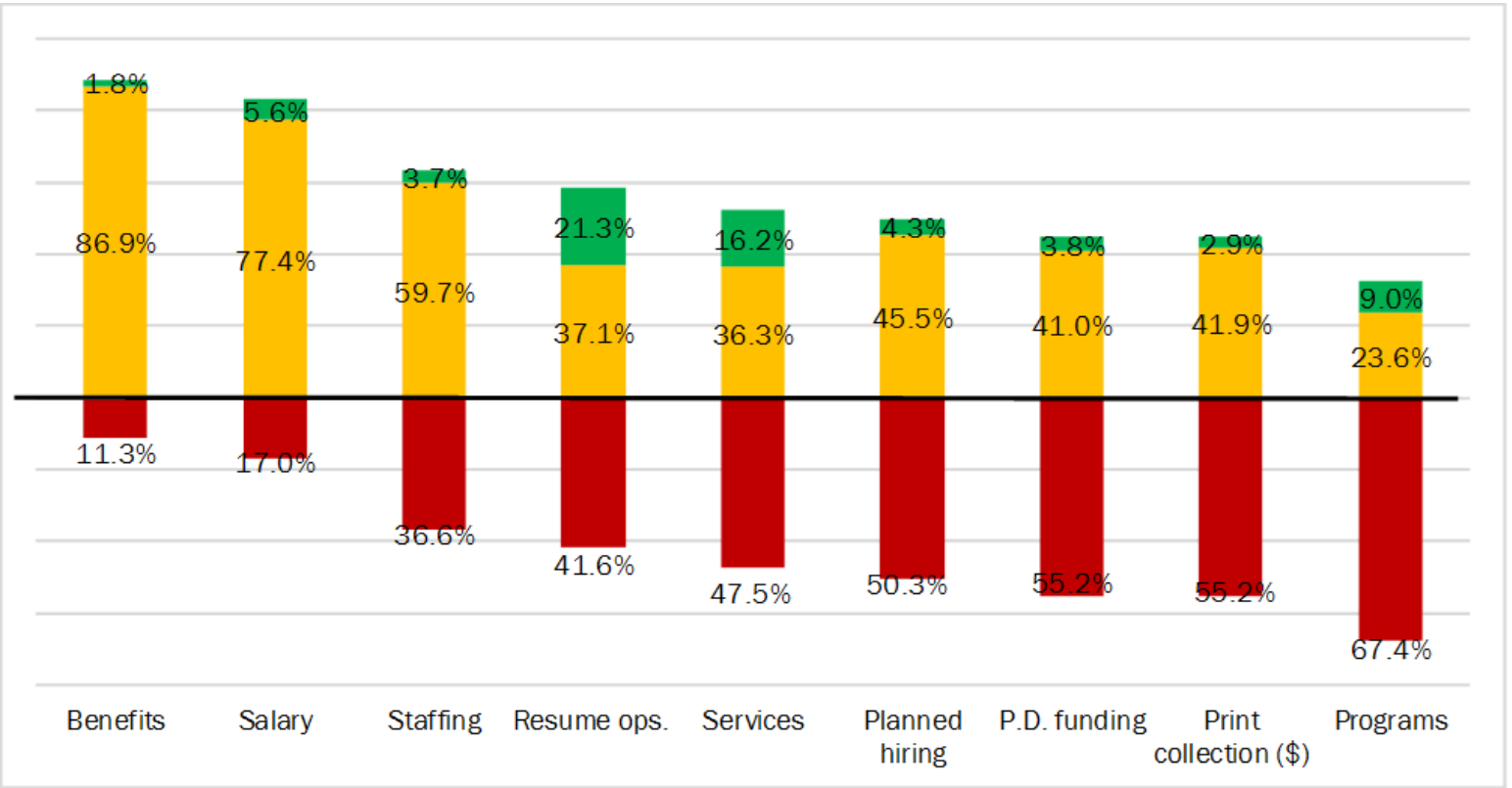
No change

Decrease

Developed by:



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



Increase

No change

Decrease

# Public Library Financial Changes

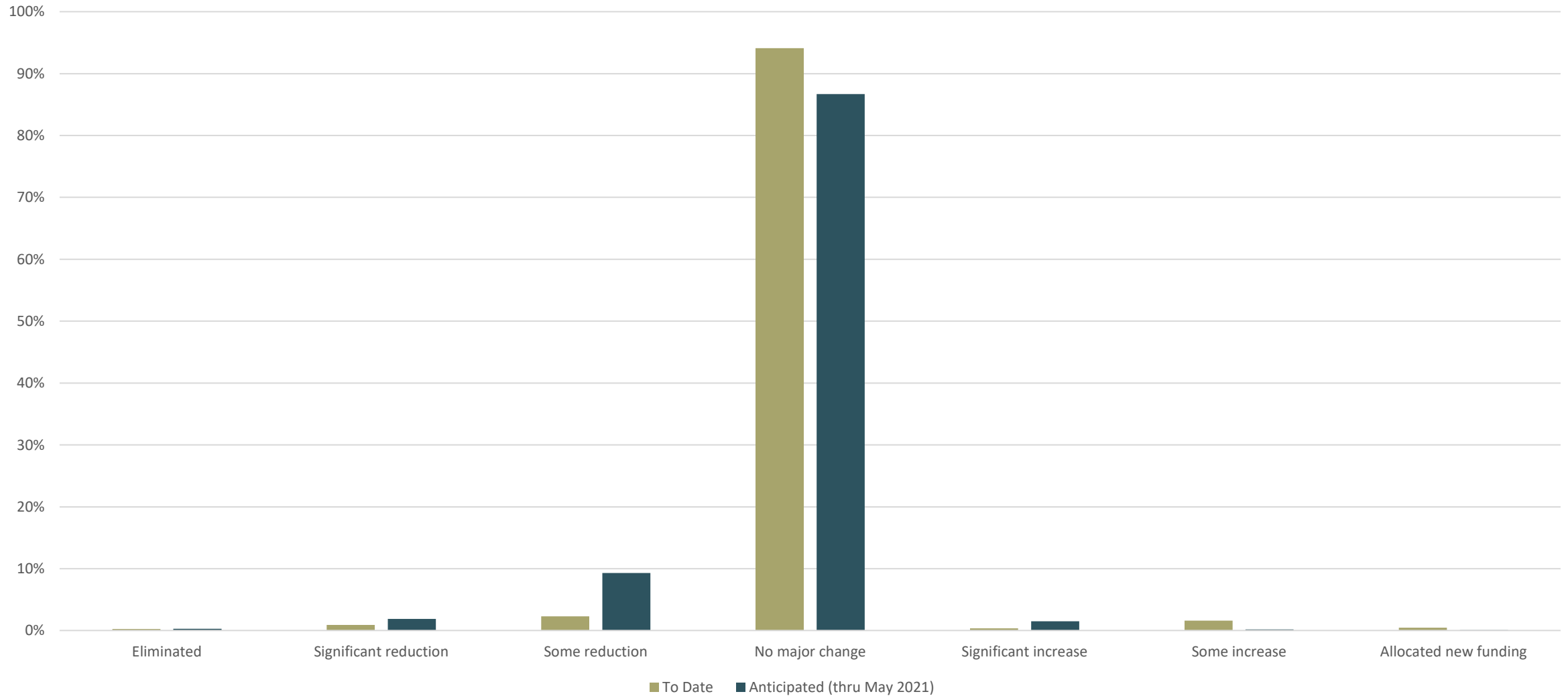
Developed by:



# Public Libraries

## Financial Changes to BENEFITS

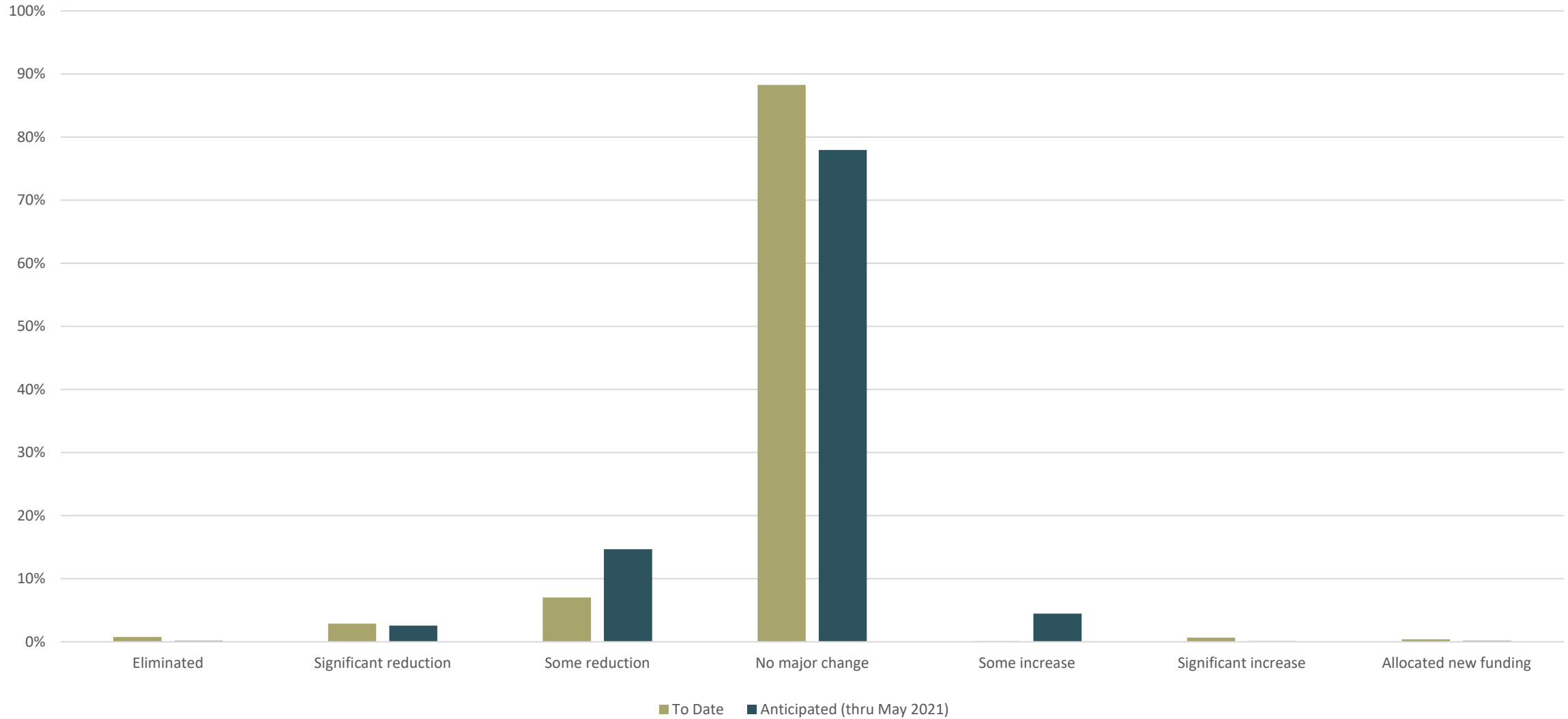
To Date: N=1990  
Anticipated: N=2051



# Public Libraries

## Financial Changes to SALARIES

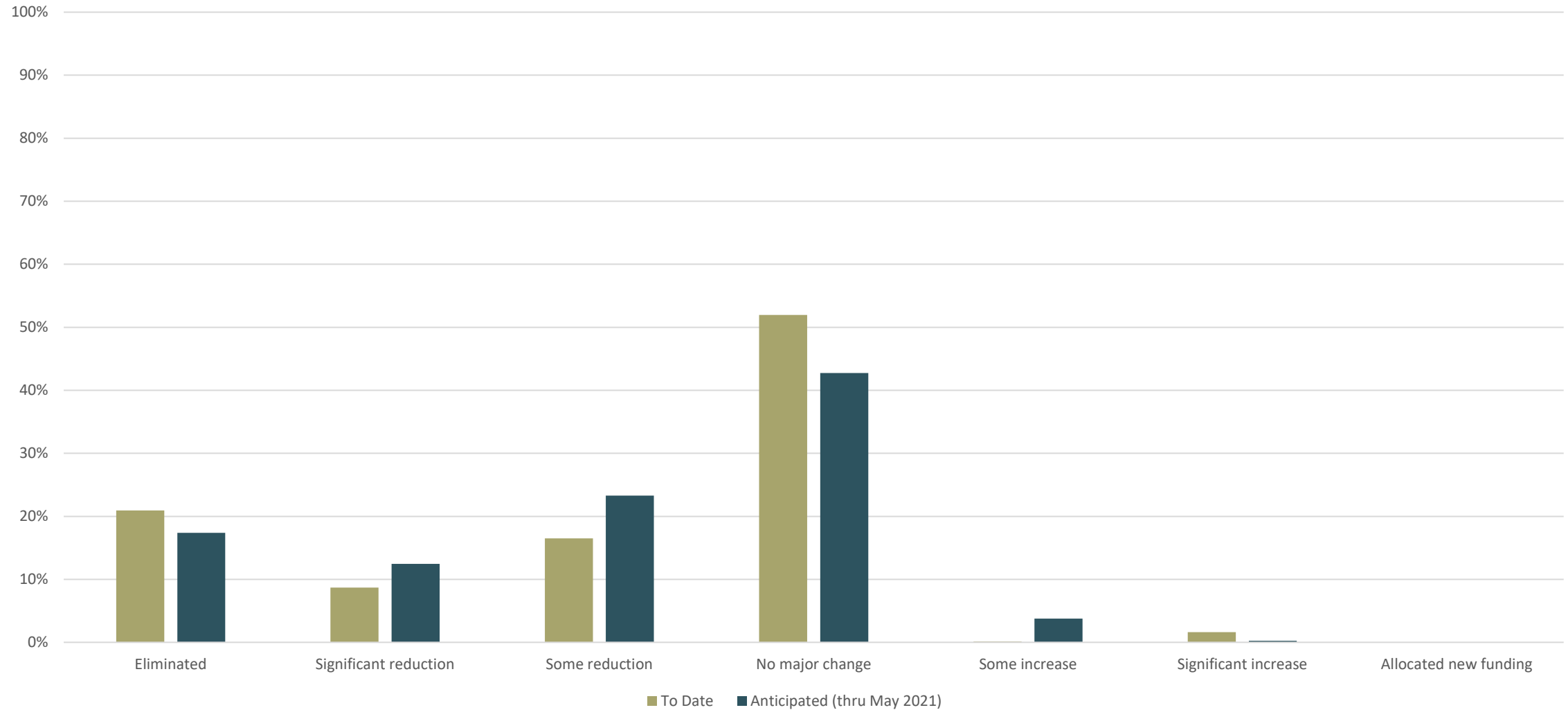
To Date: N=2206  
Anticipated: N=2237



# Public Libraries

To Date: N=1882  
Anticipated: N=1982

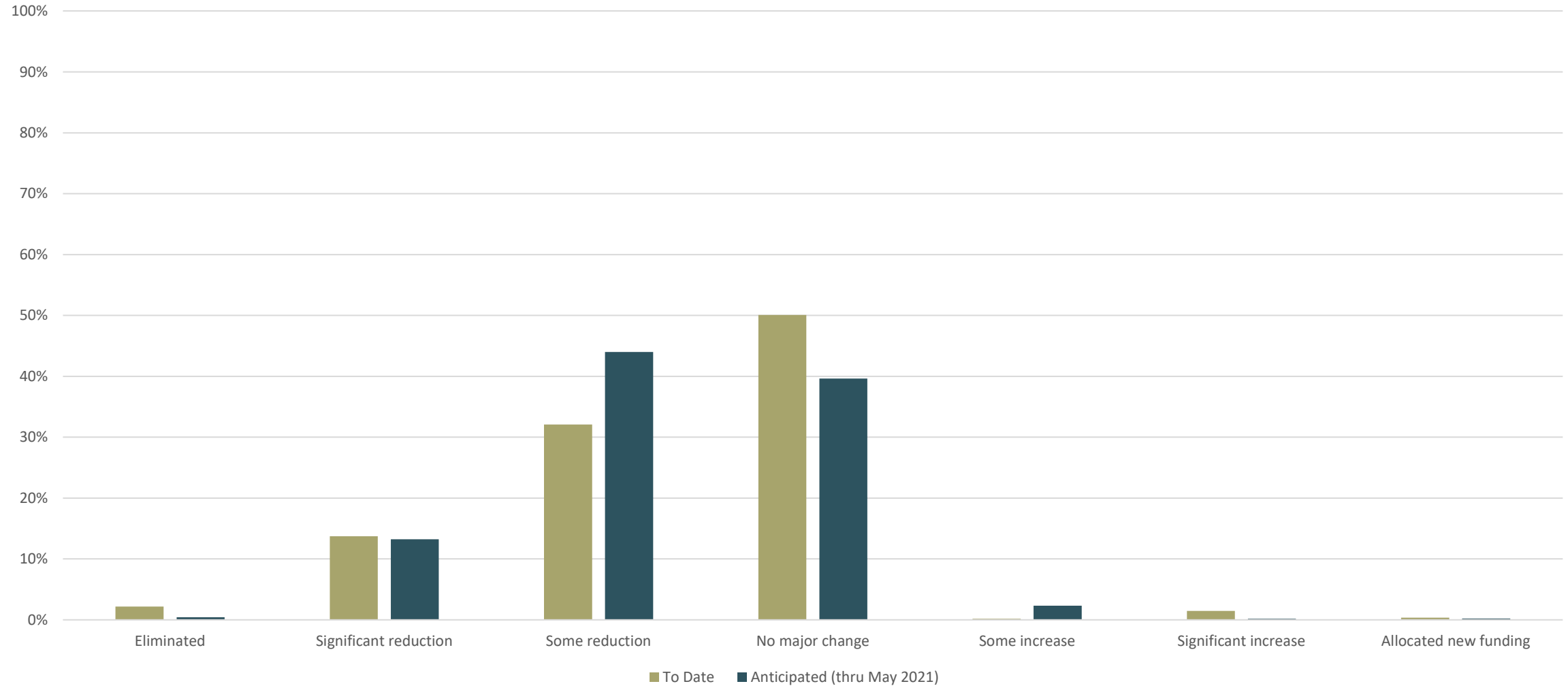
## Financial Changes to PLANNED HIRING



# Public Libraries

## Financial Changes to PRINT COLLECTION

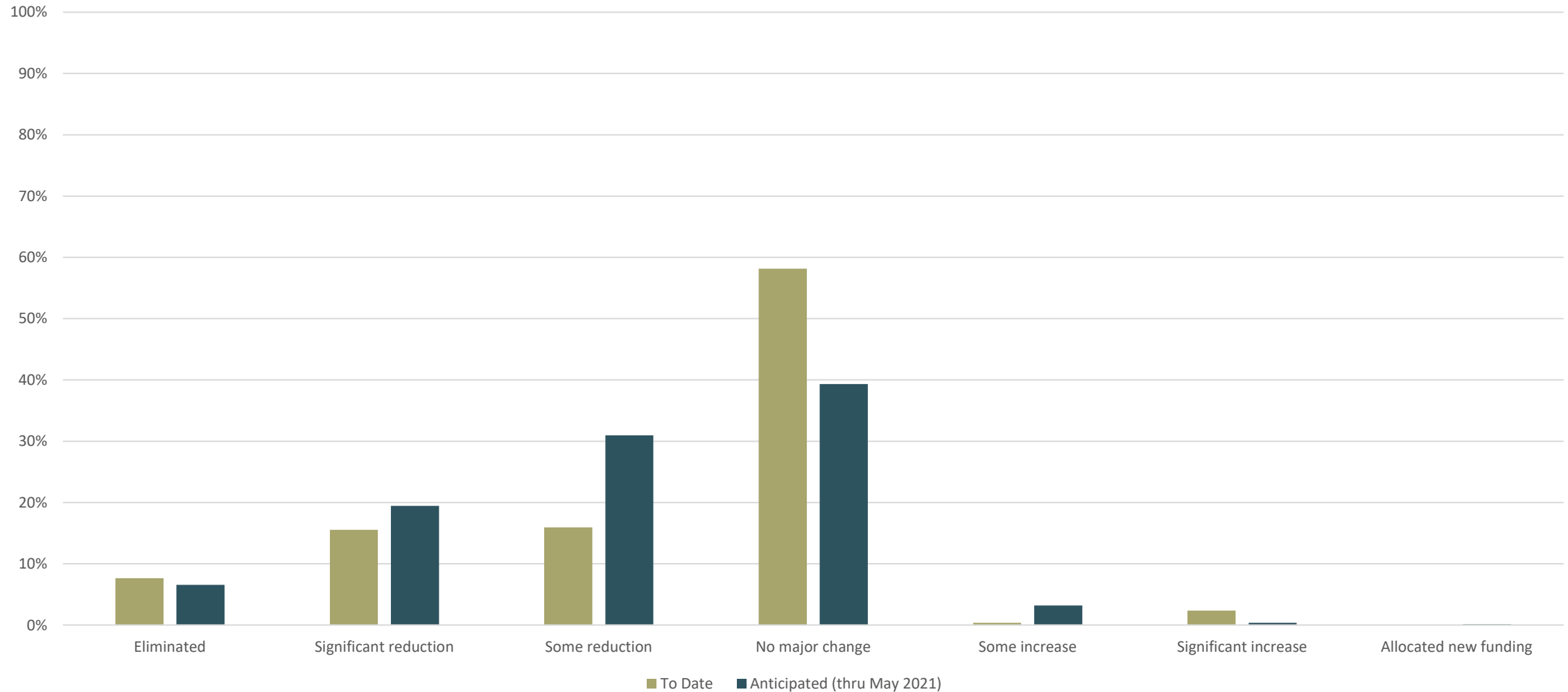
To Date: N=2267  
Anticipated: N=2303



# Public Libraries

To Date: N=2157  
Anticipated: N=2227

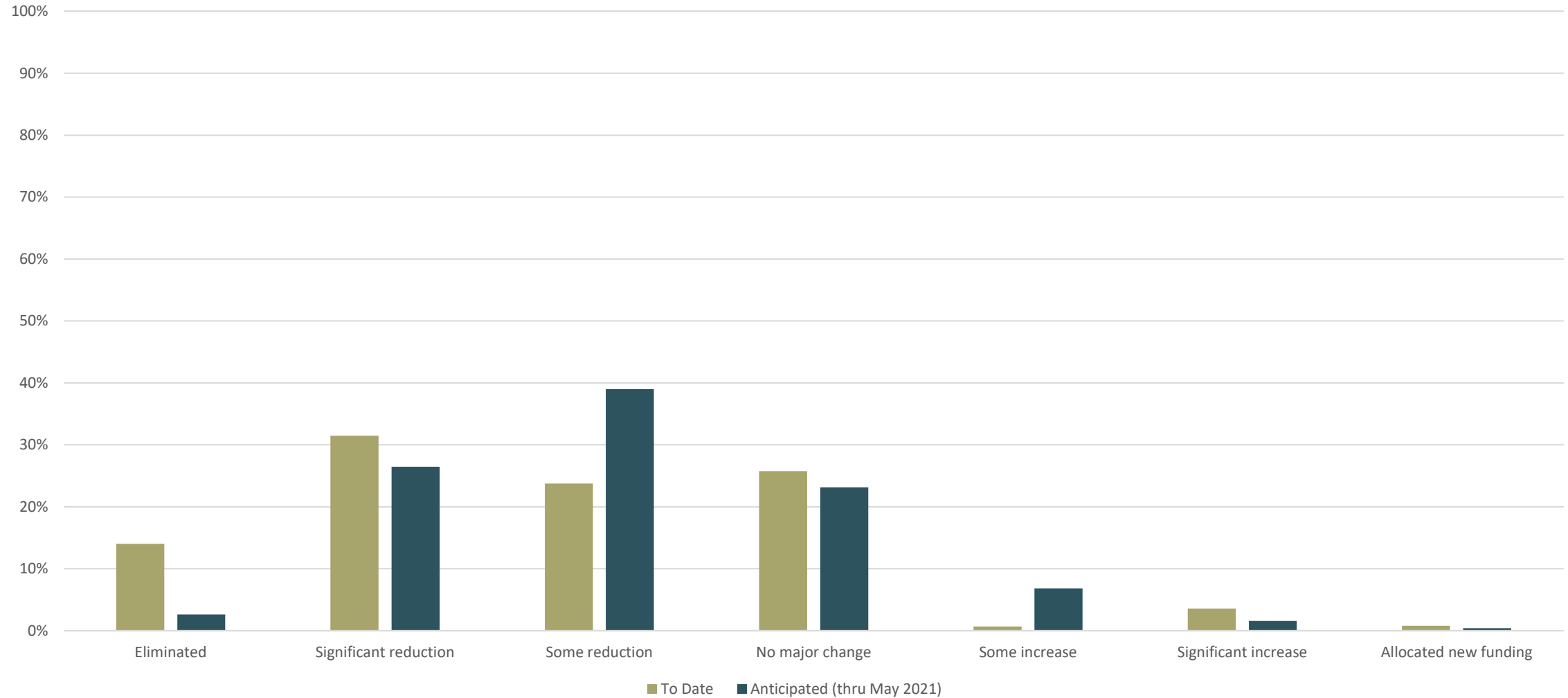
## Financial Changes to PROFESSIONAL DEVELOPMENT



# Public Libraries

## Financial Changes to PROGRAMS

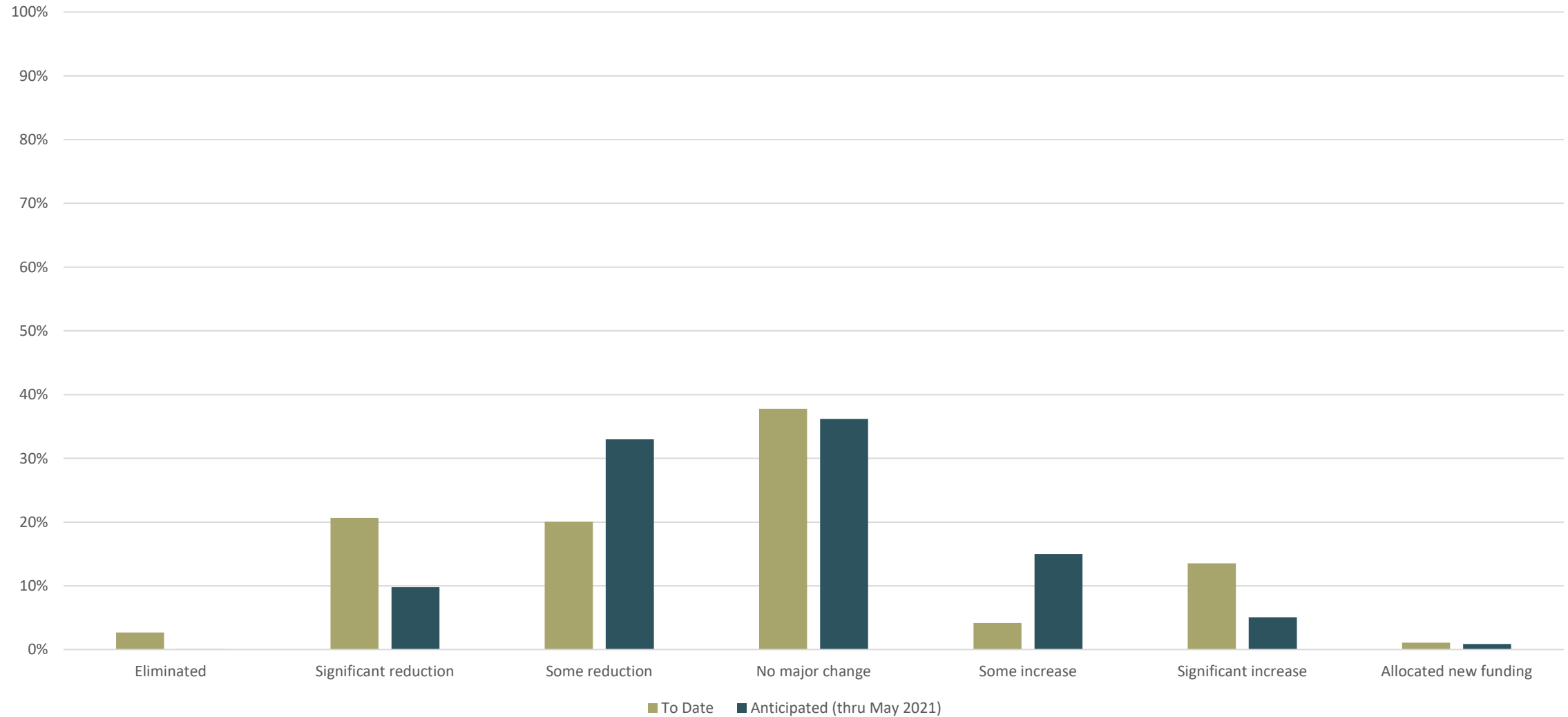
To Date: N=2327  
Anticipated: N=2334



# Public Libraries

To Date: N=2125  
Anticipated: N=2259

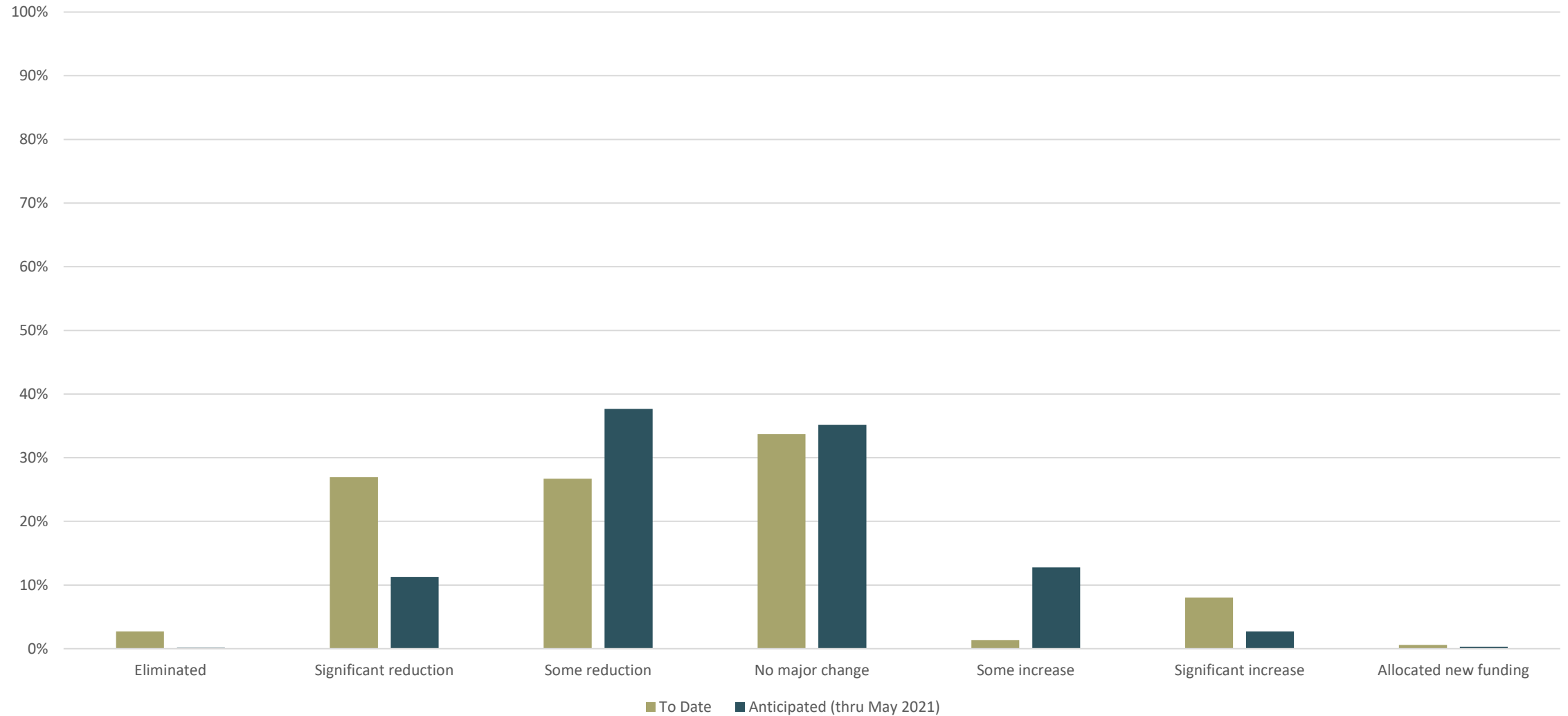
## Financial Changes to RESUMING OPERATIONS



# Public Libraries

## Financial Changes to SERVICES

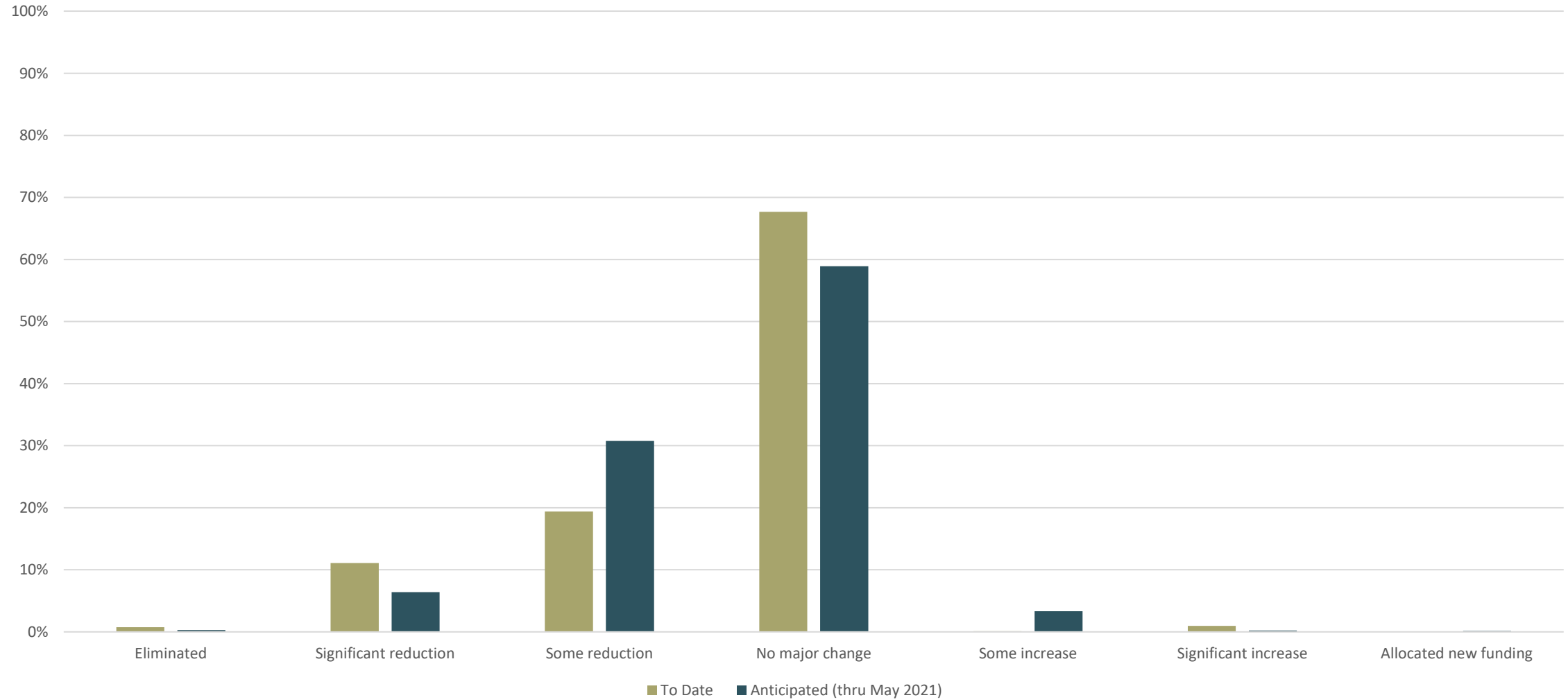
To Date: N=2288  
Anticipated: N=2321



# Public Libraries

## Financial Changes to STAFFING

To Date: N=2255  
Anticipated: N=2251



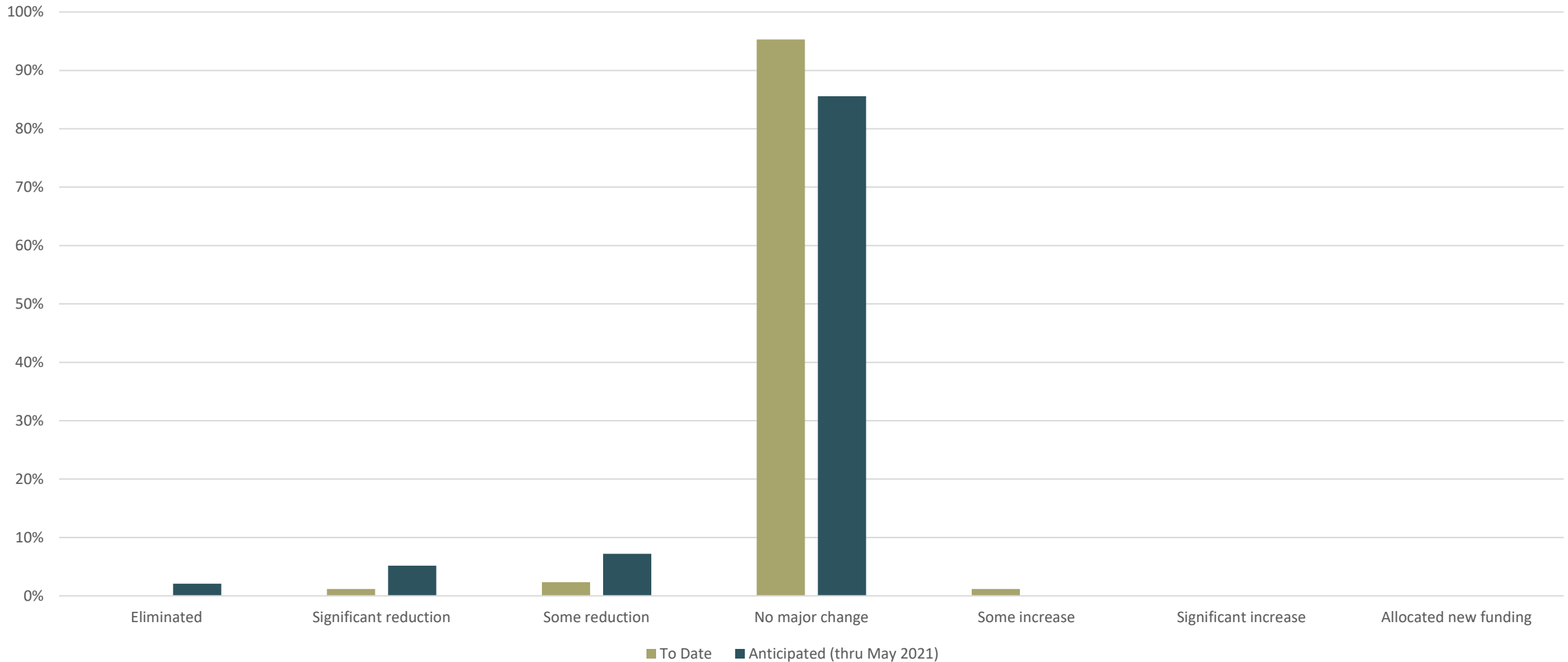
The image shows the fore-edge of three stacked books. The top book has a light blue cover, the middle one has a red cover, and the bottom one has a dark blue cover. The pages are off-white and slightly aged. The background is a dark, muted teal color.

# Financial Changes to K-12 Libraries

# K-12 Libraries

## Financial Changes to BENEFITS

To Date: N=85  
Anticipated: N=97

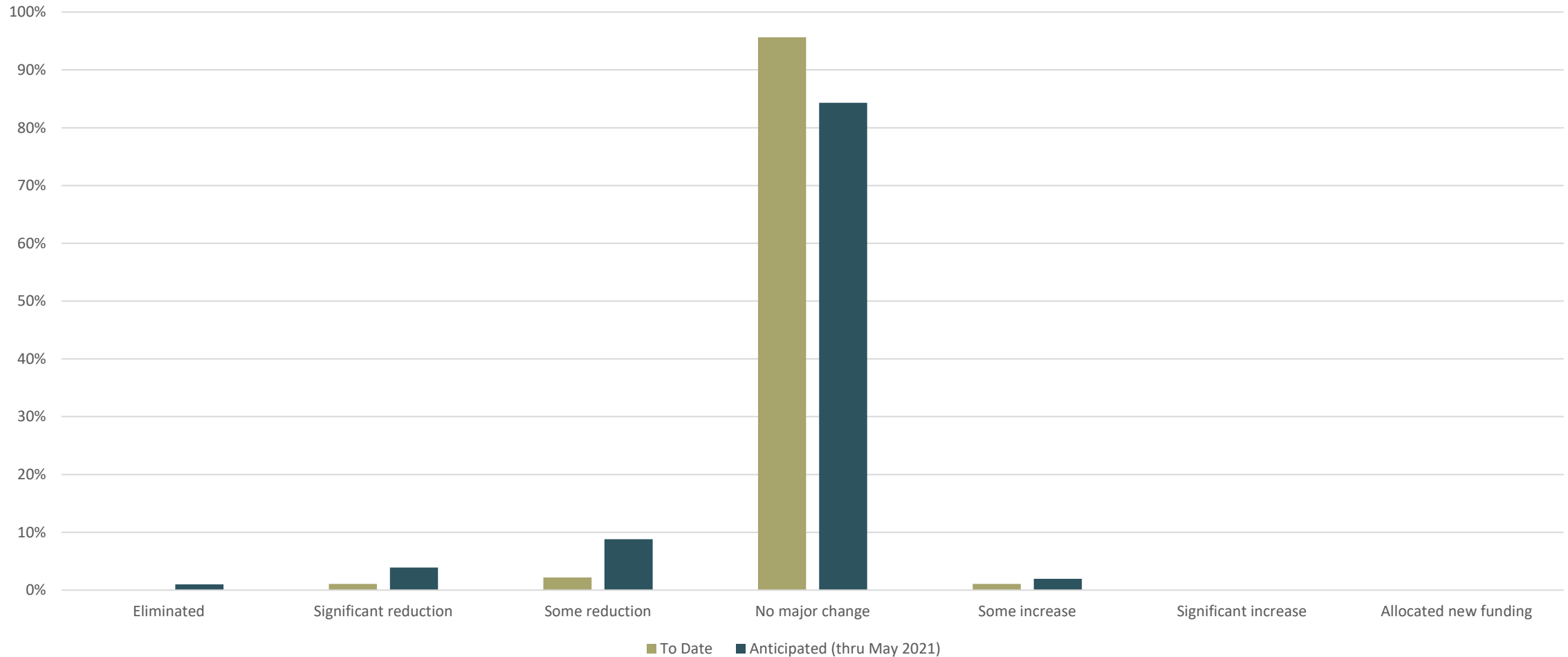


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

## Financial Changes to SALARIES

To Date: N=92  
Anticipated: N=102

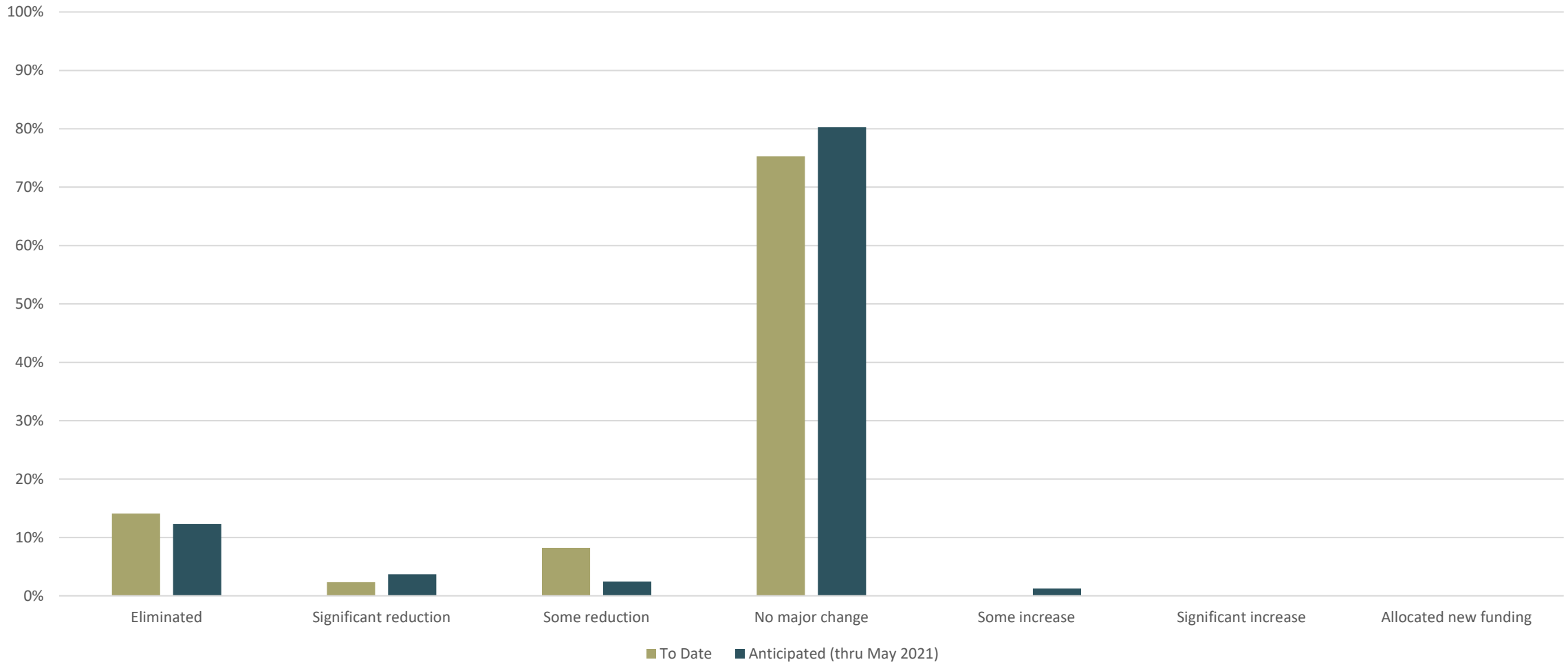


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

## Financial Changes to PLANNED HIRING

To Date: N=85  
Anticipated: N=81

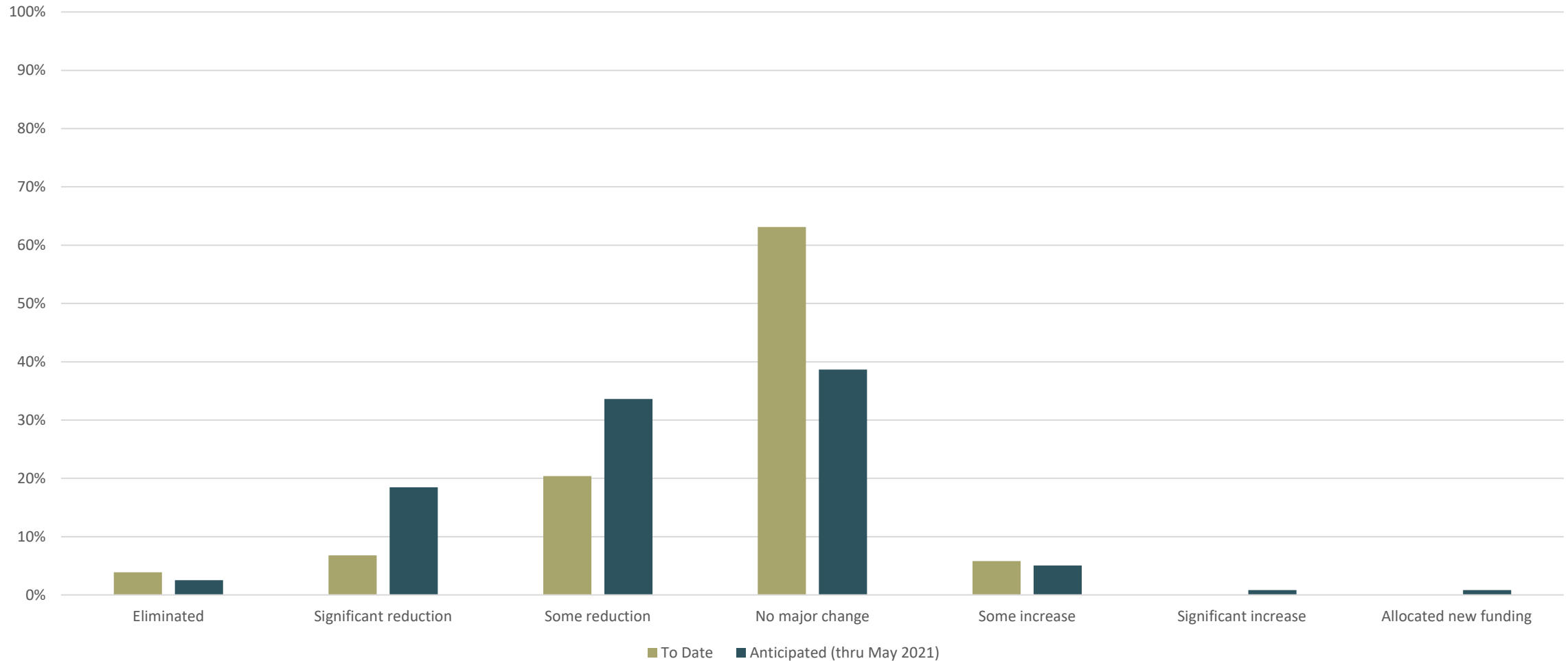


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

## Financial Changes to PRINT COLLECTION

To Date: N=103  
Anticipated: N=119

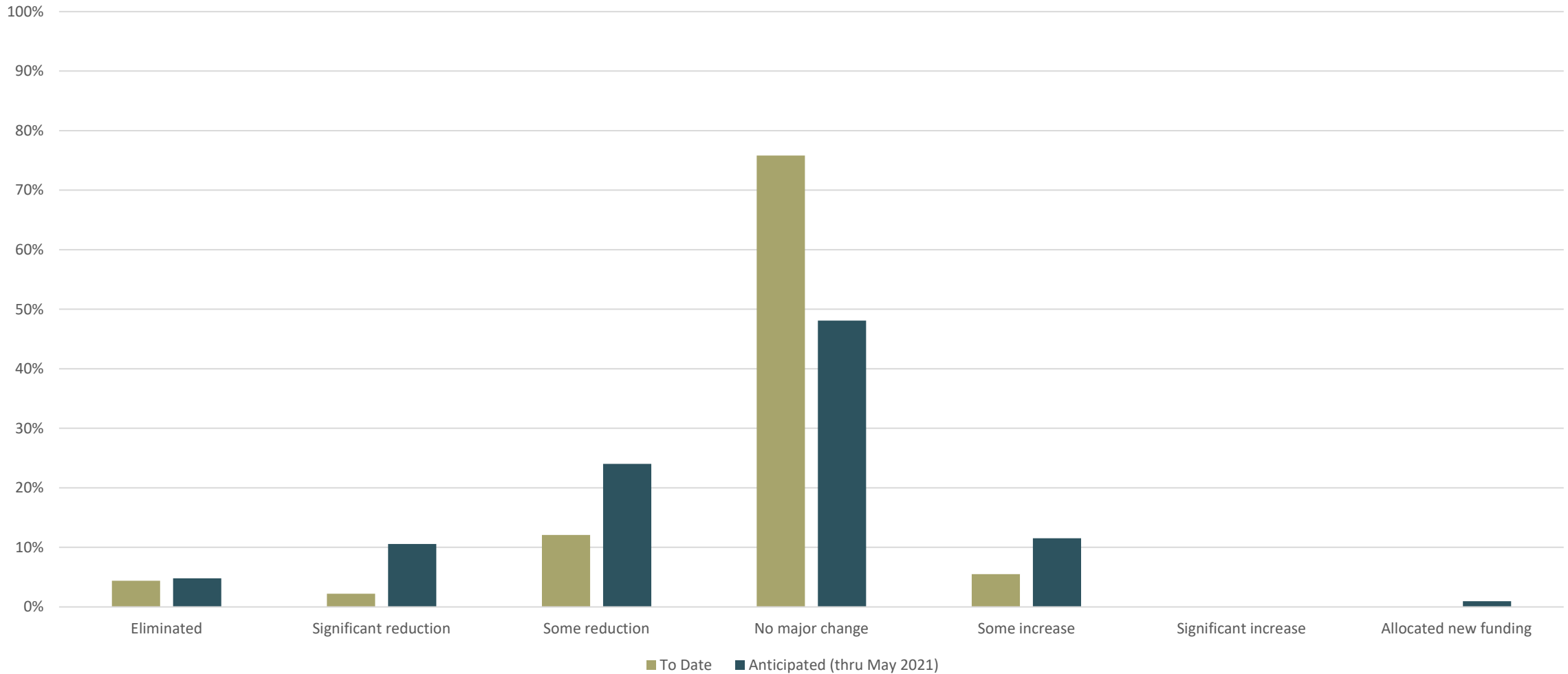


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

To Date: N=91  
Anticipated: N=104

## Financial Changes to PROFESSIONAL DEVELOPMENT

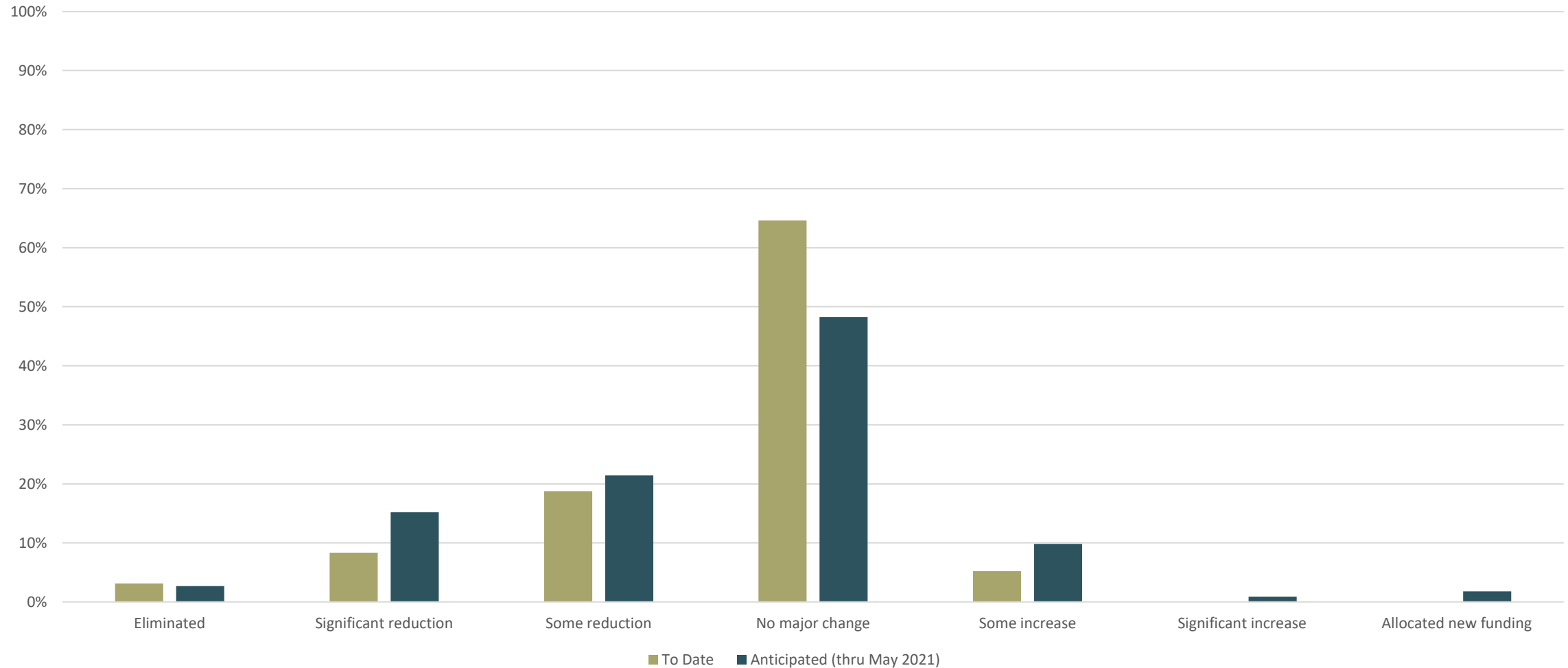


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

## Financial Changes to PROGRAMS

To Date: N=96  
Anticipated: N=112

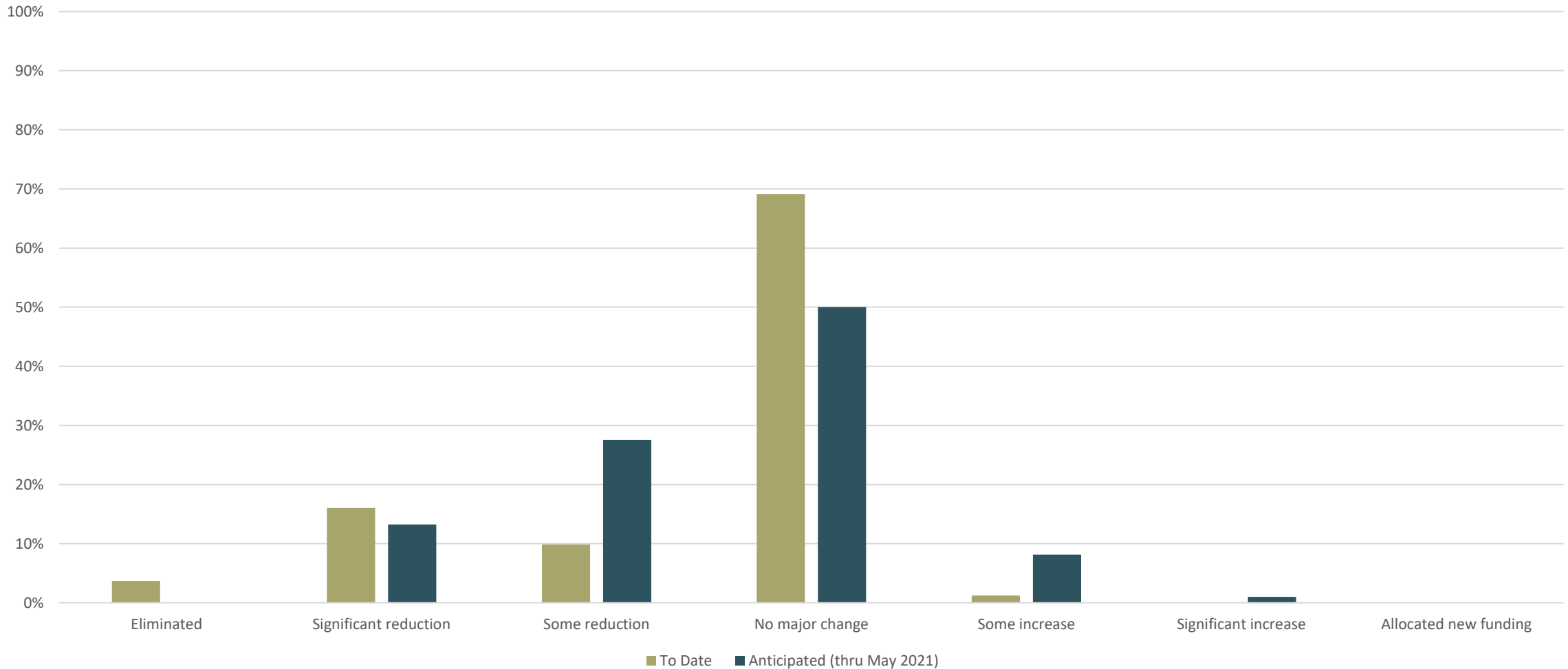


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

To Date: N=81  
Anticipated: N=98

## Financial Changes to RESUMING OPERATIONS

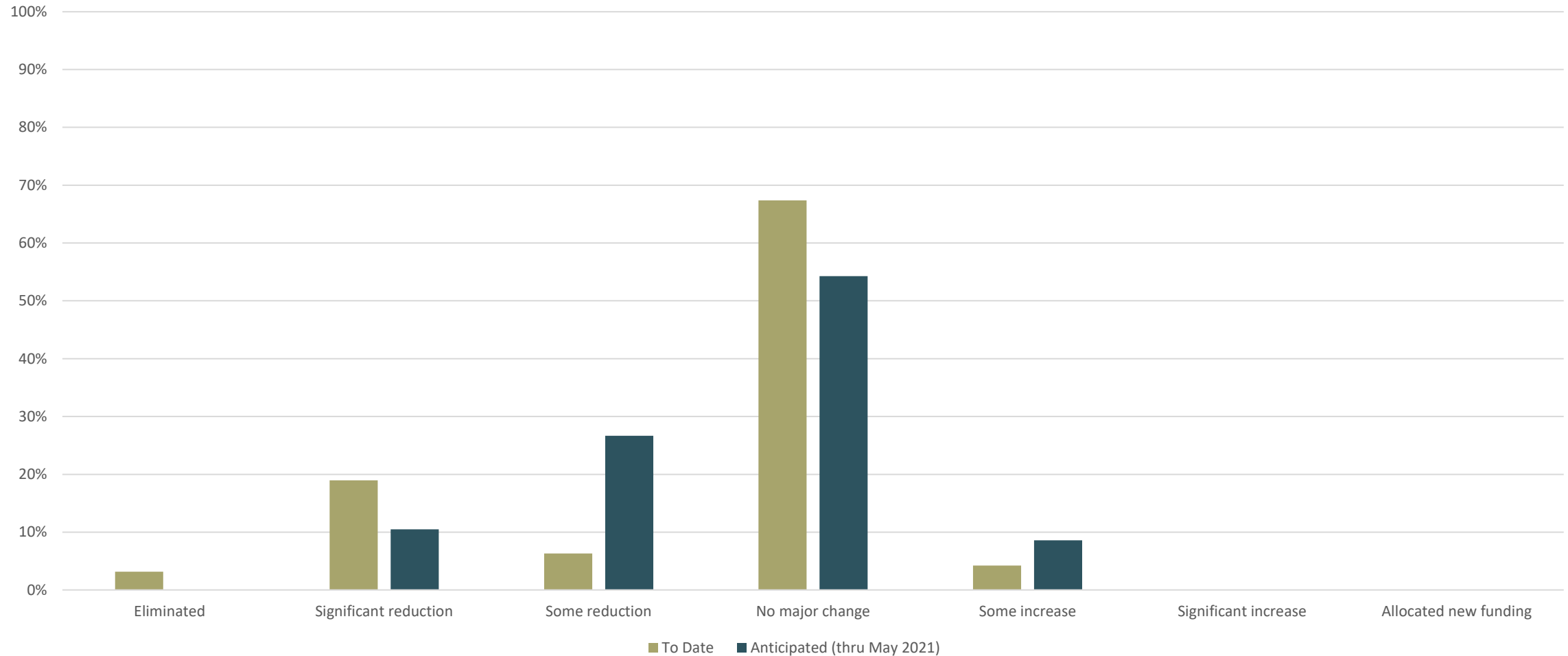


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

## Financial Changes to SERVICES

To Date: N=95  
Anticipated: N=105

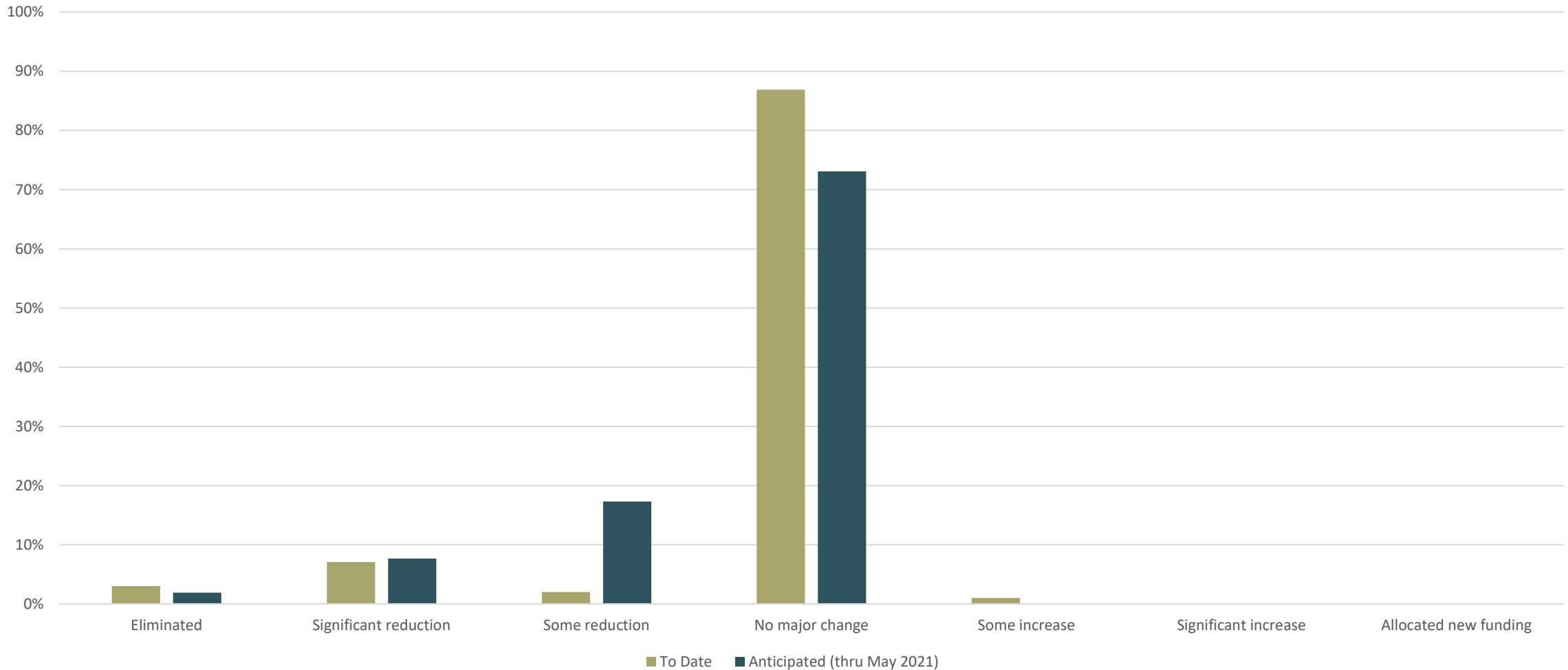


Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

# K-12 Libraries

## Financial Changes to STAFFING

To Date: N=99  
Anticipated: N=104



Additional data can be found at: <http://www.ala.org/aasl/about/pandemic>

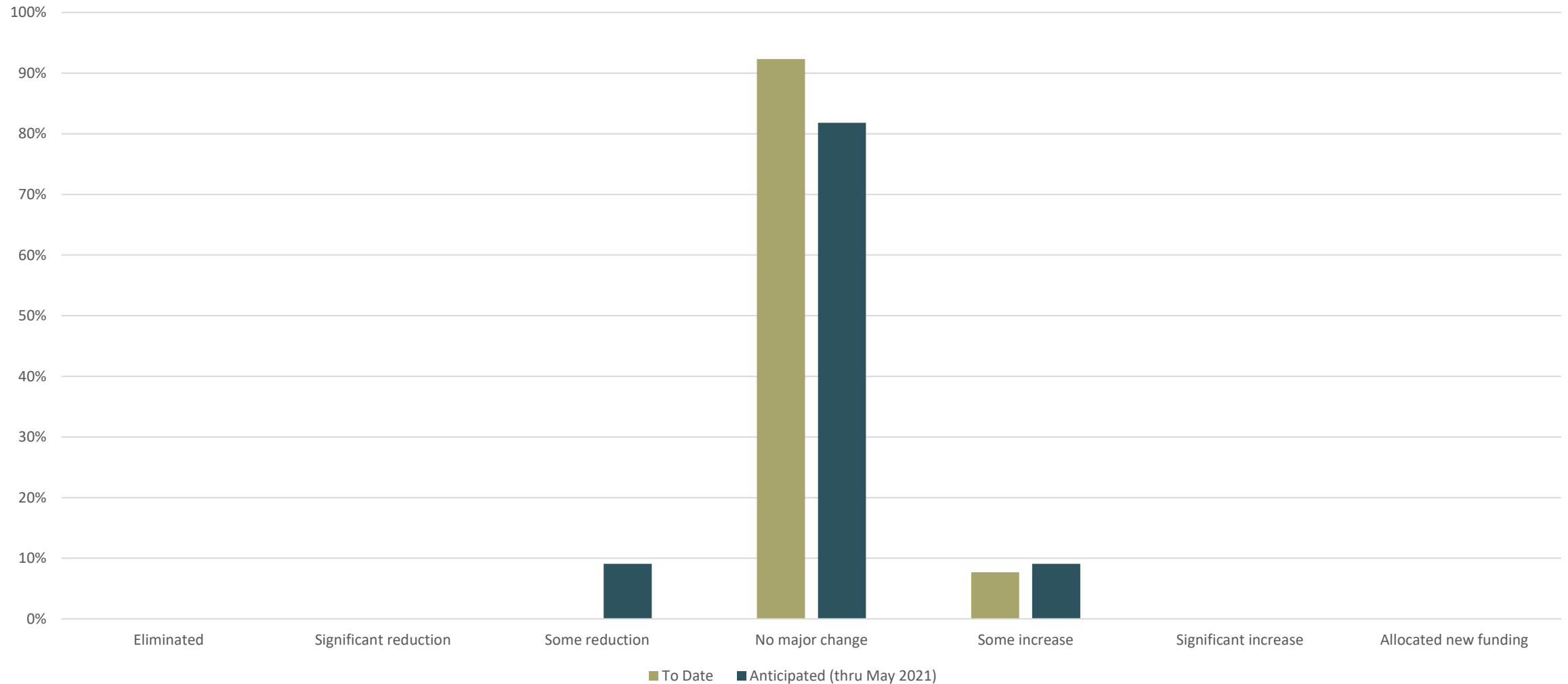


# Financial Changes to State Libraries

# State Libraries

## Financial Changes to BENEFITS

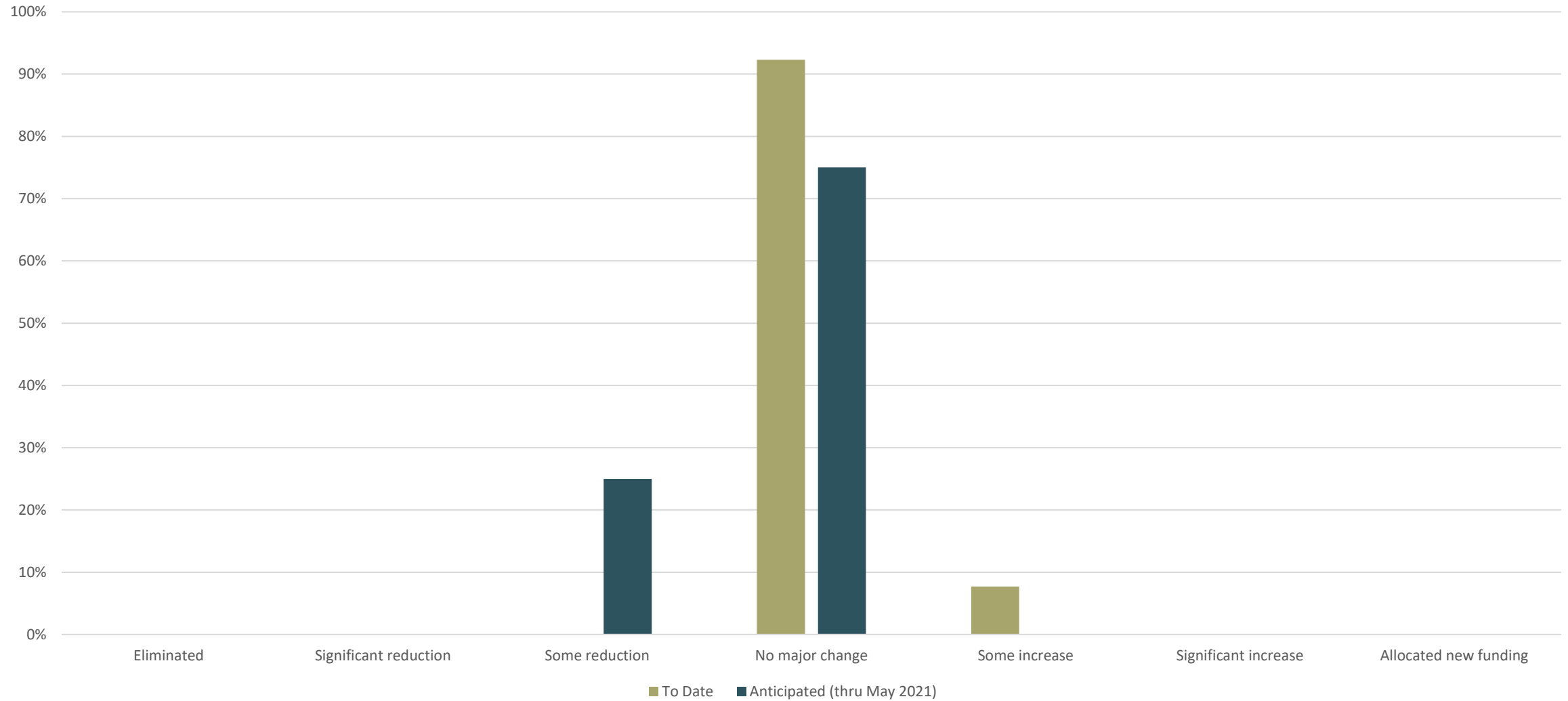
To Date: N=13  
Anticipated: N=11



# State Libraries

## Financial Changes to SALARIES

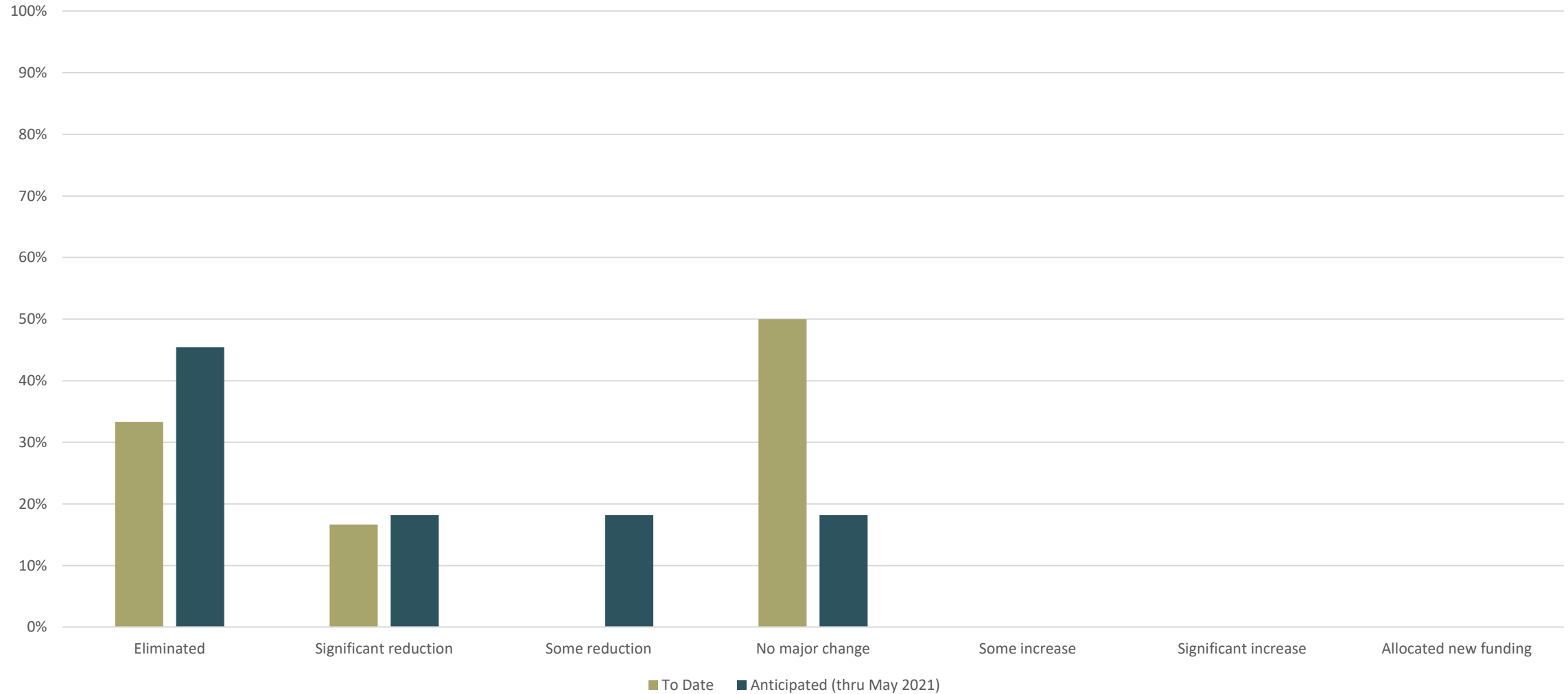
To Date: N=13  
Anticipated: N=12



# State Libraries

## Financial Changes to PLANNED HIRING

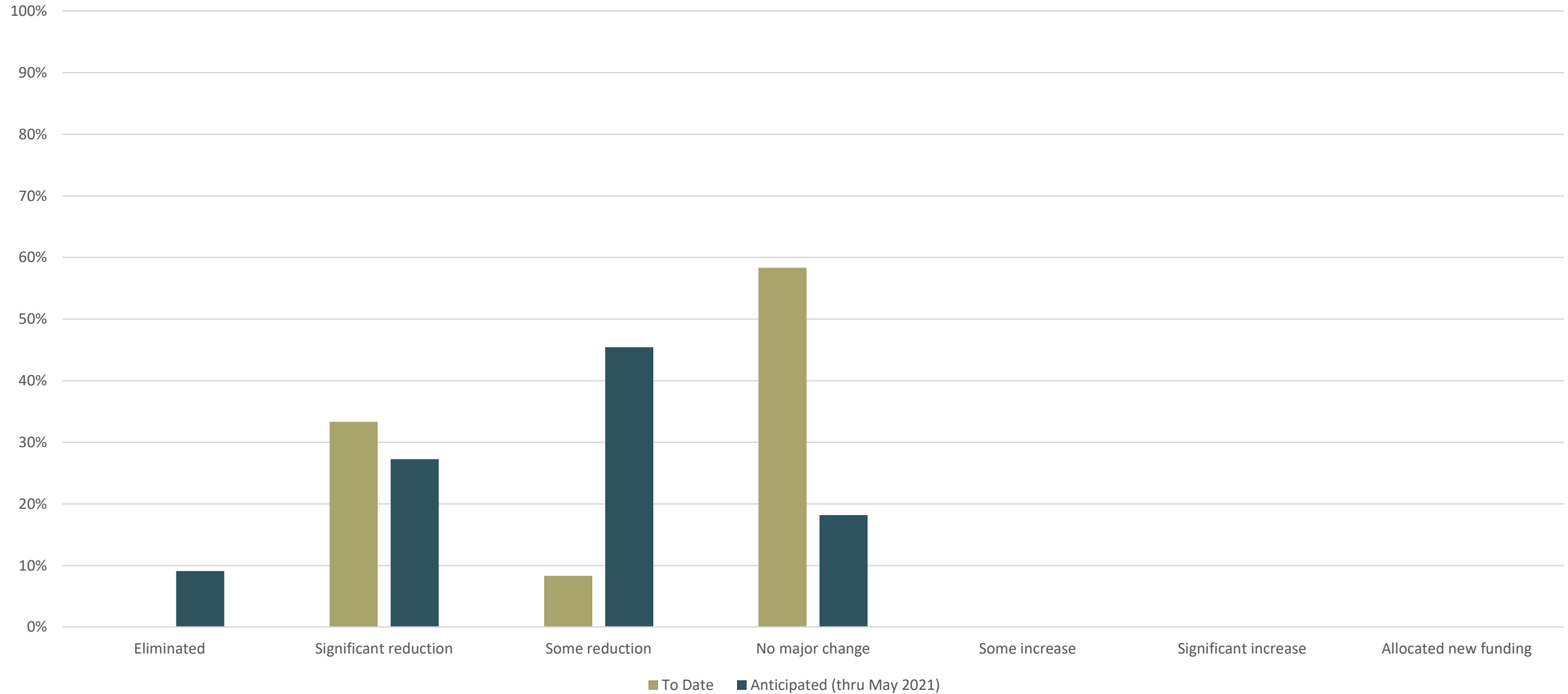
To Date: N=12  
Anticipated: N=11



# State Libraries

## Financial Changes to PRINT COLLECTION

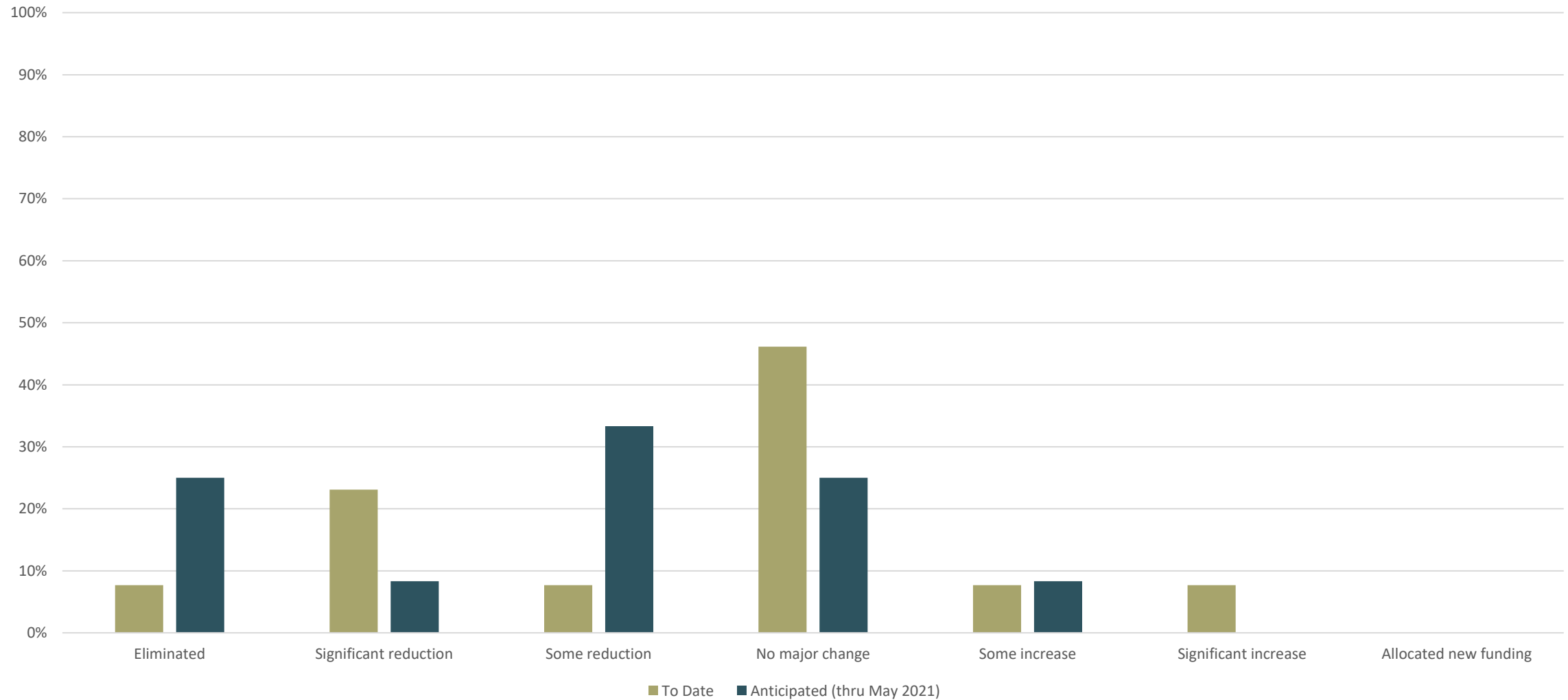
To Date: N=12  
Anticipated: N=11



# State Libraries

To Date: N=13  
Anticipated: N=12

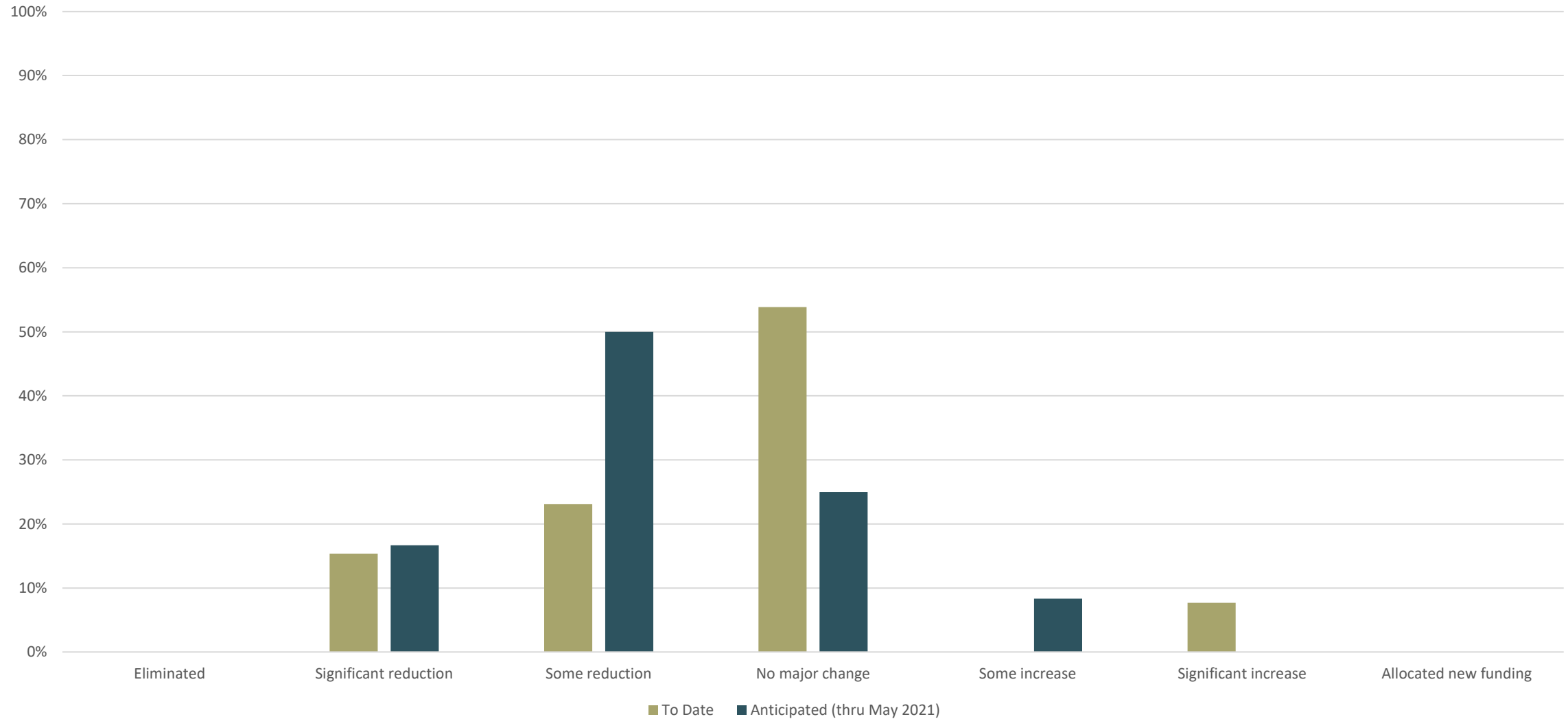
## Financial Changes to PROFESSIONAL DEVELOPMENT



# State Libraries

## Financial Changes to PROGRAMS

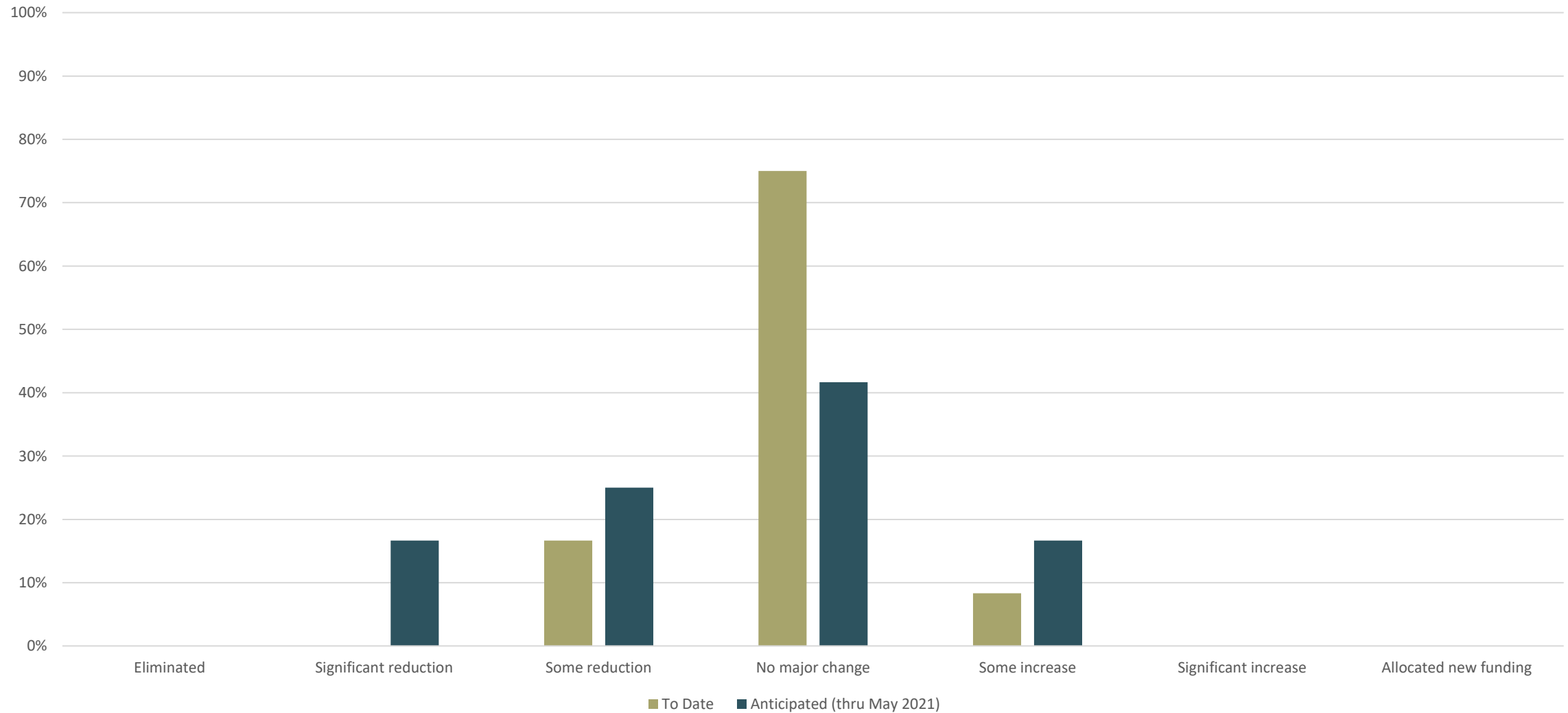
To Date: N=13  
Anticipated: N=12



# State Libraries

To Date: N=12  
Anticipated: N=12

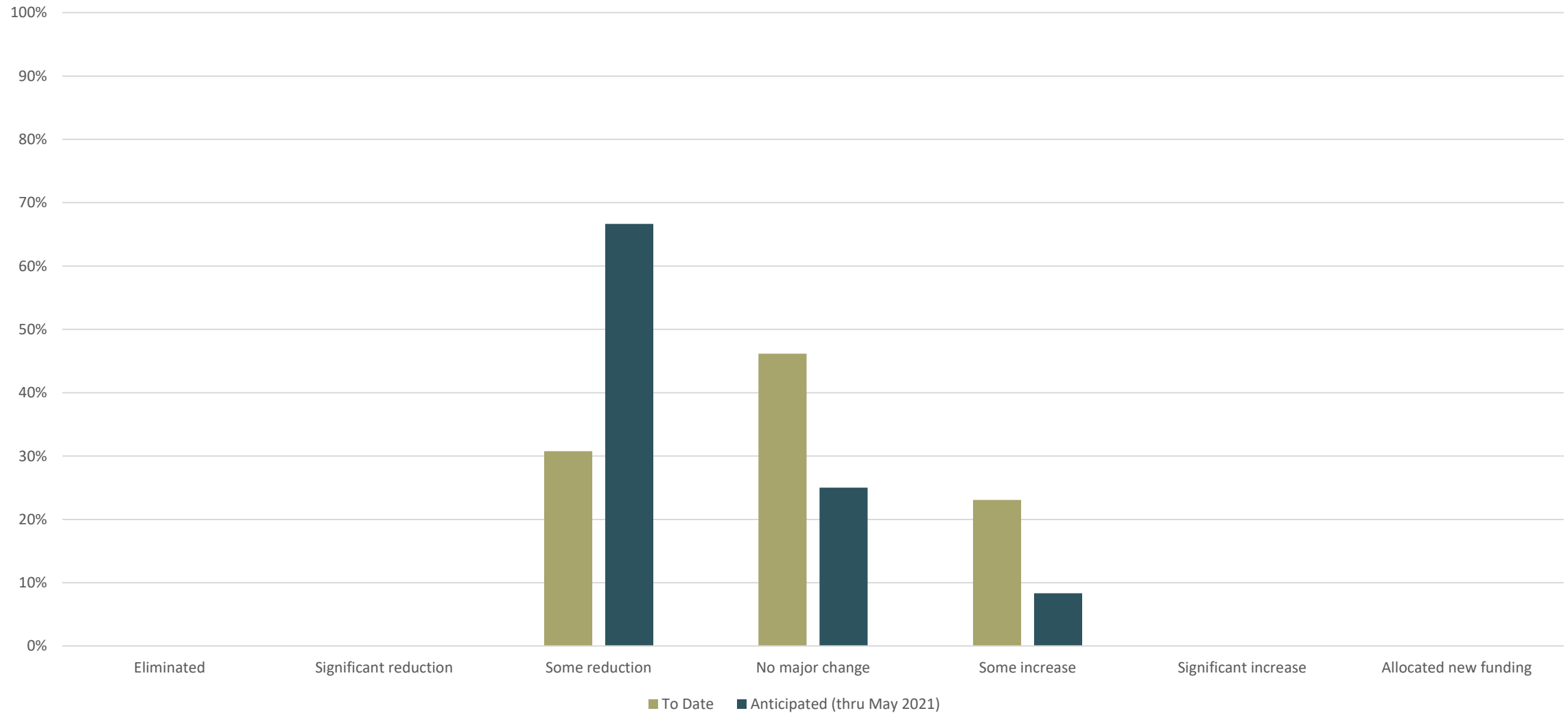
## Financial Changes to RESUMING OPERATIONS



# State Libraries

## Financial Changes to SERVICES

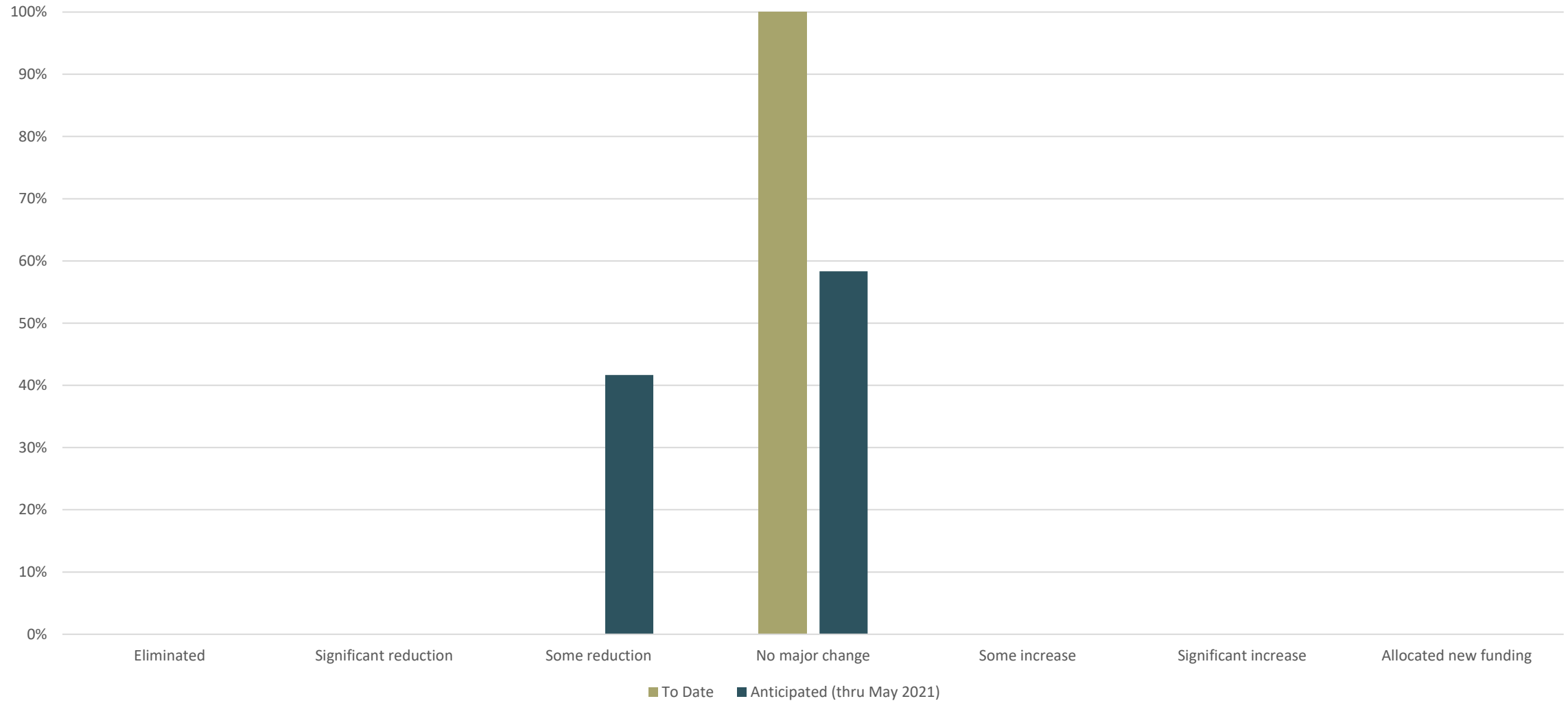
To Date: N=13  
Anticipated: N=12



# State Libraries

## Financial Changes to STAFFING

To Date: N=13  
Anticipated: N=12



# Furloughs

~20% of respondents impacted by furloughs and/or layoffs

Part-time and temporary staff (including student workers) were most likely to be impacted

Commonly reported staffing impacts:

- hiring freezes
- reduced work hours
- early retirements
- participation in “shared work” or layoff aversion programs

N=672

# Estimated Length of Furloughs

33%	Until the library is open to the public
30%	Unknown
27%	Dependent on governing authority
<10%	Predetermined date

N=672

# Furloughs in Context

A U.S. Council of Mayors survey ([April 14](#)) finds that 88% of cities expect a revenue shortfall this year as a result of COVID-19. And, that for cities with populations of 50,000 to 500,000, 98% expect a shortfall.

The National Association of Counties ([May 5](#)) estimates that COVID-19 may have an over \$144 billion impact on county budgets through FY2021. And, in particular "between lost revenue and increased expenditures ... small counties may see a nearly one quarter [24%] reduction in their budgets."

The [Center on Budget and Policy Priorities](#) now (May 20) projects that states could be facing a collective \$765 billion budget shortfall over state fiscal years 2020-22. This is up from an estimate of \$500 billion in early April and an estimate of \$650 billion in late April 2020.

# Next Steps



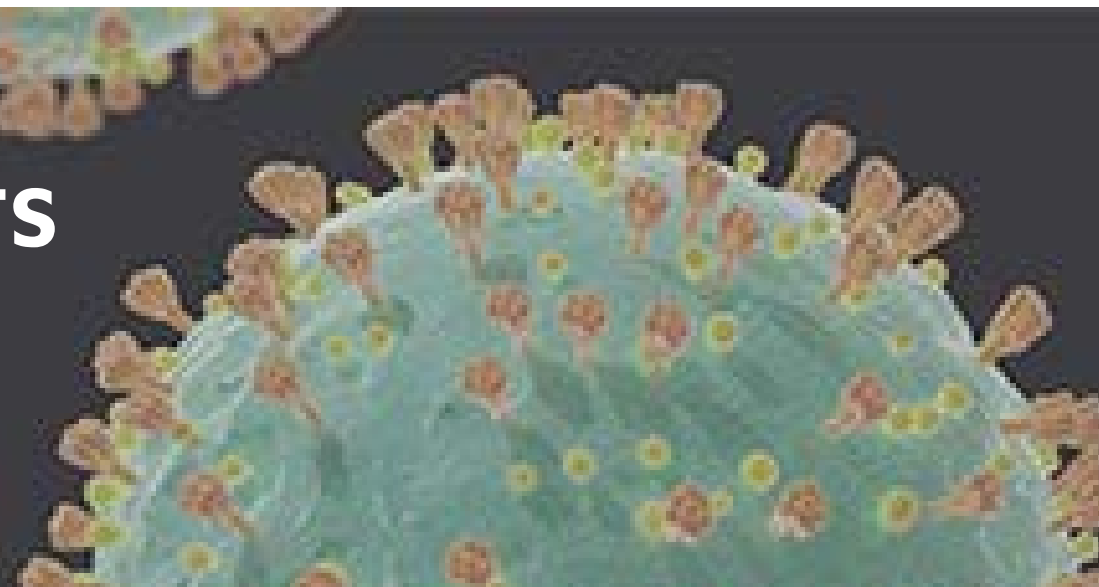
- Ongoing analysis of results by library type
- Continued examination of financial data
- Webinars to be announced
- Aggregate data to states ETA last week of June

First published results (building status, patron needs, community response):

[http://www.ilovelibraries.org/sites/default/files/PLA-MAY-2020-COVID-19-Survey-Results\\_PDF-Summary-web.pdf](http://www.ilovelibraries.org/sites/default/files/PLA-MAY-2020-COVID-19-Survey-Results_PDF-Summary-web.pdf)

# ACKNOWLEDGMENTS

## LIBRARIES RESPOND: COVID-19 SURVEY



The American Library Association (ALA) would like to thank all of the libraries that responded to the survey so quickly. The May 2020 "Libraries Respond: COVID-19 Survey" is one of a series of data and research projects underway at ALA to learn and share information about the impacts of COVID-19 on libraries, library staff, and our work serving our communities. Analysis of data from the survey is ongoing and will be shared in coming weeks.

We would also like to thank the Library Research Service, an office of the Colorado State Library, and the Institute of Museum and Library Services for their work helping clean and validate the survey data.

To learn more about the COVID-19 surveys and view the full sets of questions, please visit:  
<http://www.ala.org/tools/libraries-respond-covid-19-survey>.

### **Additional Resources:**

- ALA Pandemic Preparedness Resources for Libraries: <http://www.ala.org/tools/atoz/pandemic-preparedness>
- Institute of Museum and Library Services COVID-19 updates: <https://www.ims.gov/coronavirus-covid-19-updates>
- Re-opening Archives, Libraries and Museums project: <https://www.webjunction.org/explore-topics/COVID-19-research-project/news.html>