UNIVERSITY LIBRARY COMMITTEE MEETING

Tuesday, 15 September 2020

1:00 p.m. – 2:00 p.m.

Zoom

Minutes

Members present: John Gadsby, Scott Watkins, Paul Williams, Ed Sabornie, Jane Hoppin, Kevin Potter, Jen Arthur, Marilyn Drath, Jamie Larsen, Robert Scheller, Kerry Havner, Mike Hyman

Guests: Rob Rucker, David Woodbury, Kristy Borda, Lara Fountaine

1. **Welcome and introductions – John Gadsby, Professor, Physiology and Greg Raschke, Senior Vice Provost and Director of Libraries**

- Given the compressed nature of the fall semester, the ULC will meet only twice before the new year. This meeting will focus on the Libraries' support of Academic Continuity. Our next meeting on November 16 at 10am will include a budget update
- Due to the unusual circumstances of this semester, there have been delays in appointing student representation to many university standing committees. The Provost's office hopes to finalize student representation on this and other committees by the end of September

2. Library Services and Operations Update – Greg Raschke and Rob Rucker, Chief Strategist for Student Success

- The Libraries has modified services in response to COVID.
  - All Libraries including branches are open, but with reduced hours.
  - To help enforce social distancing, we rearranged furniture, affixed directional and distancing decals, limited occupancy of group study rooms, and installed plexiglass shields to protect staff working at the desks.
  - Mask compliance is estimated at about 90% in the building. We have been more aggressive about enforcement in the past week, asking those who refuse to comply to leave the building.
  - Early in the semester we allowed food in limited areas of the Hill Library, but it was difficult to enforce. We no longer allow food in any library buildings.
- Building occupancy is down about 90% compared to typical traffic.
- We continue to offer workshops and instructional sessions at a similar rate as in the past, but that activity has moved online.
- Interlibrary borrowing is active once again.

- The popular textbook lending service has moved to a digital/online model, and it has continued to be highly used.
- Group study rooms have been converted to individual study rooms and are heavily used to attend synchronous online classes.
- Ask Us chat reference requests are up about 70% over last year
- We have tried to be responsive to the safety concerns of staff who are required to come onsite to work at our public service desks. We have made significant safety modifications and conducted one-on-one meetings with staff to discuss their concerns and share information about safety precautions. It's been challenging to manage schedules when so many of our staff are trying to accommodate child care and home-schooling demands in addition to their work schedules.

3. **Technology Lending Report – Jill Sexton, Associate Director for Digital & Organizational Strategy**

When the COVID-19 pandemic struck in March 2020, the Libraries rapidly converted all technology lending devices such as laptops to long-term loans to support students and instructors who needed them for online learning.
- Partnering with OIT, we used one-time emergency funds to purchase additional laptops, webcams, headsets, and document cameras and made them available for long-term lending through the Libraries.
- We designed a shipping and receiving program to lend items in a no-contact environment.
- In the spring semester, we checked out 343 laptops and hundreds of other devices.
- This service supported approximately $1.3 million in credit-hour tuition in spring 2020.
- Demand comes from all across the university and is distributed across the colleges as expected based on the number of enrolled students.
- Undergraduate students make up approximately 40% of borrowers.
- Graduate students are approximately 40% of borrowers.
- Faculty/staff are approximately 20% of borrowers.

Challenges
- The Libraries' laptop lending pool has grown from just under 200 laptops last February to nearly 700 laptops this fall.
- The support model for long-term lending is placing additional burden on front-line and technical staff
  - Support for installing software, connecting to printers, etc, is time consuming
  - Have had to rapidly develop new workflows for shipping and receiving equipment, quarantining returned materials
- In spite of our efforts, we still cannot meet all needs. Reliable broadband access and access to specialized software are still significant pain points for NC State's students.

Future
- In the long term, we will explore the possibility of distributing excess equipment to the colleges once the need to support emergency lending has passed
- We are exploring a limited pilot program to lend wifi hotspots (20 devices)

- With campus partners, the Libraries is exploring ways to increase remote access to licensed software packages.

4. **Academic Continuity and Faculty Support – David Woodbury, Head, Learning Spaces & Services and Kristy Borda, Research Librarian for Engineering and Biotechnology**

- We changed our outreach strategy for new faculty this year in light of the focus on remote teaching. We wanted to highlight Libraries resources and services that are accessible from anywhere.
- Contributed to a Moodle version of the New Faculty Orientation that allowed for asynchronous remote attendance.
- Reached out personally to every new faculty member, shared resources relevant to courses they are teaching this semester, and offered them the opportunity to meet with a subject specialist.
- Participated in the Keep Teaching webinars hosted this summer by the Office of Faculty Development, DELTA, and the Libraries. The program provided a sounding board for questions and ideas about how best to support academic continuity during the ongoing pandemic.
- Libraries staff continue to participate in weekly faculty peer support meetings hosted by the OFD, DELTA, and the Libraries that provide an informal setting to share ideas, challenges, and creative solutions.
- Libraries staff also meet weekly with other academic support staff from across the university to address urgent issues related to academic continuity that require coordination across the university.
- Librarians are still available for research consultations, digital media support, and in-class library instruction.

5. **Student Orientation and Support – Lara Fountaine, Student Success & Engagement Librarian**

- We usually rely heavily on our spaces to connect with students during orientation, but we had to pivot this year to create an online orientation experience and video.
- We updated our website to make it as easy as possible to find the resources most in demand in a virtual learning environment.
- Have been experimenting with live streaming media services. We have connected with students and parents on Instagram Live, Facebook Live, and Twitch. These provided informal opportunities for students to connect with Libraries staff in real time.
- We assigned Personal Librarians to all first-year students and transfer students. We reach out personally to every student several times during the semester to help them feel more connected to the university.