The Library Never Closes: Assessing Resources and Services After a Crisis

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The library was closed

The library was open

Libraries had to react

Libraries need to reflect

WE MISS YOU.
PLEASE TALK TO US.
Contact your lonely librarians remotely with any research or library questions.
Email: refdesk@uccs.edu
Chat: uccs.edu/library
Text: 719-344-2381

Posted to the Kraemer Family Library Facebook on March 18, 2020
Data and Methods

• Three Institutions
  • University of Colorado Colorado Springs (UCCS)
  • Illinois State University (ISU)
  • University of Memphis (UofM)

• Three Years
  • 2018
  • 2019
  • 2020

• Percentage change by month in 2020 from previous years
University of Colorado Colorado Springs

- Public, R2 university
- Total enrollment ~12K

COVID-19 Response:

- Sent home March 16 and building officially closed March 23
- Library reopened on July 26 with limited capacity and only one floor is open to users
- Regular semester hours reduced
- Staffing in the building is minimal
- Online research assistance only
- Library instruction is mostly online with a few exceptions
Illinois State University

- Public, R2 university
- High undergraduate population
- Total enrollment ~20K

COVID-19 Response:

- Sent home March 21
- Some employees returned in July, most continued remotely
- Opened to students August 17; closed again after 2 weeks
- Reopened the entire building Spring 2021 with reduced hours to students, faculty, and staff
University of Memphis

- Public, R2 University located in a mid-sized city
- Fall 2019 FTE ~16.5K

COVID-19 Response:

- Ned R. McWherter open only to current UofM students, faculty, and staff
- Operational hours reduced
- University Libraries' employees directed to work remotely except for essential front-facing staff (Circulation)
- All research assistance and instruction-related activities moved remote
Change in Instruction 2018/2019 to 2020
Change in Library Website Sessions 2018/2019 to 2020

January  February  March  April  May  June  July  August  September  October  November  December

UCCS  ISU  UM
Change in Discovery Sessions 2018/2019 to 2020

-100%  -80%  -60%  -40%  -20%  0%  20%  40%  60%  80%  100%

January February March April May June July August September October November December
Change in Serials Downloads - Average 2018/2019 to 2020 - All Platforms

- UCCS
- ISU
- UM
- Combined

January, February, March, April, May, June, July, August, September, October, November, December, Total
Change in Serials Downloads - 2019 to 2020 - Nine Platforms

ACS

Nature

Elsevier SD

Cambridge

Oxford

Springer

IEEE

SAGE

T&F

Legend:

- UCCS
- ISU
- UM
Kanopy Minutes 2018-2020
Conclusion

• What is the big picture?
  • Broader trends around eBooks and Streaming video continued and accelerated
  • Services, physical--and some eResource--collections have not bounced back

• What is your pandemic value narrative?
  • Things are not normal
  • Our data are not perfect, yet we can:
    • Use data to make library work visible
    • Use data to weigh risks and benefits; every decision has a cost