



# Re-Opening the Library

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# Our Story

- UNT serves about 39,000 students
- We have four libraries: Willis Library (main library, which includes our Music Library), Eagle Commons Library, Media Library, Discovery Park Library
- On March 23, 2020, UNT went live with classes that transitioned from face to face to online
- During that time our Libraries had been operating according to Spring Break hours
- Denton County and the City of Denton announced a shelter-at-home order effective March 25, 2020
- Most campus buildings were closed, majority of staff transitioned to telecommuting, custodial service support focused on buildings that were open
- About 1200 students were still living on campus in the residence halls
- A hiring freeze was placed on new positions
- The Libraries were identified by Campus Administration as an essential service
  - Willis Library, our main library, stayed open with limited hours, limited staffing and limited access: M-F, 10am-4pm, to only UNT students, faculty and staff
  - All other library buildings were closed and the majority of staff, including student assistants, were telecommuting

# Priorities in Adapting

- Support the needs of our students and faculty in the online learning environment
  - Review our services to see what we could continue supporting virtually and what we would need to put on hold
- Keep our staff safe and support their ability to be able to telecommute
- Review our library public spaces, workflows and workspaces (our zones of awareness) to identify what safety supplies were needed, minimize contact with materials and look at how we could promote social distancing
- Find ways to minimize traffic coming into the building
- Remind ourselves about social distancing as we are creatures of habit
- Keep the campus and the Libraries updated on changes

# Supporting the needs of our students and faculty

- Extended material due dates
- Waived library fines
- Checked out laptops with extended due dates
- Assisted students with finding electronic access to their textbooks
- Assisted faculty with digitizing materials for their courses
- Provided research assistance virtually with our great network of subject librarians as well as through our AskUs Service. Launched our Ask Us Chat service which operates 11am-8pm, 7 days per week
- Kept our main library open
- Created a [Continuity of Library Services LibGuide](#) highlighted on our library homepage to communicate the most current information about library services and resources
- Worked with our library employees to make sure they had what they needed to assist our patrons

# Supporting the needs of our library employees

- Checked out laptops to employees that needed them
- Provided hotspots to full time staff that had limited internet access
- Provided frequent communications on what was taking place not only through email, but through Microsoft Teams
- Helped people stay connected. Encouraged managers to check in with their teams to make sure they had what they needed, and to provide frequent opportunities for their teams to meet virtually (department meetings, lunch meetings, incorporate playing games)
- Held planning meetings throughout the process to address needs as they arose and to discuss what was coming next
- Communicated to managers and staff that we understand telecommuting brings its own set of challenges.
- Encouraged professional development opportunities such as webinars and online trainings

# Reviewing our public spaces, workflows and workspaces



- Checked ids at the door
- Spread out student use computers, printing and scanning stations
- Removed some chairs from group tables
- Discontinued checking out all equipment but laptops, routed book checkouts to self checkout machine
- Closed our book drops (extended due date of materials checked out). Enabled materials to be returned for students not returning to campus/graduating.
- Returned materials are not checked in until after 48 hours, staff wear gloves and masks
- Provided hand sanitizer and Kleenex at a centralized station on each floor and in workspaces
- Discontinued temporarily our room reservation service and online hold service
- Processed only ILL requests for materials that could be delivered electronically
- Posted signage to promote social distancing including table top signs on our study tables
- Essential staff are encouraged to wear masks when working in the public and when in shared workspaces
- Spread out essential staff workspaces

# Things to keep in mind

- Stay connected with your staff
- Keep communication channels open
- Everyone is learning as they go
- Keep reviewing what you're doing
- Collaborate with other areas on campus



Thank you.

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