How are you and your library coping with COVID-19?
What are the stressors?
work

internet

consistent

ordering

Processing

mute/unmute

salary

fatigue

high

used

meetings

physical

services

future

materials

taking

food/drink

now

Enforcing

User

increases

Challenges

importance

monotonous

Research

libraries

Research

day

computer

general

online

mail

across

person

person

me

in-person

rules

New

Changing

requirements

Inconsistency

Public

Inconsistency

Backlogs

no-groups

Meeting

Remote

Backlogs

Remote

quarantined

Remote

Edward

site

Loss

Remote

quarantined

Failing

clean

interactions

Office

losing

Front

slow

Staff

Sitting

Meet

Lack

Lack

Sitting

Meet
Challenges

ONSITE
- Enforcing mask mandates.
- Changing policies re food/drink (and enforcing them).
- Enforcing new no-groups rules.
- Having to rearrange physical facility to meet new requirements.
- Taking time to clean regularly reduces time to work on other projects.
- Wearing masks means you must work harder to communicate.
- Changes in access to collections/services.
- Fear of getting sick

OFFSITE
- Zoom fatigue.
- Sitting in front of computer all day is tiring.
- Being on camera in meetings is stressful.
- Forgetting to mute/unmute. (it’s embarrassing).
- Technical challenges of remote work (stress of slow internet or losing internet).
- Lack of high-speed internet and other equipment at home.
- Loss of in-person interactions
- Remote work is more monotonous work.
- Balancing family needs.
Challenges

EVERYWHERE
- No print ordering (due to mail being held).
- Implication that physical library space is not needed.
- Processing backlogs – new receipts not being processed.
- User annoyance re time for materials to be quarantined.
- Changing rules for quarantining materials.
- Finding remote work for staff to do.
- Reduction in services to general public.

EVERYWHERE
- Time to convert to teaching online instead of in person.
- Budget cuts – now and future.
- No salary increases. No new hires.
- Inequity of who works on site and who works from home.
- Inconsistency across library units (where we used to be consistent).
- Research on hold.
- Showing value when we are not ‘visible’.
What are the positives?
Positives

- New process for issuing library cards remotely.
- Lots more online conferences and webinars.
- More wi-fi hotspots available.
- Seat reservation system.
- Curbside pickup.
- Centralized distribution for college (handing out kits, etc.).
- Remote access to microfilm.

- Administration is more understanding of work from home.
- Great time to do inventory!
- REALM project info about quarantining materials (oclc.org/realm/resources.html)
- Easier commute.
- Learned new tech skills.
- Emergency access via Internet Archive and/or HathiTrust (ETAS)
- Fewer fees for users.
What Does the Future Hold?

What will the library look like in Oct. 2021?
- Smaller budgets / fewer personnel
- Fewer branch libraries / library locations

What will your work be like in Oct. 2021?
- Will have to work harder to connect with faculty and departments
- More requirement to justify services/hours…. 
- How will professional conferences change?
- More remote instruction