

## University Library: Draft Return to On-Site Work Plan

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The University Library's proposed *Return to On-Site Work Plan* is designed to offer the services and modes of delivery that are necessary to sustain robust teaching and research by the University. The Library will focus on providing the following activities at the highest possible level, while protecting the health and safety of employees and the public:

- Fulfillment (i.e., making available electronic or print resources to support University functions, particularly research and instruction)
- Reference, research consultation and instruction
- Acquisition of new materials, whether print or digital

Additionally, because of the unique roles and relationships to their materials and users, separate plans are provided for the Rare Book and Manuscript Library and for the Archives.

**Fulfillment:** The Library currently provides robust 24/7 access to electronic resources and proposes an aggressive strategy for access to print. We will rely primarily on the HathiTrust Emergency Temporary Access Service (ETAS), which gives faculty, staff and students digital access to roughly half of our print collection. For requests for parts of the work (e.g., a chapter or article), when a volume does not exist online we will satisfy that request by scanning the relevant parts and making them available digitally. Requests for entire works will in many cases be satisfied by digitizing the entire work and making it available through the HathiTrust ETAS. When these options are not appropriate, we will make the print or microfilm work available to users while minimizing contact between Library staff and users. Staffing for these functions will primarily be on-site, and details of the proposed strategy are provided in Appendix A.

**Reference, research consultation and instruction:** The Library currently provides robust online reference, research consultation and instruction services. However, this online service does not meet all needs. On-site services to support these functions will be offered by appointment to members of the University community. A combination of remote and on-site staffing will be deployed to support this strategy, and details of the proposed strategy are in Appendix B.

**Acquisition of library materials:** The Library's Acquisitions and Cataloging Services (ACS) unit is responsible for acquiring and processing the Library's physical (e.g., print) and electronic collections. While the work related to the acquisition and processing of electronic resources can be done remotely, processing of physical materials requires staff to be on-site. Details of the Library's proposed Acquisitions strategy are provided in Appendix C.

**Important note on public access to libraries:** Please note that in the proposed plan *we will not provide* public access to Library facilities, except by appointment. The Library does not have security staff to control general public access where social distancing and restrictions on where people go in the buildings are necessary. Consequently, while the threat of the pandemic persists, the Library will not be able to provide general study or collaboration space for students and faculty. All other library functions, as outlined here, will continue. More details on the challenges we face are provided in “Additional resources and considerations” #3 and in Appendix B.

## **Initial Efforts**

1. **COVID-19 point of contact:** John Wilkin
  
2. **Positions that will return on-site first:**
  - a. Administration: The Dean, Associate Deans and Assistant Deans and their administrative assistants.
  - b. Fulfillment: As we ramp up this service, we will require 1-2 staff per Library unit to determine whether a requested resource is available online and to retrieve physical items. We will require some staff (including hourly employees) to support scanning. Beginning as early as the 2nd week of the initial 8 week phase-in period, on-site staffing will be needed to reshelve materials that have been returned and quarantined.
  - c. Reference, research services, instruction and public spaces: The first staff to return will be those who meet by appointment with individual patrons or small groups when consultations (research or technology) or instruction cannot be done remotely, or those who require materials or services that can only be accessed in the building. Multiple staff in each building will be available to meet this need.
  - d. In Acquisitions, staff who are not high-risk or are not part of high-risk families and who are familiar with processing and marking of the Library’s physical materials will perform these functions.
  - e. RBML: Head of RBML, Cataloging Coordinator, Registrar & Digitization Coordinator, Archival Manuscript Specialist in RBML & Archival Program Officer in IHLC, Public Services Manager, & Curators will return on a staggered unit schedule.
  - f. Archives: University Archivist and faculty archivists for student life (August), electronic records, music, faculty papers, and science. Archives program officers for reference and accessions.
  
3. **Non-essential functions that cannot be performed remotely, requiring return to on-site:**
  - a. Administration: Some access to print files is useful but has not been essential. Returning to on-site will allow administrative staff to perform this work.

- b. Fulfillment: Basic Fulfillment functions have been deemed essential and we have provided minimal staffing to offer access to print. As demand for print increases, we will increase staffing.
- c. Reference, research services, instruction and public spaces: Staff need access to physical collections, spaces, and resources to offer some reference and technology consultations.
- d. Acquisitions: Receiving and marking of Library's physical materials, as well as processing of Library's physical collection
- e. RBML: Cataloging, archival processing, reference and digitization work all require direct physical access to the RBML & IHLC collections.
- f. Archives: Reference and research services, development of materials for electronic delivery of class sessions and tours, identification and selection of records and private papers, accessions, and acquisitions, and processing.

### **Social Distancing Adherence**

#### **1. What measures will you take to ensure the safety of your employees?**

- All staff will be required to wear masks; staff who handle materials will use gloves.
- Where necessary or appropriate, we will stagger shifts and use appropriate distancing of desks and workflows.
- Equipment and common touch points such as doorknobs will be wiped down after each shift. Tubs for transporting materials and book carts will be wiped down between each point of transfer.
- On-site service to our users will be provided via appointment for one patron at a time or in small groups. These individuals will be required to wear masks and to comply with social distancing.
- Measures will be put into place to control the flow of patrons through Library buildings to lower incidental contact throughout hours we are open. (See also #4 below)
- Staff with chronic medical conditions and those living with family members who are immunocompromised will continue working remotely.
- Plexiglass barriers will be used between Library service points and visitors.
- Areas where either staff or visitors arrive or queue (e.g., around copier/scanner, shared printers, or stashes of archives supplies) will be marked off with 6 feet intervals.
- One-way directional arrows will be marked on floors around reading room tables, exhibit cases, and stack ranges.
- Library materials will be quarantined when they arrive, either from vendors, from lending, and from on-site use. We await results from the OCLC/IMLS/Battelle study to determine the appropriate quarantine period, and currently use a 4-day quarantine for most purposes.
- Remote meetings will continue to be our default, and any in-person meetings must comply with social distancing requirements.

## **2. How will you gradually return all employees?**

Where possible, work will be done remotely. Shifts that incorporate both on-site and remote work will allow us to phase in our return. Additionally:

- a. Administration: The Dean, Associate Deans and Assistant Deans and their administrative assistants will return beginning in Week 2.
- b. Fulfillment: Staffing for Fulfillment is relatively minimal and has already been deployed to some extent. We will continue to scale up staffing to meet demand in InterLibrary Loan (ILL), Document Delivery (DD), Internet Archive (IA), and Digitization Services (DS).
- c. Reference, research services, instruction and public spaces: The first staff to return will be those who need access to physical collections, spaces, and resources to offer reference and technology consultations. After the 8-week phased plan, those who meet with individual patrons or small groups for consultation or instruction will return.
- d. Acquisitions: All staff will return to work in three stages outlined in the Acquisitions work plan (see Appendix C).
- e. RBML and Archives: Staff in these two areas will return gradually over the course of the University's 8-week phased plan.

## **3. Methods to ensure compliance with CDC guidelines**

All units will: employ a 6-foot separation between employees and visitors (by rearranging workspaces and equipment); sanitize surfaces; use masks and gloves; use signage and directional control (including floor markings); use work shifts; and discontinue use of common break rooms, refrigerators and microwaves.

## **4. Methods to be implemented in public spaces to comply with CDC guidelines**

In addition to the steps outlined in #3, above, services that interact with the public will use plexiglass between the staff and the public.

### **Unit-specific health & safety measures**

#### **1. Number of employees Library expects to have return before August 16**

Preliminarily, we estimate between 300-350.

#### **2. Face-covering requirements for visitors**

The Library will require each visitor to wear a mask. Because some visitors will have traveled to reach the Library and may arrive unprepared, we will keep a supply of masks for these individuals.

#### **3. Deliveries to buildings**

Currently, deliveries are quarantined before being handled for delivery to the final library destination. Gloves, masks, and sanitizing of packages/deliveries will be performed by

Library Facilities staff when delivering items. Book carts, bins, and totes will be used to minimize handling of materials, and all equipment will be sanitized before and after use.

**4. Measures the Library will take to sanitize spaces and equipment accessible to the general public between cleanings by F&S**

All faculty/staff will utilize wipes for sanitizing equipment and work spaces used throughout the day. We will coordinate with Building Service and Facilities to ensure that we account for any added cleaning.

**Additional resources and considerations**

**1. Summer options for employees with increased risk and childcare responsibilities**

To date, these faculty and staff have worked with their supervisors to arrange remote work. If it is not possible for them to perform their key responsibilities, we ask them to work with Library HR to find appropriate tasks they can perform at home or programs they can enroll in.

**2. New signage required**

Required signage will be: directional, reminders of sanitizing areas/equipment before and after use, and entry signs indicating PPE required (e.g., masks) for wear. Additionally signs posted throughout facilities in restrooms, break areas, and work areas will indicate what areas are open or closed, and reminders to sanitize. All signage will comply with F&S designated signs per their social distancing guidelines.

**3. Things unique to the Library that must be considered and addressed**

- Many services of the Library are designed for students, faculty, and staff to either access resources on site, or retrieve resources from on-site locations. Study spaces are challenging to maintain with a maximum of 50 people in a contiguous or enclosed space. Grainger Library alone has 900 people a night during typical semesters, and the Undergraduate Library averages 600-800 per night during peak times. Library spaces are also not configured in ways that allow smaller sections to be cordoned off: most are open, with access to multiple parts of each building from central studying areas. If buildings are unlocked and open to the public without appointment, we will require security to maintain appropriate counts on limits to people in a given space, make sure visitors stay in designated zones, and promote adherence to social distancing guidelines.
- The Library's Acquisitions and Cataloging Services unit has 41 staff members in two densely populated offices containing significant amounts of unprocessed library materials and shared equipment.
- Between May 14 and June 24, 2020 the Library will be migrating to a new Integrated Library System (i.e., Alma). Staff returning to work will need to use new workflows and procedures for all library functions.

## Appendix A: Proposed Fulfillment strategy

As noted in the Dean's charge for the Library Return to On-Site Work Task Force, reliance on digital access to collections is key not only to minimize points of contact for our staff and patrons, but also to maintain our access to the HathiTrust Emergency Temporary Access Service (ETAS).

*The University of Illinois is now a participant in the HathiTrust Emergency Temporary Access Service (ETAS).*

*The ETAS provides University students, faculty and staff with online reading access to print materials that were unavailable to our users. It is being offered while the COVID-19 pandemic is limiting access to the print collection. By offering this service, HathiTrust is helping us to continue to support teaching and research during the stay-at-home order. Read more about this expanded service at <https://www.library.illinois.edu/geninfo/covid-19/hathitrust-etas/>.*

For the foreseeable future, all library materials will be requested online, including reserve requests for library-owned materials<sup>1</sup>, and will then be triaged as appropriate for access.

- If the title is accessible online, through the HathiTrust or Internet Archive for example, library patrons will be directed to the online content. Staff typically responsible for monitoring request queues or other departmental library staff as identified by the unit heads will manage those requests, either on-site or from home, to determine online accessibility. Staff will perform usual tasks of searching in the online catalog, and exhaust all existing online resources.
- If a portion of a work (article or chapter) is requested, staff will direct patrons to existing ILL/DD procedures and assist with the retrieval of physical items for scanning if the material can't be obtained by other sources. Centralized ILL/DD staff will scan material received from departmental libraries following an appropriate quarantine of materials (length of time to be determined).
- If the entire title is needed and not available online, the request will route through Acquisitions and Cataloging Services (ACS) and an attempt will be made to order the title in a digital format. If the title is available electronically the patron will be sent information about the order and how to access it when received.
  - Note: While there is no "e-only" requirement for ordering in place or advocated, the University Library's ACS and subject specialists should follow a practice of e-preferred ordering as a matter of course, unless print items are specifically requested by faculty or scholars or electronic copies are not available on the commercial or library market.
- It is only in the event that no digital access is currently provided and no digital access can be acquired that further steps will be taken.

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<sup>1</sup> Privately owned items requested for reserve will proceed through the recommended quarantine process and then be digitized. Reserve items that cannot be digitized for whatever reason will be addressed on a case-by-case basis.

## Possible Next Steps:

- *Preferred:* Scan the entire work for deposit into HathiTrust for access through the HathiTrust Emergency Temporary Access Service (ETAS), through the Open Libraries program through the Internet Archives (which offers controlled digital lending options as well as access to a temporary National Emergency Library), through the Digital Library, or some combination of all three. The benefits of this option are that no direct contact with patrons would be required, and access would then be available to subsequent patrons without rescanning. Additionally, the scanned file would become part of the HathiTrust or other digital library long-term, for full access when any current copyright restrictions expire.
  - Minimal staffing in departmental libraries would be necessary to retrieve physical items. Staffing needs could be intermittent depending on demand for various collections.
  - Facilities staff would need to pick up and deliver physical items to scanning location(s) with appropriate quarantine time.
  - Scanning would need to resume at IA and/or DS, or new scanning process would need to be created that would allow other units like ILL, Oak Street, etc. to scan entire works and save in proper formats for deposit to HathiTrust. Ingest into the HathiTrust would be managed through existing Digitization Services scripted workflows. If plans can be arranged with the Internet Archive to address patron-driven demand, some patron requests could be funneled to IA directly, though ingest into the HathiTrust of copyrighted content scanned through IA may require additional scripting support for new ingest workflows.
  - Planning will need to incorporate guidance by the Library's Copyright Librarian, as well as possible changes to metadata practice to conform with whichever scenario is pursued.
  - Investigation is still underway to determine the various lead times that would be necessary to scan material, ingest it into the digital library, and for access to be available. If the process does not allow for timely access to content, more materials in this category will need to be handled directly on site.
  
- *In the event that an item cannot be digitized or digitization operations are severely backlogged, then:* Staff in departmental libraries physically retrieve the subset of materials not available in digital form. Materials are physically sent (through Facilities) to the Main Library (Grainger and ACES) for distribution to patrons.
  - Assuming that proper handling and PPE are used by Library staff, materials will not need to be quarantined in between staff contacts.
  - We would like the option to use campus mail for delivery of library materials, but until there is a standard level of service available across the campus we are unable to pursue that option. Ideally all departments will ramp up their use of campus mail following this eight week period.

- In addition to or in place of campus mail or other mail delivery service, we will explore installing sets of smart lockers on the main floor of the Main Library (Grainger and ACES) and blocking off other access to the building.
- While these plans are geared towards providing online access to print material, we are working on planning for streaming media materials as necessary. We will also investigate the possibility of on-demand scanning /digitization of various media formats (A/V, microfiche) through Preservation Services.
- As library standards change with an increased understanding of virus transmission, safe material handling, etc. quarantine durations may change. A report from OCLC/IMLS/Battelle is due at the end of August (<https://www.webjunction.org/explore-topics/COVID-19-research-project.html>)

#### Staffing Needs:

Departmental libraries will remain closed to the public (both university faculty, staff and students as well as general public). This will allow reduced departmental library staff to observe appropriate social distancing from each other and avoid issues with patron contamination of collections. However, sufficient departmental library staff (in some cases only one or two necessary, in most cases a minimum of two) will be available on-site in their departmental library to retrieve physical materials and route them as needed for next steps. Individual unit heads will assess appropriate staffing levels to serve this need, and work with Facilities and Library IT.

Materials discharged from book drops or delivered as personal reserves need to be quarantined a minimum of four days (industry standard may change as these plans progress) before being moved to the appropriate collection for reshelving or other processing. Shipping in tubs with date/time labels will allow the tubs to be wiped down and sanitized prior to handling by additional staff. Gloves and masks for all staff handling materials at any point will be crucial to successful control of any possible contamination of materials.

#### Complications:

At present, staffing in DS is severely limited and may cause workflow bottlenecks assuming a significant increased demand for services from both the general collections as well as increased needs from special collections units. In the initial 8-week ramp-up phase, DS will have, at best, one staff person returning part time and perhaps a bit of trained hourly assistance (as of yet, unconfirmed). All DS staff have limitations highlighted in the campus return-to-work planning documents that will make it impossible for them to return full time in any near-term scenario. The approved Digital Imaging Specialist I position, was closed April 8th with a list of 16 applicants, but is currently on-hold giving current funding priorities - thought should be given to supporting increased staffing in DS either through reopening this position or considering alternative staffing models. Alternatively, DS staff can set up a training plan for capable staff in the library to distribute scanning needs on departmental equipment, to be processed centrally, though much of the higher-quality scanning equipment



currently resides in special collections units (RBML, Sousa, Ricker, and Scholarly Commons), which we assume will be used heavily for fulfillment of patron requests.

#### Possible Investments:

This is only a partial list of potential investments that may change depending on what scanning solutions are implemented and how much demand is left for physical materials.

For possible use with loanable equipment: Vioguard Cubby+ UV sanitizers

<https://www.vioguard.com/product/vioguard-cubby-plus/>. Here's a video of the device in action:

<https://twitter.com/SyracuseULib/status/1240354981707988993>

Smart Locker System such as those available from Bradford Systems, or a more generic option from Parcel Pending:

<https://bradfordsystems.com/library/>

<https://www.parcelpending.com/>

Additional scanning equipment to increase capacity in Preservation Services, provided increased staff support or return of hourly workers:

- Microfilm scanner (assuming limited to no patron access to film scanners in HPNL) Crowley "Mecha Mach Mini" \$30-35,000 <https://www.thecrowleycompany.com/wp-content/uploads/2019/04/MACH-Mini-Mobile-Microfilm-Scanner.pdf>
- BookEye 4 V2 overhead scanner \$24,000 <https://www.imageaccess.com/bookeye4v2>
- Epson Expression 10000XL flatbed scanner \$4,000 (existing units currently in Ricker, Sousa, and Scholarly Commons) [https://epson.com/Support/Scanners/Expression-Series/Epson-Expression-10000XL---Graphic-Arts/s/SPT\\_E10000XL-GA#](https://epson.com/Support/Scanners/Expression-Series/Epson-Expression-10000XL---Graphic-Arts/s/SPT_E10000XL-GA#)
- Modular copy stand with tethered DSLR: \$6,600 for higher-end camera

## **Appendix B: Proposed strategy for Reference, research, instruction and public spaces**

This document outlines plans for provision of reference and instruction services and use of public spaces across departmental libraries. Use of public spaces includes a wide variety of activities, and we have focused on the following: study spaces; consultation spaces; studio spaces; and spaces for accessing technology.

### **Current State of Services (May 2020)**

- *Reference + Consultation Services* are offered remotely, through email, phone, live chat, and Zoom. Staff in some units will come in with permission to access physical reference materials to answer specific questions.
- *Instruction* is handled remotely, through web-based tutorials, pre-recorded sessions, and other methods, with some remote classroom support through Zoom and similar software.
- *Studio and Technology Spaces* and *Study Spaces* are not currently offered.

### **Service Availability in August 2020**

Most patron services will be available by appointment and will be restricted to current University affiliates (current students, faculty, staff) to prioritize teaching and research needs in a restricted access environment. Services for which there is a mandate to the public, such as those related to our role as a Federal Depository Library, will be available by appointment to all patrons. Full Library services will resume for the general public once the Governor's Phase 5 is reached.

Access to the Library building will be by appointment only, with Library staff meeting patrons at a designated collection and working with them on access to research and teaching services, printing services, and studio and technology access. This decision reflects the logistical needs involved in providing access to library buildings for activities such as studying. The major Library buildings on campus (Grainger, the UGL, Main Library, and Funk ACES) all have challenging physical layouts that make controlled access to spaces for studying problematic. Security guards or additional staff would be required at entrances and in study spaces to monitor both space capacity and compliance with CDC social distancing guidelines. Spaces would need to be reconfigured to provide access to tables and chairs only, and CDC-approved provisions for accessible access to open building spaces and bathroom facilities would also be necessary.

### ***Service Implementation***

*Reference and Consultation Services* will forefront remote services currently being offered through chat, email, phone, and other methods. In person appointments will be phased-in for situations where remote access is insufficient, for example, when providing research support requires access to physical reference materials. All in-person appointments will observe CDC social distancing guidelines and PPE requirements, clean-up of spaces after consultations, and be conducted in accordance with space capacity restrictions. Recommended locations to offer research services are:

- Grainger Library;
- Main Library - First Floor Info Desk Consultation Space + Room 106 (ONLY);
- Funk ACES;

Remote services during the summer sessions will be available Monday through Friday from 9 a.m. to 5 p.m. Availability of onsite consultations will be evaluated for possible inclusion in Summer Session II. Onsite consultations hours for Fall 2020 will be determined by the beginning of August.

*Instruction* will continue to be offered online where possible, providing asynchronous and Zoom/online instructional support and workshops (e.g. the Savvy Researcher series) to meet campus teaching and learning needs. Scheduled small groups may be permitted for in-person instruction, where physical distancing guidelines can be maintained in classroom spaces, and where access to collections, technology, or other unique Library facilities is required. All instructional spaces will need to be set up for social distancing and have clean-up procedures coordinated before and after use.

*Studio and Technology Spaces* will be available for scheduled in person appointments when technology and space needs demand, following physical distancing and PPE requirements. Clean-up procedures for equipment and spaces will need to be implemented after each use. Where possible, technology consultations and supplementary instruction will be provided online. Printing and scanning services will be available by appointment only; however, if a self-contained area can be identified for walk-up/self-serve printing access, this service will be implemented.

*Study Spaces* will not be provided, because of the logistical limitations of existing Library building spaces and compliance complications noted above.

## Appendix C: Proposed Acquisitions strategy

The Acquisitions and Cataloging Services unit is responsible for acquiring and processing the majority of the Library’s collections, regardless of format or language. While the work related to the acquisition and processing of electronic resources can be done remotely, processing of physical materials requires staff to be on-site. Hence, the plan and challenges included in this document are focused on acquisitions and processing of physical collections.

### Challenges and considerations

1. Densely populated offices: The unit has two offices in an open-plan work environment. A total of 41 staff (not including four staff who work at other locations - Map Library, Music and Performing Arts Library, and Rare Book and Manuscript Library - three graduate students and six undergraduate students who will come back to fall 2020) work in two offices.
  - a. For those personnel located in MPAL, RBML, and the Map Library, their return will be coordinated with the individual unit heads overseeing those operations. If they are not addressed in their planning, or the units are not opening to staff employees, accommodations will be made within ACS.
2. PPE: The unit receives materials from all around the world. While Library Facilities quarantines all received materials for 7-9 days as a safety measure, it would be ideal to provide masks and gloves for staff who process those materials.
3. Areas of high-contact: There are more than 50 book carts, a copier, printers (16 label printers, three regular printers), and bookshelves that are used heavily.
4. System migration: The Library is about to migrate to a new integrated library system that is critical to the work in ACS. Between May 14 and June 23, the current system will be unavailable, and staff will not be able to perform acquisitions and cataloging work.
5. Shared spaces: There are two small restrooms and a break area in the hallway outside of room 12 used by 41 staff members, as well as by CMS staff working in room 7A.

### Return to Work Plan

Staff will return to work in three stages during the 8-week timeline.

Stage	Model	Tasks	Staff
Stage 1 (Week 2-4)	<b>Half-day model</b> Staff will come to work in two shifts - From 8:30-12:15 From 1:00-4:45	Pre-marking Receiving materials for the new system	Schedule should be based on the staff member’s health, childcare needs, willingness to come, and cubicle location (staff may work at a different workstation).
Stage 2 (Week 5-7)	<b>Full-day model</b> Office will open from	Pre-marking Receiving	Schedule should be based on the staff member’s health, childcare

	8:30AM-4:30PM *Staff can work a half day or a full day.	materials Training for the new system	needs, willingness to come, and cubicle location (staff may work at a different workstation). *IF it is after June 24th, cataloging work will begin at this stage.
Stage 3 (Week 8)	<b>Full-day model</b> Office will open from 8:30AM-4:30PM *All staff will come back to work.	Pre-marking Receiving materials Training for the new system Cataloging	* <b>All staff</b> without health conditions or family concerns will come back to work.
Return to Stay at Home	<b>Full day, working from home</b>		Should a return to Stay at Home be necessary after Alma training is complete, additional numbers of employees will be able to work from home using web-based applications. Physical materials will be signed out, and a weekly pick-up and drop off schedule will be developed in order to ensure that employees are able to continue working from home with physical materials.  Those working with e-resources will be able to shift to remote work with minimal additional support.

## **Appendix D: Proposed RBML strategy**

Cataloging, archival processing, reference and digitization work all require direct physical access to the RBML & IHLC collections. This will occur in stages that reflect the Governor’s “Illinois Recovery” grid.

**RBML Stage 1** begins with making the RBML space safe for socially distant work by permanent staff through the installation of plexiglass barriers, setting up of sanitation stations, getting PPE for staff, laying down of tape, etc. We hope that this will take an estimated 2-3 weeks, maximum, depending upon where we fit in the rotation of plexiglass installation.

For **RBML Stage 2**, We begin with clearing the queue of reference and digitization requests requiring physical access to the collection submitted before our closure. We will also resume the metadata production through cataloging and archival processing work that facilitates that reference and digitization work. We will use this time to identify how to better structure ongoing work to reflect remote work on a rotation, and to procure and set up needed equipment for additional in-house digitization and remote instruction. Once we deal with the initial backlog of reference and digitization requests, we will accept requests from the public through our Aeon request software. During this phase, academic hourly workers, student workers, and graduate assistants are likeliest to begin to routinely work on-site.

In **RBML Stage 3**, we will set up and build capacity for remote instruction using primary materials for fall classes. By the end of this phase, in accordance with Library opening policies and state directives, we may be able to offer very limited individual appointments for individual researchers to directly access RBML and IHLC primary materials in the RBML reading room. We will work towards ramping up larger-scale digitization projects in house (e.g. selected archival collections) to make more of our collections accessible beyond direct patron requests.

We do not anticipate reopening directly to the public without appointments, or for larger groups until the state enters **Phase 5 of recovery**.

## **Appendix E: Proposed Archives strategy**

Fundamental to the University Archives mission is the use of our holdings for teaching, research, and community engagement. Achieving this priority requires a high degree of direct user services and engagement to access to our holdings—material that is truly unique in the world. Although we are accessioning an increasing amount of digital materials from institutional and organizational records-creators, as well as acquiring born-digital materials from donors, the majority of requests for materials still require direct access to physical materials by Archives staff and our users. Likewise, it is the unique stories and evidence found in our physical, not digital, materials that inform our work with classes and draw the interest of the large number of public tours.

Throughout our history, a driving principle is that the purpose of an archives is to make the past available for present and future generations. This cannot be done unless an archives continues to add institutional records and collections of personal papers when those materials become available, lest they become lost forever. Thus, despite the pandemic, it is essential that we continue to review material in offices, storage areas, and sometimes private residences. We must also continue to engage with the records creators before materials of enduring instructional and research value vanish or become inaccessible or incomprehensible. Equally essential to our mission is to continue working on arranging and describing (i.e., processing) to maintain of the steady flow of incoming and backlog material so that they can become usable to researchers.

Thus, the University Archives’ plan for return to on-site work is prioritized around five basic archival functions: reference and research; instructional and public engagement; identification and selection of material for transfer/donation; accession/acquisition of the identified material; and processing.

Our plan supports these essential operations at the University Archives’ three service locations and through its five major program/collection areas to the fullest extent possible by August 15th. The plan uses a tiered approach to increase on-site personnel for work with physical collections while also continuing “virtual” work where possible. The tiered approach is structured around stages of approximately three weeks, each labeled “drip,” “trickle,” “creek,” “stream,” and “river,” to align with the gradual increase in staff activity and delivery of services. Given the limited amount of time between the prospective early June entry of our region into the Governor’s Restore Illinois Phase Three and the proposed mid-August reopening of campus, our plan only is detailed only through a partial return to normal since “normal” (i.e., the “river” stage) cannot happen until Phase Five of Restore Illinois Phase Five. Details of those stages follows:

### **Archives Stage 1 (“drip”) ~June 1 - ~June 23.**

1. Continue virtual reference service. Begin research with physical holdings to answer reference inquiries that arrived during stay-at-home order. Limited amount of in-person use of materials by appointment only.
2. Assess all spaces to prepare for social distancing. (floors markings, traffic patterns, and plexiglass shields as needed in public and staff spaces.
3. Distinguish between dedicated and common computers and booktrucks, and establish re sanitization routines.
4. Implement access controls on stocks of processing supplies and keys-held-in-common.
5. Determine number, location, and legends for signs and location of sanitation stations.
6. Obtain research-based findings on time for quarantine time of incoming material.
7. Receive transfers of accessions and acquisitions in queue since March.
8. Continue virtual/remote contacts with campus staff needing records transfers and prospective donors of private papers.
9. Determine what tasks are available for those needing accommodation to work remotely.

### **Archives Stage 2 (“trickle”) ~June 24 - ~July 20.**

1. Assess progress toward full return to work and initiate on remaining tasks as needed.
2. Complete research with physical holdings to answer all remaining reference inquiries. Continue virtual reference service where viable.
3. Limited amount of in-person use of materials by appointment only.
4. Develop and provide online engagement and instructional activities.
5. Via phone or e-mail, interview campus offices needing to arrange records transfers.
6. Conduct in-person off-site meetings with prospective donors of private archives. Conduct off-campus inspections and selection of records and private archives for transfer/acquisition. Transfers of selected records and private archives.
7. Begin on-site processing by students.
8. Identify equipment/software and submit purchase requests for flatbed scanners to expand digital imaging of materials to support "virtual" reference service.

### **Archives Stage 3 (“creek”) ~July 20 – August 15**

1. Conclude incomplete planning tasks from Stages 1 and 2.
2. Continue virtual reference services where viable while also providing email reference using physical holdings.
3. On an appointment only basis, offer in-person use of materials.
4. Implement new virtual engagement and outreach programming for our non-campus community.
5. Begin planning and scheduling on-site instruction and external engagement programs to for both on-campus and non-campus communities, with social distancing.
6. Conduct in-person office visits relating to selection of university records and have in-person off-site meetings with prospective donors of private archives.
7. Conduct campus and off-campus inspections and selection of records and private archives for transfer/acquisition.
8. Arrange for physical transfers of selected records and private archives that have been identified by the Archives since March 20.
9. Expand on-site processing by students.