University Library Ramp Down Plan
Research, Instruction, and Study Spaces
Fall 2020

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Introduction and Summary

This document describes how each of the existing services named will be modified should the campus move towards a reduced on-campus presence for students and classes due to /covid-realted concerns. The services mentioned below are described in full detail in the separate return-to-work plans for research, instruction, and study spaces. All statements assume that regular campus testing for COVID-19 is still available.

Research
- Online and in person appointment will continue under the current Library Return-to-work guidelines, as long as campus buildings can remain open.

Instruction
- All instruction is currently online or in other campus buildings. If i-person classes are cancelled, subject selectors will work with campus instructors to arrange for alternatives.

Study Spaces
- Availability of study space will need to be re-evaluated based on the extent to which campus closes down.

Appendix 1
Plan for Ramp-Down of Services in the Grainger Engineering Library Information Center (GELIC)

We are opening with 90 study space seats + 2 reserved public terminals. This includes 1st floor (16 + 14 seats), 2nd floor (20 seats), and 4th floor (15 EWS + 15 EWS + 10 seats). We have capacity to increase this by a planned first increment of 35 and then a second increment of an additional 35. We can also easily decrease the 90 seats by reducing the numbers on each floor or eliminating seating on one or more floors. If the engineering workstation lab was closed, this would reduce seating by 30 places.

If the students were sent home and all instruction were made remote, GELIC would continue to have at least some staff engaged in on-site project work. There are a number of projects involving the scanning and organization of various engineering document collections that need to be finished and staff will work on these. Librarians will continue with remote reference and instruction activities and GELIC could continue as a print request pickup location, although this

might depend on whether the COVID testing continues and there remains a mechanism to indicate a recent negative test before entering the building.

In addition, if PSED libraries were to increase services later this semester or next semester, we would propose opening the Mathematics and Chemistry libraries to provide study spaces for limited hours five days a week. This can be done with no additional student wage hires in the two units.

Fulfillment: The Library currently provides robust 24/7 access to electronic resources and has implemented an aggressive strategy for access to all collections. Should the university reverse course and go to fully remote learning we will continue to 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 through ILLDD and making them available digitally to the individual. If a work is available electronically, a reasonable attempt will be made to purchase the electronic access for best access for remote users. If the content is not available electronically, and the entire work is needed, requests 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/physical work available to users while minimizing contact between Library staff and users through use of a locker system in the Marshall Gallery of the Main Library and curbside pickup at the Grainger Engineering Library. Availability of non-print material such as microforms will remain dependent on the ability of the Library to offer services by appointment in Library 106.

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, who will also need to continue to provide support services.

As is the case if the university continues a hybrid approach to learning, materials discharged from book drops or delivered as personal reserves for scanning 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. Masks for all staff handling materials at any point will be crucial to successful control of any possible contamination of materials, as will appropriate safety precautions such as frequent handwashing.

This plan is predicated on the assumption that though the university may go to fully remote learning the state is not mandating further restrictions on employees and that the campus will still be performing testing and the Safer at Illinois app or alternative solution is still in use. Should testing or building access status not be available some alterations to the plan may be necessary.

Acquisitions and Cataloging Services

Acquisitions and Cataloging Services (ACS) unit has been working in a hybrid mode since June 15, 2020 when the Library building was open. ACS will keep working in the hybrid mode unless notified of a building closure. If the building closes, then we will expand processes in Item 4, and only the essential group of staff members who can work onsite will help on receiving and processing of physical materials to support the library services.

1. **Acquisitions** - We will process ordering and invoicing work as usual. This work can be performed remotely.   If volume of incoming shipments becomes too overwhelming for limited staff, ACS will consult and review with AUL for Collections for potential short-term holds on shipping.

2. **Electronic resources management** - All electronic resources management work will continue to be performed remotely until the building and the campus are completely open. However, we need to support ordering, activation, and troubleshooting of electronic resources.

3. **Receiving** - A group of essential staff members will work onsite to receive books. The tasks will include stamping, tattle taping, and barcoding.

4. **Cataloging** - More cataloging work will be done remotely. Remote staff will come in once a week or twice a week, based on the volume books and levels of cataloging (copy cataloging or original cataloging) to pick up and drop off book bags.

   For now five staff members (including one GA) take book bags home for cataloging, and we will expand this to most remote staff who do cataloging.

5. **Labeling** - A group of essential staff members who work onsite will label books and send them to departmental libraries.

UNIVERSITY OF ILLINOIS ARCHIVES
COVID-19 Pandemic Response
"Ramp Down" Plan, September 9, 2020

The following list draws from the essential functions and activities that were identified as the focus of for University Archives work in its May 14, 2020 *Return-to-On-Site* three stage plan:

1. Continue to provide support to University of Illinois units for records- and collection- related administrative, curricular, and research needs.
2. Continue to meet all reference, processing, and administrative responsibilities for our contract-funded projects for archives of external organizations.
3. Continue virtual/remote contacts with campus staff needing records transfers and prospective donors of private papers.
4. Archives staff will continue to complete on-site workshifts as close to the current schedule as possible.   Their overall focus will be materials processing and researching those research inquiries requiring direct physical examination of individual records or groups of related records relevant to inquiries begun via e-mail.
5. Complete as much as possible of reference and research services remotely during hours staff are working are remotely.
6. Provide a limited amount of appointment-only, in-person/on-site use of archives when necessitated by the nature of the research inquiry, specific user circumstances, the volume of records needing examination, physical nature of the heritage collection item, etc., following rules in the *COVID-19 Addendum* to the University Archives User Regulations.
7. Via phone or e-mail, interview campus offices needing to arrange records transfers.
8. Conduct in-person office visits relating to selection and transfer of university records and have in-person, off-site meetings with prospective donors of private archives.
9. Receive transfers of selected records and private archives to the extent that space is available.
10. As much as possible, digitize Archives' documents needed for course projects and class sessions. Digitization, file format, resolution, file naming, and metadata will be done to the Archives' preservation standards, including placement of metadata in Archon and the "Digital Library." First, priority digitization will be for fall semester instructors and classes. Second priority being for second semester instructors and classes. Remaining digitization capacity will be dedicated to the priority list of prospective scanning projects created in FY17.
11. Develop and implement new virtual engagement and outreach programming for our non-campus community.
12. To the extent of their availability, continue on-site processing (arrangement and description) by students.
13. Identify, assign, and evaluate work for tasks that are appropriate for completion by staff who are working remotely part-time.

Rare Book & Manuscript Library Contingency Plans September 2020
Lynne M. Thomas, Head, Rare Book & Manuscript Library

RBML's guiding principle for COVID-19 planning remains prioritizing the safety of our staff first and foremost.

In the event that the campus is forced to shut down and send students home due to COVID-19, RBML prefers to **retain our current model of a rotation of part-time onsite shifts, and part time remote work, for all our current staff and GAs/student workers who remain with us.** We are confident in our ability to render excellent remote services while keeping our staff safe.

While we intended to open to individual researcher appointments October 1, that is now contingent upon whether we feel it is safe to do so, a decision we can't make until late September. Initially, these appointments are likely to be limited to the UIUC community (with masking and appropriate testing status for building entry).

Library IT Roll Back Planning – Fall 2020

9/8/2020 Tracy Tolliver

Scenarios

Based on actions taken at other universities and recent emails from the Chancellor indicating that 95% of COVID cases are undergraduate students, I think there are 3 likely scenarios that could be triggered by campus administration.

1. Switch to fully online instruction for undergraduate courses only, and allow undergraduate students to remain on campus for some period of time with restricted activities. Graduate and Professional students and courses would be allowed to continue as planned for Fall semester.
2. Switch to fully online instruction for undergraduate courses only, and send undergraduates home. Graduate and Professional students and courses would be allowed to continue as planned for Fall semester.
3. Switch to fully online instruction for all courses and send all students home.

In all three of these scenarios, faculty and staff (of all classifications) would be allowed to continue to work on campus under existing protocols.

There are also scenarios that could be triggered by the Champaign County Health Department or the State of Illinois Health Department. These could be more impactful to Library staff and faculty and the Library's ability to perform operations.

1. CUPHD or IPHD could enact additional restrictions due to county or regional metrics moving in the wrong direction. These restrictions could range from specific activities being reduced/minimized to everyone sheltering in place again.

Responses and Impact

As a result of the Library's digital first strategy in responding to the original pandemic re-opening plans, the first three scenarios would have very little impact on Library IT beyond what we are already doing to support instruction, research, and outreach activities in this environment.

Our undergraduate student workers may not be allowed to work in those scenarios, or they may leave the area and be unable to work. This would again reduce our capacity to respond to Help Desk tickets and to move some WNS projects forward much like Spring and Summer, but priority work would continue to be addressed.

In the event that faculty and staff are restricted from travelling to campus/library facilities, a number of processes and services as defined for our digital first approach would be impacted. Specific impacts envisioned for Library IT would be:

- Additional requests for laptops or other equipment for home use. Library IT may be unable to fulfill these requests if not allowed to travel to Main Library building to receive, prep, and deliver (mail or handoff) equipment (assuming we could even order and receive at the campus level - which was a problem in Spring and Summer). Some items may be able to be ordered and delivered directly to employees' homes.
- Troubleshooting and repair of equipment. Library IT may be unable to resolve issues via online communications only resulting in staff unable to work at home or some services being impacted,

> i.e. Scholarly Commons computers in Citrix, RDP access to computer that gets shutdown, failed laptop.

- Additional staff unable to work due to childcare issues. There are at least 4-5 staff members with children who are currently making it work, but a roll back at the county or regional level, or any change in services related to their situation, could torpedo their currently brittle arrangements.

For the most part, Web development, Scholarly Communications and Repository Services development, and Infrastructure Management and Support would continue to operate normally barring individual staff impacts due to childcare or illness. Help Desk and Workstation and Network Support services would be subject to the impacts noted.