

2:00pm - 2:40pm Session 1B: Notes

Impact of COVID-19 on librarians' work (maybe split this into multiple breakout rooms within the session? Also touch on affiliate librarian equity?)

- Moderator 1: Miki
- Moderator 2: Kyra
- Zoom link:

(<https://ucla.zoom.us/j/97382840830?pwd=TXM2aG9heVJ1MVNFQVR1VnBlc3Y4UT09> -- Meeting ID: 973 8284 0830, Password: 045524)

~55 people

Discussion prompts:

- Ask for a notekeeper, use designated google doc for capturing high level notes
- What questions do you have about this topic
 - and/or What are some of the biggest challenges/most pressing issues.
- What end goals would you like to see us (LAUC/libraries) strive for?
- What practical approaches have worked in other organizations or situations that we might draw upon to get there?
- What practical approaches would you like to see LAUC take in the near term to get started toward these goals?

Notes:

Challenges

- Ergonomics
 - Including eye strain, more time online
 - Lack of office-type furniture including adequate desks and large monitors
 - Many are purchasing items for use in their home
- Workflow- day to day workflow impacted. Term never ramps down when you are constantly working on COVID tracking, fixing tech insufficiencies, doing extra leg work to find resources in a primarily analog collection (this is the case with some of the smaller affiliated libraries or archival spaces).
- Lack of ability to purchase print materials, impact on collection development
- Internet access (wi-fi routers); phones/phone plans; lack of reliable technology; academic staff with laptops that are not configured properly
- Home work space may be small & inadequate (heating/cooling)
- Challenges connecting/supporting with staff (lack of organic interactions that are possible F2F)
- Challenges providing access to collections to users, especially for collections that are print-based.
- Workload
- Even if admin wanted to provide supplies, it was challenging to obtain.

- Finding work that can be done remotely; not all work is possible without being in the library
- Picking up work that is outside of the librarian series (work never done before); librarians on-loan to other University departments.
- Addressing more tech questions from faculty e.g. VPN, Zoom assistance and from library staff
- Converting from in-person instruction to remote instruction, learning curve
- Patrons, including students and faculty, all have different skill sets (and technical ability), and we need to spend more time helping them.
- Lack of visual cues that were available in in-person interactions with library users
 - Many of our patrons do not have good resources, and we cannot tell virtually what their access is
- Also noticing students who may be distressed, how to help them appropriately
- Anticipate back-logged work when returning to campus
- Online-only, feels like many tasks take more time and/or more tasks emerge
- Concerns about data collected on COVID-testing (health data) that campuses may collect
- Concerns about supporting researchers in the humanities (ILL, duplication services); seems like libraries can/should provide a solution
- Ensure that libraries can support researcher grants e.g. access to archives

Positive

- Impact on visibility of librarians (seeing increased visibility)
- Librarians provide impressive support!

Campus Information

- Differences in type/amount of equipment librarians could take home
- Campus discussions differ
 - UCLA - told working from home until Jan. 4.
 - UCD - planning hybrid. 80% surveyed want to return in fall. 24-HOUR ROOM NEVER CLOSED (to a limited number of students to allow physical distancing).
 - UCSF plan to work from home until January 18, 2021.
 - Berkeley Law plan to work from home through the end of 2020.
- UCI - trying to minimize spending (?)
- UCR asked for equipment needed, e.g. ordered and sent headphones to individuals' homes.
- UCLA has purchased a UV oven.
 - UV could age physical paper.
- 3 day quarantine on returned materials may be fairly standard (UCD 72 hours; UCR 3 days)

Resources

- Citing cancelled conferences <https://unl.libguides.com/citing-canceled-conferences>
 - Also <https://apastyle.apa.org/blog/canceled-conferences>

Ideas / Questions

- UCLA is providing training. Can these workshops be shared more broadly with UC librarians? More broadly can UC Libraries share knowledge across campuses?
- Can LAUC have a central-information place for information & training?
- Can LAUC help ensure that HathiTrust ETAS access continues?

From wrap-up discussion:

- Flipping the working remotely/being onsite concerns: How do people (who are one of the few able to come back to the office & have all the PPE stuff to deal with, in-person demands) when 2/3 of your department may fall in the vulnerable population?