Impact Report

COVID-19: Arrival and Response

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This report covers:
March 18, 2020 to May 16, 2020.

From the Director

As COVID-19's impact increased across the Front Range in early March, the reality of a closed Auraria Campus was clearly on the horizon. The Auraria Library sprang into action, following guidelines to close the building and transition physical services into the digital realm. This created ripple effects in our services, resources, and remote work, while impacting statistics on library usage.

The details outlined in this report are only part of a larger narrative consisting of amazing work accomplished by our library teams to improve services, not just during these challenging times but as an ongoing effort to support the students, faculty, and staff of the Auraria Campus.

Preparing for COVID-19's Impact

- Prepared library budget scenarios to address FY 20-21 projected cuts
- Established budget priorities and values:
  - Preserving existing permanent positions
  - Preserving existing levels of resources and services
  - Health and safety of all library employees and users
- Purchased tools to ease the transition to remote work

Physical Collections

On March 18, 2020 access to the library's physical collections were restricted with the closure of the library building. All checked-out resources were given extended due dates and overdue notices were withheld. External drop boxes for materials were locked so no returns could be made.

Online Collections

A vast majority of the library's resources are available online—including databases, e-books, streaming audio/video, and other resources. They were not affected by the closure of the library building and were still available for checkout after March 18, 2020.

Off-campus access stats for resources utilized can be found here.

Collection Development

- All vendors held shipments of incoming physical items such as standing orders of print journals, and print books. Payment for these items continued in order to fulfill spending requirements for the FY 19-20 budget.

- Purchasing continued as planned but with an emphasis of transitioning to e-books and other digital formats. In situations where digital options were not available, alternatives were suggested.

- Renewals and new subscriptions of online materials continued as normal; the acquisition impact was minimal.

- Some publishers offered free access to materials for a limited time in light of COVID-19. The Auraria Library did not take advantage of these "deals" as we did not want our users to become reliant on resources with limited-time offerings.

  – This highlights the importance of Open Educational Resources (OERs): Once confronted with the inability to easily share traditional textbook supplier resources online, professors expressed interested in transitioning to OERs.

Total Number of Print Books Purchased:

The amount of print books purchased were reduced in 2020 since print books were being held by online vendors or the Tattered Cover bookstore until we could return to the physical library.

1,000
2019

100
2020

Additional e-book Purchases:

The Library purchased $10,000 worth of e-book versions of our top circulating print books.

More than 90% of the budget for learning materials goes toward electronic resources.

$10,000
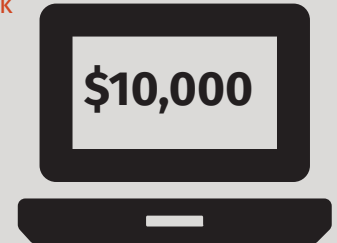
Borrowing Between Libraries (Interlibrary Loan)

- All borrowing and lending of physical materials between Auraria and other libraries was suspended on March 18, 2020.
- Requests for most electronic journal articles and e-book chapters were unaffected by COVID-19 closures, and have proceeded uninterrupted.
- Some e-book borrowing and lending is available through Occam's Reader (a secure digital lending interface) for participating libraries.
- If print items are requested, we attempt to borrow e-books copies of the books if available from other libraries. If unavailable, we attempt to purchase the e-book version.
- Disruptions with interlibrary lending services occurred as student employees transitioned to working from home and again as Access and Public Service staff replaced student employees after student employee positions were not renewed by CU Denver.

20%
increase in requests for Auraria Library materials by other libraries

50%
decrease in Auraria Library request for materials from other libraries

The Auraria Library is part of a consortium of libraries across Colorado and the world who share materials through a process called **Interlibrary Loan**.

Ask Us Services

- Access and Public Service (APS) staff worked with the community through phone and email to continue raising awareness of campus closures and disruptions to library services.

Information Technology Support

- Facilitated the transition to remote work for staff by installing software, providing hardware, training, enabling remote desktop, and monitoring servers. Prepared Ultimaker 3D printer for loan to the Make4Covid initiative at Inworks.

Library Website

- COVID-19 response page was created, along with an emergency banner, and additional COVID-19 information was added across the website pertaining to available online resources and building closures.
- Conducted remote website user testing with students to ensure the website continues to provide a delightful user experience.

33%
increase visits to Ask Us page

1,000+
COVID-19 Information page views

Instruction

- In the Spring '20 semester, Education and Outreach Services (EOS) distributed a survey to 160 instructors to determine what kinds of resources would best support online instruction in the Fall term. Preliminary results indicated an interest in video tutorials, library management system content, and some other curricular support materials including lesson plans and worksheets.

- Researcher Support Services transitioned Savvy Researcher Workshops to an online format via Zoom and was able to host nine workshops over five weeks, covering all three institutions.

- Both RSS and EOS saw an uptick in requests for online instruction prior to COVID-19 and began exploring options to fufill that need. This allowed these departments to make the migration fairly easily after campus closed.

130 sessions taught in person prior to campus closure.

23 sessions moved online after campus closure.

Research Help

- On March 13, 2020 face-to-face Research Tutoring was suspended.
- An expanded schedule with double staffing of Auraria Library personnel on Ask Us chat was put in place to reduce the number of questions fielded by Ask Academic— our weekend and after-hours service.
- A COVID-19 FAQ document was created and shared between staff to ensure they provided consistent and up-to-date information about the campus closure.
- The option for face-to-face consultations was removed. No other substantial updates to the consultation scheduling process was needed because an option for users to have consultations via Zoom was already in place prior to COVID-19.

955
questions answered via Ask Us chat.

113
research consultations conducted.

Creative Technology Services

- On March 18, 2020 the physical spaces of the Innovation Garage, Digital Media Studio, and Discovery Wall were closed.
- Discovery Wall events and Digital Media Studio appointments were suspended.
- Innovation Garage media support services moved to digital consultations.
- Faculty were contacted about the changes.
- Digital media assistance such as creating videos for online workshops, instruction, and digital poster creation was extended to Auraria Library staff.

Communications

- New position. Hired during the Spring '20 semester.
- Established a weekly internal newsletter for library-wide updates related to COVID-19.
- Revived social media as a viable communication channel.
- Established visual identity for consistency in communication across library staff.
- Regained access to Google My Business listing for COVID-19 updates.
- Fostered new relationships and communication channels with campus institutions.

Human Resources

- Conversations continue among library leadership about the strategic management of our human resources.

Facilities

- Despite the campus closure, building operations continued: projects, preventative maintenance, custodial services, and security were managed remotely and in person.
- Capital projects, including those with vendors, were suspended indefinitely.
- Security was left to campus safety and the Neighborhood Community Officers. Communication with Auraria PD was crucial in this transition.
- Shipping and receiving at the library was coordinated with USPS, vendors, and AHEC receiving. Operational supplies have become unavailable to faculty and staff, resulting in higher expensed purchases.
- A large portion of facility efforts were directed toward building cleaning and disinfecting to ensure CDC guidelines were implemented and sustainable.
- Worked to align library facility operations with campus and university objectives and priorities.
- Building design and layout is currently being reviewed to conform with CDC, university, and campus guidelines for social distancing upon return.

AURARIA LIBRARY

Serving the Community College of Denver,
Metropolitan State University of Denver, and
the University of Colorado Denver.