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Lessons We Learned in Moving Traditional Library Services to Synchronous and Asynchronous Delivery Online and Curbside

By Barbara M. Pope, MALS

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October 29, 2020

Challenges at PSU

- **We had no idea what the demand for library services would be**
- **Scenario of sending students home meant students interacted with library differently**
- **Library Resources & Services**
- **Study Space**

Before & After the Shutdown

- **Periodicals**
- **ERM Maintenance**
- **LibGuides Creation / Maintenance**
- **Staff / Faculty Meetings**
- **Student Employees**
- **Mail**
- **Serials Check-In**
- **Canvas / Zoom / MS Teams**
- **Tutorials / Library Instruction**
- **Library Liaisons**
- **Virtual Reference / Formstacks**
- **Suspended & New Services**
- **Library Programming**

New Services as a Result of COVID

- **Zoom / MS Teams**
 - **Reference, Consulting, Library Instruction**
- **Book Pickup Service**
- **Laptop Checkout**
- **Automatic Renewals / Extended Loan Times**
- **Reprints Desk**

Library Instruction

- **Jorge's Misinformation/Fake News Game**
- **Shift Away From Polished Video Tutorials Towards One With a Human Element**
- **People Are Craving Connection That We Were Disconnected From**
- **New Video Tutorials**

Results

- **Provided Access to Most Existing Online Resources & Most Services**
- **Formstacks**
- **Added More Open Access Resources, Temporary Resources**
- **Professional Development**
- **New Services: 1) Laptop Checkout, 2) Book Pickup, 3) Zoom Reference Consultations & Library Instruction**

Negative Side Effects

- **Some Students Lacked Internet Service or a Device for Online Learning**
- **Some Students Had No Quiet Study Space**
- **Hurdles with Book Pickup**
- **My Most Difficult Hurdles**
- **Decreased Enrollment & Budget Issues**

Conclusion

- **PSU Library Services Response Was Born Out of Our Mission**
- **Library is Not the Building, But the People Providing Access to Them**
- **Experience Forced Us to Think Outside the Box & Be Flexible**
- **Allowed Time for More Professional Development and Experimentation**
- **Existing Library Resources & Services?**
- **How to Access Resources, Ask for Help**

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Questions? Comments?

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