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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

Pittsburg State University, Pittsburg, KS

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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