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

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Recommended Citation
Pope, Barbara M. "Lessons We Learned in Moving Traditional Library Services to Synchronous and Asynchronous Delivery Online and Curbside." Kansas Library Association (KLA), Virtual. (October 29, 2020)

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

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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
References

• Blackboard. Educators are Building the Next Generation of Online Courses.


References, Continued


• Darby, Flower. (2019, April 17) "How to Be a Better Online Teacher." Chronicle of Higher Education.


• Axe Library YouTube Site

• Remote Working LibGuide @ PSU
Questions? Comments?

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