

# ANZTLA Members' COVID-19 Responses: Pre-, During, and Post- Lockdown

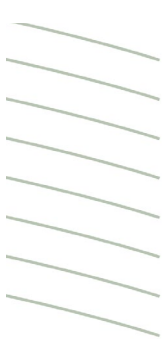
by Kerrie Stevens & Eve James



*Unprecedented...* never before has a word been used so often to describe something that has been this unexpected, unwelcome and unhelpful. Whilst we're still learning to operate in the new COVID-normal, throughout this crisis ANZTLA libraries have strived to continue to serve their communities to the best of their abilities. This paper looks at how our member libraries continued to operate during 2020's *unprecedented* worldwide pandemic.

2020 has been a year of challenges and changes. Most notably, and most unavoidable, has been the global impact of the COVID-19 pandemic. This paper captures how ANZTLA libraries faced the sudden, and sometimes enforced, changes brought about by restrictions and reactions to COVID-19.

It has been a difficult time since enforced shutdowns closed many of our libraries, and other institutions, to patrons towards the end of March. Some libraries shifted to staff working from home, either entirely or at least part-time; others continued to operate with staff but without patrons entering their libraries.

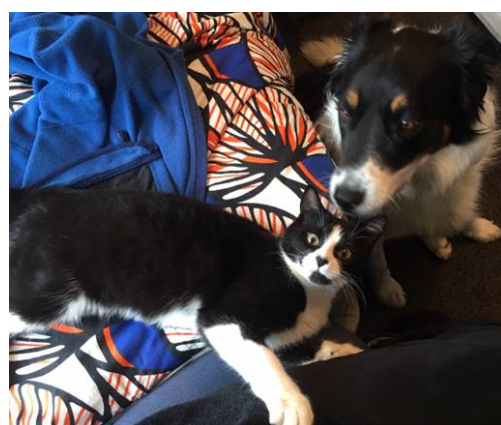


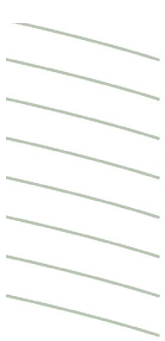
Throughout the world, “we are all in this together” has become a familiar refrain. As theological librarians, we’ve had a common goal of supporting our patrons with their studies and research, despite limited or no access to our physical collections. The ANZTLA Forum has played an important part in disseminating information; for example, emails have been shared when a new resource or free offer was made available. The prompt response by electronic publishers to make available increased resources, often at no or reduced cost, especially in the initial period of lockdown, was a significant help and greatly appreciated. A number of ANZTLA libraries took advantage of these opportunities to increase licences for ebook access, from single user to multiple or unlimited users, at a greatly reduced cost. This ensured that their ebook collections could cater for the increased demand resulting from less access to physical items.

At the beginning of the lockdown period, ANZTLA ran a survey to find out what its members were doing, how they were providing access to their collections, and how the restrictions being put in place were affecting staffing processes and procedures. Later, as restrictions were easing and libraries were reopening to patrons, ANZTLA ran a second survey to find out what members have learned and how decisions made have affected their libraries and access to resources for their patrons. These early practices, and those that will likely continue for some time until we are out of the shadows of COVID-19, are presented below.

## Early Days

A few members posted pictures of their work-at-home situations. Many have not only been surrounded by pets, but children, spouses and partners; creating a plethora of potential distractions.



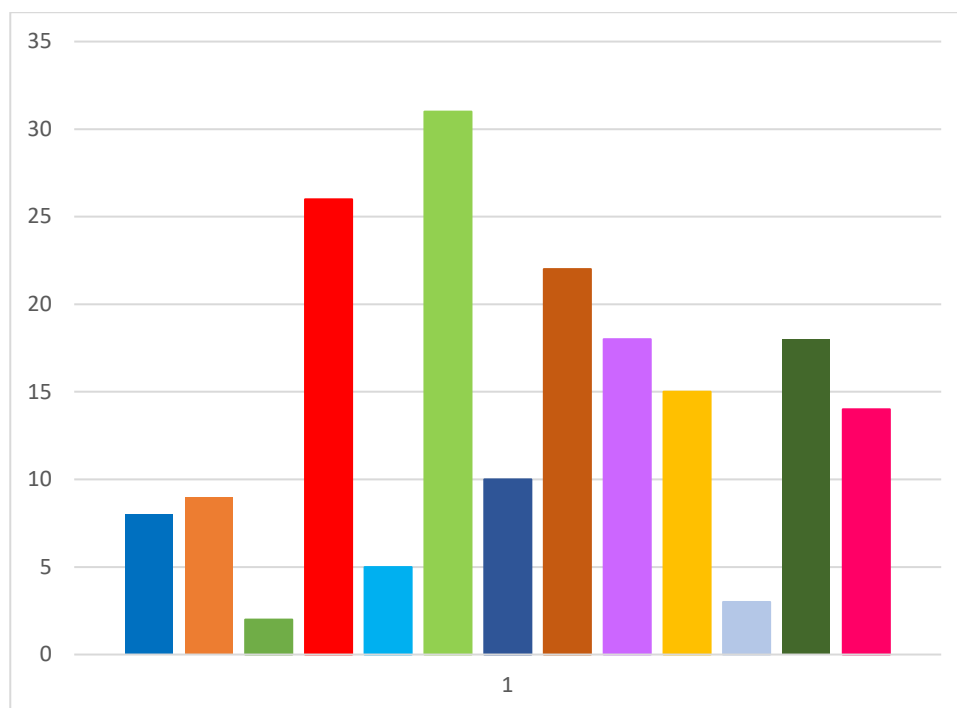


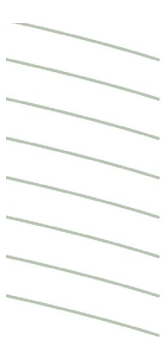
## Survey 1

An online survey was distributed to the Forum on 8<sup>th</sup> April 2020 and 38 responses were received by the closing date of 30<sup>th</sup> April 2020.

- In the early days of the COVID-19 pandemic (prior to suspending on-campus delivery), what measures did you put in place to protect staff, patrons and volunteers?

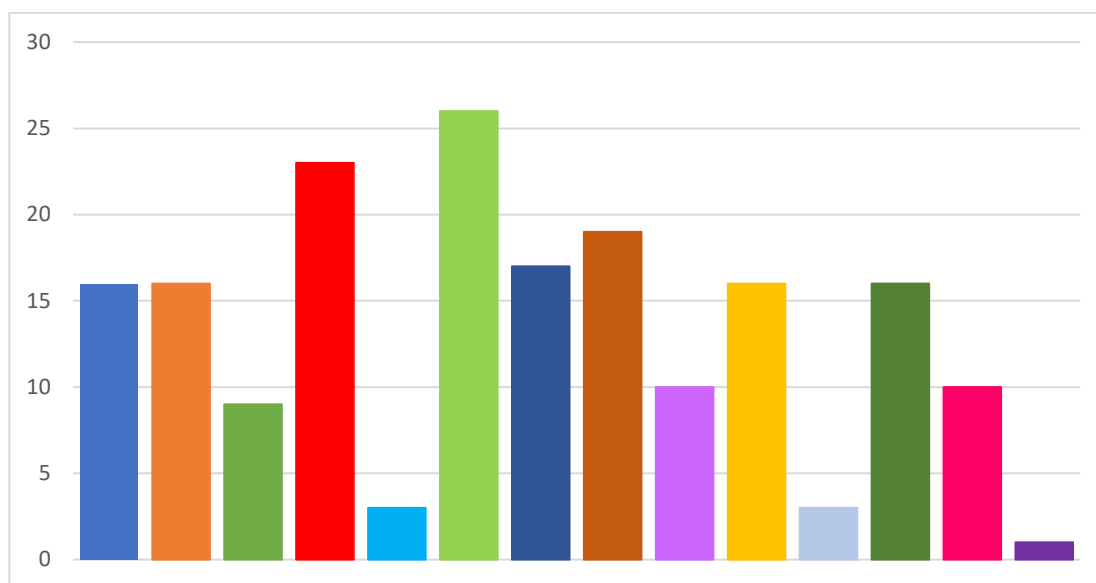
Quarantining returned books; delaying handling and reshelving items for a period, e.g. 24 hours	8
Wiping items with disinfectant cloth upon return	9
Wiping items with disinfectant cloth when checking items out	2
Wiping surfaces, door handles, keyboards, copier, stapler etc with disinfectant cloth	26
Using a disinfectant air spray	5
Provision of hand sanitizer	31
Using/providing gloves	10
Displaying ALIA's "COVID-19 Staying safe in the library" sign (or equivalent)	22
Limiting the number of people to comply with physical distancing rules	18
Rearranging library furniture to comply with physical distancing rules	15
Placing large Xs on the floor at the circulation/reference desk to remind patrons of physical distancing expectations (or equivalent)	3
Leaving doors open so that door handles are not used to enter/leave the library	18
Suspending work of volunteers	14

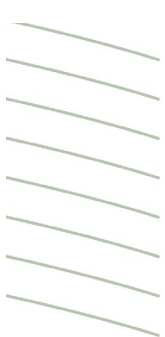




2. After the suspension of on-campus delivery, what measures have you put in place to protect staff, patrons and volunteers?

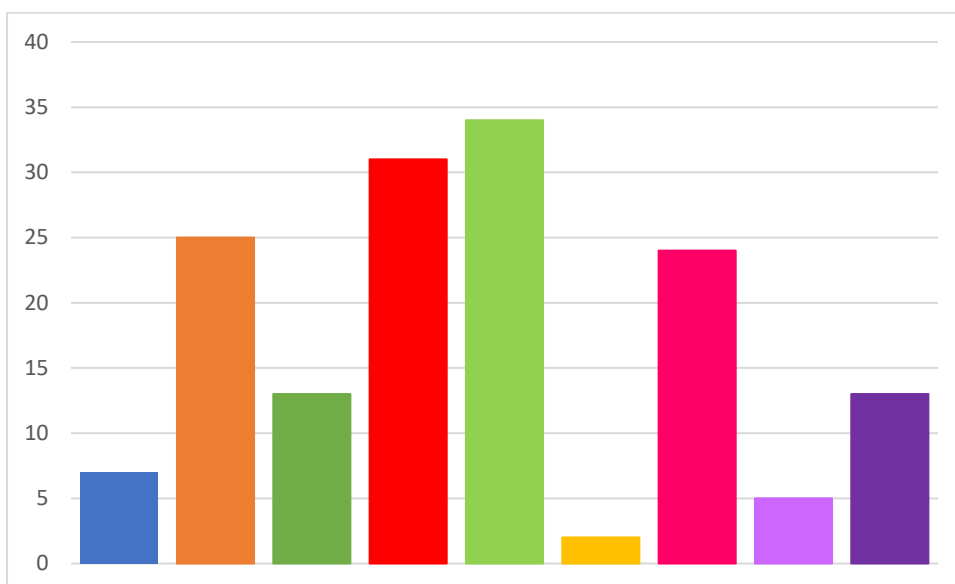
Quarantining returned books; delaying handling and reshelving items for a period, e.g. 24 hours	16
Wiping items with disinfectant cloth upon return	16
Wiping items with disinfectant cloth when checking items out	9
Wiping surfaces, door handles, keyboards, copier, stapler etc with disinfectant cloth	23
Using a disinfectant air spray	3
Provision of hand sanitizer	26
Displaying ALIA's "COVID-19 Staying safe in the library" sign (or equivalent)	17
Limiting the number of people to comply with physical distancing rules	19
Rearranging library furniture to comply with physical distancing rules	10
Suspending work of volunteers	16
Closing the library to patrons, staff still working normal hours at the library	3
Closing the library to patrons, staff working reduced hours at the library and some hours at home	16
Closing the library to patrons, staff working all their hours at home	10
Closing the library to patrons, staff being laid off, or taking leave	1





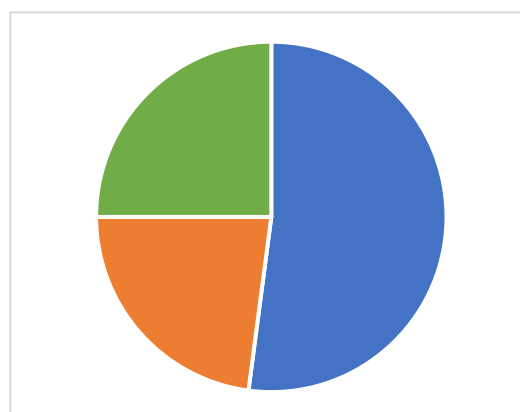
3. With regard to COVID-19, how are you maintaining access to your collection?

Allowing patrons to visit	7
Allowing patrons to collect loans via a non-contact method	25
Posting out loans	13
Providing a scan and email service, whilst complying with the fair use provision of the Copyright Act	31
Extending loan periods or providing an amnesty on book returns	34
Reducing loan periods and not allowing renewals to ensure everyone has access to the print resources	2
Expanding the scope of online/telephone/videoconferencing communication to ensure that students can satisfactorily access the resources that they need	24
Preparing additional instructional videos	5
Other	13

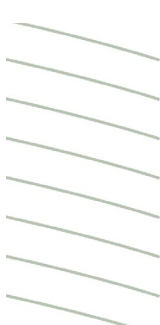


4. In relation to COVID-19, in addition to the many free offers publishers have made, have you increased your online resources? (If you answer YES, please give details in Other box)

No	11
Yes	22
Other	24



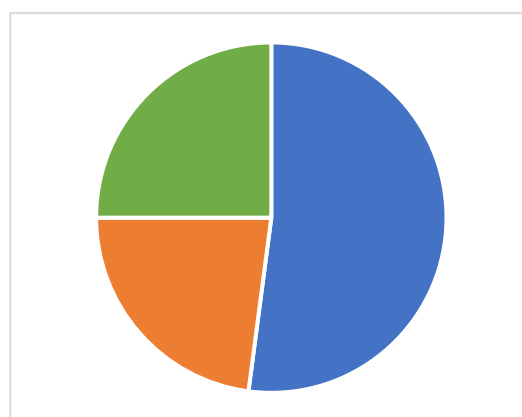
Purchased more individual ebook titles, made Logos collection available to students on a trial basis
Identifying key books and making available as an ebook, adding databases (temporarily free or special deal, eg Bloomsbury)
Yes more e-books
Purchasing ebook copies of titles on set reading lists
Looking for extra eBook resources which were previously in the too expensive box
Additional eBooks are being purchased for the UD Library Hub by all associated libraries
Set up significant numbers of DDAs and purchased key ebooks outright
Outright purchase of a database but it was happening anyway, it was not purchased as a result of COVID-19 restrictions
Running more trials
As a branch library, we and our borrowers benefit from the increases made by our director of libraries
Bloomsbury offer, Logos/Faithlife offer, Cambridge offer, listed open access journals and books on Library website e.g. National emergency library, arhive.com, Muse, Haithi Trust, UnPaywall, DOAJ etc, investigating Mohr Siebeck offer, making students aware of State and National library services, University of Michigan press
Expanded collection of purchased ebooks on EBSCO and Wheelers. Expanded available databases on EBSCO. Investigating platforms like Logos
Some titles are converted to online resources. By and large the publishers' offers were not relevant or involved spending more money
We are in discussion with several vendors regarding the purchase of/subscription to additional online resources
Bloomsbury and Cambridge University Press
Purchased additional ebooks/audiobooks
EBSCO offers
We were encouraged us to create a list of key texts lecturer's needed as ebooks for students. Funding has been spread across the libraries for those books requested by more than one library. Budgets were increased accordingly
The broader library consortia we are a part of has increased numbers of online resources, but that did not take place in this library



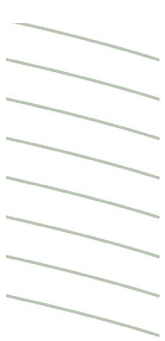
Attempting to purchase high use items in ebook format. Taking advantage of discounted ebook prices
Atla resources. EBSCO extended resources
Mostly through temporary resources that are available as far as free resources

5. In response to COVID-19, have you found a resource/service you've been trying that you wish you'd tried ages ago and will likely continue even after the lockdown is over? (If you answer YES, please give details in Other box)

	No	25
	Yes	11
	Other	12

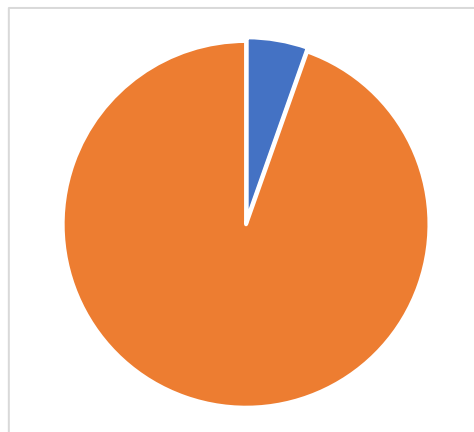


EBSCO Ebook Religion Collection (have been waiting on ACT for this too);
Zoom, more frequent e-newsletter postings
Depending on pricing: JSTOR ebooks (EBA model), and Logos packages
Zoom, Ask a Librarian, Slack
Will be assessing student use during this time
Bloomsbury. Maybe Cambridge Companions online
The expanded databases on EBSCO is an initiative done by the ACT - it timed well with the pandemic
We are allowing reserves for books that are on the shelf and will soon open another new service for requesting articles via the library system. We did not have the resources to offer these services previously but they are now a primary focus
EBSCO eBooks Academic Collection
Faculty select, EBSCO
Zoom and MS teams have been very important to keep staff in contact



6. Apart from changes to subject delivery, has your library or institution cancelled or postponed public events?

No	2
Yes	35










## Survey 2

By September, COVID-19 was still with us and in some locations, rearing its head in a second wave. We followed up on the initial survey to find out how things may have changed for our member libraries and what, if any, new ideas or services they intend to continue with when we find some sort of COVID-normal...

1. In what way/s, if any, has access to your physical library collection changed since April?
  - I was unable to access the physical library for 4 weeks and 3 days.
  - We have now reopened the library to students. They are required to book a study space online for 2 hours, twice a day. The spaces are cleaned between sessions. Access to browsing the shelves is also possible for 15 minutes.
  - Library is now opened to students, staff and library members (not the general public).
  - On-campus library facilities are now fully open to students, community members, and members of the public. No restriction
  - On Sunday the 2nd of August Melbourne went into Stage Four Lockdown. Any access to the Library was not permitted, as libraries were not listed among workplaces where staff could apply for a work permit. Consequently, no staff worked in the Library, so 'request and collect' circulation had to be postponed.
  - We have re-opened the Library to students, including students from affiliated colleges. We do not allow general access to members or the public, but will allow external researchers to access the Library by appointment.
  - Access to the physical collection has been increased to all staff and students. Physical items are quarantined for 48 hours upon return to the library.
  - The Library is now closed and I'm not allowed to travel to work, so none of our physical collection is available to staff or students.
  - The Library doors were open only to college staff and HDR students from March 23-25. All items on loan (and not overdue by more than 6 weeks) were renewed through to June. On-shelf reserves and article requests were enabled in the library system and staff time was spent fulfilling requests and quarantining books. Scans were already available on demand so the main change was to direct requests into the system rather than by email. The demand for supply of articles increased sharply and both book pick-up and scan requests doubled each week until July when the click & collect service was stopped and the library was open to college staff and students. Other library members turned up nonetheless but not too many. Level 3 restrictions came into force in mid-July and limited click & collect was reinstated at that time. On 5 August the library doors were closed due to stage 4 restrictions and no-one accesses the physical collection. Very few requests have been made for scans since then and these are fulfilled through ILL. The library remains closed until 13 September at least, depending on the pandemic restrictions.

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- Currently, we are still providing full access to all our physical resources, with the proviso that a quarantine period is maintained between use by one person and the next. Everyone who enters the library needs to register in the event that COVID-19 contact tracing is required to be undertaken by the health authorities. Bright crosses are seen on the carpet throughout the library (I am sure they will leave an unsightly sticky mess when eventually lifted), and there are seats that you are permitted to use, whilst others you are not permitted to use. Furnishings have been strategically placed to maintain appropriate social distancing. Unfortunately, the library has become somewhat less aesthetically pleasing. We have become cleaners, baristas, counsellors, online experts and so much more, during 2020. We are installing a self-serve kiosk and an app for loans and returns, to provide for contactless service to students and staff (In seeking to best serve our patrons during this difficult time, am I also pushing myself out of a job? Will I be replaced by the online resources, machines and app that I have arranged?).
  - The library and greater college shutdown to students and the general public for approximately 2 months. Students were able to make scanning requests of physical books to help compensate for the lack of access. The library became open to students by appointment for specified times at the beginning of June in time for semester 1 exams, allowing for studying, borrowing, browsing, scanning. Access for our external users, i.e. alumni, ministers, general library members, and the general public, became available with the beginning of semester 2 (Monday 20th July). Overall, accessing our physical library collection functions as per usual with the added step of a quarantine period of 72 hours before making returned books available, as well as leaving overdue fines disabled. Finally, we have expanded the availability of document delivery for students, especially for those who can't attend classes face-to-face.
  - Currently, no access to the library collection at all due to Stage 4 restrictions in Melbourne; Relying on other campus libraries to satisfy scan requests. Prior to stage 4 restrictions, we would scan chapters and email to students; we did not post loans except to doctoral students
  - We have set the rules and nothing has changed
  - The physical library collection and library are now fully accessible but with QR code scanning/manual sign-in and sanitiser at the door. This will continue while New Zealand is at Level 1 or 2.
  - For most of this period students have been unable to visit the library building. Library staff have Express posted books to students and scanned chapters and journal articles for them if the resource is not available electronically.
  - Our library is based in Melbourne and we have not been able to have any access to the collection for some weeks, since we moved from Stage 3 to Stage 4 restriction. In stage 3 the library was closed to students but we could have one staff member working to process inter-library loans, scan documents, attend to mail, etc. During Stage 3 restrictions we were also able to provide a Click and Collect service.


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- We have allowed students to stay and work in the library since Semester 2 began. Loan periods are back to previous limits.
  - Since July (start of semester 2), we have welcomed library members back into the space. We are actively promoting use of hand sanitiser and good hygiene practices. All items that have been handled are being wiped down with disinfectant cleaner and placed in a 2-day quarantine.
  - The library re-opened for patrons to use physically in May, as SA has not had a resurgence of Covid-19 cases. We initially had a limit of 10 patrons at any one time, due to government restrictions, but that has increased since then.
  - We are more restricted. Working from home for the most part with an exemption to go in to the Library one day per week as necessary to provide scans for Staff in order to support students.
  - Since the beginning of second semester, we have re-opened the library to students and faculty staff. They may study in the library (restricted numbers) and browse books.
  - Initially, only enrolled students, staff and faculty could access the library. As the next step physical distancing (removing chairs), temperature checks upon entry, and contact tracing was introduced. With the introduction of Stage 4 restrictions only library staff were able to physically access the library.
  - If requests have been made for physical copies I have arranged for collection. Books are cleaned before being borrowed.
  - The library is once again fully open to the public, whereas it was closed (fully) in April.
  - Our Melbourne collection has been closed under lock down the last few months and mostly inaccessible by staff and students for most of the academic year. Our main collection remains open to staff and students however many students are unable to visit due to being in lock down areas. Those few who can visit now have to follow our COVID-19 policy guidelines.
  - We've reopened the library as a study space, but only for students (though I haven't kicked out the few alumni I found hiding away, yet).
  - Students are back onsite so we are allowing more students to be present in the library at any one time. In April we restricted the numbers to 4 students at any given time.
  - It was closed for a time during lockdown but once I returned to work on campus again in mid-May the library was open again but initially by appointment only and with a time limit for people. When we went down to Level 1 everything was back to normal with no physical distancing required etc.
  - Library has reopened to patrons, although opening hours have been reduced relative to before COVID-19. There is a limit on the number of people within the library at any time. Patrons are required to log their visits. Books and surfaces are cleaned/quarantined as they were in April.
  - For a period of 5 months (March to July) we offered patrons a 'click and collect' service.

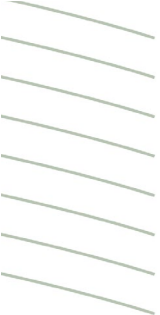
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- We were closed to ALL students earlier in the year and gradually reopened in stages: (1) to students who lived on-campus and had no other private space to study (2) to all students who lived on campus; (3) to all full-time students (4) to all students. We are still not yet open to the public. Students can only enter the library if there are fewer than 20 people in the library and they are encouraged to book in for a half-day timeslot. Staff have remained on site, albeit in reduced numbers. From when we closed to all students, we have offered scanning of chapters/articles. This was heavily utilised during the early stages, when people were not allowed to come into the library, and is still utilised to a lesser degree. Students and staff can "click and collect" books; books checked out on behalf of the borrower and left in a location outside of the library for people to pick up. Loan periods are longer than they used to be (e.g. from one week to four weeks) and students' loan limits are increased (e.g. from five books to eight books). We started by increasing the loan period significantly but have reduced this as the physical restrictions have eased. It is still longer than it is during normal times. Because the loan period is now much longer, we have added some books to our "closed reserve" section, so that they are available for use within in the library. This was primarily to ensure equity of access; staff can scan chapters of the books for students who are completing essays. Books, when returned, are cleaned externally, checked in and then placed in quarantine for 24 hours. They cannot be browsed or borrowed in this time.



2. In what way/s, if any, has access to your electronic library collection changed since April?

- The collection has increased significantly. We also managed to access a number of collections for e.g. Bloomsbury collection and Australia/NZ Reference Centre for free during a short period of time.
- It has grown to include more databases, however the method of access remains the same.
- We have added more ebooks.
- We have reinstated the DDA portion of our ebook collection
- Our Library does not have an electronic library collection, but members who are part of the University of Divinity have ongoing access to all of its e-resources.
- We have increased the number of e-books available, and we have observed an increase in the use of e-books, e-journals and databases.
- Access to electronic resources has remained the same, except with the discontinuation of some free electronic resources made available earlier in the year.
- I haven't been responsible for any changes to the collection other than purchasing some additional eBooks, but we have had access to some free offerings from publishers over the past few months.
- No change other than a major upgrade to the EZProxy server in June with the authentication system updated which resolved issues with access to T&F journals and some Oxford publications. More ebooks are being sought but teaching staff continue to choose print texts for future classes.
- We have subscribed to additional electronic resources (both eBook and databases), and expanded our policy on purchasing key eBooks.
- Our electronic library collection has expanded greatly since April. The latter half of April saw the library along with other ACT libraries gain access to a centralised ACT subscription to Atla Religion Database® with AtlaSerials PLUS®, Religion & Philosophy Collection, and eBook Religion Collection databases. Within our own EBSCO ebook and Wheelers ebook collections a total of 124 ebooks have been purchased, which is in stark contrast to the 55 ebooks purchased for all of 2019. Currently, the library has also been trialling the online platform Perlego and will assess whether or not it is fitting to continue. For students, there has been a marked increase in the utilisation of digital collections. Wheelers has reported a 127.78% increase in active patrons (41 patrons) in comparison to last year, along with higher loans, reserves, and active titles. Through word of mouth I have noted at least 5-10 students who have started to use our online resources after solely using our physical collection.
- ebook only purchasing since 1-8-2020; trying to source more ebook titles to replace print collection (as part of ongoing library strategic plan, not a response to COVID)
- Students are using the databases a lot since April but I suspect it is because we have bought more ebooks and added ATLA

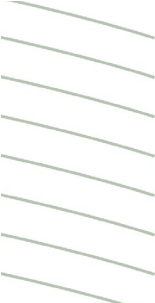
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- The electronic library collection has been increased, online training videos have been developed and single-sign-in access via referring URL has been implemented.
  - Increased access by students and we have purchased more ebooks than usual.
  - We are currently dependent solely on access to electronic resources as we don't have access to our print collection. We have increased purchase of ebooks. We have created a central LibGuide to highlight information about accessing electronic resources, including freely available material, state and national libraries, etc. We have been providing assistance via email, phone, Zoom, Ask a Librarian service.
  - We do not have access to the free online resources which were offered by Bloomsbury, Cambridge Uni Press, Faithlife, EBSCO, Project Muse, archive.org, University of Michigan.
  - We have acquired access to EBSCO eBook Religion Collection via the ACT consortium.
  - We have placed a larger emphasis on acquiring electronic versions over tree versions. Previously, we were still preferring tree books and tree journals but now we have tried to acquire e-versions of all high demand titles and are reviewing our journal subscriptions preferring e-subscriptions going forward.
  - Still the same access.
  - Our access has increased, we have purchased more ebook resources, particularly those on recommended reading lists. I've included links to these resources my Library's catalogue to give students another point of entry.
  - None, although we are in the process of increasing our subscriptions.
  - The demand for electronic resources has increased significantly. We have increased the number of e-books we own outright. We have also implemented a four month trial of Perlego
  - I do not have an electronic library collection at my campus – Perth
  - Extended electronic collections, plus access enabled via authorising URL.
  - Access remains the same in many ways as far as students and staff continuing to have access to our electronic library; the main difference has been the addition of a holdings repository for scanned items
  - In April we were relying a lot on the extended COVID access provided by various publishers. A lot of this was accessed through a dedicated page on Moodle with referring URLs. Since then I've: added our DDA books to the library catalogue, not just purchased; imported the 9,000 records for our ebook subscription with EBSCO into the catalogue; set up a trial and then subscribed for the rest of the year to Perlego, which has required students to register creating a bit of a barrier, but I made reading lists on the platform and added the links to subject course pages on Moodle to help direct students; built a section in Moodle with links to Open Access resources, and other useful online material. We also had to change our EBSCO password in August, so I took the opportunity to change all the passwords to make them same across our major platforms. Finally, a great help in getting students to use the resources is the lecturer for the theology and church history



subjects arranged for me to come into both lectures for 30-40mins to demonstrate how to use our resources to start researching for their essays. I've gotten a lot of good feedback from students on this.

- In April we had 1 journal database that we subscribed to in our electronic library. We now have 2 eBook databases and also individual titles purchased. We have also subscribed to an additional eJournal database.
- Well we had a number of vendor trials but those have all finished now.
- Additional ebooks have been purchased.
- No change.
- We subscribed to an additional ebook provider (Perlego), which was a slightly complicated (but hurried) process of trialling the platform and negotiating a fee per user. It doesn't cater to our single-sign on system, so we've had to get students and faculty to sign up individually.
- The USAGE of our previously existing electronic collection has increased by an order of magnitude. We also changed our purchasing policy from "print preferred" to "ebook preferred". From April to June, most of our electronic purchasing was primarily (but not exclusively) to make electronic copies available of books we already had in print. This did chew up a significant amount of our purchasing budget but was imperative for students to be able to research effectively from their homes. Since June, our purchasing has returned to adding new items to our collection and these are largely electronic resources rather than print. We've selectively added some of our subscription-based ebooks to our catalogue, to make them more easily discoverable by students. Students now find them when they do a catalogue search, rather than having to go to the provider's search facility in addition to our own catalogue. We don't have clear figures on how much this has increased usage of those ebooks but the questions that the library are receiving about referencing those books indicates that the resources are being used.







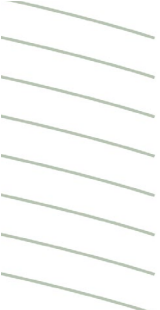
3. In what way/s, if any, has subject delivery changed since April?

- All the courses were delivered online from end of March to the end of semester 1.
- The college were able to deliver face to face classes with a mixture of Zoom classes for 4 weeks during semester 2.
- Still online
- Now more or less back to before, with the future opening of the library, the 'reserve and collect' service has discontinued. Previously a lot of the assignment resources were scanned so that students can use them online, but since the library is open, no longer are resources scanned and placed on Moodle.
- All on-campus classes are now back on campus
- The student body has returned to campus, but lectures are recorded so that anyone who is sick or needs to self-isolate can watch them from home.
- Classes have been held on campus, in person since the start of semester 2. Some classes that are too large to cater for physical distancing have been split so that each week half the students attend the class and half attend online.
- Some units have traditionally only been taught face to face due to the nature of their teaching methods, but these have been transitioned to online delivery. Our College is very experienced at teaching other units online, so the skill set was there to make the transition relatively easy, but there have been challenges due to the lack of time to get everything organised.
- All classes at all colleges are offered online this year. Online options were available for approximately half the units previously. Reading list resources are normally purchased in ebook format if available but we have some catching up to do and the colleges are confused about how to access online resources due to the dual library system at the University of Divinity.
- Whilst first semester pivoted to being entirely online, second semester has returned to the usual mix of on-campus and online offerings. However, more students have elected to utilise the online option, and some students are making use of both interchangeably, as their personal needs change in response to the ever-changing situations occurring within the COVID-19 pandemic.
- Subject delivery for the remainder of semester one was done remotely online. Due to space and numbers we were able to resume face to face delivery for semester two, however some subjects are delivered online at the request of the lecturer, as well as allowing students to utilise zoom if they are unable to attend in person.
- still all online in Melbourne, no face to face, Melbourne campus is effectively closed
- Lecturers use Google classroom as a standard delivery for their courses and students can always join class in real time through Zoom. This is standard.
- This has not changed.
- On campus classes moved to online using Zoom.




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- Delivery of all units is online with no face-to-face classes. Reliance on the library's electronic resources as well as resources that academic staff make available through the Learning Management System. There has been a great reliance on Zoom.
  - From semester 2 we are now allowing students to attend classes if they would like to, but we are also live-streaming these as well for those who are not comfortable with attending or are in the vulnerable category.
  - All classes delivered on-campus also have the option to live stream, are recorded and are uploaded to Moodle after the class.
  - For Semester 2, lectures have again been held in classrooms with students present, but they are still videoed for external students or for those who are self-isolating for whatever reason.
  - All classes were online by April. This has not changed. Some subjects that were not feasible in an online environment were cancelled and other subjects were timetabled in their place.
  - A mid-year intensive course was cancelled. Second semester saw the resumption of classroom teaching. Zoom is also used for those unable to attend class, e.g. awaiting COVID testing results.
  - We have moved from predominately F2F, to blended, to now exclusively on-line delivery.
  - Any newly purchase material has been sent to my home
  - Subject delivery has not changed.
  - All classes have been taught online rather than a mix of on campus and distance learning
  - This semester we've been offering subjects in hybrid mode: students can come on campus or can zoom in. One of our lecturers is stuck in Singapore, so if students do come on campus for the class, they still zoom in. COVID has actually helped our graduate intensive subjects, as when one international guest lecturer had to drop out for unrelated health issues, we could arrange with another scholar in Edinburgh to offer a new subject. We also had to add 10 teaching hours to each intensive (unrelated to COVID), but could do this by making some online training compulsory (one by JSTOR and the other was a unit I'd created) and offering 3 hours of focused research seminars which I ran through Zoom. I've actually found that Zoom is a great way to deliver research seminars as students can see my screen much more easily and can follow along as we go. The recording is also easier to set up and looks better.
  - Subjects now offered onsite instead of Zoom sessions - some subjects now offered in both formats.
  - I'm unclear just what is meant by 'subject delivery' here. In terms of delivery of resources to our distance students, once I returned to the library I was able to resume posting out book parcels again. And this semester I am trialling a free return policy for books sent to distance students. In the past we have just paid the outgoing cost for this.

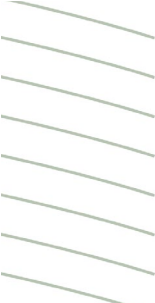
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- Since July, for most subjects, students have the option of face-to-face classes. Desks are suitably separated and all surfaces are wiped down at the end of each class. Students are required to log their attendance on campus. There are some classes that are being delivered by zoom only.
  - No difference.
  - Subjects are no longer taught exclusively on campus and in person. We did have some experience of online subject delivery, as one of our courses is only delivered online, and this helped other faculty members to learn how to engage students and deliver subject content via Zoom, Moodle and other electronic means. Some subjects, depending on who is enrolled and what the situation is for those students, are taught in a "hybrid" fashion - delivered online but with occasional (optional) lecture attendance.



4. In what way/s, if any, have scheduled events changed since April?


- Graduation, lunches, talks were cancelled
- Events have been moved online.
- All library workshops are now back.
- On campus library skills workshops have returned. We are working on how to conduct our April booksale next year. We are about to welcome our rear-round booksale preparation volunteers.
- An important role of our Library is as support and venue for the events program of the Centre, located in the same building. A full 2020 program was published in the new year, much of which has had to be postponed or cancelled. Zoom, email, websites - these and other utilities have been active in providing a virtual version of many of the events and courses on the program.
- We offered our regular information literacy sessions in a limited capacity in person, and also offered the option of an online session.
- Many scheduled events have been cancelled or postponed. Since the start of semester 2, meetings have been held in person, but with the option for being online for those who would rather attend online.
- The College had planned a visiting international lecturer. It also had to cancel its orientation/open weekend for second semester, where enrolled students and anyone interested in getting a taste for the units on offer could attend.
- Library staff have not been involved in orientation for student groups starting in semester 2. I do not know if orientations were held or whether it was assumed the library orientation could only take place in the library.
- No group meetings are being held, other than scheduled lectures. All other meetings are held online. Community building activities have also shifted online.
- Community events were zoom-based during online delivery of semester one. For semester two, community events are face to face with social distancing measures in place. Promotional events have been altered to accommodate restrictions, instead of one single open night it has been split into 4 separate events taking place via zoom, as well as allowing those interested to observe specific classes via zoom. Future events have required greater contingency planning and lateral thinking to provide an experience that is still in line with the values and vision of the college.
- All online, no campus access in Melbourne
- Special events and monthly chapel have been cancelled. Chapel will resume next week in person and Zoom will be available.
- There are no scheduled events at this time due to the pandemic.
- All online, and the College has offered some additional online events.
- Scheduled events that were to be onsite have all been cancelled and/or moved online where this was possible. This has included conferences, book launches, workshops.

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- Meetings and seminars are available via Zoom or Teams as well as in person with restricted numbers allowed depending on the size of the room.
  - Scheduled events like Open Night have the flexibility to be viewed online.
  - No ANZTLA Conference in July.
  - All our face-to-face events have been cancelled. Any events are now via Zoom - webinars and conferences.
  - Public classes have resumed with appropriate social distancing, however no refreshments are presently offered. Open Days have been presented online and our Supporters' Dinner will be hosted in multiple private homes, with Zoom video links from Staff and students.
  - All on-site events (including centenary celebrations) have been cancelled.
  - Additional on-line events to connect students and staff have been introduced.
  - We have been zooming more, staff meetings and scheduled meetings for the various campuses together.,
  - We have had no scheduled events since April but are planning one for October. We usually hold approximately 6-8 per year but haven't held any so far due to the pandemic.
  - We had to cancel our alumni and Centre for Asian Christianity dinners. Though we turned the CAC dinner into an online virtual conference, which allowed us to get international guests as well. We initially cancelled community lunches, but this semester have been able to offer them in per-packaged containers which we then take out to the lawn to eat.
  - The last Open Night was purely virtual with pre-recorded lectures and interviews, but then a live discussion. We've since spent time creating professional videos introducing various parts of the college which we'll have available on the website at all times.
  - We can now hold events - keeping in mind social distancing and personal hygiene.
  - There haven't been too many library related events other than some inhouse EBSCO demonstrations. Institutionally, our graduation was postponed twice from May to September and now to next year.
  - Meetings are now face-to-face, but with the option to join via zoom. Book club has been meeting via zoom. Events now have a limit on the number of people and an option to join via Zoom.
  - All events have been postponed.
  - The library, in itself, hasn't had significant scheduled events - mostly just small things, scheduled ad hoc, in response to the needs of the college. Some of these were delivered online via Zoon, once we all got used to the new situation, and others went ahead with strict booking-in procedures to keep numbers small and social distancing measures in place.




5. Some people were hoping to complete special projects during this pandemic. Give details if you were hoping to do this, and comment on how well this is going.

- I was planning to write a journal article but were unable to do so due to time constraint.
- Work on the projects continue, however with restrictions in other states closing all access to another major branch of our institution, fulfilling collection copy requests has taken priority. We were also still recovering from a flood.
- No special projects were undertaking except tidied up library catalogue, and fixed links that didn't work for ebooks (especially open access ones). Catalogue of donated items.
- Extra job-keeper staffing has encouraged us to do our first software assisted stocktake. This seems to be going well, but we haven't gotten to the substance of it yet.
- Special projects continue, though everything is done at home and I am the only member of staff. Other paid and volunteer staff await the end of the Victorian state of emergency. News at present suggests that this will not change this year, even if Stage Four Lockdown is lifted in September. Work at home is good, especially as there are no interruptions.
- We did complete some extra tasks during lockdown when we were working from home, including transcription work, improving older e-book and e-journal records, and identifying titles in our microform collection which are available online.
- I have finished cataloguing a special collection over the last few months. It was good to have the time and space to do this.
- I thought I would be preparing records for upload to Libraries Australia, but in the end someone else did it for me. I am progressing well with the website and should have that finished by the time the lock down ends. The Library will have a much more practical page that can easily be updated by me.
- I have a huge project to move our print journal management and standing order records onto an online database (Excel in the first instance). I have been preparing this project since the end of last year and hope to make progress during the stage 4 restrictions. I started in earnest in the 3rd week of the Melbourne lockdown and am up to 'C' one week later. In the past 10 days I have been asked to provide in-depth counts of specific parts of the collection and to complete the very complex ABS Economic Survey with a due date at the end of September. I have started the journal renewal process which, this year, requires a review of at least half of the usual renewals due to the indicated cuts to the collection budget. I work on renewals and statistics every day but the project has had no attention for four days. On the other hand, we have attended to some cataloguing work making measurable progress on three specific projects and planning is underway for a review process at the end of the year.
- It's been business as usual for us.
- My two main projects were cataloguing donations and looking into some form of professional development. Overall, these two projects have been relatively successful. I attended webinar by the Australian Copyright Council providing an overview of



copyright in regards to online learning during Covid. The cataloguing of donations is an ongoing process but a large amount of resources have been added to the collection over the past 4 months.

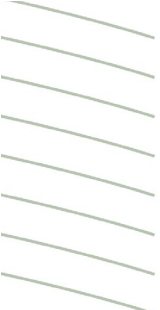
- started on required resources for units but only got about halfway - shifting to more faculty input in future purchasing so such a list is probably not as necessary. Unfortunately, spare time has been hard to come by - although it is quieter at home (noise wise), it is certainly not quieter work wise and I have plenty to keep on top of.
- No special project.
- We have put more of a focus on our online resources.
- No time for special projects!
- The library team has been focusing on tasks that have been on the library's "wish list". This has included personal research projects, working on a publication, updating procedures manual, review and update of websites, review of journals subscriptions.
- My workload actually increased to work on making online resources accessible, plus some of my volunteers have not returned, so I have not been completing any special projects.
- Yes, we were hoping to complete a review of all policies and procedures - haven't managed to do that. It still needs to happen before the end of the year but the time will need to be carved out some other way.
- I am still working on my Rare Books project, checking all the rare books for provenance, that is, owner's signatures or stamps or name plates.
- I've been working on updating the Library Policy and Procedures Manual, developing a Collection Development Policy, cleaning up records in the library catalogue, attending Webinars to increase my skills base. These are all going really well.
- Longer term projects have not progressed as I would have liked (or imagined would be possible). Volunteers have not been coming in and there has been added general daily workload with cleaning requirements as well as writing and setting up procedures for the pandemic.
- Plan to upgrade catalogue records has been put on hold as servicing student inquiries has taken all available time.
- My special projects were culling and also sharing duplicates with other campuses. This has been most successful and I think the library is now less crowded.
- We were able to commit more time to fixing metadata on our new archives database.
- At the beginning of the pandemic I finally had the opportunity to create a dedicated library Moodle page which was very basic in structure but a huge improvement on having nothing. My goal had been to spend time developing the sections and populating it with material.
- As I did this, though, I realised it had a lot more potential and I've since been working to reconceptualise it. I've started building the template structure for Library 2.0, which instead of being a page will be a series of 'courses' grouped together. I'm leaving the old



page operating until the end of the year, but I'm currently co-populating the two, which is allowing me to redesign and restructure the new one without confusing students.

- I had also hoped to make more video tutorials, but that hasn't been feasible so instead I've been finding videos made by other universities and linking to them through the Moodle page. Hopefully during the holidays I may be able to make some specific ones.
- I had a large number of boxes of books that had been donated to sort through - to either dispose of or place in our second-hand bookshop. That is now completed.
- Nothing special really.
- The majority of the collection has been moved to spread evenly the available spaces for growth. As part of this movement, some cupboard doors were removed, revealing shelving behind. This shelving has been made available for the collection. During the move, all shelves were cleaned and some of the timber shelving was painted.
- The public worship section has been completely overhauled. A large number of items were weeded or placed in a different collection, but many of the remaining seven hundred items have been reclassified in a consistent manner. This section now looks wonderful and, more importantly, its logic is obvious!
- These projects would have been very difficult to carry out with patrons present in the library.
- We are doing stocktake, it's going well.
- Because our library staff have not had to all be isolated at home and the library has, therefore, remained "open for business", we have been extremely busy keeping up with the scanning and borrowing demands of students. We haven't had any time to tackle outstanding projects!








6. Are there any other comments that you'd like to make? e.g. Are you expecting permanent changes in your library as a result of COVID-19?

- Most likely a big proportion of my print books budget will be moved to online books. Not sure about staffing situation.
- I'd like to keep offering the library take-away service and zoom chat with a librarian service as bookable online, rather than back and forward emails.
- Social distancing still maintained, and one computer station is not used. Library users (not staff or student) need to sign-in and sign-out. Use of sanitisers and more cleaning in the library. Order in more e-books especially textbooks.
- I hope we will appreciate and continue the software assisted stocktake. I hope we will keep Zoom reference interviews and library resource access assistance. I hope we can continue with the mantra that the library is never closed, even when the on-campus facilities are closed. I hope we will engage in more online PD and professional association meetings.
- I hope we will continue to offer boutique services to students and community members with health concerns. Making software adjustments for doubling up of loans has been really useful. I doubled everyone's loan limits as a result of quarantining items before processing returns. We no longer quarantine items, but keeping this doubling of loan quotas has allowed for more self-checkouts. Significant resources have gone into college classes being supported and advertised. I hope that this investment in equipment and staffing will flow toward the library. Students and members are more familiar with online services that they have been otherwise avoiding. It is now even more clear than before that there is a significant IT investment required by students as an entry requirement.
- My view is that the pandemic has changed the way we do things in our society and that change will continue to happen into 2021. I expect the hours of the Library to be reduced. Even a book budget could become a luxury, at least in the eyes of the some. This is all part of the challenge now facing Catholic religious orders in Australia. But the commitment to services and the Library's special objectives will not change. Its role within the University of Divinity will be one of increasing cooperation and goodwill.
- We do not anticipate being able to open to the public generally until a vaccine is available. We are also hoping that the increased use of and reliance on electronic material will encourage a change in policy towards preferring electronic formats over print.
- The capacity of the library building has been reduced with about half the number of chairs and study spaces now available. This looks likely to continue for some time.
- There have been a few matters that I have considered for implementation next year, due to our experience over the last few months. These include some sort of authentication/single-sign on software to make access to online resources easier from off campus, and more resources (possibly more centralised resources) to support information literacy.



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- This experience has shown that most students don't think they need a physical library, or the services of a librarian, and can find most of the resources they require through uploads provided by the lecturer or in the vast online offerings to which they have access through the Library Hub. I do wonder, however, how much research is actually being done. I have had a few students approach me to learn more, but the majority did not even attend the Zoom Orientation sessions I scheduled. However, more did attend than would usually attend onsite orientations. After Covid-19, I think our library will place even more emphasis on eBooks, online library connection, and the provision of library e-services.
  - The reduction of budget for the library will permanently change how the library operates and will halt collection building for two years. Because of the ever-decreasing staff complement, we will probably reduce or remove services for segments of the membership, which is both undesirable and difficult to manage well. Opening hours will be reduced and only increase if staffing is restored. This is deeply unpopular with members for good reason. It is assumed by most that 'a student could come and help out' and all would return to normal which casts the library as somehow unwilling to help people.
  - It would be good if we were to keep cleaning the outside of books and other collection items, but when the COVID need no longer exists I suspect that this will pass into oblivion. However, in the meantime, our collection items haven't been so shiny clean for some time. Access to online resource will continue to develop more rapidly than in the past.
  - It is unknown if any of the changes made within the library's physical environment will be permanent. There is a question as to when it would be safe to cease the practise of quarantining books, as well as the efficacy of resuming overdue fines, though these aspects haven't specifically affected student access to physical books. Altogether, students have been cooperative and adaptable to all these changes and so there hasn't been much issue, especially when we resumed face to face operation.
  - ebooks will be the priority (although this was happening anyway before COVID); I think spaced out workspaces will continue for some time, no people sitting on top of each other - will need more study spaces (which may be possible if collection can be weeded if ebook replacements can be found)
  - The rules for Covid-19 will stay until the virus is gone.
  - Our library members are dispersed throughout New Zealand, so now that people are more comfortable with exploring online access, we will continue to develop these collections.
  - I don't think so.
  - I think there will be permanent changes. We may look at having a more hybrid working environment for some staff, i.e. a balance between working from home and on-site. We will have a greater emphasis on electronic resources and providing improved information literacy training, so that staff and students are better able to access all that is available to them.

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- I expect we will continue to quarantine returned books in the future, though that may not be a permanent change. We will continue to clean door handles, keyboards and desks when they have been used.
  - We will probably maintain the increased renewal allowance but we have found that many students are preferring to browse the shelves and borrow what they need instead of reserving them online and just picking them up. So, probably not a lot of permanent changes. The level of cleaning will probably stay for a long time, I and the rest of the library staff were already reasonably vigilant about washing hands before and after handling items in the collection but disinfecting and cleaning handled items with continue perhaps indefinitely.
  - I think there will be a much greater focus on electronic resources in the future which will be reflected in the collection development policy. For many students and staff, face-to-face classes have been greatly missed. I don't think they will disappear completely but on the other hand, there may be a greater demand for online classes as well.
  - I am anticipating that there will be ongoing discussions about increasing online resources for our students.
  - Our preferred push on electronic resources will be given greater emphasis.
  - It will definitely be a cleaner library, it is amazing the grime that has accumulated on the collection.
  - A continuing commitment to increasing our electronic resources
  - I think there has been a switch over this period in how students will view and use electronic resources, and this will also be reflected in a need to continue building our electronic resources at a faster rate than previously determined.
  - COVID has actually had a lot of positive impacts for the library. It has forced a lot of students to become comfortable online, and had them seeking help earlier. It has also showed the college the value of prioritising electronic resources, and justified the doubling up of core physical books as ebooks. It's introduced us to new online platforms which we've been able to trial: some we kept and some we thought students would have liked but didn't get used.
  - One "issue" with the sudden need for resources is that a lot of money was spent on subscriptions. Ideally, I would like to focus more on perpetual access, but we were starting from such a low base that we couldn't buy enough. Hopefully over time I can change that balance.
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- One "issue" with the sudden need for resources is that a lot of money was spent on subscriptions. Ideally I would like to focus more on perpetual access, but we were starting from such a low base that we couldn't buy enough. Hopefully over time I can change that balance.
  - Social distancing and hand sanitiser are the norm for the foreseeable future. Also the switch to more online resources rather than relying on the physical collection only.
  - I have waived all library fines which accrued from the beginning of lockdown in March and extended that to the whole of Semester 1. I put in a budget proposal for 2021 which sought to get the OpenAthens authentication system in place to give us a better platform for delivering electronic content in the future.
  - Prior to COVID-19, enrolled students had 24/7 access to the physical collection. Due to cleaning requirements, that is not possible at the moment. If the restricted access remains, we may need to change opening hours and to invest in more electronic resources.
  - Casual staff have not been employed because various large projects have been postponed.
  - I expect that our preference for electronic resources over print will endure beyond COVID-19.
  - It's also likely that, for as long as we have students who are distant from the library, we will continue to offer orientation and information sessions via Zoom.