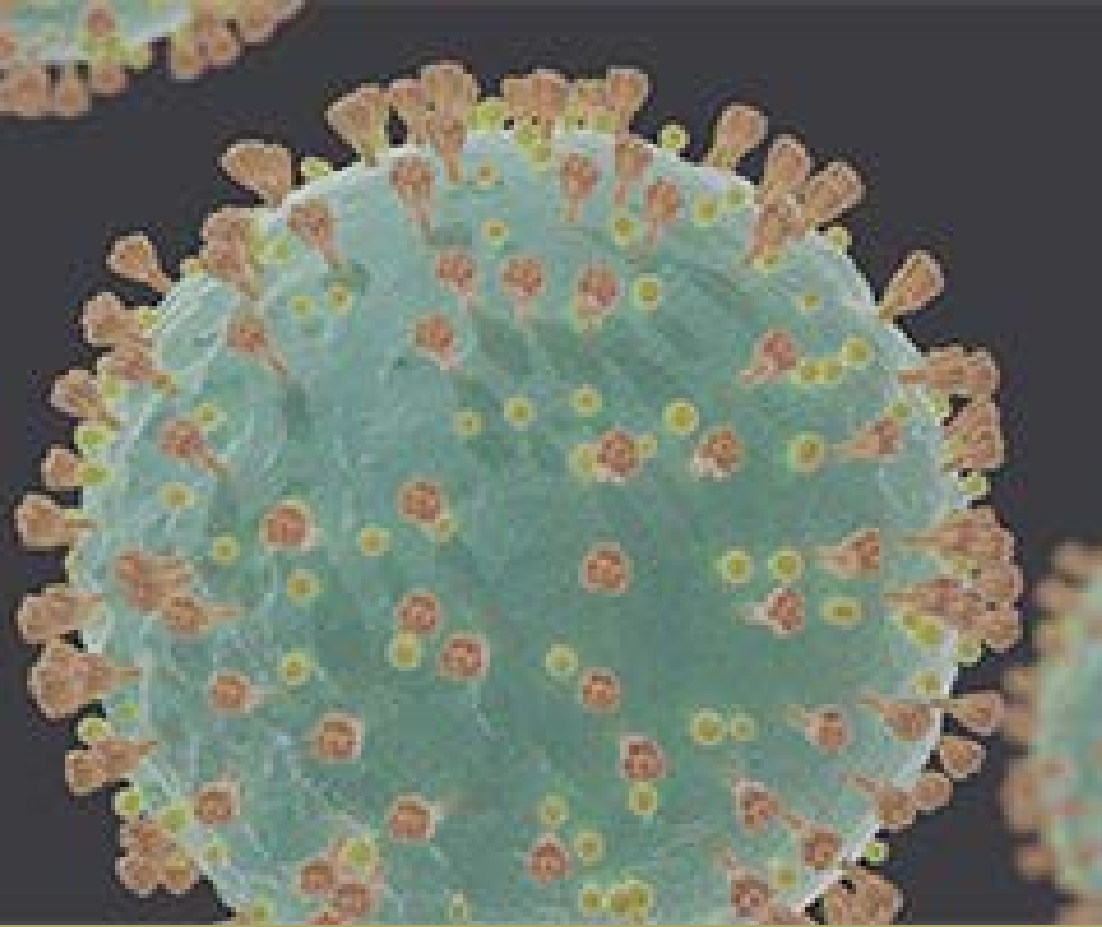


LIBRARIES RESPOND: COVID-19 SURVEY



SURVEY OF RESPONSE & ACTIVITIES
RESULTS COLLECTED MAY 12-18, 2020

ALA American
Library
Association

SURVEY METHOD

Conducted by the American Library Association (ALA),
with additional support from the Institute of Museum and Library Services and
Colorado State Library's Library Research Service



SURVEY

Hosted in Survey Monkey



DISTRIBUTION

Survey link
distributed via email,
social media, and
listservs



SAMPLE

All library types,
with public, academic,
and K-12 libraries
representing the
majority of respondents



ANALYTICS

Data were cleaned,
de-duplicated, and
anonymized



SURVEY RESULTS

The results in this report represent aggregate responses from a convenience survey.



RESPONDENTS*

3,850 libraries



RESPONSE RATE

~30% of US public library systems**;
~20% of US academic libraries;
<20% of other library types



GEOGRAPHY

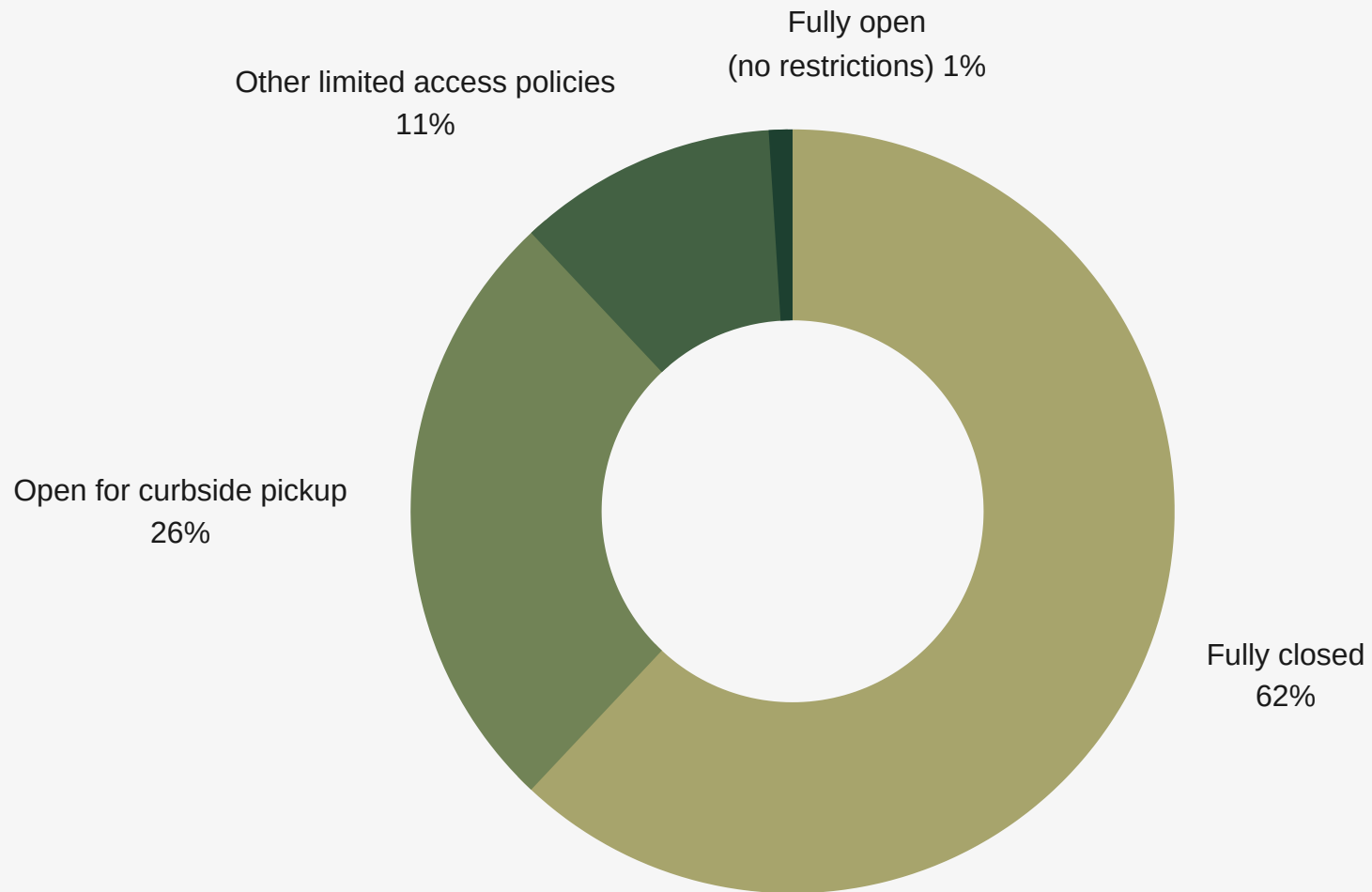
50 US states + Washington, DC
represented

*Unless otherwise noted, n=3,850 when calculating responses.

**Public library system is equivalent to a public library jurisdiction.

BUILDING STATUS

99% of respondents reported having limited access policies currently in place.



RE-OPENING TIMELINE

A majority of libraries that are fully closed are uncertain about when they can re-open their building(s).



47%

of respondents did not know when their buildings would start to re-open to the public

37%

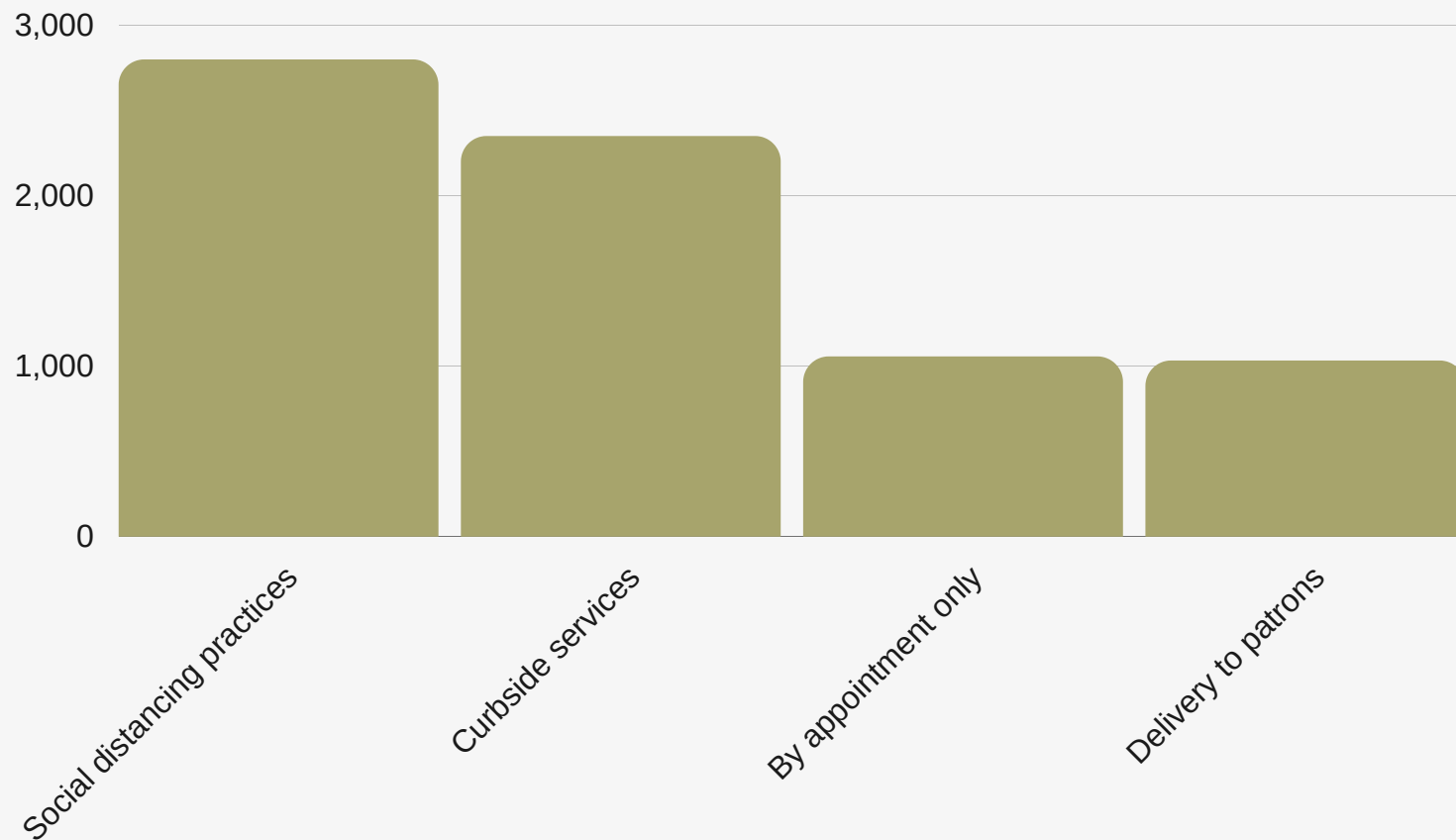
of respondents expect re-opening to begin to occur in June or July

16%

of respondents fell into the "other" category, reporting plans to open after July or that opening depends on state/school directives

PLANNING FOR IN-PERSON ACCESS

Libraries are instituting a combination of approaches for in-person access, including:



Answers with 30% or higher response rate.

PROCESSES & PROCEDURES

Nearly all respondents will have a combination of protocols in place, including:

STAFFING



80%: Health and safety protocols for staff

73%: Phased re-opening of operations

30%: New or revised support services that require staffing (e.g., remote work, trauma response)

SAFETY & SANITATION



80%: Sanitizing/quarantining materials

76%: Social distancing requirements for patrons

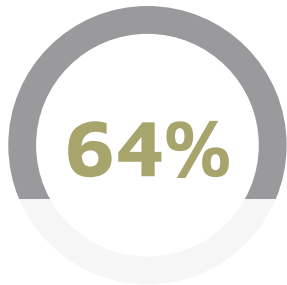
61%: Deep cleaning of interior spaces

1,500+

EXAMPLES OF PLANS & PROCESSES WERE SHARED,
which ALA and its partners will work to curate and disseminate widely.

PATRON NEEDS

Libraries anticipate patrons' most urgent needs in the next six months will be:



Access to physical materials
and/or special collections



Public access to computers
and the internet



Government applications and
job search support

“ We checked out 143 laptops to students needing devices to do work online. This helped some students persist who may not have in this new learning environment.
- Hawkeye Community College Library (Iowa) ”



K-20 LIBRARY TOP NEEDS INCLUDE:

Student success (e.g., assignment completion)
and faculty/teacher support (e.g., research
assistance, online teaching support)

STUDENT & FACULTY NEEDS

The top three ways all libraries are addressing student and faculty needs include:



CURBSIDE PICKUP

Books, laptops, school
materials



VIRTUAL REFERENCE

Via email, phone, chat



NEW "HOW TO" RESOURCES

For accessing virtual
resources

“
The mother of half a dozen children, ages 4-14, who were all out of school because of coronavirus. The kids were supposed to be reading 20 minutes a day, but after a week of lockdown they were out of books. I helped the mom with our online library, reassured her she could call back any time, and saved her \$15 a month on her Audible subscription in the process.
”
- Brigham City Public Library (Utah)

“
...My library is part of a very small school, but I am the administrator for our school's program that uses and tracks Accelerated Reading, and I was instrumental in facilitating its use for teachers when they expanded their online resources to home use, helping with communications, troubleshooting for teachers and students, etc. I see this role continuing and expanding this year.
”
- High Mount Elementary School (Illinois)

STUDENT & FACULTY NEEDS

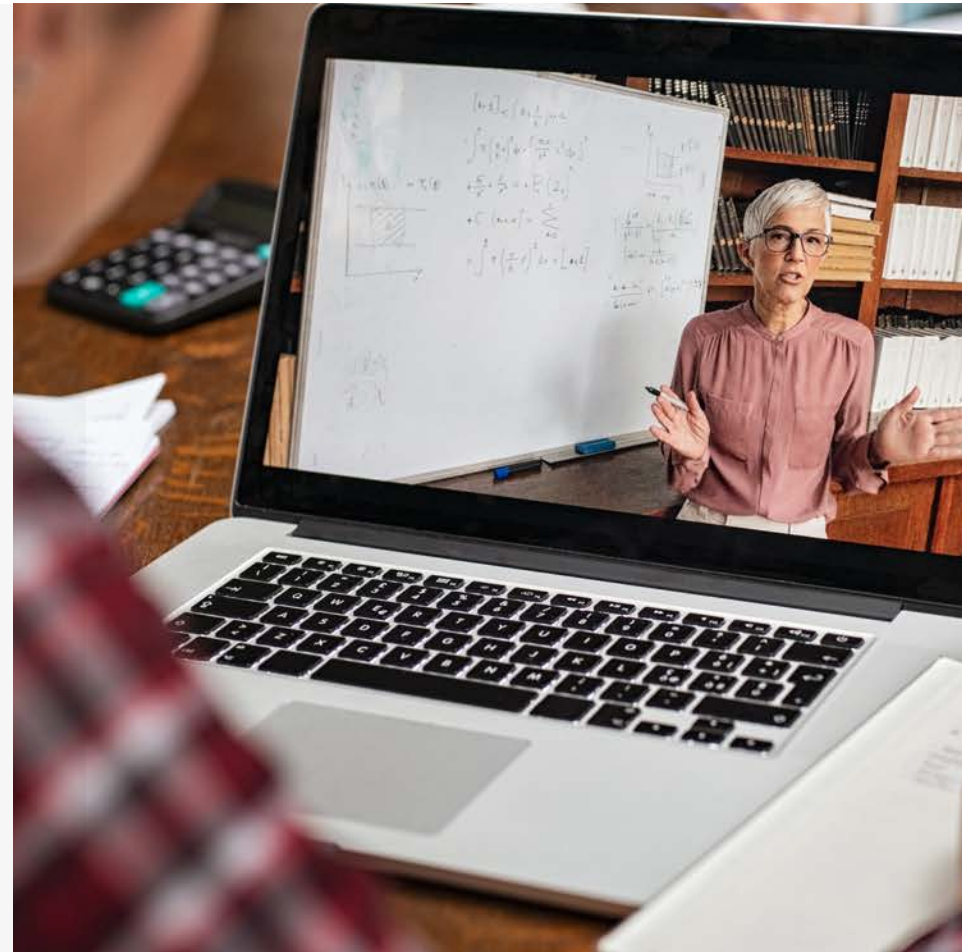
Additional ways libraries are addressing student and faculty needs include:

FOR STUDENTS

- Transitioning summer learning from in-person to virtual and adding new enrichment learning activities
- Digitizing materials for remote use
- Providing access to textbooks and other resources
- Securing and/or distributing devices for students who lack access to laptops/tablets for classwork

FOR FACULTY

- Purchasing and/or curating additional online research resources, including negotiating licensing contracts
- Increasing access to open research in support of COVID-19
- Working with faculty/teachers to create new open textbooks or other educational materials



COVID-19 CRISIS RESPONSE

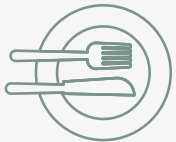
Of those respondents who are involved in community crisis response, the majority reported:



Developing new partnerships



Making or distributing Personal Protective Equipment (e.g., face shields or fabric masks)



Addressing hunger relief efforts



Providing family-friendly facilities (e.g., for student parents)




Relocating staff to other departments and/or helping in call centers (e.g., health, employment, 211)

“Our community has serious food insecurity issues, and we have been involved in addressing that for the past several years. COVID-19 has made the situation even worse. Ordinarily our (farmers) market has kids' activities, but those are not possible now. We are focusing solely on the food and working hard making sure those who have SNAP (Supplemental Nutrition Assistance) benefits are aware of this opportunity.
- High Point Public Library (North Carolina)”

FUTURE NEEDS & CHALLENGES:

HEALTH & SAFETY

Respondents anticipate ongoing questions about safety protocols and having adequate PPE and cleaning supplies.



“ We want our staff to be safe. We want our community's needs met. How we SAFELY get both of those goals met can be tricky. It is really a balancing act. ”

- Spring Valley Public Library (Minnesota)

FUTURE NEEDS & CHALLENGES:

UNCERTAINTY ABOUT THE FUTURE

Respondents reported being uncertain about how and when libraries will be allowed to make buildings accessible again; how people will continue to be affected by the virus and the ability of the library to respond; and how communities will change moving forward.


“ The library's future will be dependent on the status of our course modalities (on campus, online, international), sustained enrollment, and state revenues. ”

- Forsyth Library, Fort Hays State University (Kansas)

FUTURE NEEDS & CHALLENGES:

FUNDING & BUDGET CUTS

Respondents shared their concerns around reduced funding for library budgets and anticipated staff loss due to furloughs and layoffs.

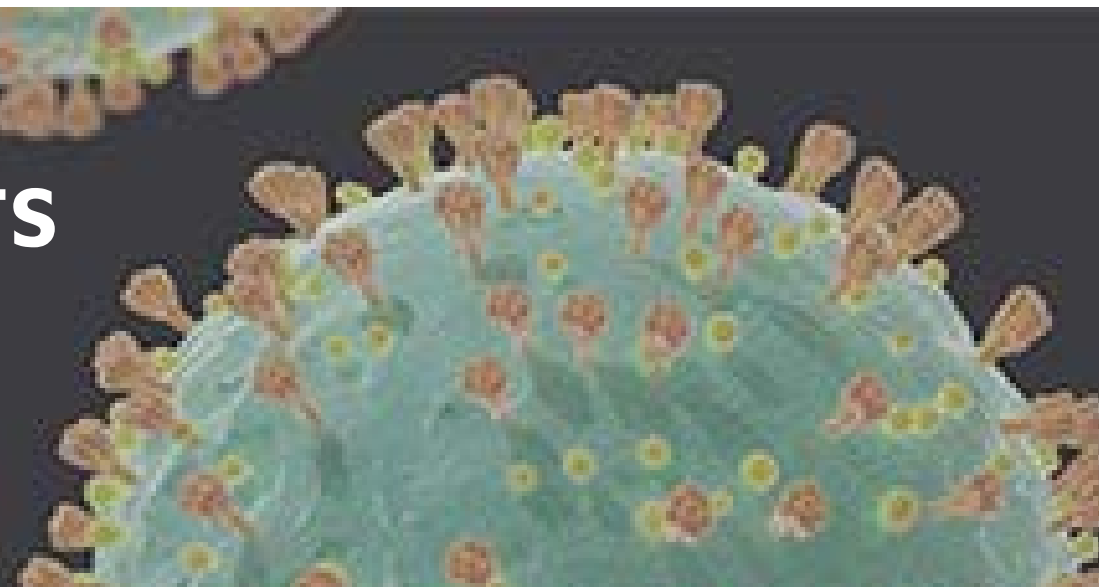


“ Funding, funding, funding and advocacy for the critical importance of libraries as crucial, essential secondary responders. ”

- Connecticut State Library

ACKNOWLEDGMENTS

LIBRARIES RESPOND: COVID-19 SURVEY



The American Library Association (ALA) would like to thank all of the libraries that responded to the survey so quickly. The May 2020 "Libraries Respond: COVID-19 Survey" is one of a series of data and research projects underway at ALA to learn and share information about the impacts of COVID-19 on libraries, library staff, and our work serving our communities. Analysis of data from the survey is ongoing and will be shared in coming weeks.

We would also like to thank the Library Research Service, an office of the Colorado State Library, and the Institute of Museum and Library Services for their work helping clean and validate the survey data.

To learn more about the COVID-19 surveys and view the full sets of questions, please visit:
<http://www.ala.org/tools/libraries-respond-covid-19-survey>.

Additional Resources:

- ALA Pandemic Preparedness Resources for Libraries: <http://www.ala.org/tools/atoz/pandemic-preparedness>
- Institute of Museum and Library Services COVID-19 updates: <https://www.ims.gov/coronavirus-covid-19-updates>
- Re-opening Archives, Libraries and Museums project: <https://www.webjunction.org/explore-topics/COVID-19-research-project/news.html>