Navigating the New Normal at the UCF Libraries: A Spotlight on our Reopening Process

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Navigating the New Normal at the UCF Libraries: A Spotlight on our Reopening Process

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Eurasian Academic Libraries Conference
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Outline

- About the University of Central Florida, Our Libraries, & the General COVID-19 Response on Campus

- Our Libraries’ Reopening Considerations: Early On

- A Spotlight on our New Normal
About UCF

- One of 12 state public universities in the southeastern US state of Florida
- Located about 10 miles east of downtown Orlando & 23 miles from Universal Studios
- 69,525 students¹
- UCF was ranked top 20 most innovative universities in the US and placed top 50 in best undergraduate teaching and undergraduate research by *U.S. News & World Reports* in Sept. 2020 ²

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UCF Libraries’ Staff & Campuses

• 64 full time library staff
• 37 full time non-tenure faculty librarians
• 4 library administrators also holding faculty librarian status

Serving across 8 campus libraries around Central Florida

• Main Campus- **John C. Hitt Library** (main library)
• Main Campus- **Curriculum Materials Center**
• Downtown Campus- **Downtown Campus Library**
• Rosen School of Hospitality Management- **Rosen Library**
• UCF Connect Campuses- **Daytona State College, Cocoa, Valencia College & Seminole State College**
UCF’s Response to COVID-19

• Consistent COVID-19 update emails & text alerts
• Testing centers on campus for students, faculty & staff- including community
• Unique messaging campaign “Armor Up Knights”
• Contact tracing & COVID-19 Self Checker App/Website

• Recent additions:
  • Development of campus COVID-19 cases- campus dashboard
  • Armor Up Ambassadors
  • Random COVID-19 testing for students, faculty, and staff
  • Testing enhancements- adding rapid testing
Type your motivational phrase for your presentation here.

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Reopening Considerations

What to Expect for the 2020 Fall Semester
Unique Messaging & Branding

Armor Up, Knights

Wear a face covering
Wash your hands
Practice physical distancing

#ArmorUpKnights
At the Library: Reopening Considerations- Early On

• Establishing a Reopening Task Force Team for the library

• Individual departmental task force teams

• Determining “essential” staff- who needs to be there & why

• Adapting to fully remote service- updating websites/library guides & creating new portals of information (Continuity of Library Services)

• Environmental scans of what other libraries are doing- copyright, streaming online videos, access to electronic textbooks & resources, interlibrary loan, and course reserves
Type your motivational phrase for your presentation here.

- Establishing “essential” staffing needs – who NEEDS to be on campus & why
- Developing a Reopening Task Force Team for the Library
- Individual departments also formed smaller task force teams
- Researching legal implications- copyright, online streaming video, course reserves, access to electronic resources, interlibrary loan restrictions
- Adjusting to all remote services and updating websites/library guides
- Creating new portals of information to update patrons of ongoing changes

Reopening Considerations - Early On
Service Desks at the John C. Hitt Library

• **Circulation Desk** - book check out, course reserves, paying fines

• **Library Technology Desk** - technology check out desk & IT service desk

• **Research & Information Desk (RAID/Reference Desk)** - reference service
A Spotlight on Our New Normal

• Managing $1 million in library budget deficits due to state-wide veto of library consortium packages & institutional cutbacks

• Adapting to changes in state level decisions on reopening in phases

• Adjusting to institutional messages addressing changes in operating hours, pre-determined dates of closure, & other issues

• Establishing new workflows and processes across all service desks

• Working through challenges to mask and social distancing compliance

• Staying in communication through weekly departmental meetings
Thank you for your attention!

May we all be well & stay safe!!!

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UCF Libraries
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