Sustaining Connectivity & Shifting to Remote Services During the COVID-19 Crisis: Stories from the UCF Libraries

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Questions for the Taskforce

• What are the most effective ways for RIS staff to stay connected while working remotely?
• What are the most sustainable ways to reopen the Main Library Reference Desk & staff Ask Us virtual reference?
• What are other academic libraries around the state & country doing at their service desks?

Work the Taskforce Conducted

• Conducted an environmental scan across Florida and large public academic libraries for comparison
• Beta tested a new, innovative “tele-reference” service
• Updated staffing protocols, hours, & new safety measures

Final Taskforce Recommendations

• Official roll out of “tele-reference” model
• Staff of on-site librarians, one each weekday
• Addition of student “RAID Reference Ambassadors”

Shift Format of Annual Departmental Retreat

• Conducted virtual retreat in lieu of a face-to-face event

Summary of Activities

• Internal weekly programs for all library staff to help keep team motivated, connected, inspired, & educated
• Program focus on technology training, open communication channels, networking/socializing, library related COVID concerns, & beneficial well-being events
• Technology training on software like: Zoom, Microsoft Teams & OneDrive, & Adobe Creative Cloud
• All departments across the library participated including RIS, Student Learning & Engagement, Office of Scholarly Communication, & Library Technology Desk
• Days of the week associated with regularly scheduled content like Meet Up Mondays, Tech Tuesdays, & Wellness Wednesdays
• Sample event programming such as:
  • Coffee Chats
  • Copyright, Fair Use & Online Teaching
  • Effective Use of Zoom / Screensharing Tools
  • Baking / Dietary Cooking / Pizza Making Demos
  • Mindfulness Meditation / Stretching & Yoga

Faculty Support

We have covered...

• Zoom for research consultations & instruction
• Tele-Reference by librarians & library staff
• Graduate & Postdoc Orientations & Workshops online
• Faculty Blog to stay connected during remote work
• Research guide for additional academic resources during COVID-19: guides.ucf.edu/covid
• Additional faculty support for library-sourced materials, OER materials, and copyright questions

Meet Up Mondays

Wellness Wednesday - Mindful Meditation

Florida Association of College & Research Libraries (FACRL)
FACRL Annual Virtual Conference
Friday, October 16, 2020