Academic Library Response to COVID-19
Designing and Managing Real-Time Data Collection and Dissemination

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#CovidLibrary
Project

**Purpose and components**

- Real-time view into the evolving strategies of US academic libraries in response to the COVID-19 pandemic during spring 2020
- Responses collected continuously over time via survey on classes, residential facilities, libraries policies and services
- Includes data collection, dissemination, immediate analysis, and long-term analysis
Today's talk

- Survey development and deployment
- Managing collaboratively
- Communicating results
- Tracking impact
- Next steps
Survey development and deployment (10 hours)
Survey development and deployment

The tweet that started it all...

Christine Wolff-Eisenberg
@cwolffeisenberg

Is anyone working on a spreadsheet (or other systematic data collection method) of how ACADEMIC LIBRARIES are staying open, closing, or reducing in-person hours/services in light of parent institutions moving to online-only instruction? Please share resources below or via DM.

9:39 AM · Mar 11, 2020 · Twitter Web App
Survey development and deployment

*Essential design strategies*

- Keep it short and focused
- Embed unique identifiers
- Fixed answer questions for immediate analysis
- Allow retaking
- Disseminate results immediately
Survey development and deployment

**Key steps**

Conceptualization

- General knowledge of core user services and key issues
- Consulted literature on library responses to crises and disruptions
- Drafted basic survey components

Library community input/feedback

- Self-paced cognitive walkthroughs
- Pre-tested once programmed
Managing collaboratively
Managing collaboratively

**Key practices**

- Holding regular check-ins
- Committing to decisions
- Acting independently
- Incorporating other perspectives
- Seeking support
Communicating results
Communicating results

tinyurl.com/covidlibrary

- Real-time data dashboards and reports
- Published analyses: 24 hours, 48 hours, 10-day change
- Strategic tweeting with data graphs and #CovidLibrary
- Media stories/interviews
- At request custom reports and dashboards
tinyurl.com/covidlibrary
Findings

tinyurl.com/covidlibrary

❖ Campus practices/policies “waterfall” to library
❖ Library buildings trajectory: open → partially open → closed
❖ Quick pivot to digital reference and instruction
❖ Expansion of remote work policies
❖ No/limited access to print resources
❖ No major changes to tech lending practices
Tracking impact
Tracking impact

**Planning and advocacy testimonials**

- “The survey instrument can be used to help plan your library’s response.”
- “It was immensely helpful in putting together our service plan today.”
- “This has helped us immensely to make the case for our own eventual building closing.”
- “The data of yours that people are using to get their libraries to close are going to save lives.”
- “My thanks for all the work you are doing. It is essential for so many of us. Part of the reason we were able to move at such a pace was due to it.”
Next steps and future plans
Future possibilities

How long to continue to collect? And then...

- Code open ended responses
- Additional data
  - Integrate other datasets (e.g., IPEDS)
  - Gather supplemental data (e.g., timeline of statements from library associations)
- Text analysis/review of Twitter scraping
- Systematic investigation into how the survey results were utilized
- Extract implications for future crisis organizational response
Thank You

p.s. please continue filling out the survey
Contact us

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