

# Academic Library Response to COVID-19

## Designing and Managing Real-Time Data Collection and Dissemination

Lisa Janicke Hinchliffe | University of Illinois at Urbana-Champaign  
Christine Wolff-Eisenberg | Ithaka S+R

#CovidLibrary



[tinyurl.com/covidlibrary](https://tinyurl.com/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**

@cwofffeisenberg



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\*](https://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](https://tinyurl.com/covidlibrary)

# Findings

[\*tinyurl.com/covidlibrary\*](https://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

## **Lisa Hinchliffe**

*Professor/ Coordinator for Information*

*Literacy Services and Instruction*

University Library at Illinois

[ljanicke@illinois.edu](mailto:ljanicke@illinois.edu)

[lisalibrarian@gmail.com](mailto:lisalibrarian@gmail.com)

Twitter: @lisalibrarian

## **Christine Wolff-Eisenberg**

*Manager of Surveys and Research*

Ithaka S+R

[christine.wolff-eisenberg@ithaka.org](mailto:christine.wolff-eisenberg@ithaka.org)

Twitter: @cwofffeisenberg