



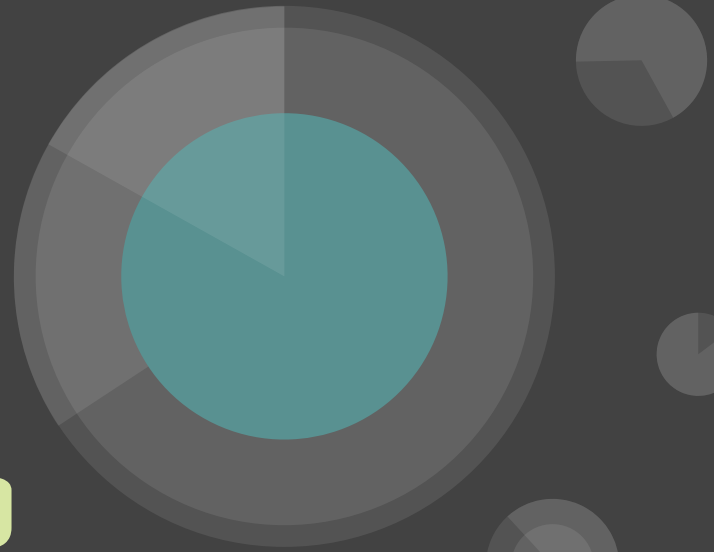
Chris Cox, Dean of Libraries

Chris Vinson, Head of Library Technology

Emergency Planning in a Time of Crisis

CNI Spring 2020 Virtual Meeting

5/18/2020



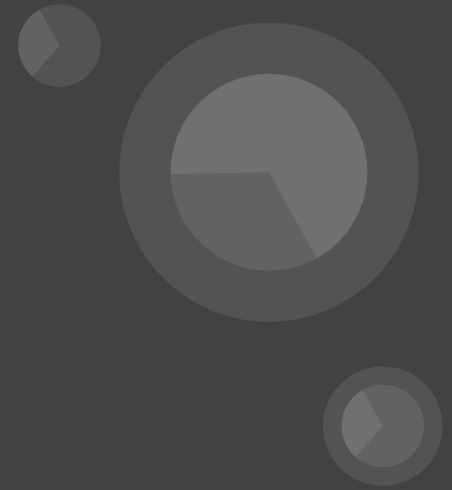
Outline

- Overview of planning process
- Remote services planning
- Work from home technology planning
- Lessons learned

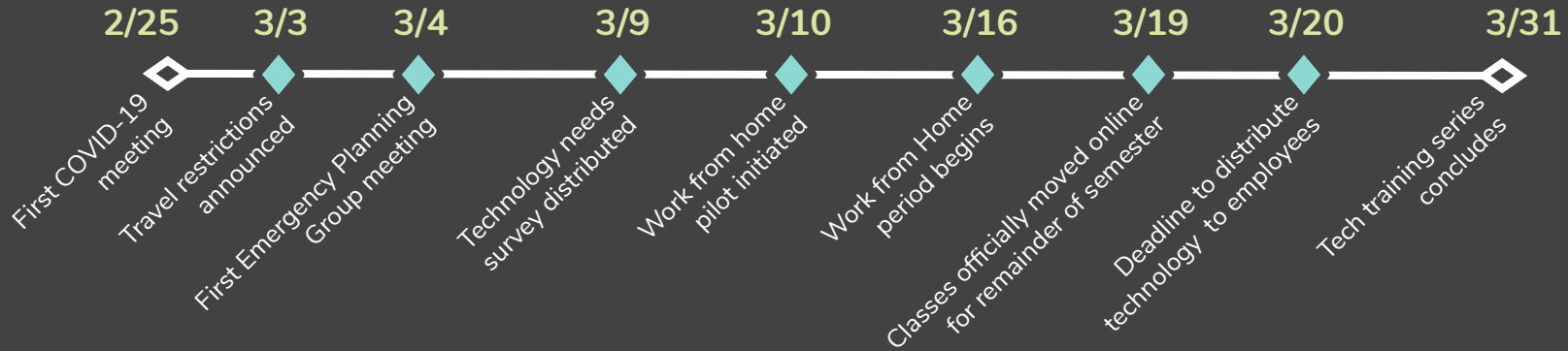


Link to Presentation

libraries.clemson.edu/cni2020



Timeline



Planning Overview

Setting the stage for success





Communication & Business Continuity & Operations Plans

- Reviewed and updated Libraries Business Continuity of Operations Plan (2/28/20)
 - Identified critical functions and contacts, IT applications and server clusters, employee preparedness for work-from-home, key action items for follow-up
- Updated Communication Plan (3/3/2020)
 - Outlined decision tree for closure along with assignment of responsibilities (communication of decision to employees and campus)

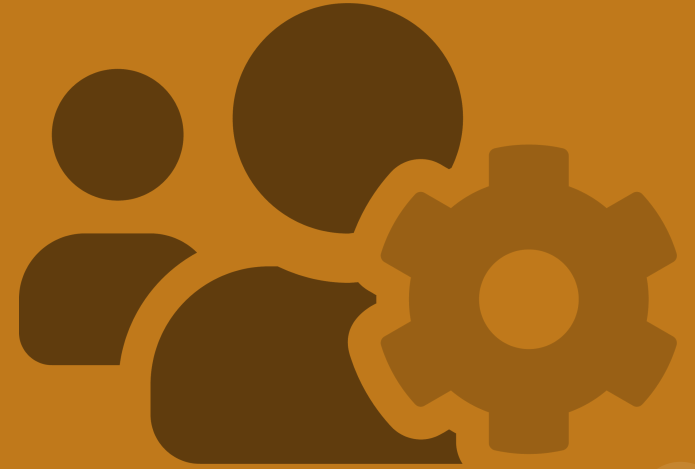


Emergency Planning Group

- Formed COVID-19 Emergency Planning Group to develop the Libraries' response to a potential campus closure and WFH scenario
 - Included Heads of Information and Research Services, Library IT, Circulation/Security and Facilities coordinators, Faculty Chair, Business Officer
 - Later expanded to include all department heads and HR
- Established Work from Home Guidelines
 - Included expectations related to signed employee/supervisor agreements, setting weekly goals, regular communication and weekly reports of accomplishments
- Created Remote Services Delivery Plan
- Developed Library IT Emergency Action Plan

Services

Deliver as many services as possible to our users from a distance





Service Inventory

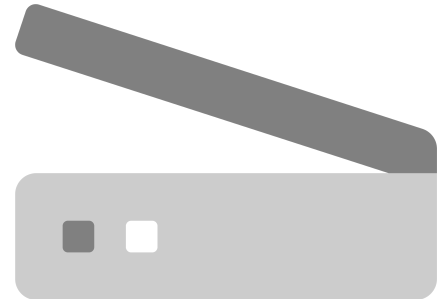
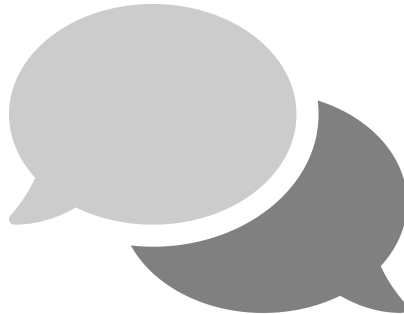
- Conducted inventory of services to determine what could be offered online and what would require access to physical collections
 - Of 55 services identified, only 5 (physical access to collections, printing, and access to study spaces, public computers and makerspace technology) were unavailable electronically

| Library Services | | |
|--|---------------------------|--|
| Access Services | Available Online | Available Online with Employee Access to Physical Collections |
| Information Services | Yes - chat/text/email/FAQ | |
| Library Services Desk | No | |
| Circulation/Checkout | No | Yes, depends on if a pickup location is available |
| Paging / Holds | No | Yes, depends on if a pickup location is available |
| Renewals | Yes | |
| Proxy pick up | No | Yes, depends on if a pickup location is available |
| Technology Lending | No | |
| Course Reserves - physical materials and textbooks | No | Maybe - chapters can be scanned & emailed |



Service Expansion

- When online instruction began, determined which services needed expansion to meet demand of online instruction
 - embedded librarians in CMS - 28% increase in instruction sessions
 - research guides - 14% increase in views
 - extended chat research hours - 88% increase in chat sessions
 - e-reserves - 95% increase
 - scan and deliver - peak 35 requests in one day





Collections

- Originally mailed items to patrons - discontinued after one week. Moved to scan and deliver
- Expanded availability of streaming media and ebooks through purchase-on-demand
 - 54 purchased
- Integrated HathiTrust and Internet Archive emergency collections into our discovery platform
- Additional Archives digitization to support instruction

Technology

Prepare our employees to successfully work from home



Objective 1

Ensure that emergency preparedness documents and contacts were updated and available to all library employees



Update Emergency Documentation

Updated the IT section of Business Continuity and Operations Plan with current contacts, server information, central and department applications, and recovery strategies

| | | | |
|--------------------------------|--------------------------------|-------------------------|------------------------|
| Central Applications | Department Applications | | |
| Department Applications | Name | Functional Owner | Technical Owner |
| Servers | Millennium | Chris Vinson | Sarah Greene |
| Workstations | ILLiad | Renna Redd | Sarah Greene |
| | Intota ERM | Chris Vidas | Chris Vidas |



Centralize Resources

Created a new section in our staff intranet to centralize all resources and information related to emergency procedures and working remotely



COVID-19 Resources

Emergency Procedures

- [Business Continuity and Operations Plan \(Clemson Libraries\)](#)
- <http://library.clemson.edu/depts/admin/facilities/library-emergency-procedures/>

Emergency Action Plans

- [Cooper Library](#)
- [Gunnin Architecture Library](#)
- [Library Depot](#)
- [Special Collections and Archives](#)
- [Education Media Center](#)
- [Clemson Design Center Library](#)

Library Links to Support Online Learning

- <https://clemson.libguides.com/c.php?g=1011898&p=7329867>

Working Remotely

- [Libraries Work From Home Canvas Course](#)
<https://clemson.instructure.com/enroll/XWT79P>



Contact List

Created a contact list that defined functional areas of Library Technology

| Areas of Tech Support | | | |
|-------------------------------------|-----------------|----------------------------|--|
| Functional Area | Primary Contact | Backup Contact(s) | Associated Software/Applications/Activities |
| Web Services | Bhavin Tailor | Chris Vinson | Library website, StaffWeb, web forms, emergency notices |
| Library Services Platform/Discovery | Sarah Greene | Scott Hammel, Chris Vinson | Millennium, Alma, Primo |
| Creative Technologies | Kelsey Sheaffer | Chris Vinson | Instruction and consultation for Adobe Creative Suite, podcasting, |
| Open Educational Resources | Yang Wu | Chris Vinson | OER instruction and consultation |

Objective 2

Ensure that employees had the technology necessary to perform basic work functions at home, including a computer, network connection, and access to core software



Technology Review

Reviewed inventory to determine which employees had laptops (hint: not enough)

82

Employees

36

Laptops Issued

10

Extra Laptops
Available

36

Laptop Deficit



Survey

Surveyed library employees to:

- determine who had a computer, secure network, webcam, and/or headset available at home that could be used in the event of an emergency
- measure familiarity with core software applications



Survey Results

100%

Response Rate

65

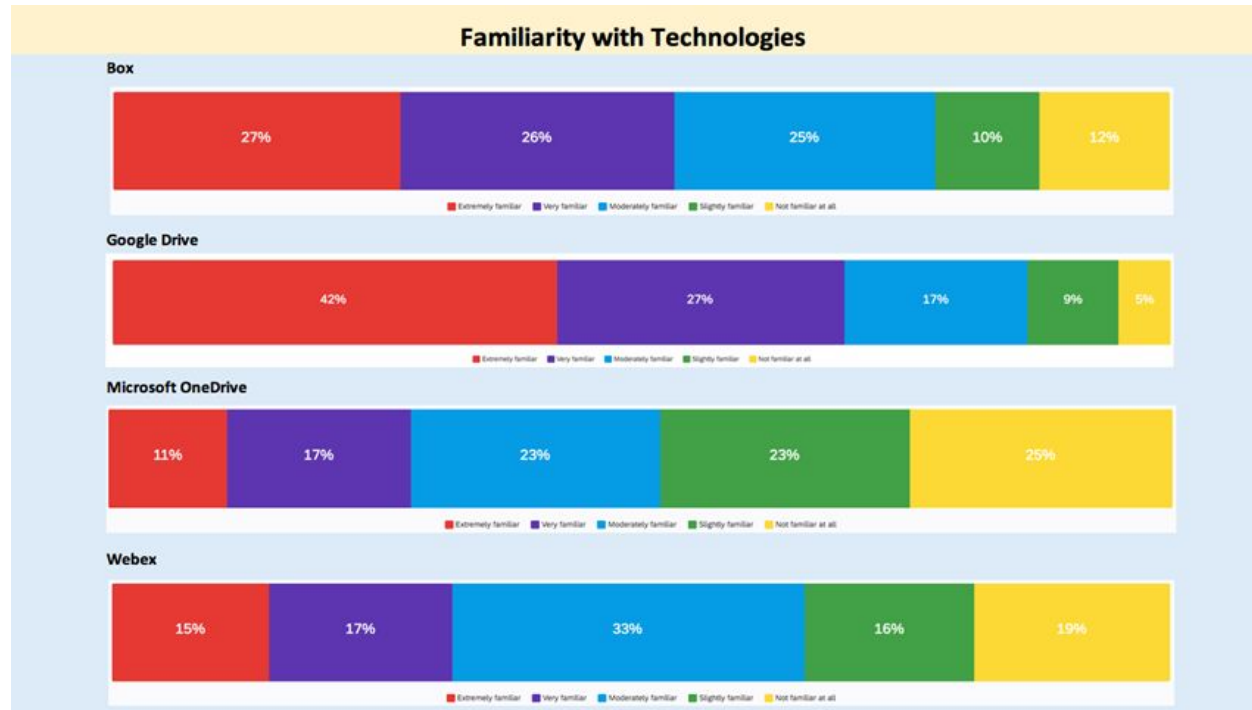
**Employees with home
computer or work laptop**

5

**Employees without
home internet**



Survey Results





Response to Technology Gap

- Procured additional laptops and repurposed older ones
(complicated by supply issues due to COVID-19 **and** tornadoes in Nashville, TN)
- Purchased headsets for all employees
- Partnered with central IT department to issue wireless hotspots to employees with no internet or persistent internet issues



Core Software

Identified the standard software applications that would be used when working from home and supported by Library Technology and/or central IT





Work From Home Pilot

Carried out a pilot exercise to test the ability of employees to work from home, who were given a list of specific tasks to complete in a Canvas course

The screenshot shows a Canvas LMS interface. On the left is a purple navigation sidebar with icons for Account, Dashboard, Courses, Calendar, Inbox, and Help. The main content area has a header 'Libraries Technology Training' and a navigation menu with 'Home', 'Modules', 'People', 'Pages', and 'Files'. The 'Home' page features the 'CLEMSON LIBRARIES' logo and two sections: 'Introduction' and 'Technical Support'. The 'Introduction' section explains the course's purpose and provides contact information for the Library Technology channel on Microsoft Teams. The 'Technical Support' section provides instructions on how to submit a support ticket.

Libraries Technology Training

Workgroups

Account

Dashboard

Courses

Calendar

Inbox

Help

Home


Modules

People

Pages

Files

Libraries Technology Training



Introduction

This Canvas course will walk you through the steps to **access, share, and communicate** using Clemson Libraries technology. The following pages will walk you through the steps to install and start each component. If you have questions, comments, or concerns, please contact the Library Technology channel on Microsoft Teams.

To jump to a specific page, use the Modules link to the left.

Technical Support

If you have questions, please contact the Library Technology channel in Microsoft Teams.

If you need changes to access, hardware or software, submit a technical support ticket using [this form](#) (must be logged into Staffweb).

Objective 3

Ensure that employees were trained to successfully work from home, easily communicate with co-workers, and share documents



Tech Training

Deliver training on use of software applications to facilitate working from home

- Six online sessions covering core software applications
- Require all employees to take the WFH Canvas course
- Regular “tech tips” sent out



Tech Training Engagement

133

Live Attendees

326

Recording Views

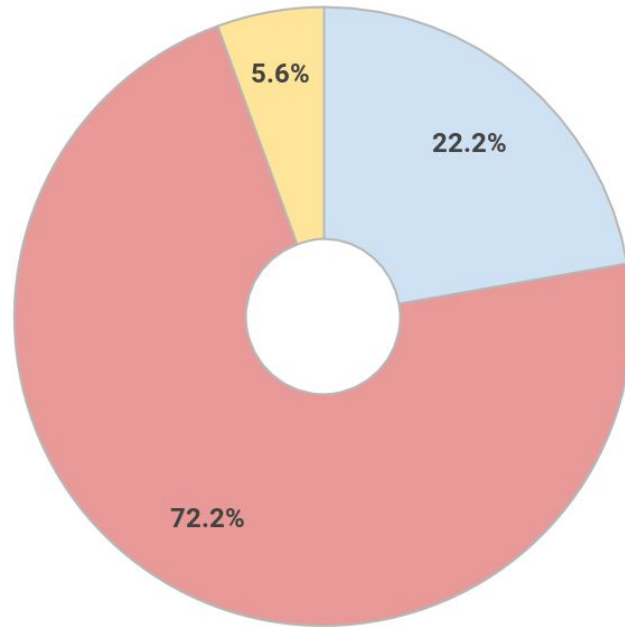
459

Total Interactions



Tech Training Efficacy

Tech trainings improved my understanding of and ability to use the software taught.



● Somewhat agree ● Strongly agree ● Neither agree nor disagree



Tech Liaisons

- Training employees across the libraries in how to support colleagues in their departments on how to use and navigate WFH tools at a peer-to-peer level
- No role in supporting personal or university-issued hardware or highly technical issues
- Provide input on the WFH Canvas course



Communicate & Share

Implemented Microsoft Teams as the primary communications tool for employees

- Created channels to encourage group discussion
- “Social” channels to provide stress release, including recipes and pets of the libraries

Lessons Learned





Lessons Learned

- Importance of keeping emergency plans up-to-date, emphasizing the need for disaster preparedness
- Always have your employees prepared to work-from-home with ready access to essential technology and software
- Be prepared to encounter unreliable internet challenges
- Communication technologies like Teams and Zoom go a long way in sustaining a sense of community



Lessons Learned

- You can live without your print collections
- Regular updates and communication from library dean are a valuable tool in maintaining staff morale and support
- Flexibility is key for both leadership and employees in uncertain times
- What we've implemented can be carried over to the “new normal” office environment

Associated Documents

libraries.clemson.edu/cnidocs





Contact

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