College Libraries Working Plan  
March 10, 2020

# General Information

The College Libraries comprise both the Crumb (LLC) and Crane (Schuette Hall) Libraries. These two locations are open to students 175.5 hours each week and longer during finals. Student workers provide support work for circulation and other library services, including processing Interlibrary Loan requests. The hours that each library is open and the range of services we provide is dependent upon our student workers at both circulation desks and offices such as Interlibrary Loan. Consequently, if the number of students available to work in the libraries falls below a critical number, services and hours will be impacted.

The entire library staff is already responding in several ways:

1. Cross training in various systems and services is underway. This includes, but is not limited to social media, chat services, library systems, library email access, and library opening and closing procedures.
2. Administrative access to library systems, passwords, and access is being expanded.

# Communications

1. The College Libraries are preparing a series of color-coded banners that will explain the level of services offered depending on campus policies. These banners will provide students and faculty with library-specific information about services and contacts.
2. Social media from the College Libraries (Facebook, Twitter, and Instagram) will contain specific information about the official communication avenues to reach librarians.
3. Standard responses to social media requests are being created for students who may message librarians on social media. We hope to have these questions funneled to appropriate communication channels such as our library email or phones.

# Reference and Research Services to Students and Faculty

The College Libraries present two scenarios for providing reference, information literacy instruction, and research consultations.

## Scenario 1: Face-to-Face classes are cancelled but the libraries remain open and students are on campus

1. Our “Ask us 24/7” chat services will be expanded.
2. Chat service configurations will be modified so incoming requests from Potsdam students and faculty are received first by Potsdam Librarians. Chat service training is being expanded now to include all librarians, not just the librarians who do this service regularly at Crumb Library.
3. Students and faculty will be encouraged to use chat services rather than scheduling one-on-one research consultations in person.
4. No face-to-face information literacy instruction classes will be held with students if classes are not meeting face-to-face.
5. The libraries are exploring providing instruction using web meeting software, if appropriate and available.
6. The libraries are exploring creating a baseline video for how to access materials off campus.

## Scenario 2: Face-to-face classes are cancelled and the libraries are either closed or hours are limited

1. Face-to-face research consultations will be stopped.
2. All reference and research consultations will be provided through existing services such as chat, email, and telephone.
3. If appropriate and available, web meetings using available software can be provided to students for information literacy instruction.

# Access to Library Resources for faculty and students

1. Database access is already available remotely.
2. An additional instruction page will be created that clearly informs students and faculty at this time about accessing information. A beginning test page is available here: <http://library.potsdam.edu/remote1>. This page is not live or complete at this time.
3. Librarians will be available in person if the libraries remain open or by expanded chat services if closed.
4. Faculty members are strongly encouraged to review their class materials to make sure these materials are available online.
5. Moodle use is strongly advised.
6. Each library has a scanner which faculty may use.
7. Faculty need to be mindful of copyright laws.
8. Librarians can work with faculty to explore additional materials for their instruction that are available through the library databases, OER, or OA collections.
9. Proxy server information to faculty and students will be placed on the instruction page.

# Circulation Services, ILL, and Resource Sharing

In the event that face-to-face classes are cancelled:

1. Assuming student workers are not available, the library will shut down ILL and Resource Sharing for physical materials. Book Chapters and articles will still be pushed through the ILL systems.
2. Physical textbooks and reserve items will not be provided in alternative forms by the library during a library closure because of copyright laws.
3. Faculty may make arrangements to retrieve their own materials from reserves (personal copies) if they wish.
4. Textbook materials can be checked out to a department chair. The chair will determine faculty use and availability during closure. The department chair will be responsible for use and return of material to the library.
5. Librarians will staff the remote chat service 9:00am to 5:00pm Monday through Friday. This is in addition to the 24/7 chat service that students and faculty have access to already.
6. Librarians have a schedule of availability for half hour remote appointments. Delivery mechanism to be decided.

Working plan response written by Lauren Jackson-Beck  
Supported by Marianne Hebert, Carol Franck, Ed Komara, Holly Chambers, Jennifer Jeffery, Melissa Netzband, and Angie Donah.