

**University Libraries Weekly Town Hall**  
**May 27, 2020**

Attendees: 81 via zoom

Deb Ward welcomed everyone and started the meeting by talking about going back to campus. On May 20, four staff members returned to the UMLDs and three to Ellis. Looking forward to June 1, we will have 16 part-time and 9 full-time people in Ellis and many of the specialized libraries. She said she thought it might be good to hear from one of the first to step back into work. She asked Kevin McFillen to give us an idea of what the experience has been like.

Kevin said he has been back a full week at this point with no issues at all. Custodial Services has resumed, our service from facilities have resumed, so it is pretty much back to business as usual. Scan and deliver will be fully engaged next week but we already have some ILL lending requests being processed for HSL and other campuses. We are excited to resume some kind of access to our collections for our patrons, as well as helping out our fellow staff members at the specialized libraries and at the other campuses. At the same time, we have construction happening which has been very exciting. The big update from expansion is that the footer which is the substantial concrete reinforcement that goes beneath where the walls will go, has been installed. If you go out to UMLD and look in the work zone there is now an outline of what the entire expansion will eventually look like. You can see the layout of the new support facilities and the module. It has been interesting to see it being installed. The concrete slab for the module will be poured next week, assuming the weather will be kind. The construction crew is confident we might start to see walls going up in two weeks. Like I said: it is almost back to normal.

Deb said she was glad Kevin was excited to be back on the job. It is good to our ears to hear we are as normal as we could be during this time. She thanked Kevin for being a pioneer in “life after working from home.”

Shannon Cary gave a report on the Celebration of Service. It will be on Thursday, June 25 at 2 pm. She explained that she had encountered some logistical problems that prevented the event from being held in May. We will have supervisor comments on all our employees celebrating anniversaries and will soon be contacting those involved – supervisors and employees celebrating milestones. Plans are to have a zoom Bingo game as well as maybe another game. She hopes everyone will participate as we see what this will look like virtually. Deb said it is our first ever virtual celebration and hopefully our only one.

We distributed dates last week for patrons. We are trying to get books returned by May 31 but we know there will be some exceptions. She said they heard from a patron this morning who cannot get to their book yet, so we will have situations like that. On June 1, we will begin scan and deliver support from public services points in Ellis and most of the branch libraries. On July 1, we will begin curbside service. We won't be hopping on July 1 but we will be able to have users contact us on how they might check out books. Of course, we want to be as accommodating as we can be under the circumstances. Another date to remember is June 1 - employees will be able to make appointments to retrieve items from Ellis Library. Please contact Kathy with questions and to set up appointment times.

The Services Planning Group will soon start into the work of figuring out how to configure our spaces and how to communicate safety measures to patrons. We will need to complete the planning in time to implement any physical changes, such as moving furnishings and installing plexiglass at service points, before campus opens up in August. Deb said as far as she knew the date has not been changed. Deb revised the report she gave to the Library Committee on May 15, and will send it out by the end of the week to deans and chairs. Shannon will post it on the website, and will invite comments and questions

from users. Deb will also send the link to everyone. She said there probably won't be any surprises, but there are some good photos.

As far as the budget goes, Deb said that she, Kathy and Corrie met with Amy Bohnert. We requested continuing institutional support each year. We do not yet have a clarification for FY 21, but Amy had been very interested in what we had to say and is learning about collections, our cost, and the need to sustain support of services and collections. It is good news that she is willing to work with us and Deb said that patience right now is what is needed.

There was a question in the chat box asking what people can remove from offices. Kathy Peters said that when we signed our work authorization forms everyone took responsibility for their ergonomics work stations from home. If someone is having issues, please email [MUlibraryHR@missouri.edu](mailto:MUlibraryHR@missouri.edu) and we will walk through whatever we need to do. That doesn't mean you will be able to remove furniture or computing equipment at this time. If there is a safety or ergonomics issue, we will have to work with other departments to resolve it and we are just starting to figure out that process. At this time, you will be allowed to collect personal items and files/materials that you need to complete your work. Let Kathy know what you need. She will schedule a time for you to get in, or she will retrieve the articles for you. Contact either [MUlibraryAdmin@missouri.edu](mailto:MUlibraryAdmin@missouri.edu) or Kathy directly; for ergonomic issues please go through HR. If anyone needs to take something that is IT-related, please contact AskLTS.

Kathy said things are going well getting people back into the building to work. If you are coming back on Monday and have not filed your e-compliance form, please do so asap. If you are an Ellis person you should have received an email from Sheila about restroom assignments. We have enough restrooms in the library so that no one will have to share a stall. Make sure you bring your keycard; the building is in lock down 24 hours. Card access will be turned on and available on Monday. Please use the West entrance. The North is closed due to the window renovation project and the loading dock is busy all the time. Please use the West entrance at all times. Hours are M-F 7:30 am to 5pm, so schedule your work accordingly. If you feel you are too close to a coworker, let your department head know and we will try to move furniture and your computer setup. Kathy cautioned that Ellis Library is very busy even though we are closed. There are campus facility people and custodial people in there every day; there are construction workers, there will be random meetings with people not in our department. In other words, we are not alone but we are doing our best to keep people in their place. Dana is doing a great job in tracking who is in the building, why they are there and where they are working. If you have any concerns just call 2-2053. You don't need to go to the security office – just call us and we'll get an answer for you. Brenda Slade said there were some questions about filling out the e-compliance forms. The level of approval goes next to supervisors and then to Deb. The link to the form is in the email Brenda sent out. Just click on the blue link in that email. Deb also noted that Libraries are classified as "other". Kimberly Moeller said in the chat box that Dustin had told her if she needed any equipment to contact LTS. Kathy seconded that and said that in fact LTS has to authorize the removal of any equipment. Please reach out to them before contacting Kathy. A question was asked if staff had to bring a copy of their approval to return to campus. The e-compliance form is in the system for relevant people to see so it is not necessary to bring your authorization form.

A question was asked which libraries are ready for scheduling equipment pickup starting June 1. Kathy said she could only speak for Ellis. Kate Anderson said that everyone has a different route for getting permission for a one-time entry. For example, Engineering library had to email their building coordinator. Dorothy said they had to contact their dean who contacted the building supervisor. Sandy, Sam and Sue are approved for access next week. Deb said the approval process has gone very smoothly with good communication all around. She said she is pleased that some staff in some of the specialized libraries are being allowed to return to work a few hours a week. Kate said that Geology, Vet Med and Engineering

will have a common time when staff will be in the libraries: Monday and Wednesday, 8 am to noon. Journalism will have the same set up since we are trying to coordinate services across multiple locations. HSL does not have a time yet, though there has been some loosening up on the medical side. Medical students are back Aug 1 and they will need to do orientation before then. Jacqueline posted in chat to see the [University Libraries Safe Return to Work](https://libraryguides.missouri.edu/staff) document at the link <https://libraryguides.missouri.edu/staff>

Corrie Hutchinson chimed in in response to a chat box question about the budget meeting Deb talked about earlier. Amy Bohnert is the fiscal officer for the provost. We had met with her to have a conversation on the additional money we need for the collections budget. We would like to have support on a continual basis, instead of it being a onetime funding each year to fill the gap. That way we can have an actual budget that is final. Otherwise we will have to effectively communicate to the provost and campus what will happen if we are not funded. That was what most of the conversation concerned. We also discussed the complexity of Elsevier. The other campuses are not able to continue with our deal with Elsevier because of budget cuts, so we are looking at a new deal. It is also a new day with the publishers. Some publishers, like Wiley, are freezing prices, so there is a lot going on in the collections world and a lot still to work out. Currently we are still planning to cut our budget but that is a cut to our GRA. If we are not given additional funds we are looking at about a 25% cut but this is not for public dissemination at this time. On another topic, Dana is in the process of labelling all stall and sinks for the people going back to campus next week. Your name will already be on a bathroom stall when you arrive on Monday.

Deb opened the meeting up to any LMT member who had something to add.

Jeannette Pierce said that her group is excited to be getting back to work. Ryan came back on May 20<sup>th</sup>. His first project was to move the books away from the windows in 201/202. He came in with a great plan only to find chairs on all the tables due to the deep cleaning that had been done, but he is making steady progress. Circulation will be up with staggered shifts. Karen will be working 8 am to noon and Eric working 1-5. The same thing will occur in ILL lending. Tammy will work 8 am to noon and Mary from 1-5. Everyone is really excited to start back with some of our services though we won't be up to speed for a while. It will take time to ramp up and we do not know what volume we will get. Here is a link for library services. It has more details on Scan & Deliver and curbside to give patrons a give better sense on how long it might take to fill requests. <http://library.missouri.edu/news/resources-and-services/update-on-library-services>

The Assessment team is working on updating statistics. They distributed the New Faculty survey that they do every year. Results are due Friday and the response has been about the same as normal. So far 33 people have responded which is typical. If anyone is working with new faculty (hired since July 1, 2019) please remind them to complete the survey. Shannon, Jeannette, and others are working on content to share with summer welcome participants. Summer Welcome will be virtual this year.

There are some grant opportunities coming out, specific to Covid 19 and the need to help universities transition to online teaching. Several librarians are signed onto a NEH Cares grant application with SISLT. The proposal focuses on providing training for humanities librarians. Nav, Anne, Kelli, and Steven are collaborating. The application has been submitted so we are keeping our fingers crossed. It is exciting to be a part of this collaborative grant opportunity

Corrie wanted to give a KUDOS to Cindy Cotner, Head of Access Services. Cyndi has been highly impacted and involved in every stage of working remotely and now returning to work. It has been a changing and shifting landscape and Corrie said she appreciates Cyndi's patience, diligence and forgiveness. Cyndi's done great work and it is exciting to see some of these service areas ramping up and coming back to work.

There are two free professional development opportunities coming up. ARCL will be doing a “Together Wherever” virtual event on June 8-12. It will feature some of the program that had been scheduled for the now canceled American Library Association meeting. One of the programs will be a program Jeannette had worked on: “New Metrics for telling Your Library Story.” It will discuss how we talk about our value. For more information, see [https://www.nlm.nih.gov/news/2020\\_2021\\_Associates.html](https://www.nlm.nih.gov/news/2020_2021_Associates.html) The other conference is MOBIUS on June 1-3: <https://2020conf.mobiusconsortium.org/> Many of our librarians will be attending/presenting. There will be a very good keynote speaker: Lorcan Dempsey, Vice President, Membership and Research, Chief Strategist, OCLC. Sandy Schiefer posted another link in chat box that gave more information: <https://mobius-event.pathable.co/>

Jeannette had one final thing to share. Taira created an Ellis Library Jigsaw Puzzle of the reading room. Check it out at <https://www.jigsawplanet.com/?rc=play&pid=1ef99eee73ed>

Deb said she is appreciative of Jeannette always giving us so many reasons to be proud of MU Libraries. Speaking of being proud, Chris Pryor had an announcement.

Chris announced that Levi Dolan, graduate library assistant in research at HSL as well as working with Chris with the NNLM, has been named a National Library of Medicine fellow and will begin a two-year fellowship with them in September. This is great news for Levi and also for our program. In fact, MU has two students receiving a NLM fellowships. Brianna Chatmon also received one. NLM only awarded a total of four fellowships and two were from MU. Deb said she is so very proud of both Levi and Brianna. It is a very prestigious fellowship and coveted among health sciences libraries. It speaks well for the mentors who have worked with them as they learned about libraries. Under normal circumstances Levi and Brianna would move to Bethesda but this first part will be virtual until February and then NLM will reassess. For more information, go to [https://www.nlm.nih.gov/news/2020\\_2021\\_Associates.html](https://www.nlm.nih.gov/news/2020_2021_Associates.html)

Corrie said she wanted everyone to know they have started the conversation as a system about when we are going to start lending and borrowing books in Merlin and Mobius. It was very easy to turn it off but not as easy to phase everything back on. We are working with the other libraries in our system and it is very complicated in terms of technology. It looks like it may be while before all four campuses have staffing and ability to borrow and lend. Taylor Kenkel explained each campus has very different plans for re-opening/borrowing/lending, and there isn't a way to facilitate the differences at the point of requesting in the OPAC. It is also not easy to re-define the loan rules and determiners (& definitely not on a “temporary” basis) to facilitate that at that level. Corrie said she just wanted everyone to know we have started looking at this and will let everyone know how we progress. Deb thinks some of this is because of the wide disparity of the number of Covid case in the cities where the libraries are located. St Louis has cases in the thousands, Kansas City in the hundreds. Corrie said because of that, it varies when the institutions are getting back to work. Rolla starts back next week working with patrons; UMSL doesn't expect staff back in the buildings until August and UMKC is shooting for mid July. Things are very fluid dealing with four different towns in four different situations, but we all agree that when we go we want to go together.

Ernest Shaw reminded everyone that Skype for Business is gone after May 31. After that, you will have to use Microsoft teams. He encouraged everyone to get on teams and try it out. If anyone has questions ask LTS. One thing he neglected to mention last time is that MU has transitioned to full multi factor authentication, effective today, for Microsoft suite. The next time all supported users get into outlook client, they will be sent back for authentication. The two-factor authentication (2FA) is similar to webmail. The university decided to go to the Microsoft 2 factor authentications because it makes sense to use a Microsoft product for access to the Microsoft system. If there are any questions, ask LTS. If you can't get to email because of 2FA, Ernest has voice over IP at home for his office line so you can reach

him by calling his office number. Ernest had one other thing. A couple of people have asked about the availability of Office 365 installed application. The install and deployment for those programs are still getting worked through at the central office, Division of IT who is in the process of testing for deployment. When it does become available it will be available for install out of the software center. However, Office 2019 is a prerequisite for 365. Many of our users don't have it so if you are looking for something to do, connect to the VPN and pull down 2019 from the software center. There are no requirement or time frame to do it but sometimes it is nice to be able to do software installs when you have the time to think about it. Again, if you want Office 365 installed on your computer you will have to have Office 2019 on there first.

Diane Johnson said that HSL was still on target for their new website to go live June 1. She gave an update on the faculty author search for the School of Medicine Dean's Office, saying it had been a very time-consuming project for the reference department. Here are the results: of the 900 SOM faculty, 373 had published at least one article in 2019. One faculty member had 47 articles published. There were 804 articles published in 539 different journals.

Meeting adjourned at 1:45