

ALL Staff Meeting – August 20, 2020

Attendees: 66

Welcome – Deb Ward: Deb said it was wonderful to see everyone. Provost Ramchand had accepted Deb's invitation to address the group but a last-minute scheduling change prevented her from joining today. She asked Deb to please convey her welcome and her appreciation for the libraries' contribution to the overall academic community and to wish everyone a safe and good year.

Deb said that our most important resource is our staff, with our professional activity bringing recognition both to Mizzou and to the libraries. She thought it appropriate to start the meeting off discussing promotions, retirements and new staff and positions. She turned the meeting over to Brenda.

Welcome new staff, promotions and retirees - Brenda Slade: Brenda said there were four staff promoted this year: Joe Askins to Librarian III, Anne Barker to Librarian IV, Navadeep Khanal to Librarian III and Kim Moeller to Librarian III. Two staff retired: Renita Richmond and Charlotte Mustain. With the desk attendants now doing security we made some adjustments. Alyssa Booth is now a Security Officer part time. We will also be adding two more individuals. Our GLA Veronika Bradley is now an E-learning LIS part time and we changed Sam Ediger, LIS, from part time to fulltime. We will also be bringing back a number of students.

Interim Vice Provost report – Deb Ward: Deb said we have been intensively preparing for fall all summer long, covering so much ground and changes. The work done by the Library Services Planning team has made opening the libraries in the middle of a pandemic possible. Our emphasis is on safety and there are campus wide tools to promote personal wellness for individuals and for our community. One big tool is the newly created Show Me Renewal website. Deb encouraged everyone to look at it. It is full of resources. All staff is also expected to complete an online training module by September 5. If staff does not complete the training, they may not be eligible for other things on campus. Deb said that when she did hers, she found it very easy and straightforward and took about 30 minutes to complete.

Some staff is back on campus fulltime, some will be part in office/part working from home. If you plan to work remotely be sure to fill out the new work from home form. The form should be available soon.

There is a new look everywhere on campus, including the libraries. People are asked to wear masks and to social distance. There will be no university travel allowed and limited events. Meetings should be by zoom. There is also no face to face meetings or just dropping by to visit people without setting up appointments with them.

We will be going back to our monthly staff advisory group meetings. Administrative updates will be a part of each meeting and we are working with leadership on agendas and who will be brought in for programs. As mentioned in an earlier town hall, we decided not to reappoint committees – they will be the same as last year.

Recent events in our society have shown us that we need to pause and realize we all have work to do in making the university a welcoming and all-inclusive environment. Everyone is valued and Deb said she is thankful that we have an engaged IDE committee, chaired by Rachel Brekhus. We are already doing great things in this area including libguides to support the community as well as offering programs that people can take advantage of. There is a new head of the IDE for campus and this will be a focal point for much of the activity on campus this year.

As for as the budget, money has never been tighter. We have been through lean times before and know what it means. There is continued concern with campus administrative shortfalls, and more withholding from the state. Fall enrollment looks good - as good as last year, but the students actually have to show up. We also do not know if we will be able to sustain things on campus for the whole semester. We know we can no longer support all our collections, especially our biggest journal packages. We will have to communicate this to both internal and external groups. ULSAC and Student Advisory Council can help get the message out. We need to also communicate what library access will look like this fall – we will not be 24/5 in the past which was one of the reasons the students agreed to the student fee. We need to show them what the libraries have done instead. Deb said there have been good meetings with ULSAC and MSA to help them understand that while the building may not be open as much as students would like, our services have not been cut. We took some of the student fees monies and invested in such things as self-storing lockers. We will keep talking about all these things. The message needs to be that the libraries are still here for you. The Collections Steering Committee is working on wording to get the message out to faculty about collections cuts. CSC and LAC are other groups that can communicate about our budget situation. We also need to work on positive information, such as why faculty shouldn't sign away their copyright. It will take a concerted effort over time to work on our messaging and hope it is accepted. Most people, Deb thinks, understand and accept the financial situation we are all in right now.

Space committee- Deb said there were two areas we chose as key to figuring out the future of Ellis library and how it should be configured. We also wanted the search for the new library director to attract the best candidates and knew that lingering issues about space might influence who applies for the position. We knew we needed to work together with campus facilities to come up with solutions to problems that have been around for a while. Deb said that the committee work has gotten it to a point where it is time to engage an architect for a 5-year period. Over this time, we can talk about related space issues since each part impacts other parts. There is no retainer fee for the architect and it is a sign of recognition at the highest level of space planning of the importance of library space configurations. We are making a concerted effort to resolve issues such as humidity and temperature control for our older materials. We are working together and seeing this happen as we pull together and redirect funds. The development office stands ready to help if we need additional funding, so we are getting our ducks in a row, so to speak. The work has just begun but work across units has been very positive.

4 campus collaboration document –Deb said that this document has just been sent off to the UM system by director of library in St Louis. The directors and others from the four libraries worked on this document this summer. The upshot is that the four chancellors would like to have a discussion with the directors on how the four libraries might communicate and work together in the future. We are just beginning conversations about Merlin, ILL, the depository, etc.

Development – Matt Gaunt Matt said he is very excited about the new Vice Chancellor, Jackie Lewis, who has extensive background in fundraising for hospitals. Tom Hiles retired. The result of the Capital Campaign was more than \$12,500,000. A little over half of that came in the form of a gift and many people had listed libraries in their estates. There were equipment gifts, support for collections. Some funds came through endowments which means annual disbursements are infinite due to the endowments increasing each year. Matt wanted everyone to know that he couldn't do his job anywhere near as effectively if it wasn't for the library staff. What he harvests is a direct result of staff interaction with people. A good example is the recent gift from Noble Cunningham. No one has any way of knowing what their contribution triggers down the line. We are all part of people wanting to support the libraries. Matt said he will be having a virtual celebration on 9/24 and will send out more information on that. This fiscal year we have received 100K from an anonymous donor, 25K for a fellowship, another 25K for ILL

directly related to services the donor received from ILL. He is very excited to see all these direct correlations. Yesterday he received 31 gifts, 28 of that in response to the annual fundraising letter he sends out. There is broad recognition among alumni that the libraries matter. We are well positioned, because of the work the library staff does, to see a potential for five million or more.

Deb thanked Matt for bringing appreciation and gratitude for work that promotes this sense of generosity among our donors. It is extremely touching and a beautiful story.

Division and Department Reports

HR – Brenda Slade: Brenda said that the following policies have been updated. HR 402 Vacation and HR 404 Sick. Beginning the end of August, accrued vacation and sick leave will post for all employees every other Sunday for the prior two weeks worked. In other words, those paid monthly will see their times sooner than they had been. HR 700 – Enhanced HR policies for Employees in Response to Covid 19 had been updated, as well as the Q&A and the additional guidance policy. A new telework form will be updated soon and will be required for those doing any work from home.

There is a lot of talk about the Show Me Renewal site. The site contains a lot of information, reminders to social distance, wear masks, wash hands, monitor our symptoms, etc. The university expects everyone to follow the self-monitoring checklist, including daily temperature checks. There is also a checklist for supervisors. If anyone tests positive, they are to notify their supervisor immediately. The supervisor may need to clean work areas, notify others of possible exposure, etc. We will treat anyone sick with sensitivity and confidentiality. Brenda finished by wishing everyone a safe and good fall semester.

Fiscal – Kathy Peters: Kathy said the budget is as tight as she has even seen. There are and will be a lot of cuts and pull backs. We also have had a lot of expenses related to Covid and getting the facilities ready for students/faculty. We will be getting some Cares Act funding for that and we look to have positive enrollments and revenues. However, we have to be diligent about following the university mission, including ensuring safety for faculty student, staff and visitors, ensuring students receive a high-quality education and continuing research and scholarship. Most discretionary expenditures that are unrelated to these priorities will not be allowed. If we have to go remote again, we will have to pivot and plans are in the works on what that would involve. Kathy said she was proud to be able to tell MSA that when things got disrupted in March, the only hiccup in our services was print delivery. We are addressing that issue this semester with contact free lockers. The lockers are being paid for with the student fees and we have been able to show MSA and other groups that we are still 24 hours – just not in person, in a building. Libguides, lib-wizard, reserves are all part of our continued commitment to serve our students and faculty.

One of the priorities is keeping everyone safe. Face shields are coming as well as masks with visible mouth pieces, hand sanitizers, wipes etc. Anyone needing any PPE needs to send their request to MULibraryAdmin. We will be purchasing through the Mizzou store who is doing bulk purchasing in order to share costs. Travel and events are to be kept to a minimum.

We refigured library space for social distancing. At Ellis the ground floor and 1st floor are available for students taking on line classes and reserve seating. It will accommodate ~400 students, noise will be held to a minimum and food is permitted on the ground floor only. Floors 2-4 will be designated a quiet space.

Our seat count went from 1708 to 581 seats. That could go to 697 when the windows project is complete later this semester. Because faculty cooperated, our reservable study room capacity went from 100 seats in 12 rooms to 58 seats in 31 rooms. There are now seven temporary classrooms in the old State Historical

Society's space, holding 3335 students each week. These are contained in its own area with Lowry Mall and Hitt Street entrances, so we will not be mixing foot traffic between the library and the classrooms.

Digiprint has been transformed in furniture storage. It is one of five storage areas. There were several comments in chat from the specialized libraries about also using rooms to store excess furniture in order to practice social distancing.

Bookmark café will be open and we will see how it goes. There are sparse seating areas along the ground floor hallway, as well as three areas with two seaters. This is because both Development people and President Choi like the spaces for small one on one meetings. We looked at restaurant guidelines when deciding to open the café.

Some of the booths in 114 were taken away to allow for social distancing. We know students love a variety of seating options so we looked at all seating and tried to find a happy balance. We were able to open up some spaces and transform them into open study spaces. We tried to make them warm and attractive to students. We removed multi user seats and replaced with a few lounge chairs. Overall, it is a warm and inviting space.

In info commons and in Engineering we worked with the IT team and others to compromise. A lot of machines were under quarantine and chairs removed. Other places we expanded a bit making sure tables were near power sources since that seems to be a big thing with students. There are tables throughout the library set up for individual use. In some of the former faculty research rooms, there is a desk, shelving and one chair. In those rooms, a person is allowed to remove their mask and talk if they need to.

RAIS update – Jeanette Pierce: We are making announcements every hour reminding people to social distance etc. There will be lot of changes in the fall. Please keep reading news announcements and checking the campus renewal documents. Repetition helps people remember. Be vigilant with checking service and building hours and remember service hours don't always reflect building hours. For example, the circulation desk in Ellis closes at 8, guest access stops at 5 (ID access only after 5). We are also calling our group rooms study rooms now to reinforce that each room will have limited seating. Most of the rooms are single use rooms; the number of chairs in a room indicate the number of people that can be in the room at any given time. People are allowed to remove their mask if they are alone in a room. She said other things that are happening is that the west stacks are closed – people can request an item from the catalog and pick it up at the circulation desk. We are also not putting out new books and current newspapers on the shelves this fall. Also, web templates have been refreshed.

In Access Services, we are doing a single service desk, closing at 8. Curbside continues mostly with emails and phone calls. There is a 72-hour quarantine time for returns which means that filling requests are sometimes delayed. She encourages people to do e-reserve instead of reprint reserve, and our scan and deliver services, ILL and Mobius are all back up. Shelving hallways are accessible to staff only.

Research and instructional services are now mostly virtual; we had good experience with this in the summer. There are chat stations (web and kiosks). Research consults and workshops are via zoom but librarians are on call.

Digital media lab has been totally revamped. It is by appointment only. The service desk moved to 153, green screen room is in 156, recording space is in 157, with alternative recording space in 156.

University archives, special collections and digital services continue to be virtual. In person services are by appointment only – there will be no walk-in service. Special collections has a new website and digitalization of materials have resumed. We are working on new divisional mission, vision, and goals

which should be finalized soon. We are also working on a feasibility study to determine space use and really want digital services to join us. She thanked Peter Kouba for his work in digital services.

ACTS – Corrie Hutchinson: Corrie and her team have been back in the building since the beginning of May and have been able to serve patrons without compromising anyone's health. Her team removed all collections from recorded sound over to UMLD, although there are still some items to catalog. Jennifer Walker has been working on acquisitions and Amanda Sprochi is now totally moved into Ellis. It took a lot of time and a lot of sorting and moving, but tech Services at HSL is now closed. Amanda will be helping out with special collections cataloging. There were several shout outs in chat to Amanda for all her work in making this transition a reality.

Corrie announced that a change was made. We changed the name from LSO - which had been created decades ago – to University of Missouri System E-Resources Cooperative Office (UMCEO)

Corrie gave an update on the UMLD expansion and shared photos. The walls are up. The wall panels were brought in by cranes, put in place and then sealed. One of the photos showed the overhang space where the HVAC equipment was located. A question from chat asked if that equipment was also lowered into the space from above. Corrie said yes. There was also a photo showing the carport covering which she is excited about. Vans will now be able to transport materials back and forth regardless of the weather.

LTS – Ernest Shaw: Ernest thanked everyone for being patient with computer issues and gave a shout out to PT and Dustin for keeping everyone up and going. Several people agreed and thanked PT and Dustin for all their work. Several people praised the new guest account system. Ernest said currently, his team is down one FTE and he is working with Deb, Kathy and IT to come up with additional ways to have better support going forward. Jim Borwick was reassigned from Residential Life and will now be part of the digital library team.

Another area we are making good headway with is supporting lab machines. Ernest is available but he is working with site folks so they will be able to support the machines. We made changes to the Mac computers in info common to socially distance. The machines are out of date and need to be replaced. We want to take the Dell computers and spread them out in IC2 which allows us take some out of quarantine. A few more areas, including check out in the future, will always be special use machines. We moved the majority of code to new servers for both the main library and the branches.

We are planning to reevaluate everyone's computer needs and how people will be using them. We have older machines that we'd like to remove to reduce total support overhead. Some people will be getting newer laptops; others we will have to figure something out. LTS is doing a hybrid arrangement with programming staff and desktop support working from home for the most part. There are some working on campus. If anyone has any needs or issues email askLTS or call 882-5000.

Specialized libraries (several staff sent updates via email which are incorporated in these notes)

Science Libraries – Kate Anderson: She showed photos of masked mascots in Engineering and Vet Library which elicited a lot of comments in chat on the adorable "Mask Cots". Kate thanked everyone for their hard work and good humor over the past few months. Library hours for all science libraries are posted on their websites. Updates on ELTC are found at <https://library.missouri.edu/news/engineering-library/engineering-library-reopening-to-patrons> Kate reminded everyone that the Vet Med Library will only be opened to College of Veterinary Medicine students/faculty this fall. Updates about Zalk Library: <https://library.missouri.edu/news/zalk-library/zalk-library-updates>

Here are some accomplishments by the science libraries during the unusual spring and summer.

- **Engineering Library & Technology Commons (ELTC):** Michelle Baggett successfully worked with Engineering faculty to implement an all-electronic reserves policy for this fall. Mara Inge catalogued 18 drawers of microfiche, in addition to finishing Recorded Sound. Noel Kopriva, along with Rachel Brekhus and two librarians from Wash U, provided weekly support to students in the MOLSAMP Research Experience for Undergraduates as they researched different aspects of COVID 19's disproportionate impact on people of color. The aim of MOLSAMP, Missouri Louis Stokes Alliance for Minority Participation, is to significantly increase the number of underrepresented minority students (URM) statewide who complete undergraduate and advanced degrees in science, technology, engineering, and mathematics (STEM) fields.
- **Geology:** Stephen Stanton kept up with delivery of geoscience information and resources to geology people and kept up with other geoscience librarians, particularly on Geonet and Maps-L.
- **Math:** Yasuyo Knoll completely revamped the Math subject guide, basing her redo on other universities in the US, Europe, and Japan.
- **Vet Med:** Kate Anderson flipped her summer course on Veterinary Applied Statistics & Informatics from its usual in-person synchronous to mixture of asynchronous modules and synchronous discussion sessions. She also established Zalk Library West (aka her porch) – a place where the Class of 2020 could return their books way and get their diplomas. Sue Giger updated all the [Vet Med Specialty Boards Recommending Readings Lists](#) (over 30!), a favorite resource for our residents, and created a [African-American Veterinary History LibGuide](#)

Health Sciences Library – Chris Pryor: Chris thanked everyone who helped with the building project and the preparations for opening for fall. There are a lot of changes at HSL. User access is limited to the 2nd floor. Currently 30 seats will be available. The 1st floor is not available. It will primarily be the construction project which hopefully will be finished by spring; there will occasionally be some student testing done on the 1st floor. The 3rd floor is now being used for furniture storage and the amount of furnishing up there now make it difficult for social distancing. A lot of our new soft seating has been temporarily moved, allowing space around our circulation desk so that three people can stand in line and properly social distance. The seating on 2nd floor will be assigned seating. Patrons are required to check in at the circulation desk and get a number. Tables all have numbers with one seat per table. If things are going okay as the semester unfolds, then we might be able to add some seating or perhaps allow some to open on the 3rd floor. We have cleaning stations set up on 2nd floor with towels and disinfectant spray so that patrons can sanitize their work area. HSL has to adhere to hospital protocols. Right now access is only allowed to those with MU Health care badges – basically SOM students and faculty. Cards are scanned at the door and a health assessment is done as soon as people enter. Chris is in discussion with hospital security about working out access for School of Health Professions and Nursing students/faculty.

Diane Johnson: Medical School is back in full swing. There is no worry about enrollment numbers. The school only takes 120 students and there is a long waiting list. We completed the orientations for our new residents, fellows and new medical students over the summer. In the midst of that, we unveiled a new website at the beginning of June, as well as a new version of PubMed. The library provided access to an ebook used by the incoming medical students for a diversity “one read” activity, [Seeing Patients: Unconscious Bias in Health care](#). We’ve been working on some ways to track high impact/trending articles written by our faculty, and to help them connect based on their research interests. We continue to send COVID literature updates seven days a week, and to explore ways to help our clinicians make sense of the mountain of medical literature about the pandemic. Rachel and Felicity have been working to build MOspace into the submission process for the Missouri Telemedicine Conference. Overall, the Information Services team continue to emphasis zoom consults. Today is Levi Dolan’s last day as our

Graduate Library Assistant. He will be greatly missed and we wish him well as he starts his fellowship with the National Library of Medicine. We will not be replacing him; reference and circulation staff as well as Katy in ILL will cover the work that Levi had been doing.

Journalism Libraries – Dorothy Carner: Dorothy shared a slide of what the library looks like now, pointing out a new PoYI picture and the new modern aesthetic look. She said they now have half the seating but all the services. Both the Journalism and Columbia Missourian Libraries staff have continued to work since we shut down in March.

- Columbia Missourian library: Sandy Schiefer and Majiyebo Yacim have been collecting and documenting articles written by the Missourian about Covid-19 and Black Lives Matter protests and adding them to the Missourian Special Issues libguide. Sandy has also managed multiple news contest entries for journalism. Majiyebo has continued to archive the print and digital Missourian and Vox Magazine articles. We're very happy that she is now a journalism master's student and will continue to work at the Missourian library. Dorothy said she and Sandy created and maintain the Reynolds Journalism Institute site: *RJI Covid-19 Resources*. Both of them are part of the Mellon Grant Digital News Preservation Team interviewing key individuals from news organizations around the world identifying news organizations and vendor technologies and best practices for digital news preservation.
- Journalism library: The fully mitigated journalism library will have a new look and new hours this fall. The entrance doors have "Journalism Library" in frosted glass decals across the front of the doors. There is a new spectacular POYi photo by Esther Bublely, the 1948 award winner, in the stair well leading to the lower level. The new Hours: M-Th. 8AM-8PM, Fri. 8AM-5PM, and closed Sat. and Sun. Sue Schuermann worked on several projects since last March: POYi collection, Newspaper microfilm, creating and updating several electronic reserves courses, and creating and updating libguides including our IDE and eBook guides. Sam Ediger joined the Mellon grant team, assisting with transcript cleanup for data mining. He and Sue have managed the library's curbside pickup and scanning during the summer. Dorothy has spent most of the "working from home" time split among planning for the return to campus and library mitigation, as well as the Mellon grant project, working with faculty to acquire eBooks for courses, and creating and updating libguides and electronic reserve courses. The library is happy to have four student workers returning this year.

Communications and Marketing – Shannon Cary and Taira Meadowcroft. They have been busy getting information out to students, working with campus communications to promote consistent safety messages, encourage remote services and pushing out information about changes to services. If anyone receives complaints about hours and other changes at the library, please send them to Shannon and she will try to deal with them. We want to encourage our users, especially students, to subscribe to our newsletters. Our messages will have the tagline: *Mizzou libraries are here for you*. A new digital online escape room was created for welcome week. Everyone is encouraged to try it out. Comments from chat include: The escape room is FUN...One of our professors is assigning the escape room as extra credit! ... Mara also helped with the Escape Room. ULSAC worked on a new edition of the Student Vision Document. It can be found at https://libraryguides.missouri.edu/ld.php?content_id=56065391

Deb thanked Taira for stepping up this year after Grace left us.

Some suggestions from the chat:

- Rachel: If anyone happens to live in neighborhoods with a lot of student renters, write your City Council rep and ask for a yard sign reminding students about city and campus rules about social

gatherings/parties. City and MU have collaborated on this, according to her city council member. We are not a 24 hour study hall.

- Rachel – It would be good to put updated pictures of students observing social distancing & mask requirements in group study rooms and faculty research offices on the website.
- Marie – It would be good to understand how to maintain social distancing requirements during emergencies like tornado sheltering? (Dana Sheila and Kathy will start discussing this and have a recommendation to Deb soon)
- Rachel – Rachel can donate calendar pictures of “Missouri Natural Events” for the FRO. (Kathy told Rachel to deliver calendars to Sheila in 115 Ellis)

Some questions asked and answered in chat:

Q: When will Ellis 201 and 202 open?

A: Since 202 has more seats than 201, we have asked that those windows be finished first. We are thinking sometime in September and then they will start on 201 while the architect checks out the finished work. As soon it passes inspection, we can open up 202. The same procedure will follow for 201. Once everything is finished and inspected then the scaffolding comes done. We are hoping that will happen in November but everything depends on the weather, Covid, and the supply chain. Allowing access from the North door and opening those rooms could go all the way to Thanksgiving.

Q: Will we still have printers in IC 1?

A: Yes, we do have the printers in Information Commons’

Q When is 1st floor of HSL floor totally closed off? Or is that dependent upon the books being moved out of the compact shelving?

Q: Are you delivering books to Ellis/other campus libraries?

A: There is not set project time for the first floor at this time and yes, we are delivering materials to Ellis and other locations for pickup.

Meeting adjourned at 3:55