



Panel Discussion: Research Libraries & COVID-19

Impact & Plans for the Future



Friday 4th December 2020



Host & Speaker



Hilde van Wijngaarden,
LIBER Treasurer,
Director University Library,
Vrije Universiteit Amsterdam



Astrid Verheusen,
LIBER Executive Director



Notes

- **The Webinar is being recorded.** All participants will receive a link to the recording shortly.
- **Slides are on Zenodo.** See the chat box for the link.
- **Questions?** Put them in the chat box. Speakers will answer questions at the end of the discussion.

The Panel



Jeannette Frey
LIBER President,
Director of
Bibliothèque
Cantonale et
Universitaire, Lausanne



Matt Greenhall,
Deputy Executive
Director,
RLUK



Mary Lee Kennedy,
Executive Director,
Association of Research
Libraries (ARL)



Martine Pronk,
Division Manager,
Academic Services,
University of Utrecht
Library



Giannis Tsakonas,
Director, Library &
Information Center,
University of Patras



LIBER COVID-19 Survey Results

*Astrid Verheusen, Executive Director
LIBER*

*Online Panel Discussion,
4 December 2020*



Why, How, Who

Why?

- Understand current situation with European research libraries.
- Find ways in which we can better support our members in the context of the pandemic and moving forward.

How?

A survey composed of mainly:

- Multiply choice questions
- Open-ended questions

Who?

Participants were mainly LIBER libraries, but we also included non-member libraries and institutions.





What did we ask participants?

32 Questions

Section 1: Current library situation (Fall 2020)

Section 2: Availability of services and materials

Section 3: How can LIBER support you?

297

Participants (71% completion rate)

31

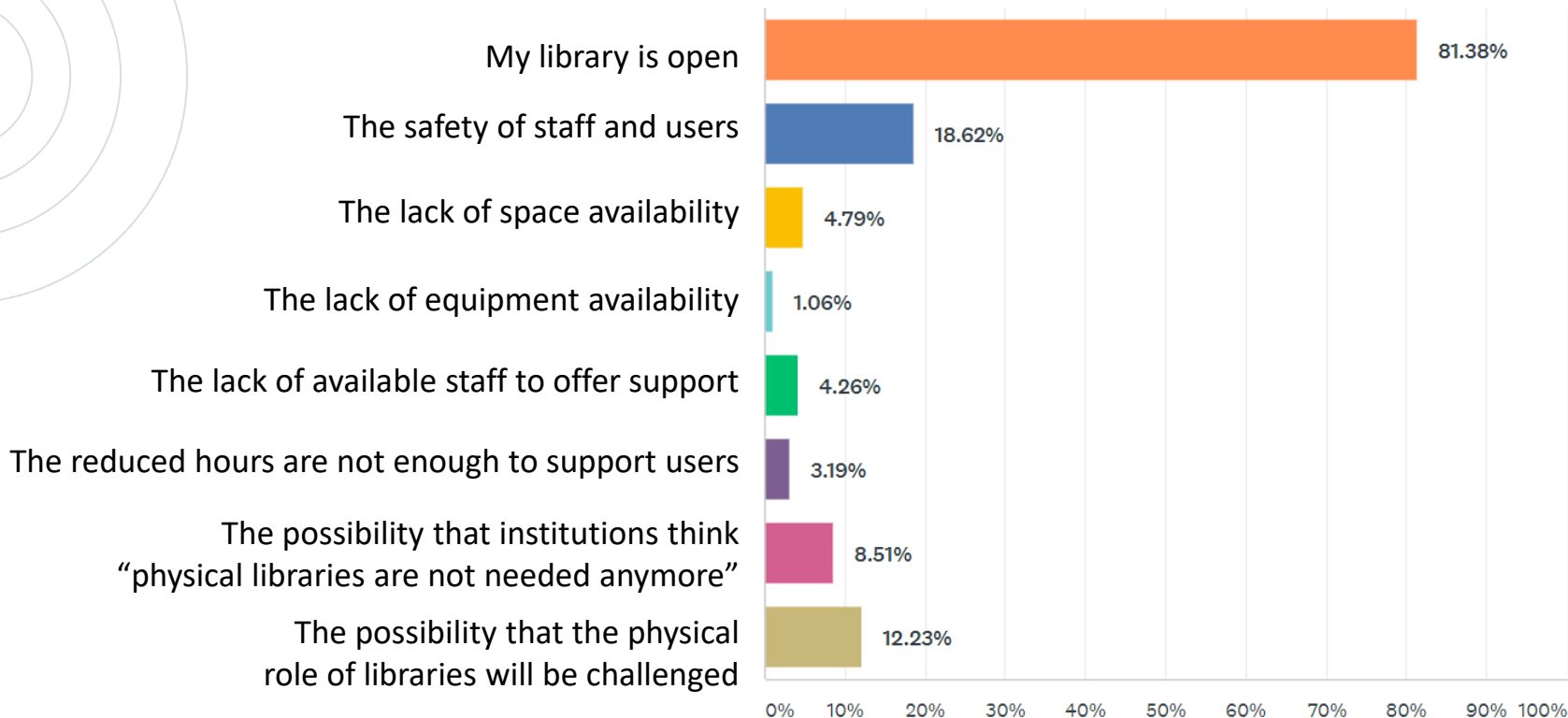
Countries

All types of libraries

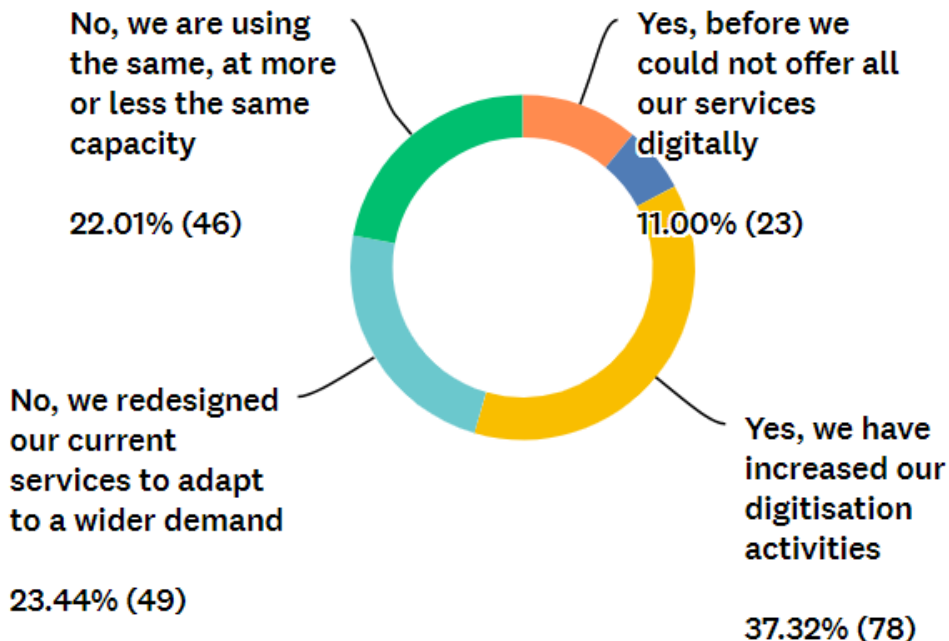
Academic Libraries:	72,87%
Special Libraries:	12,55%
Other libraries:	8,91%
National libraries:	5,67%

Key Findings

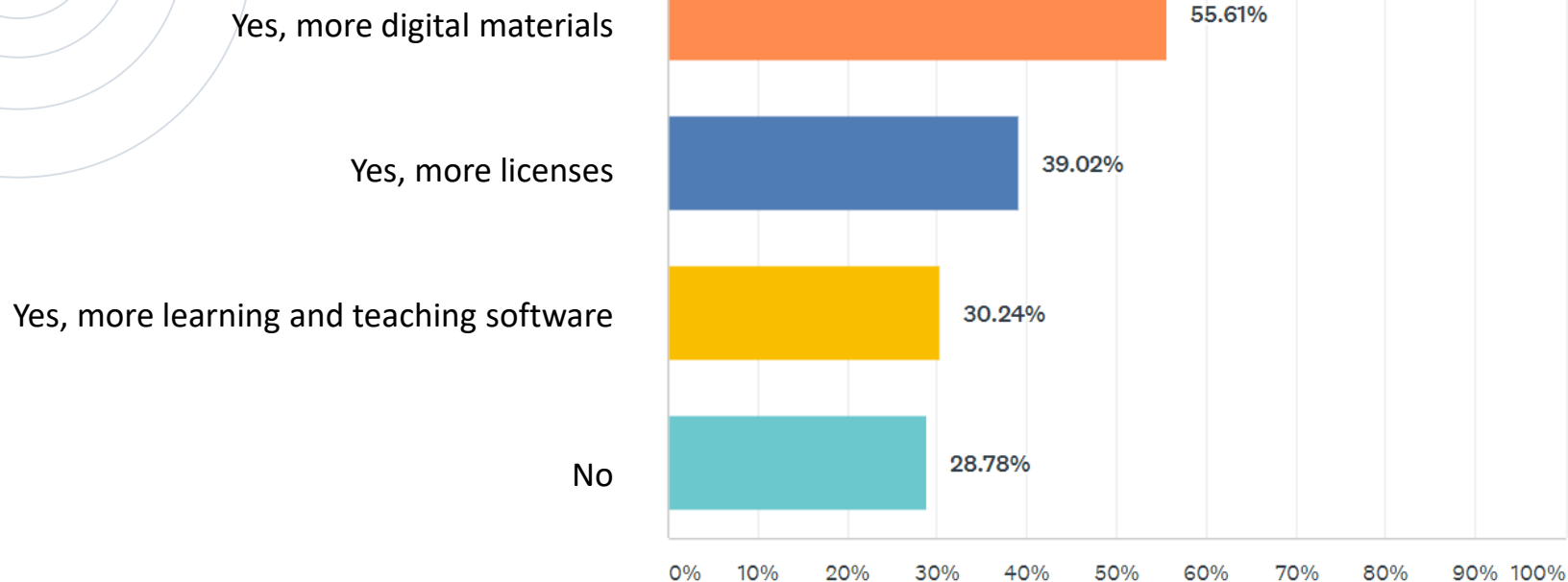
Main concerns with libraries reopening



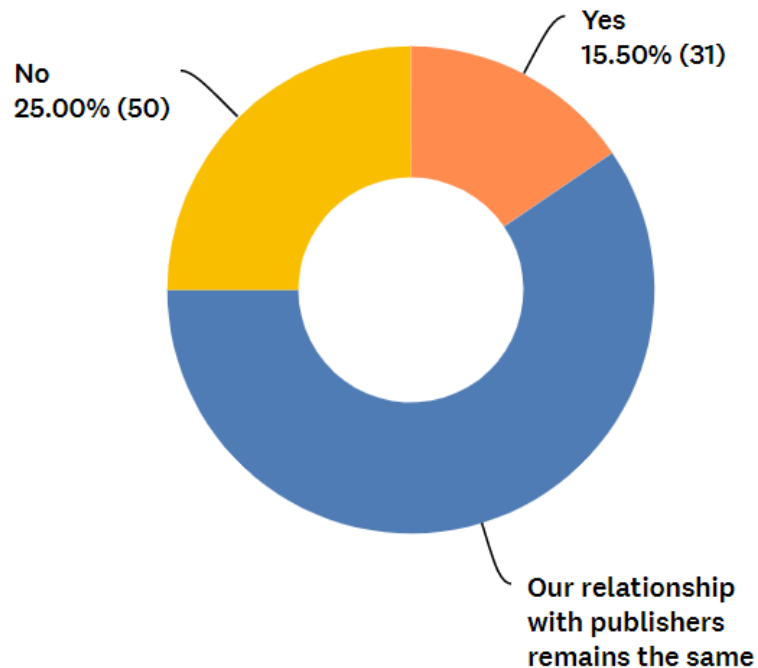
Increase/change of digital services



Acquisition of more digital materials, licenses, learning & teaching software due to COVID-19



Difficulty with publishers regarding licenses and prices



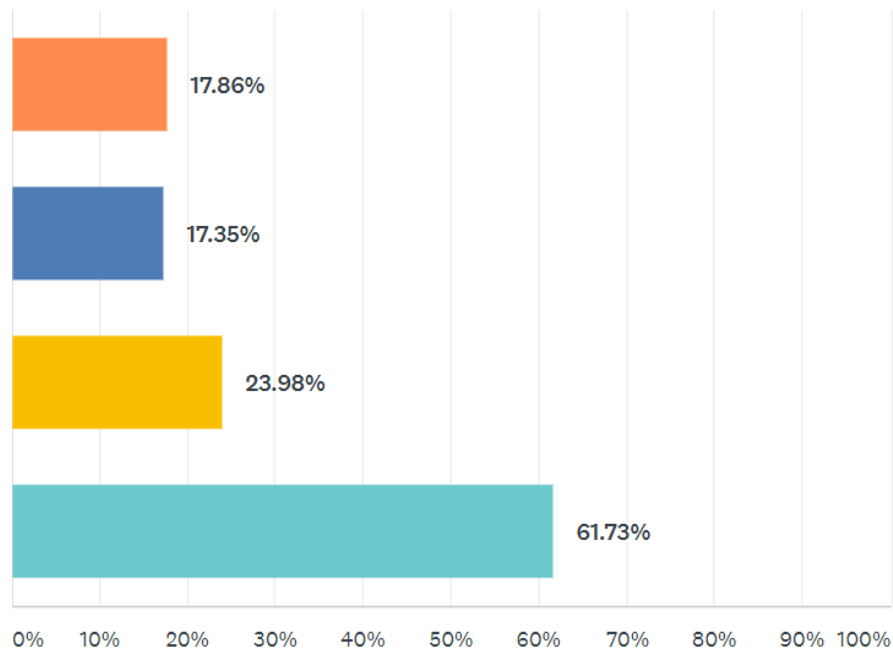
Are staff and users having difficulty using digital materials, for remote purposes, because of copyright law infringement?

Yes, they cannot make physical copies of printed or digital materials to use outside the library

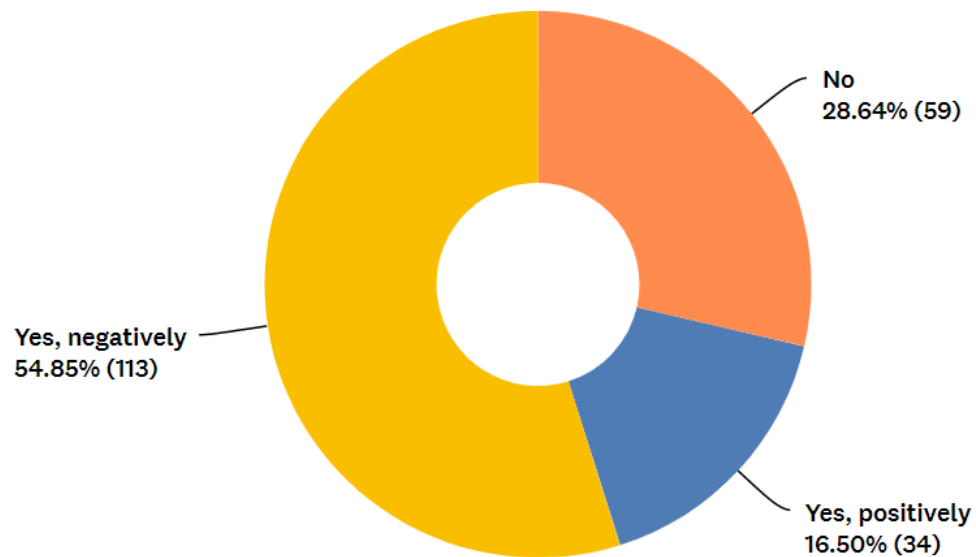
Yes, they cannot scan or copy materials for online teaching

Yes, they cannot share copyright-protected content via streams or recordings of lectures

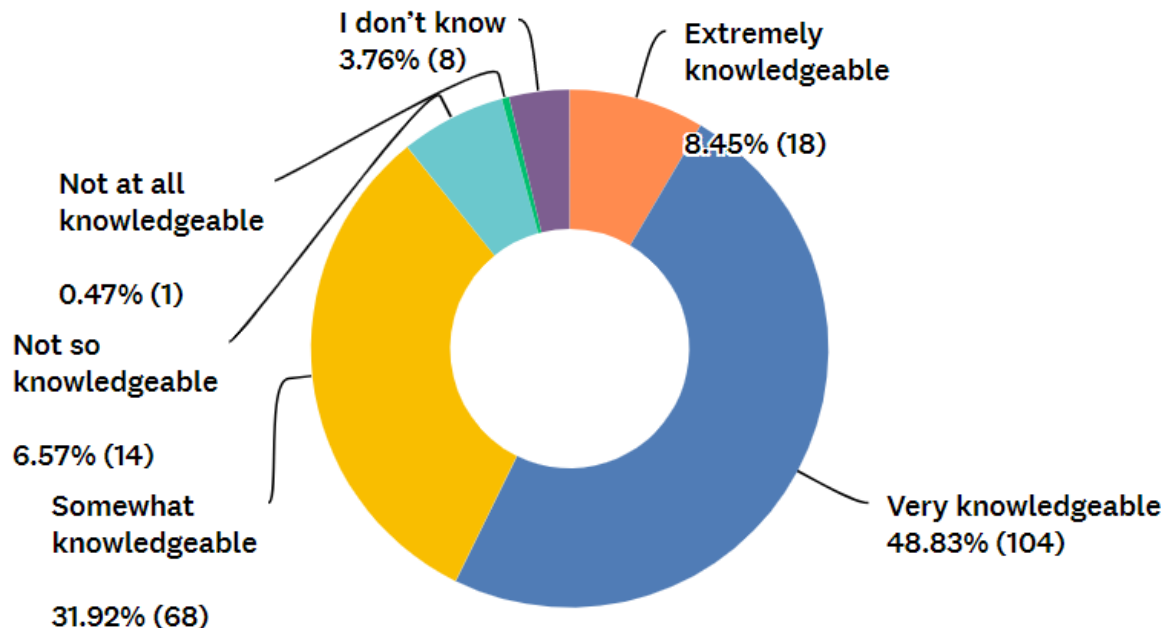
No



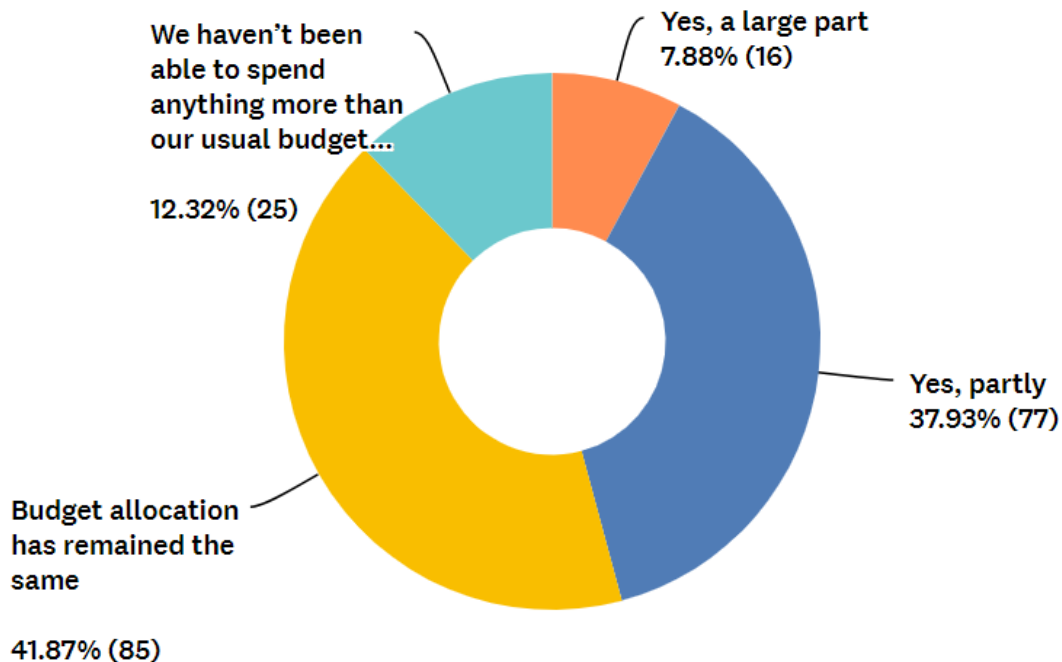
Have library projects been affected due to COVID-19?



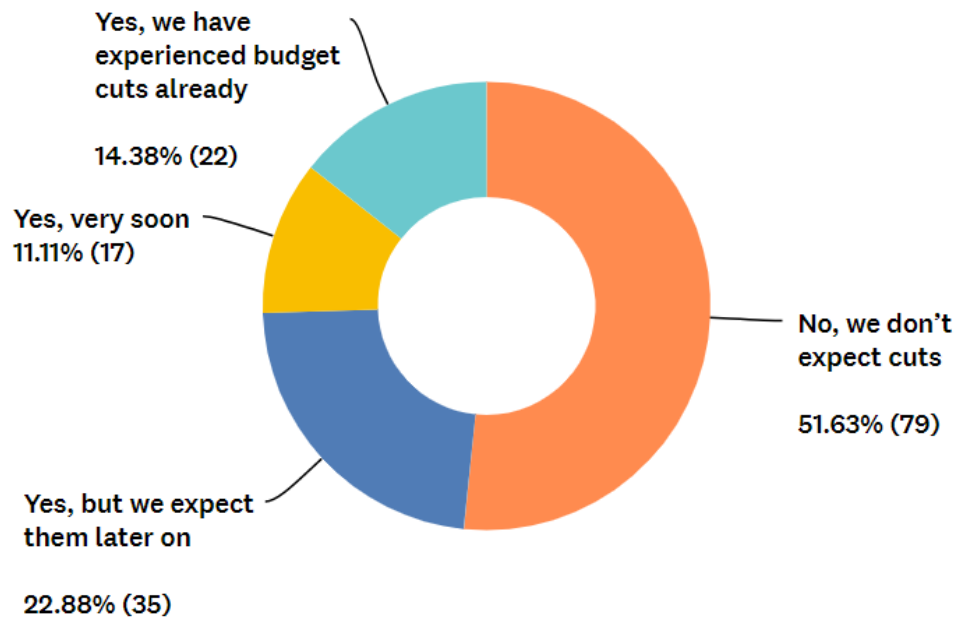
What's the level of your service staff's skills for delivering v



Have you had to redirect expenses towards digital services or content?

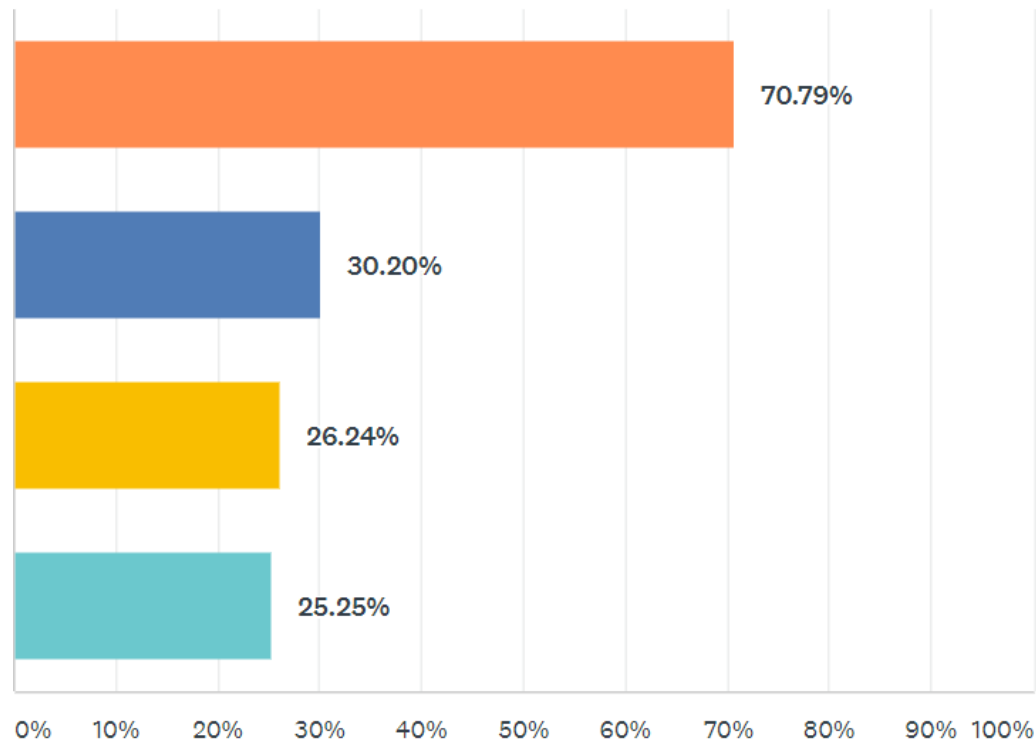


Do you foresee any budget cuts for your library or university because of COVID-19 in the next academic year?

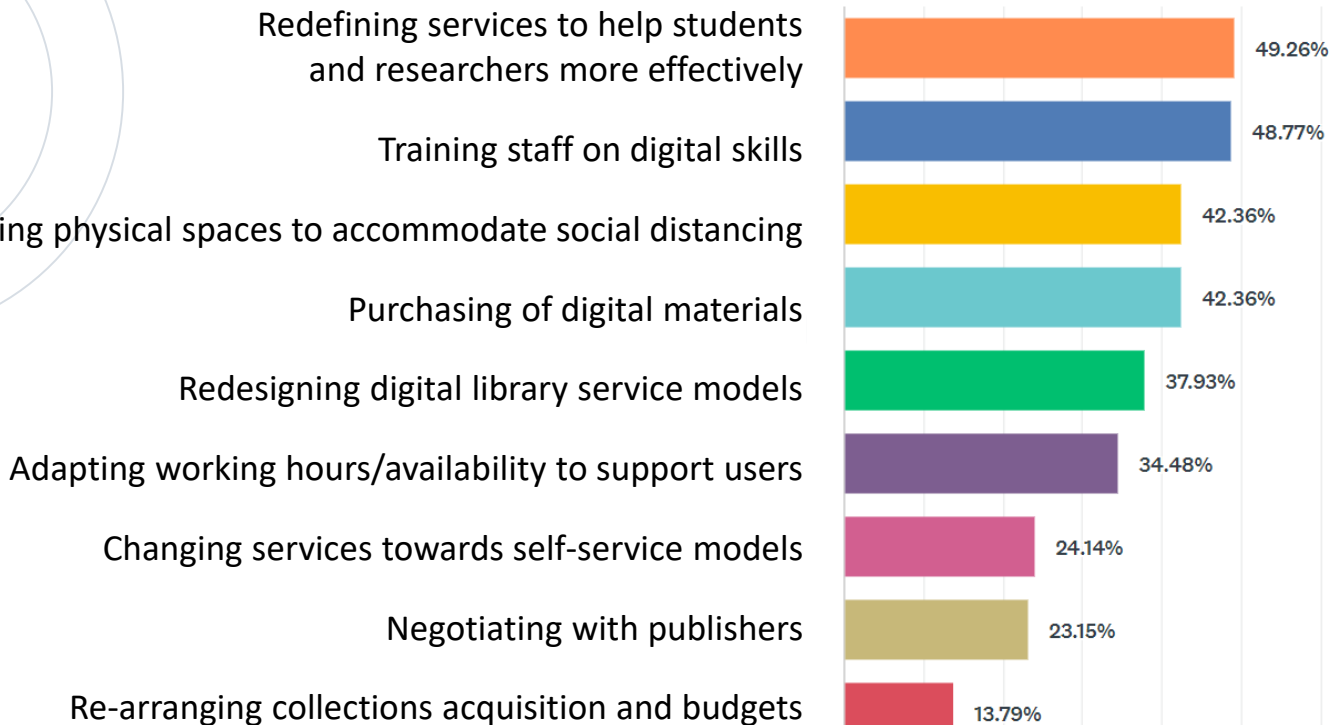


Main concerns over crisis in general

- Health and safety of staff
- Crisis management
- Organisational changes
- Redefining your role as library within your university



Main focuses by end of March 2021



What would most benefit libraries?

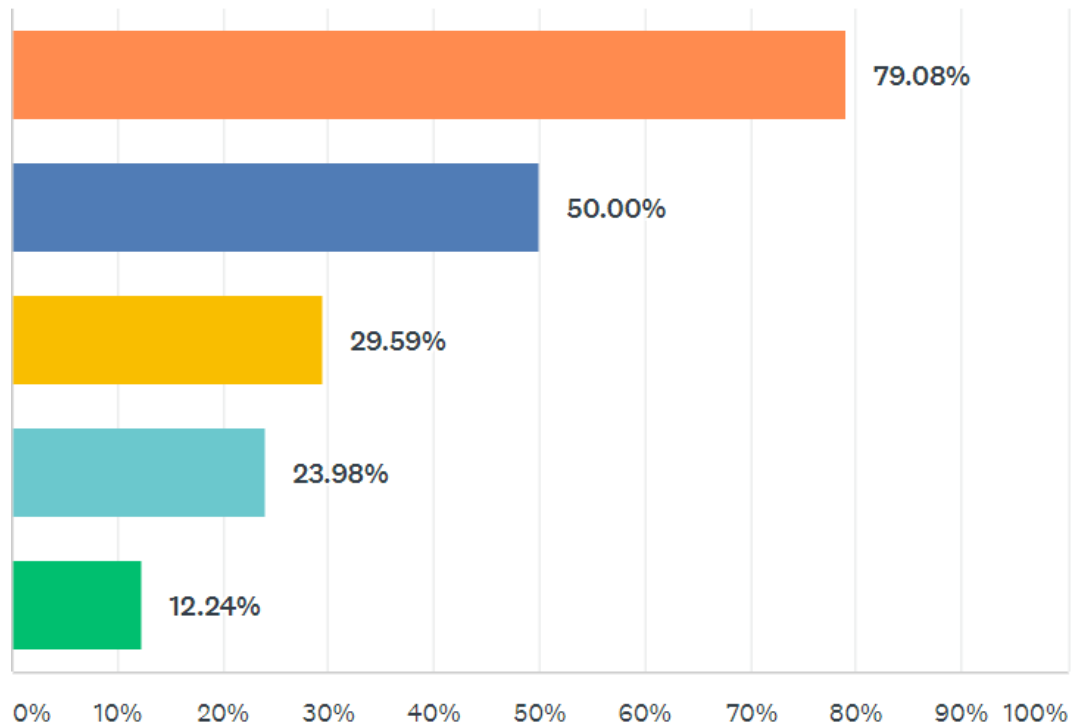
More materials available digitally

More training on how to do research online

More space to allow students and researchers to use material physically

Online study groups for students

More lending of equipment



What services can LIBER provide?

Online services/events specifically designed to support research libraries' move towards Open Access

Online services/events specifically designed to help libraries and librarians to cope with COVID-19

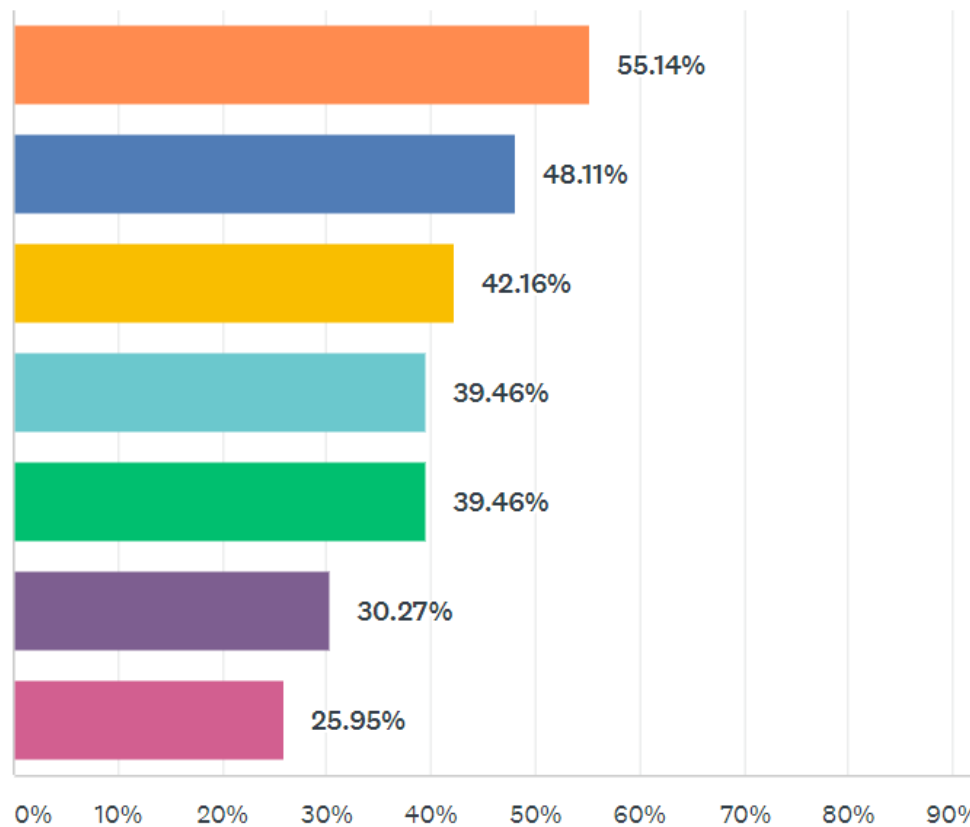
Online services/events specifically designed to support research libraries' move towards complete digitalisation

Support in voicing your concerns to the European Parliament

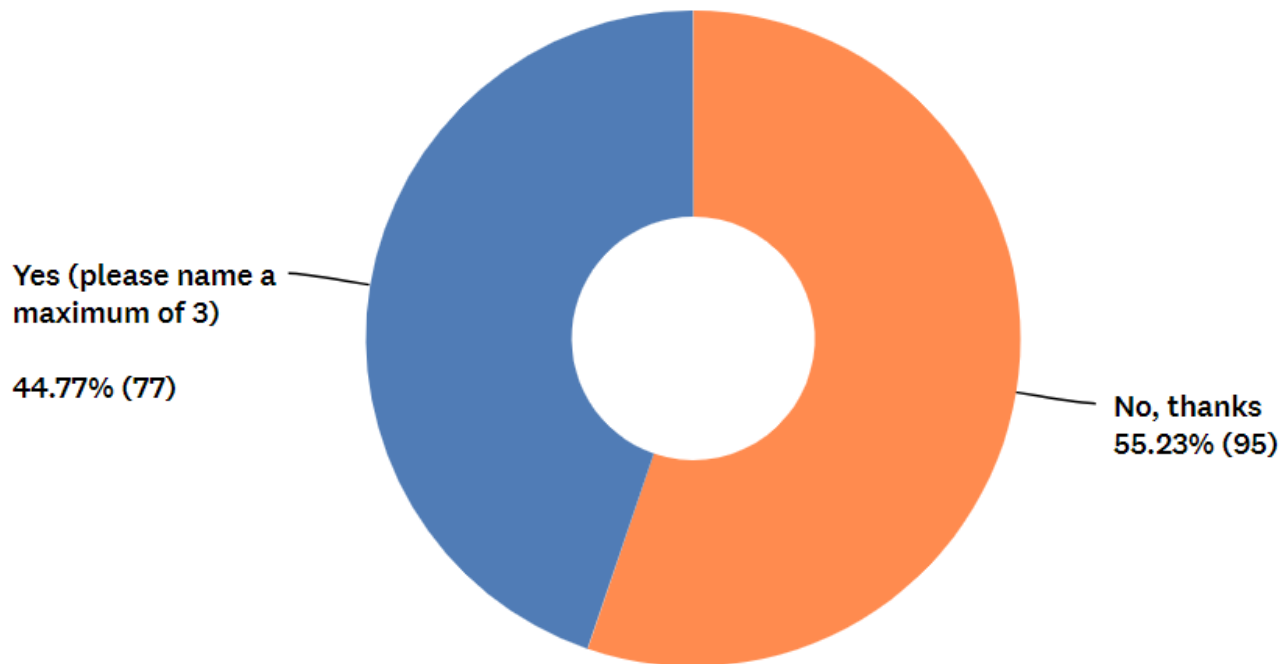
Support in voicing budgetary issues specifically to cope with COVID-19, at European level

Support in projects related to helping libraries and librarians to cope with COVID-19

Support in developing a protocol for the reopening and operating of European research libraries during COVID-19 times



Support with studies at European level



Key conclusions

- Answers reflect **extreme diversity** in situations and countries. We should think about designing our action points accordingly.
- **Health and safety** (physical and mental) of staff is one of the top concerns of the physical aspect of libraries, as well as reorganising spaces.
- **Dialogue is especially important now.** Contact with users and peers is greatly missed by many participants. Not only emotionally but practically as well.

- **Digitisation** is a reoccurring theme in many of the written answers. There is no doubt that there is a high demand to support a transition.
- Definite focus towards making **more online training** and **digital content available**.
- There's an **existential quality** to the comments in the survey, which could be caused by the **shock** the academic world (and the rest of the world) has gone - and is still going through. New kinds of realities, on several levels, are surfacing and libraries, users, publishers and other stakeholders need to be prepared to adapt.



Thanks!

Questions?

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