



Eurasian Academic Libraries Conference – 2021
**“Contemporary Trends in Information Organization in the
Academic Library Environment”**

June 29-30, 2021

**COVID-19 Impact on Information Organization:
Delivering Information and Library Services
During a Pandemic**

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Outline

1. Introduction
2. Pandemic-driven library transformation
3. Information and services organization
4. Lessons for the future





INTRODUCTION



Pandemic Impact

- Global in scope
- Catastrophic in nature
- Rapid in progression
- Impacting every sector of life and human endeavor
- Higher education and academic libraries challenged



Response to Pandemic

- Higher education need to ensure continuity of research, teaching, and learning
- Academic libraries as key players in supporting academic missions of their respective institutions
- No library is an island: We all shared information and learned from one another





UW-MADISON'S PANDEMIC-DRIVEN LIBRARY TRANSFORMATION



UW-Madison Response

- UW-Madison Libraries role in enabling continuity of research, teaching, and learning
 - Support of campus pivot to online learning
 - Online delivery of library instruction
 - Facilitating access to print collections through digitization
 - Liaison consultations and research support
 - Chat services
 - Etc.



New Service Models

- Creative ways of organizing, accessing, and delivering services and information
- Emphasis on virtual support
- Still needed to use physical spaces for:
 - Digitization
 - ILL
 - Pick Up Service (books & laptops)
- Gradual reopening of physical spaces



NEW SERVICE MODELS...*Cont.*

- Redeployment of staff
- Continual changes and adjustments
- Aligning with Campus, State, and National Mandates
- Active Communication with staff, patrons, and partners



Pitfalls

- Uncertainties
 - Sometimes pandemic guidelines not clear
 - Application of pandemic guidelines to library settings could be challenging
- Rapid pace of change





INFORMATION & SERVICES ORGANIZATION



Successfully Delivering Services During Pandemic

- Have a strong virtual presence
 - Clear organization of Web information
 - Portals for specialized support
 - Chat services for real-time communication
 - Prominent announcements/news area with current updates



Successfully Delivering Services During Pandemic ...*Cont.*

- Prioritize services
 - Reorganize workflows as needed
- Strong support for staff
 - Flexibility
- Leverage partnerships
 - For example at UW-Madison: HathiTrust, CRL, BTAA, various publishers





LESSONS FOR THE FUTURE



Preparedness

- Have a COOP (Continuity of Operations Plan)
- Optimize your Website
 - Intuitive organization of information and services
 - Obvious user access to support
 - Strong communication channel



Preparedness... *Cont.*

- Review your library's performance during the COVID-19 pandemic
 - What did you learn?
 - What were the key challenges and how did you overcome them?
 - What were some positive outcomes of your service delivery?
 - How would you handle a similar situation in the future?



Preparedness... *Cont.*

- Retain important documentation from the COVID-19 library experience that might be useful in future
- Survey your users about their academic experience during the pandemic
 - You will gain useful insights for your services going forward
 - UW-Madison Graduate School survey of students



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SPRINGER NATURE



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THANK YOU FOR LISTENING!

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