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Copley Connects Library Newsletter

Copley Library

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Spring 2020

## Copley Connects | Spring 2020

University of San Diego

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# COPLEY CONNECTS

COPLEY LIBRARY

EXPLORE | DISCOVER | SUCCEED | SPRING 2020

## MESSAGE FROM THE DEAN

***In March, the COVID-19 pandemic became a reality in the United States. Prior to the virus, libraries in this country had never collectively closed.***

Initially, Copley Library personnel prepared to maintain some services in the building. As essential personnel, we were aware that libraries have remained opened while dealing with challenges ranging from weather to riots. After all, following Hurricane Katrina, 20,000 librarians fearlessly arrived in New Orleans for the American Library Association (ALA) Annual Conference, when many large organizations cancelled their meetings. Not only did we go to New Orleans, but we also volunteered to assist with community projects and library rebuilding efforts. Even SARS did not stop us from attending the ALA Conference in Toronto. Why? Because librarians are committed to our profession and we believe that libraries are a public good. In both good and bad times, we provide free access to resources for our communities and our buildings serve as safe havens for

*(continued on page 2)*



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## Social Media



## COPLEY CONNECTS

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**Cindy Espineli**, Executive Assistant

### FRONT COVER:

illustration from *The Cactaceae*  
(illustrated by Mary E. Eaton; Carnegie Institution of Washington, 1919)

### BACK COVER:

Left to right: bookplate by Mary Eleanor Curran (top), bookplate by Sara E. Blake, book cover *Nature's Garden* by Neltje Blanchan (Doubleday, Page, & Co., 1905), bookplate by Beulah Mitchell Clute

## MESSAGE FROM THE DEAN

*(continued from page 1)*

all people regardless of academic discipline, race, color, creed, national origin, sex, religion, or socioeconomic status. However, the COVID-19 illness is different; it is a public health crisis. This invisible virus pitted our values against the need to protect the well-being of library personnel and users.

On an academic campus, I've endured enrollment declines, budget shortfalls, economic recessions, 9/11, and the 2008 financial disaster. Through all of these calamities, libraries continued to be open and a beacon of light to their communities. For residential campuses, the rule is: "If the university is open, the library is open." In chronicling Copley's COVID-19 experience, seemingly from nowhere came this fast-moving virus. I recall on March 6 that Stanford University and the University of Washington announced they were sending students home to limit exposure to the virus and the rest of higher education followed their lead. The next week San Diego Circuit library leaders began to regularly communicate with each other as the situation rapidly evolved. Within a nine day period, from March 10 to March 19, each of the academic libraries and the San Diego Public Library system closed. By the time Copley closed, we had already suspended the Circuit service on March 16. With President Harris' campus-wide remote teaching mandate on March 12, I took the extraordinary measure of asking the university to close the library and President Harris granted my request on March 18. On the evening of March 19, Governor Newsom issued his stay-at-home order for California citizens.

Though COVID-19 has shuttered Copley Library's physical space, we continue to serve the campus community remotely. Like the faculty, we accomplished the Herculean task of flipping the library from a face-to-face to a remote learning model. While our databases were always accessible remotely, now all of our services have been redesigned. A team of six individuals from the Collections, Access, and Discovery Department worked non-stop for two weeks to make this new library service model a reality. Laura Turner, Alejandra Nann, Millie Fullmer, Christopher Marcum, Catherine Paolillo, and Alex Moran were all instrumental in securing an e-textbook collection for our students. Turner, Nann, and Fullmer fulfilled faculty e-book requests while Fullmer ordered streaming media and Marcum digitized DVDs from our collection for faculty. Also, Marcum and Paolillo designed the Library Remote Services flyer. Alex Moran is Copley's biggest hero during COVID-19. Daily he arrives to work quietly and alone in the basement of the Legal Research Center. He scans book chapters for students and faculty, fills our faculty and students' interlibrary loan borrowing requests and executes lending requests made by other libraries. In addition, he makes appointments with faculty and graduate students to pick up books. The latter book pick-up service as well as interlibrary loan lending materials to other libraries has been suspended by many libraries, which makes Copley rare in continuing to provide this service. Moran has filled 1,184 requests since March 19. This statistic is simply astounding! Moran, a twenty-six year library employee and one of the best interlibrary loan people in the business, is truly Copley's first responder.



Michael Epstein had implemented our chat reference service seven years ago, which has proved to be an excellent way for users to reach reference librarians during COVID-19. In addition, to support our remote reference service, Epstein contracted with Springshare's 24/7 Reference Service in which librarians from around the world provide our faculty and students with research assistance during hours that we are closed. The Archives, Special Collections and Digital Initiatives Department continues to digitize materials and answer archival research questions. The liaison librarians offer one-on-one consultations, assist with research questions, conduct library instruction sessions via Zoom, and design tutorials and library orientations. Yes, your department and school librarian is still available to serve you and don't forget to contact him/her about the resources you'll need for summer classes.

COVID-19 may have upended the library's face-to-face service model, but we are resilient. There is good news. On Friday, May 1, I was notified that Facilities Management and DPR, our construction firm, received the Temporary Certificate of Occupancy for the renovated Copley. I've seen the building and it looks great! Check it out on Instagram <https://www.instagram.com/copleyatusd/>. Next week we will begin to move books back into the building. By mid-June we should have the final occupancy certificate, and we look forward to opening in some manner this fall. In fact, these days I'm contemplating, how will social distancing or other health guidelines change library services this fall? The best part of working in Copley Library is our users. I confess I miss all of you. Stay safe and be well.

**Theresa S. Byrd**  
DEAN OF THE UNIVERSITY LIBRARY

## Sneak Peek at Copley's Renovated Spaces

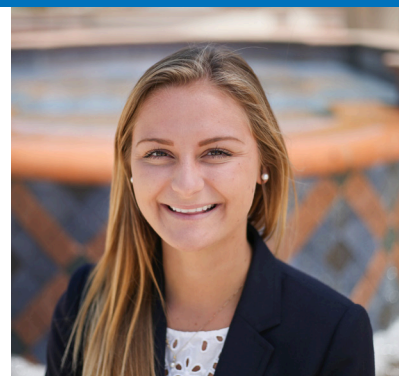
By Paulina Gabos, USD graduate and former Copley Library student assistant

On February 3, 2020, I had the privilege to step foot into Copley Library to see the progress on the renovation, and oh my goodness, it is incredible! I recently graduated this past fall, so it might seem strange that I was dying to get a look at what was going on in there, but I can explain. I had worked in the library for the last 3 years and also served on the Copley Renovation Stakeholders Board, which are both contributing factors into why Copley has become very near and dear to me. Despite Copley being my place of work, I have spent countless hours there with my head stuck in a textbook or my laptop screen. Stepping foot back into the library, I tried to remember what had existed a year ago before the renovation started. As nostalgic as it was to walk through a place I have spent much of my time, I was blown away by how much potential the new design has to offer. What I saw on February 3 was a space that will foster learning, creativity, success, collaboration, productivity, and so much more.

As Dean Byrd graciously escorted me through the library, I envisioned how I would have used the new library. I could see myself studying with my classmates for the Bio-Psych exam in the study room on the first floor, a room which is filled by the light from the window. I could see myself practicing a presentation in the room specifically designed for this purpose; I truly needed a place like that for my capstone presentation. I could see myself sitting at the new Access Services desk downstairs, helping students check out materials and catching up with some of my favorite professors. I could even see myself having a little mid-finals week breakdown in the new bathrooms, which are now embellished with gorgeous Italian tiles (Don't judge, we've all been there!). But for real, spending a day studying at the library instead of playing in the sun won't be nearly as hard to do anymore. The library now holds spaces I never knew I would've needed, and I couldn't help but think of how incredible it would have been to use it during my undergraduate years.

While this all feels bittersweet, I am overcome with excitement for all the students and patrons who have the opportunity to use it for years to come. Completely reinvented, Copley Library will become a place where students can strengthen their skills in workshops, study interactively, collaborate with classmates, and ultimately excel in their academics. I may have only caught a glimpse of what the new library has to offer, but I have no doubt that it will be nothing less than amazing!

***Turn the page for an exciting preview...***





# Sneak Peek

Hallway leading to Mother Hill Reading Room

## at Copley's



Small group study room, second floor



New lobby and welcome desk

Second floor reading room



**I was blown away by how much potential the new design has to offer.**

–Paulina Gabos, USD graduate and former Copley Library student assistant

New furniture, first floor



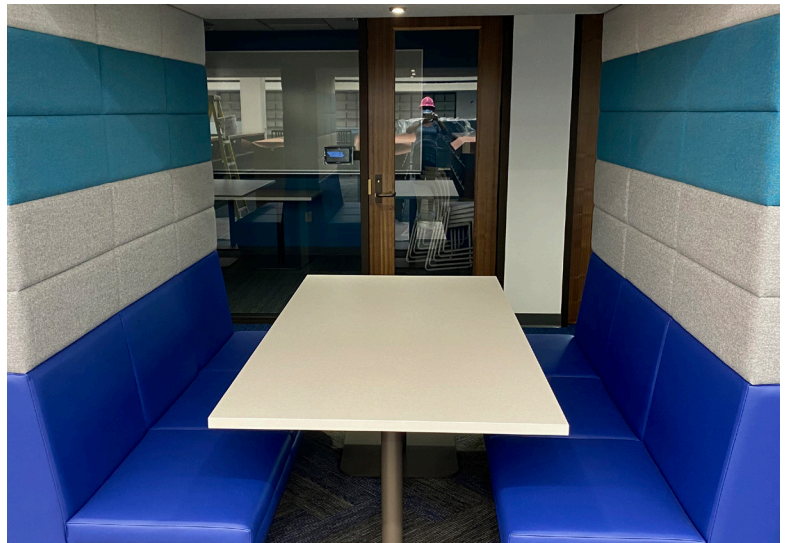
Second floor reading room



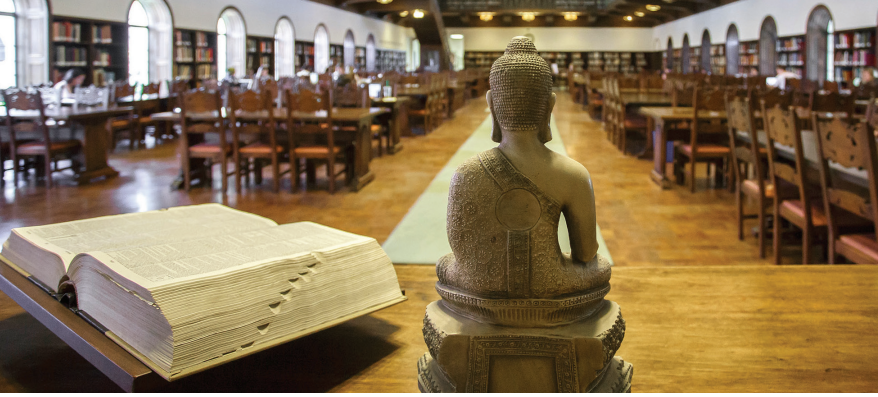
# Renovated Spaces



First floor seminar room



First floor study booth



# Copley Library Flips Services in Response to COVID-19

By Christopher Marcum and Laura Turner

*On March 12, 2020, University of San Diego President James Harris announced a mandate to begin remote teaching and learning to help fight the COVID-19 pandemic. Copley Library's faculty and staff quickly realized we would need to make some transformative changes to continue supporting the USD community's teaching, learning, and research in this new environment.*

Our work preparing for remote teaching and learning began with discussions and planning to ensure that access to essential library resources and services would continue no matter what might change as we work to fight COVID-19. Librarians from Copley's Collections, Access, and Discovery Department quickly identified the top two physical

collections that experience the most use by students – course reserves and textbooks on reserve (funded by the Associated Student Government and the Hahn School of Nursing and Health Science). After President Harris issued the remote teaching and learning mandate, the department immediately sprung into action to review the videos and print books in these collections for online availability. Staff identified online equivalents for more than 80% of the textbooks on reserve and nearly two thirds of the print course reserves. The Dean of the University Library approved funding and processes to acquire streaming licenses and other forms of streaming access for course reserve videos requested and other videos needed by faculty for remote teaching. Within the first six weeks of remote teaching, the department fielded 126 streaming requests, more than double the number of streaming titles ordered in total for the previous eight months.

In addition to purchases and licensing necessary to replace physical access with virtual access, Copley librarians received dozens of offers by academic suppliers allowing access to their online content during the national shelter-in-place mandate. The most relevant offers to free online content were compiled into a separate webpage accessible from our Remote Access Guide, and liaison librarians reached out to faculty within their subject areas.

On March 19, California's governor issued a stay-at-home order for the entire state. We quickly implemented remote work plans for our faculty and staff and developed procedures to ensure service continuity throughout

the stay-at-home order. The department identified laptop computers, scanners, digitization equipment, library materials, and other things we needed to successfully deliver services remotely. We also developed and deployed safety protocols for those of us who needed to continue working onsite. The department worked remotely to maintain all of our essential services: keeping Interlibrary Loan, Document Delivery, and Electronic Reserves running smoothly; cataloging remotely and providing electronic access to library materials; responding

## We quickly implemented remote work plans for our faculty and staff...

promptly to questions about access via email and phone; and continuing our program for library student assistants including communicating with our students on issues of concern and making sure programs such as our annual appreciation event and scholarship program continue. As we prepare for the future and our return to the renovated Copley Library, we have numerous projects in addition to our support for remote learning. Getting everyone working remotely was a challenge. Along with a lot of teamwork and remote collaboration, and with some help from USD ITS, we successfully made the transition. Google Voice, Zoom, VPN access, webcams, microphones, and other remote technologies are now a much bigger part of our daily work routines. A great debt of gratitude goes out to all our faculty and staff (and their families) for the outstanding work they have been doing remotely.

## ACCESS SERVICES



- Filled 180 Document Delivery requests for USD faculty and students
- Filled more than 420 interlibrary loan borrowing requests to date
- Filled 394 interlibrary loan lending requests for other institutions to date
- Added 1-90 items to e-reserves that were viewed over 1,100 times



## TECHNICAL SERVICES



- Ordered over 140 e-books (more than quadruple our regular monthly e-book orders!)
- Filled 127 streaming media requests for course reserves and remote instruction



We asked one of our colleagues, Alex Moran, Access Services Manager, to share a little about himself and his unique position at this moment in time when students are learning and faculty are teaching from off campus, the library building remains closed to patrons, and most library faculty, staff, and administrators are working remotely. Alex works on campus daily to ensure that our library patrons get the materials they need for their coursework, research, and teaching.

### First work in libraries

My work experience was from military service. Before working at USD, I was a Crew Chief in the Air Force. In my position, I coordinated all the maintenance on the aircraft I was assigned, including keeping up the Technical Orders library. We updated our libraries weekly giving me great insight into the importance of libraries.

### Twenty-six years at Copley Library

I have been working for USD for over 26 years. I originally started working at Copley Library part-time as the Reserves Assistant in 1995. I was hired full-time in 1996 as the evening Periodicals Department Supervisor. In 1997, I accepted the Reserves Assistant position in the Circulation Department. In 2001, I became the Head of the Interlibrary Loan Department. Finally, in 2016, I was promoted to my present position of Access Services Manager, overseeing Interlibrary Loan, Reserves, and Circuit.

### Things have changed in the last two decades

When I first started working in the Interlibrary Loan Department, everything was done on paper. A book or article request was submitted with a physical form. It was a very slow process. For example, when we received a request for an article, we would manually enter the request into our ILL electronic system, which was kind of clunky. It would take

anywhere from 1 to 4 weeks to get an article for our patrons. Sometimes it would unfortunately take that long to find out an institution was unable to provide the article. Now if you request an article, you submit the form online. As long as the article isn't too obscure, we can usually get it by the next day and in some instances, within the hour. Now, books are usually received within one to two weeks. So the process has become very streamlined and quick!

### More changes in Copley

During this COVID-19 crisis, Interlibrary Loan and Reserves have become more important for our patrons than ever. With stay-at-home orders, the library is closed, so we are looking for materials in electronic formats. If one is not available electronically and the library owns the book, grad students and faculty have the option of making an appointment to pick it up. We want to keep our patrons safe while still allowing access to materials.

For books that we don't own, we follow our traditional interlibrary loan procedures and try to order them from libraries that we think might be open. Unfortunately, many institutions have had to close, making book loans very difficult. Right now 95% of our book requests have gone unsupplied. Those that have been supplied took about 4-5 weeks to receive.

Articles have also seen a slowdown as well. Many institutions do not have access to their print collections. Personnel are working remotely and can only provide articles from electronic databases.



Alex Moran at Mezquita-Catedral de Córdoba in Spain

### Daily routine

I am quite busy. The Interlibrary Loan and Reserves Departments are fielding a lot of requests from our patrons. I am currently working onsite to ensure our patrons have access to materials. A typical day involves receiving shipments from our offsite storage facility. Those materials then need to be scanned and/or arranged to be picked up. I have scanned thousands of pages from books and journals for Interlibrary Loan as well as for electronic reserves. We know how important it is for our patrons to have access during these unfortunate times and we try to make it as seamless as possible.

*Many of our readers will have “met” Alex virtually, corresponding with him regarding interlibrary loan or course reserves, or benefiting from his work to connect library patrons with the resources they need. If you haven’t had the opportunity to meet Alex in person, visit Copley when we reopen, and drop in to say hello!*



# COPLEY LIBRARY RESPONDS



Copley Library transformed into a remote learning environment in two weeks. Our Librarians and Staff have since been hard at work connecting USD students and faculty to the Library's many resources, while striving to maintain our exceptional level of service; from reference and instruction, to circulation, technical services, and community engagement. This is a snapshot of those efforts from March 12 to April 27, 2020.

*"Thank you so much for the quick response and assistance during this transition. I really appreciate the support from everyone at the library and hope everyone is staying safe and healthy."*

-Dr. Hannah Holtzman

*"Amazing! That has everything I need, thank you so much!"*  
-student, reserves request



## Reference

- Added extra reference shifts to provide greater coverage
- Joined and implemented after hours chat service in order to provide 24/7 live assistance
- Served along with Access Services staff as point of contact for all patrons
- Answered close to 600 questions

## Instruction

- Hosted online synchronous and asynchronous instruction sessions
- Enhanced remote consultations with undergraduate and graduate students and faculty

*"I appreciate it so much!! Thank you again :)"*

-student, Zoom research consultation

*"Thank you so much! I really appreciate it. Thank you for working during this time. Stay safe!"*

-student, reserves request





## Technical Services

- Purchased/licensed and cataloged online access to textbooks on reserves and course reserves books and videos and any remote curricular resources needed
- Resolved online access issues for USD students and faculty using the library's e-resources
- Compiled free resources from publishers and cross-referenced hundreds of their titles with our collection.

## Access Services

- Maintained regular business hours to respond to service and materials requests via email and phone
- Set up remote digitization capabilities to support electronic access to Copley Library materials including materials on reserves
- Maintained electronic reserves and Interlibrary loan borrowing services to support remote teaching and learning
- Maintained Interlibrary Loan lending service in support of other libraries across the world



**"Oh my gosh thank you so much for responding so quickly! I greatly appreciate this. It is exactly what I needed."**

-student, e-book access

**"This is wonderful! The students are so grateful to have all of this material at their fingertips on blackboard while they are writing responses to it! It actually works much better for them than when we only see it in class, because now they can go back to it and really focus in on specifics much more precisely! Thank you so much for turning this set of challenges into a breakthrough for me!"**

-Dr. Sally Yard

**"Thank you for helping me find some great sources for my research paper!"**

-student, chat reference session

**"Thanks ... for your generous offer of continued support as we move to remote teaching and work. This is new territory for all of us, and I really appreciate the support!"**

-Dr. Kate DeConinck

**"Thank you so much for the help and for taking the time to upload this as it is making a world of difference for my current essay and I very much appreciate it."**

-student, streaming question





# Hangouts, Breakout Rooms, and Video Conferencing: LIBRARY INSTRUCTION GOES REMOTE

## REFERENCE & INSTRUCTION

- Answered 598 individual faculty and student questions
- Conducted 128 student and 81 faculty consultations
- Hosted 19 instruction sessions and workshops



By Hugh Burkhart

While using online resources and communicating with librarians via chat may be familiar to many USD students, fewer of them were likely to have experienced online library research instruction prior to the university transitioning to remote learning in March. Since then, Copley Library's subject specialists have been busy consulting with individual students online and meeting with entire classes via Zoom. Like faculty in the academic disciplines, librarians have had to adapt quickly to the new environment and meet students where they currently are. This transition has certainly been challenging, but librarians have leveraged the tools available to their advantage and learned to troubleshoot along the way.

"Zoom has been the best tool for remote instruction so far, and I have been acquiring new skills to help me use it effectively," says Access and Outreach Services Librarian Christopher Marcum, who also serves as the History subject specialist. "For example, I have learned how to share video and audio via Zoom, and how to use the break-out rooms for group assignments, and how to use the polling feature to engage students and assess what they know. In terms of refining my approach, the key thing I have been doing is working to identify and deploy effective techniques in remote environments."

In addition to reaching students in classes where faculty have invited them

"I believe the most effective way to work with students is to meet them in the manner they are most comfortable. I've had my phone on speaker while walking a student through a database search. I've Zoomed and screenshared with others. I've just chatted with others. In this environment, flexibility and being nimble is key."

**AMY BESNOY, Reference Librarian and STEM and Gender Studies subject specialist**





“USD has a lot of hard-working students committed to doing what it takes to make the most of the educational opportunities even in the face of tremendous challenges. Although I have seen this in context with individual students in the past, working remotely during this pandemic has made it clear to me that this is characteristic of our student body, not just a few students here and there.”

**CHRISTOPHER MARCUM, Access and Outreach Services Librarian and History subject specialist**

to provide information literacy sessions, librarians have also held online office hours. Reference Librarian and Theology, Religious Studies, and Philosophy subject specialist Martha Adkins holds office hours in Google Hangouts. She comments that she finds her “interactions with students by chat to be far more fruitful than before we went totally remote. Students articulate their questions in more detail, and seem more engaged with the back-and-forth of the reference interview.”

Librarians have also had to be mindful of the student experience, as students are undoubtedly experiencing some pitfalls of working remotely in addition to seeing some of the benefits. However, Digital Initiatives Librarian Amanda Makula, the

Ethnic Studies subject specialist, notes that they “are adapting readily to the new reality of online teaching and learning, even though it may not be their preferred method of instruction. They are resilient and good at articulating what they need in terms of library support.”

Librarians at Copley had long been preparing online subject guides, video tutorials, and other digital tools to serve students working predominantly in the traditional mode prior to the remote learning period. In many ways, the current situation is an opportunity to reach even more students and become adept at utilizing a number of online platforms. That said, we can’t wait to see everyone in person again!



“I have for years publicized and held myself to the ‘Steve Guarantee,’ which is ‘I will get back to you in 24 hours or less, including weekends.’ I maintain that stance now, and it has been interesting and perhaps instructive over the years how many emailing students and faculty remind me of my pledge when submitting a question.”

**STEVE STANINGER, Reference Librarian and Business and Political Science subject specialist**

## REMOTE RESEARCH ASSISTANCE DURING COVID-19

By Michael Epstein

Working from home rather than on campus has meant adjusting in a variety of ways. Fortunately, our reference team was well-prepared for an online only service model as we had been offering research assistance for several years via chat, email, text message, and our online FAQ system. In addition, the reference team implemented a screen sharing option last year that allows us to launch a Zoom session with

a patron through our chat widget.

With online screen sharing we can simulate

an in-person reference interview where we would typically invite a student to view our desk monitor while we discussed their question. Students and faculty can begin a session in chat and then also see our screen as we navigate databases and other sources together. This is especially useful for more complex reference questions and also helps students learn how to better navigate our resources. Sometimes seeing a process in action is more important than written directions. In addition, the chat interface allows us to push files to patrons such as marked up screen captures, video tutorial links, and other guides showing how to utilize our research resources.

While the pandemic has affected everyone in a myriad of ways, our ability to provide research assistance via remote methods has not changed and continues to be a vital part of the service we provide to our USD community.





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Your gift provides vital support for materials and programs that help us enrich the academic life of the University of San Diego students. Please consider a generous gift.

Please detach and mail with your gift to: **Copley Library, University of San Diego, 5998 Alcalá Park, San Diego, CA 92110**