

From: [Prom, Christopher John](#)
To: LIBNEWS-L@LISTSERV.ILLINOIS.EDU
Subject: Back to Onsite Work: Weekly Update #7
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Attachments: [pastedImagebase640.png](#)

Hi everyone,

We are just over a week into the new semester—and our new service model for supporting campus students and faculty. As an update, we'd like to share some stats about our services over the summer and currently, as well as a summary of our efforts and challenges. This information was prepared as 'talking points' for presentation to campus administration and the Senate Committee on the Library.

Library Use Snapshot

- Over the summer:
 - Article downloads March - June 2020 increased by 55% (3,156,098 downloads) vs 2019 (2,034,319 downloads).
 - Ebooks/streaming video 31% increase over the same period.
 - 11,436 unique title checkouts via ETAS from March 30 and August 25, 2020 (daily average is about 77). HOWEVER, we are currently averaging about 250 HathiTrust uses per day.
 - Print Delivery:
 - Curbside pick-up: 314 items (April 29 - July 3).
 - Locker pick-up: 668 items (July 6 - Aug 26).
- On the first day of instruction (August 24th):
 - Ask a Librarian: 127 sessions, a 60% increase from 2019.
 - 5,300 views of LibGuides, a 15% increase from 2019.
 - 2,709 unique students accessed library resources via EZProxy, a 200% increase from 2019.

Thanks to Jen-chien Yu, Esra Coskun, and Cheriè Weible for providing these numbers and statistics, which provide important insight into the use of our Library during unprecedented times.

Summary of Current Status for Campus Communications

- Library has successfully positioned itself to meet increased demand for resources by on-campus and off-campus learners.
- Implemented e-first access strategy/delivery workflow—i.e., provide digital copies of print books whenever possible.
 - Relying primarily on increased purchase of ebooks and on community resources, such as HathiTrust/JSTOR/Internet Archive.
 - Established innovative scanning and access process for local copies of in-copyright digitized books.
 - Limited print delivery available via locker pickup.
- Transitioned most research and instruction consultations to remote support.

- Repurposed equipment and spaces to support remote research and learning, including support for access to special/unique collections.
- Positioned for additional on-site services (such as study spaces).

Outstanding Challenges

- Increasing capacity for digital/print delivery (i.e., staffing, more lockers on order).
- Navigating tensions related to e-first strategy:
 - Not always possible to provide print copy of works (ETAS limits).
 - Temporary budget shift to support purchase of ebooks.
- Continue to build confidence, which will help us move to a 'more open' status; i.e., providing study spaces and increased capacity to deliver books and other resources. (upcoming Wellness Support Associate help from campus is very helpful and appreciated).

We have **A LOT** to be proud of, not only in the ways we've adjusted but in the fact that we've expanded services and are contributing to the overall success of our campus efforts. Again, we can't thank you enough for everything you are doing to contribute to that success.

Best,

Chris

CHRIS PROM (he/his)

Associate Dean for Digital Strategies

University of Illinois at Urbana-Champaign
University Library
246G Main Library
1408 W Gregory Dr
Urbana, IL 61801
217 244 2052 | prom@illinois.edu
Assistant: Kaci Dunnum, kdunnum@illinois.edu

HEATHER MURPHY

Chief Communications Officer

University of Illinois at Urbana-Champaign
University Library
435 Library | 1408 W. Gregory Drive | M/C 522
Urbana, IL 61801
217.333.3758 | hmurphy@illinois.edu
www.library.illinois.edu



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