# **UC Libraries Stories of Support During COVID-19** **Fall 2020 Survey**

The purpose of this survey is to gather some qualitative data to demonstrate the libraries' value during the period of COVID-19 from March-December 2020. We are reaching out to separate individuals/units for quantitative data on this topic.

Associate Deans, Deans, and any of us may use this data to demonstrate the libraries’ value to stakeholders such as Faculty Senate or Student Government, as well as marketing, budget hearings, etc.  
  
Thanks in advance for your assistance and participation.

## Section 1: Instruction

1. Are you a liaison librarian or provide instructional services to a particular college, department, or unit?
   * Yes
   * No
2. Are you a liaison librarian or provide instructional services to a particular college, department, or unit?
   * Open Answer
3. Please describe any special instructional approaches for particular student or faculty groups (first-year experience, capstone, grad students, etc.) this year during COVID-19 March-December 2020.
   * Open Answer
4. Do you have any notable stories or anecdotes to share about successful instruction during COVID-19 March-December 2020? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Section 2: Chat

1. Have you staffed chat for UCL, UCBA, or Clermont this year?
   * Yes
   * No
2. What kinds of chat users (students, faculty, staff, community) have you helped during COVID-19 March-December 2020?
   * Open Answer
3. What kinds of chat questions have you answered during COVID-19 March-December 2020? Have you noticed particular trends?
   * Open Answer
4. Do you have any notable stories or anecdotes to share about successful chat interactions during COVID-19 March-December 2020? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Section 3: Collections

1. Have you acquired or worked with (i.e., metadata, digitization, preservation) notable collections during COVID-19 March-December 2020?
   * Yes
   * No
2. If you answered yes to the question above, please describe.
   * Open Answer
3. Do you have any notable stories or anecdotes to share about successful experiences with collections during COVID-19 March-December 2020? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Section 4: Access Services, Circulation, and/or Public Services

1. Does your position involve access services, circulation, and/or public services?
   * Yes
   * No
2. Please share any stories or information on the impact of Click & Collect and library borrowing during COVID-19 March-December 2020. (Copy/paste email thank you text is fine, too!)
   * Open Answer
3. Describe the impact of your library location’s hours on service during COVID-19 March-December 2020. (Copy/paste email thank you text is fine, too!)
   * Open Answer
4. Did you work with external partners/groups (i.e. departments, college admins, student government) to offer special services COVID-19 March-December 2020? If so, please describe.
   * Open Answer
5. Do you have any notable stories or anecdotes to share about successful public services, access services, or circulation during COVID-19 March-December 2020? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## External Partners and Programming

1. If applicable, please list external partners/groups (i.e. Hebrew Union College, 1819 Innovation Hub) with whom you have collaborated during COVID-19 March-December 2020.
   * Open Answer
2. If applicable, please list library-sponsored programming and events you were responsible for planning (i.e. Data Day, World AIDS Day) during COVID-19 March-December 2020.
   * Open Answer
3. Do you have any notable stories or anecdotes to share about successful external partnerships or programming during COVID-19 March-December 2020? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Other Stories of Support

1. Do you have any other notable stories or anecdotes to share about service, collaboration, or other work performed on behalf of UC Libraries during COVID-19 March-December 2020? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

# **UC Libraries Stories of Support During COVID-19** **Spring 2021 Survey**

The purpose of this survey is to gather additional qualitative data to demonstrate the libraries' value during the period of COVID-19 from January-April 2021. (A prior survey addressed March-December 2021.) We are also reaching out to separate individuals/units for quantitative data on this topic.

Deans, Associate Deans, Library Communications and/or library faculty and staff may use this data to demonstrate the libraries’ value to stakeholders. In other words, your responses to this survey will not remain private and may appear in reports, publications (i.e. Source, LiBlog), or presentations to stakeholders.

Additionally, this data will also be made available for your use via a final report and Microsoft Sway presentation.  
  
Thanks in advance for your assistance and participation.

## Section 1: Instruction

1. Are you a liaison librarian or provide instructional services to a particular college, department, or unit?
   * Yes
   * No
2. Please describe any special approaches for instructional activities (LibGuides, Canvas, synchronous/asynchronous, etc.) this year during COVID-19 January-April 2021.
   * Open Answer
3. Please describe any special instructional approaches for particular student or faculty groups (first-year experience, capstone, grad students, etc.) this year during COVID-19 January-April 2021.
   * Open Answer
4. Do you have any notable stories or anecdotes to share about successful instruction during COVID-19 January-April 2021? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Section 2: Chat

1. Have you staffed chat for UCL, UCBA, or Clermont this year?
   * Yes
   * No
2. What kinds of chat users (students, faculty, staff, community) have you helped during COVID-19 January-April 2021?
   * Open Answer
3. What kinds of chat questions have you answered during COVID-19 January-April 2021? Have you noticed particular trends?
   * Open Answer
4. Do you have any notable stories or anecdotes to share about successful chat interactions during COVID-19 January-April 2021? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Section 3: Collections

1. Have you acquired or worked with (i.e., metadata, digitization, preservation) notable collections during COVID-19 January-April 2021?
   * Yes
   * No
2. If you answered yes to the question above, please describe.
   * Open Answer
3. Do you have any notable stories or anecdotes to share about successful experiences with collections during COVID-19 January-April 2021? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Section 4: Access Services, Circulation, and/or Public Services

1. Does your position involve access services, circulation, and/or public services?
   * Yes
   * No
2. Please share any stories or information on the impact of Click & Collect and library borrowing during COVID-19 January-April 2021. (Copy/paste email thank you text is fine, too!)
   * Open Answer
3. Describe the impact of your library location’s hours on service during COVID-19 January-April 2021. (Copy/paste email thank you text is fine, too!)
   * Open Answer
4. Did you work with external partners/groups (i.e. departments, college admins, student government) to offer special services COVID-19 January-April 2021? If so, please describe.
   * Open Answer
5. Do you have any notable stories or anecdotes to share about successful public services, access services, or circulation during COVID-19 January-April 2021? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## External Partners and Programming

1. If applicable, please list external partners/groups (i.e. Hebrew Union College, 1819 Innovation Hub) with whom you have collaborated during COVID-19  January-April 2021.
   * Open Answer
2. If applicable, please list library-sponsored programming and events you were responsible for planning (i.e. Data Day, World AIDS Day) during COVID-19  January-April 2021.
   * Open Answer
3. Do you have any notable stories or anecdotes to share about successful external partnerships or programming during COVID-19  January-April 2021? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer

## Other Stories of Support

1. Do you have any other notable stories or anecdotes to share about service, collaboration, or other work performed on behalf of UC Libraries during COVID-19 January-April 2021? If so, describe below. (Copy/paste email thank you text is fine, too!)
   * Open Answer