UNE
LIBRARY SERVICES

Plan and requirements to resume on-campus operations
When the COVID-19 emergency caused the University to transition to remote learning, UNE Library Services was in a fortunate position; due to our mission to support students on different campus locations, abroad, on clinical sites, and online, the vast majority of UNE Library resources and services have been and continue to be available for remote access. As we welcome UNE Students back to our campuses this summer for essential clinical education, and prepare for the on-campus semester in the fall, this phased plan will aim to provide specific measures for a safe resumption of in-person library services in accordance with local and state advisories, University guidelines regarding health and safety and human resources policies, and information from local, state, and national organizations governing libraries, archives and museum spaces.

Our physical libraries support teaching and learning through:
- Borrowing and return of materials in our library collections
- Short-term use of course reserve materials
- Consultation of reference books within the library
- Use of archival materials held in our special collections
- Active teaching of information literacy and library skills in library classroom spaces
- Use of public-access computers, printers, copiers, and virtual reality equipment
- Use of anatomical learning aids including full skeletons and partial anatomical models
- Spaces for individual and group study
- In-person consultations with Research and Teaching Librarians for individual research assistance
- Processing and maintenance of library physical collections
- Ongoing digitization of UNE’s unique collections
- Art Gallery exhibitions that support and extend learning beyond the classroom

Our phased plan has the goal of resuming as many in-person services as possible to support teaching and learning at UNE while protecting the health and safety of our professional and student staff, our library users, and our communities.

For campus-based library services to resume, the following conditions must be met:
- Safety guidelines and procedures are developed for each activity
- Training of library personnel on safety guidelines and procedures
- Modifications of work and study spaces and workflows according to distancing guidelines
- Appropriate cleaning and disinfecting protocols, schedules, and supplies in place
PHASE 1 – SUMMER 2020

The focus of Phase 1 will be to resume limited access to the physical collections. Library staff will still work remotely; designated staff will come to campus only as necessary to prepare for the Phase 2 fall physical re-opening and to facilitate access to physical collections.

Borrowing of library materials will be limited to mail service. Requested items will be mailed via campus mail or USPS media mail. Returned materials will be quarantined for 72 hours days before being checked in and made available for borrowing once more, per recommendations from the REALM Project. Online library resources and services will continue to be available 24/7.

PHASE 2 – FALL 2020 SEMESTER

Beginning August 10, the library will resume a broader array of in-person library services to prepare for fall semester in accordance with UNE Campus re-opening and welcoming of residential undergraduate students.

1. Library Employees
The following safety guidelines are informed by the UNE Return to Campus Plan for Employees with special consideration for the handling of library materials and use of library spaces.

Professional Staff
Employees will be designated by management as working directly with and in support of students on campus, able to continue to perform all duties from off campus, or needing some on-campus and remote work. All staff will be expected to follow University guidelines on daily self-monitoring, wearing of masks or other appropriate PPE, hand hygiene and use of common spaces.

Work Stations
Work stations will be moved in order to provide a minimum of 6 feet between employees. Work stations in public areas will be fitted with plexiglass shields – 2 stations on each campus.
One work station will be moved from the Ketchum Library main level offices to the lower level office space.

**Shifts**
Professional library staff will maintain an in-person presence in the libraries Monday through Friday. Staff shifts may be staggered to ensure proper distancing and reduced staff density while maintaining library services. Library staff who are able to complete responsibilities from home may continue to do so, or may come to campus for select duties that cannot be completed remotely. All staff working remotely will continue to be available via email, phone, Zoom, Teams, and other methods M-F during business hours. In addition, staff will provide evening and weekend remote support via live chat, email, Zoom and other methods convenient to the users. See section 3 for information about library hours.

**Travel between campuses**
The expectation to travel between campuses will be suspended for the fall 2020 semester. Staff who regularly split their time between both campus locations should plan on working from on one campus and to travel only when necessary to support teaching; staffing levels at the non-primary location will be taken into consideration on the day of necessary travel. Library staff meetings will continue over Zoom.

**Reference Services**
Research and Teaching Librarians will continue to staff “Ask a Librarian” every day including evenings and weekends. Library staff will continue to staff live chat service during set day, evening and weekend hours.

For in-person reference services, short interactions with library users can be handled at a 6-foot distance. Longer and more in-depth assistance can be provided via Zoom or other technology that allows for screen-sharing.

**Student Staff**
Student staff are essential to the operations of the library and their health and safety is of top concern. The following workspace modifications will be necessary to accommodate student employees in the library:
• Plexiglass shields in front of service points – 2 at each library location.
• Table barriers in front of each service point to ensure distance – 2 at each library location.
• Wipeable keyboard covers for each student workstation, or disposable covers allocated for each student per shift – 2 at each location.
• Cleaning and disinfecting supplies for each workstation, including chairs, desk surfaces, keyboards & barcode readers between student shifts.
• Hand sanitizer for both student staff and visitor use.
• Barcode scanners will be installed at each service point in order to allow borrowers to scan their own ID cards and library items. Biddeford Campus information desk computers will need swivel mounts to facilitate self-checkout.

2. Access to Buildings
In order to limit the use of the UNE Libraries members of the UNE Community, and potentially to aid in contact tracing, we recommend that a valid UNE ID card be required for entry at all times. Members of the public may be allowed by appointment for the consultation of special collections, contingent upon approval by the Provost.

Biddeford Campus Library
In order to limit the people entering the building to library users, we suggest that the bridge to the Ripich Commons remain closed for the fall semester. The doors into the Bush Center exhibition area from the Bush Center could likewise be closed. These changes would discourage use of the library as a passageway to the Commons.

Entrances and Exits
Designating an alternate door for entrance or exit would cause unnecessary traffic through study areas. We recommend that the current entrance be maintained with one side marked for entrance and one for exit. To enforce this we request a physical separation in the library vestibule, such as stanchions with rope or other barrier.

Stairs
The stairwell closest to the main entrance will be designated for ascending to the library upper level. The stairwell on the Bush Center side of the building can be designated for descending traffic.
Portland Campus Library

Entrances and Exits
We recommend that the current entrance be maintained, with one side marked for entrance and one for exit. Possibly a rope or other divider can help maintain one-way traffic. Use of the historic front entrance will cause more unnecessary traffic though the library main level, and is also not ADA-compliant.

Stairs
We recommend using the main central staircase for traffic in both directions, with signage directing people to stay to their right as if driving. Attempting to direct up/down traffic to stairwells other than the main central stairwell would result in unnecessary traffic through study spaces or preclude those spaces being used for study.

Biddeford Campus Art Gallery
The Biddeford Campus Art Gallery may be opened as study space, with chairs spaced a minimum of 6 feet apart. Hours and availability are pending input from the Gallery and Exhibitions Director.

A new exhibition is scheduled for early fall and will be open to the UNE Community. In addition, the exhibit will be made available online, pending the return from furlough of the Gallery and Exhibitions Director.

Portland Campus Art Gallery
Due to the need to restrict visitors to campus, the Portland Campus Art Gallery will not be open when on-campus library operations resume in August. New exhibitions are scheduled for the 2020-21 academic year and we hope to open it to the UNE community and for student study space as soon as it is feasible to do so.

3. Hours
Hours for the physical libraries will be determined in accordance with guidance from the Provost and planning committees to coordinate with other campus spaces, such as the Ripich Commons. The online library resources and services will continue to be accessible 24/7 via the library website.

4. Restrooms
Touch free toilet flush mechanisms and faucets should be installed in library restrooms
if feasible. Frequent cleaning of library restrooms is needed as they are small and have poor ventilation. Staff at Ketchum Library are encouraged to use the staff restroom; staff at Abplanalp Library will have the option of using the restroom in the special collections area as a staff-only restroom.

5. Library Collections

Circulating Materials
Library staff will encourage users to request print books and DVDs to be retrieved and held at the information desk for pick up, rather than get them themselves in order to limit the number of people in the book stack areas and avoid unnecessary handling of materials.

Information desk service points will be configured to allow for assisted self-checkout.

Returns will be quarantined before being checked in. Current recommendations are to quarantine materials for 72 hours based on research results from the REALM Project.

Returns will be placed in a tote each day and labeled with the date. Staff who handle returned materials will wash hands immediately afterwards.

As an alternative to on-campus pick up and return, library items that UNE owns can be sent to borrowers and returned by campus mail or USPS.

It is unclear when interlibrary loan borrowing of physical items will resume as it depends on other libraries opening and participating, and on delivery services resuming for in-state borrowing. Library Services will keep the UNE community apprised of the status of interlibrary loan for physical items via the library website and community notices.

Reference Materials
Books in our reference collections will be made available for a loan time of 48 hours and quarantined upon return for 72 hours.

Reserve Materials
Print books on reserve will be available for 2-hour in-library use followed by a
72-hour quarantine period, resulting in limited access to reserve books. All efforts will be made to encourage faculty to adopt course textbooks that are available electronically through the Library, and/or open educational resources. Library staff will support faculty reserve requests with electronic access.

Select other items on reserve, such as anatomical models, device chargers, and whiteboard markers will circulate for 2-hour in-library use with disinfecting protocols and training for student staff for between uses.

Other items circulated for short term use will not be available for fall 2020. This includes items like scissors, colored pencils, flash cards etc.

**Special Collections**
Special Collections materials will be available by appointment only. Consulted materials will be quarantined for 72 hours.

**Public Computers**
In coordination with ITS and in conjunction with any forthcoming policies, the following modifications to the public access computer stations are recommended:
- Wipeable or disposable keyboard covers will be required for all public access computers.
- Plexiglass barriers on the front and sides will be needed where computers are spaced closer than 6 feet. If Plexiglass barriers cannot be installed, it may be necessary to remove or disable computers to ensure social distancing.
- Users will be asked to clean and disinfect computers before and after using them. Cleaning and disinfecting supplies will need to be stationed nearby.

**Printers**
6 foot spacing will be marked on the floor to manage lines to access printers.

Two printers at Ketchum Library are adjacent to one another and will need to be modified with plexiglass between them or one moved to another location, such as the bottom level of the Ketchum.

Disinfecting supplies will need to be immediately available and users expected to wipe down the print release station touch screen after each use.
**Virtual Reality Equipment**
In-person use of Virtual Reality stations will not be available for student use in the Libraries for fall 2020 semester due to the need to use the VR space for safe distancing of library staff. Distributed mode using Zoom for classes is available as an alternative to in-person use.

**Other**
Staplers, tape dispensers, paperclips, hole punches etc. will be removed, as they cannot be easily cleaned between each use.

**6. Study Spaces**
Library staff will work with Facilities Management to ensure that all student study spaces are spaced at a minimum of 6 feet apart. Extra chairs and furniture will be removed. Signage will direct students to maintain existing set-up and prohibit moving of furniture.

**Study Rooms**
Study rooms will be available and limited to one person at a time. Keys will be wiped by student employees as part of the check-in process.

**Food & Drink**
Due to the requirement to wear masks in the building, food and drink is to be consumed outside of the libraries. The vending machines will be available for purchased items to be consumed off-premises.

**7. Library Instruction**
Research and Teaching Librarians will offer to visit appropriately configured classrooms to deliver library instruction, since the Ketchum Library teaching lab cannot be configured to accommodate class sizes for safe distancing. For in-class instruction, teaching librarians will follow guidance issued to faculty for safe practices and protection in the classroom. Research and Teaching Librarians will also work with faculty to offer online instruction in the format needed.

Library orientations will be conducted via pre-recorded video, or synchronous or asynchronous Zoom as per the needs of the orientation planners.