

# Pause-itive Outcomes: Creating the Service, Practice, and Communication that we Always Wanted



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FSU Libraries Special Collections & Archives

# March 16, 2020

...

Reflection on growth during the pause.

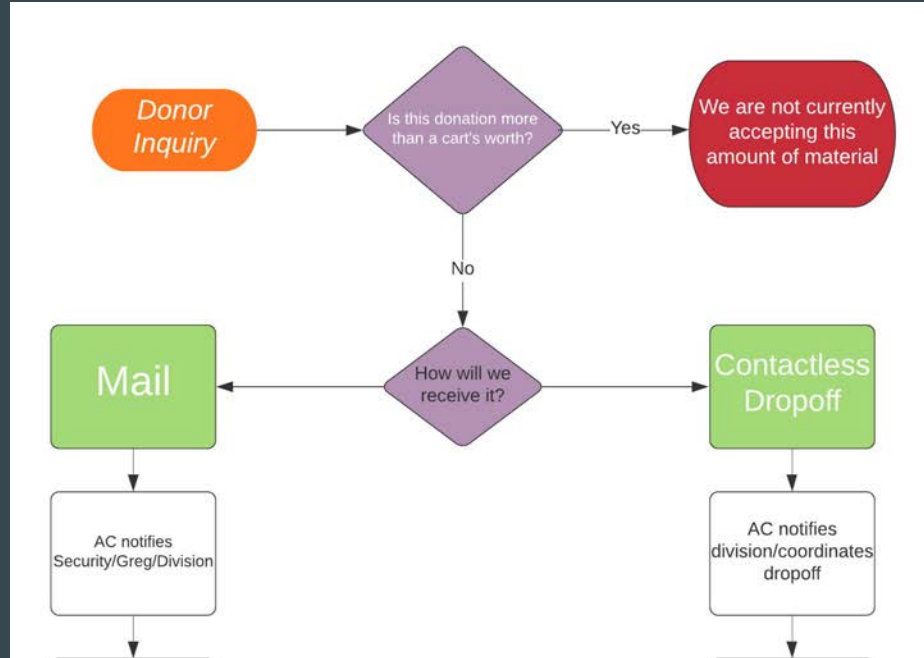
# Collections Management

- How do we accept donations during the pandemic?
- Leaks, leaks, and more leaks
  - September 2020 - building envelope failed during a heavy rainstorm
  - November 2020 - HVAC condensate line overflowed
  - December 2020 - busted pipe at the Pepper
- Cartpocalypse



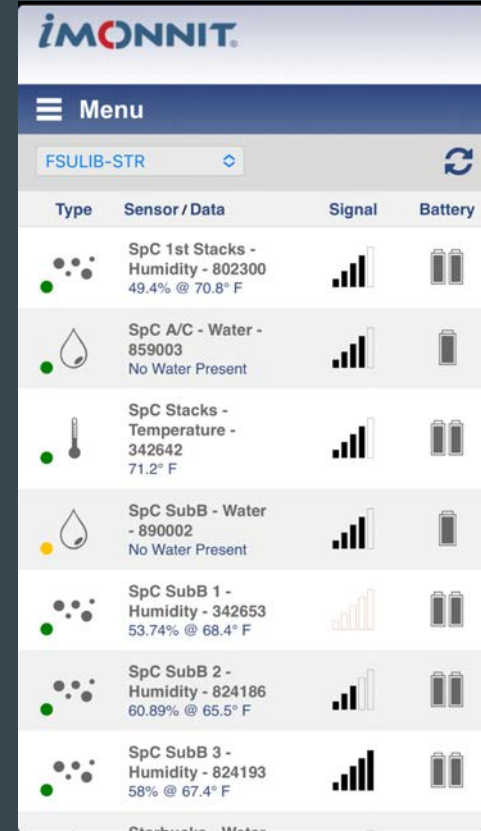
# Accepting new donations during a pandemic workflow

- Requested by our Dean to commence accepting donations after Labor Day of 2020
- Workflow accounted for mailed donations as well as drop offs, pick ups, and on-site appraisals
- Communication across division was essential
- Safety was at the core of the procedures



# Remote monitoring sensors

- Climate, moisture, and water sensors were installed
- Monnit app allows for on-the-go monitoring, as well as sends notifications when environmental readings go out of ideal ranges



# Housekeeping procedures

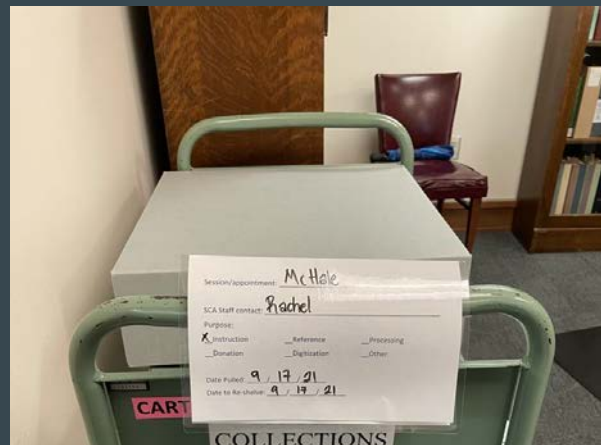
- Developed comprehensive housekeeping and integrated pest management policy
- Schedule for weekly, monthly, and bi-annual tasks
- Centralized location for documenting facilities issues

(leaks, mold, cracks in walls, carpet/tile issues, out lights, air ventilation issues)  
\* - required on first discovery of issue

Work Space Environmental Monitoring Chart						
Date*	Location*	Issue*	Action Taken	Notes	Resolved by	Ticket Submitted
11/16/21	Above Front Desk	Ceiling leak	Circle drawn for monitoring	11/29/21 - leak spot has grown	MW 12/15/21	HD 11/29/21

# Cart tracking

- Numbered and tagged every cart
- Created a Freedcamp board to track status of long term carts



## Projects

Long-term projects like internships, digitization prep, preservation projects

✓  Cart 50 - McDowell internship 

✓  Cart 41 - incoming artists' books

2 1 2 ...

✓  Cart 62 - scrapbooks

✓  Cart 42 - Van Brunt project

✓  Cart 14 - Shaw prep 

# Public Services

## March 2020: Reading Room Closed Completely

FORMER HOURS

65 HOURS TOTAL

Staffing Hours: 95

NEW HOURS

45 HOURS TOTAL

Staffing Hours: 75

Increased emphasis on visits by appointment  
beyond walk-in hours.



# Staff Communication

- Staggered on-campus hours
- Spreadsheet of remote/on-campus time
- Procedure for unexpected closures



## TOOLS:

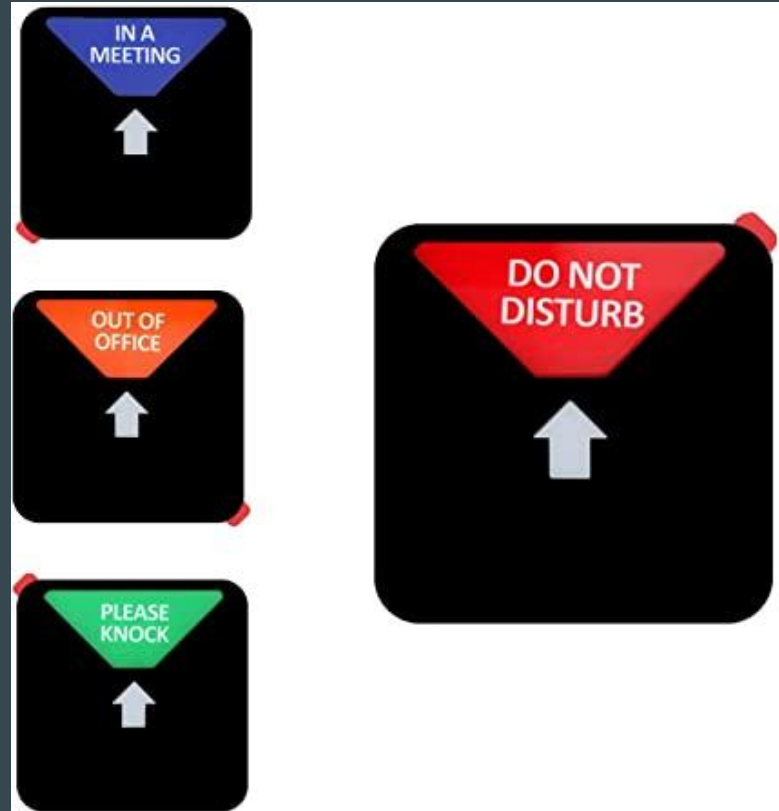
- TEAMS Chat
- Research Services & Outreach Meetings (1/week, must attend biweekly)
- Weekly announcements (posted physically on computer)
- Desk Schedule more accessible and posted redundantly for easy reference

# Google Sheets for Schedules/Appointments

	Mo		Tu		We		Th		Fr	
	RC Reading Room - temp schedule through 14									
Jan	10		11		12		13		14	
Notes:										
Opening:	Hannah		Abbie		Kristin		Stuart		Krystal	
Shift:	Desk	Backup	Desk	Backup	Desk	Backup	Desk	Backup	Desk	Backup
12-1	Dianna	Abbie	Closed due to staffing		Kristin	Rachel	Rachel	Michaela	Hannah	Abbie
1-2	Dianna	Abbie			Kristin	Abbie	Terryon	Michaela	Hannah	Abbie
2-3	Rachel	Gaby	Kristin	Terryon	Rachel	Abbie	Krystal	Sandra	Adam	Terryon
3-4	Hannah	Gaby	Kristin	Gaby	Rachel	Percy	Krystal	Sandra	Rachel	Percy
4-5	Adam	Gaby	Terryon	Gaby	Rachel	Adam	Terryon	Rory	Rachel	Percy
5-6	Hannah	No backup / Rachel Close	Terryon	Stuart	Krystal	Terryon	Terryon	Rory		
6-7					Krystal	Terryon				
	Pepper Reading Room									
Jan	10		11		12		13		14	
Opening:	Adam		Adam		Rob		Rob		Adam	
Shift:			Desk		Desk		Desk			
1-2					Adam		Rachel			

# Communication Outcomes

- Keeping it all!
- Even communicating about when we need some Do Not Disturb time.



# Research Services

Doc Cam

Consultations

ELMO TT-12F

Doc Cam



# Research Services

- Online Registration
- Plexiglass at Desk
- Fewer seats
- Contactless Backup
- Waiting Area
- Appointments



# Research Services Outcomes

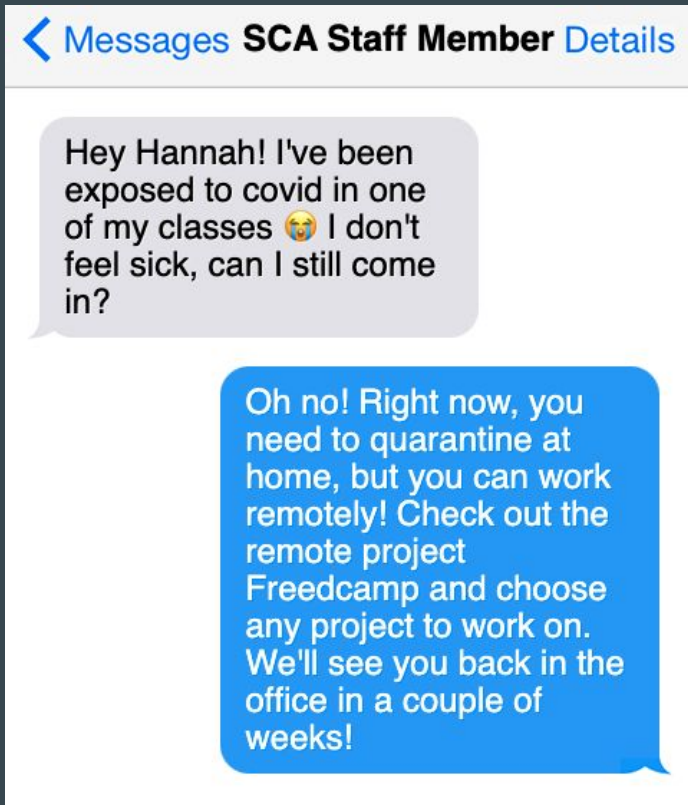
- Encouraging Appointments
- Implementing LibCal
- Fewer Tables
- Reading Room/Backup procedures separate

Opportunities to retrain staff on the desk!



# Staffing

- Understaffed
- Navigating remote and hybrid schedules
- Navigating sickness and quarantine



# Promoting and empowering part-time staff

- Long-term part-time staff assumed new responsibilities, including:
  - Supervising OPS and FWS
  - Project management
  - Training new staff members
  - Developing workflows and procedures
- Pay rates were increased to reflect their new responsibilities
- Opportunities for part-time staff to grow and hone their skills





# Virtual Training

- Virtual training hosted in Freedcamp
- Training is scaffolded and requires new staff member to complete tasks online and in person
- The module is customizable, with the option to remove and add sections depending on the needs of the position

The image shows a screenshot of a task management interface. The top part displays a list of tasks in a sidebar:

- ✓ READ ME FIRST!
- ✓ 1 - Freedcamp training
- ✓ 2 - Browse the SCA Website 0/2
- ✓ 2a - Locate the SCA Staff Directory
- ✓ 2b - Name one Collection Highlight from the Heritage & Univer...
- ✓ 3 - Set up Teams 0/2

The main view shows a detailed task card for "5c - Do a quick search!".

**TRAINING TEMPLATE - DO NOT EDIT** Start

Created By **Hannah D. on Aug 20** Assigned to **Unassigned**

Start / Due Date **Not set** Priority **None**

Status **No Progress 0%**

Take a time to experiment with ArchivesSpace and all of the ways you can narrow down a search. Open a few records to get familiar with the information available in a finding aid. Once you feel comfortable with it, I want you to search for a very specific collection with this criteria:

Repository: FSU Special Collections & Archives  
Classification: CIV. Civil and Human Rights Collections  
Identifier: MSS 2012-0301

Once you have searched for materials with this criteria, post the link for the collection along with its title.

PARENT TASK

5 - ArchivesSpace 0/3

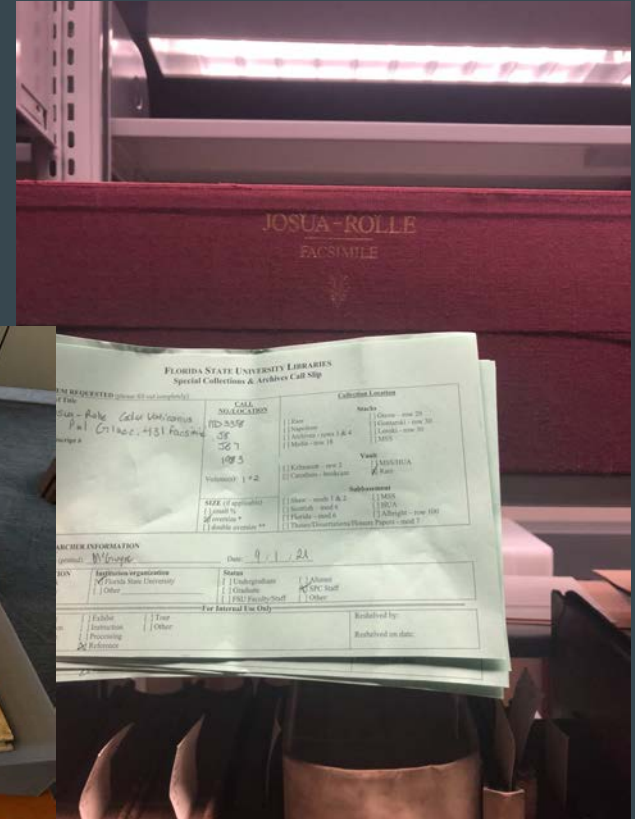
# SCA-vengeer Hunt

## The SCA-vengeer Hunt (advanced)

### Part 1

Utilizing Primo VE ([https://fsu-flvc.primo.exlibrisgroup.com/discovery/search?vid=01FALSC\\_FSU:Home](https://fsu-flvc.primo.exlibrisgroup.com/discovery/search?vid=01FALSC_FSU:Home)), ArchivesSpace (<http://archives.lib.fsu.edu>), and the location guide in the FSUL Wiki ([https://wiki.lib.fsu.edu/wiki/SCA\\_Public\\_Services#Locations\\_for\\_common\\_SCA\\_Collections](https://wiki.lib.fsu.edu/wiki/SCA_Public_Services#Locations_for_common_SCA_Collections)), write down the call numbers and locations for following items:

- 1) Tarpon Club Collection, box 4
- 2) Grace's daughter by Bea Nettles
- 3) FSU Vertical Files Collection, box 10
- 4) Josua-Rolle, Codex Vaticanus Pal. Graec. 431 : Fac
- 5) Le Moniteur universel. (any issue)



FLORIDA STATE UNIVERSITY LIBRARIES  
Special Collections & Archives Call Slip

ITEM REQUESTED (please fill out completely)

CALL NUMBER	Location
Pal. Graec. 431 Facsimile	1 Floor 2 Classroom 3 Archives / open J & 4 4 Media - room 31
1005	5 Yarn 6 MEDIA 7 East
Volume 1 + 2	8 Subbasement 9 MS 10 MS 11 Specials - read 4 12 Florida - read 6 13 Abright - room 101 14 Thayer (Specialization Theory Papers - read 1)

SEARCHER INFORMATION  
Name: W. Grange Date: 9 / 1 / 21

SEARCHER INFORMATION  
Institution/organization  
 Florida State University  
 Other

STATUS  
 Undergraduate  
 Graduate  
 FSU Faculty/Staff  
 Other

For Internal Use Only  
 Exhibit  
 Instruction  
 Processing  
 Reference

Requested by: \_\_\_\_\_  
Requested on date: \_\_\_\_\_

# Remote Projects

- Easy, low-training projects that can be picked up and worked on casually
- Projects include:
  - LibGuide updates
  - ArchivesSpace remediation
  - Writing blog posts

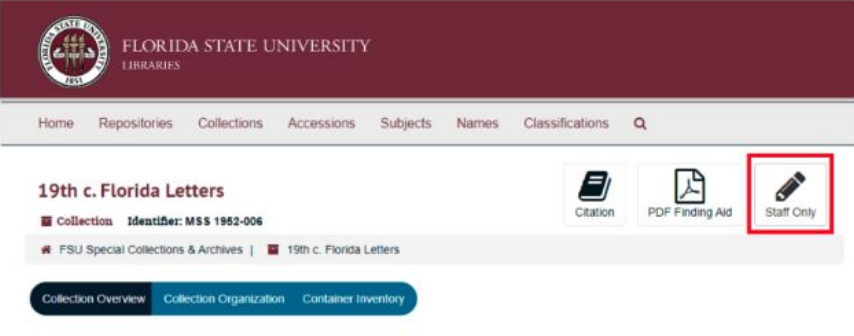
## ArchivesSpace PURL Updates

Link to PURL Updates Spreadsheet:

[https://docs.google.com/spreadsheets/d/1l\\_1KUS\\_1fMJYOFKda3gQV2mdCOVPJF7EihWR545sgl/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1l_1KUS_1fMJYOFKda3gQV2mdCOVPJF7EihWR545sgl/edit?usp=sharing)

### Step 1

Log in to the ArchivesSpace staff page at <http://archives.lib.fsu.edu/staff> and select the "FSU Special Collections & Archives" repository from the dropdown menu in the upper right hand side of the window.



The screenshot displays the Florida State University Libraries ArchivesSpace interface. At the top, the Florida State University Libraries logo and name are visible. Below the navigation bar, the collection page for "19th c. Florida Letters" is shown. The page includes a collection identifier "MSS 1952-006" and a breadcrumb trail: "FSU Special Collections & Archives | 19th c. Florida Letters". At the bottom, there are three tabs: "Collection Overview", "Collection Organization", and "Container Inventory". On the right side of the page, there are three icons: "Citation", "PDF Finding Aid", and "Staff Only". The "Staff Only" icon, which depicts a pencil, is highlighted with a red rectangular box.

# Instruction - Early Pandemic

- Developed Online Modules in LMS



Development Sites

Home

Modules

SCA Toolkit

Pages

Assignments

People

Files

My Media

Quizzes

Course Media

Library Tools

Office 365



Account



Dashboard



Courses



Calendar



Inbox



History



## Special Collections Instruction



Please visit the [SCA Instruction Wiki](#) for guidelines on creating modules in Canvas.

[Template Modules and Guidelines](#)

[General Introductory Module](#)

# Instruction



## Instruction in FSU Special Collections & Archives



MODULE  
FSU Special Collections  
Archives Toolkit



MODULE  
Tallahassee Bus Boycotts  
Black Organizing

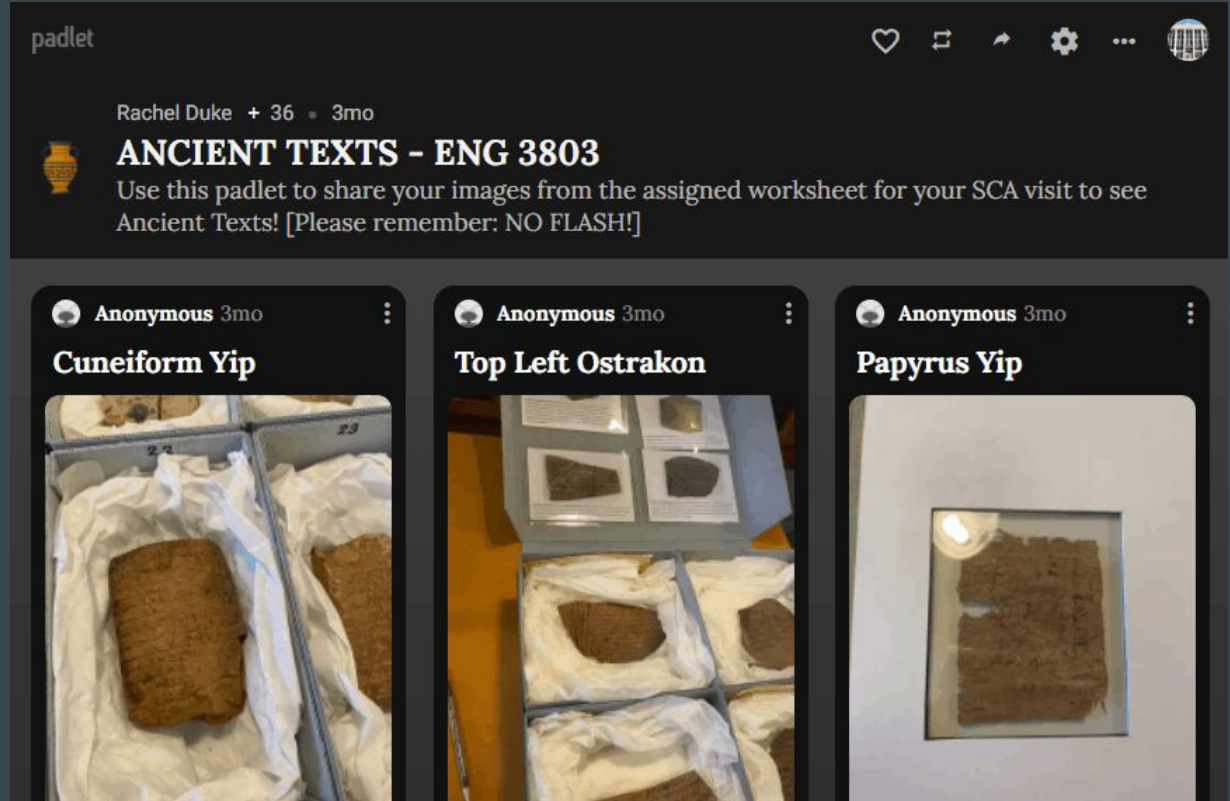
## Plug-and-Play Modules in Canvas Commons

# Remediation options



# Reading Room Assignments

- Class Sign-up Procedure
- Assignments to complete in person
- Collaborative components like discussion boards or padlets



# Instruction Outcomes

- Few requests for online options
- Online Components still provided to supplement in-person visits
  - SCA Toolkit
  - Modules for Pre-work or alternate work
- Individual Visits
  - LibCal





# Conclusions

- Increased communication and clarity of communication pathways
- Enriched documentation and streamlining of workflows
- Improved accessibility for our own staff and for patrons

**How y'all doin?  
[Q&A]**