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

Hannah Davis and Rachel Duke
FSU Libraries Special Collections & Archives
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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
Cart tracking

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

**March 2020: Reading Room Closed Completely**

<table>
<thead>
<tr>
<th>FORMER HOURS</th>
<th>NEW HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>65 HOURS TOTAL</td>
<td>45 HOURS TOTAL</td>
</tr>
<tr>
<td>Staffing Hours: 95</td>
<td>Staffing Hours: 75</td>
</tr>
</tbody>
</table>

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

## RC Reading Room - temp schedule through 14

<table>
<thead>
<tr>
<th>Shift</th>
<th>Mo</th>
<th>Tu</th>
<th>We</th>
<th>Th</th>
<th>Fr</th>
</tr>
</thead>
<tbody>
<tr>
<td>12-1</td>
<td>Diana</td>
<td>Abbie</td>
<td>Kristin</td>
<td>Rachel</td>
<td>Michaela</td>
</tr>
<tr>
<td>1-2</td>
<td>Diana</td>
<td>Abbie</td>
<td>Kristin</td>
<td>Abbie</td>
<td>Terryon</td>
</tr>
<tr>
<td>2-3</td>
<td>Rachel</td>
<td>Gaby</td>
<td>Kristin</td>
<td>Terryon</td>
<td>Rachel</td>
</tr>
<tr>
<td>3-4</td>
<td>Hannah</td>
<td>Gaby</td>
<td>Kristin</td>
<td>Gaby</td>
<td>Rachel</td>
</tr>
<tr>
<td>4-5</td>
<td>Adam</td>
<td>Gaby</td>
<td>Terryon</td>
<td>Gaby</td>
<td>Rachel</td>
</tr>
<tr>
<td>5-6</td>
<td>Hannah</td>
<td>No backup / Rachel Close</td>
<td>Terryon</td>
<td>Stuart</td>
<td>Krystal</td>
</tr>
<tr>
<td>6-7</td>
<td>Hannah</td>
<td>Terryon</td>
<td>Krystal</td>
<td>Terryon</td>
<td>Terryon</td>
</tr>
</tbody>
</table>

## Pepper Reading Room

<table>
<thead>
<tr>
<th>Shift</th>
<th>Mo</th>
<th>Tu</th>
<th>We</th>
<th>Th</th>
<th>Fr</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-2</td>
<td>Adam</td>
<td>Desk</td>
<td>Desk</td>
<td>Desk</td>
<td>Desk</td>
</tr>
</tbody>
</table>

**Notes:**
- **Opening:**
- **Shift:**
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

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**Messages**

**SCA Staff Member** Details

Hey Hannah! I've been exposed to covid in one of my classes 😞 I don't feel sick, can I still come in?

Oh no! Right now, you need to quarantine at home, but you can work remotely! Check out the remote project Freedcamp and choose any project to work on. We'll see you back in the office in a couple of weeks!
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
SCA-venger Hunt

The SCA-venger Hunt (advanced)

Part 1

Utilizing Primo VE (https://fsu-flvc.primo.exlibrisgroup.com/discovery/search?vid=01FALSC_FSU:Home), ArchivesSpace (http://archives.lib.fsu.edu), and the location guide in the FSU LibWiki (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 : Facsimile

5) Le Moniteur universel. (any issue)
Remote Projects

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

- Developed Online Modules in LMS

Please visit the [SCA Instruction Wiki](https://example.com) for guidelines on creating modules in Canvas.

[Template Modules and Guidelines](https://example.com)
[General Introductory Module](https://example.com)
Instruction in FSU Special Collections & Archives

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]