



California Library Access Services South
Webinar Series

Part III: Pandemic Chronicles

March 10, 2021



CLASS

California Library Access Services South



The Library
UC SAN DIEGO

Offering a UC San Diego Library Student Study Space during the Pandemic

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UC San Diego Library

Prior to COVID-19 Pandemic

- Library offered roughly 4,400 user seats across 2 buildings
 - Geisel Library: Large building with collaborative and individual study space
 - Biomedical Library Building (BLB): Smaller and dedicated to quiet study space
- Average daily library visitation of ~8,000 (collectively)



Geisel Library



Biomedical Library Building (BLB)

Library Closure & Study Space Opening

- UCSD Library closed in mid-March 2020
- Resumed many access services in late June, including scanning of UCSD materials for users and a new curbside service
- Faced mounting pressure from Campus to reopen a student study space for Fall 2020
 - Roughly 8,700 students living on-campus
 - ~2% of courses were taught in-person (outside)
 - An additional 31,000 students living off-campus (39% in the San Diego area)
- **BLB was selected for the study space**
 - Geisel's layout is too complex and renovations were pending



BLB Selected for Student Study Space

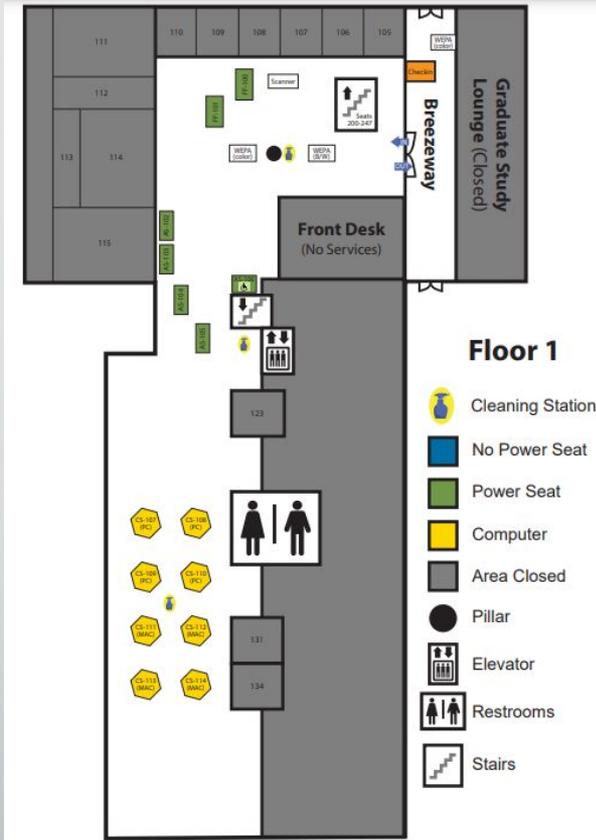
- **BLB Study Space opened October 19, 2020** (2 weeks after classes began to allow for 2 rounds of required testing by students)
 - UCSD affiliates only (no community users)
 - Open Sunday through Thursday 10am-6pm (initially noon-8pm)
 - Closed on holidays where staffing was insufficient
 - Open Friday & Saturday at end of term for finals
 - Only individual study; no group work
- Face covering, social distancing, and daily health screening required for all
- No in-person assistance or services
 - Encourage use of phone and chat assistance
 - Use entry area to promote available library services (curbside, scanning, chat, etc.)
- No collection access
 - Curbside pickup location is a short walk away
- No food permitted; bottled water is OK
 - Water fountain disabled, but bottle filler available



Set Up & Logistics

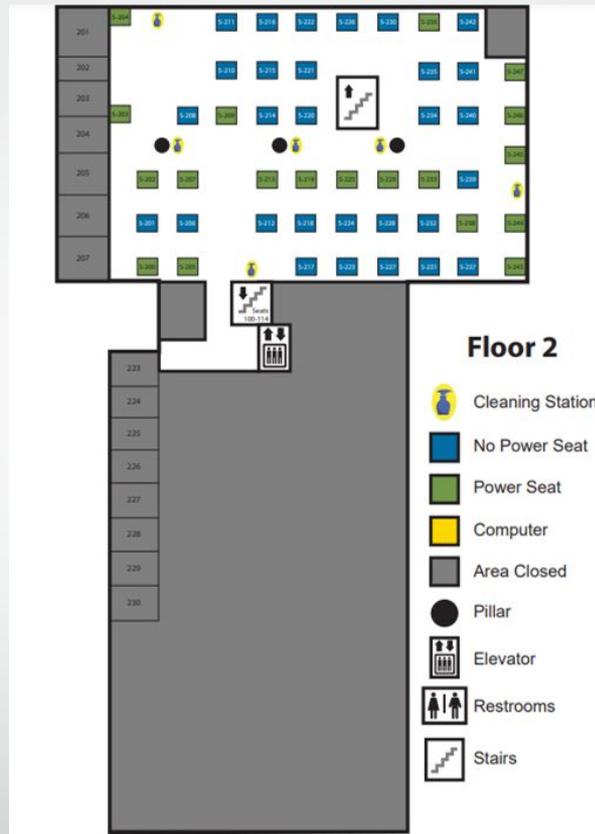
- Isolated unused furniture in group study rooms and closed parts of the building
- Spaced out remaining furniture
- Labeled each seat with number and power availability
- Bought chairs with no fabric for easy cleaning
- One-directional traffic on stairs and some pathways
- Prepared a total of 63 seats; currently offer 34 seats
 - 19 individual carrels
 - 5 adjustable-height tables for individual use
 - 8 computers (4 Mac & 4 PC)
 - 2 family-friendly tables
- Remaining 29 individual carrels ready to launch
- Clear signage at entrance and throughout the space





1st Floor

- 5 adjustable-height tables
- 2 family-friendly tables
- 8 computers



2nd Floor

- 48 individual study carrels

BLB Floor Plans

1st Floor



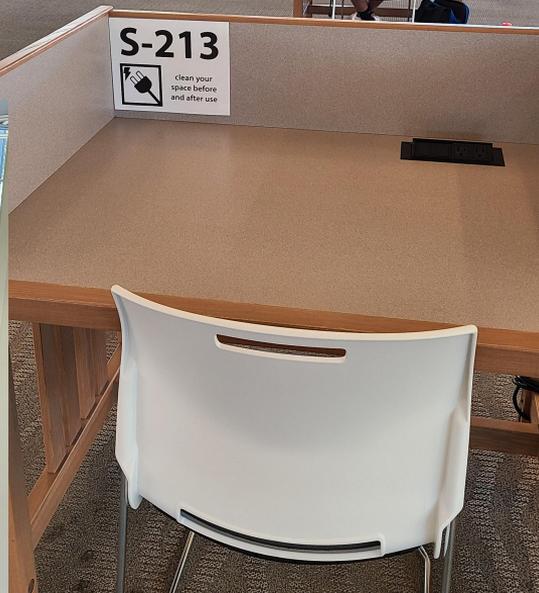
2nd Floor



All seats face the same direction
At least 12 feet between each seat



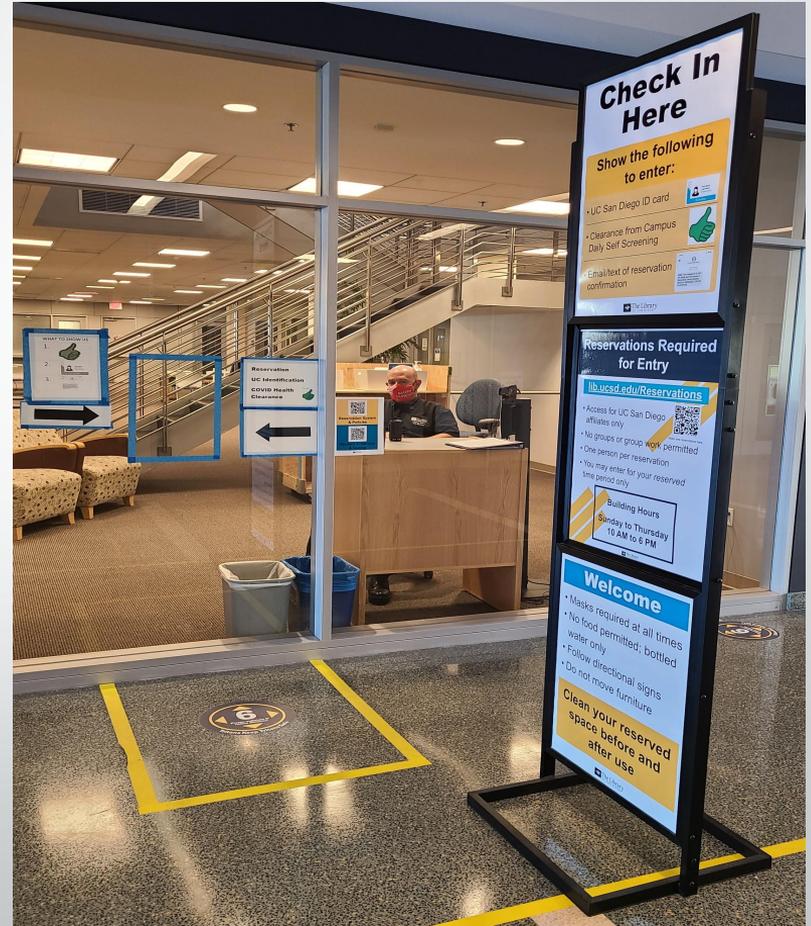
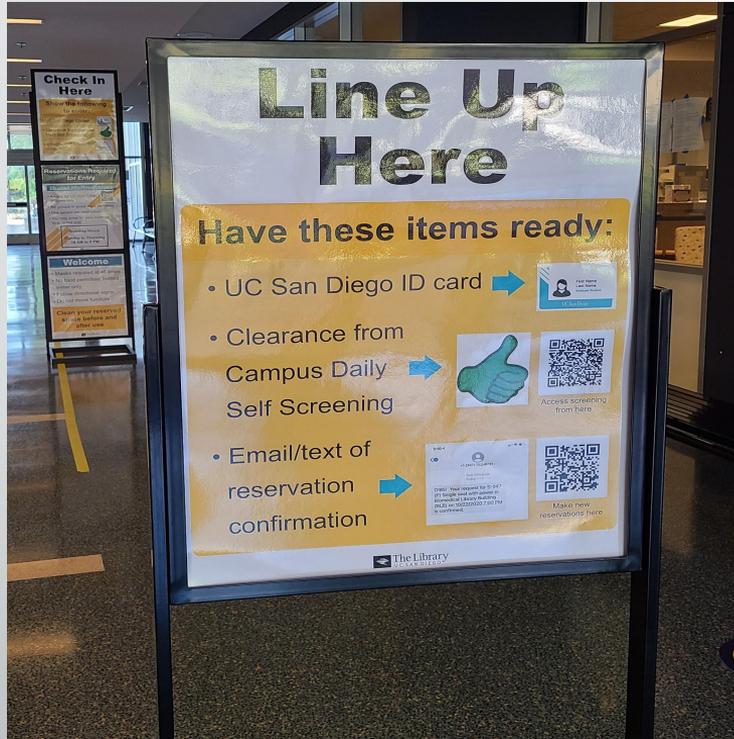
2nd Floor



Access & Entry

- Reservations made online are required (DiBS! From eVanced)
 - 1 reservation permitted per day, though students do stay beyond their reservation
- Entrance staffed by Library Security Team
- Must show UCSD ID card, reservation for that day and time, and the result of their daily campus health screening to enter
- Mask required throughout time onsite (available at entry, if needed)
- Check-in process proved faster than initially feared
 - No long lines
 - Frequent repeat users who come prepared
- One “onsite administrator” available to answer questions on general use of the space and associated policies
 - Walks the space at least one hourly to monitor masking and other compliance

Access & Entry

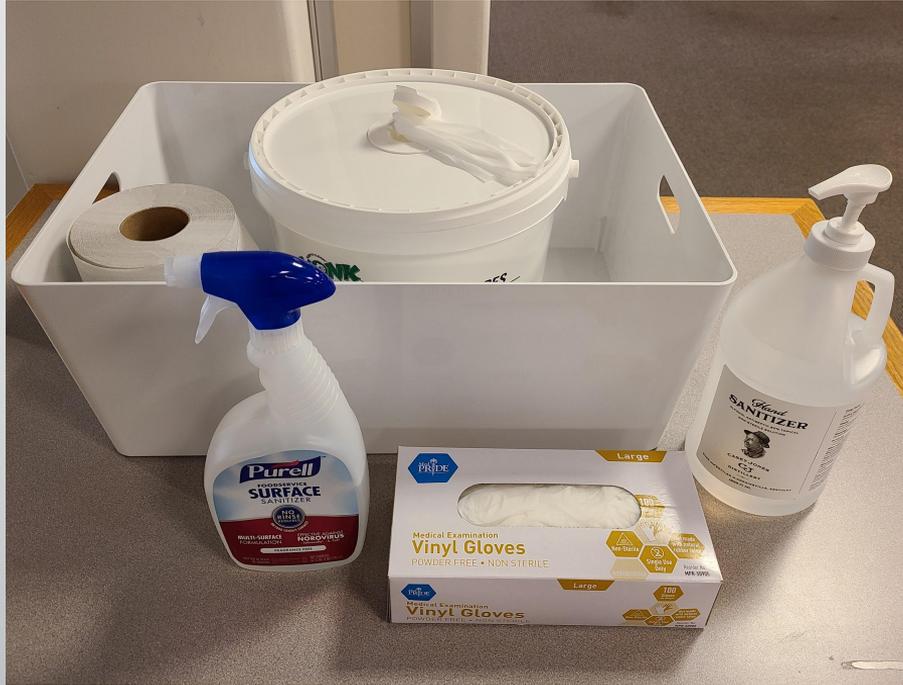


Enter to the left after Security Officer approval

Cleaning Protocols

- 10 cleaning supply stations in the public space
 - Plus cleaning wipes by all equipment (scanners, printers, etc.)
 - Stations include cleaning wipes, hand sanitizer, spray cleaner and paper towels, gloves
- Access services student workers perform twice-hourly cleaning of common spaces
- Student users are directed to clean their own study space before and after use with the provided cleaning supplies
- Space is cleaned thoroughly once daily (before opening) by Campus Custodial Services

Self-Service Cleaning Supply Stations

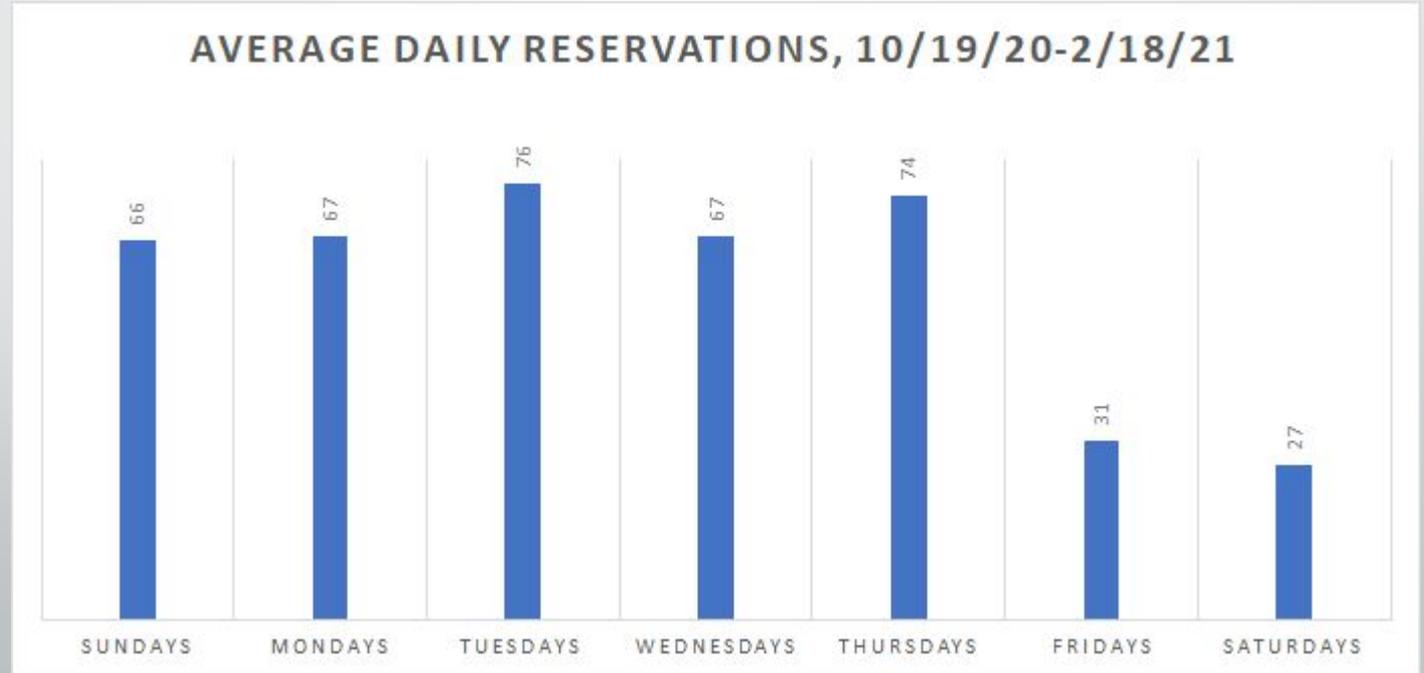


Use of the Space

- Relatively low use overall, but greatly appreciated by those that use it
- Space has never been filled to capacity (34 seats simultaneously)
- Total of 5,296 reservations from October 19, 2020 to February 18, 2021 (78 open days)
 - Weeks of highest use: Second week after opening and full week prior to Thanksgiving Week (average of 487 reservations per week)
 - Weeks of lowest use: Thanksgiving Week and first week after opening in January (average of 208 reservations per week)
 - Collective daily average of 68 across all open days
- Time of day:
 - Heaviest in early afternoon (noon-3)
 - Then in the morning (10-noon)
 - Quietest in late afternoon/evening (3-6pm)

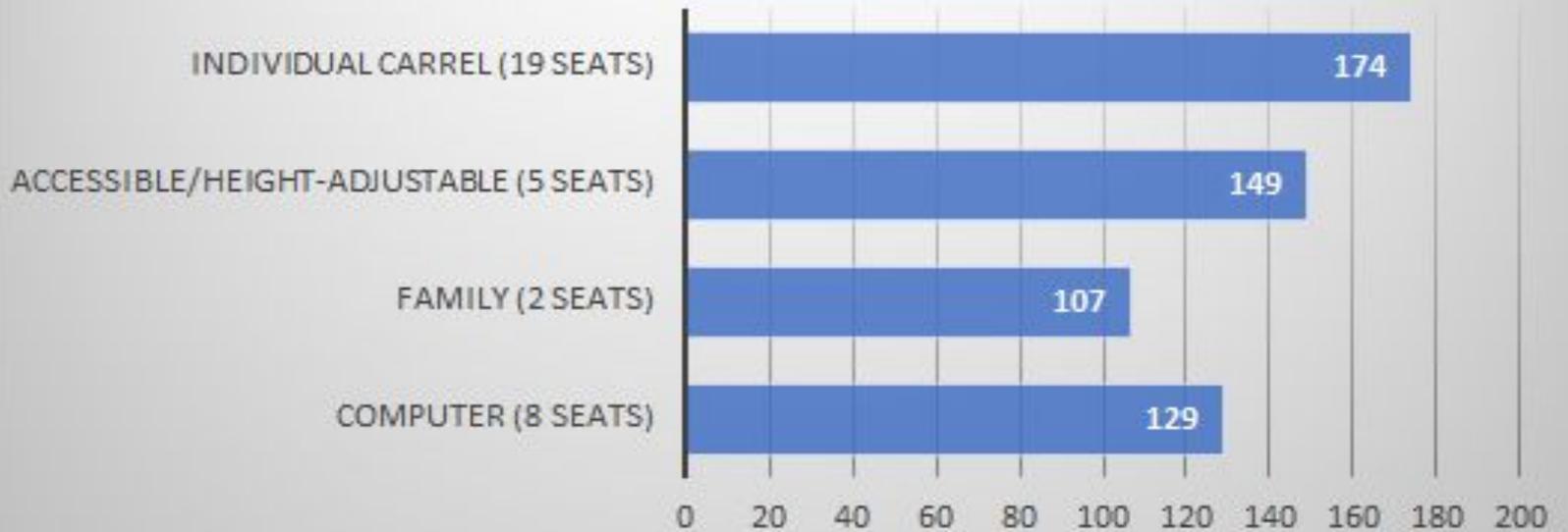
Use of the Space: Day of the Week

- Heaviest use on Tuesdays and Thursdays
- Relatively consistent use Sunday-Thursday (collective average=70)
- Substantially lower use on Fri/Sat for 10th Week and Finals (collective average=29)



Use of the Space: Seat Type

Average Reservations Per Seat, All Open Days from 10/18/20-2/18/21



Use of the Space: Equipment

- Heavy use of printer outside the entrance; solid printer use inside the space
- Light use of scanner in the space
- No strong demand for other equipment or amenities
- Electrical capability throughout is essential
 - We'll offer grab-and-go electrical pucks for onsite use once we open non-powered seats

User Feedback

- User survey available late October 2020 through February 2021 (**154 responses**)
- Monthly raffles with incentives; in-space signage; monthly survey invitation by email
- Sense of safety/well-being in the space: 94% = Quite Safe or Extremely Safe
 - Reported feeling safer *during* their visit than *prior to* their visit
- Respondents: 58% residential students, 42% commuters
- Likely to use the space again: 79% Very Likely, 15% Somewhat Likely, 6% Unlikely
- Likely to recommend to others: 76% Very Likely, 20% Somewhat Likely, 4% Unlikely
- Satisfied or better with the comfort and functionality of the space and furnishings
- Happy with availability and placement of cleaning supplies and hand sanitizer
- Made some changes as a result of feedback
 - Lengthened reservation period from 2 to 3 hours (many stay beyond reservation time)
 - Changed hours from noon-8pm to 10am-6pm
 - Expanded open days for end-of-term and finals, though not heavily used

COVID-Related Incidents

- 4 reported exposures since opening in mid-October 2020
- Intensive cleaning protocol by Campus Custodial after reported exposures
- Campus performs any needed contact tracing
- Co-users of the space are not deemed at risk due to safety protocols to prevent “close contact” (*defined as within 6 feet of an infected person for ≥ 15 minutes over a 24-hour period from 2 days before illness onset to time patient is isolated*)

Follow-Up

Contact me at kgoodson@ucsd.edu
with any questions
not addressed during this session

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