Ball State University Libraries
COVID-19 Operations Plan
This plan outlines operational strategies for the Ball State University Libraries (Bracken and branch libraries) based on the University’s continued response to the COVID-19 pandemic.

It is consistent with the recommendations of the Taskforce on Recovery and the University’s Strategic Transition (TRUST). The plan includes reopening phases culminating in full, on-site support for returning students and faculty at the beginning of Fall 2020.

University Libraries is prepared to support HyFlex courses and online learning. Furthermore, it will continue to serve campus and provide information access if a COVID-19 resurgence were to force campus to unexpectedly pivot to online-only instruction during fall semester (i.e. before Thanksgiving).

I. Operating Principles

The University Libraries will:

- Operate in accordance with university directives, guidelines, policies, and protocols to promote the safety of all staff and users.
- Maintain on-site staffing levels appropriate to operational phases and business needs.
- Continue promotion and development of electronic access to scholarly information and virtualized services.

II. July 6–31, 2020

Contingent upon the availability of plexiglass barriers and sufficient PPE for staff1, the University Libraries will be open to Ball State University researchers (students, faculty, and emeriti2) by appointment only (Monday through Friday, 8 a.m. to 5 p.m.) to provide essential access to physical collections and other user services, including:

Collections:

- General Collection.
- Education, Music and Media.
- Science Library.
- Health Library.
- Architecture Library.
- Visual Resources Center.
- Archives and Special Collections.
- Drawings and Documents Archive.
- Education, Music and Media.
- GIS Research and Map Collection.
- Microforms.

Services:

- Checkout and return (use of book chutes is encouraged for return).
- Interlibrary Loan (ILL) (physical).
- Computing.
- Scanning, printing (including plotter printing), laminating.

1 While masks or cloth coverings may be sufficient in many areas of the Libraries, clear face shields are preferred for those working at public service points to accommodate the needs of the hearing impaired and lip readers.

2 Community users may use virtual/remote reference services. Resident/Affiliate cardholders will be provided curbside pickup for eligible circulating library materials.
No-contact protocols for circulation transactions will be established with continued virtual delivery of reference and consultation services. **Whenever possible, the Libraries will encourage use of curbside or virtual/remote services, rather than in-person attendance.**

Curbside and virtual services include:

- Trunk delivery of circulating physical materials and equipment (using established checkout protocols for verifying personal and vehicle identification).
- Reading Lists (course reserves—electronic/scanned).
- Virtual reference and online instruction (including librarian liaison support).
- Virtual consultation services (including Office of Digital Research and Publishing, Copyright and Scholarly Communications Office, GRMC, Information Services, etc.).
- Remote desktop access to specialized, custodial software (availability dependent upon licensing terms and technology compatibility).

Researchers may schedule appointments by contacting Main Circulation during weekday business hours at 765.285.5143 or maincirc@bsu.edu. Visiting researchers will be admitted to the Libraries at a designated entrance by library staff and must:

- Present a valid BSU ID before entering the building.
- Practice physical distancing.
- Wear a face cover or mask.
- Follow no-contact checkout protocols.

### III. August 1–15, 2020³

The University Libraries will open to the public (including the general public and community users⁴) on Sunday, August 2, maintaining the following hours:

**Bracken Library**

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
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<tbody>
<tr>
<td>Monday–Thursday</td>
<td>7 a.m. to 9 p.m.</td>
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<tr>
<td>Friday</td>
<td>7 a.m. to 6 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>9 a.m. to 6 p.m.</td>
</tr>
<tr>
<td>Sunday</td>
<td>10 a.m. to 9 p.m.</td>
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</tbody>
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**Branch Libraries**

<table>
<thead>
<tr>
<th>Days</th>
<th>Hours</th>
</tr>
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<tbody>
<tr>
<td>Sunday</td>
<td>CLOSED</td>
</tr>
<tr>
<td>Monday–Friday</td>
<td>8 a.m. to 5 p.m.</td>
</tr>
<tr>
<td>Saturday</td>
<td>CLOSED</td>
</tr>
</tbody>
</table>

**Other**

- Archives and Special Collections: Monday–Friday, 7:30 a.m. to 4 p.m.
- GIS Research and Map Collection: Monday–Friday, 7:30 a.m. to 4 p.m.
- Drawings + Documents Archive: Monday–Friday, by appointment.

The Libraries will maintain no-contact protocols for circulation transactions and virtual delivery of reference and consultation services.

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³ The Libraries will resume regular fall semester operating hours beginning Sunday, August 16.

⁴ Community library users requesting a guest computer account will be asked to sign a form agreeing not to use the Libraries if they have COVID-19 symptoms or have been exposed to COVID-19 and will be provided with a list of guidelines for using the Libraries aligned to campus guidelines and protocols.
The following measures will be in place to promote physical distancing and align with TRUST recommendations for space utilization:

- The Libraries will work to maintain physical distancing capacity (PDC) as determined by Facilities:
  - Small group study rooms will be designated for individual use only.
  - Large study rooms will be maintained at PDC.
  - Instructional spaces will be maintained at PDC.
  - Service areas (including branches, archives, the Visual Resources Collection, and Education, Music and Media) with small or limited spaces may be open by appointment only or limit concurrent use based on PDC.
- Physical distancing furniture reconfigurations (which were implemented in March 2020) will be maintained.
- Public computer access will be reduced (remove from service alternating machines).

IV. Fall Semester

The University Libraries will resume regular semester operating hours beginning August 16 with all of the measures described above in place.

Throughout the semester, the Libraries will continue to provide curbside and virtual/remote services to faculty and students unable to enter the Libraries due to health vulnerabilities.

Hours of on-site operation after the Thanksgiving holiday will be assessed and may be reduced, since students will not return to campus.

V. General Information Regarding Library Staff, Graduate Assistants, and Student Assistants

The Libraries anticipates the return of a significant number of staff beginning July 6 with additional staff, graduate and student assistants scheduled to report to campus beginning August 3.

All returning employees will follow the workplace expectations, safety practices, health assessment/self-assessment certification processes, and travel standards outlined in the Return to Campus Plan.

Additionally, for the protection of library users and staff, the Libraries will:

- Establish no-contact protocols for internal physical workflows.
- Continue all interpersonal and group communications through email, telephone, and virtual meeting platforms, suspending all unnecessary face-to-face meetings.
- Establish routine cleaning and disinfection protocols for work areas, public spaces, and technology components.
- Follow established protocols for handling printed and physical materials.5
- Limit use of Multipurpose Room kitchenette and suspend room use for meals, break periods, and social gatherings.
- Encourage staff to practice physical distancing during break periods.

Following the Teleworking and Flexible Work Arrangement Guidelines, the Libraries will continue to emphasize dedensification of work areas and staff schedule concurrency throughout August and the fall semester. Telework/office rotations and revised schedules (potentially including evenings and weekends) will be important considerations in many offices and staff work areas to continue a high level of service to users and a high level of productivity and contribution to the Libraries’ strategic success.

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5 Following safety/hygiene recommendations for handling printed and physical materials, University Libraries personnel will wear gloves or engage in frequent handwashing when processing incoming materials (returned items, interlibrary loan materials, and in-house use items). Items will be checked-in and quarantined for 72 hours following current recommendations by the CDC, Institute for Museum and Library Services, and the American Library Association. Future recommendations from such agencies and organizations may require amended protocols.