



**BALL STATE
UNIVERSITY**

W E F L Y

Ball State University Libraries COVID-19 Operations Plan

Updated June 5, 2020; June 11, 2020; June 30, 2020; November 6, 2020; December 9, 2020

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 addresses operational procedures for Spring Semester 2021, incorporating procedures adopted during Summer 2020 and updated or revised to meet changing needs.

University Libraries supports on-site and online learning as well as 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.

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, including:

- The use of face masks, covering mouth and nose, by library personnel and users. Masks are available to library visitors free of charge.
- Reduced access to public computers and seating to maintain physical distancing and meet room capacity limitations.
- Provision of acrylic barriers in high-traffic service areas and sufficient PPE for staff.¹
- Maintain on-site staffing levels appropriate to operational phases and business needs.
- Support teleworking assignments where feasible to add to dedensification within library facilities.
- Continue promotion and development of electronic access to scholarly information and virtualized services.

II. Spring Semester 2021

Regular hours for the University Libraries during Spring Semester 2021 are:

Bracken Library

Monday–Thursday 7 a.m. to 1:30 a.m.
Friday 7 a.m. to 9 p.m.
Saturday 9 a.m. to 9 p.m.
Sunday 10 a.m. to 1:30 a.m.

Branch Libraries

Sunday CLOSED
Monday–Friday 7:30 a.m. to 6 p.m.
Saturday CLOSED

Other

Archives and Special Collections Monday–Friday, 8 a.m. to 6 p.m., by appointment
GIS Research and Map Collection Monday–Friday, 8 a.m. to 5 p.m., by appointment
Andrew Seager Archive of the Built Environment Monday–Friday, 8 a.m. to 5 p.m., by appointment

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

This provides access to all the University Libraries collections including:

- General Collection
- Education, Music and Media
- Science Library
- Health Library
- Architecture Library
- Visual Resources Center
- Archives and Special Collections²
- Andrew Seager Archive of the Built Environment²
- GIS Research and Map Collection²
- Microforms

In addition to standard services, curbside and virtual services include:

- Trunk delivery of circulating physical materials and equipment (using established checkout protocols for verifying personal and vehicle identification).
- ILL/document delivery (electronic).
- 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).

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

All employees 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' personnel:

- Maintain no-contact/low-contact protocols for internal physical workflows.
- Continue interpersonal and group communications through email, telephone, and virtual meeting platforms, suspending face-to-face meetings whenever possible.
- Maintain increased cleaning schedules and disinfection protocols for work areas, public spaces, and technology components.
- Follow established protocols for handling printed and physical materials.³
- 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. Telework/office rotations and revised schedules (potentially including evenings and weekends) are in effect for designated 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.

² Service areas with limited seating will be open by appointment only.

³ 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 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.