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## Adapting to change: Libraries staff find new ways to help patrons during COVID-19

Kansas State University Libraries

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# ADAPTING TO *change*

BY CAILIN RILEY

## LIBRARIES STAFF FIND NEW WAYS TO HELP PATRONS DURING COVID-19

The COVID-19 pandemic affected the K-State community in many ways, including access to K-State Libraries locations, services and staff. Within the last few months, Libraries staff and faculty worked hard to find new ways to continue providing important academic services.

While many resources including databases already exist online, it takes a slew of staff working behind the scenes to make those resources work correctly. Staff including Christina Geuther, electronic resources librarian, and Katrina Beaudoin, library associate, continued troubleshooting any issues with these resources from their homes. Their steadfast work has helped make sure that patrons get what they need as quickly as possible.

In addition to making themselves available to students and faculty through online chat while they worked from home, librarians worked with instructors to support their transition to online teaching. They

also created a helpful guide to assist instructors with incorporating library resources in their online courses.

The process of adapting to such an unprecedented situation has been a major challenge, one that many Libraries staff have met with creative workarounds.

Sara Kearns, academic services librarian, and Veronica Denison, assistant university archivist, have been working with faculty in English and history to help teach students how to research online using archival materials. For one class, Kearns, Denison, and a few of their colleagues helped create an online game where students learned how to find documents related to the creation of penicillin.



*Sara Kearns, academic services librarian*



*Kathy Coleman, interlibrary services coordinator*

"We've had to get inventive about how we teach students to research," Kearns said. "Now that we're all teaching online, we're even more resourceful."

Another challenge the Libraries faced due to COVID-19 was the sudden halt across the world of loaning out physical items through interlibrary loan. Kathy Coleman, interlibrary services coordinator, and the rest of her team worked with the K-State community to help them find resources online through services like



*Denny Ryan, Annex collection coordinator*

HathiTrust's temporary emergency access program. Coleman said she helped address communication issues by leaning into technology.

"I communicated a lot with team members by phone and email, but I also made some videos to help share changes in our technology and workflow," Coleman said. "My motivation is to do everything possible to support our users' research and study, as well as to support the rest of the interlibrary services team."

Additionally, the Libraries were able to continue document delivery service with materials located in the Annex, an off-site storage facility. Denny Ryan, Annex collection coordinator, and Chris Rodriguez, Annex assistant, worked

diligently to scan requested materials from the Annex on a regular basis and email them to K-State patrons. They also have assisted with lending requests from other academic libraries.

Because of the Hale Library fire, Libraries faculty and staff had previous experience adapting to change and didn't skip a beat when faced with the added challenge of a pandemic.

"I'm incredibly proud of our staff," said Lori Goetsch, dean of Libraries. "We've overcome tremendous hurdles and have identified creative solutions to problems we never imagined we'd have."



*& family*

### Using Tech to Support Local Healthcare Workers

Jahvelle Rhone, media coordinator for the Media Center, and the K-State Digital Fabrication Club used 3D printers this spring to create face shields for local healthcare workers. With additional help from Jahvelle's family, the DigiFab Club created more than 175 face shields to help protect healthcare workers while they battle COVID-19. The Sunderland Foundation Innovation Lab under construction in Hale Library will include 14 3D printers for use by any K-State student.



*Jahvelle Rhone, Media Center media coordinator*

Above: Jahvelle and his wife TeAndra, said it was neat to show their children how STEM can be used to help people in everyday, real-life situations. Children (front to back): Layla (4), Logan (2), Victoria (8), Jaelynn (10).