SURVEY METHOD

Conducted by the American Library Association (ALA),
with additional support from the Institute of Museum and Library Services and
Colorado State Library’s Library Research Service

SURVEY
Hosted in Survey Monkey

DISTRIBUTION
Survey link
distributed via email,
social media, and
listservs

SAMPLE
All library types,
with public, academic,
and K-12 libraries
representing the
majority of respondents

ANALYTICS
Data were cleaned,
de-duplicated, and
anonymized
SURVEY RESULTS

The results in this report represent aggregate responses from a convenience survey.

RESPONDENTS*
3,850 libraries

RESPONSE RATE
~30% of US public library systems**;
~20% of US academic libraries;
<20% of other library types

GEOGRAPHY
50 US states + Washington, DC represented

*Unless otherwise noted, n=3,850 when calculating responses.
**Public library system is equivalent to a public library jurisdiction.
99% of respondents reported having limited access policies currently in place.
A majority of libraries that are fully closed are uncertain about when they can re-open their building(s).

47% of respondents did not know when their buildings would start to re-open to the public.

37% of respondents expect re-opening to begin to occur in June or July.

16% of respondents fell into the "other" category, reporting plans to open after July or that opening depends on state/school directives.

n=2,214
PLANNING FOR IN-PERSON ACCESS

Libraries are instituting a combination of approaches for in-person access, including:

- Social distancing practices
- Curbside services
- By appointment only
- Delivery to patrons

Answers with 30% or higher response rate.
PATRON NEEDS

Libraries anticipate patrons' most urgent needs in the next six months will be:

- **64%**
  Access to physical materials and/or special collections

- **60%**
  Public access to computers and the internet

- **60%**
  Government applications and job search support

"We checked out 143 laptops to students needing devices to do work online. This helped some students persist who may not have in this new learning environment.
- Hawkeye Community College Library (Iowa)"

K-20 LIBRARY TOP NEEDS INCLUDE:

Student success (e.g., assignment completion) and faculty/teacher support (e.g., research assistance, online teaching support)
STUDENT & FACULTY NEEDS

The top three ways all libraries are addressing student and faculty needs include:

**CURBSIDE PICKUP**
Books, laptops, school materials

**VIRTUAL REFERENCE**
Via email, phone, chat

**NEW "HOW TO" RESOURCES**
For accessing virtual resources

"The mother of half a dozen children, ages 4–14, who were all out of school because of coronavirus told us, "You’re a LIFESAVER!!" The kids were supposed to be reading 20 minutes a day, but after a week of lockdown were out of books. I helped the mom with our online library and reassured her she could call back any time."

- Brigham City Public Library (Utah)

"...I am the administrator for our school's Accelerated Reading program, and I was instrumental in facilitating its use for teachers when they expanded their online resources to home use, helping with communications, troubleshooting for teachers and students, etc."

- High Mount Elementary School (Illinois)
STUDENT & FACULTY NEEDS

Additional ways libraries are addressing student and faculty needs include:

FOR STUDENTS
- Transitioning summer learning from in-person to virtual and adding new enrichment learning activities
- Digitizing materials for remote use
- Providing access to textbooks and other resources
- Securing and/or distributing devices for students who lack access to laptops/tablets for classwork

FOR FACULTY
- Purchasing and/or curating additional online research resources, including negotiating licensing contracts
- Increasing access to open research in support of COVID-19
- Working with faculty/teachers to create new open textbooks or other educational materials
COVID-19 CRISIS RESPONSE

Of those respondents who are involved in community crisis response, the majority reported:

- Developing new partnerships
- Making or distributing Personal Protective Equipment (e.g., face shields or fabric masks)
- Addressing hunger relief efforts
- Providing family-friendly facilities (e.g., for student parents)
- Relocating staff to other departments and/or helping in call centers (e.g., health, employment, 211)

“Our community has serious food insecurity issues, and we have been involved in addressing that for the past several years. COVID-19 has made the situation even worse. Ordinarily our (farmers) market has kids’ activities, but those are not possible now. We are focusing solely on the food and working hard making sure those who have SNAP (Supplemental Nutrition Assistance) benefits are aware of this opportunity.

- High Point Public Library (North Carolina)
FUTURE NEEDS & CHALLENGES:

HEALTH & SAFETY

Respondents anticipate ongoing questions about safety protocols and having adequate PPE and cleaning supplies.

“We want our staff to be safe. We want our community's needs met. How we SAFELY get both of those goals met can be tricky. It is really a balancing act.”

- Spring Valley Public Library (Minnesota)

Open-ended responses: 764
FUTURE NEEDS & CHALLENGES: UNCERTAINTY ABOUT THE FUTURE

Respondents reported being uncertain about how and when libraries will be allowed to make buildings accessible again; how people will continue to be affected by the virus and the ability of the library to respond; and how communities will change moving forward.

“The library’s future will be dependent on the status of our course modalities (on campus, online, international), sustained enrollment, and state revenues.”

- Forsyth Library, Fort Hays State University (Kansas)
FUTURE NEEDS & CHALLENGES:
FUNDING & BUDGET CUTS

Respondents shared their concerns around reduced funding for library budgets and anticipated staff loss due to furloughs and layoffs.

“Funding, funding, funding and advocacy for the critical importance of libraries as crucial, essential secondary responders.”
- Connecticut State Library

Open-ended responses: 764
ACKNOWLEDGMENTS

LIBRARIES RESPOND:
COVID-19 SURVEY

The American Library Association (ALA) would like to thank all of the libraries that responded to the survey so quickly. The May 2020 "Libraries Respond: COVID-19 Survey" is one of a series of data and research projects underway at ALA to learn and share information about the impacts of COVID-19 on libraries, library staff, and our work serving our communities. Analysis of data from the survey is ongoing and will be shared in coming weeks.

We would also like to thank the Library Research Service, an office of the Colorado State Library, and the Institute of Museum and Library Services for their work helping clean and validate the survey data.

To learn more about the COVID-19 surveys and view the full sets of questions, please visit: http://www.ala.org/tools/libraries-respond-covid-19-survey.

Additional Resources: