

# State of Library Operations & Services During COVID-19 (June 2020)

As Rhode Island moves into Phase 2 of reopening, the Office of Library and Information Services and Ocean State Libraries are asking for your assistance. Please respond to this survey about the current status of your library as of the week of June 8, 2020. The survey will close on June 7 at 12 pm. We thank you for your input, which will help inform the strategy and services of OLIS and OSL as we support the phased reopening of libraries.

The survey is divided into two parts: the first part is about staffing and delivery, which will assist OLIS in expanding delivery and understanding the current staffing situations at libraries; the second part is detailed information about services, which will be loaded into OSL's Capira mobile app and used by OLIS to understand the status of library services at libraries across the state, and to build an information page for the public.

Please note that the staffing questions will only be visible to directors, in response to the question "Are you the library director?" This information only needs to be filled out once, for the system. Even if you are the director or the individual charged with filling out the staffing questions, when you fill in the survey for branches, you should answer this question in the negative after you have completed the staffing question once. If you accidentally land on the staffing page, do not fill out these questions a second time; you may skip them.

The survey asks for detailed information and will take 10-20 minutes to complete, depending on the depth of your answers. We appreciate the time spent in providing detailed information, as once you do this, you will only need to update data in the future.

Please limit your response to one per library; a survey must be completed for each library facility in your system for delivery and the Capira app.

[Begin](#)

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## General Information

Please provide the name of your institution and contact email in case we have additional questions about your responses.

**1 Library Name:** (required)

This field is required.

**2 Library Code:** (required)

0/3

**3 Person completing the survey:** (required)

**4 Contact email:** (required)

**5 Are you the director of your library system?** (required)

Yes

No

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## Staffing

Please answer the following questions about your staffing *as an update* to your response from the previous survey.

**6 Since your response to the survey distributed May 5, have you laid off employees?** If you previously reported layoffs, only report here additional employees that have been laid off.

Yes  No

**Part-time: Number of non-MLS staff laid off**

**Part-time: Number of MLS staff laid off**

**Full-time: Number of non-MLS staff laid off**

**Full-time: Number of MLS staff laid off**

**7 Optional comments on layoffs.**

**8 Since your response to the survey distributed May 5, have you furloughed or not scheduled employees for work?** If you previously reported furloughed employees, only report additional employees that have been furloughed or not scheduled.

Yes  No

**Part-time: Number of non-MLS staff furloughed or not scheduled**

**Part-time: Number of MLS staff furloughed or not scheduled**

**Full-time: Number of non-MLS staff furloughed or not scheduled**

**Full-time: Number of MLS staff furloughed or not scheduled**

**9 Optional comments on furloughs or not scheduling staff for work.**

**10 Since your response to the survey distributed on May 5, have you recalled any employees who had been laid off, furloughed, or not scheduled?**

Yes

No

**Part-time: Number of non-MLS staff reinstated**

**Part-time: Number of MLS staff reinstated**

**Full-time: Number of non-MLS staff reinstated**

**Full-time: Number of MLS staff reinstated**

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## Delivery

Please answer these questions to help us understand your delivery needs.

**11 Beginning the week of June 15, libraries can opt in to receive up to 2 delivery stops per week. Is your library interested in receiving 2 stops per week delivery service?**

- Yes
- No, we only need one stop per week for now.
- No, we are not ready to receive delivery.

**12 Choose one of the following combination of days for delivery.**

- Tuesday / Thursday
- Wednesday / Friday

**13 Days of the week** (check all that apply):

- Tuesday
- Wednesday
- Thursday
- Friday

**14 Indicate a time window when the library is staffed** (choose all that apply):

- 9:00 AM - 2:00 PM
- 9:00 - 11:00 AM
- 11:00 AM - 1:00 PM
- 12:00 PM - 2:00 PM

**15 Does the library have a lock box?**

- Yes
- No
- We have another way to receive delivery (Explain)

**16 Do you need empty bins?** (bins will be delivered when you resume delivery)

Yes

No

**17 How many bins do you need?**

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