



# FY20 Federal-Level Data Elements – COVID-19 Response

## Electronic Library Cards Issued **Before** COVID-19

Answer Yes or No: “Did the library allow users to complete registration for library cards online without having to come to the library before the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card.

## Electronic Library Cards Issued **During** COVID-19

Answer Yes or No: “Did the library allow users to complete registration for library cards online without having to come to the library during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Online library cards provide users access to electronic collection materials and databases without having to be physically present at a library outlet to register for the card.

## Public Services During COVID-19

Answer Yes or No: “Did library staff continue to provide services to the public during any portion of the period when the building was physically closed to the public due to the Coronavirus (**COVID-19**) pandemic?”

- answering calls, emails, or texts with answers to information requests from the public;
- hosting virtual programming or recorded content;
- offering “curbside,” delivery (mail or drop-off), or drive-thru circulation of physical materials;
- managing IT services to ensure external Wi-Fi access; and
- providing other types of online and electronic services,

regardless of the location of library staff when they provided services (i.e., working from home or in the building that was closed to the public).

## Reference Service During COVID-19

Answer Yes or No: “Did the library provide reference service via the Internet or telephone when the building was physically closed to the public during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Include references service provided via email, chat, and text.

## Outside Service During COVID-19

Answer Yes or No: “Did the library provide ‘outside’ service for circulation of physical materials at one or more outlets during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Includes any contactless or minimal contact provision of circulation items. Similar terms could include curbside, vestibule, or porch pickups, delivery (mail or drop-off), drive-thru, etc.

## Live Virtual Programs During COVID-19

Answer Yes or No: “Did the library provide live, virtual programs via the Internet during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Live, virtual programs are conducted via a Web conferencing or Webinar platform such as Facebook, YouTube, or Zoom, during which a library staff member (or other party sponsored by the library) is presenting to or interacting with an audience in real-time.

## Recordings of Program Content During COVID-19

Answer Yes or No: “Did the library create and provide recordings of program content via the Internet during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Recordings of program content include video or audio recordings created by a library staff person (or other party sponsored by the library) and posted to a video or audio hosting platform for the audience to view or listen to on-demand. Do not include promotional or marketing content.

## Electronic Materials Added Due to COVID-19

Answer Yes or No: “Did the library add or increase access to electronic collection materials due to the Coronavirus (**COVID-19**) pandemic?”

NOTE: Adding or increasing materials can include

- increasing the concurrent or monthly borrowing limits for electronic materials
- increasing the number of electronic materials and holdings, or
- otherwise augmenting the public’s ability to use electronic materials.

These materials can include those the library did not pay for itself, such as those provided through the state library administrative agency, library consortium, or vendor at no cost in response to the pandemic.

Types of electronic materials include e-books, audio and video downloadables, e-serials (including journals), government documents, databases (including locally mounted, full text or not), electronic files, reference tools, scores, maps, or pictures in electronic or digital format, including materials digitized by the library.

## Staff Re-Assigned During COVID-19

Answer Yes or No: “Did library staff work for other government agencies or nonprofit organizations instead of, or in addition to, their normal duties during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Include reassignments to other government agencies (e.g., to process unemployment claims), as well as other activities such as the use of library staff to distribute school lunches and other materials.
- Volunteering during work hours would count but volunteering off hours would not.

# External WiFi Access

## External WiFi Access **Before** COVID-19

Answer Yes or No: “Did the library provide Wi-Fi Internet access to users outside the building at one or more outlets before the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.

## External WiFi Access Added **During** COVID-19

Answer Yes or No: “Did the library intentionally provide Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities.

## External WiFi Access **Increased** During COVID-19

Answer Yes or No: “Did the library increase access to Wi-Fi Internet access to users outside the building at one or more outlets during the Coronavirus (**COVID-19**) pandemic?”

- NOTE: Includes “parking lot access,” bookmobiles or other mobile facilities with Wi-Fi capabilities. Increasing access could mean removing restrictions on sign-in authorizations, expanding router reach, leaving Wi-Fi service on 24 hours, installing or moving access points to promote or improve external access, etc.



## Closed Outlets Due to COVID-19

Answer Yes or No: “Were any of the library’s outlets physically closed to the public for any period of time due to the Coronavirus (**COVID-19**) pandemic?”

- NOTE: An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building.

## Number of Weeks an Outlet Closed Due to COVID-19

This is the number of weeks during the year that due to the Coronavirus (**COVID-19**) pandemic, an outlet building was physically closed and the public could not enter, when it otherwise would have been open.

- NOTE: Round to the nearest whole number. If building did not close to the public due to the pandemic, enter zero.
- An outlet is considered physically closed when the public cannot access any library buildings or bookmobiles, regardless of staff access. A building can be physically closed but still offer virtual, Wi-Fi, or “curbside” services outside the building.

## Number of Weeks an Outlet Had Limited Occupancy Due to COVID-19

This is the number of weeks during the year that an outlet implemented limited public occupancy practices for in-person services at the library building in response to the Coronavirus (**COVID-19**) pandemic.

- NOTE: Round to the nearest whole number. If building did not have a limited occupancy or similar practice due to the pandemic, enter zero. Weeks can be counted in both data elements #714 and #716 (that is, a library was open to the public and implementing limited occupancy practices in the same week). Data element #716 should not be greater than data element #714.
- Limited public occupancy practices can include reduced hours open, limits on the number of public members inside the physical building, appointment only on-site library use, visitor time limits, closed stacks or meeting rooms, etc.