

Agenda

- How we prepared
- What we did not expect
- How to better prepare next time
- Opportunities and unexpected upsides



How we prepared – Challenges

- Set Up Virtual Reference
- Provide Access to Coursebooks
- Ensure Access to Subscription Databases
- Continue to Provide Faculty Support

Virtual Reference

We already had evening virtual reference once a week

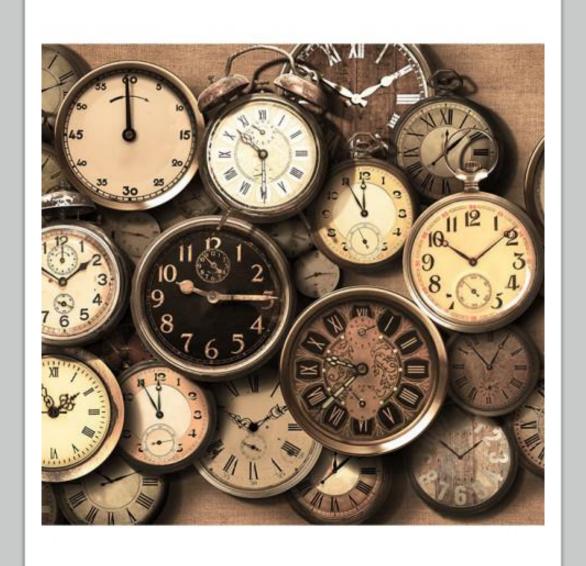
- Call forwarding
- Online chat feature
- Email



Virtual Reference In a Hurry

Expanded our virtual reference to 9-5, M-F

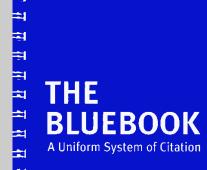
- Calls to the reference desk are forwarded
- Schedule adjusted one librarian covers reference for the entire day (instead of daily two-hour shifts)
- Written instructions provided to all reference librarians
- Electronic chat function eliminates face-to-face interaction
- Loss of library workshops



CAROLINA ACADEMIC PRESS







Eighteenth Edition

Providing Access to Coursebooks



 BLS Library keeps one copy of every casebook on reserve

Coursebooks

 During NY's PAUSE period, students lost access to this service and many were also unable to access coursebooks left in lockers on-campus



Access to Coursebooks -Solutions

- Possible solutions
 - Scan pages for the rest of the semester?
- Contacted coursebook publishers and arranged for complementary access
 - Foundation Press/West Academic
 - Carolina Academic Press, Wolters Kluwer/Aspen
- Contacted Bluebook and obtained free accounts for electronic access
 - Created a shared Google Doc with list of access codes and students who received each code

Instructions to Students & Faculty LibGuides

Remote Access to Library Resources & Services

- Access to online coursebooks
- Access to Bluebook online
- Instructions for proxy server to access subscription databases
- Virtual reference instructions
- Library databases, resources, e-books, and study aids

Faculty Remote Teaching Guide

- Online pedagogy, teaching blogs, third-party content
- Library resources
- Zoom tips

Coronavirus Resource Guide

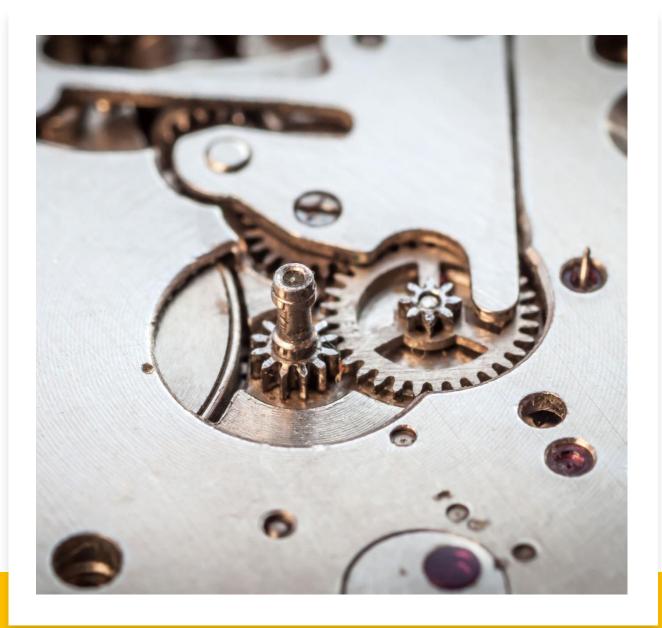
• Info on COVID-19 (news, legal & non-legal resources & information)



Technological Issues

- Proxy server did not always work
 - Unable to access databases needed to answer reference questions





Coursebooks not available electronically...

- Some students were unable to access either physical or electronic versions of coursebooks
 - Tried to find alternative ways of accessing the information needed
 - e.g., showed student who was unable to access her coursebook, Selected Sections on United States International Taxation the federal tax resources on Cheetah



Patrons facing difficult situations

- E.g. A student contacted us that their laptop broke and they had to take out an additional loan to purchase a new laptop, which set them back in their coursework
- Some students contacted us that they had family members who were sick and the stress of caring for them set them back
- We made patrons aware of possible sources of aid, such as Brooklyn Law School's new Student Support Fund & sources listed in BLS Library's Coronavirus Research Guide, such as: NYC Emergency Management, COVID-19 Services & Resources



How we can better prepare

for the next emergency

Ensure Students Have Access to Course Materials

- Determine which case books are available electronically
 - Create a list of titles
 - For print only case books, ask faculty members to share their syllabus
 - Alternatively, ask IT to provide the library access to faculty course pages



Replicating In Person Reference

- Reference Office Hours
 - Use Zoom, Skype or Google Meet Up to provide "In Person" reference
 - Allow students to make appointments via online shared calendar
- Proxy Instructions
 - Ensure they are up to date
 - Know which browsers work best
- Virtual access to physical collection
- Outreach to Other Departments





Opportunities & Unexpected Upsides

Strengthening Organizational Memory

- Create Internal How To Documents
- Analyze Day to Day Duties
- Revise Library Policies and Procedure Manuals
- Create a Best Practices
 Manual for Remote
 Work



Getting to the bottom of the To Do List

- Updating Research Guides
- Revising Policy & Procedure Manuals





Time's Up!

- Getting ready in a hurry
- Unanticipated problems
- Learning from our mistakes

