Supplemental Appendix A - COVID Surveys Phases 1-3

COVID Survey Phase 1

Online Informed Consent Agreement

Study Title: Impact of Covid-19 on Health Sciences Libraries Programs and Services

Please read this consent agreement carefully before you decide to participate in the study.

Consent Form Key Information: In this study you will:

- Complete a survey that requires about 30 min of your time.
- Provide monthly updates that require 5 – 15 minutes of your time.
- Be given the option to participate in a focus group.

Purpose of the research study: The purpose of the study is to investigate the impact of COVID-19 on the programs and services provided by Academic Health Sciences Libraries. Findings from the study aim to strengthen what is known about the needs of Academic Health Sciences Libraries during a crisis and identify best practices for responding to future events.

What you will do in the study: This multi-site study will use a mixed-method approach to capture the evolution of Academic Health Sciences Libraries during this quickly changing crisis. Potential participants include administrative leaders at Academic Health Sciences Libraries. Participants will include women and men from 20 - 75 years in age. An email describing the research project, its purpose, and participants’ rights will be sent to the Association of Academic Health Sciences Libraries (AAHSL) listserv. AAHSL members represent the majority of administrative leaders at libraries in North America. Phase One of the study involves a qualitative survey administered using Qualtrics to Academic Health Sciences Libraries to capture current evolutions of programs and services. Consent for the survey will be collected as part of the survey instrument. An additional follow up survey will be administered monthly to track updates from Academic Health Sciences Libraries as the situation continues to evolve.
Phase Two of the study will use a structured qualitative interview instrument created from the responses to the Phase One survey to create an online focus group dialogue between the researchers and Academic Health Sciences Libraries. The researcher understands the current University COVID-19 policy with regard to face-to-face interactions with research participants and will abide by those policies until such time that the restrictions are lifted. The purpose of the online focus group is to solicit a rich dialogue to capture the evolution of Academic Health Sciences Libraries during the COVID-19 pandemic. Participants will be sent an email from the researcher explaining their rights and asking for their consent for participating in the online focus groups. Participants can choose if they wish to participate in Phase Two of the study. The risks to the participants are minimal. Since the study involves asking subjects about their current work, the probability and magnitude of harm or discomfort anticipated in the research is not greater than those ordinarily encountered in daily life. All data will be treated as confidential. Raw data will be stored on secure computers and networks. Data will be reported in aggregate and individually. Results from the study will be anonymized and made publicly available. The long-term storage plan is to make the anonymized dataset publicly available in the Data Repository for the University of Virginia (LibraData). No data will be attributed using identifying information.

**Time required:** The initial survey for this study will require about 30 minutes of your time. Monthly follow up questions will take 5 – 15 minutes of your time.

**Risks:** There are no anticipated risks in the study.

**Benefits:** There are no direct benefits to you for participating in this research study. Findings from the study aim to strengthen what is known about the needs during a crisis and identify best practices for responding to future events.

**Confidentiality:** The information that you give in the study will be handled confidentially. Your information will be assigned a code number. The list connecting your name to this code will be kept in a locked file. When the study is completed and the data have been analyzed, this list will be destroyed. Your name will not be used in any report.
Voluntary participation: Your participation in the study is completely voluntary.
Right to withdraw from the study: You have the right to withdraw from the study at any
time without penalty.
How to withdraw from the study: If you want to withdraw from the study, please let me
know. There is no penalty for withdrawing. If you would like to withdraw, please
contact Bart Ragon at the number or email below with the date and time you
completed the survey.

Payment: You will receive no payment for participating in the study.

Using data beyond this study: Results from the study will be anonymized and made
publicly available. The long-term storage plan is to make the anonymized dataset
publicly available in the Data Repository for the University of Virginia (LibraData). No
data will be attributed using identifying information. Identifiable information collected
in this study will be destroyed within one year of the study’s completion.

If you have questions about the study, contact:
Principal Investigator
Bart Ragon, MLIS, Ed.D
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Associate Dean, George A. Smathers Libraries
Communicore Building
SW Archer Rd, Gainesville, FL 32610
To obtain more information about the study, ask questions about the research procedures, express concerns about your participation, or report illness, injury or other problems, please contact:
Tonya R. Moon, Ph.D.
Chair, Institutional Review Board for the Social and Behavioral Sciences
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University of Virginia, P.O. Box 800392
Charlottesville, VA 22908-0392
Telephone: (434) 924-5999
Email: irbsbshelp@virginia.edu
Website: https://research.virginia.edu/irb-sbs
Website for Research Participants: https://research.virginia.edu/research-participants

UVA IRB-SBS # 3639

Agreement:
By clicking “Yes” I agree to participate in the research study described above.

If you need a copy of this consent form, you may print a copy of this page for your records.
I agree to participate in this study:

Yes
No

Demographic Information

All demographic information that you give in the study will be handled confidentially. Your institution or name will not be used in the data analysis or any report. In the event that you withdraw from the study we will use demographic data to ensure that all information you have provided has been properly deleted.

Name:

Email:

University:

Library:
Your primary role at the library:

Director
Deputy Director
Associate Director
Assistant Director
Departmental Manager
Faculty/Staff member
Other (Please Specify)

Impact of COVID-19 on Library Operations

How much has COVID-19 affected the operations of your library?

No impact  Minor impact  Neutral  Moderate impact  Major impact

Please answer the following about library space (select all that apply):

Library is open under normal operations.
Library is open with reduced staffing.
Library is closed, but one or more staff are regularly working in the facility.
Library is completely closed.
Library is closed, but a 24 hour space is open.

If library team members are still working in the library, what services are they providing?

If library team members are still working in the library, how many staff members are involved?
Please list any key dates where the library closed part or all of its physical space.

Closed general physical space
Closed 24 hour space
Closed to the public
Other

Additional information you would like to share about library space and COVID-19?

Approximately what percentage of your library’s effort is dedicated to each of the academic medical center missions (answers for all four areas combined should total 100%)?

Clinical 0
Education 0
Research 0
Outreach/Community Engagement 0
Total: 0

Please rate how supported you have felt from your broader institution(s) during this time.

Not supported  Slightly supported  Somewhat supported  Moderately supported  Extremely supported
Please rate your libraries’ overall experience transitioning to a remote work environment.

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<thead>
<tr>
<th></th>
<th>Very difficult</th>
<th>Difficult</th>
<th>Neutral</th>
<th>Easy</th>
<th>Very easy</th>
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</thead>
</table>

Please rate services transitioning to a remote work environment.

<table>
<thead>
<tr>
<th>Service/Circulation Desk</th>
<th>Very difficult</th>
<th>Difficult</th>
<th>Neutral</th>
<th>Easy</th>
<th>Very easy</th>
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</thead>
<tbody>
<tr>
<td>Consultations</td>
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<td>Literature Searching</td>
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<td>Systematic Review Support</td>
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<tr>
<td>Workshops and Training (for library staff)</td>
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<td>Workshops and Training (for library clientele)</td>
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<td>Interlibrary Loan</td>
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<td>Technical Services</td>
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<td>Historical Collections</td>
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<td>Publication Metrics/Impact Support Services</td>
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<td>Data Services</td>
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Describe any services specifically related to COVID-19 that your library is providing to support patient care, education, or research. (Resource pages, 3D printing, teleconference support, etc.)

What activities have you started/expanded to support staff engagement and well-being?
How have you adjusted your communication strategy to support staff needs?

How have you adjusted your communication strategy to support library patron needs?

Planning for the future

Planning for the Future

After the COVID-19 pandemic has slowed and normal operations resume, what is your library planning to do differently in its operations, events, or activities?

What lessons has your library already learned in response to the COVID-19 pandemic?

In retrospect, what might have you done differently due to the COVID-19 pandemic?

What is the most positive thing you learned about your library or organization due to the COVID-19 pandemic?
Is there anything else that you would like to share?

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COVID Survey Phases 2 and 3

In the past month, how much has COVID-19 affected the operations of your library?
No impact
Minor impact
Neutral
Moderate impact
Major impact

In the past month, how many information requests have you seen related to COVID-19?
None
1 - 10
10 - 20
20 - 30
30 or more

In the previous survey, many libraries indicated increased engagement with their staff using technologies (e.g., Zoom, Slack, Microsoft Teams) for check ins, coffee breaks, or other social meetings. In the past month, please describe how your engagement with staff has evolved or changed.
In the previous survey, many libraries indicated many changes needed to deliver library services remotely. In the past month, please describe how current library services may or may not have evolved or changed.

As a result of lost revenue for institutions, many institutions have begun to experience financial hardships. Which of the following are applicable for your library?

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<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
<th>No, but we expect to</th>
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<tbody>
<tr>
<td>Furloughs</td>
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<td>Layoffs</td>
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<td>Hiring Freeze —Unable to Post Positions</td>
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<td>Hiring Freeze —Rescind Posted Positions</td>
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<td>Salary Reductions</td>
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<td>Benefits Reductions</td>
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<td>Collections Reductions</td>
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Other Comments experience financial hardships:
Has your library reopened or begun to reopen? If so, can you share your approach (all at once, stages, some staff, all staff, etc) and list any key dates.

Anything else you would like to share about your experience in the last month.