
Developing a Curbside Pickup Scheduling Tool on the Fly Using Springshare's LibCal

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Abstract: This article briefly reviews literature surrounding academic libraries in disaster/crisis situations, and academic libraries using Springshare's LibCal product, as a foundation for discussing how Colorado Mesa used LibCal to create a curbside pickup scheduling tool while patrons did not have access to the library building. The article also considers the "return" to whatever "normal" becomes after travel restrictions, library closures, and work-from-home edicts are lifted, understanding that this curbside pickup service may need to be made available on-and-off for the foreseeable future. Conclusions feature social media images, data about initial service usage, and reflections on broader marketing and implementation.

Keywords: LibCal, Springshare, curbside pickup service, access services, academic libraries, library outreach, COVID-19, outreach

Introduction

The work landscape that the novel coronavirus has carved out in the field of librarianship, like with many other fields, has had a wide-ranging impact on our behaviors and services. In addition to the challenges presented to instruction and reference librarians, cataloging staff, and others, the trail blazed by COVID-19 through the United States has hit circulation and checkout staff and services particularly hard. Without the convenience offered by interlibrary loans traveling between libraries, the students, faculty, and staff at Colorado Mesa University had only our collection—and e-resources—to rely upon during this time. Much like everywhere else, Colorado Mesa University had not experienced life with coronavirus before. And just as the fields of public health, medicine, economics, and others are already getting scholarship

out into the world regarding how they are handling COVID-19 in the global environment (e.g., Anjum [2020]; Atkeson [2020]; Carruthers [2020]; Lipsitch, Swerdlow, and Finelli [2020]; Liu, Gayle, Wilder-Smith, and Rocklöv [2020]; and Jin et al. [2020]), so must libraries.

As of late April 2020, many library-related articles resulting from a Google Scholar search for “covid-19” AND (“academic library” OR “public library” OR “library archive”) featured Elsevier’s current header message: “COVID-19 campus closures: see options for getting or retaining Remote Access to subscribed content.” Articles from *PLoS ONE* also appeared, perhaps due to the “L” standing for “library.” Other library-related content in March 2020, particularly within the United States, included webinars and webpages focused on stress mitigation, instruction, technology for meetings and research help, and messaging about all the services that were going on hiatus for the indeterminate future.¹ Little yet had focused exclusively on academic libraries, access services delivery, and the impacts of the coronavirus pandemic on circulation services and library closures, other than the “Tips for Suddenly Switching to Online Reference and Access Services” webinar hosted by the Association of College and Research Libraries (ACRL) and Kansas State University Libraries personnel².

Curbside Pickup Practices at Libraries During COVID-19 Restrictions

Several news outlets and library websites mentioned “curbside”-type pickup services for books and media items, but these largely featured public libraries as of May 2020³ unless deliberately searching for curbside pickup options related to academic libraries using site:.edu in a Google search. Examples of academic libraries that offer curbside pickup include, but are not

¹ E.g., <https://library.wyo.gov/covid-19-webinars/>; <http://www.ala.org/tools/atoz/pandemic-preparedness>; and <http://www.ala.org/advocacy/libraries-respond-combating-xenophobia-and-fake-news-light-covid-19>

² See <https://www.youtube.com/watch?v=B99a4TeppgM&feature=youtu.be>

³ See <https://www.burlingtonfreepress.com/story/news/2020/03/20/coronavirus-vermont-libraries-offer-curbside-services-readers-covid-19/2882709001/>, <https://www.highlandcity.org/938/The-Library-and-the-COVID-19-Virus>; and <https://washcolib.org/489/Coronavirus-COVID-19>

limited to, Lubbock Christian University, Minnesota State University, and others.⁴ Of these examples, a common pickup workflow involves the patron calling, emailing, or using online chat to communicate their request and contact information, whereupon library personnel create an item hold. In some instances, staff set a particular pickup time (e.g., Highland City Library⁵), and in others the patron receives a response as soon as the requested item is available (e.g., Lubbock Christian University, Minnesota State University – Mankato⁶).

At Colorado Mesa University (CMU), the initial response to the pandemic was to extend the spring break for a week, through March 23, 2020. By March 23, however, CMU decided to close its campuses and have only virtual classes through the end of the semester. While this put many University staff in a position to work from home, the Checkout + Reserves staff understood that scanning, interlibrary loans of articles and chapters, and more might still need to occur so that we could continue supporting our students and faculty—and that we would have no student employee support available to tackle this. On April 9, 2020, the Head of Access Services & Outreach and the Library Director at CMU met via Microsoft Teams to discuss options for CMU to safely and conveniently offer curbside pickup to its campus community—a new service for the Library. The impetus for this service was our anticipation that students (and faculty) in the region might still need to access library materials despite the fact that their Spring 2020 classes would not finish on-site. Library administration wanted to be sure that, *if* there was a way to (safely) offer access to the collection, by curbside and/or scanning options, the library should offer it. Once discussion began, plans moved quickly from viable platforms and software, to outlining the process and developing messaging, to discussing the idea and parameters with key staff who would be handling curbside services, to communicating with the broader campus community and triaging patron needs. Curbside pickup services opened April 20, 2020.

Academic Library Access Services During Times of Crisis

⁴ See <https://lib.lcu.edu/covid-19> and <https://library.mnsu.edu/about/library-covid/>

⁵ <https://www.highlandcity.org/938/The-Library-and-the-COVID-19-Virus>

⁶ Examples: <https://lib.lcu.edu/covid-19> and <https://library.mnsu.edu/about/library-covid/library-covid-faq#curb>

A Google Scholar search for (*crisis OR emergency OR pandemic*) AND “*academic library*” provides results which indicate a creative use of the term “crisis,” in the sense that academic libraries may experience various types of “crises,” in different departments, due to different triggers. The word “crisis” has thus been used in many ways, in many publications within the library field (e.g., Arbeeny and Chittenden [2014]; Atkinson [1993]; Chrzastowski and Schmidt [1997]; Dillon and Norris [2005]; Jones and Courant [2014]; McGuigan and Russell [2008]; Pollitz, Christie, and Middleton [2009]; and Tinerella [1999]) but rarely is it a “crisis”—especially when compared with experiencing the coronavirus pandemic. This is similar to how weatherpersons have been attaching “-pocalypse” to weather events within the past few years. The term “crisis” has drama and urgency to it—it gets your attention.

Adjusting the search to include less generic terms (i.e., removing *crisis OR emergency*) and integrating in more specific terms associated with crises and emergencies (i.e., adding *flood OR wildfire OR pandemic*), and adjusting the date to 2010–current, the results became more illustrative of the “crisis management” envisioned for this scenario (Alvin, 2017; Kostagiolas, Araka, Theodorou, & Bokos, 2011; Wilkinson, 2012). Limiting the search to 2010–current and focusing on just the search terms *pandemic AND “academic library*” still yielded results, but without a pandemic in the last century, results were mostly unrelated. Among the more relevant search results was the *Ithaka S+R US Library Survey 2019* report (Frederick & Wolff-Eisenberg, 2020). The report’s timing (April 2020) enabled the authors to incorporate the COVID-19 pandemic into the publication’s lens and to include links to relevant articles from that moment as well (see Janicke Hinchcliffe & Wolff-Eisenberg, March 2020). The latter highlights the shift to online classes, restrictions to print/physical collection access, and changes to institutional remote work policies—all at the very start of the pandemic’s impact in the United States.

Interlibrary loan services, however, do figure quite a bit into library disaster-related literature, unsurprising due to the fact that RapidILL was created in the aftermath of a library flood at Colorado State University (Garnett, 2021; Litsey, 2017; Pierard et al., 2016). Certainly, library floods are disruptive to services, and the flood at CSU is now a part of the history of resource sharing (Mak, 2016). There is even scholarship coming out about sharing streaming content as a facet of interlibrary loan (DiVittorio, Gaddis, Browning, Rainard, & Brammer, 2020). However, providing interlibrary loan

services during a disaster (or a pandemic) is different than arranging for physical collection access for one's patrons, a topic less likely to be found well-addressed in our current literature.

Challenges within librarianship in a time of emergency and crisis include, of course, the desire to provide for patrons comingled with the stress of communication efforts (campus administrative stakeholders, staff and student workers, student and faculty services and requests), and more (such as additional restrictions). It is worth noting that the workload of librarians, where the commitment to providing excellent service to our patrons *first and foremost* means librarians are focusing on these primary functions rather than writing publications, could also limit the search results, especially within scholarly literature. That said, one article—“On why library workers are well-suited to serve during disasters”—addresses the collaboration between the Palm Beach County Library System and governmental and non-governmental agencies in their region on the issue of disaster preparedness and more, including post-hurricane recovery (Davis & Jankow, 2019). However, these roles were in service to these agencies, as documentation experts and information specialists—which, while important, remain different from the work of those who specialize in access services and also take librarians out of the library context.

Use of LibCal by Academic Libraries

Springshare launched its first product, LibGuides, in 2007 and has grown to include a multitude of library-centric products that serve 130,000 librarians and their countless patrons, across 6100 libraries and 82 countries worldwide. Among those products is LibCal, which Springshare advertises as an “integrated solution for bookings and calendars,” including rooms and spaces, equipment reservations, events management, and appointment schedulers.⁷

With over 6,000 library clients, Springshare clearly has entrenched itself in the library community. Existing scholarly literature shows academic libraries and their librarians employing LibCal for scheduling research consultation appointments (Cole & Reiter, 2017; Brodsky, 2018; Westbrook & Cox, 2020; Whelan & Hansen, 2017), including synchronous sessions for

⁷ <https://springshare.com/libcal/>

graduate students and students in specific disciplines (Bezetz, Duncan, & Litvin, 2018; Smith & O'Hagan, 2014). Additional LibCal-related articles focus on study room reservations (Beile, Choudhury, Mulvihill, & Wang, 2020; Horne-Popp, Tessone, & Welker, 2018; Weiss & Newton, 2016), and event/programming registrations (McFarland & Barnes, 2018).

While other Springshare tools may be more immediately useful for access services-related needs (e.g., LibStaffer or LibInsights), other than as associated with study room reservation or equipment rentals, there were few to no instances of the LibCal “spaces” function being used in the way discussed in this article. Thus, while some literature exists discussing the uses and merits and pitfalls of using LibCal, and while additional literature exists discussing various interpretations of crises and emergencies and pandemics within the world of librarianship, this article may be one of the few that addresses the combination of an online reservation system quickly developed in order to enhance academic library service delivery during a pandemic situation.

Setting Up the Curbside Pickup System for CMU Patrons

In a conversation about the concept of a curbside pickup service, CMU's Head of Access Services & Outreach and the Library Director both arrived at the potential for using LibCal at about the same moment. The thought was that it might be possible to treat “curbside pickup” like a study room space or the library event space and allow CMU students, faculty, and staff to “reserve” a curbside pickup timeslot.

Tomlinson Library's leadership began exploring LibCal, which can be less fluid and intuitive than an administrator might prefer on the backend. Essentially, the team needed to create a curbside pickup “location” and a curbside pickup “space” for that location. First, leadership had to think through how they wanted the service to function for library staff and also for library patrons (university students, faculty, and staff). For instance, how long should each timeslot be? What hours / days should pickup slots be offered on? Should patrons be able to reserve more than one timeslot per day? How much lead time did staff want to provide for a reservation? What parking lot would patrons pick

up from? How would library staff communicate with the patron if they were having trouble locating them during their timeslot?

Leadership decided to offer 15-minute timeslots over a two-hour period Monday through Friday, as the library has the most staff available those days of the week. That made for eight timeslots available each day, and 40 over the course of a week. Even if the service became popular, staff felt this would be adequate, knowing a LibCal administrator within the library could always add additional options if needed. Patrons could reserve one slot per day and required 24 hours of lead time for reservations, so library staff would have adequate time to fill requests. The lead time would also allow staff to work calmly and systematically, reducing any anxiety and additional stress staff might feel in providing a new service during a complicated time.

Next, the Head of Access Services & Outreach developed a form for the curbside pickup timeslot reservation. Inspired by recent shifts in services at stores like PetSmart and at local restaurants—and even CMU’s campus catering, which began offering pickup services for basic grocery items—she added fields for the make, model, and color of their vehicle so patrons would be easy to find in the closest campus parking lot (commuter lot 6, or CP6). After deciding which parking lot to use, the form included a link to the campus map, with CP6 indicated. The form also included a restriction so reservations can only be made using CMU-based email addresses.

Then, the Head of Access Services & Outreach added directions for reserving a curbside pickup timeslot so that visitors would see this information front and center. The directions reinforce CMU patrons should use the “Place Hold” feature in the Tomlinson Library catalog so that library staff would know the item(s) patrons are requesting. To complete the curbside pickup scheduling process, patrons would:

- select an available 15-minute timeslot,
- view the stay-home-if-you’re-sick terms and conditions,
- fill out a form with details, including:
 - o name
 - o CMU email address
 - o vehicle make and model
 - o vehicle color

- o phone number

After submitting the form, both the patron and two Checkout + Reserves supervisors received email confirmations. The Head of Access Services & Outreach also received a copy of any requests as a way to monitor the service. Library staff printed the reservation email to match with items placed on hold, using the pull slip for the hold request. The patron's confirmation email included a link to cancel/reschedule their reserved timeslot if needed. (See Appendix A for screenshots of the LibCal curbside pickup scheduling tool.)

Communicating to Checkout + Reserves and Broader Library Staff

While not all library employees might have been directly connected to any individuals affected by the novel coronavirus pandemic at its outset—though those numbers grew fewer and fewer by the day—the disruptiveness was both sudden and severe. Kluger (2020) suggests the pandemic may have brought on a co-occurring emotional pandemic of anxiety; this was on the mind of library leadership in trying to roll out a new service in this situation. The flurry of decision-making at the institutional level, and, at many times, lack of options presented could understandably lead to feelings of anxiety among library staff on a day-to-day basis. Additionally, worries outside the library might create intrusive, stressful thoughts—such as concerns for loved ones, family businesses, financial security, and more. Still further, most library staff members are highly dedicated individuals who cherish their ability to work in service to others. In an academic library, this also means staff are primarily dedicated to students and faculty. This is evident in Tomlinson Library's commitment to interlibrary loan services—except the entire Colorado courier system for the interlibrary loan of materials had ceased operating because so many libraries were in a closed/work-from-home lending standstill. Library leadership recognized the desire to do whatever possible, as much as possible, for CMU patrons, including enhancing opportunities for library staff to help members of the CMU community access content. Library administration also recognized this effort could help alleviate some of those (potential) feelings of helplessness among library staff (and, in turn, library patrons).

Library leadership's approach required two steps: communicating the opportunity to offer curbside pickup to our Checkout + Reserves (C+R) staff and sharing this information (along with guidance for directing patrons) with the broader library staff. Given the criticality of the C+R staff to making this service happen for library patrons, their buy-in was instrumental. As supervisor to these staff members, the Head of Access Services & Outreach took the opportunity to connect individually with staff members. The conversation started with the Resource Sharing and Interlibrary Loan Coordinator, who lent the idea her immediate support, and helped strategize any upskilling necessary among staff to facilitate this new service effort. She created daily Excel spreadsheets to record all hold requests in advance so staff handling curbside pickup knew exactly what to pull for whom, as a checks-and-balances approach to any requests processed through the LibCal scheduling tool. All staff in Checkout + Reserves lent their support to the idea of this service, though they expressed a variety of questions to confirm the process (e.g., Were they covering this service in shifts or would 10:00 a.m. to noon be the only time we were offering on each weekday?) and to make sure appropriate safeguards (e.g., gloves, masks) and efficiencies (e.g., assigning staff for certain tasks) were put in place.

Finally, the Head of Access Services & Outreach discussed the plan with the Reserves and Stack Maintenance Coordinator. While she would not be immediately impacted by the decision to offer a curbside pickup service due to her schedule (1:00 p.m. to 9:00 p.m. Sunday through Thursday), her buy-in remained important as a member of the C+R team, and, if the Checkout + Reserves Coordinators were unable to assist with curbside pickup on a given day (e.g., due to illness or quarantine), her assistance might be necessary. As with her colleagues, her response was immediate and enthusiastically supportive.

CMU's Tomlinson Library started offering the service Monday, April 13, 2020. One Checkout + Reserves Coordinator ran curbside delivery on Mondays, Tuesdays, and Wednesdays from 10:00 a.m. to noon; the other Checkout + Reserves Coordinator ran the service Thursdays and Fridays for the same block. The team also decided that, given the 24-hours-in-advance reservation window for curbside pickup scheduling, if there were no reservations for the next day (e.g., on Monday for Tuesday), there would be no need to go into the office, thus adhering to the stay-at-home order as much as possible while

providing as much service to our patrons as we could. The Head of Access Services & Outreach had already been working closely with the Resource Sharing and Interlibrary Loan Coordinator to triage holds placed by CMU students and faculty. Patrons submitting any hold requests to the library received an email from the Head of Access Services & Outreach. This touchpoint enabled library staff to share the curbside pickup option with users who had placed a hold on library print or media items. As several holds had been placed by faculty recently, an ILL book had been received for another, and several recent book hold requests came in from students, staff could now reach out directly to patrons about scheduling a time to pick up their items. Now the library was ready to communicate about curbside pickup options to the entire library staff, and to the campus community.

Communicating to the Campus Community

Conveniently, the Library Director was working on an email to all CMU students as this project was developing. In addition to using this email as an opportunity to connect with students as a campus leader, and to remind them of the continuation of services like chat-based research help and the availability of our subject and course guides, this email would share with students the new how-to videos our Instruction team had been making as well as our new curbside pickup option. The message was not lengthy—not only for the sake of our audience, who were no doubt feeling information overload and stresses and growing pains of their own, but also because, at its heart, it was a marketing piece. The greeting was warm, and moved confidently into four bulletpoints—chat support, LibGuides, how-to videos, and the curbside pickup option and e-delivery of scanned print material content. The main agenda for this last bullet point was the explicit statement of the phrase “no matter where you are.” Library staff wanted an opportunity to assist CMU’s students no matter where they were. Curbside pickup was *just one way* library staff could help them acquire source content, not the *only* option and, for some, not even the preferable option. At-risk individuals, and/or individuals who just needed a section, passage, or chapter from an item, would thus benefit from the content scanning option we added to the library’s catalog. A similar message was also shared with CMU faculty and staff—in part because of their positioning to share this important information with students, but also because they themselves might need and benefit from these services.

Like many libraries, CMU created a webpage about library services and resources during the campus closure. Additionally, CMU's marketing department put together a "Virtual Resources" page to help students transition to and achieve success in a fully online educational environment, and we shared the curbside pickup service and links there too. (See Appendix B for a few screenshots of the curbside pickup information and guidance on our website). The Head of Access Services & Outreach also made efforts to connect with CMU's community of patrons via Facebook and Instagram posts (see Appendix C), which had some success in overall reach, but likely suffered a bit from timing issues. For instance, had campus shut down at the beginning of Spring 2020, there would have been more time to connect with these services before the end of the semester. Additionally, taking place in mid- to late-April, it is possible stakeholders were overwhelmed by circumstances and information, and the lateness of the semester might have made the service less necessary for course project timelines (especially if any were adjusted once the campus went remote-only).

Overall, the library's messages throughout the COVID-19 chaos and restrictions have been about connecting with patrons and stakeholders, and how they can connect with the library (and its materials). Curbside delivery—while so thrilling for the library to develop and share, not the least of which because it felt good to find a way to serve and persist—is only one option in a not-one-size-fits-all problem-solving environment. However, libraries need to show adaptability and flexibility in supporting stakeholders. Despite how exhausting, at times, practicing those traits can be, they are also incredibly rewarding and reinvigorating ways to spend one's time. These efforts are where librarians live and breathe, and, no matter how many patrons make use of the curbside pickup options—or how many view the how-to videos, etc.—CMU's library staff stands proud for having the service available and experiences the goodness (the relief, even) of doing their jobs for every pickup they fulfill.

Looking Forward

One perspective of note, throughout this process of considering and reconsidering and redeveloping library service delivery during the coronavirus pandemic, has been the extent to which so many library services are

continuing—virtual research help, embedded librarianship, asynchronous and synchronous instruction sessions, email-based research help, online research appointments, and more. The activities of distance librarianship are now the day-to-day of librarianship. Library staff *will* eventually return to their “normal” jobs (CMU’s Library staff returned, full-time, to campus in early July 2020, and have been open to at least the CMU community since then). Library staff may return to campus with a few new skills and technologies under their collective belt—and likely with a new appreciation for each other, for what library staff *do* and who library staff *are* for the organizations and patrons they serve. Libraries will also have information, statistics, services, and procedures born of this distinct and unusual time in librarianship—from things they have put in place already to things they are starting to put in place at the time of this writing. There will always be plans as yet unthought of and yet to be established. That’s where the flexibility and adaptability come into play, as well as the capacity for change management and innovation libraries have shown throughout the ages.

There is every likelihood that, when things calm and the world starts to return to “business as usual”—whatever that means, whatever that will become—Tomlinson Library could cease offering curbside pickup options at Colorado Mesa University. But, given the likelihood that COVID-19 will, unfortunately, not be the last pandemic facing the world at large, and facing academic libraries within that world (Yong, 2018, 2020), leadership recognizes the potential persistent need to keep the service available (or at least the ability to activate it), as well as the need to revisit emergency plans and considerations of what services to offer patrons.

Statistics from the LibCal system show 31 pickups scheduled from 28 unique users from April 13 through May 29, 2020, the launch of the service through roughly two weeks past the end of the semester. Monday, Wednesday, and Thursday were the most popular days for reservations (at 11, 9, and 9, respectively). Several reservations were cancelled, which the system permits users to do via a link from their initial reservation. Of the 28 unique users, 14 were faculty and 14 were students. This was especially interesting to library staff and leadership, as this showed the service was attractive to both students *and* faculty; both were making use of it in a time of need.

These numbers are not astronomical, but, for Colorado Mesa, the first half of May is dedicated to finals and the latter half is typically very quiet. The staff believes in the service and its utility to our community. These six weeks also provided a pilot for Fall 2020; the service went well enough and was manageable enough that library staff felt hours could be expanded. For the Fall semester, reservation slots opened from 9:00 a.m. to 4:00 p.m. in the same 15-minute slots, creating far more options than our initial 2-hour window. Colorado Mesa planned to be in-person for Fall, as much as possible (though with lots of courses offering online and hybrid learning options), and to only take all courses online-only after Thanksgiving through finals. The campus remained open after Thanksgiving, but all classes went online-only. The library remained operational, including its unstaffed 24-hour study space. Fall 2020 and Spring 2021 saw very limited use of this service, largely due to highly successful on-campus operations on behalf of the university (Anthes, 2021), with only 7 reservations made between August 17, 2020, and May 14, 2021. The six fulfilled reservations, however, made sense in that they occurred between November and February, when the university was much quieter on campus and/or engaged in remote learning. Monday through Wednesday saw more reservations than Thursdays and Fridays, with the most reservations taking place on Wednesdays. Three reservations were from faculty users; three were from students—again, fairly equal demand among these key stakeholders. (A seventh reservation was from a faculty member, but they cancelled the reservation and did not reschedule.)

For libraries looking to establish a service like this, CMU's LibCal-based set-up was fairly easy to achieve (see Appendix A), and, if nothing else, the source code of the page could be useful in creating a DIY version outside of Springshare (though missing the analytics). The University's marketing department designed an A-frame sign to advertise a pickup location (see Appendix C), but in all honesty, Tomlinson Library lacks parking close enough to the library to make hefting the sign outside to the curb a good use of staff effort, for the limited use of the service. That said, a library with closer parking could use a similar concept—even just on a yard sign-style material to stick into the ground and denote the spot. While the service was not heavily used in Fall 2020 and Spring 2021, ultimately, the library plans to continue offering this service as it should remain convenient for some and the additional service offering was not a strain on staff time. No matter how a library pursues adding

this service, marketing and instructions will be necessary for patrons to explore and benefit from a curbside pickup program, and the service can be scaled to their abilities and staffing.

Like many individuals, throughout this pandemic library staff came to understand that they were living from one definition of *now* to the next. They knew that all the work put in today, all the careful decision-making and process-creation and message-sharing, might be for naught if the guidelines changed tomorrow. However, staff also understood this was an opportunity to reinforce the *benefits* of library jobs in terms of *providing* for CMU patrons, in offering the Research Help team options to connect patrons with resources, and to do so safely. Someday, when the world is thrown once more into chaos and librarians feel adrift and helpless, they can grab ahold of these useful, purposeful, and rewarding services and touchpoints; librarians can *focus on the work*, in whatever form that takes, finding paths forward, if any, for whatever libraries and their librarians can do for their patrons. For some, that path forward might be a system to provide curbside pickup scheduling, like that described here. Or it may be a different idea, standing on the shoulders of this article or the other literature included here, just the way this article has been fed and nurtured by the research and ideas that come before it.

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Appendix A: LibCal Curbside Pickup Scheduling Tool

[Colorado Mesa University](#) / [LibCal](#) / [Curbside Pickup](#) / Space Availability - Curbside Pickup

Curbside Pickup (Curbside Pickup) Capacity: 1

Directions

1. Search for the item you need in our online catalog through the Books & Media search: <https://cmu.marmot.org/Search/>

2. Use the "Place Hold" icon to use your name and 408# to place a hold on that item.

(The 408# is on the bottom right of your MavCard.)

3. Complete this form to arrange for curbside pickup of this item.

4. We will bring your item out to your vehicle at the scheduled time. Please park in CP6 (See map [here](#)) as close to the building as possible. If we are having trouble finding you, we will call the number you enter on this form.

Thursday, May 20, 2021

[Go To Date](#) [<](#) [>](#)

[Day View](#) [Week View](#)

Space	6:00am	7:00am	8:00am	9:00am	10:00am	11:00am	12:00pm	1:00pm	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm
Curbside Pickup (Capacity 1)													

[←](#) [→](#)

Available Your Booking Unavailable/Padding

Image 1: Directions for reserving a curbside pickup timeslot on the public-facing LibCal page.

Booking Details

Item	Category	From	To	
Curbside Pickup	Curbside Pickup	10:45am Monday, April 13, 2020	11:00am Monday, April 13, 2020	Change

Fill out this form to complete the booking.

Full Name *

Email *

There is a public booking email domain restriction to allow @coloradomesa.edu and @mavs.coloradomesa.edu addresses only.

Phone # (including area code) *

Vehicle Make & Model *

Vehicle Color *

[Submit my Booking](#)

Image 2: Final step in reserving a curbside pickup timeslot: the reservation form.

Spaces in Location **Curbside Pickup** Category **Curbside Pickup**

Availability Confirmed Bookings Booking Explorer Widgets

Here you'll find the historical record of all reservations in your Spaces module. Use the dropdowns at the top of the page to filter by Space Category, Space Status, and date range, or search reservations based on patron contact information (Name or Email). Click on the Booking ID to Add a Note, Confirm or Cancel a Booking. Click on the link in the 'To' column to modify booking details or cancel a booking.

Status **Confirmed** Friday, April 10, 2020 - Saturday, April 25, 2020 Grouping **Show Each Booking**

Search... Patron E-Mail ☐ Search All Locations **Go** **Export**

☐ Select all bookings on this page

Booking ID	Room	Location and Category	Name	From	To	Event	Status	User Showed Up?
<input type="checkbox"/> cs_K72m9Vh0	Curbside Pickup	Curbside Pickup, Curbside Pickup	Steven coloradomesa.edu	10:00am Monday, April 13, 2020	10:15am Monday, April 13, 2020		Confirmed	

Image 3: View of the backend of the system, with information about the reservation.

Appendix B: Curbside Pickup Service Links and Information Shared with Campus

Tomlinson Library
About
Departments
Research Resources
For Students
For Faculty and Staff
Special Collections
CMU Catalog Archive
Staff Directory
Library Virtual Support Hours

Tomlinson Library

Welcome to John U. Tomlinson Library! Effective March 26, 2020, CMU's Tomlinson Library is closed until April 27, 2020, in compliance with Governor Polis's stay-at-home order for the state of Colorado.

For more about the Library's response to COVID-19, and updates to hours and services, [click here](#).

Prospector borrowing has been suspended as of March 17, 2020. Contact [Ask a Librarian by email or chat](#) to consult with our staff about alternative options.

One Search
Books & Media
Articles
Journal Finder

« Previous	Next »	Apr 06 Monday	Apr 07 Tuesday	Apr 08 Wednesday	Apr 09 Thursday	Apr 10 Friday	Apr 11 Saturday	Apr 12 Sunday
CMU Librarian Virtual Hours		8am – 9pm	8am – 9pm	8am – 9pm	8am – 9pm	8am – 5pm	10am – 5pm	1pm – 9pm

Resources
A-Z Databases
A-Z Journal Finder
Course Reserves
Curbside Pick-up
How-to Videos
Library Hours
Mendeley Workshops
My Library Account
Research Guides

Need help? Ask us!

Available
Ask CMU

Type here to chat. Press ENTER to send.

Image 1: Quick link to Curbside Pickup service from Tomlinson Library's homepage.

COLORADO MESA UNIVERSITY

Search coloradomesa.edu

Log in to **MAVzone**

WESTERN COLORADO'S SELECTIVE UNIVERSITY

A-Z Index >
Directory >
Calendar >

Academics Admissions About University Life Library **COVID-19**

Tomlinson Library

About ▾

Departments ▾

Research Resources ▾

Ask a Librarian

A-Z Databases

A-Z Journal Finder

Books & Media ▾

Curbside Pick-up

eBooks and Audiobooks

Government Documents ▾

InterLibrary Loan ▾

Online Reference Sources

Curbside Pick-up

Starting April 13, Tomlinson Library will now offer curbside pick-up for print and media items from CMU's collection. Pick-up times are in 15-minute timeslots, Monday-Friday, 10AM - Noon MST.

Simply follow these steps:

1. Search for the item you need in our online catalog through the Books & Media search: <https://cmu.marmot.org/Search/>
2. Use the "Place Hold" icon to use your name and 408# to place a hold on that item. (The 408# is on the bottom right of your MavCard.)
3. Select a pick-up time from the options available on [this page](#) and complete the form that follows. (The form asks for your name, email (CMU-associated), phone number, and color/make/model of your car. We will use this information to confirm the items you're picking up and to communicate with you at the scheduled pick-up time.)
4. We will bring your item out to your vehicle at the scheduled time. Please park in CP6 (See map [here](#)) as close to the building as possible. If we are having trouble finding you, we will call the number you enter on this form.

Contact Us

Having trouble placing a hold? Reach out to us at circulation@coloradomesa.edu.

Image 2: Curbside Pickup webpage

Print & Media Materials

Due to the stay-at-home order for the state of Colorado, we have made changes to how you can access print and media materials from the CMU collection until the order is lifted (hopefully April 27, 2020).

- **Curbside Pick-up:**
 - **Live locally? Still on campus?** Curbside pick-up is available! Starting April 13, Tomlinson Library will offer curbside pick-up of print and media items from our collection. [See this page for details and instructions.](#)
- **Request Material as Scanned PDFs:**
 - **No matter where you are:** You can [email](#) or chat with us about your needs. If the print item is in our collection, we can offer you scanning options. If we don't have the book, we can talk you through requesting chapters be scanned from other libraries.
- **Questions? Concerns?** Please email us at circulation@coloradomesa.edu

Image 3: Curbside pickup service information under Remote Options for Library Services section of Tomlinson Library's COVID-19 Updates and Resources page

Appendix C: Sample Curbside Pickup Service Marketing on Social Media



Image 1: Post from Tomlinson Library's Facebook advertising curbside pickup.



Image 2: Post from Tomlinson Library's Instagram and Facebook advertising curbside pickup.

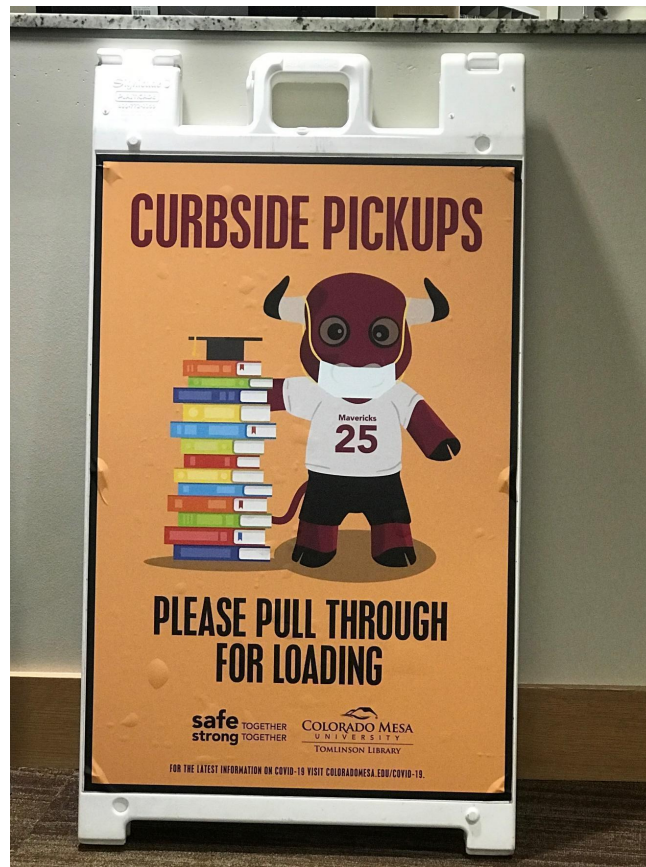


Image 3: Mascot Rowdy the Maverick, ready to indicate our curbside pickup location—a vinyl decal on an A-frame sign. Designed by CMU's Marketing Department at the Library's request.

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