The Impact of COVID-19 on the Use of Academic Library Resources
Poll

- Have you compared any of your library’s statistics to identify changes in patron usage patterns due to COVID?
  - Yes
  - No
About Us
CHICAGO—Most years, June marks a shift for students from classroom learning and research to summer vacations, internships, and packed public libraries for reading and learning programs. This year is different, and libraries are rising to the challenge.

A new American Library Association (ALA) survey of U.S. libraries documents a shift in services to support students, faculty, and communities at large during the crisis and phased preparations for the months ahead. While virtually all libraries (99%) report limited access to the physical building, survey respondents shared leaps in the use of digital content, online learning, and virtual programs. More than 3,800 K-12 school, college and university, public and other libraries from all 50 states responded to the survey between May 12-18.
Poll Questions

Within which areas do you believe your library has seen **increases** since COVID began? [multiple choice, select all that apply]

- ILL borrowing
- ILL lending
- catalog use
- database use
- discovery tool use
- chats
- instruction
- research consultations
- not sure

Within which areas do you believe your library has seen **decreases** since COVID began? [multiple choice, select all that apply]

- ILL borrowing
- ILL lending
- catalog use
- database use
- discovery tool use
- chats
- instruction
- research consultations
- not sure
## About our Universities

|                        | LSU                                      | NEIU                                  | Valpo                                     |
|------------------------|------------------------------------------|----------------------------------------|-------------------------------------------|
| **Control**            | Public                                   | Public                                 | Private not-for-profit                    |
| **Student Population** | 34,285                                    | 7,119                                  | 3,122                                     |
| (fall 2020)            |                                          | (fall 2020)                            |                                           |
| **Carnegie Classification** | Doctoral Universities: Very High Research Activity | Master's Colleges & Universities: Larger Programs | Doctoral/Professional Universities |
| **Library Employees**  | 100 employees, including 39 librarians   | 30 employees, including 12 librarians | 19 employees, including 10 librarians     |
Study Design- Time Frames

To control for differences between semesters unrelated to COVID (such as FTE changes), we considered two time frames per semester: control and COVID. These were different for each institution, but followed the following rules.

- The 2019-2021 control time frames were the same number of days
- The 2019-2021 COVID time frames were the same number of days (but the control timeframes were not the same length as the COVID time frames)
- If a time frame from one year contained a special calendar event (e.g., spring break, Mardi Gras holiday, etc.), the corresponding time frame from the other years also included that event
Control and COVID Time Frames Example - NEIU

| January 2019 | February 2019 | March 2019 | April 2019 | May 2019 |
|--------------|--------------|------------|------------|----------|
| Su Mo Tu We Th Fr Sa | Su Mo Tu We Th Fr Sa | Su Mo Tu We Th Fr Sa | Su Mo Tu We Th Fr Sa | Su Mo Tu We Th Fr Sa |
| 1 2 3 4 5 | 1 2 3 4 5 | 1 2 3 4 5 | 1 2 3 4 5 | 1 2 3 4 5 |
| 6 7 8 9 10 11 12 | 6 7 8 9 10 11 12 | 6 7 8 9 10 11 12 | 6 7 8 9 10 11 12 | 6 7 8 9 10 11 12 |
| 13 14 15 16 17 18 19 | 13 14 15 16 17 18 19 | 13 14 15 16 17 18 19 | 13 14 15 16 17 18 19 | 13 14 15 16 17 18 19 |
| 20 21 22 23 24 25 26 | 20 21 22 23 24 25 26 | 20 21 22 23 24 25 26 | 20 21 22 23 24 25 26 | 20 21 22 23 24 25 26 |
| 27 28 29 30 31 | 27 28 29 30 31 | 27 28 29 30 31 | 27 28 29 30 31 | 27 28 29 30 31 |

- **68 Days**
- **51 Days**
Baseline Difference Example

LSU’s catalog pageviews were down 5% during the control period comparison (2019 to 2020).

LSU’s catalog pageviews were down 25% during the COVID period comparison (2019 to 2020).

The baseline factored difference is -20%.
LSU in Spring 2021

- LSU’s Library was open to the public but with reduced hours.
- Some classes were held in person, these were mostly smaller classes, with fewer than 20 students.
- Large classes were held virtually
- Most employees were back to work in person
| Measure of Use                      | 2019 COVID (pre COVID) | 2020 COVID | 2021 COVID | COVID Timeframe Change 2019 to 2020 | COVID Timeframe Change 2020 to 2021 | COVID Timeframe Change 2019 to 2021 (two year) |
|-----------------------------------|------------------------|------------|------------|----------------------------------|----------------------------------|-----------------------------------------------|
| ILL Borrowing & DocDel            | 2,619                  | 3,525      | 2,680      | 35% ▲                            | -24% ▼                           | 2% ▲                                           |
| ILL Lending                       | 1,845                  | 2,884      | 1,449      | 56% ▲                            | -50% ▼                           | -21% ▼                                          |
| Catalog pageviews                 | 54,662                 | 41,000     | 50,652     | -25% ▼                           | 24% ▲                            | -7% ▼                                           |
| Discovery tool pageviews          | 349,558                | 291,093    | 292,122    | -17% ▼                           | 0% ▲                             | -16% ▼                                          |
| EBSCO total item requests         | 49,819                 | 64,817     | 46,948     | 30% ▲                            | -28% ▼                           | -6% ▼                                           |
| ProQuest total item request       | 6,002                  | 2,859      | 5,553      | -52% ▼                           | 94% ▲                            | -7% ▼                                           |
| Main website pageviews            | 103,340                | 81,404     | 102,844    | -21% ▼                           | 26% ▲                            | -0% ▼                                           |
| Databases A-Z- views              | 20,893                 | 19,624     | na         | -6% ▼                            | na                               | na                                             |
| LibGuides views                   | 12,163                 | 18,925     | na         | 56% ▲                            | na                               | na                                             |
| Ask a Librarian tickets           | 17                     | 108        | 172        | 535% ▲                           | 59% ▲                            | 912% ▲                                          |
| Instruction Sessions              | 30                     | 10         | 5          | -67% ▼                           | -50% ▼                           | -83% ▼                                          |
| Research Consultations            | 63                     | 57         | 49         | -10% ▼                           | -14% ▼                           | -22% ▼                                          |
| FTE (spring semester)             | 25,890                 | 26,614     | 28,781     | 3% ▲                             | 8% ▲                             | 11% ▲                                           |
Northeastern Illinois University Results  
Baseline Change from 2019 to 2020

- SFX DocDel clickthroughs
- Discovery tool pageviews
- EBSCO total item requests
- ProQuest total item requests
- Main website pageviews
- Databases A-Z views
- LibGuides views
- Chats
- Research Consultations

Measure of Use

-75%  -50%  -25%  0%  25%  50%  75%
NEIU in Spring 2021

- Most classes online with employees continuing to work remotely
- Limited library hours
  - 10 am to 4 pm, Monday - Friday and 10 am to 4 pm, Saturdays
- Open to the NEIU community only
- Reservations required but walk-ins could register on site
Northeastern Illinois University Update

| Measure of Use                     | 2019 COVID | 2020 COVID | 2021 COVID | Change 2019 to 2020 | Change 2020 to 2021 | Change 2019 to 2021 (two year) |
|-----------------------------------|------------|------------|------------|---------------------|---------------------|-------------------------------|
| SFX DocDel clickthroughs         | 924        | 1,249      | NA         | 35% ▲               | NA                  | NA                            |
| Discovery tool pageviews         | 30,362     | 23,729     | NA         | -22% ▼              | NA                  | NA                            |
| EBSCO total item requests        | 15,785     | 15,452     | 14,535     | -2% ▼               | -6% ▼               | -8% ▼                         |
| ProQuest total item requests     | 6,895      | 4,898      | 4,362      | -29% ▼              | -11% ▼              | -37% ▼                        |
| Main website pageviews           | 28,938     | 15,624     | NA         | -46% ▼              | NA                  | NA                            |
| Databases A-Z views              | 8,687      | 7,743      | NA         | -11% ▼              | NA                  | NA                            |
| LibGuides views                  | 3,317      | 3,282      | NA         | -1% ▼               | NA                  | NA                            |
| Chats                            | 182        | 213        | 230        | 17% ▲               | 8% ▲                | 26% ▲                         |
| Research Consultations           | 59         | 77         | 122        | 31% ▲               | 58% ▲               | 107% ▲                        |
| Instruction Sessions             | 11         | 1          | 12         | -91% ▼              | 1100% ▲             | 9% ▲                          |
| FTE (spring semester)            | 4644       | 4404       | 4272       | -5% ▼               | -3% ▼               | -8% ▼                         |
Valpo in Spring 2021

● Library open normal hours, but many employees still working remotely.
  ○ 7:30am - 2am Monday-Thursday, 7:30am - 9pm Friday, 9am-6pm Saturday, 10am-2am Sunday
● Open to the Valpo campus community only
● Classes a mix of in-person, online, and hybrid
● Campus moved to remote instruction for two weeks in March due to a spike in COVID cases, but library remained open as usual.
● Compressed semester (late start, no spring break)
## Valparaiso University Update

| Measure of Use                  | 2019 COVID (pre-COVID) | 2020 COVID | 2021 COVID | COVID Timeframe Change 2019 to 2020 | COVID Timeframe Change 2020 to 2021 | COVID Timeframe Change 2019 to 2021 (two year) |
|--------------------------------|------------------------|------------|------------|-------------------------------------|-------------------------------------|-----------------------------------------------|
| ILL Borrowing & DocDel         | 721                    | 622        | 845        | -14% ▼                              | 36% ▲                                | 17% ▲                                          |
| ILL Lending                    | 373                    | 303        | 1,729      | -19% ▼                              | 471% ▲                               | 364% ▲                                         |
| Catalog pageviews              | 26,865                 | 6,234      | 10,291     | -77% ▼                              | 65% ▲                                | -62% ▼                                         |
| Discovery tool pageviews       | 32,818                 | 28,534     | 24,303     | -13% ▼                              | -15% ▼                               | -26% ▼                                         |
| EBSCO total item requests      | 10,871                 | 10,159     | 10,898     | -7% ▼                               | 7% ▲                                 | 0% ▲                                           |
| ProQuest total item requests   | 12,325                 | 10,915     | 10,445     | -11% ▼                              | -4% ▼                                | -15% ▼                                         |
| Main website pageviews         | 29,771                 | 21,336     | 21,043     | -28% ▼                              | -1% ▼                                | -29% ▼                                         |
| Databases A-Z- views           | 5,044                  | 4,526      | NA         | -10% ▼                              | NA                                   | NA                                             |
| LibGuides views                | 13,374                 | 12,980     | NA         | -3% ▼                               | NA                                   | NA                                             |
| Chats                          | 20                     | 37         | 25         | 85% ▲                                | -32% ▼                               | 25% ▲                                          |
| Instruction Sessions           | 38                     | 19         | 25         | -50% ▼                              | 32% ▲                                | -34% ▼                                         |
| Research Consultations         | 36                     | 17         | 31         | -53% ▼                              | 82% ▲                                | -14% ▼                                         |
| FTE (spring semester)          | 3,448.57               | 3,147.29   | 2,877.94   | -9% ▼                               | -9% ▼                                | -17% ▼                                         |
Commonalities and Differences- Original Study

Declines:
- Library Catalog
- ProQuest
- Ex Libris
- Summon
- Discovery Service

Increases:
- Library website visits
- Ask-a-Librarian Service
## Impact on Institutions - Original Study

| LSU | NEIU | Valpo |
|-----|------|-------|
| **Increases:** | **Increases:** | **Increases:** |
| ILL (borrowing and lending) | Chats | Chats |
| LibGuides views | Research Consultations | ILL lending |
| Ask-a-Librarian tickets | LibGuides views | |
| Database A-Z views (slight) | | |

| LSU | NEIU | Valpo |
|-----|------|-------|
| **Declines:** | **Declines:** | **Declines:** |
| Catalog use | SFX DocDel (ILL borrowing) | ILL borrowing |
| Discovery tool use | Discovery tool use | Catalog use |
| EBSCO & ProQuest use | EBSCO & ProQuest use | Discovery tool use |
| Main website use | Main website use | EBSCO & ProQuest use |
| | Database A-Z views | Main website use |
| | | Database A-Z views |
| | | LibGuides views |
## Carterette Bonus! Instruction Trends

|                                | LSU     | NEIU    | Valpo   |
|--------------------------------|---------|---------|---------|
| **Baseline factored difference from 2019 to 2020** | -74%    | -67%    | -57%    |
| **2019 COVID time frame (pre-COVID) / Spring semester total** | 30 sessions/128 sessions | 11 sessions/112 sessions | 38 sessions/132 sessions |
| **2020 COVID time frame / Spring semester total** | 10 sessions/165 sessions | 1 session/78 sessions | 19 sessions/120 sessions |
| **2021 COVID time frame / Spring semester total** | 5 sessions/55 sessions | 12 sessions/53 sessions | 25 sessions/100 sessions |
| **Spring semester total difference 2019 to 2021 (two year)** | -57%    | -53%    | -24%    |
## Updates and Trends: COVID time frame change

| Measure of Use              | LSU       | NEIU      | Valpo     |
|----------------------------|-----------|-----------|-----------|
|                            | 2019 to 2020 | 2019 to 2021 | 2019 to 2020 | 2019 to 2021 | 2019 to 2020 | 2019 to 2021 |
| ILL Borrowing & DocDel     | 35% ▲     | 2% ▲      | -14% ▼    | 17% ▲        |
| ILL Lending                | 56% ▲     | -21% ▼    | -19% ▼    | 364% ▲       |
| Catalog pageviews          | -25% ▼    | -7% ▼     | -77% ▼    | -62% ▼       |
| Discovery tool pageviews  | -17% ▼    | -16% ▼    | -22% ▼    | NA           |
| EBSCO total item requests  | 30% ▲     | -6% ▼     | -2% ▼     | -8% ▼        |
|                           |           |           |           | 0% ▲         |
| ProQuest total item requests | -52% ▼ | -7% ▼     | -29% ▼    | -37% ▼       |
| Main website pageviews     | -21% ▼    | -0% ▼     | -46% ▼    | NA           |
| Chats                      |           |           | 17% ▲     | 26% ▲        |
|                           |           |           | 85% ▲     | 25% ▲        |
| Ask a Librarian tickets    | 535% ▲    | 912% ▲    |           |              |
| Research Consultations     | -10% ▼    | -22% ▼    | 31% ▲     | 107% ▲       |
|                           |           |           | -53% ▼    | -14% ▼       |
| FTE                        | 3% ▲      | 11% ▲     | -8% ▼     | -9% ▼        |
|                           |           |           | -17% ▼    |              |
Q & A