

## University Library System Activity Area Plan

### Introduction

As part of the Pitt Resilience Framework, individual activity areas are asked to develop and submit plans that are consistent with the relevant university-wide standards and guidelines for each operational posture. Each plan should address all details necessary for those within a particular activity area to understand their responsibilities and fulfill their functions, while ensuring alignment with the relevant common elements of the Pitt Resilience Framework.

### Operating Postures

The University's [Operating Postures](#) are:

<b>High-Risk Posture</b>	<b>Elevated Risk Posture</b>	<b>Guarded Risk Posture</b>
Meets the minimum standards of Pennsylvania's red phase. In the High Risk Posture, the University is open, but activity is heavily restricted to help stop the spread of the virus.	Meets the minimum standards of Pennsylvania's yellow phase. Under this posture, life on campus resumes at a minimal level, prioritizing activities that have high value but lower risk, such as certain research activities.	Meets the minimum standards of Pennsylvania's green phase. Here, fewer restrictions are in place, while many mitigation measures remain. The activities taking place will account for chronic risk of operating during a pandemic, while continuing to prioritize health and safety.

### Standards and Guidelines

The University is developing a series of [Standards and Guidelines](#) that govern its operations during the COVID-19 pandemic. **Activity Areas will be required to remain compliant with all applicable university standards and guidelines.** Several of these requirements apply to all University's operations and personnel, regardless of the University's operating posture. These include:

#### [Healthcare Standards and Guidelines](#)

These rules govern behavior while on Pitt's campuses and include such requirements as:

- Face coverings should be used in campus buildings, except when eating or in an enclosed private single-occupancy space such as a personal office.
- Ensure physical distancing of at least six feet between University members
  - Chairs and desks in shared spaces should be removed or marked as not for use to ensure proper physical distancing.
- Limits on gathering sizes and defaulting to remote gatherings when possible
  - In High Risk posture: no gatherings of more than 10 people
  - In Elevated Risk posture: no gatherings of more than 25 people
  - In Guarded Risk posture: no gatherings of more than 250 people

## Personnel Standards and Guidelines

These rules are established to help reduce the number of people on campus, while maintaining support for students' living and learning, and include such requirements as:

- All personnel should work from home, to the maximum extent possible, for the duration of the COVID-19 pandemic.
- Every attempt should be made to minimize the number of individuals required to be on campus to support authorized activities.
- Faculty and staff who are returning to on-campus work will be required to complete a mandatory training.
- Supervisors should follow Office of Human Resources guidance when making accommodations for personnel.
- [COVID-19 Training](#) and [Health Attestation and Contact Tracing for Employees](#)

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### **I. Overview**

1. Name of Activity Area: University Library System
2. Name of Activity Area Lead: Kornelia Tancheva
3. Name of individual submitting Activity Area Plan: Kornelia Tancheva
4. Date of submission: 9 August 2020
5. Revision of a previously approved Activity Area Plan? No
6. A brief summary of the most critical pieces of your plan (a few bullet points).
  - a. Under all three postures, all public-facing services and internal library operations that can be provided completely or partially remotely, will be provided completely or partially remotely.
  - b. Under all three postures, personnel whose work can be done 100% online will work remotely. Under all postures, a restricted number of staff will work on-site to provide critical and essential public-facing services and maintain critical library operations. The number of staff on-site will vary in all three postures: High Risk: 41, Elevated Risk: 113, Guarded: 113. These numbers are over 12 locations. All staff at all locations will be working in shifts to minimize time on-site and maintain social distancing.
  - c. Health and safety guidelines for both staff and patrons (if applicable) are required and will be enforced throughout all three postures.
  - d. ULS locations will only be open to the University community in the Elevated and Guarded Risk Posture, with limited number of hours and limited in-person services due to concern over health and safety of staff and patrons. The number of patrons in Elevated and Guarded differs.

- e. During Elevated and Guarded Risk Postures, the ULS will provide no-contact pickup of physical items for patrons who are unwilling to go into the buildings.
  - f. During Elevated and Guarded Risk postures, limited study space will be provided within the following guidelines: Elevated Risk: no more than 800 people in Hillman; Guarded Risk: no more than 1300 people in Hillman, and in both cases following the upper limit of socially distanced seats in specific locations, as per Facilities Guidelines.
  - g. Archives and Special Collections will provide access to physical collections for researchers in the Elevated and Guarded Risk Postures by appointment, with high caution for health and safety.
7. The ULS commits to following the Healthcare Standards and Guidelines and the Personnel Standards and Guidelines.

## II. Functions in Each Operational Posture

Given the operational postures and the uniform standards and guidelines outlined in the introduction, describe how functions in your unit will be performed in each operational posture. Functions are specific to each activity area, and include items such as teaching, research, administrative operations, clinical operations, business operations, etc. Note that each activity area is required to adhere to the additional [standards and guidelines](#) that are relevant to its functions.

### *Outline*

#### 1. High Risk Posture

- a. Function 1: Research, Teaching and Learning Support
  - i. **What is being done:** All ULS buildings are closed to the Pitt community and the public, and all feasible public-facing library services are provided remotely for patrons (library instruction and workshops, research consultations, digital scholarship support, acquisition of e-material for reserve, etc.) and with a limited essential personnel on-site.
  - ii. **How it is being done:** The ULS provides access to hundreds of thousands of electronic resources that are available online to anyone with Pitt credential from anywhere in the world. Multiple consortia and vendors (e.g. HathiTrust) enable temporary emergency free access to their electronic holdings. HathiTrust’s emergency access program provides full-text electronic access to close to 50% of our print book collection. If the buildings re-open for patrons, emergency access will cease due to copyright restrictions.

A limited number of “essential in-person services” personnel, designated by the supervisors and approved by the RC Head, are on-site at Hillman Library, Thomas Boulevard, and the regional libraries to provide limited scanning of physical collection items for reserves or research, as well as Interlibrary Loan processing. Essential on-site

personnel are staffed accordingly to allow appropriate social distancing. All are supplied with cloth masks, gloves, hand sanitizers and disinfectants, and are instructed to keep at least a 6-foot distance from each other at all times.

Hillman staff supports scanning for departmental libraries from the Pittsburgh campus. Only very limited scanning support of special collections materials is provided.

Regional libraries are supported by 8 people total who are on campus only when there is a sufficient number of scanning requests to fulfill.

- iii. **Number of people/positions required on campus for this function:** 29 across six locations (Hillman, Thomas Blvd., 4 regional libraries) and staffed staggered in shifts. Only 9 of them are scheduled to work regularly. The other 20 report on-site only if needed as back-up to meet higher demand for scanning, or fill-back behind vacations, sick days, etc.
- iv. **Buildings:** Hillman Library, Thomas Boulevard, Hanley Library (Bradford), Millstein Library (Greensburg), Owen Library (Johnstown), Haskell Library (Titusville).

b. Function 2: Library Operations *Indirectly Connected to Function 1*

- i. **What is being done:** Limited physical collection acquisition processing, budget, facilities, administration, and IT support, if necessary.
- ii. **How it is being done:** Vast majority of ULS personnel work remotely. Personnel working remotely are supplied with any technology equipment necessary to conduct duties effectively.

Limited number of “essential in-person services” personnel, designated by the supervisors and approved by the RC Head, are occasionally on-site at Hillman Library and Thomas Boulevard to support working on physical collection acquisition processing, budget, facilities, administration, and IT support work, as needed. “Essential in-person services” personnel are supplied with cloth masks, gloves, hand sanitizers and disinfectants, and are instructed to keep at least a 6-foot distance from each other at all times.

Remote projects identified for personnel whose duties cannot be performed 100% online, but who are not considered “essential on-site services personnel.”

- iii. **Number of people/positions required on campus:** 12, as needed.

- iv. **Buildings:** Hillman and Thomas Blvd.

*Total number of personnel for all functions: 41. (see Attachment 1.)*

## 2. Elevated Risk Posture

- a. Function 1: Research, Teaching and Learning Support
  - i. **What is being done:** All ULS buildings are open to the Pitt community, with Archives and Special Collections in Hillman and Thomas open to non-Pitt researchers by appointment, as well. Non-Pitt researchers will require permission from the RC Head. Any public-facing library service that can be provided remotely for patrons (non-special collections library instruction and workshops, research consultations, digital scholarship support, acquisition of e-material for reserve, etc.) is provided remotely. No-contact pick-up of physical items for patrons not wishing to come into the buildings continues. For details, see *Function 3*. All services are provided by either remote staffing or with a limited number of critical personnel on-site.
  - ii. **How it is being done:** The ULS provides access to hundreds of thousands of electronic resources that are available online to anyone with Pitt credential from anywhere in the world. Emergency COVID-19 related access to electronic resources, including HathiTrust, has ceased due to copyright restrictions.

An increased number of “in-person services” personnel are on-site at all locations to provide circulation, scanning of physical collection items for reserves, as well as no-contact pick-up of physical collection materials (for more information on no-contact pick-up, see *Function 3*) and Interlibrary Loan processing. On-site personnel are staffed accordingly to allow appropriate social distancing. All are supplied with cloth masks, gloves, hand sanitizers and disinfectants, and are instructed to keep at least a 6-ft distance from each other and from patrons at all times. They work in shifts.

The reading rooms of Archives and Special Collections at Thomas Blvd. and at Hillman are open to researchers by appointment. The capacity of the reading room at Hillman is 12 at a time. All researchers are required to follow health and safety requirements. For more information on physical access to Archives and Special Collections, see *Function 4*.

Some A&SC instruction is in-person, following social distancing and safety protocols. Generally, A&SC classes cannot be held remotely because the point of the class is to use the artifacts.

- iii. **Number of people/positions required on campus:** 77 across 12 locations (32 – Hillman Library; 11 – Thomas Boulevard; 5 – Engineering, Chemistry Library, Langley; 4 – Frick Fine Arts; 3 –

Music Library; 2- CAM; 5 – Hanley Library; 5 – Millstein Library; 7 – Owen Library; 3 – Haskell Library. *Note: Multiple staff have access to multiple locations.*)

- iv. **Buildings:** Hillman Library, Thomas Boulevard, Bevier Engineering Library, Chemistry Library, Frick Fine Arts Library, Langley Library, Music Library, Center for American Music, Hanley Library (Bradford), Millstein Library (Greensburg), Owen Library (Johnstown), Haskell Library (Titusville).

b. Function 2: Library Operations *Indirectly Connected to Function 1*

- i. **What is being done: What is being done:** Physical collection acquisition processing, budget, facilities, administration, and IT support, if necessary.
- ii. **How it is being done:** All personnel whose job can be performed 100% online works 100% remotely. Personnel working remotely are supplied with any technology equipment necessary to conduct duties effectively.

Limited number of “critical in-person services” personnel are regularly on-site at Hillman Library and Thomas Boulevard to support working on physical collection acquisition processing, budget, facilities, administration, and IT support work, as needed. “Critical in-person services” personnel are supplied with cloth masks, gloves, hand sanitizers and disinfectants, and are instructed to keep at least a 6-foot distance from each other at all times. They work in shifts as much as feasible.

- iii. **Number of people/positions required on campus:** 36.

- iv. **Buildings:** Hillman Library (10), Thomas Boulevard 26).

c. Function 3: Access to General Physical Collections *(an extension of Function 1)*

- i. **What is being done:** Both regular circulation and no-contact pick up of all physical collections at all locations; the latter for patrons who do not want to come into the buildings.  
**Expanded** no-contact circulation of select Hillman Equipment Room items (cameras, podcast kits, etc.) by appointment only.
- ii. **How it is being done:** No Contact pick up: Patrons request items through the catalog; staff retrieve them and notify patrons of pick-up time and location; patrons pick them up “curb-side.” The definition of “curb-side” varies by location. For patrons not able to pick up items in person, the ULS mails items (not internationally).

Returned items are quarantined for 48-96 hr. to minimize risk of exposure for staff. Quarantine times vary depending on types of material.

- iii. **Number of people/positions required on campus:** See *Function 1*. (Included in the 77 across 12 locations from Function 1, since this is an extension of Function 1.)
  - iv. **Buildings:** See *Function 1*.
- d. Function 4: Access to Archives and Special Collections (*an extension of Function 1*)
- i. **What is being done:** Access to Archives and Special Collections Reading Rooms at Thomas and Hillman for research is available.
  - ii. **How it is being done:** By appointment only. Available to both Pitt and non-Pitt researchers. Non-Pitt researchers will require permission from the RC Head. Visitors must follow social distancing guidelines. All patrons and staff are supplied with masks and gloves; materials are quarantined after usage. Quarantine times vary depending on types of material.
  - iii. **Number of people/positions required on campus:** See *Function 1*. (Included in the 77 across 12 locations from Function 1 since this is an extension of Function 1.)
  - iv. **Buildings:** Thomas Boulevard, Hillman.
- e. Function 5: Access to study space
- i. **What is being done:** All ULS locations are open with limited hours and restricted capacity.
  - ii. **How it is being done:** The hours are limited and vary by location. Please see *Appendix 1* for detailed hours.

On the Pittsburgh campus, all the buildings have been cleared by and marked with signage by Facilities. Furniture has been de-densified according to guidelines from Facilities. Occupancy signs have been posted, including in elevators and restrooms. Regional Facilities Management has determined the reduced occupancy rates at the regionals, as well.

See *Appendix 2* for reduced capacity per building.

The allowable capacity of the buildings in this Posture is per Facilities de-densified guidelines, except for Hillman, where in the elevated posture the capacity is no more than 800, and in the Guarded, no more than 1,388,

including the computing lab, and the two rooms in Hillman used for regular classes. See *Appendix 2*.

Security:

Hillman Library:

2 Allied Guards will be at the ground floor entry of Hillman Library all open hours. Will check IDs and monitor building occupancy of the building.

Pitt Guard Building walk throughs and monitor social distancing.

Monday – Friday, 1:00 pm – 9:00 pm

Saturday & Sunday, 10:00 am – 4:00 pm

Departmental Libraries:

2 Allied Guards- Roaming 5 libraries, 1 upper campus, 1 lower campus (Includes: Engineering, Chemistry, Langley, Music, & Frick Fine Arts Libraries).

Regional Campuses:

Pitt Police will monitor / walk through as needed.

Traffic flow: All visitors are required to follow guidelines and expectations (uni-directional flows at building access points and book stacks; health, safety, and directional signage, etc. Patrons are required to wear masks before entering and while in the building. Safety measures (plexi-glass barriers at service desks and a few study tables, queueing, restricted and distanced seating/tables, etc.) are put in place.

iii. **Number of people:** 113 staff over 12 locations (included in Function 1.)

Number of patrons at one time: 918 at one time on the Oakland campus.

Regional campuses vary per location. See *Appendix 2*.

### 3. Guarded Risk Posture

**The Guarded Risk Posture is exactly the same in all of its functions as Elevated with one difference in *Function 5: Access to Study Space* and specifically, the occupancy rate of Hillman.**

Instead of 800, the occupancy rate of Hillman is now 1,388.

See *Appendix 2*.

## III. Transitions between Operational Postures



As the environment shifts, the University's Senior Leadership Team will make determinations about when the University's operational posture must also shift to either more or less restricted.

As risk levels decline:

1. Shift from High Risk Posture to Elevated Risk Posture
2. Shift from Elevated Risk Posture to Guarded Risk Posture

As risk levels increase:

3. Shift from Guarded Risk Posture to Elevated Risk Posture
4. Shift from Elevated Risk Posture to High Risk Posture

- Addressing Posture Shifts with the Public:
  - Updates on posture shifts that affect the Pitt community's/public's use of the library are addressed via library.pitt.edu, as well as across ULS social media platforms.
  - Library liaisons are informed and are available to address questions and concerns from faculty contacts in other departments.
  - If the library buildings close, the ULS will send a message to the Dean of Students for wider distribution.
- Internal Updates/Shifts:
  - Email communication sent to all colleagues regarding posture shifts that affect the entirety of the department, with targeted email updates to specific groups that are affected (e.g. staff who are identified as critical or essential and are due to return to campus).
  - Weekly virtual conversations with the director of the library system, open to all colleagues, where any questions or concerns about current or future shifts may be addressed.
  - Several resources/documents that may coincide with a posture shift (Return to Campus Resource Page, ULS IT Remote Work Support Documents, etc.) are available to all colleagues via the ULS Behind the Scenes webpage.

#### **IV. Stakeholder Outreach**

Key stakeholders include The Writing Center, Mobile Study Lab, Open Lab (CTL), Text & conText Lab (C4C), and CSSD Computer Lab. Updates are routed to our contacts of these stakeholders via a distribution list from the ULS Head of Public Services. Specific department heads are also responsible for communication and planning with these contacts for their respective library spaces (e.g. ULS Technology Support Services Manager coordinates with CSSD contact, AUL for Digital Scholarship and Creation coordinates with CTL and C4C contacts).

#### **V. Monitoring and Amendment**

The head of each activity area is responsible for monitoring compliance with their activity area plan. Any revisions to this plan must be approved by the Provost and Senior Vice Chancellor.

## APPENDIX 1: Elevated Posture 2 Hours by Location

### **Hillman Library**

<b>Hillman Library</b>	<b>Open Hours</b>
Monday	10am-8pm
Tuesday	10am-8pm
Wednesday	10am-8pm
Thursday	10am-8pm
Friday	10am-8pm
Saturday	10am-5pm
Sunday	10am-5pm

<b>Departmental Libraries – Oakland Campus</b>	<b>Open Hours</b>
Monday	10am-4pm
Tuesday	10am-4pm
Wednesday	10am-4pm
Thursday	10am-4pm
Friday	10am-4pm
Saturday	CLOSED
Sunday	CLOSED

### **Regional Libraries**

<b>Bradford</b>	<b>Open Hours</b>
Monday	8:00am-9:00pm
Tuesday	8:00am-9:00pm
Wednesday	8:00am-9:00pm
Thursday	8:00am-9:00pm
Friday	8:00am-5:00pm
Saturday	1:00pm-5:00pm
Sunday	2:00pm-9:00pm
<b>Greensburg</b>	<b>Open Hours</b>
Monday	10:00am-9:00pm
Tuesday	10:00am-9:00pm
Wednesday	10:00am-9:00pm
Thursday	10:00am-9:00pm
Friday	10:00am-5:00pm

<b>Saturday</b>	CLOSED
<b>Sunday</b>	1:00pm-9:00pm
<b>Johnstown</b>	<b>Open Hours</b>
<b>Monday</b>	8:00am-8:00pm
<b>Tuesday</b>	8:00am-8:00pm
<b>Wednesday</b>	8:00am-8:00pm
<b>Thursday</b>	8:00am-8:00pm
<b>Friday</b>	8:00am-5:00pm
<b>Saturday</b>	CLOSED
<b>Sunday</b>	2:00pm-8:00pm

<b>Titusville</b>	<b>Open Hours</b>
<b>Monday</b>	8:00am-6:00pm
<b>Tuesday</b>	8:00am-6:00pm
<b>Wednesday</b>	8:00am-6:00pm
<b>Thursday</b>	8:00am-6:00pm
<b>Friday</b>	8:00am-2:00pm
<b>Saturday</b>	CLOSED
<b>Sunday</b>	CLOSED

**APPENDIX 2** Reduced Capacity by Building and Posture

**Hillman**

<b>Floor</b>	<b>Reduced Capacity per Facilities</b>	<b>Suggested Occupancy in Elevated</b>	<b>Suggested Occupancy in Guarded</b>
4th	332	200	332
3rd	157 public + 12 A&SC Reading Room +12 A&SC Instruction Room	100 12 when there are classes 12 when there are classes	157 12 when there are classes 12 when there are classes
2nd	178 +17 in 272 (designated U classroom)	100 17 when there are classes	178 17when there are classes
1st	235 + 29 in CSSD lab	155 29 in Lab	235 29
Ground	341 +55 in DSS +20 in G74 (designated U classroom)	100 55 20	341 55 20
<b>Total</b>	<b>1388</b>	<b>800</b>	<b>1388</b>

**Departmentals and Regionals**

<b>Library</b>	<b>Reduced Capacity per Facilities</b>	<b>Suggested Occupancy in Elevated 2</b>	<b>Suggested Occupancy in Guarded</b>
Engineering	46	46	46
Chemistry	8	8	8
Langley	16	16	16
Music	15	15	15
Frick FAL	33 (two floors)	33 (two floors)	33 (two floors)
Bradford	84 (two floors)	84 (two floors)	84 (two floors)
Greensburg	160 (two floors)	160 (two floors)	160 (two floors)
Johnstown	189	189	189
Titusville	50 over two floors	50	50