



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



Survey: Libraries examine phased building re-opening, prepare summer programs

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Contact:

Communications and Marketing Office

ALA Media Relations

CMO

cmo@ala.org



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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 (fall 2020)	34,285	7,119	3,122
Carnegie Classification	Doctoral Universities: Very High Research Activity	Master's Colleges & Universities: Larger Programs	Doctoral/ Professional Universities
Library Employees (fall 2020)	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						
Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

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

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

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

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

68 Days

51 Days

January 2020						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

February 2020						
Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

March 2020						
Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

April 2020						
Su	Mo	Tu	We	Th	Fr	Sa
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

May 2020						
Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

68 Days

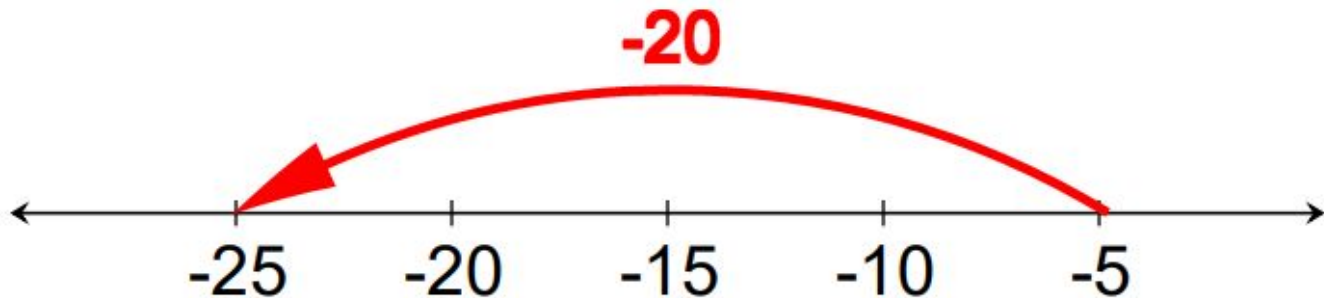
51 Days

Baseline Difference Example

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

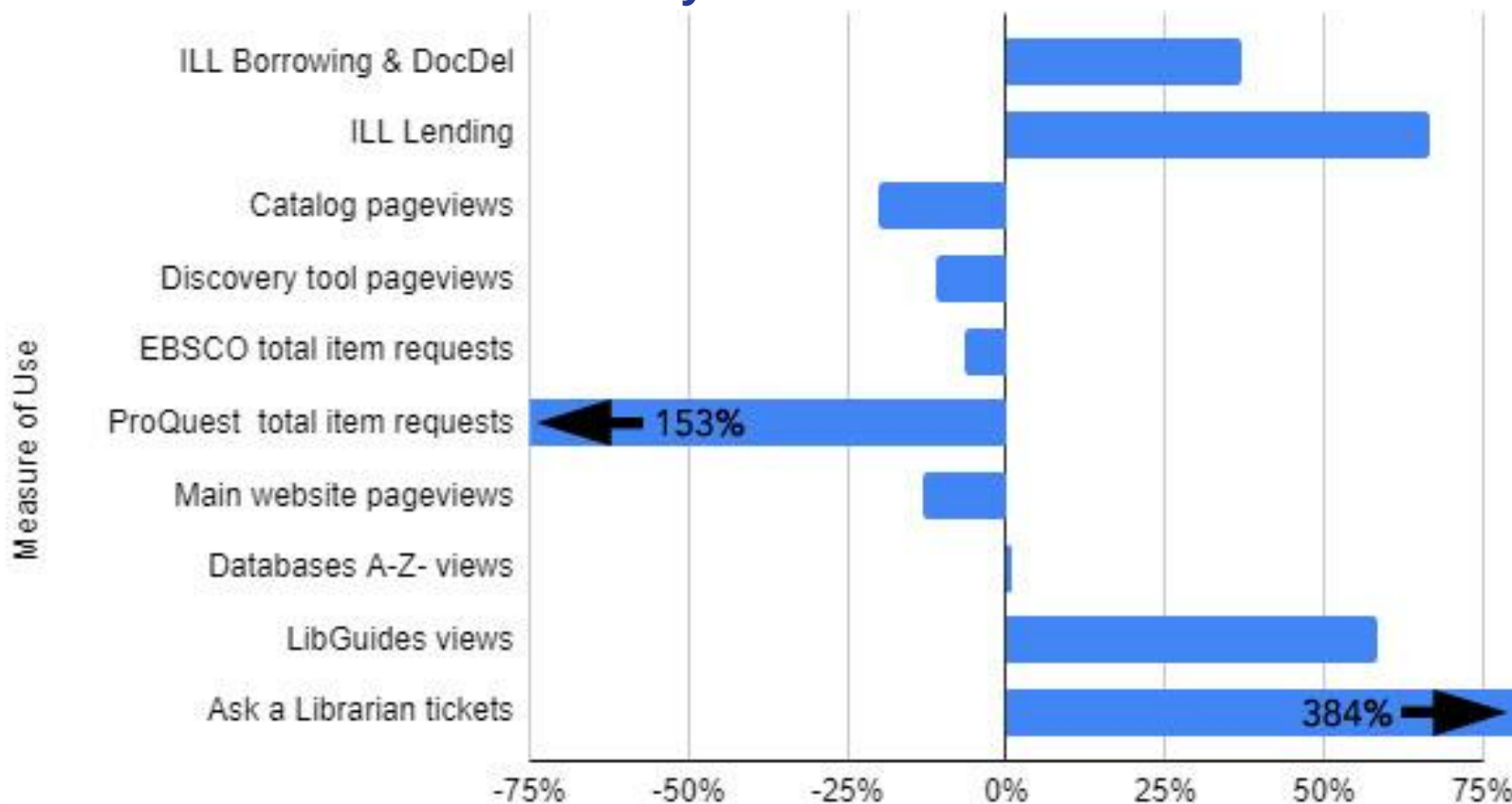
LSU's catalog pageviews were down **25%** during the ***COVID*** period comparison (2019 to 2020).

The baseline factored difference is **-20%**.



Louisiana State University Results

Baseline Change from 2019 to 2020



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

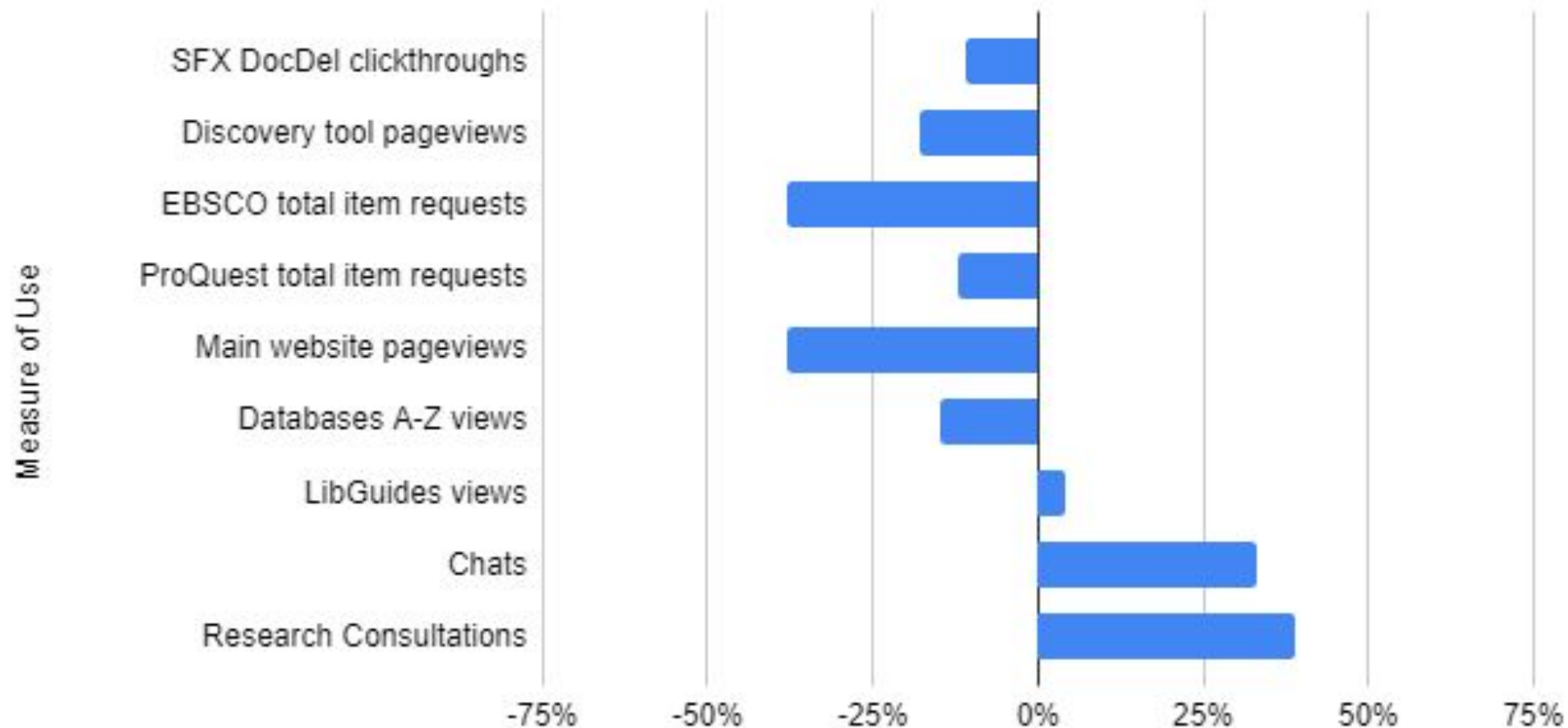


LSU Update

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	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



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

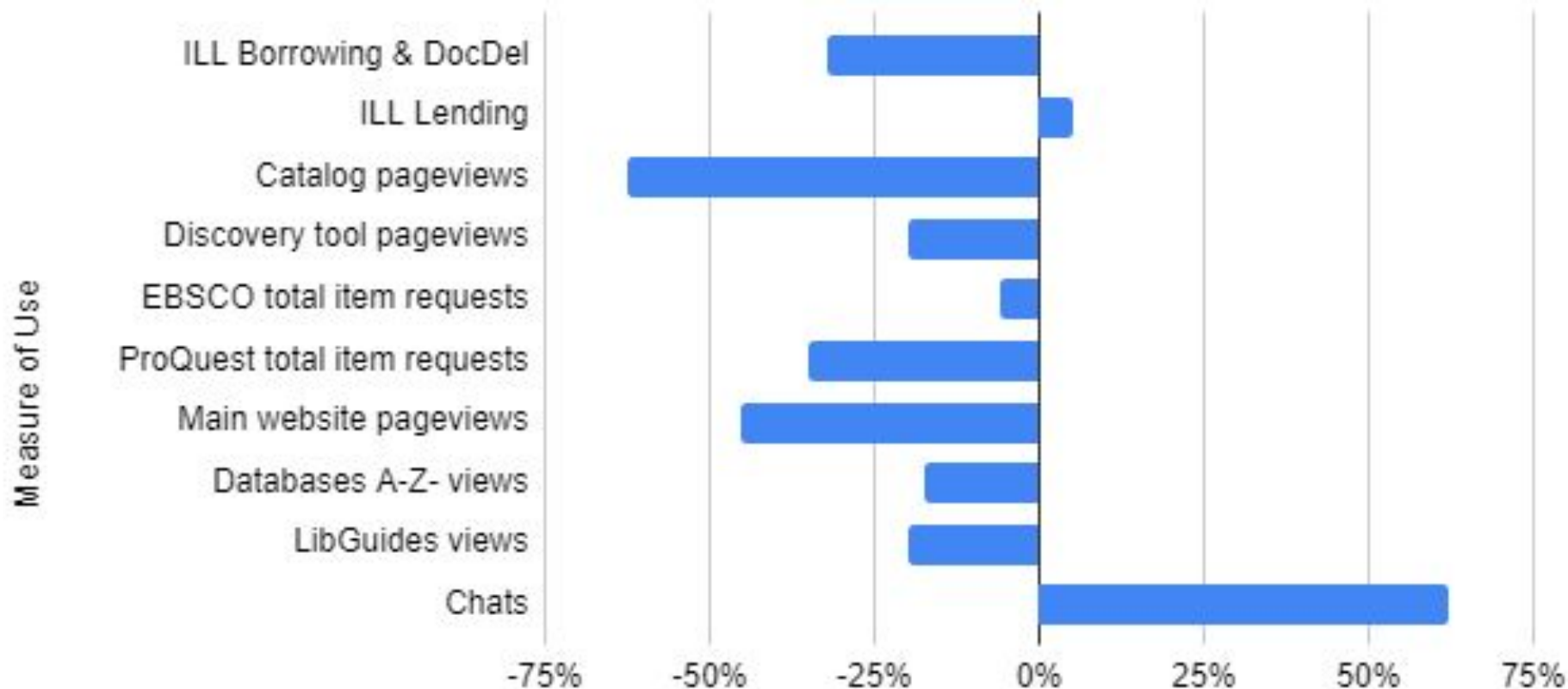


Northeastern Illinois University Update


Measure of Use	2019 COVID	2020 COVID	2021 COVID	COVID Timeframe Change 2019 to 2020	COVID Timeframe Change 2020 to 2021	COVID Timeframe 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% ▼

Valparaiso University Results

Baseline Change from 2019 to 2020



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% ▼

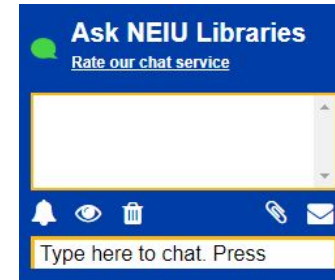
Commonalities and Differences- Original Study

Declines:



Library website visits

Increases:



Ask-a-Librarian Service

Impact on Institutions- Original Study

LSU

Increases:

ILL (borrowing and lending)
LibGuides views
Ask-a-Librarian tickets
Database A-Z views (slight)

NEIU

Increases:

Chats
Research Consultations
LibGuides views

Valpo

Increases:

Chats
ILL lending

Least affected

Most affected

Declines:

Catalog use
Discovery tool use
EBSCO & ProQuest use
Main website use

Declines:

SFX DocDel (ILL borrowing)
Discovery tool use
EBSCO & ProQuest use
Main website use
Database A-Z views

Declines:

ILL borrowing
Catalog use
Discovery tool use
EBSCO & ProQuest use
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	COVID Time Frame Change					
	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	-13% ▼	-26% ▼
EBSCO total item requests	30% ▲	-6% ▼	-2% ▼	-8% ▼	-7% ▼	0% ▲
ProQuest total item requests	-52% ▼	-7% ▼	-29% ▼	-37% ▼	-11% ▼	-15% ▼
Main website pageviews	-21% ▼	-0% ▼	-46% ▼	NA	-28% ▼	-29% ▼
Chats			17% ▲	26% ▲	85% ▲	25% ▲
Ask a Librarian tickets	535% ▲	912% ▲				
Research Consultations	-10% ▼	-22% ▼	31% ▲	107% ▲	-53% ▼	-14% ▼
FTE	3% ▲	11% ▲	-5% ▼	-8% ▼	-9% ▼	-17% ▼

Q & A

