The Changes and Challenges to Academic Library Services during the Pandemic in Korea.

2021.03. 20.

Younghhee Lim
CONTENTS

- SNU Library
- Covid-19 in Korea
- SNU Library’s Response to Covid-19
  - Access & Facilities
  - Services
  - Others
- Developing New Services for post COVID-19 era in Korea
- Considerations for Future Library services
SNU Library – Location
SNU Library – Reading Rooms

VR Tour  https://library.snu.ac.kr/vr/eng.html
SNU Library – Media-PLEX, etc..

VR Tour

https://library.snu.ac.kr/vr/eng.html
SNU Library – Lobbies & Garden, etc.

VR Tour  https://library.snu.ac.kr/vr/eng.html
Covid-19 Major crisis in Korea

- 2020. 1.20. First confirmed covid-19 case
- 2020. 2. Covid-19 cluster linked to particular religious denomination
- 2020. 3. WHO declared Covid-19 Pandemic
- 2020. 12. Outbreak alert level : 2.5 (Pre-National Pandemic)

High contagion risk in SNU
- High densities : Classes, Dormitory, etc..
- Active young people : Activities & entertainments such as Clubs, Pubs etc..

SNU library is probably the one and only academic library in the world not closed in the midst of the Covid-19 crisis
- Due to relatively large budget and space
- Due to enthusiasm not to interrupt library services
SNUL Responses for Covid-19 : Access & Facilities

- **Access Restrictions**
  - SNU members only
  - Gate Restrictions (7 → 2)
  - Limited open hours for reading rooms
    (6 a.m. ~ 11 p.m. / 24 hours → 7 to 11, or 7 to 9)

- **Closing Facilities**
  - Group study rooms, Theatre

- **Ban on gathering of 2 or more in the Study Garden**
SNUL Responses for Covid-19 : Services

Book Loan Period Extension

- Social Distancing Stage 2 (March, 2020)
- Loan period extended for students
- Extended Loan Extension Period: 3 times → 5 times
- Target: Undergraduate and graduate students

<table>
<thead>
<tr>
<th>Division</th>
<th>Before</th>
<th>After</th>
<th>Etc</th>
</tr>
</thead>
<tbody>
<tr>
<td>Under Graduate</td>
<td>15 Books 14 Days (42 Days)</td>
<td>15 Books 14 Days (70 Days)</td>
<td>Excluding Reserved Books</td>
</tr>
<tr>
<td>Graduate</td>
<td>30 Books 30 Days (90 Days)</td>
<td>30 Books 30 Days (150 Days)</td>
<td></td>
</tr>
</tbody>
</table>
Book Sanitizers

- Social Distancing Stage 2.5 (Jan, 2021)
- For staff only
  (sterilizing up to 100 books)

- For users, library has been equipped with book sterilizers since several years ago.
SNUL Responses for Covid-19 : Services

Support for Online Classes - Tablet PC rent

- Social Distancing Stage 2 (March, 2020)
- Library inside use only : 9 a.m. to 9 p.m.
  → Return by the following day after borrowing
  (Over night loans possible from October, 2020)
- Target : Undergraduate, graduate students & Research Students
SNUL Responses for Covid-19: Services

Support for Online Classes – Spaces & Equipments

- Social Distancing Stage 2 (March, 2020)
- 99 seats in 2 rooms (Seminar room & Computer Lab)
  - Desktop PCs, Headsets & Webcam rent
- Target: Undergraduate, graduate students & Dormitory residents
Library Workshops – Face 2 face to Virtual

• Social Distancing Stage 2 (March, 2020)
• No more face to face workshops from March, 2020
• Virtual Workshops
  - Real time Workshops(Zoom, etc..)
  - Recordings & Resources(Youtube, etc..)

(https://www.youtube.com/c/snulib)
SNUL Responses for Covid-19 : Services

Changes to Theses Submission

• Social Distancing Stage 2 (August, 2020)
  - Before : Submitted to the Library prints
  - After : Submit to the Departments prints

• Social Distancing Stage 2 (December, 2020)
  - Before : Submitted prints & files
  - After : Submit files only
SNUL Responses for Covid-19: Others

- ILL Service Hour Extension
- Self-Checkout for Reserves/Holds
- VR Tour
- Virtual Meeting Rooms for Staff
- Guide with Free paper sites on COVID-19 (Medical Library)

Changes in number of library visitors
Avg. 179,326 per Month in 2019 / Avg. 92,202 per Month in 2020
49% decrease compared with 2019
SNUL Responses for Covid-19: Others

The Number of Books Borrowed

Number of Books loaned
Avg. 33,951 per Month in 2019 / Avg. 24,295 per Month in 2020

30% decrease compared with 2019
Number of Off campus access to electronic resources
Avg. 13, 563 per Month in 2019 / Avg. 15, 967 per Month in 2020
18% increase compared with 2019
SNU Library Slogans

UNWAVERING LIBRARY SERVICES in Covid-19
– library accesses, resources & supports, etc..

EXPANSION THAN the LIMIT
– Don’t restrict services but develop new services for post COVID-19 era..

Changes & Development
Library Responses in Korea

Electronic Resources
Non face-to-face Services
Online Application forms
Online Book Exhibition
Online Reading Discussion
Chatbot
Considerations for Future

Smart Service
RFID, IoT
Smart Facilities
Big Data, AI

Larchiveum
(Library + Archives + Museum)
Multi-Cultural Facilities

Service Platform
Cloud
Discovery
Open Access & Repository

Maker Space
Innovation Lab
Interactive Space
Idea Factory

Constant Inspiration & Communications with Users
It Is Not the Strongest of the Species that Survives But **the Most Adaptable to change**.

Charles Darwin

Thank you for listening!