## POST-COVID OPPORTUNITY SCAN

1. **Communication:** By reducing face to face contact, the pandemic demonstrated the value of clear, consistent, and frequent commination. Within the Library, policies, procedures, and processes should be shared more effectively with employees and patrons and reviewed on regular basis. From campus administration, regular, ongoing communications about crisis management policies, strategies, and goals would help staff respond more proactively to changing conditions.

2. **Campus Hygiene:** Before COVID, maintaining a clean and attractive Library and campus environment was a challenge. The pandemic demonstrates that cleanliness is not just a matter of aesthetics but a critical safety issue as we bring people back to campus. We understand that the low salaries and status of our custodial colleagues make this challenging, but we have to make maintaining campus hygiene a high priority in the post COVID era.

3. **Flexibility:** The COVID crisis gave the Library an opportunity to expand virtual services such as chat reference and virtual Supplemental Instruction that often work better for students online. It has shown us that many of our services can be provided from multiple locations and don't have to be tied to specific desks in the Library building. The campus could support flexible library services with an adaptable telecommuting policy for employees. As a manager, I would appreciate having campus wide guidelines and expectations regarding telecommuting and hybrid schedules that managers could adapt to the operational needs of their units.

4. **Respect:** The unique stress and anxiety imposed on everyone by the pandemic illustrated the great importance of respect and empathy – for employees, colleagues, students, and clients. At times during 2020, campus employees perceived that administration policies reflected a lack of trust in the employees' commitment to the mission of the university. I believe that a strategy focused on the shared goals and values of the campus community would create a more welcoming environment for students. Within the Library, we recognize a need to review policies and procedures with respect to the challenges and stresses experienced by our diverse student population.

5. **Technology:** Mobile technology (laptops, Wi-Fi hotspots, etc.) have been very valuable to students and employees during the pandemic. An ongoing commitment to a technology infrastructure that supports mobile services (for example, a robust wireless network available everywhere on campus, including the parking lots) and the provision of mobile devices (laptops, tablets, and Wi-Fi hotspots available to all employees and students) would enable employees to provide service from multiple locations and allow students to better access services.

6. **Community:** Students miss the Library as an informal gathering place to make connections and build relationships. We need to find safe ways of restoring that sense of community and make the Library a welcoming place for all students to gather as we reopen spaces on campus.

7. **Staffing:** Student employment, which has always been a vital source of community building and engagement for the Library, was drastically reduced during the pandemic. We need to restore student employment in the post pandemic period. After the staff reductions during the pandemic, we also need to build back better with employees committed to innovation and diversity.

March 2021