

## Checked Out! Episode 6 Transcript

Maggie Ressel: This is Maggie Ressel, Director of Access Services for the University Libraries. I'm thrilled to be back to introduce another episode of "Checked Out," the official podcast of the University Libraries and TLT. So far, all of our episodes were stories from behind the scenes, as our library staff pivoted to work from home. All the while every department has done a wonderful job continuing to provide access to resources and support to our students, faculty, and staff in their research and teaching.

Now as we continue through July in phase 2 we're ready to open our doors for the first time since March. Things are going to be different around here though. Safety is our single highest priority for both our users and our staff, but we've planned and prepped for exactly how we're gonna offer our services in person again. Associate Dean, Linda Kopecky, will be on the show today with Sean and Sasha giving a detailed overview of what users can expect when they enter our doors.

Let me be the first to say welcome back. We're really happy to have people back on campus and back in the libraries. Continue to stay safe, wear a mask, social distance, and wash your hands. I will be seeing you around the library very soon. Enjoy the Show.

Sasha Soleta: Thank you Maggie for that introduction. As she said in said introduction, I am Sasha.

Sean: And I am Sean. We are your hosts of "Checked Out" the university library's podcast. Hope everybody is doing well, hope everyone's healthy and safe, because we're about to be seeing y'all soon.

Sasha: Hopefully.

Sean: And I don't want you to...I don't want you to give me nothin'. Don't give me nothin'.

Sasha: I know, just, we'll see you from six feet away.

Sean: Yes.

Sasha: With proper safety precautions and masks.

Sean: Correct. I would prefer longer, think if I had a football and just said, "go long." That's ideal for me.

Sasha: I'm O.K. with six feet but I would appreciate a mask, and I would like it to match your outfit, or at the very least be interesting. Just for my personal like preference.

Sean: At the very least, work with it.

Sasha: Yeah.

Sean: Go for a good neutral color.

Sasha: Yeah I need some flair, I want... I want it to pop. If you can get some sparkle on there, even better.

Sean: So, so are we doing an Office Space, since it's going back to work, can we have like, like thirty-seven pieces of flair on our mask.

Sasha: I mean, I already have thirty-seven pieces of flair on my lanyard so I feel like it might clash.

Sean: Ok, alright, but, but if you can make it work, make it work.

Sasha: I mean c'mon guys this is a chance to take your fashion from down low to up high.

Sean: Yeah, yeah, yeah, take it to the next level don't hold back, be brave. Go for it.

Sasha: So I mean if you guys haven't gathered already, we're reopening.

Sean: We are. Supposedly.

Sasha: As a library. yeah. supposedly.

Sean: We don't know what's gonna change from when we recorded the episode and the intro, to when it's posted so if we see you in one year or in three years, hello.

Sasha: Yes.

Sean: Um you know.

Sasha: Your beard is gonna be so long in three years Sean. Your quarantine beard.

Sean: I mean, no it won't. I, I keep it trimmed.

Sasha: ZZ Top style. No I think if we go three years you just gotta let that grow out ZZ Top style.

Sean: O.K. if we end up in quarantine for three years, when I come back I will have a full Gandalf beard.

Sasha: Sweet I can't wait.

Sean: Promise. Promise. But....

Sasha: Although I don't want that to happen, because I don't want to be in quarantine for three years.

Sean: Right, but only if it's three years.

Sasha: So like if it's three...if it's two years and 362 days.

Sean: Nope, then, then the day before we go back to work I shave it off.

Sasha: Ahhh bummer.

Sean: And same thing, if it's three years and one day I shear it off.

Sasha: I'm gonna...

Sean: Three years to the day after to the day I first started working remotely, St Patrick's day, March 17th. Three years to the day, 2023, if I come back on that day, I will have a Gandalf beard.

Sasha: I need to go to Carson City really quick and talk to Governor Sisolak. We can move this recording back.

Sean: Also on the day... also on March 17th 2023, I will stand at the entrance to the Knowledge Center with a staff, and anyone who doesn't come in with a mask on I will scream at them that they cannot pass. You have my promise on this.

Sasha: I'm so excited, but unfortunately I don't think that's gonna happen, because I think we're reopening on July 6th of this year.

Sean: I think so.

Sasha: As it stands, as we sit now. Here in our home offices.

Sean: Yes, yes, some of them makeshift, some real. What, what are some fun things that you're going to miss. About your home office, about working from home office.

Sasha: I guess I'm gonna miss my dogs. Although one of them is really, really testing me lately because he hates UPS truck drivers and we get a lot of packages. I am looking forward to showing off all the outfits I've bought in quarantine. Ones that are work appropriate; it's gonna be awesome, I'm gonna like have two weeks straight of where I don't wear the same thing twice so.

Sean: As long it works with your mask then your own criteria are satisfied.

Sasha: It will, I've...I've purchased masks to match outfits, it's great.

Sean: So, today to talk about reopening and seeing all of you lovely people again, we spoke to Lindy Kopecky, our Associate Dean, and talked about some the safety measures and the alterations, I guess I'd say, to services. You know, things you'll have to adjust to in order to come back and be safe.

Sasha: And again this is just our first part of our opening. This is the first phase for us, because we're just coming back, we're getting used to stuff again just like you guys are so..

Sean: Yeah.

Sasha: You gotta give us a little bit of time.

Sean: Yeah, yeah. Be patient. Don't do anything that puts anybody at unnecessary risk. Just be cool.

Sasha: Yeah be cool bros.

Sean: Yeah, be cool stop...whatever you're gonna do that's not cool stop it. Be cool.

Sasha: So take it away Linda, and whatever tense version of us.

Sean: Yeah because we recorded it in the past. But it takes place narratively in the future. It's like podcast-caption.

Sasha: Mind blown.

Sean: Yeah, yeah, yeah.

Sasha: All right, we are sitting down today with our Associate Dean of libraries and Teaching and Learning Technologies, Linda Kopecky, and we are here to talk about what everybody must be really excited about because we're reopening guys.

Sean: Yeah.

Sasha: And I am stoked.

Sean: Um so, thank you for talking to us today. I guess the first question I have, I feel like it's sort of a priority to ask, because so many people are thinking about this before anything else when they hear we're reopening. What preventative measures are the Knowledge Center and DeLaMare taking to provide a safe environment for users?

Linda Kopecky: Yeah, thanks for having me today. No surprise we are going to be a lot like your favorite grocery store or if you've been to the post office or the airport lately. You'll see lots of plexi. We should have all invested plexi stocks before this. Lot's of plexi-glass and also reminders for social distancing. So our major service points will have plexi between the library staff and the users, and campus has given us really cute little paw prints to put on the ground to give hints as to what six feet is for those of us who are still distance challenged like me after seeing those at the grocery stores after all these months I'm still not quite sure.

Sasha: I always try to imagine a tall person between me and the person next to me, and make sure like, like two toddlers, that's my distance.

Sean: There you go.

Linda: So we'll have some paw prints up, and giving some, some hints. We'll also be having some signage just to remind everybody to have masks. That's a campus requirement. So, no surprise, we'll have both libraries staff, even though we're behind plexi, we'll have our masks on, and we'll be asking everybody who comes in to also have their masks on.

Sean: And then to follow up with that, this just popped into my head. You said this is a campus requirement, so what happens if a user comes in and refuses to comply.

Linda: Well we'll have a couple of masks incase somebody, you know, walks all the way from the far parking garage and left their mask. We'll have a few on hand, but just not gigantic, so we won't have a lot, but we'll have a few. Because I think people will certainly be willing to comply if the stores and everywhere else, people in Reno have been really great about that. If somebody needs something though, and they can't go into the Knowledge Center, I think we will be out at that kiosk and we'll try to facilitate any way we can. So they need something picked up or retrieved, they need to access a computer, maybe we can find a way to bring a computer out to the Knowledge Center. The whole idea the building is reopened, we want people to use our services, our resources, our facilities, so we're there to make that happen, not to be a barrier.

Sasha: And it's also important to note that this mask mandate is not just for the campus, it's statewide now, because governor Sisolak said so. But so...

Sean: He governs and decided this.

Sasha: He governs Nevada.

Linda: I think sometimes people forget we're a state agency.

Sasha: Yeah.

Sean: Yeah.

Sasha: One of the questions I had, because I just am traumatized from having to do it myself when I was a student worker is cleaning keyboards. So are we gonna be more frequently cleaning those keyboards than we used to in the past or how is that working?

Linda: Yeah good question. So the first thing is there will be fewer keyboards to just encourage people to sit further apart we're going to be taking some keyboards...keyboards away so that people sit at a

computer that has a keyboard, that means you're automatically distanced. And then we'll be keeping track. You know, not spying on what people are doing, but spying on where they're sitting to make sure somebody gets up we do go behind there and...and clean that space. We're also going to encourage people to use wipes and their own hand sanitizer to be prepared just as you would in the grocery store, and you want to make sure your own space is as clean as possible. So we'll be encouraging people to use hand sanitizer, we'll have it around the building, we'll have some wipes available. We'll go behind them too and be cleaning up periodically.

Sean: Nice, that's good to hear.

Sasha: So how are users going to access our library resources. So what is that kind of going to look like coming back. Opposed to fully online, we're now a little bit in person.

Linda: Yeah we still have millions of items available online, but sometimes you just need a physical item. So if you need a book, knowledge center still has a few million of those. First thing we want you to do is to ask ahead of time. Make sure it's available, and what we've found is that about half the time somebody needs a book we actually have the electronic access to that book, and we can just send you the instructions on how you can download it or otherwise, you know, get an e-copy of your book. But, maybe you have some golden oldie that only is available in paper, we still want you to request that ahead of time. But what you're gonna do that's different, instead of coming to the Access Services counter and giving your name, we're going to let you know ahead of time that we're going to page that book for you. We're going to be putting it into a locker down on the first floor. People probably haven't even noticed them before, but at the entrance to @One there's actually a couple big banks of lockers. So we're going to page the materials you asked for, we're going to put it in one of those lockers, send you a combination, and let you know it's available to pick up. That's going to be the same for pretty much anything that fits in a locker. So it might be a book, it might be something, maybe you uploaded a file to get something 3D printed at Delamare. If what you need printing is available to fit, if it'll fit in a locker, you'll probably pick that up. Delamare books and Delamare printing objects in those lockers as well. Maybe something is a little bit too big, we'll let you know where to pick it up. Which library, which service desk.

Sasha: So I think another big one that people always want access to are the anatomy models. So I have a feeling there might be some sad news with that?

Linda: Yeah, you know our staff thank goodness last year 3D printed those anatomy models, and when you go online there are actually renderings, they're really good, they're very clear. And they know from having to clean those bottles with toothbrushes in every little nook and cranny is not realistic to clean those models if we were to hand them out between people. Because they're popular. So, for the short term, the biology labs and the library, we're not going to have physical anatomy models, we're going to go with electronic versions.

Sean: A little tease to a future episode there by the way. Oooo.

Sasha: Digital projects.

Sean: So and then to follow up on that, where should users go if they don't know how to access materials. I assume they you know, you mentioned they can call and go to the website. How up to date is information on there?

Linda: Yeah so everyday we are keeping things current. And that's going to be changing I think fast and frequently. So check before you come because we don't want people wasting time, so call ahead and we will be as precise as possible with when things are available, where you're gonna pick them up, what you're gonna need. So make sure you bring those UNR wolf cards with you, because you're gonna have to use it to get things checked out. Some things like the things you pick up at a locker, we'll actually check it out for you ahead of time, and the place it in a locker. So all that information, the best bet really is the website or to call. You can call whatever department it is you want services from or resources from, and they'll know whatever has changed that same day if something has changed.

Otherwise Research Help always has the virtual chatroom and the email services, and they've been there all along answering those really good questions about how to get access to resources. They're still there. They're gonna stay virtual for a while, so you won't see your friendly subject librarians face to face for a couple more weeks probably.

Sasha: And even if the question isn't about research, they're really good at delegating the tasks out there, so don't worry about it. They will get you the question you have to the right person in a timely fashion. I've noticed that about them. As somebody who gets emails from them occasionally, I have to say, it goes smoothly.

Linda: Smart referrals are a...it's a good skillset to have.

Sasha: yeah.

Sean: Yeah, yeah.

Linda: Same thing when you come into Knowledge Center, or into Delamare. If you come into the Knowledge Center, you're gonna see us at the information kiosk and people there will also be able to either answer questions right away or get on the radio, find an answer for you.

Sasha: And that's changing too correct? We won't be staffing with students during phase 2? Is that right for the kiosk?

Linda: We're hiring a few students back, but not the full number that you normally would see. So you might see a few new faces out at the information kiosk. Those of us who are just there in person filling in for a few hours. I think we've all been stuck at home for so long we're desperate to see face to face people so I know I volunteered.

Sean: Yeah. Alright so you mentioned the locker pick-up, you mentioned the plexi-glass at the Access Services desk. How are users going to check out materials? Is self check out still an option? etc.

Linda: Yeah the self checkout stations will still be there for things that wouldn't fit into a locker, but I think most things will. For other things you might normally check out like course reserves, well those are gonna be on hold for a while. So electronic reserves have always been available and we're gonna just up the game on that. Scanning more chapters and more items for those course instructors to help out for the classes.

Sasha: What about like individual departments? Like we have places like makerspaces and the Basque library and Special Collections. What are their availability going to look like going into phase 2.

Linda: Well I know the answer for today, I don't know the answer for tomorrow. Things are really fluid. So that is absolutely one of those cases where we want you to call ahead. because some of those things are available by appointment, some things you can get to the location, as long as we know that you're coming. We'll make sure that it's not overrun with other people so you know, get your name in to get there first. And other services will be still virtual or we'll hold resources and have them available for you to pick up.

For things like the makerspace people have been already guests down at Delamare know that sometimes it's a little tight there, and we can't have a whole lot of people there and still do social distancing. So for some things that are thinking about putting things available to just check out the tools, and you can use them at home or some other place. Some services unfortunately will just be closed for a little bit longer. Things like maps where you maybe in the past would have you know, spent hours looking through the maps to find your perfect one. We might for a while be asking you to let the librarian know what you're looking for, and they can just pull the ones that you're looking for. For things like 3D printing and also some large scale printing, you can already upload those files online, and then Delamare will do that 3D printing or @One will do that large scale printing. Upload those files ahead of time and then again, we will let you know when they're ready, and you can come pick them up.

Sasha: And then so the other thing that I'm thinking about is equipment check out, I know Daniel has been manning that down in the @One since we started this. So that's...is that continuing somewhat to that same extent, where it's by appointment and whenever you can?

Linda: Yeah by request for sure. Ask ahead of time, because equipment has been so popular. I'm actually using a borrowed Knowledge Center faculty computer and headset here to do this interview. So we don't have everything in stock right, so you're gonna wanna call ahead, let us know what it is you need, and then they'll set up a time for you to come and pick that equipment up. But you're right we've been loaning things all along, so even though the buildings have been closed, services have been going strong this whole time.

Sean: All reasonable precautions to take, too.

Linda: Exactly. We'll be making sure things are cleaned as they come back. When I bring my computer back actually there's a whole protocol for getting it both physically clean and also wiped so you don't bring a computer virus back to campus.

Sean: That's just what the pandemic needs is a computer pandemic now.

Linda: Exactly. So luckily campus managers have really been thinking all of these things through behind the scenes. And I think over abundance of caution might be what we're doing, but we're just making sure that everybody is staying safe.

Sasha: Alright so I think this the hard question that everybody needs to know the answer to is....when are we gonna be open, what are our hours going to look like, how...how's that gonna play out in phase 2.

Linda: Yeah, for the immediate opening, the plan at least, I say plan because things could always change, the plan is Monday through Friday 8-5 for both Delamare and the Knowledge Center. You need to check with Savitt, because the medical schools are on a different schedule and they may have some different hours there. But for the Knowledge Center and Delamare 8-5 Monday through Friday is when we're gonna have staff there.

Sasha: And as far as the building goes only floors one and two are open correct?

Linda: Correct, to start out for both Delamare and the Knowledge Center, just the first and second floors. I know for the Knowledge Center, It's a pretty big place. So you can get a lot of people even spread out, but lets just say people are so eager coming back to campus, we are just overrun with bodies needing computers or services, well then we do have plans in place. We could very slowly, we could open up, you know, floor three if we needed to. But we're only going to do that if we need to, because it's easier to keep everything clean if we know where everybody is and they're not too spread out. It does mean that some of the services on three and four like the faculty carrels and some of those other stack areas, those are gonna be closed for a while still.

Sean: Yeah, yeah it's a necessary consequence I think in order to keep everybody safe.

Linda: And we have specialty libraries on those floors too, right? Special collections, the Basque library, so for those call ahead, and either we'll get an appointment or more likely they will just find out what it is that you need, and find a way to deliver that resource or that service to you.

Sean: Perfect.

Sasha: I'm just going with people at service points are just so tired of seeing no one. They just want to see everybody, and that's why you can't go on the upper floors. We just want to see people.

Sean: Yeah, I work behind the closed door, I just want group hugs. So alright well thank you again for joining us and talking about reopening. Hopefully it allays some fears or some concerns about everybody coming back to work.

Linda: It will be nice to see people on campus again. The few times I've been there and it's been empty; it's a little eerie. It will be nice to actually have bodies back on campus.

Sean: Yeah, yeah.

Sasha: I don't know how I will adjust.

Linda: Thanks for having me.

Sasha: Alright Sean do you feel informed now?

Sean: I feel informed, I feel reassured, I feel oddly calm.

Sasha: Yes, I feel like I'll be O.K. when I go back to work.

Sean: I feel more at ease. Admittedly I'm the person that's...I'm totally fine being in quarantine and not taking the chance, but I feel like if we got to go back, it'll be OK with these precautions in place.

Sasha: Well I mean, no offense to you, you don't have to deal with the public so uh...

Sean: Nope. But still sometimes I have to walk among them.

Sasha: Yeah that's true.

Sean: Yeah.

Sasha: I feel good with these precautions as someone who works a service desk, I think it's gonna be a....It'll be different, it'll be interesting, but I think I'll still be able to help the people I need to help.

Sean: Yeah, Yeah, and that's what we're trying to do. Still provide service, still be there, while also possibly not catching the thing that kills us. I feel like it's reasonable for us to take some, some preventative measures.

Sasha: I mean I hope people feel like it's reasonable for us not wanting to get. So yeah, we're just hoping everybody is cool, everybody understands what our safety measures are in place for and that we are trying our best to help you. Trust me I love answering questions, I love helping people find books, and I want to do that for you, but from six feet apart.

Sean: Yes, Yes. six feet.

Sasha: And I don't want to have to touch something and then hand it to you.

Sean: Yes six feet minimum. Six feet minimum.

Sasha: And I don't want you to touch things and give it to me.

Sean: Yeah, yeah, I...I like I've said before privately I would prefer the football "Go Long" version of social distancing. Pretend I'm about to throw you a pass and go long, you know, you can talk to me from across the room. I'm fine with that.

Sasha: I'm O.K. with six foot as long as you're wearing a fly mask. It has to look cool, I think I've been through this before, you've gotta look good.

Sean: Yeah, yeah, that's Sasha's only requirement, health...health and safety and fashion.

Sasha: Fashion yeah. I mean, think of it this way, if you wear lipstick before, just put your lipstick budget into masks, because nobody's gonna see the lip color you're wearing.

Sean: Ok

Sasha: You know, pro tip.

Sean: I have not thought about that aspect as someone that doesn't wear lipstick, but wow.

Sasha: Really you just...It's all about the dramatic eye this season if you needed some fashion tips because that's all you see.

Sean: I'm gonna come into work with a third eye painted on my forehead.

Sasha: I mean go for it.

Sean: People will think I'm real spiritual.

Sasha: Drama! Alright, as always, your hosts today have been Sasha Soleta and Sean Busey. Your guest today was Linda Kopecky, Associate Dean of libraries and teaching and learning technologies.

Sean: Thanks as always to our Library's podcast team. Maggie Ressel, Michelle Rebaleati, Luka Starmer, Jill Stockton, and Landon Renwick.

Sasha: And then a special thank you to Maggie Ressel who did our introduction today. Episode music was "Better Days" by Lewin Wilkstrom courtesy of universal production music.

Sean: Thank you for listening, and until next time this is "Checked Out" Checking out.