



Wiggins Memorial Library Pandemic Reopening

Fall Semester Hours

Monday – Thursday: 7:30 am - Midnight
Friday: 7:30 am - 6:00 pm
Saturday: 11:00 am - 5:00 pm
Sunday: 2:00 pm - Midnight
Second-Floor Study: 7:30 am - 3:00 am daily

This procedural guide reflects best practices, and is subject to change as needed to reflect the policies, procedures and directives of the University as well as the needs of Wiggins Library.

Facility and Resource Changes

Library Entrance: Enter the foyer through the front doors to Wiggins Hall, then use the middle set of double doors to enter the lobby of the library. Once in the lobby, individuals will enter Starbucks via their doors to the right, and will leave Starbucks through their exit door leading into the building foyer. Library patrons will exit the library using the handicapped door. During overnight-study hours, students will enter (by swiping ID card) and exit the 2nd floor through the stairwell door, which is at the far left end of the foyer when facing into library.

Masks in the Library: Face masks are required across the library in all spaces for the safety of students and faculty. High-traffic areas must be treated with extra caution including elevators, stairs and service desks. A distinct area on the library's main floor has been designated for students with an official mask exemption issued by the Office of Disability Services. Please follow all guidelines and signs in library spaces to keep everyone safe.

Cleaning Kits: Cleaning kits are placed throughout the library in study rooms, open spaces and group spaces. Office spaces will have cleaning materials as well. We will check and refill the kits frequently: they contain hand sanitizer, spray cleaner and paper towels, gloves and masks.

Food and Drink: In keeping with the mask policy, eating will not be permitted in the building this fall. Drinks with lids will continue to be permitted.

Public Spaces: Student workers/library staff will disinfect copier touch screens, stairwell railings and elevator touch panels periodically, particularly at opening and after high-traffic periods. Housekeeping will disinfect the second-floor study area daily when it closes between 3:00am-7:30am. The cleaning kits will offer library users opportunity to self-clean as well, with reminders posted.

Library Stacks and Collections: Library materials are difficult to clean. Once handled, books will be quarantined for three days (72 hours) to mitigate potential viral transmission. Students and faculty reviewing materials in the book stacks must wear masks and will be directed to only pull materials needed for use; gloves available in the cleaning kits can be used if browsing is necessary. All materials pulled from the collection and not checked out should be placed on carts so staff can collect and quarantine them.

Periodicals Room: Materials are reviewed at the user's own risk. Daily and weekly publications remain on the Periodical Reading Room shelves; monthly and quarterly publications will be available in Kivett 1. Gloves are available for handling periodicals.

Library Services

New library services are available for materials access. A short video guide has been created to assist you with these new options: <https://library.campbell.edu/tutorials/request-options>

Book Request-Hold/Curbside Delivery Services: Students, faculty and Friends of the Library can request books through the OneSearch tool on the library website main page following the steps in the tutorial above. These books can be obtained in the following ways.

- **Book Request-Hold:** Once they receive the electronic request, staff will pull books and place them on a Holds shelf to the right of the Circulation Desk; patrons will pull their request from this shelf and bring the book(s) to the desk to be checked out.
- For **Curbside Delivery**, after the request is made online, library staff will pull the material and meet patrons outside the rear of the Library (which faces the Administration building) to deliver materials, Monday-Friday, 2pm-4pm. Requests must be made in advance, and patron will call Circulation (at (910) 893-1462) when they arrive for pick up.

Other Delivery options: Books can be shipped to a patron, and chapters or sections of a book can be scanned by staff and emailed. Interlibrary Loan (ILLiad) continues to operate as normal, and is accessed through a Quick Link on the library main webpages. For assistance, patrons can contact the Circulation or Reference Desk.

Book Return Procedures: Returns will be accepted on book carts located by the Circulation Desk. These materials will be quarantined for three days (72 hours), after which they will be reshelved in the book stacks.

Book Handling & Cash Transactions: Copy cards and tech items will be wiped down with disinfectant wipes when returned. After handling materials and cash transactions, library employees are encouraged to avoid touching their face before washing their hands. If it is impractical to wash hands, they are encouraged to use hand sanitizer.

Outreach Activities: The library will continue to provide outreach activities and events to support the academic work of the University. Events will be virtual in nature, with details shared through flyers, social media, and university publications.

Wiggins Library/CMMC Library Capacity

Capacity in library spaces will follow Campbell facility guidance and will be adjusted according to North Carolina opening phases.

In Phase 2 and 3 all spaces are at 50% capacity, including study rooms. In phase 1 the library will close stacks, study rooms and the CMMC to reduce cleaning spaces, protect students, and prevent book contamination.

Some spaces may be reserved for specific services: Room 303 will be reserved for tutoring from 9am – 9pm Monday – Thursday.

Reduced study room capacities are as shown:

Wiggins Library Capacity	
Wiggins Basement:	
Open Study	16
Room 007	4
Room 005	3
Room 004	2
Room 009	12
Microfilm room	Access by request only
Wiggins 1st Floor	
Open Study	56
Periodical Rooms	12
Reference Suite	Library Personnel Only
Technical Services	Library Personnel Only
Circulation Suite	Library Personnel Only
Wiggins 2nd Floor	
Open Study	90
Room 242	4
University Room	4
Conference Room 224	6
Room 225	4
Dean's Suite	4
Mail Room	Campbell Personnel Only
Rooms 236 - 239	2 per room
Drug Information Center	11
Wiggins 3rd Floor / CMMC	
Open Study	8
Maker Lab / Manipulatives Room	Library Personnel Only
312 Computer Lab	16
Faculty Study	Closed for the academic year
Room 301	8
Room 303	8
Audio Visual Collection	No seating available
Audio Viewing Room	2
Kivett Library Side	
1st Floor	1
2nd Floor	6
3rd Floor	14
4th Floor	2

North Carolina Phase 1 additional limitations: To protect patrons and library materials, the library will close access to library book stacks during any state-mandated phase 1 restrictions. Study rooms and the CMMC will also close during these restrictions. Curbside Delivery and Hold services will remain available.

Research and Instruction Services

Reference Hours

Sunday: 2pm - 10pm

Monday-Thursday: 8am - 10pm

Friday: 8am - 6pm

Saturday: 11am- 5pm

Research Assistance: Librarians will monitor a virtual room in Blackboard Collaborate, answering research questions from Main Campus and Adult & Online Education students.

The Wiggins Library 1st floor Research Assistance Desk computer will have a virtual room up and ready for sit-down consultations. Students will see and can screen share with the librarian on duty for research support. Chat services are available 24/7. In-person consultations are available by appointment: <http://library.campbell.edu/forms/research-consultation-request>.

Coverage includes:

- Monitoring LibChat, our chat service
- Monitoring the Reference email account (reference@campbell.edu)
- Facilitating reference transactions through Blackboard Collaborate
- Monitoring Research Consultation Form in Google Drive
- Monitoring Sampson Request Form Requests
- Taking Reference phone calls

Instruction: Librarians will fulfill instructional requests in classrooms on campus, virtually, or both. All scheduled classes can be fulfilled in one of three ways:

- Live in campus classrooms
- Synchronously or asynchronously via Blackboard Collaborate
- Through online videos and
 - Existing Online Tutorials
 - <http://guides.lib.campbell.edu/tutorials>
 - <http://guides.lib.campbell.edu/crashcourse>
 - Newly created videos through course-specific Research Guides (<http://guides.lib.campbell.edu>)

Librarians will offer to serve as “Embedded Librarians” in Blackboard classes.

Curriculum Materials Media Center

Idea lab/Makerspace: This space is available by appointment only.

CMMC Printing Services: Poster printing and lamination services will resume after Labor Day, Tuesday, September 8, 2020. Print requests may take longer than usual to process based on availability of personnel.

Manipulatives Room: This room will be closed; however, library staff will retrieve items for patrons upon request. Returned items will be quarantined for 72 hours.

Tutoring/Writing Center: Room 303 will be used for tutoring only Monday – Thursday, 9am-9pm. Please contact the Writing Center or Tutoring Services at supportservices@campbell.edu for an appointment.

Media Viewing & Multimedia Rooms: No more than two patrons at a time will be able to view items; masks MUST be worn in room.

CMMC Computer Lab: The computer lab will close daily at the following times for cleaning: 12pm-1pm and 5pm-6pm.

Test Bank: Tests will be requested/provided following past procedures, but now tests will be returned to the Circulation Desk to be quarantined for 72 hours.

Wiggins Library Specialized Services

Lundy-Fetterman Museum: Tours that follow social distancing guidelines and fall within university and state restrictions can be scheduled by appointment. Please contact the Circulation Desk with questions or, to schedule, email reference@campbell.edu.

Archive Materials: Archived materials can be pulled to assist with student and faculty research. Please contact Circulation (910-893-1462) for assistance.