

Word from the Stacks...



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Staying the Course: Library Services During the COVID-19 Pandemic

The challenges of the past eight months are unlike any seen before in libraries and in universities. Sacred Heart University Library rose to the challenge of moving all services and resources online, in large part because the library had been moving online for more than a decade. All that work to provide an online infrastructure for services, resources, and policies bore fruit when suddenly we had to shut down our library building and physical, face-to-face services.

The Library was committed to maintaining high-quality, high-touch, personal services in the online environment—even when the "high touch" had to take on a new, digital character. Librarians continued and expanded library chat (for moment-to-moment services), and conducted numerous chat and online video sessions using Zoom, WebEx, or Teams.

After the transformation of the Spring semester, interrupted officially on March 10th, the Library assisted with teaching many instructors how to move an on-ground course to an online environment. This was a major challenge for design and re-thinking assignments, especially since designing a course to be online or on-ground is a basic choice made at the beginning of the course design process, not midway through the course delivery. In cooperation with the [Center for Excellence and Innovation in Teaching](#) (CEIT), librarians spent many hours consulting with faculty in a two-week crash project to finish the semester online while maintaining a high degree of academic rigor and support.

This relationship continued through the summer, as faculty not only taught almost all Summer courses online (except for certain practicums and clinicals in health sciences), but prepared their courses for the [SHU-Flex model](#), in which a course planned with a

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modified on-ground component could be moved online at a moment's notice. This model has provided for a great deal of productive thinking and re-thinking through the Fall semester.

When the library re-opened for Fall 2020, many of its services were redesigned for more contact-less delivery. Interlibrary loan is not processing physical items, but only digital scans; users request books which are checked out for them and left to be picked up; and all users must reserve seats or times for scanning or printing so that contact tracing can be provided when necessary. The library physical space was re-arranged with more widely separated seating using plexiglass panels when necessary. All users (and staff) must wear masks (except in private offices), and food may no longer be consumed in the building. Many users very much miss the Library Café, but it will return post-pandemic.

Library Resources: New Resources Trials and Choices in the All-Online Environment

Soon after higher education and libraries entered the new, distance-only pandemic environment, information providers began to unlock significant resources for "free" or trial use between roughly April 1 and June 30. Over thirty new resources were available for a limited time, including:

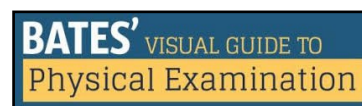
- McGraw Hill *Access Physiotherapy* (especially its online textbooks);
- *Lumen* Courseware;
- Digital books from MIT Press, University of Michigan Press, Project MUSE, and the Harvard Business Review;



- [JoVE Clinical Skills videos](#)



- Wolters Kluwer [Bates' Visual Guide to Physical Examination](#) and [5 Minute Consult](#)



The last two sources—*JoVE Clinical Skills* and *Bates Visual Guide*—proved to be so popular that the Library began regular subscriptions for the academic year. The JoVE videos also provide resources for organic chemistry, molecular and cellular biology, and general laboratory techniques for the sciences curriculum.

The Library has also moved to expand and deepen its access to digital books, directing almost all monograph purchases in the new year to digital format. Most of these purchases are "DRM-free" (Digital Rights Management) which means that SHU users have unlimited concurrent access and can print or save large portions of the books.

Anti-Racist and Diverse Voices at the Library

In the aftermath of the George Floyd murder and the growing protest movements around the world calling for racial justice and an end to systemic racism, there has been a call for resources to better educate students and other university community members at Sacred Heart on race and racism in both the historical and contemporary United States of America. Additionally, there is a real need to bring much needed attention to discipline-specific resources that focus on anti-racism and diverse voices into the academic discourse on campus.

The Library has prepared [a guide to anti-racist resources and diverse voices](#) including books, web resources, podcasts, and campus resources. Several sections suggested resources with disciplines' perspectives in history, sociology, and languages and literature. Most of the books are online; most of the printed books are fiction, a genre in which many readers still prefer print. The guide is an evolving document, and the Library will add (and has added) resources suggested by the SHU community.

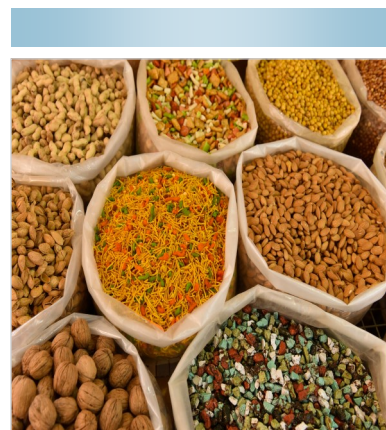


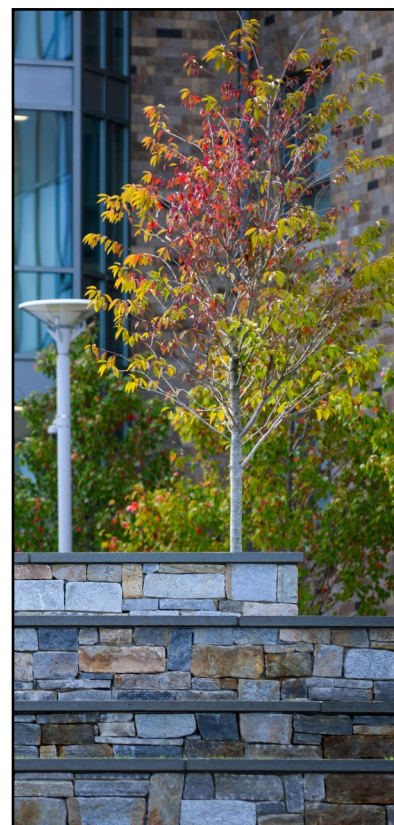
Photo by [Frans Van Heerden](#) from [Pexels](#)

Diversity in all types of libraries grows out of the multicultural environment we find ourselves in these days. The multicultural environment is global: within nations, within regional sections of countries, and around the world. In a multicultural community, the library and/or the information provider can certainly act as a catalyst bringing ethnic groups together and fostering acculturation through the provision of information and research resources about the various ethnic communities. . . . American society has a long way to go to achieve cultural diversity in higher education, in libraries, in business, and in many areas of American life.--E. J. Josey (1924-2009), African American activist and librarian, ca. 2009

Books That Have Kept Us Sane During Trying Times

One of the best ways for maintaining balance and gaining new perspectives during the pandemic has been reading. Many media sites have posted lists of suggested books and resources, with study guides such as the [1619 Project](#) of the New York Times, or [Making America Again](#) in The Atlantic. SHU librarians have found these books helpful, distracting, informative, and sometimes even fun:

- [A Gentleman in Moscow](#) (novel) by Amor Towles
- [What Are You Going Through](#) (novel) by Sigrid Nunez
- [When You Reach Me](#) (novel) by Rebecca Stead ([SHUL print copy](#))
- [Mondays Not Coming](#) (novel) by Tiffany D. Jackson
- [The Color of Law: A Forgotten History of How Our Government Segregated America](#) by Richard Rothstein ([SHUL print copy](#))
- Comic series: [Batman](#) and [Justice League](#) (DC), [Avengers](#) and [Guardians of the Galaxy](#) (Marvel)
- [The City of Brass](#) (novel) (The Daevabad Trilogy) by S. A. Chakraborty
- [Writers & Lovers](#) (novel) by Lily King
- [The Scent of Death](#) by Andrew Taylor (historical fiction)
- [The Technologists](#) (novel) by Matthew Pearl
- [Stone's Fall](#) (novel) by Iain Pears
- [The Essential W. S. Merwin](#) (poetry)
- [Underland: A Deep Time Journey](#) by Robert Macfarlane
- [The Road to Unfreedom: Europe, Russia, America](#) by Timothy Snyder
- [A Death in Vienna](#) and [Vienna Blood](#) (The Liebermann Papers 1 & 2) by Frank Tallis



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SHU Library Tutorials

Check out the following tutorials @ library.sacredheart.edu/tutorials

Finding Resources

- Quick Search
- Research Guides
- How to Find Databases
- Journal Finder
- Citation Linker
- Interlibrary Loan (ILL)
- Using LibKey Nomad

Research Help

- Ask a Librarian
- JLC Online Writing Lab
- Information Needs Tutorial
- Keywords & Databases
- Plagiarism Quiz
- AMA Plagiarism Quiz
- Nursing Research Tutorial

There are many more tutorials on the library site to help you navigate library services.

Staff Changes



At the end of August, the Library bid goodbye and best wishes to Urszula Lechtenberg, Instructional Design Librarian, who accepted a position with the University of Pittsburgh Libraries.

FALL /SPRING HOURS & NUMBERS

For a list of special hours please visit our [website](#)

For more information, please call:

Ref. desk: (203-371-7726)

Circ. desk: (203-371-7702)



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COVID-19 Library Updates

Please be aware that many of our services have been modified to better and safely serve you during the pandemic. Also note, that you will not be able to enter the library building unless you have a seat reservation or an appointment.

- **Seating:** You will need to reserve a seat with our [Seat Reservation](#) system.
- **Printing/Scanning:** If you want to print in the library, you will need to [Reserve any Seat](#) and then [Print from your Laptop](#) from that seat. If you want to use a scanner, you will need to [Reserve a Scanner or Photocopier](#).
- **Books:** In order to check out materials, you will need to [Request the items](#) before coming to the Library.
- **Appointments:** If you would like to consult with a librarian, you can schedule a virtual [Appointment](#).
- **More info:** For additional information please see our [COVID-19 Updates](#).