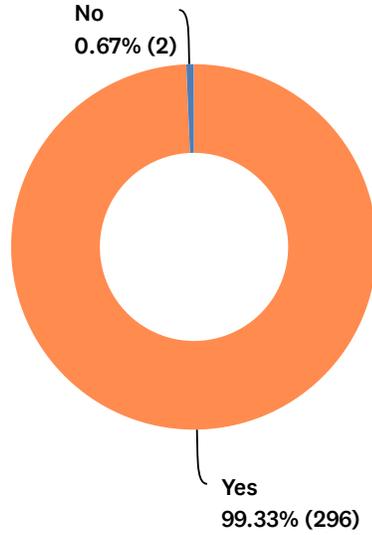


Q1 Do you agree to the above terms? By clicking Yes, you consent that you are willing to answer the questions in this survey.

Answered: 298 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	99.33%	296
No	0.67%	2
TOTAL		298

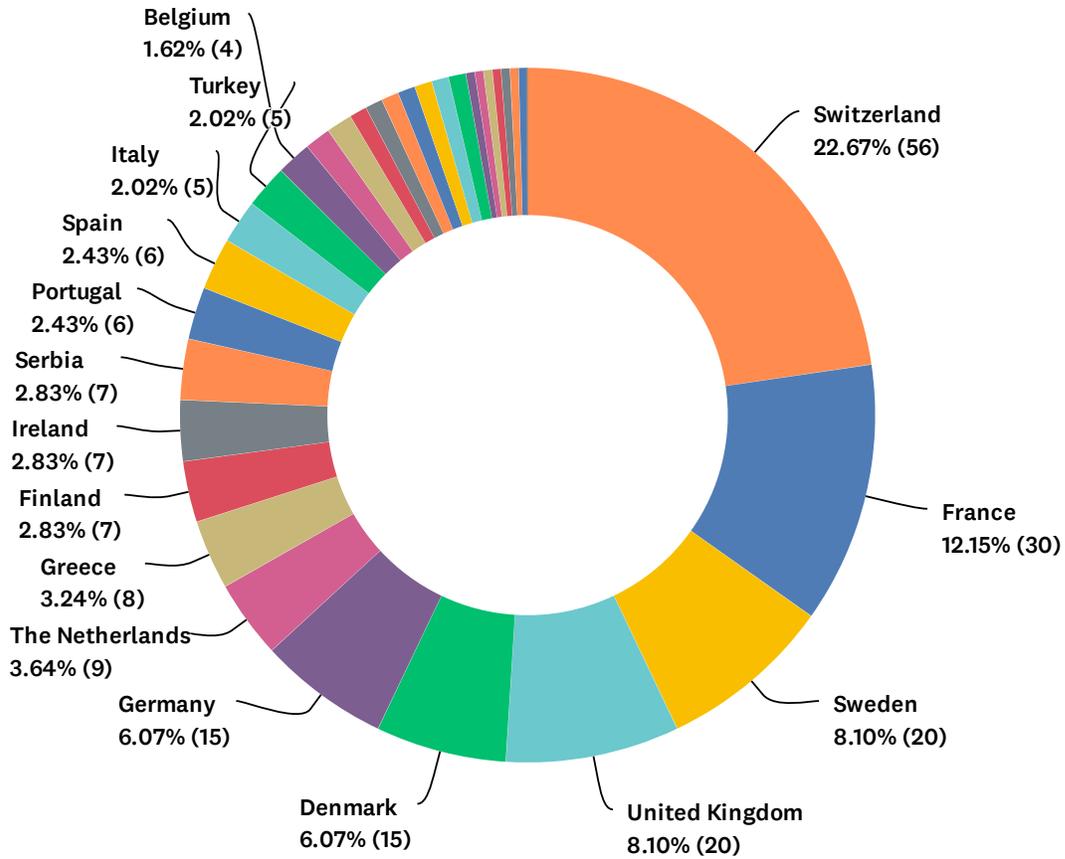
Q2 Yes! I agree, send me something fun! (Please leave blank if you don't wish to participate)

Answered: 177 Skipped: 121

ANSWER CHOICES	RESPONSES	
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
Company	0.00%	0
Country	0.00%	0
Email Address	100.00%	177
Name	0.00%	0
Phone Number	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0

Q3 In which country is your library located?

Answered: 247 Skipped: 51



COVID-19 Oct 2020

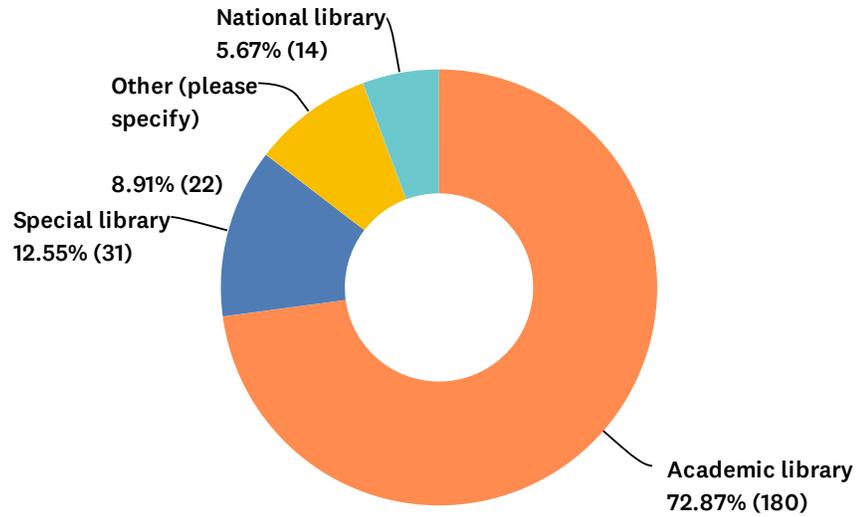
ANSWER CHOICES	RESPONSES	
Switzerland	22.67%	56
France	12.15%	30
Sweden	8.10%	20
United Kingdom	8.10%	20
Denmark	6.07%	15
Germany	6.07%	15
The Netherlands	3.64%	9
Greece	3.24%	8
Finland	2.83%	7
Ireland	2.83%	7
Serbia	2.83%	7
Portugal	2.43%	6
Spain	2.43%	6
Italy	2.02%	5
Turkey	2.02%	5
Belgium	1.62%	4
Croatia	1.21%	3
Slovenia	1.21%	3
Please select	0.81%	2
Czech Republic	0.81%	2
Estonia	0.81%	2
Lithuania	0.81%	2
Luxembourg	0.81%	2
Norway	0.81%	2
Republic of North Macedonia	0.81%	2
Armenia	0.40%	1
Bosnia and Herzegovina	0.40%	1
Bulgaria	0.40%	1
Cyprus	0.40%	1
Hungary	0.40%	1
Latvia	0.40%	1
Romania	0.40%	1

COVID-19 Oct 2020

Albania	0.00%	0
Austria	0.00%	0
Canada	0.00%	0
Georgia	0.00%	0
Iceland	0.00%	0
Malta	0.00%	0
Poland	0.00%	0
Slovakia	0.00%	0
TOTAL		247

Q4 What type of library is it?

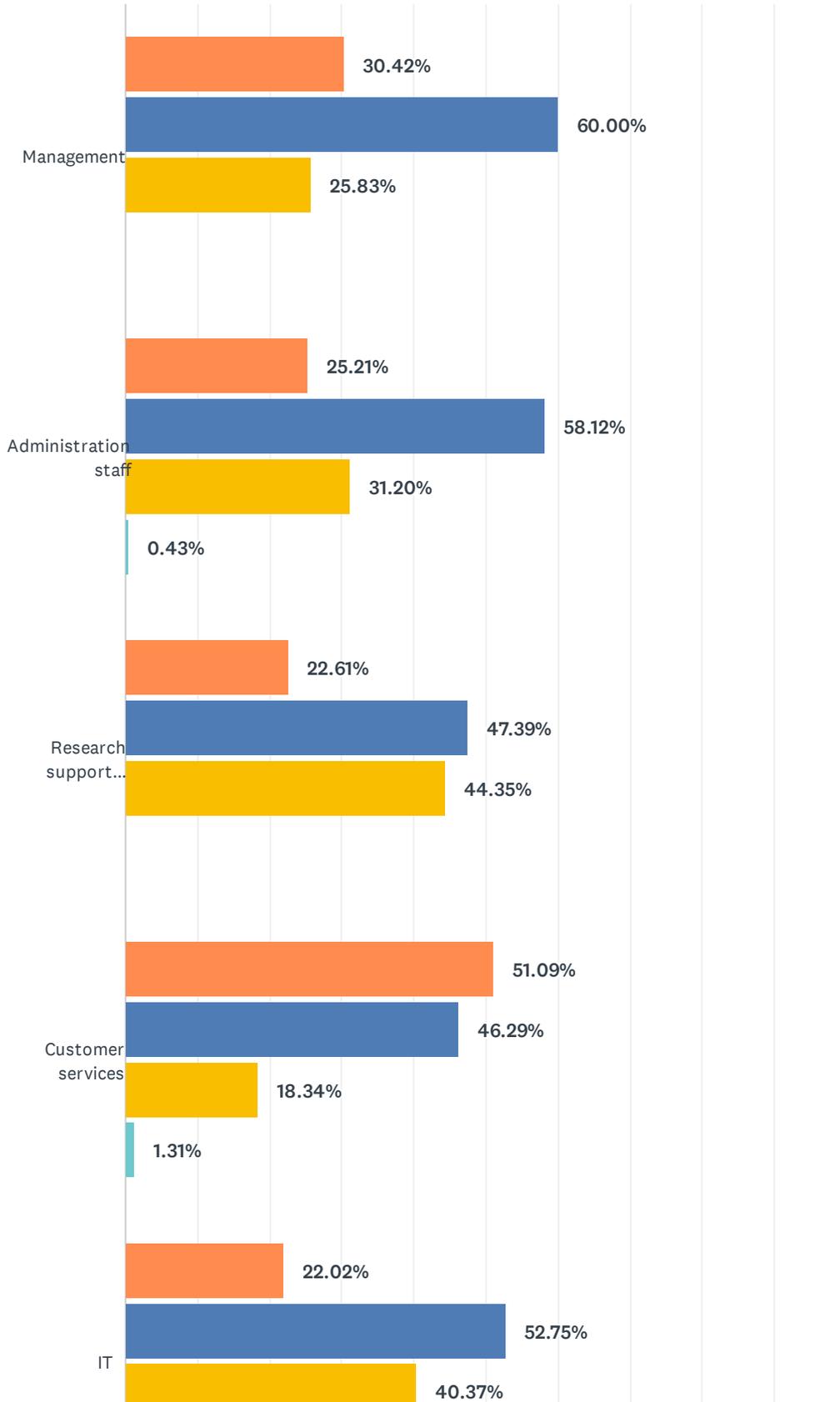
Answered: 247 Skipped: 51



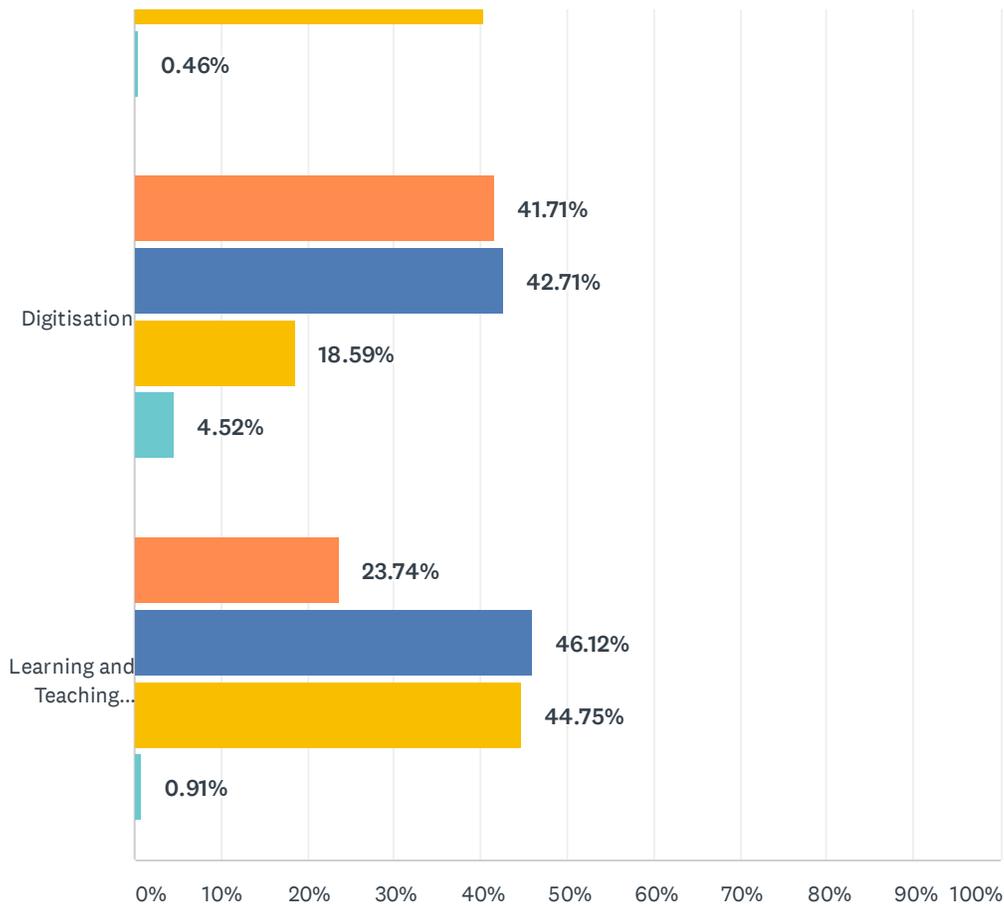
ANSWER CHOICES	RESPONSES	
Academic library	72.87%	180
Special library	12.55%	31
Other (please specify)	8.91%	22
National library	5.67%	14
Other	0.00%	0
TOTAL		247

Q5 How or from where are staff currently working?

Answered: 244 Skipped: 54



COVID-19 Oct 2020

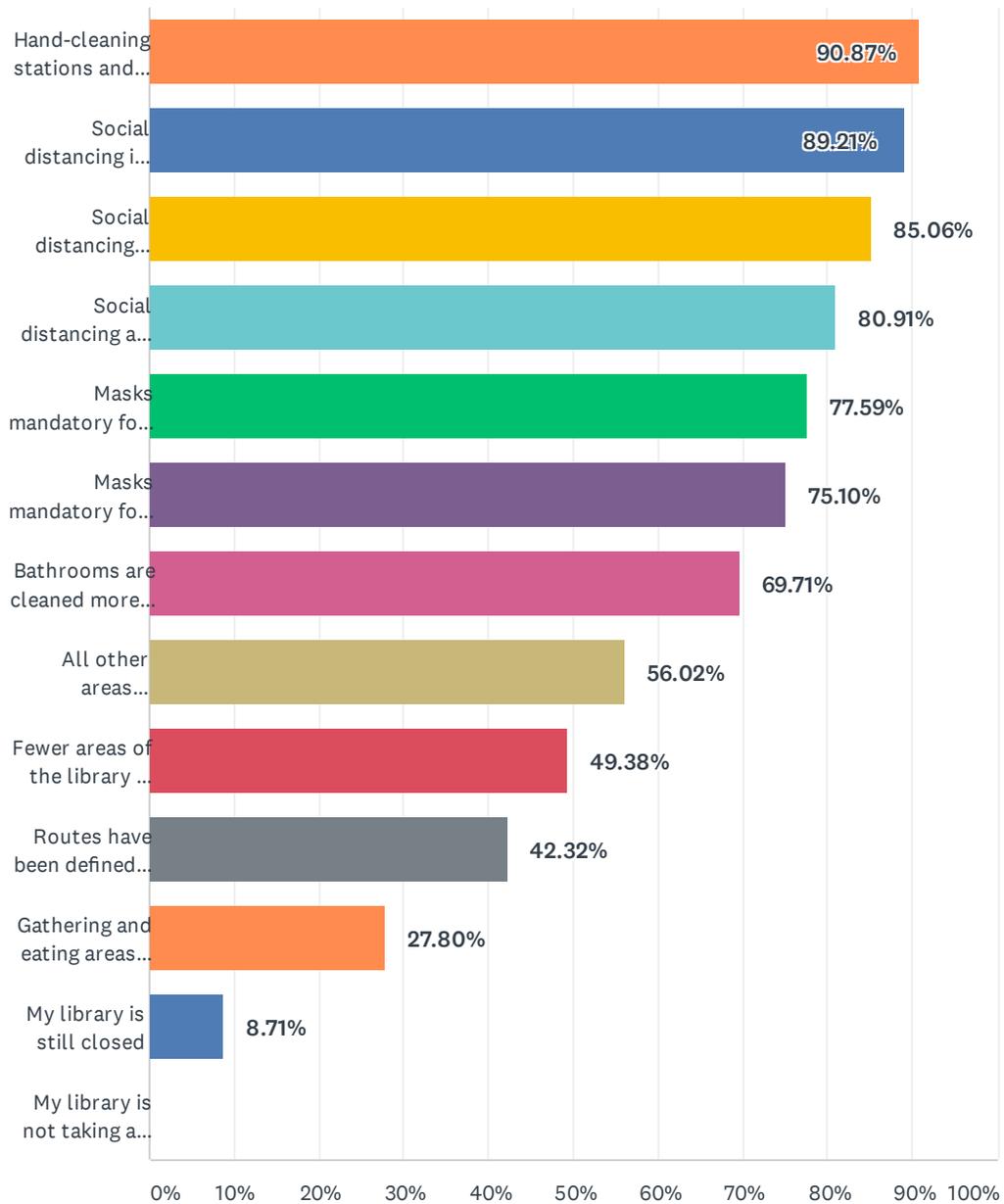


■ On site
 ■ On site part-time
 ■ Remotely
 ■ Unable to work

	ON SITE	ON SITE PART-TIME	REMOTEY	UNABLE TO WORK	TOTAL RESPONDENTS
Management	30.42% 73	60.00% 144	25.83% 62	0.00% 0	240
Administration staff	25.21% 59	58.12% 136	31.20% 73	0.43% 1	234
Research support services	22.61% 52	47.39% 109	44.35% 102	0.00% 0	230
Customer services	51.09% 117	46.29% 106	18.34% 42	1.31% 3	229
IT	22.02% 48	52.75% 115	40.37% 88	0.46% 1	218
Digitisation	41.71% 83	42.71% 85	18.59% 37	4.52% 9	199
Learning and Teaching services	23.74% 52	46.12% 101	44.75% 98	0.91% 2	219

Q6 If your library is open, have any of the following COVID-19 measures been put in place?

Answered: 241 Skipped: 57

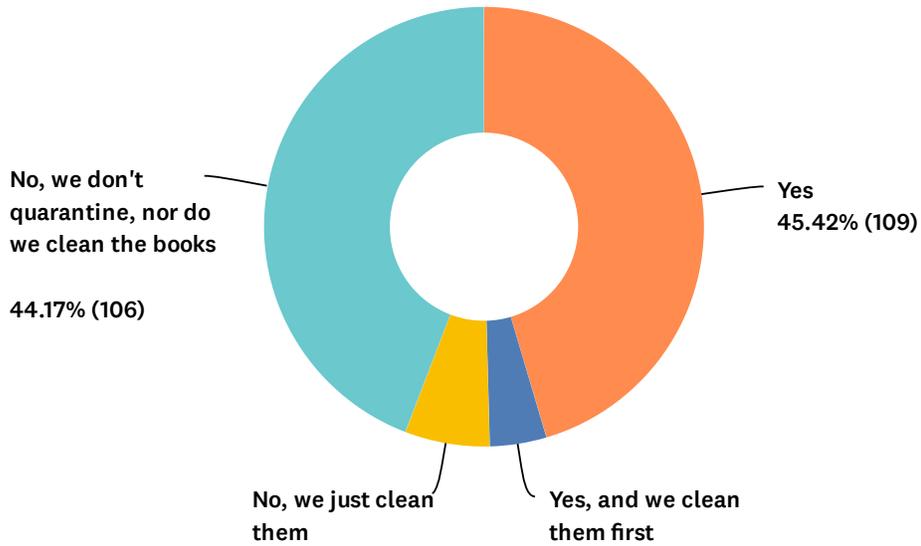


COVID-19 Oct 2020

ANSWER CHOICES	RESPONSES	
Hand-cleaning stations and/or hand disinfectant in key places	90.87%	219
Social distancing in staff working spaces	89.21%	215
Social distancing mandatory for users	85.06%	205
Social distancing at tables or other study areas	80.91%	195
Masks mandatory for users	77.59%	187
Masks mandatory for staff	75.10%	181
Bathrooms are cleaned more frequently	69.71%	168
All other areas accessible to public/staff are cleaned more frequently	56.02%	135
Fewer areas of the library are accessible	49.38%	119
Routes have been defined for movement through the library	42.32%	102
Gathering and eating areas remain closed	27.80%	67
My library is still closed	8.71%	21
My library is not taking any of these measures	0.00%	0
Total Respondents: 241		

Q7 Are books quarantined upon return?

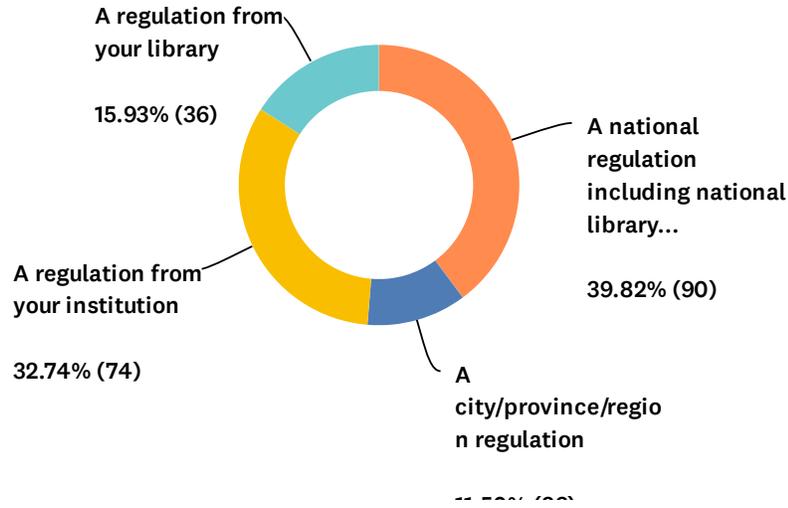
Answered: 240 Skipped: 58



ANSWER CHOICES	RESPONSES	
Yes	45.42%	109
Yes, and we clean them first	4.17%	10
No, we just clean them	6.25%	15
No, we don't quarantine, nor do we clean the books	44.17%	106
TOTAL		240

Q8 If applicable, were the above measures:

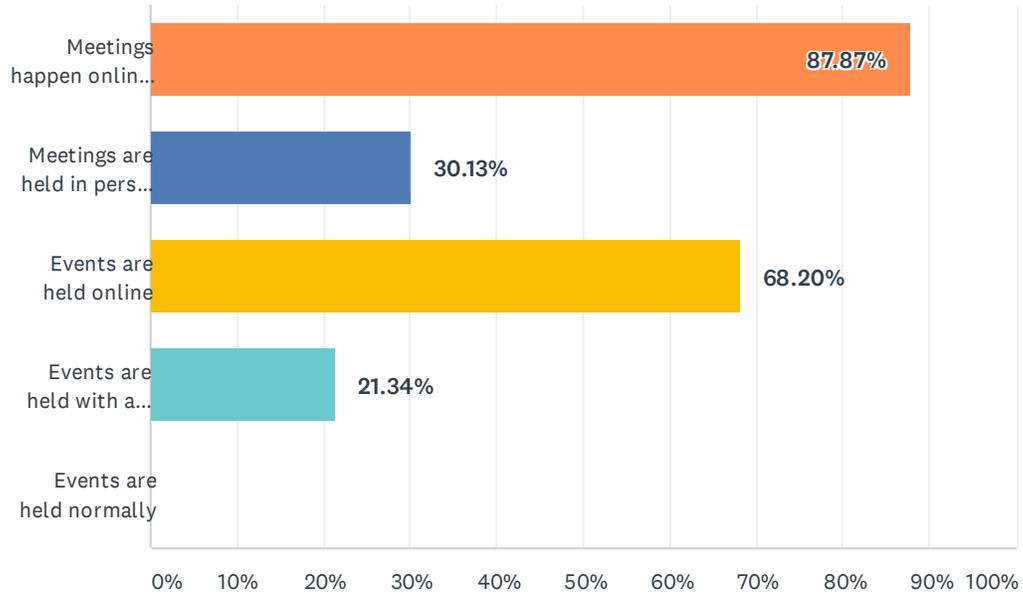
Answered: 226 Skipped: 72



ANSWER CHOICES	RESPONSES	
A national regulation including national library associations	39.82%	90
A city/province/region regulation	11.50%	26
A regulation from your institution	32.74%	74
A regulation from your library	15.93%	36
TOTAL		226

Q9 Are meetings and events organised differently?

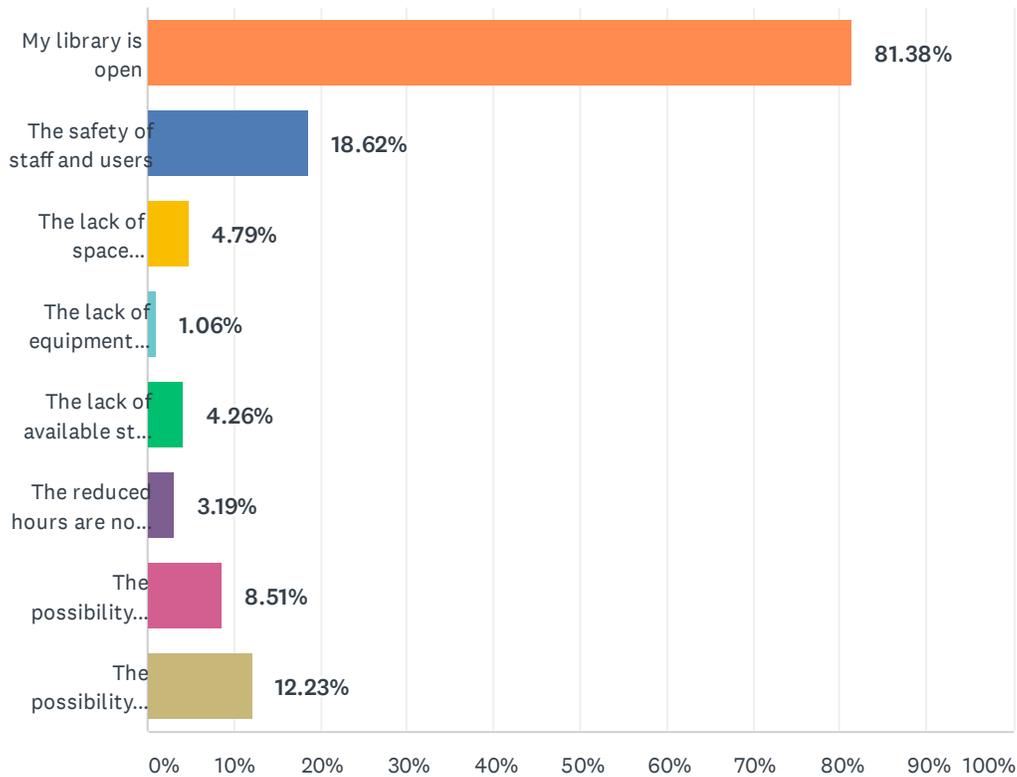
Answered: 239 Skipped: 59



ANSWER CHOICES	RESPONSES	
Meetings happen online when possible	87.87%	210
Meetings are held in person with a maximum number of people (including COVID-19 safety precautions)	30.13%	72
Events are held online	68.20%	163
Events are held with a reduced maximum physical attendance	21.34%	51
Events are held normally	0.00%	0
Total Respondents: 239		

Q10 If your library is still closed, what is your main concern with the library reopening?

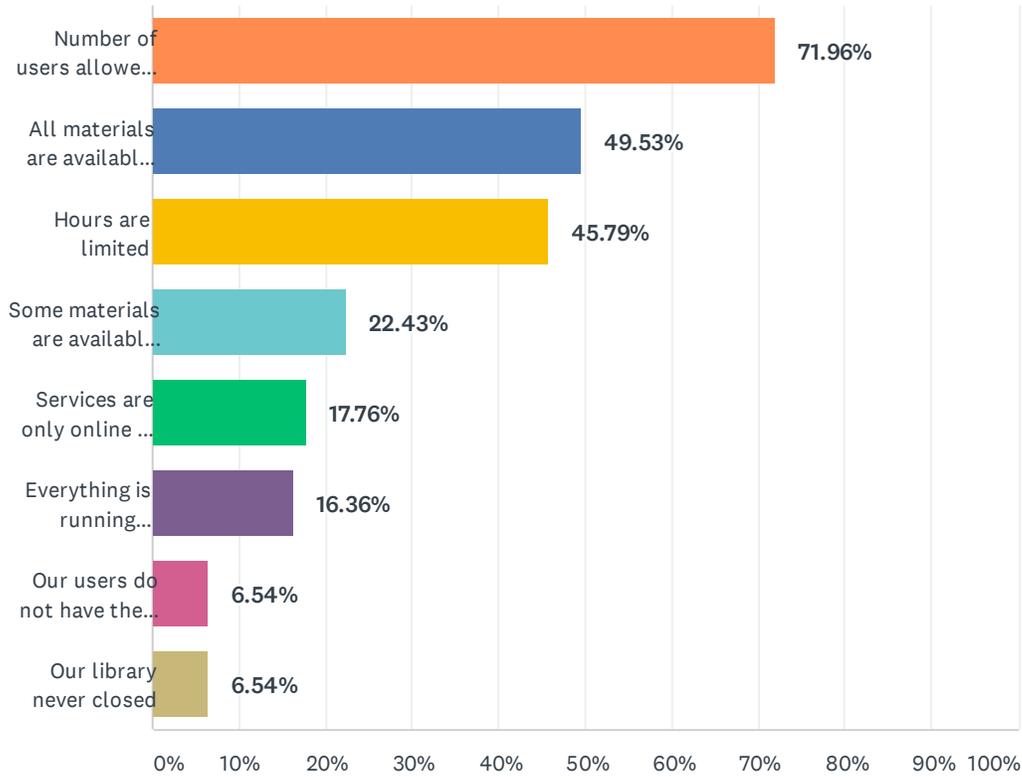
Answered: 188 Skipped: 110



ANSWER CHOICES	RESPONSES	
My library is open	81.38%	153
The safety of staff and users	18.62%	35
The lack of space availability	4.79%	9
The lack of equipment availability	1.06%	2
The lack of available staff to offer support	4.26%	8
The reduced hours are not enough to support users	3.19%	6
The possibility that institutions think "physical libraries are not needed anymore"	8.51%	16
The possibility that the physical role of libraries will be challenged	12.23%	23
Total Respondents: 188		

Q11 How complete are your current services compared to before COVID-19?

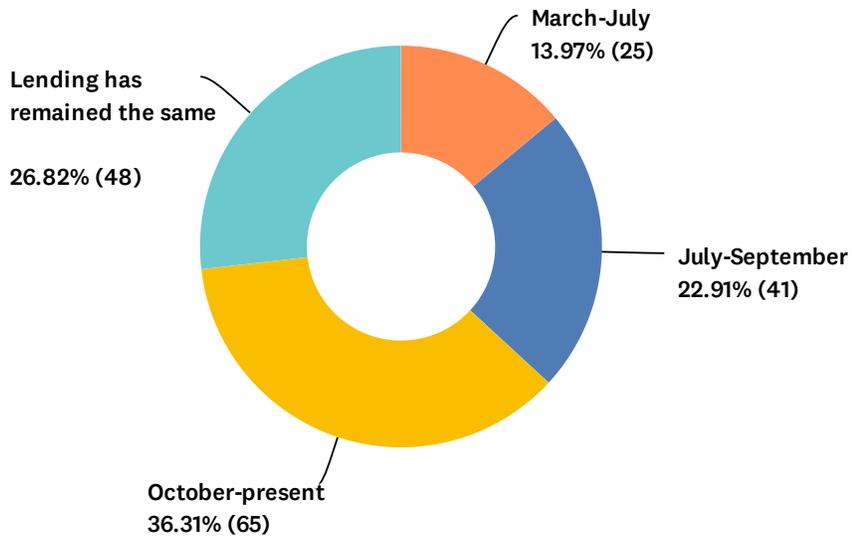
Answered: 214 Skipped: 84



ANSWER CHOICES	RESPONSES	
Number of users allowed inside the building is limited	71.96%	154
All materials are available physically	49.53%	106
Hours are limited	45.79%	98
Some materials are available physically	22.43%	48
Services are only online or by phone	17.76%	38
Everything is running normally	16.36%	35
Our users do not have the technical equipment to access content	6.54%	14
Our library never closed	6.54%	14
Total Respondents: 214		

Q12 Which time period has seen a higher lending rate since COVID-19 measures began?

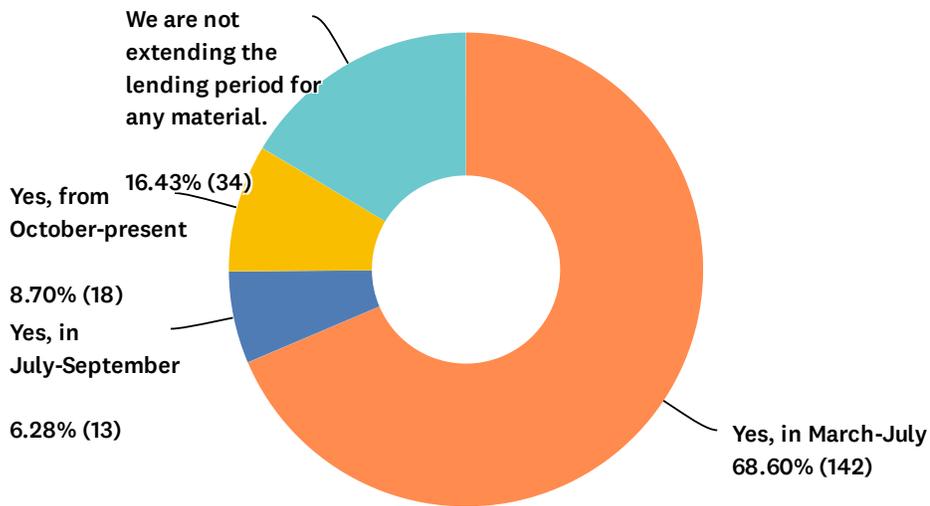
Answered: 179 Skipped: 119



ANSWER CHOICES	RESPONSES	
March-July	13.97%	25
July-September	22.91%	41
October-present	36.31%	65
Lending has remained the same	26.82%	48
TOTAL		179

Q13 Has your library extended the loan period of materials?

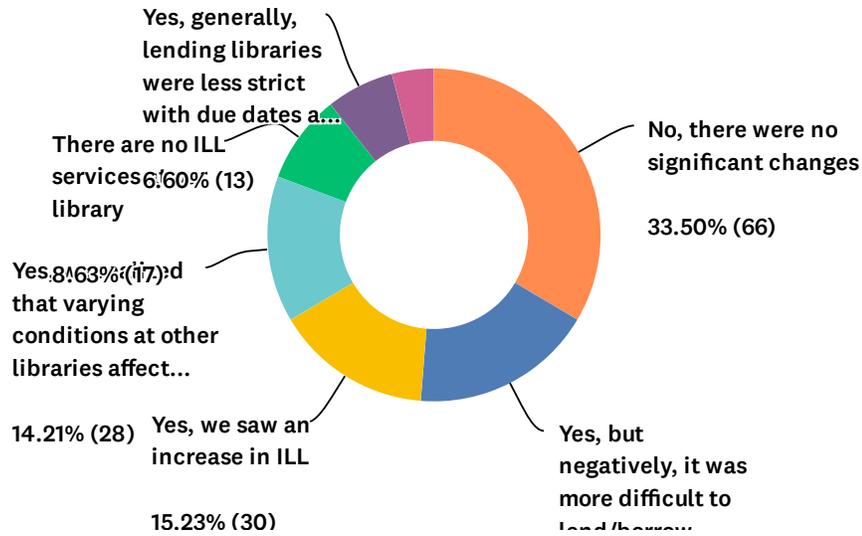
Answered: 207 Skipped: 91



ANSWER CHOICES	RESPONSES	
Yes, in March-July	68.60%	142
Yes, in July-September	6.28%	13
Yes, from October-present	8.70%	18
We are not extending the lending period for any material.	16.43%	34
TOTAL		207

Q14 Has your library experienced changes in services related to ILL?

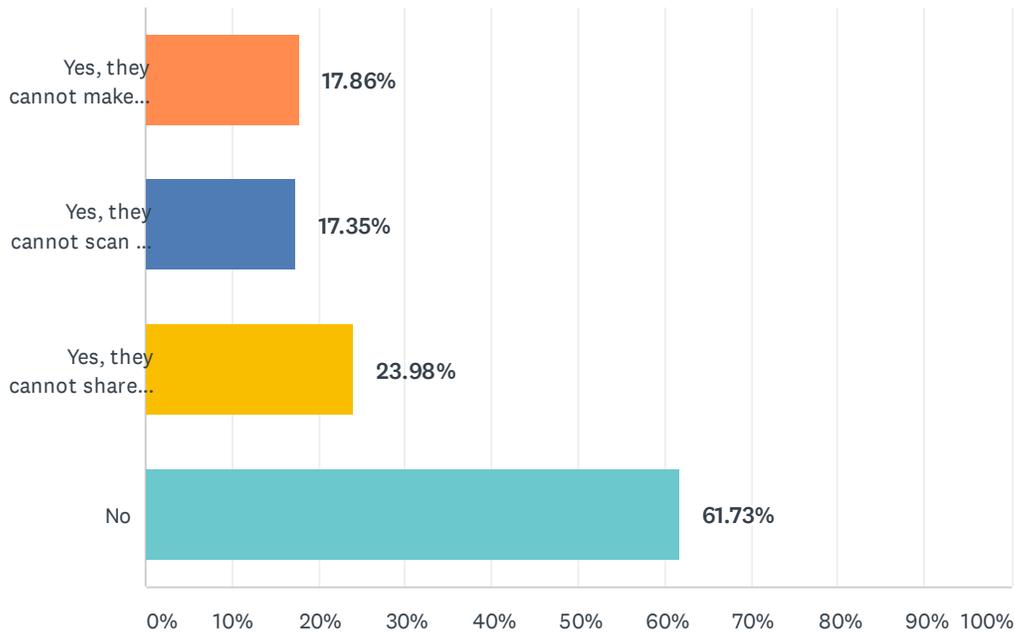
Answered: 197 Skipped: 101



ANSWER CHOICES	RESPONSES	
No, there were no significant changes	33.50%	66
Yes, but negatively, it was more difficult to lend/borrow material	17.77%	35
Yes, we saw an increase in ILL	15.23%	30
Yes, we realized that varying conditions at other libraries affected ILL services	14.21%	28
There are no ILL services at our library	8.63%	17
Yes, generally, lending libraries were less strict with due dates and overdue fees	6.60%	13
Yes, we've had to rethink our ILL policy	4.06%	8
TOTAL		197

Q15 Are staff and users having difficulty using digital materials, for remote purposes, because of copyright law infringement?

Answered: 196 Skipped: 102

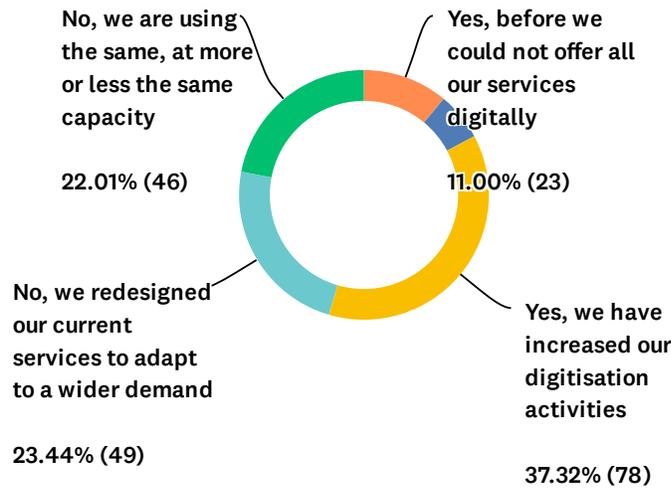


ANSWER CHOICES	RESPONSES	
Yes, they cannot make physical copies of printed or digital materials to use outside the library (1)	17.86%	35
Yes, they cannot scan or copy materials for online teaching (2)	17.35%	34
Yes, they cannot share copyright-protected content via streams or recordings of lectures (3)	23.98%	47
No (4)	61.73%	121
Total Respondents: 196		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	4.00	3.07	1.11

Q16 Have you had to start using new digital services/applications to cope with COVID-19?

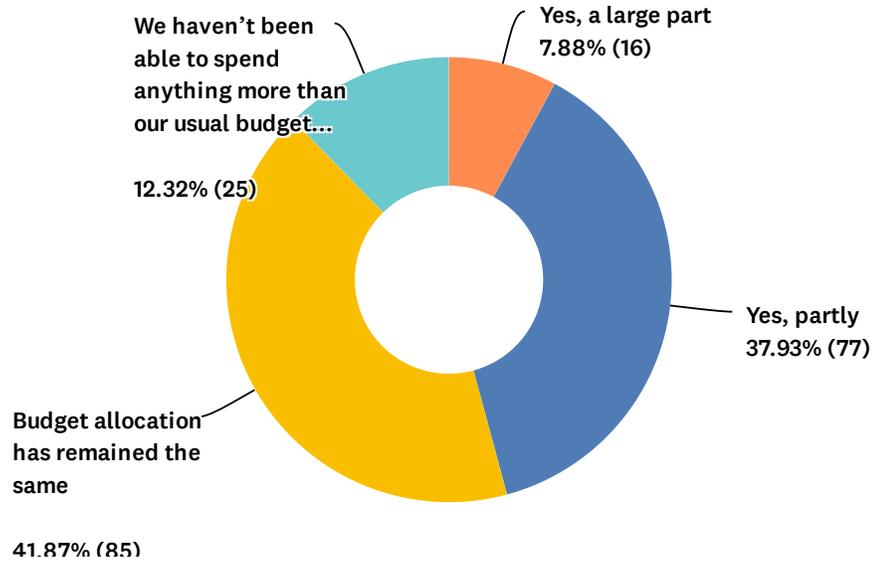
Answered: 209 Skipped: 89



ANSWER CHOICES	RESPONSES	
Yes, before we could not offer all our services digitally	11.00%	23
Yes, our digital services were not on a par with current demands	6.22%	13
Yes, we have increased our digitisation activities	37.32%	78
No, we redesigned our current services to adapt to a wider demand	23.44%	49
No, we are using the same, at more or less the same capacity	22.01%	46
TOTAL		209

Q17 Have you had to redirect expenses towards digital services or content?

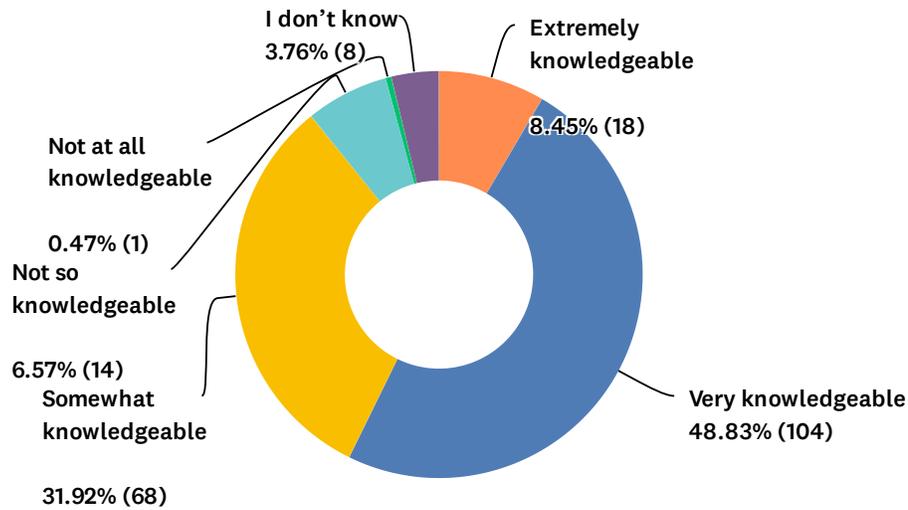
Answered: 203 Skipped: 95



ANSWER CHOICES	RESPONSES	
Yes, a large part	7.88%	16
Yes, partly	37.93%	77
Budget allocation has remained the same	41.87%	85
We haven't been able to spend anything more than our usual budget although we needed to	12.32%	25
TOTAL		203

Q18 What's the level of your service staff's skills for delivering virtual services, in your opinion?

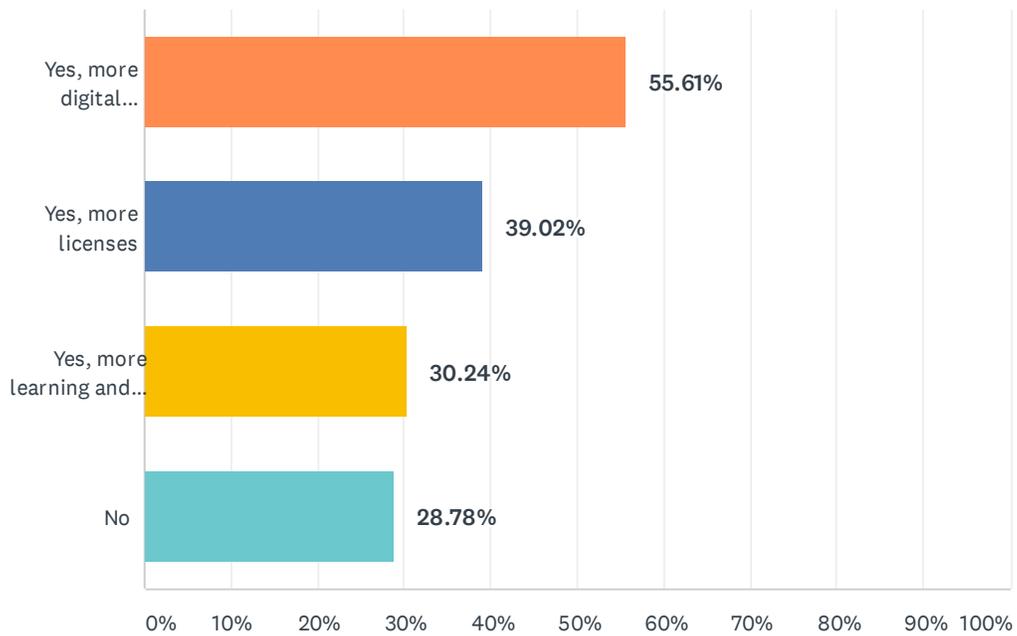
Answered: 213 Skipped: 85



ANSWER CHOICES	RESPONSES	
Extremely knowledgeable	8.45%	18
Very knowledgeable	48.83%	104
Somewhat knowledgeable	31.92%	68
Not so knowledgeable	6.57%	14
Not at all knowledgeable	0.47%	1
I don't know	3.76%	8
TOTAL		213

Q19 Does your library need to acquire more digital materials, licenses, and learning and teaching software because of COVID-19?

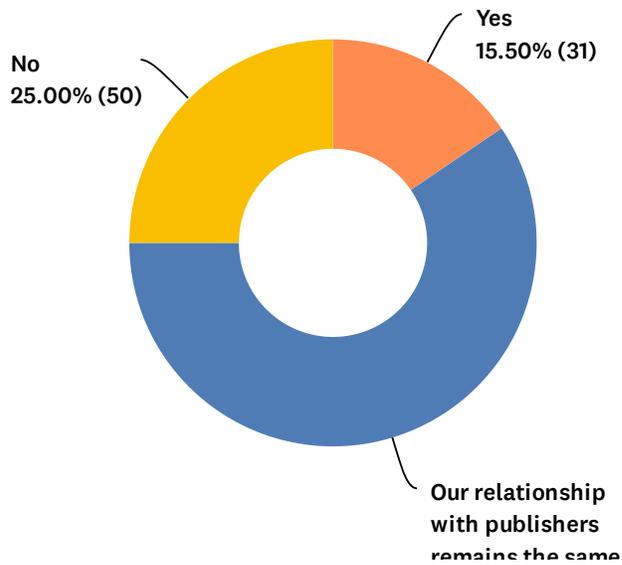
Answered: 205 Skipped: 93



ANSWER CHOICES	RESPONSES	
Yes, more digital materials	55.61%	114
Yes, more licenses	39.02%	80
Yes, more learning and teaching software	30.24%	62
No	28.78%	59
Total Respondents: 205		

Q20 Have you experienced difficulties with publishers since the pandemic began, regarding licenses and prices?

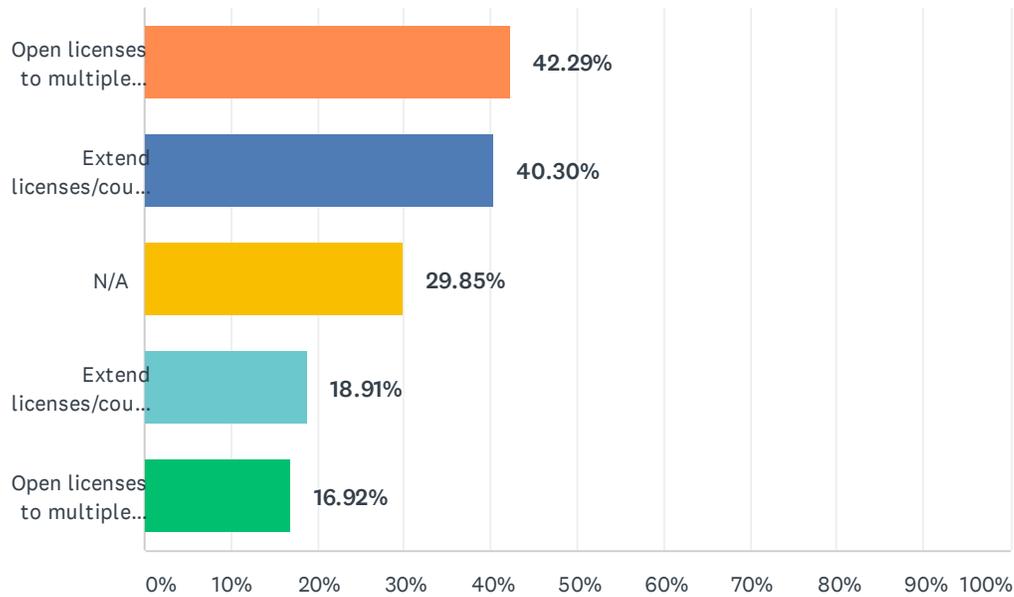
Answered: 200 Skipped: 98



ANSWER CHOICES	RESPONSES	
Yes	15.50%	31
Our relationship with publishers remains the same	59.50%	119
No	25.00%	50
TOTAL		200

Q21 Have publishers given you the option to do any of following for a limited time?

Answered: 201 Skipped: 97



ANSWER CHOICES	RESPONSES	
Open licenses to multiple users for free	42.29%	85
Extend licenses/courses for free	40.30%	81
N/A	29.85%	60
Extend licenses/courses for a reduced fee	18.91%	38
Open licenses to multiple users for a reduced fee	16.92%	34
Total Respondents: 201		

Q22 Have library projects been affected due to COVID-19?

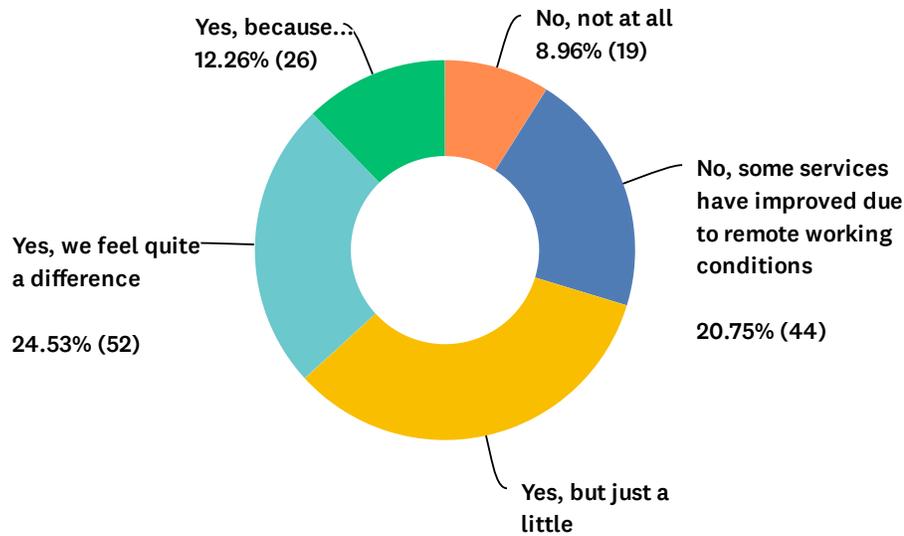
Answered: 206 Skipped: 92



ANSWER CHOICES	RESPONSES	
No	28.64%	59
Yes, positively	16.50%	34
Yes, negatively	54.85%	113
TOTAL		206

Q23 Do you feel that the level of quality of your library services has been affected due to COVID-19?

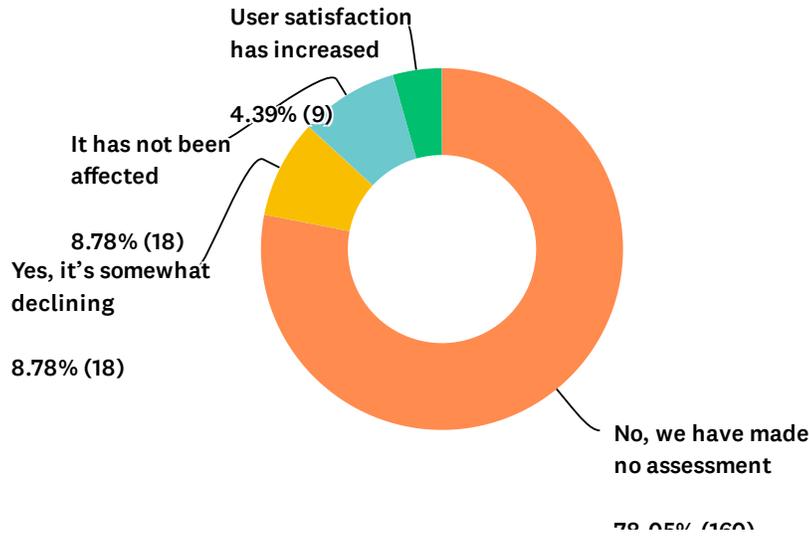
Answered: 212 Skipped: 86



ANSWER CHOICES	RESPONSES	
No, not at all	8.96%	19
No, some services have improved due to remote working conditions	20.75%	44
Yes, but just a little	33.49%	71
Yes, we feel quite a difference	24.53%	52
Yes, because...	12.26%	26
TOTAL		212

Q24 Have you assessed users' satisfaction with your library's services, since the pandemic began?

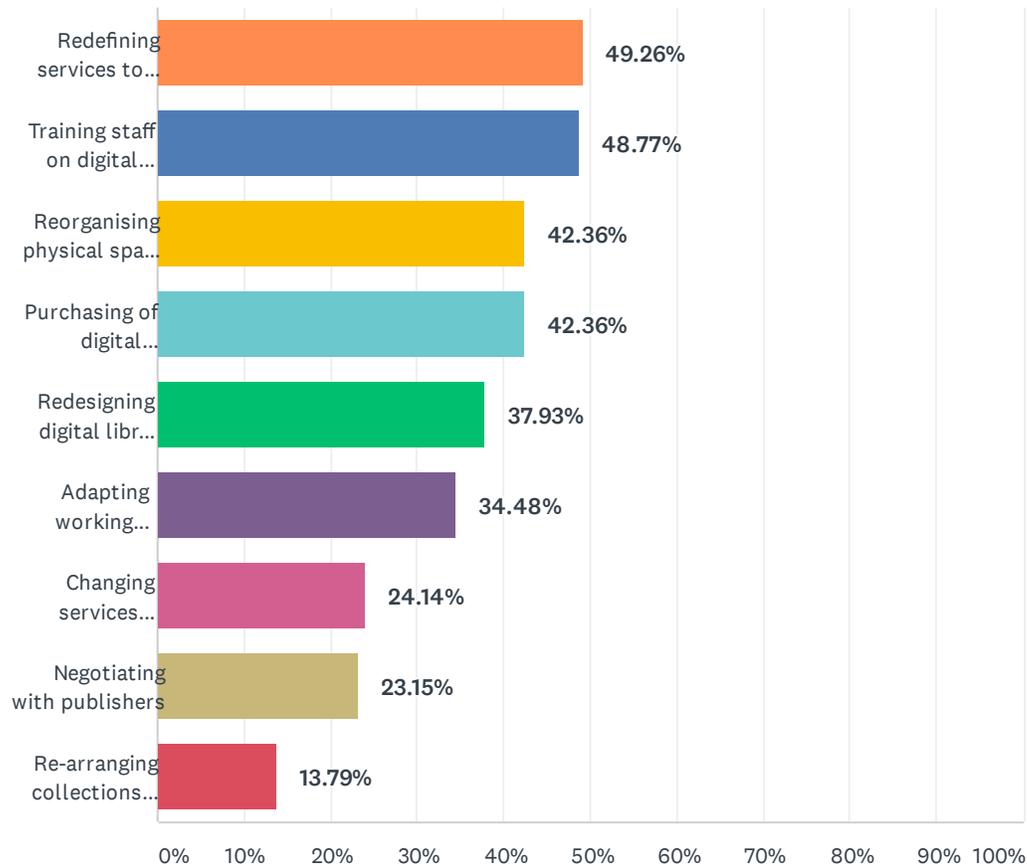
Answered: 205 Skipped: 93



ANSWER CHOICES	RESPONSES	
No, we have made no assessment	78.05%	160
Yes, it's declining a lot	0.00%	0
Yes, it's somewhat declining	8.78%	18
It has not been affected	8.78%	18
User satisfaction has increased	4.39%	9
TOTAL		205

Q25 By the end of March 2021, which of the following services do you expect to have focused on the most?

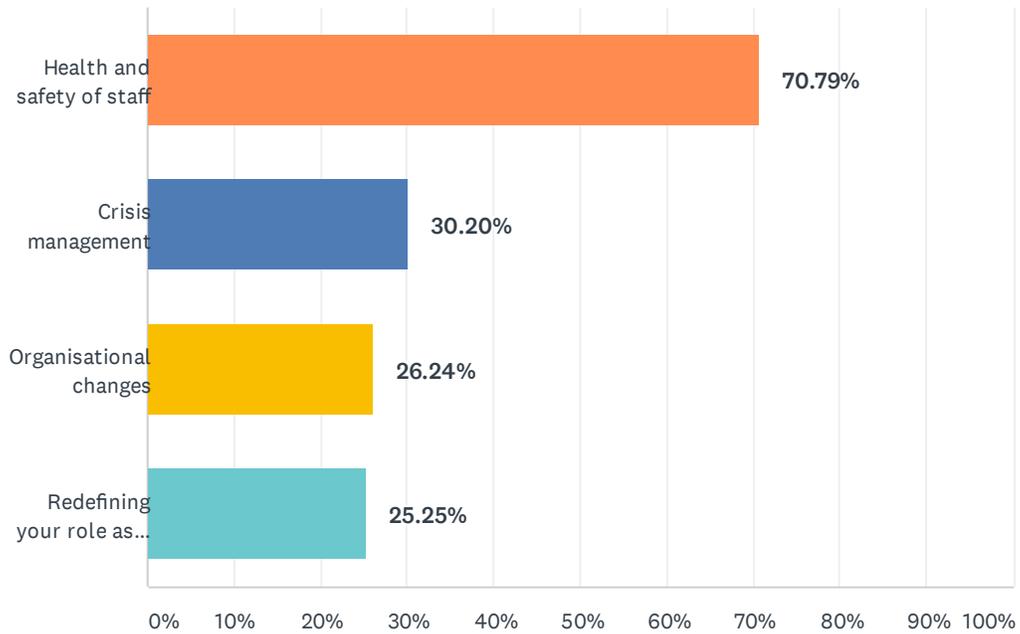
Answered: 203 Skipped: 95



ANSWER CHOICES	RESPONSES	
Redefining services to help students and researchers more effectively	49.26%	100
Training staff on digital skills	48.77%	99
Reorganising physical spaces to accommodate social distancing	42.36%	86
Purchasing of digital materials	42.36%	86
Redesigning digital library service models	37.93%	77
Adapting working hours/availability to support users	34.48%	70
Changing services towards self-service models	24.14%	49
Negotiating with publishers	23.15%	47
Re-arranging collections acquisition and budgets	13.79%	28
Total Respondents: 203		

Q26 Which of the following aspects of the crisis do you worry about the most?

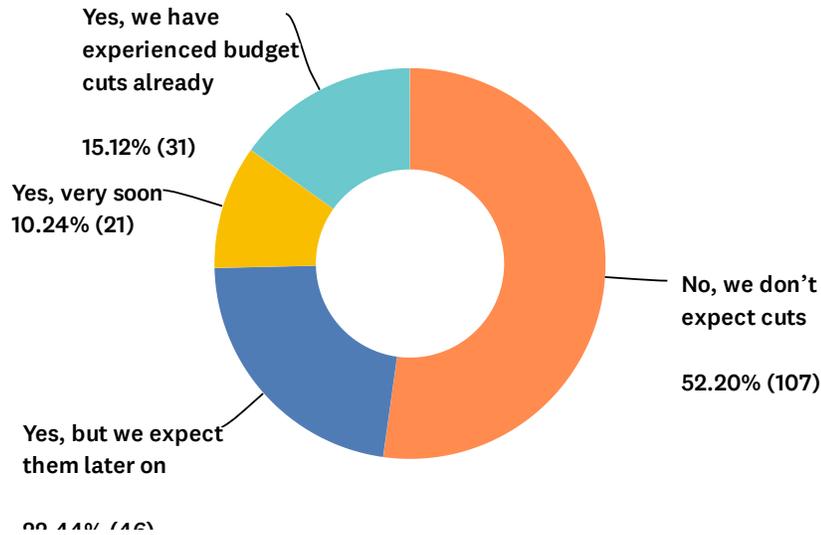
Answered: 202 Skipped: 96



ANSWER CHOICES	RESPONSES	
Health and safety of staff	70.79%	143
Crisis management	30.20%	61
Organisational changes	26.24%	53
Redefining your role as library within your university	25.25%	51
Total Respondents: 202		

Q27 Do you foresee any budget cuts for your library or university because of COVID-19 in the next academic year?

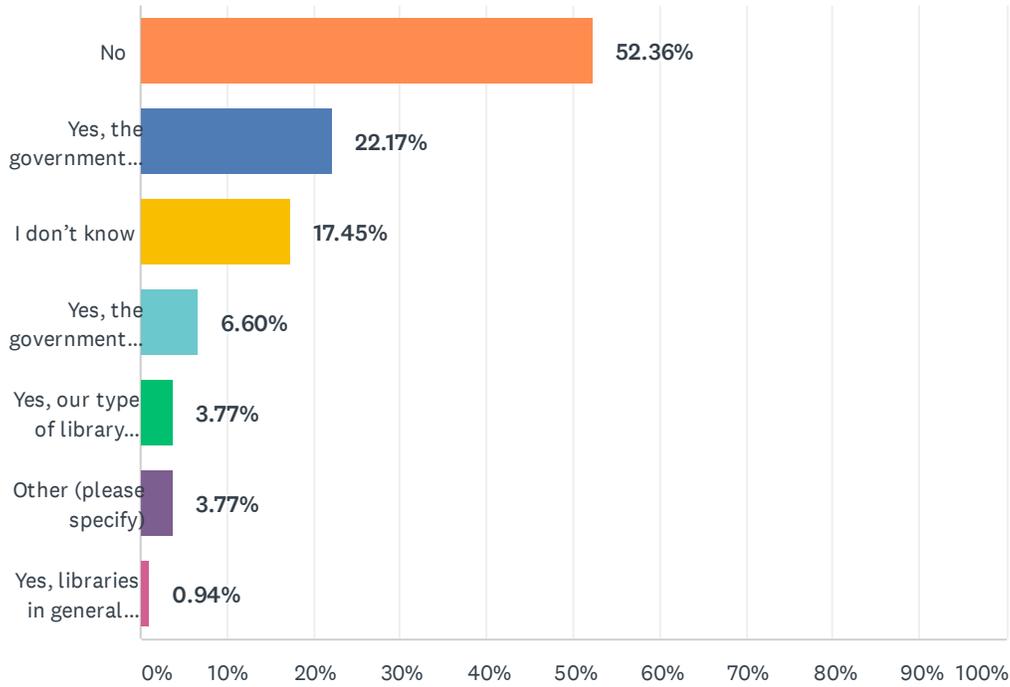
Answered: 205 Skipped: 93



ANSWER CHOICES	RESPONSES	
No, we don't expect cuts	52.20%	107
Yes, but we expect them later on	22.44%	46
Yes, very soon	10.24%	21
Yes, we have experienced budget cuts already	15.12%	31
TOTAL		205

Q28 Has your government taken any measures to support libraries in your country?

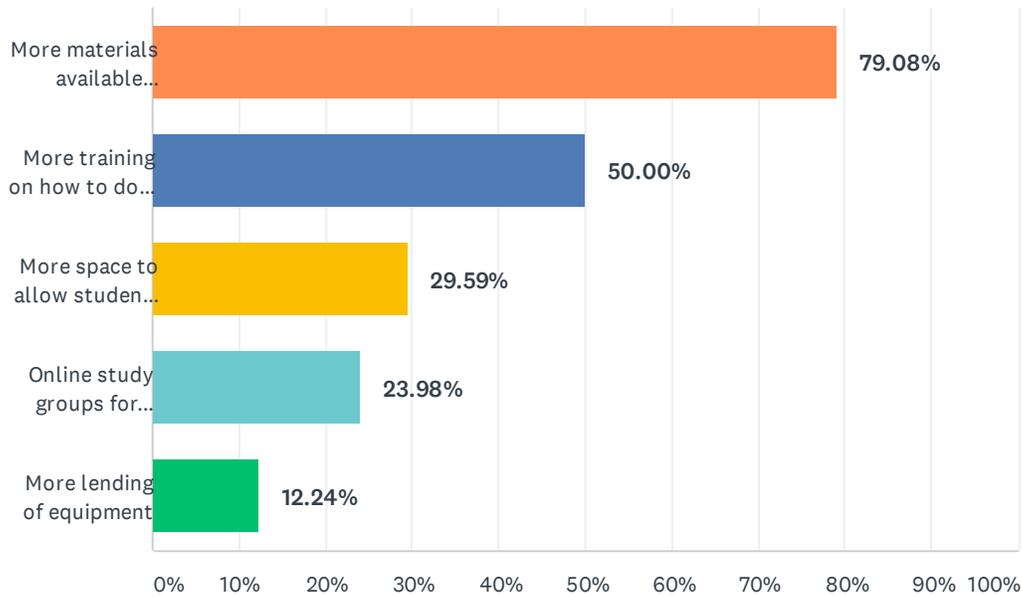
Answered: 212 Skipped: 86



ANSWER CHOICES	RESPONSES	
No	52.36%	111
Yes, the government provided extra health and safety guidelines for libraries in general	22.17%	47
I don't know	17.45%	37
Yes, the government provided extra health and safety guidelines for our type of library	6.60%	14
Yes, our type of library received extra budget	3.77%	8
Other (please specify)	3.77%	8
Yes, libraries in general received extra budget	0.94%	2
Total Respondents: 212		

Q29 At your library, what would benefit your users most, within the context of what's allowed during COVID-19? (please choose a maximum of 3)

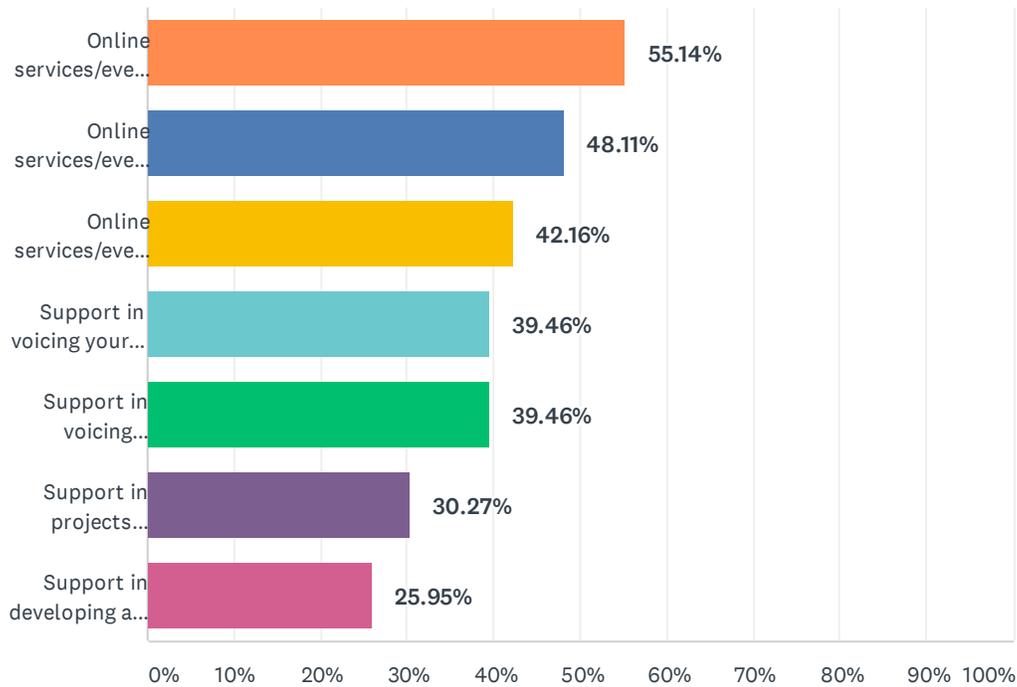
Answered: 196 Skipped: 102



ANSWER CHOICES	RESPONSES	
More materials available digitally	79.08%	155
More training on how to do research online	50.00%	98
More space to allow students and researchers to use material physically	29.59%	58
Online study groups for students	23.98%	47
More lending of equipment	12.24%	24
Total Respondents: 196		

Q30 What services can LIBER provide, that would help you most, during COVID-19 times and going forward?

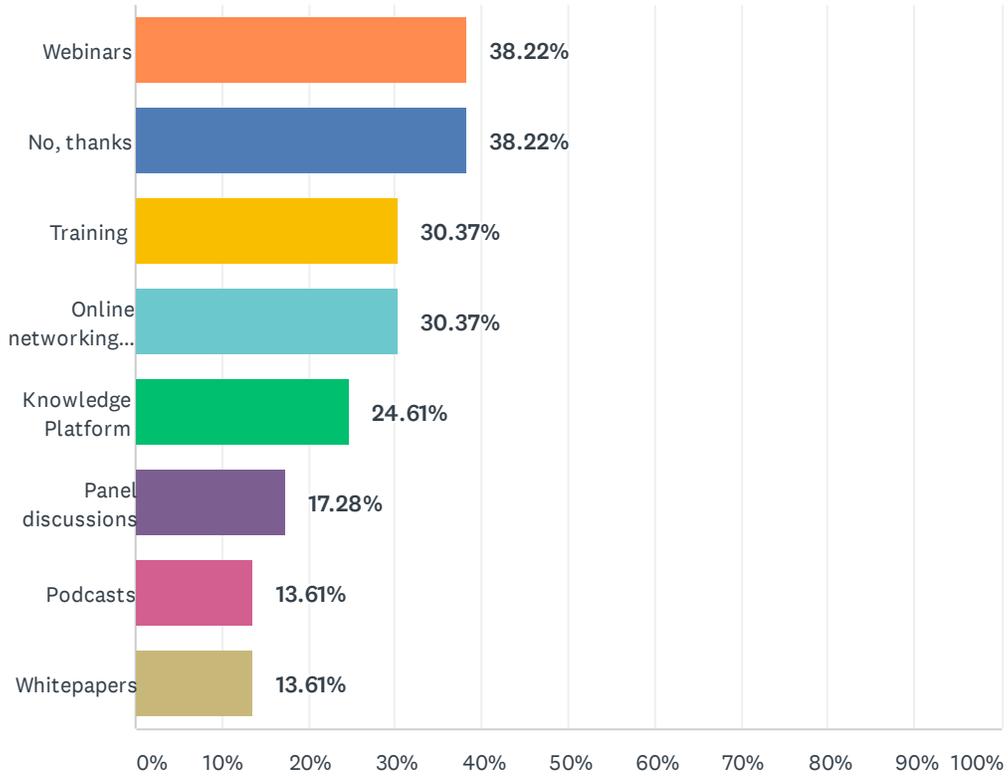
Answered: 185 Skipped: 113



ANSWER CHOICES	RESPONSES	
Online services/events specifically designed to support research libraries' move towards Open Access	55.14%	102
Online services/events specifically designed to help libraries and librarians to cope with COVID-19	48.11%	89
Online services/events specifically designed to support research libraries' move towards complete digitalisation	42.16%	78
Support in voicing your concerns to the European Parliament	39.46%	73
Support in voicing budgetary issues specifically to cope with COVID-19, at European level	39.46%	73
Support in projects related to helping libraries and librarians to cope with COVID-19	30.27%	56
Support in developing a protocol for the reopening and operating of European research libraries during COVID-19 times	25.95%	48
Total Respondents: 185		

Q31 Would you like support in creating/organising any of these activities?

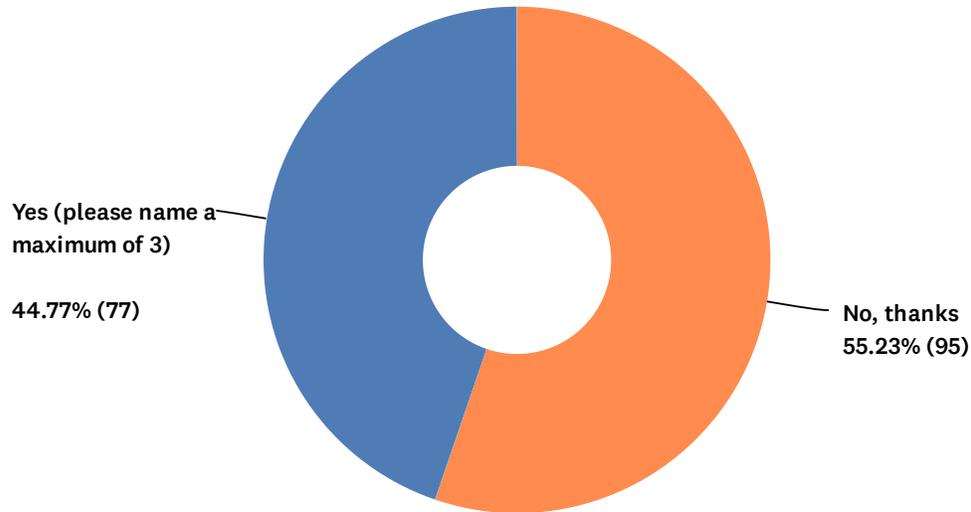
Answered: 191 Skipped: 107



ANSWER CHOICES	RESPONSES	
Webinars	38.22%	73
No, thanks	38.22%	73
Training	30.37%	58
Online networking events	30.37%	58
Knowledge Platform	24.61%	47
Panel discussions	17.28%	33
Podcasts	13.61%	26
Whitepapers	13.61%	26
Total Respondents: 191		

Q32 Would you like LIBER to do studies for research libraries, at European level, in relation to COVID-19? If so, on what topic(s)?

Answered: 172 Skipped: 126



ANSWER CHOICES	RESPONSES	
No, thanks	55.23%	95
Yes (please name a maximum of 3)	44.77%	77
TOTAL		172

Q33 Did we miss something? Please let us know of any other concerns you may have.

Answered: 20 Skipped: 278