

**Envisioning academic library services  
and technology and change  
post-pandemic: Getting it right**

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# Two related strands

- Survey of academic librarians asking respondents to envision academic library services post-pandemic
- Analysis of case studies on the implementation of different technologies in academic libraries to identify key themes and lessons learned

# Academic library services post-pandemic

- Trend to increased e-commerce in the pandemic
- Are there parallels between the retail sector and academic libraries?
- Short questionnaire (6 questions) to academic library managers and academic librarians

# Have you delivered services differently during the pandemic, including provision of services online?

- E-first purchasing policy
- 'Click and collect' services
- Online seat booking systems
- Virtual support models
- Online induction and teaching

# Do you think any of these services will be needed post-pandemic?

- Digital option by default
- Customer preferences
- Cost/resource implications
- Blended approaches

# **In the future, which of your pre-pandemic services do you think will need to be revised or deleted?**

- More flexible ways for library staff to work
- User demand for greater flexibility in how services are accessed
- Value for money of pre-pandemic operations
- Changes in balance of online and face-to-face provision

# What additional services, including online services, do you think will be required in the future?

- Open access
- Research support
- Library as publisher
- Innovative approaches to teaching and learning

# **Do you think there will be a move back to some of your traditional face-to-face services?**

- Physical access to study space
- Face-to-face support at enquiry desks
- Different perspectives from managers and librarians



# Have you got any other views on academic library services post-pandemic?

- Financial challenges
- Collaborative approaches

# Conclusions

- Strong campus ethos and benefits of in-person student experience
- Greater reach through on-line delivery
- Student preferences for digital lectures
- Student wellbeing and health
- Blended approaches and different balances

# Implementation of different technologies

- Case studies and research papers
- Analysis to identify benefits, constraints, key themes and lessons learned

# Benefits

- Visibility, profile, status and reputation of the library
- Lifting the gaze from the day-to-day
- Confidence, change of mindset, different approaches

# Constraints

- Challenge of which technologies to adopt
- Danger of being sidelined
- Time commitment

# Key issues 1

- Strategic planning and relationship to strategies, policies and procedures
- Leadership and management
- Project management, change management, governance and communication
- Finance and staffing

# Key issues 2

- Advocacy, consultation and engagement
- Institutional culture and cultural change
- Values
- Changes in roles and responsibilities

# Key issues 3

- Partnerships and collaboration
- Impact on staff, services and users
- Skills, attitudes and behaviours of library staff
- Skills, attitudes and behaviours of users



# Key issues 4

- Ethical and legal issues
- Technical infrastructure and support
- Promotion and marketing
- Evaluation, monitoring and review

# Further reading

- Technology, change and the academic library  
<https://www.elsevier.com/books/technology-change-and-the-academic-library/atkinson/978-0-12-822807-4>
- Libraries, digital information and COVID
- <https://www.elsevier.com/books/libraries-digital-information-and-covid/baker/978-0-323-88493-8>