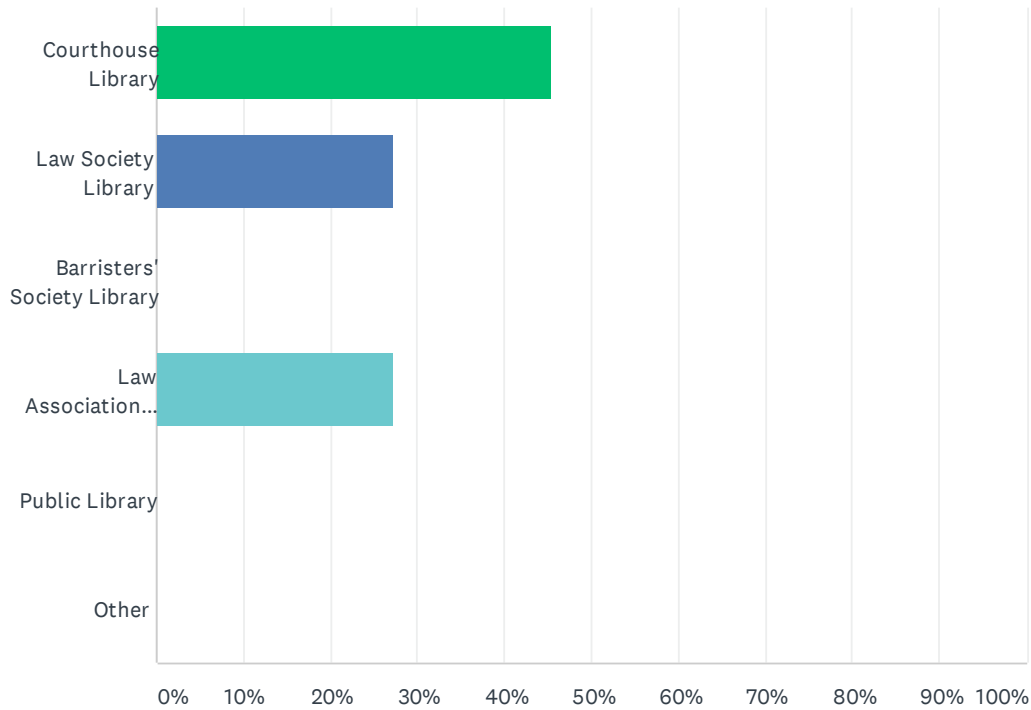


## Q2 Please identify your library by designation.

Answered: 22 Skipped: 1



ANSWER CHOICES	RESPONSES
Courthouse Library	45.45% 10
Law Society Library	27.27% 6
Barristers' Society Library	0.00% 0
Law Association Library	27.27% 6
Public Library	0.00% 0
Other	0.00% 0
Total Respondents: 22	

#	OTHER (PLEASE SPECIFY):	DATE
1	Provincial Government / Courthouse	12/23/2020 9:03 AM

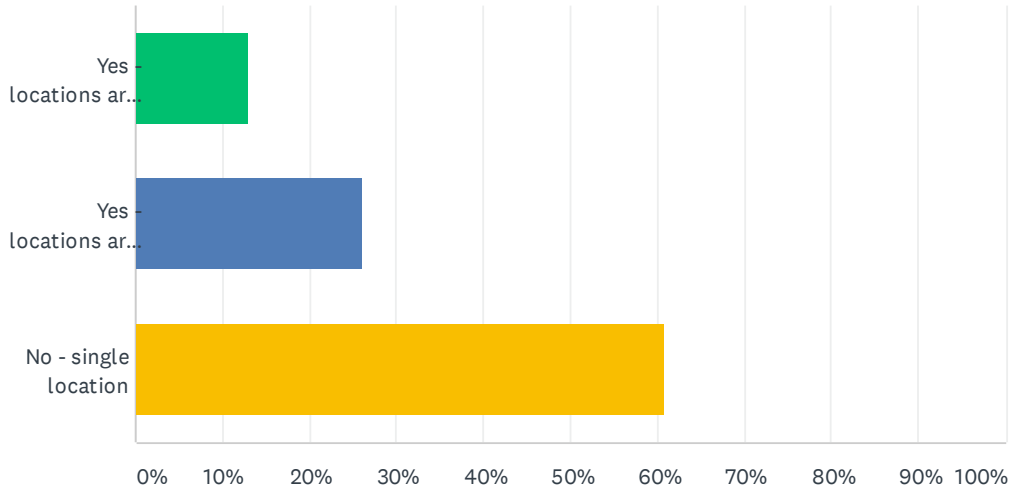
## Q3 Please provide the full name of the Library (Association/Society).

Answered: 22 Skipped: 1

#	RESPONSES	DATE
1	Peel Law Association	1/15/2021 12:08 PM
2	The Law Society of Ontario	1/13/2021 12:18 PM
3	Alberta Law Libraries	1/13/2021 11:48 AM
4	Supreme Court of Canada	1/11/2021 5:00 PM
5	Simcoe County Law Association	1/11/2021 2:12 PM
6	Toronto Lawyers Association	1/8/2021 4:09 PM
7	Alberta Law Libraries	1/8/2021 1:43 PM
8	The Lincoln County Law Association	1/8/2021 11:10 AM
9	Welland County Law Association	1/8/2021 10:46 AM
10	Grey County Law Association	1/8/2021 10:12 AM
11	Frontenac Law Association	1/8/2021 10:07 AM
12	District of Kenora Law Association	1/8/2021 10:06 AM
13	Algoma District Law Association	1/8/2021 10:06 AM
14	Law Society of Prince Edward Island Library	12/21/2020 12:12 PM
15	County of Perth Law Association	12/21/2020 11:12 AM
16	Leeds & Grenville Law Association	12/19/2020 11:32 AM
17	Grey County Law Association	12/18/2020 11:45 AM
18	Law Society of New Brunswick Library	12/18/2020 11:15 AM
19	Law Society of Saskatchewan, Legal Resources	12/18/2020 10:18 AM
20	Nova Scotia Barristers' Society Library	12/18/2020 10:06 AM
21	The Essex Law Association	12/18/2020 10:06 AM
22	Law Society of Newfoundland and Labrador Law Library	12/18/2020 10:03 AM

## Q4 Are there branch or satellite locations which fall under the Library/Organization?

Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes - locations are Staffed	13.04%	3
Yes - locations are Unstaffed	26.09%	6
No - single location	60.87%	14
<b>TOTAL</b>		<b>23</b>

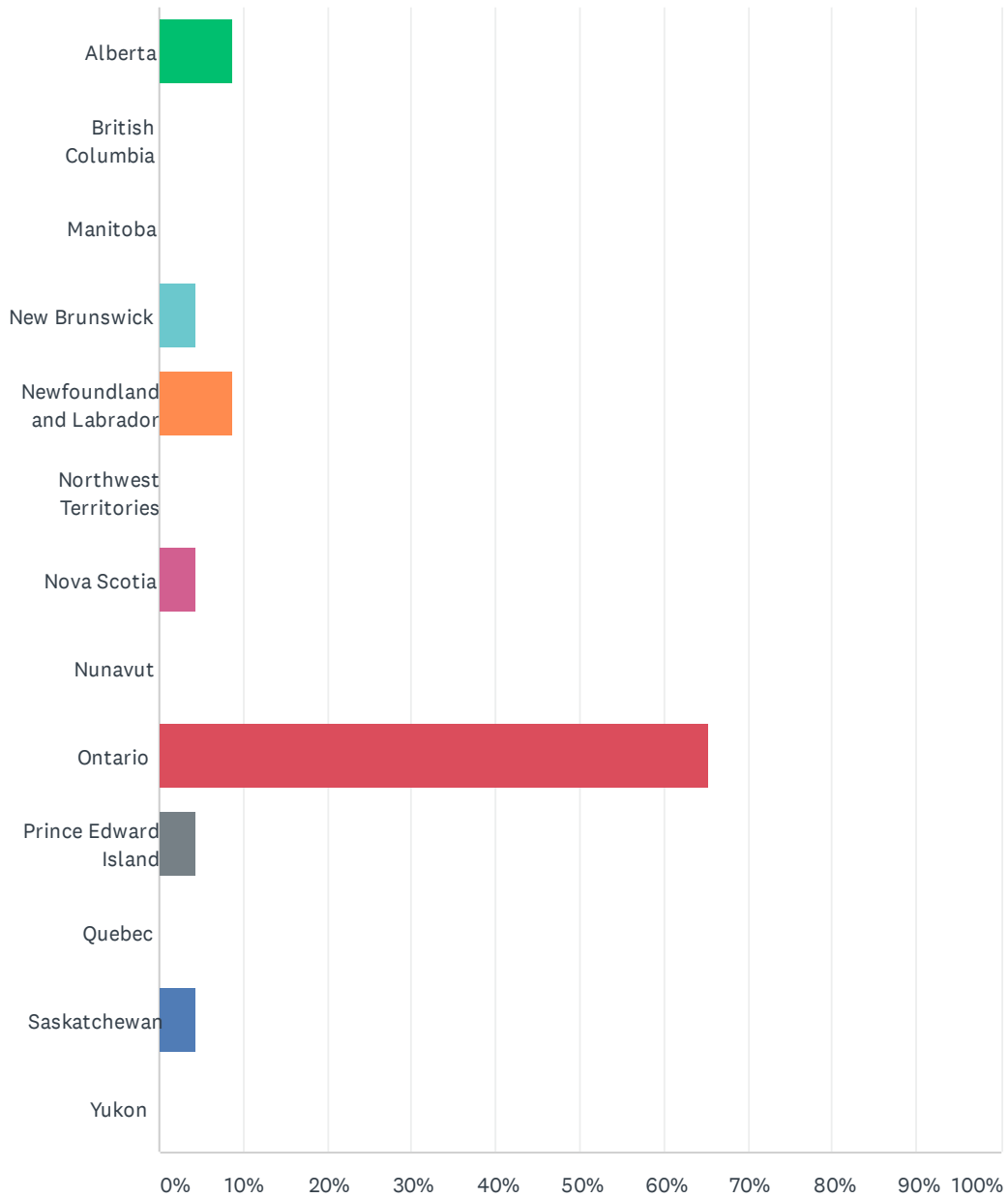
## Q5 Name of library system, administrative body or network (if applicable). Example: Ontario - LiRN

Answered: 19 Skipped: 4

#	RESPONSES	DATE
1	LiRN (Legal Information Resource Network)	1/15/2021 12:08 PM
2	None	1/13/2021 12:18 PM
3	Supreme Court of Canada Library	1/11/2021 5:00 PM
4	Ontario - LiRN	1/11/2021 2:12 PM
5	LiRN	1/8/2021 4:09 PM
6	Alberta Law Libraries	1/8/2021 1:43 PM
7	LIRN	1/8/2021 11:10 AM
8	LIRN	1/8/2021 10:46 AM
9	Ontario - LIRN	1/8/2021 10:12 AM
10	LIRN	1/8/2021 10:07 AM
11	LiRN	1/8/2021 10:06 AM
12	Ontario - LiRN	1/8/2021 10:06 AM
13	N/A	12/21/2020 12:12 PM
14	LiRN	12/21/2020 11:12 AM
15	LIRN	12/19/2020 11:32 AM
16	Ontario - LIRN	12/18/2020 11:45 AM
17	Law Society of New Brunswick Library	12/18/2020 11:15 AM
18	Law Society of Saskatchewan	12/18/2020 10:18 AM
19	Ontario - Lirn	12/18/2020 10:06 AM

## Q6 Identify the location of your library by province or territory.

Answered: 23 Skipped: 0



LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19

ANSWER CHOICES	RESPONSES	
Alberta	8.70%	2
British Columbia	0.00%	0
Manitoba	0.00%	0
New Brunswick	4.35%	1
Newfoundland and Labrador	8.70%	2
Northwest Territories	0.00%	0
Nova Scotia	4.35%	1
Nunavut	0.00%	0
Ontario	65.22%	15
Prince Edward Island	4.35%	1
Quebec	0.00%	0
Saskatchewan	4.35%	1
Yukon	0.00%	0
<b>TOTAL</b>		<b>23</b>

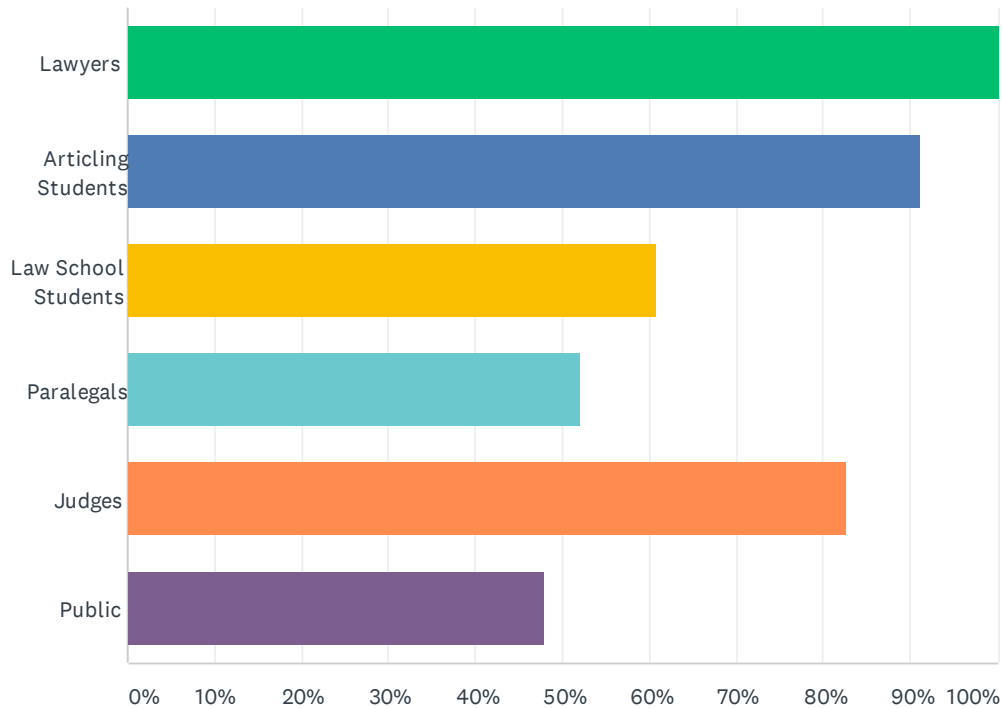
## Q7 Identify the jurisdiction or region you serve within the province/territory.

Answered: 23 Skipped: 0

#	RESPONSES	DATE
1	Region of Peel (Brampton, Mississauga, Caledon)	1/15/2021 12:08 PM
2	Ontario - whole province	1/13/2021 12:18 PM
3	AB	1/13/2021 11:48 AM
4	National	1/11/2021 5:00 PM
5	Simcoe County	1/11/2021 2:12 PM
6	Toronto	1/8/2021 4:09 PM
7	All of Alberta	1/8/2021 1:43 PM
8	Niagara North	1/8/2021 11:10 AM
9	Ontario	1/8/2021 10:46 AM
10	Grey County	1/8/2021 10:12 AM
11	Kingston	1/8/2021 10:07 AM
12	Kenora District	1/8/2021 10:06 AM
13	ON	1/8/2021 10:06 AM
14	all	12/23/2020 9:03 AM
15	the province of Prince Edward Island	12/21/2020 12:12 PM
16	County of Perth	12/21/2020 11:12 AM
17	Leeds & Grenville	12/19/2020 11:32 AM
18	Grey County	12/18/2020 11:45 AM
19	Provincial	12/18/2020 11:15 AM
20	Saskatchewan	12/18/2020 10:18 AM
21	Nova Scotia	12/18/2020 10:06 AM
22	Essex County	12/18/2020 10:06 AM
23	Newfoundland and Labrador	12/18/2020 10:03 AM

## Q8 Who do you serve? (select all that apply)

Answered: 23 Skipped: 0



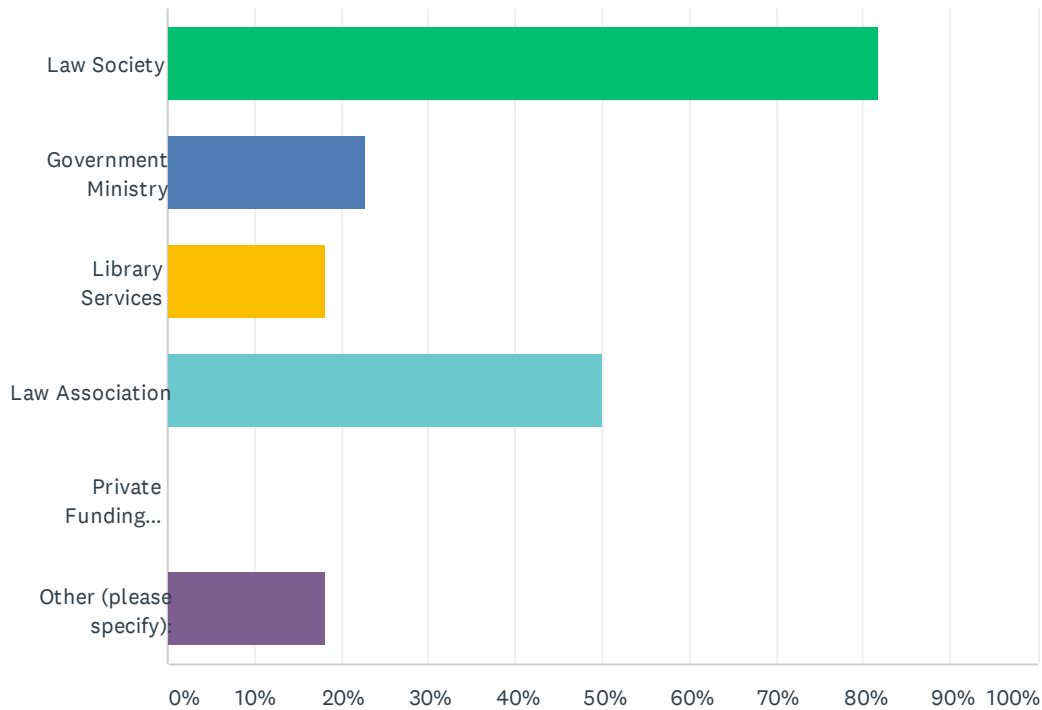
ANSWER CHOICES	RESPONSES
Lawyers	100.00% 23
Articling Students	91.30% 21
Law School Students	60.87% 14
Paralegals	52.17% 12
Judges	82.61% 19
Public	47.83% 11
Total Respondents: 23	

#	OTHER (PLEASE SPECIFY):	DATE
1	Crown Prosecutors, Legal Services division within the GoA	1/8/2021 1:43 PM
2	support staff provided the principle is a member	1/8/2021 10:07 AM
3	Government Department/Corporation staff	12/23/2020 9:03 AM



## Q9 What methods of funding or revenue support your library? (select all that apply)

Answered: 22 Skipped: 1

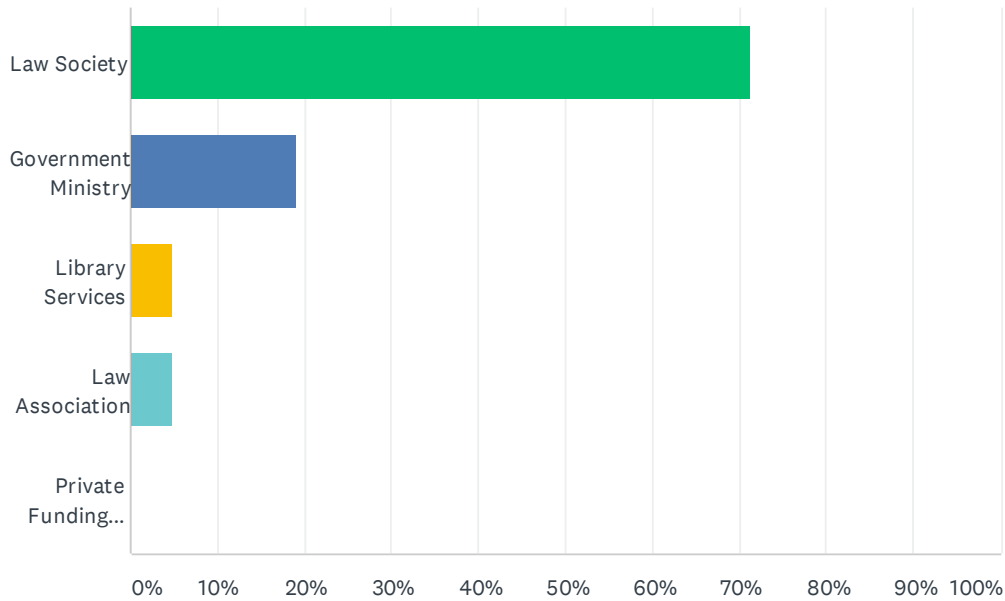


ANSWER CHOICES	RESPONSES
Law Society	81.82% 18
Government Ministry	22.73% 5
Library Services	18.18% 4
Law Association	50.00% 11
Private Funding (donation)	0.00% 0
Other (please specify):	18.18% 4
Total Respondents: 22	

#	OTHER (PLEASE SPECIFY):	DATE
1	Publishing royalties; photocopying, document delivery charges	1/13/2021 12:20 PM
2	Alberta Law Foundation	1/8/2021 1:44 PM
3	Law Foundation of Saskatchewan Grant	12/18/2020 10:20 AM
4	Law Foundation of NL grant	12/18/2020 10:04 AM

## Q10 What is the primary source of funding or revenue (if applicable)?

Answered: 21 Skipped: 2

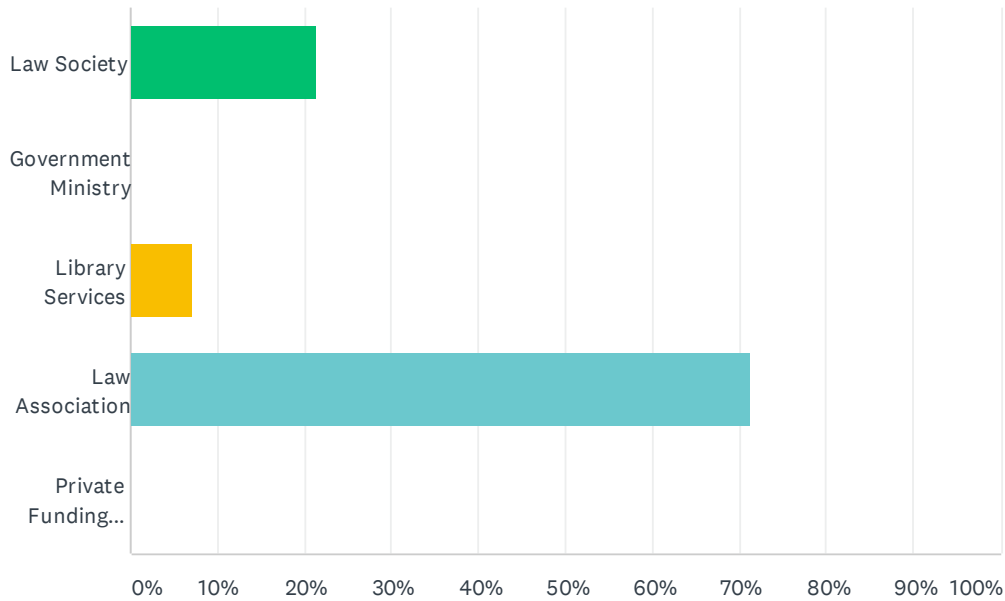


ANSWER CHOICES	RESPONSES
Law Society	71.43% 15
Government Ministry	19.05% 4
Library Services	4.76% 1
Law Association	4.76% 1
Private Funding (donation)	0.00% 0
<b>TOTAL</b>	<b>21</b>

#	OTHER (PLEASE SPECIFY):	DATE
1	I receive monies from LSO and Association	12/18/2020 11:46 AM

## Q11 What is the secondary source of funding or revenue (if applicable)?

Answered: 14 Skipped: 9

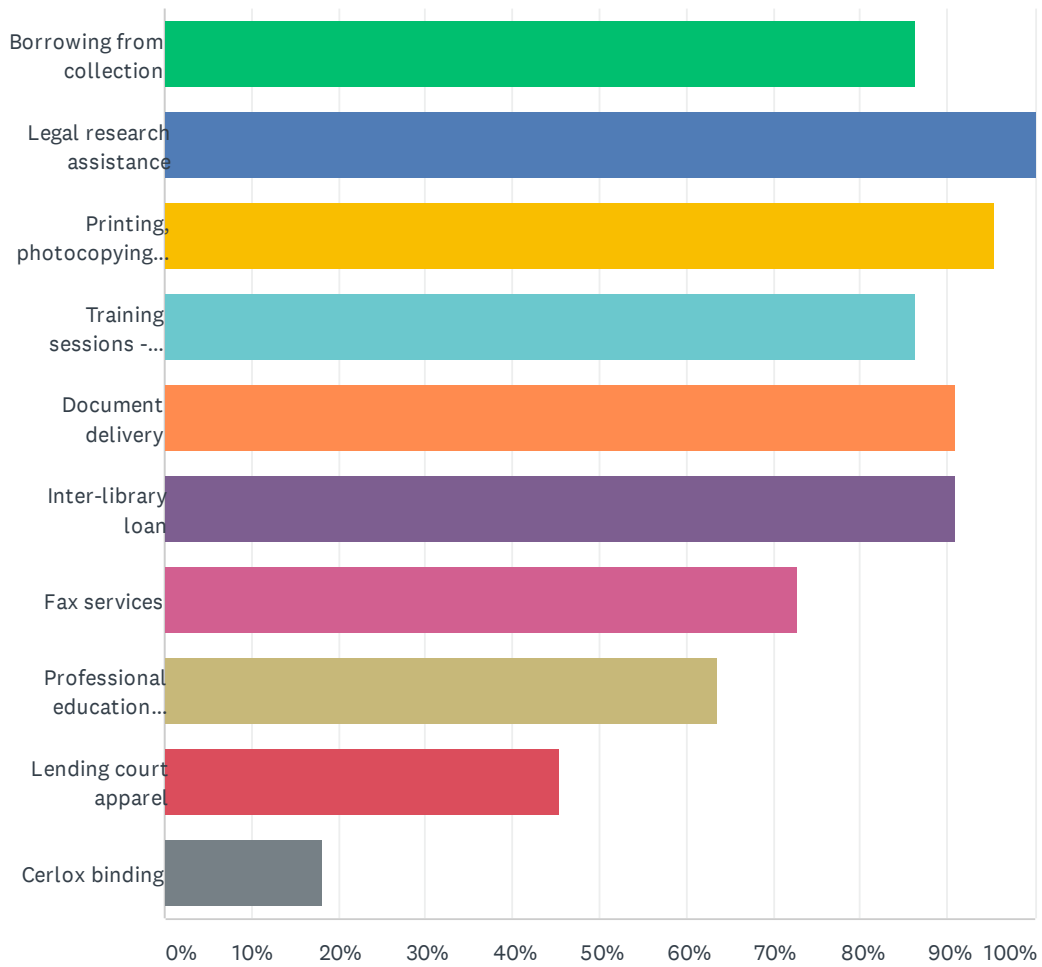


ANSWER CHOICES	RESPONSES
Law Society	21.43% 3
Government Ministry	0.00% 0
Library Services	7.14% 1
Law Association	71.43% 10
Private Funding (donation)	0.00% 0
<b>TOTAL</b>	<b>14</b>

#	OTHER (PLEASE SPECIFY):	DATE
1	Publishing royalties	1/13/2021 12:20 PM
2	Alberta Law Foundation	1/8/2021 1:44 PM
3	Law Foundation of Saskatchewan Grant	12/18/2020 10:20 AM

# Q12 What library services did you provide prior to COVID-19? (select all that apply)

Answered: 22 Skipped: 1



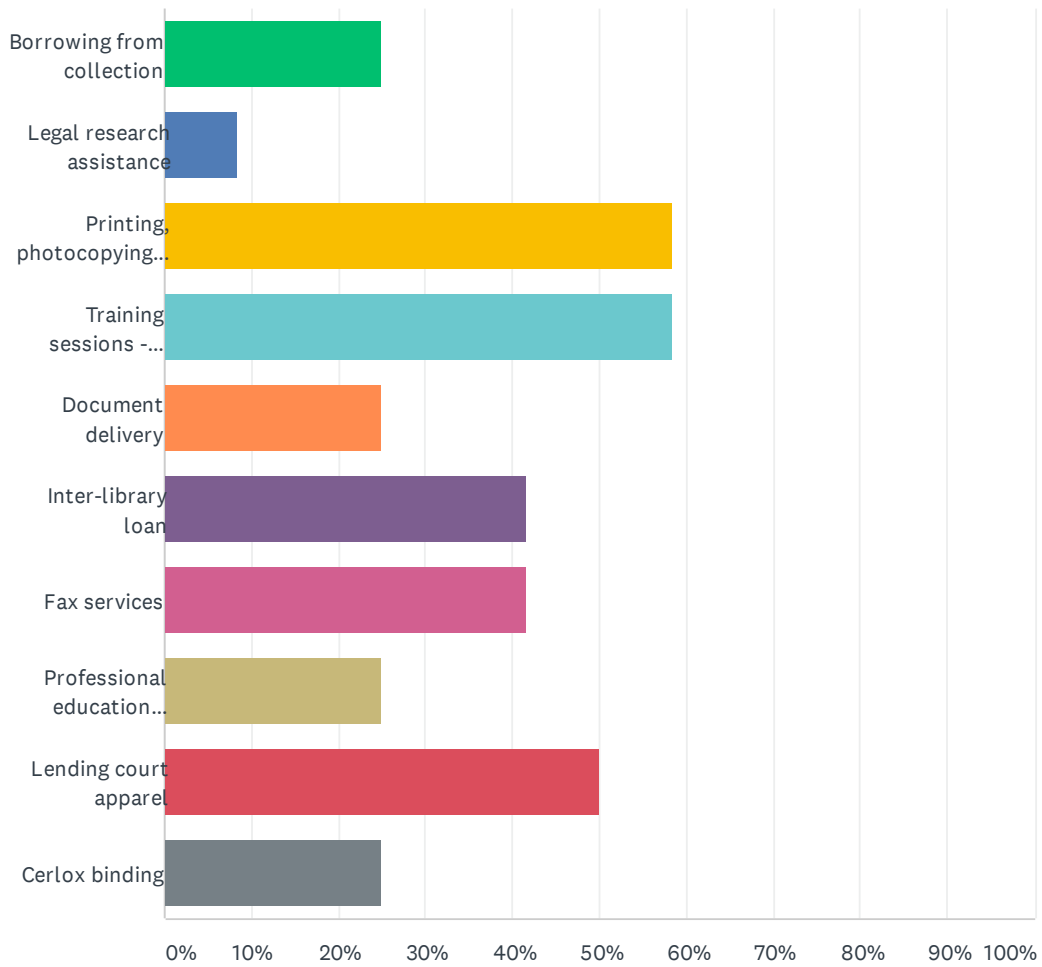
LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19

ANSWER CHOICES	RESPONSES	
Borrowing from collection	86.36%	19
Legal research assistance	100.00%	22
Printing, photocopying and scanning	95.45%	21
Training sessions - electronic and print materials	86.36%	19
Document delivery	90.91%	20
Inter-library loan	90.91%	20
Fax services	72.73%	16
Professional education programs (facilitate and/or in-house).	63.64%	14
Lending court apparel	45.45%	10
Cerlox binding	18.18%	4
Total Respondents: 22		

#	OTHER (PLEASE SPECIFY):	DATE
1	court tabs, earbuds, USB keys	1/15/2021 12:13 PM
2	Secure wifi	1/8/2021 4:13 PM
3	video conferencing with clients at penetanguinshine	1/8/2021 10:17 AM
4	Provide Live CPD programs for the lawyers in the library	12/18/2020 11:50 AM

### Q13 What library services have been eliminated (either permanently or temporarily) due to the pandemic? (select all that apply)

Answered: 12 Skipped: 11



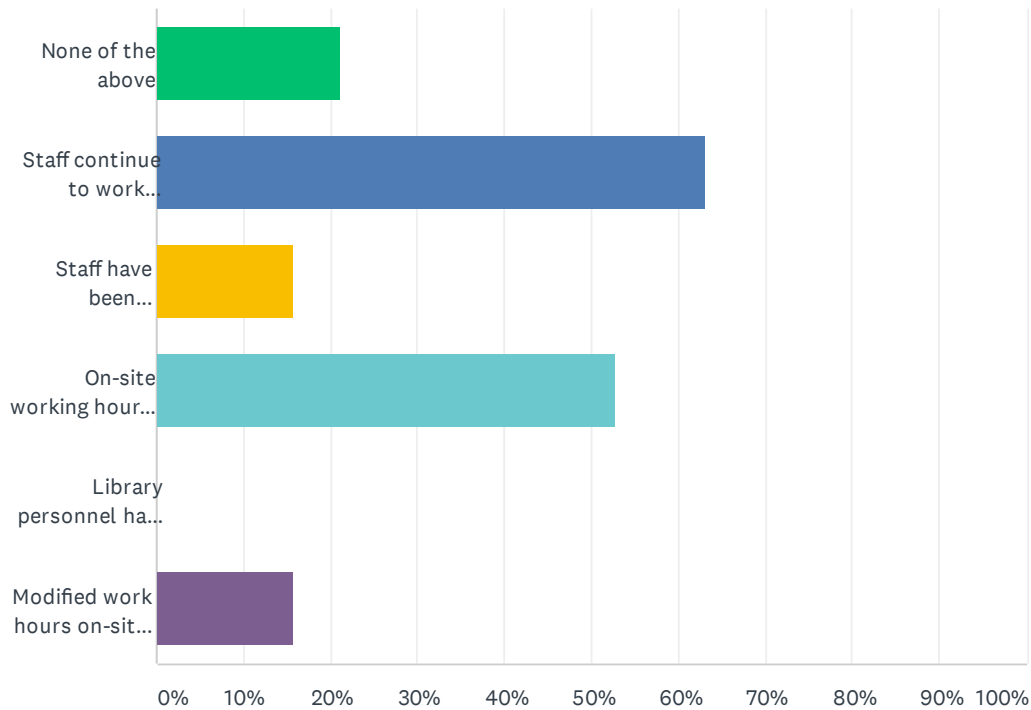
LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19

ANSWER CHOICES	RESPONSES	
Borrowing from collection	25.00%	3
Legal research assistance	8.33%	1
Printing, photocopying and scanning	58.33%	7
Training sessions - electronic and print materials	58.33%	7
Document delivery	25.00%	3
Inter-library loan	41.67%	5
Fax services	41.67%	5
Professional education programs (facilitate and/or in-house)	25.00%	3
Lending court apparel	50.00%	6
Cerlox binding	25.00%	3
Total Respondents: 12		

#	OTHER (PLEASE SPECIFY):	DATE
1	Borrowing, document delivery and inter-library loan availability varies	1/15/2021 12:13 PM
2	All services still available, but not being used much	1/8/2021 10:08 AM
3	some services were suspended when I had to work from home March - August (borrowing; printing etc...; ill; fax	12/23/2020 9:08 AM
4	Access to the Law Society of P.E.I. Library by members of the public has been restricted to telephone and email reference service. Members of the Law Society continue to have 24/7 in person access to the Law Library.	12/21/2020 12:25 PM
5	afterhours access for Members has been discontinued for the duration - all other services are remote or by appointment	12/18/2020 10:06 AM

### Q14 How have library personnel been affected by the pandemic? (select all that apply)

Answered: 19 Skipped: 4



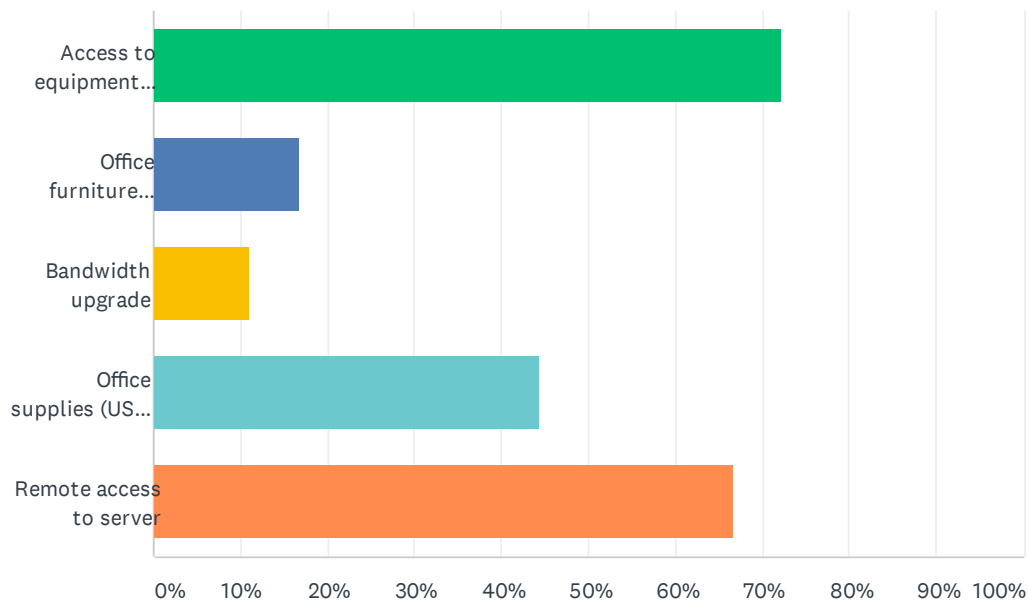
ANSWER CHOICES	RESPONSES	
None of the above	21.05%	4
Staff continue to work remotely	63.16%	12
Staff have been re-assigned other duties	15.79%	3
On-site working hours have been reduced	52.63%	10
Library personnel have been laid off	0.00%	0
Modified work hours on-site and remotely (reduced hours overall)	15.79%	3
Total Respondents: 19		

#	OTHER (PLEASE SPECIFY):	DATE
1	Used to go in once/twice per week but due to outbreak have been instructed to work from home	1/8/2021 10:11 AM
2	One day per week in library as opposed to 5 - work remotely rest of week	1/8/2021 10:08 AM
3	I am the only staff - work from home some days - work in library some days - no reduction	12/23/2020 9:08 AM
4	I manage a one -person Library. I worked from home from April until September and now I am mostly working at the Library	12/19/2020 11:38 AM
5	Staff continue to work - remotely and on-site	12/18/2020 10:08 AM



### Q15 What resources will be a part of future planning to assist library personnel in performing their duties remotely? (select all that apply)

Answered: 18 Skipped: 5

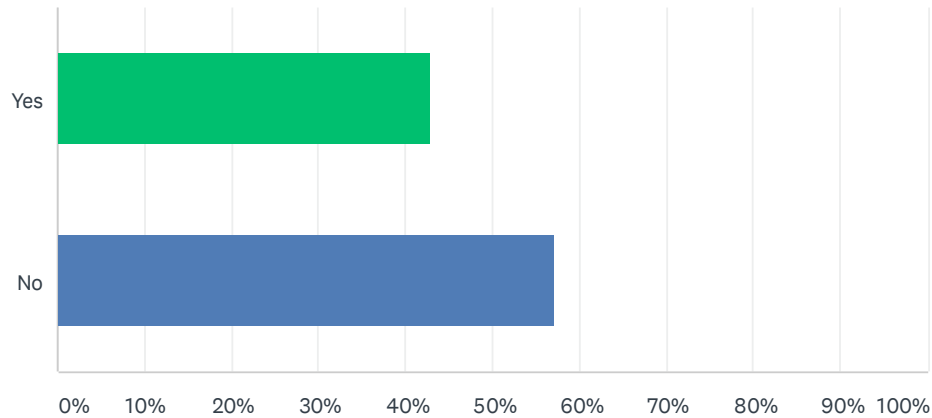


ANSWER CHOICES	RESPONSES
Access to equipment (computer, laptop, cellphone, printer, scanner)	72.22% 13
Office furniture (desk, chair, lighting)	16.67% 3
Bandwidth upgrade	11.11% 2
Office supplies (USB, paper, ink cartridges, notebooks, pens)	44.44% 8
Remote access to server	66.67% 12
Total Respondents: 18	

#	OTHER (PLEASE SPECIFY):	DATE
1	nothing at the moment.	1/8/2021 1:46 PM
2	I currently have these all in place at home	1/8/2021 10:11 AM
3	no plans to have library staff work remotely	12/18/2020 10:06 AM

## Q16 Did library personnel participate in the planning stages of the reopening with other stakeholder groups if located within a courthouse or other government institution?

Answered: 21 Skipped: 2

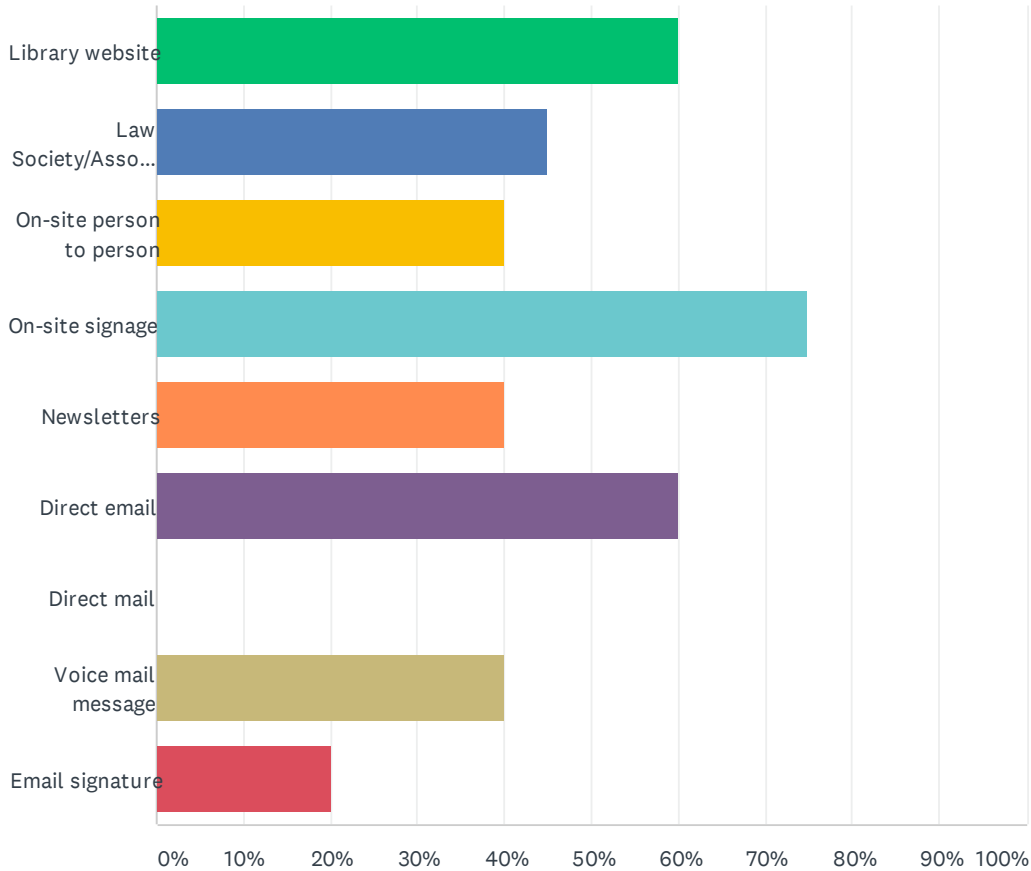


ANSWER CHOICES	RESPONSES
Yes	42.86% 9
No	57.14% 12
<b>TOTAL</b>	<b>21</b>

#	COMMENTS:	DATE
1	Communications and involvement very limited.	1/15/2021 12:16 PM
2	We are in the courthouse but are not treated like full and equal partners. No one even walked through the library as reopening was planned for summer of 2020. We closed on March 17 and reopened the library when courts went into partial reopening.	1/8/2021 4:17 PM
3	The library has followed along with courthouse guidelines and have implemented what the courts have asked.	1/8/2021 1:47 PM
4	Our law association did not consult MAG on any of our re-opening plans. However, we tried to mirror the re-opening phases that MAG was rolling out.	1/8/2021 10:55 AM
5	Presently I am on lockdown but have been consulted with respect to my comfort level of attending at the office/library	1/8/2021 10:14 AM
6	n/a The library is closed.	12/21/2020 11:18 AM
7	I worked with Court Services to reopen.	12/19/2020 11:42 AM
8	Meetings took place with the Regional Directors of the Courthouse and Public Health to provide guidance for WorkSafe directives. Costs associated for new workstations, signage and moving costs were provided.	12/18/2020 11:29 AM
9	We never closed	12/18/2020 10:13 AM

### Q17 What forms of delivery have been used to ensure patrons are aware of the new rules and operating guidelines for the Library? (select all that apply)

Answered: 20 Skipped: 3



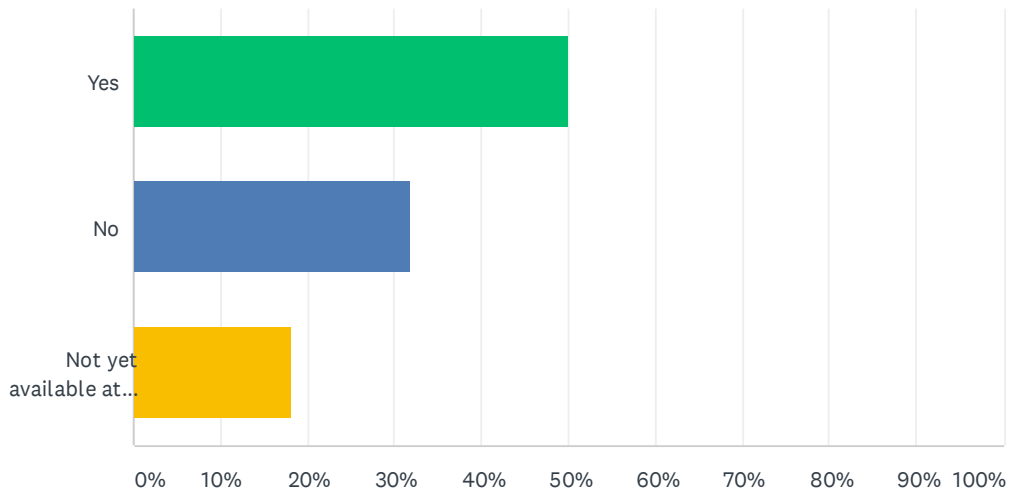
ANSWER CHOICES	RESPONSES	
Library website	60.00%	12
Law Society/Association/Justice website	45.00%	9
On-site person to person	40.00%	8
On-site signage	75.00%	15
Newsletters	40.00%	8
Direct email	60.00%	12
Direct mail	0.00%	0
Voice mail message	40.00%	8
Email signature	20.00%	4
Total Respondents: 20		

LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19

#	OTHER (PLEASE SPECIFY):	DATE
1	Social media	1/13/2021 12:22 PM
2	Out of office email set permanently when people contact us to inform them of new temporary procedures.	1/8/2021 1:47 PM
3	email	1/8/2021 10:14 AM
4	The library is closed	12/21/2020 11:18 AM

### Q18 Did you access the CALL/ACBD "Law Library Reopening Guide" prior to returning to your library?

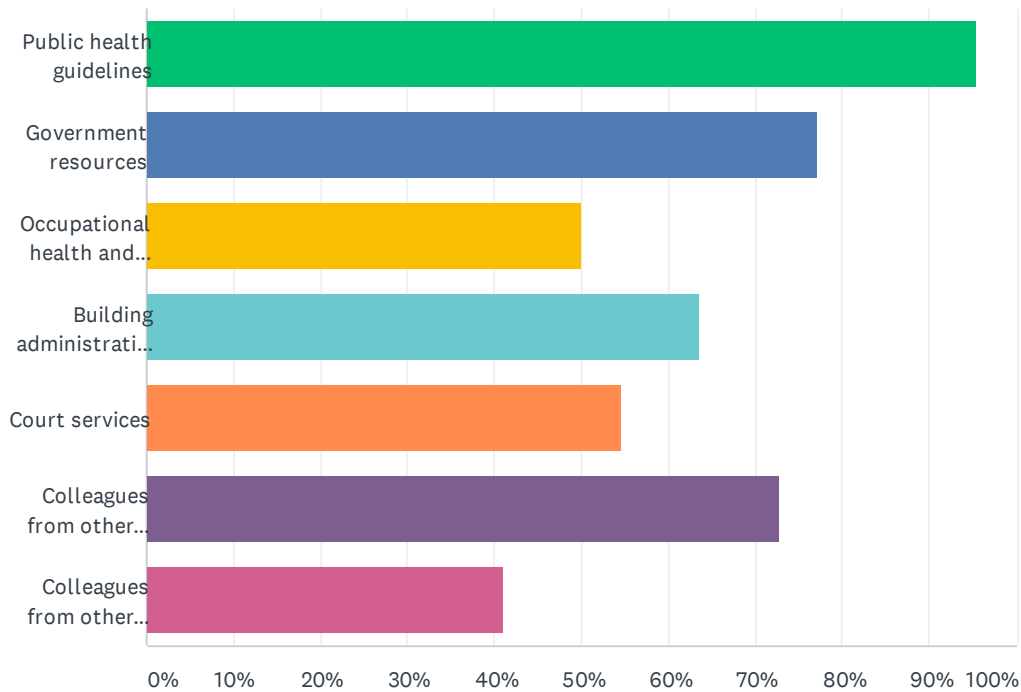
Answered: 22 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	50.00%	11
No	31.82%	7
Not yet available at the time of reopening	18.18%	4
<b>TOTAL</b>		<b>22</b>

## Q19 What other resources did you consult in making preparations to reopen? (select all that apply)

Answered: 22 Skipped: 1

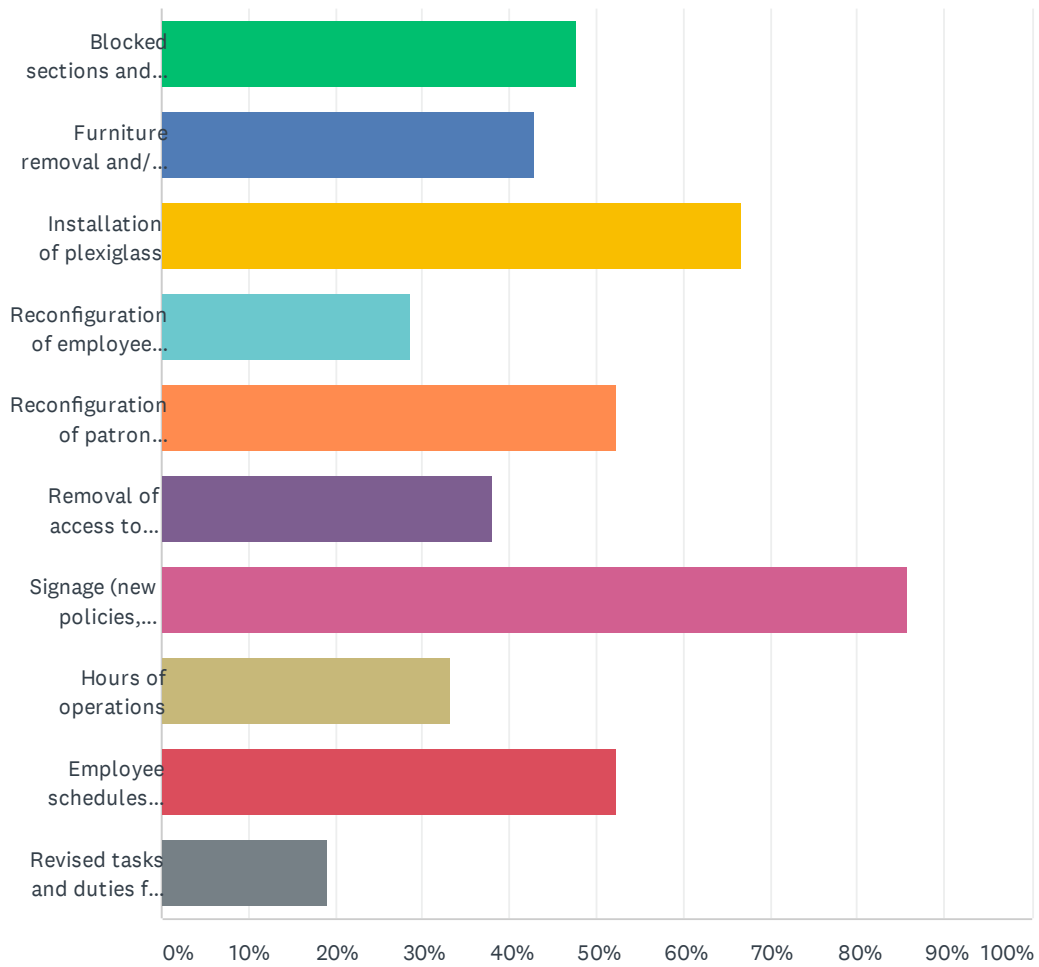


ANSWER CHOICES	RESPONSES	
Public health guidelines	95.45%	21
Government resources	77.27%	17
Occupational health and safety guidelines	50.00%	11
Building administration/management	63.64%	14
Court services	54.55%	12
Colleagues from other Libraries (within your own system)	72.73%	16
Colleagues from other Libraries (outside your own system)	40.91%	9
Total Respondents: 22		

#	OTHER (PLEASE SPECIFY):	DATE
1	We were never closed until the outbreak (Dec. 24)	1/8/2021 10:14 AM
2	Our library is not open. However, I am accumulating information and tips from many sources.	12/21/2020 11:18 AM
3	IFLA library guide to re-opening.	12/18/2020 11:29 AM
4	Australia public library reopening guide was huge assistance for developing reopening plan	12/18/2020 10:08 AM

## Q20 What alterations were required as a part of the reopening plan? (select all that apply)

Answered: 21 Skipped: 2



LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19

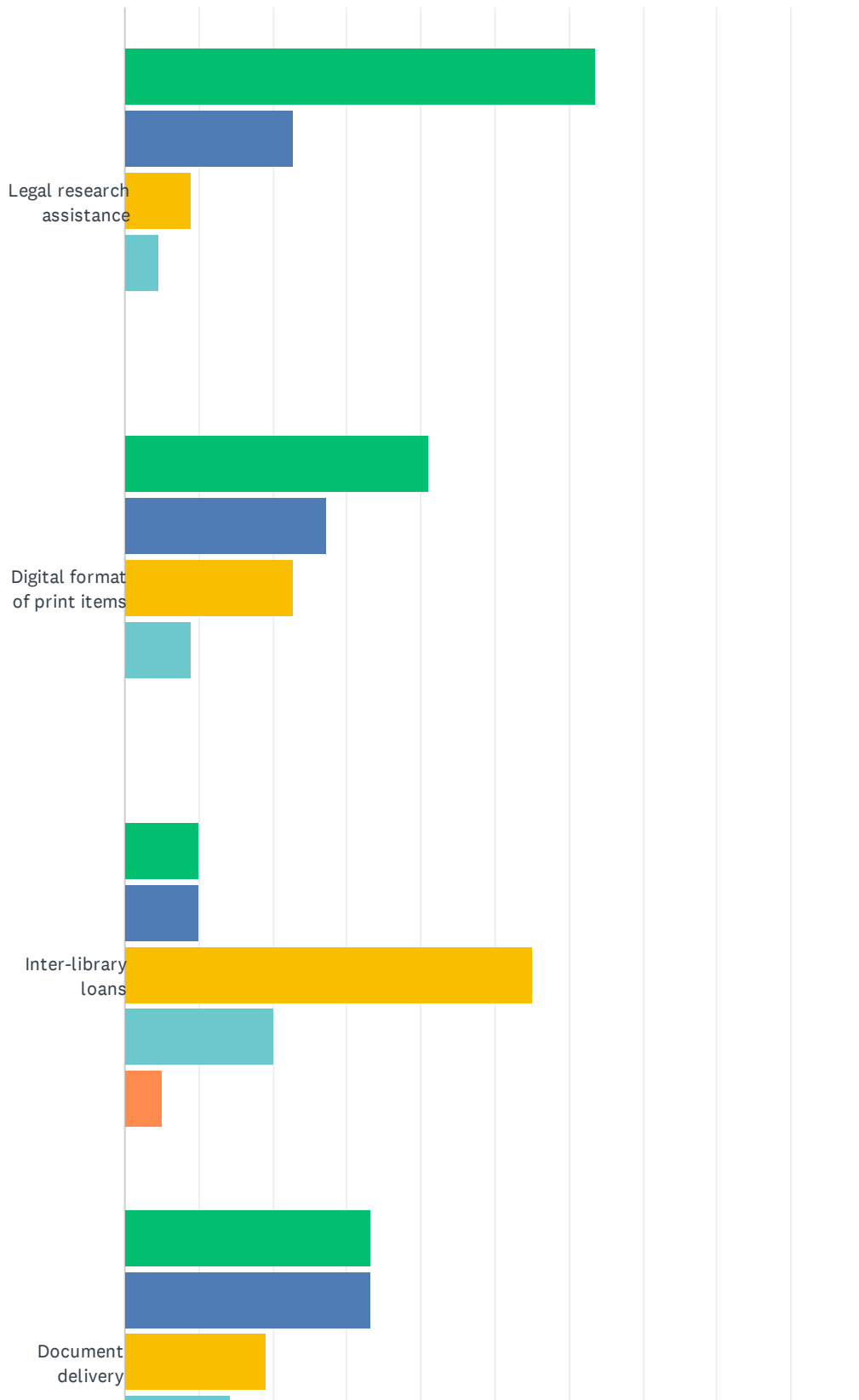
ANSWER CHOICES	RESPONSES	
Blocked sections and/or areas of the facility	47.62%	10
Furniture removal and/or disposal	42.86%	9
Installation of plexiglass	66.67%	14
Reconfiguration of employee workspace	28.57%	6
Reconfiguration of patron workspace	52.38%	11
Removal of access to equipment (photocopiers, kitchen areas)	38.10%	8
Signage (new policies, directional signs)	85.71%	18
Hours of operations	33.33%	7
Employee schedules (balance between onsite and remote)	52.38%	11
Revised tasks and duties for employees	19.05%	4
Total Respondents: 21		

#	OTHER (PLEASE SPECIFY):	DATE
1	PPE - masks, sanitizer	12/23/2020 9:10 AM
2	moved to Member access by appointment only - 45 minutes maximum and only to conduct research in database or consult texts; no walk-ins; no private work	12/18/2020 10:08 AM

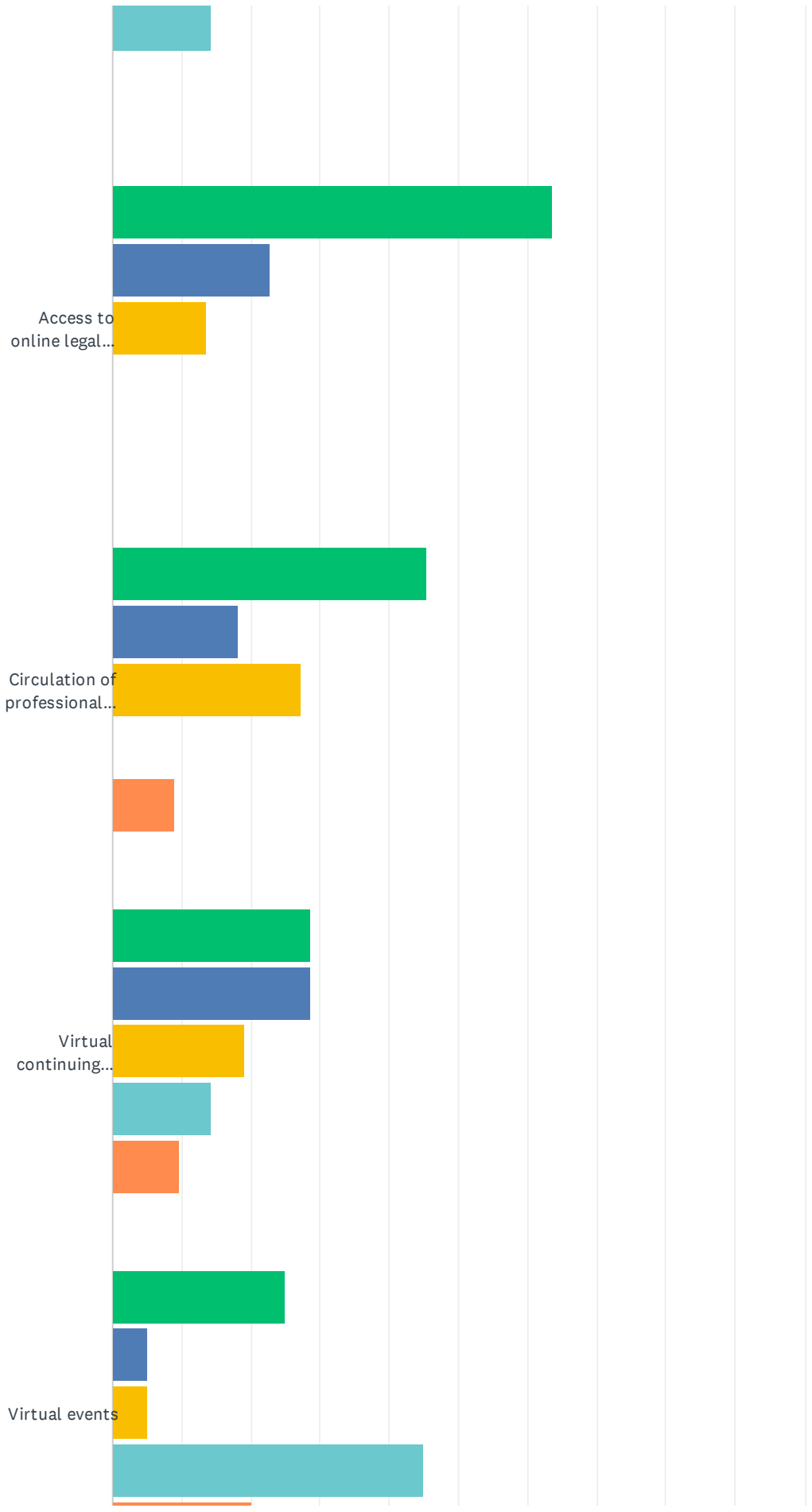


### Q21 Please rank the relative importance of the following services available at this time based upon research requests and patron needs?

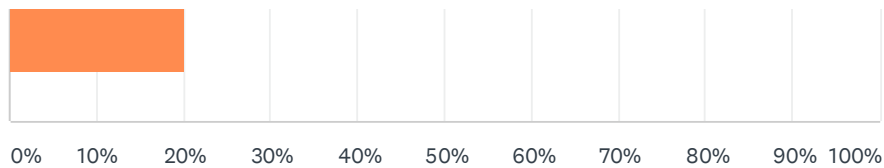
Answered: 22 Skipped: 1



LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19



LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19



■ Extremely Important  
 ■ Very Important  
 ■ Important  
 ■ Rarely Important  
■ Not Important

	EXTREMELY IMPORTANT	VERY IMPORTANT	IMPORTANT	RARELY IMPORTANT	NOT IMPORTANT	TOTAL	WEIGHTED AVERAGE
Legal research assistance	63.64% 14	22.73% 5	9.09% 2	4.55% 1	0.00% 0	22	1.55
Digital format of print items	40.91% 9	27.27% 6	22.73% 5	9.09% 2	0.00% 0	22	2.00
Inter-library loans	10.00% 2	10.00% 2	55.00% 11	20.00% 4	5.00% 1	20	3.00
Document delivery	33.33% 7	33.33% 7	19.05% 4	14.29% 3	0.00% 0	21	2.14
Access to online legal databases	63.64% 14	22.73% 5	13.64% 3	0.00% 0	0.00% 0	22	1.50
Circulation of professional notices	45.45% 10	18.18% 4	27.27% 6	0.00% 0	9.09% 2	22	2.09
Virtual continuing education programming	28.57% 6	28.57% 6	19.05% 4	14.29% 3	9.52% 2	21	2.48
Virtual events	25.00% 5	5.00% 1	5.00% 1	45.00% 9	20.00% 4	20	3.30

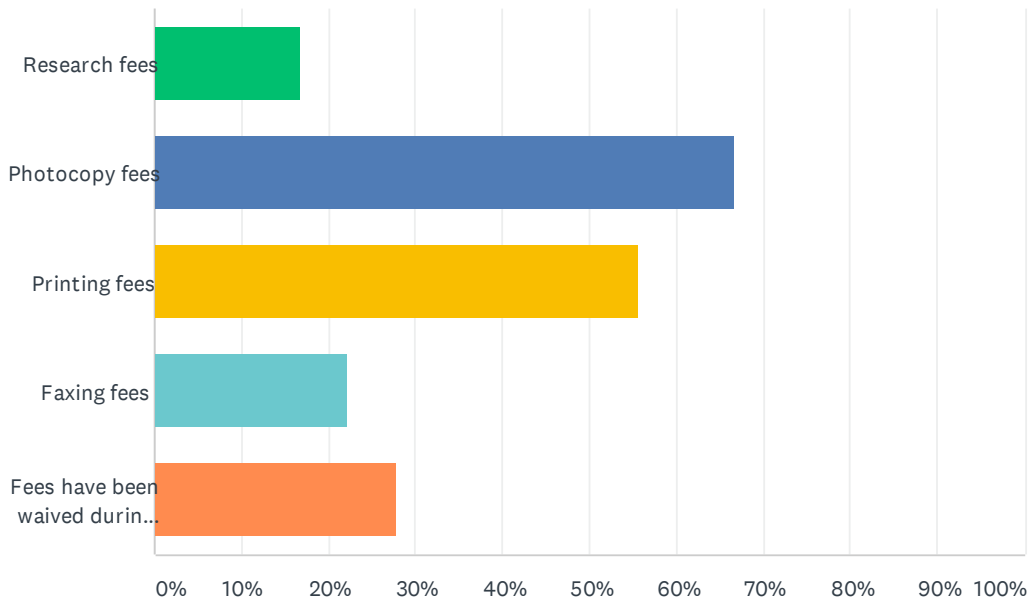
## Q22 How have the Vendors been supportive during this time of COVID-19 in providing digital and print products?

Answered: 20 Skipped: 3

#	RESPONSES	DATE
1	LexisNexis has provided excellent service.	1/15/2021 12:55 PM
2	provide access to more electronic materials	1/14/2021 12:55 PM
3	No special assistance provided to the library by any vendors, nor flexibility on processing/payment of invoices despite an inability to access physical formats that had been sent.	1/13/2021 12:24 PM
4	Vendors should be more flexible to allow libraries to loan out / provide digital content without requiring specific user names.	1/11/2021 5:13 PM
5	LexisNexis provided free monthly access to remote library members during lockdown months.	1/11/2021 2:19 PM
6	Thomson Reuters provided Ontario Court house libraries with access to resources not subscribed to. In Toronto i believe they gave us access others did not get. Lexis has been very generous with Lexis Advance QL, providing free access to lawyers in Ontario.	1/8/2021 4:23 PM
7	We have had little pushback from vendors when asking to allow a limited amount of remote access to our databases to registered members. They have been responsive and open to assisting.	1/8/2021 1:49 PM
8	LexisNexis has been very generous in offering free remote access to Quicklaw during the pandemic. TR offered free access for a limited time.	1/8/2021 11:02 AM
9	new publications have still been delivered and the loose leaf updates still come in	1/8/2021 10:27 AM
10	Lexis has been very generous with remote access to QL	1/8/2021 10:20 AM
11	provided free access to some databases on a month by month basis	1/8/2021 10:12 AM
12	they have been extremely supportive.	1/8/2021 10:10 AM
13	It has been business as usual.	12/21/2020 12:31 PM
14	We continue to receive materials regularly. I have been going to the library once a week to process updates/books.	12/21/2020 11:24 AM
15	Very supportive	12/19/2020 11:46 AM
16	still receiving the loose leaf updates and new or latest editions of annuals - also receiving emails on promotional items	12/18/2020 11:58 AM
17	LexisNexis provided digital content for Librarian Access only. Lexis Advance online database was provided on a trial basis.	12/18/2020 11:34 AM
18	Our members could already access our large online resource collection, remotely, from anywhere in the province.	12/18/2020 10:24 AM
19	Lexis has been excellent & Thomson very good	12/18/2020 10:20 AM
20	very - lots of good resources on their sites and LN opened up for remote access	12/18/2020 10:13 AM

## Q23 What service fees or charges are currently in place for library services? (select all that apply)

Answered: 18 Skipped: 5

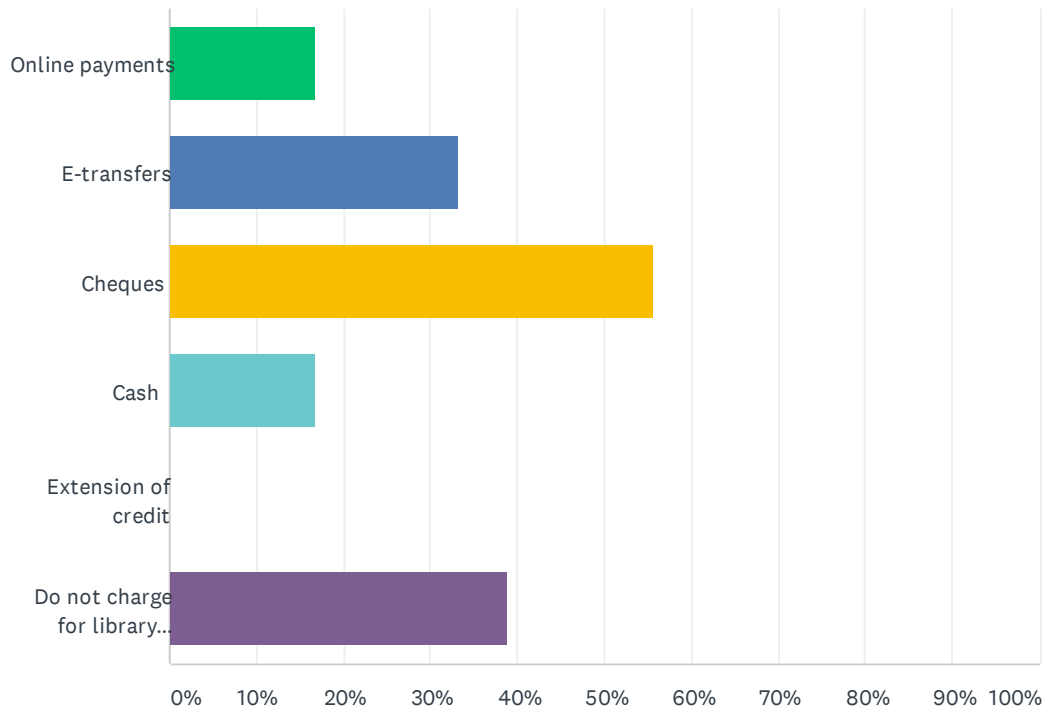


ANSWER CHOICES	RESPONSES
Research fees	16.67% 3
Photocopy fees	66.67% 12
Printing fees	55.56% 10
Faxing fees	22.22% 4
Fees have been waived during the pandemic	27.78% 5
Total Respondents: 18	

#	COMMENTS:	DATE
1	All fees subject to member and non member use by patrons. No service fees during lockdown periods.	1/15/2021 12:55 PM
2	When the library is physically closed we cannot photocopy, print or fax for lawyers, so there's no need to charge. In the period that we were open (July-November) we did provide those services and charged for them, taking cash, cheque and credit card payment.	1/8/2021 4:23 PM
3	only send out invoices for photocopy charges when reach a certain amount	1/8/2021 10:27 AM
4	Membership fees have been reduced by 50%	1/8/2021 10:20 AM
5	we don't charge for scanning and with Members not being able to come in person they haven't need print we mostly don't charge; a few did print during appointments and we invoice for those	12/18/2020 10:13 AM

## Q24 If you are charging for library services and/or service fees, how are payments processed during COVID-19? (select all that apply)

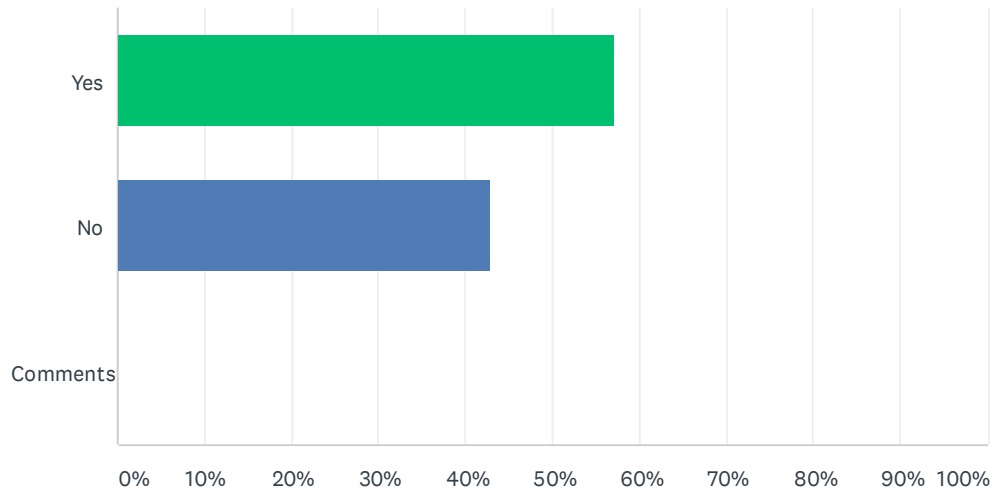
Answered: 18 Skipped: 5



ANSWER CHOICES	RESPONSES	
Online payments	16.67%	3
E-transfers	33.33%	6
Cheques	55.56%	10
Cash	16.67%	3
Extension of credit	0.00%	0
Do not charge for library services and/or service fees	38.89%	7
Total Respondents: 18		

## Q25 Is access to the library collection and browsing currently permitted?

Answered: 21 Skipped: 2

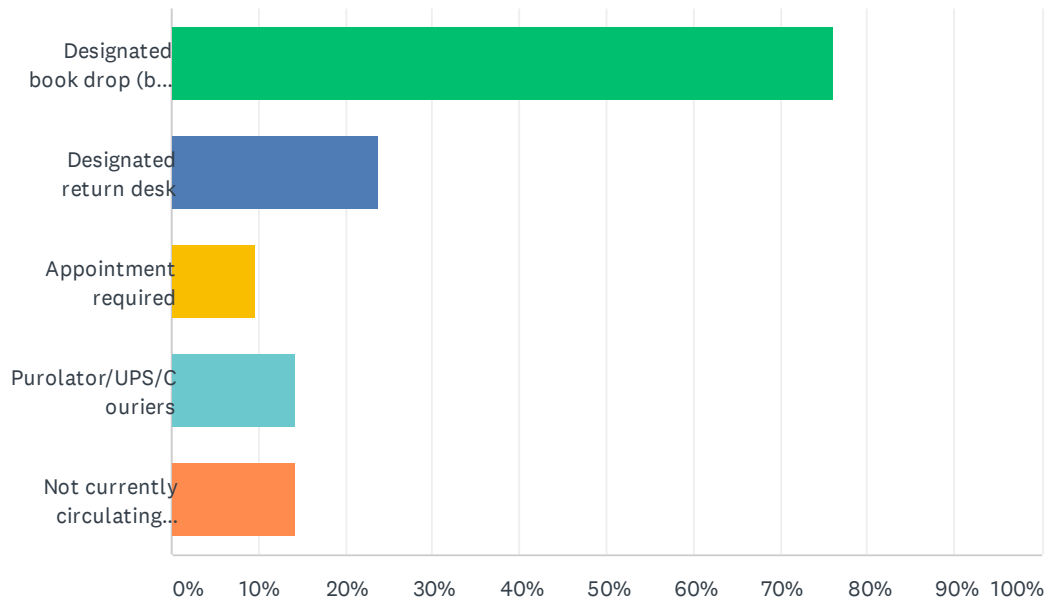


ANSWER CHOICES	RESPONSES	
Yes	57.14%	12
No	42.86%	9
Comments	0.00%	0
<b>TOTAL</b>		<b>21</b>

#	COMMENTS	DATE
	There are no responses.	

## Q26 What quarantine procedures are in place for the return of items to the library? (select all that apply)

Answered: 21 Skipped: 2



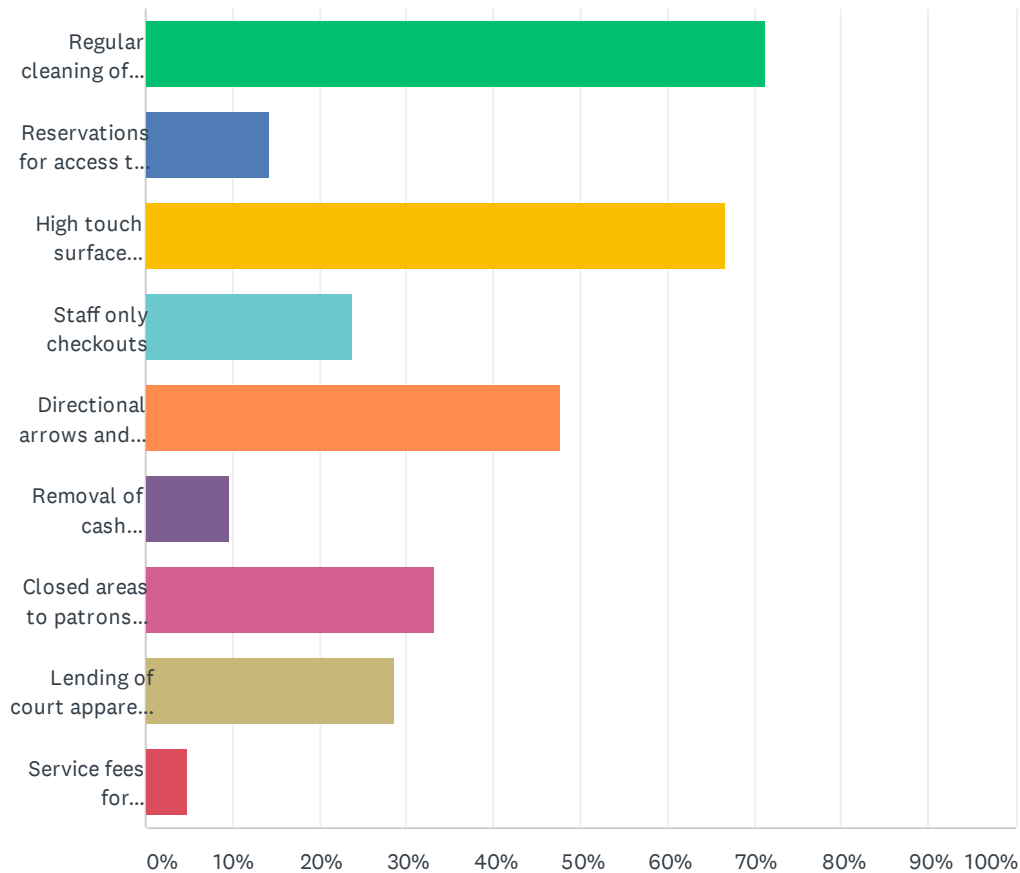
ANSWER CHOICES	RESPONSES
Designated book drop (box or cart)	76.19% 16
Designated return desk	23.81% 5
Appointment required	9.52% 2
Purolator/UPS/Couriers	14.29% 3
Not currently circulating materials	14.29% 3
Total Respondents: 21	

#	OTHER (PLEASE SPECIFY):	DATE
1	72 hour quarantine when books returned. With respect to #25, access is only for internal SCC staff	1/11/2021 5:13 PM
2	We currently wait 72 hours before we check in items, and we back date them at that time.	1/8/2021 1:49 PM
3	Items are quarantined for 72 hours	1/8/2021 10:20 AM
4	We have had few books taken from the library since the closure.	12/21/2020 11:24 AM
5	Items returned are placed in a locked cabinet that permits air to circulate and are placed on cookie cooling racks to ensure air gets to all parts of the materials - 24 hour minimum quarantine before being checked in	12/18/2020 10:13 AM



## Q27 What NEW procedures are in place and performed by library personnel? (select all that apply)

Answered: 21 Skipped: 2



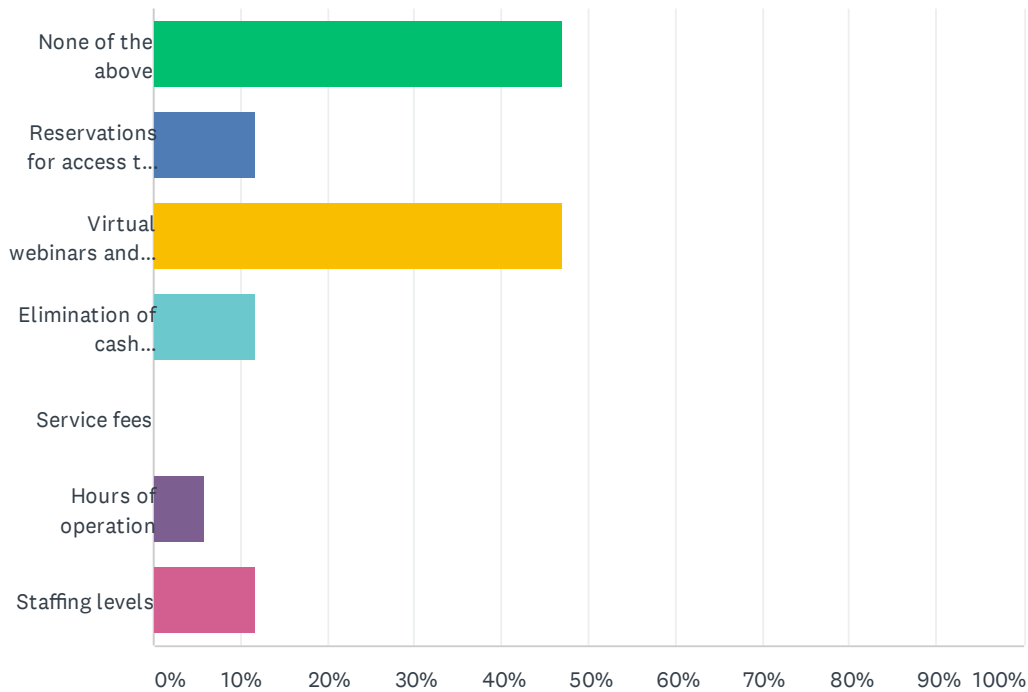
ANSWER CHOICES	RESPONSES	
Regular cleaning of research tables and computer workstations	71.43%	15
Reservations for access to space (tables and workstations)	14.29%	3
High touch surface cleaning before/after use (photocopiers/keyboards/mouse/workstations)	66.67%	14
Staff only checkouts	23.81%	5
Directional arrows and capacity signs in library facility	47.62%	10
Removal of cash transactions	9.52%	2
Closed areas to patrons (collection and reference areas)	33.33%	7
Lending of court apparel eliminated	28.57%	6
Service fees for photocopying and scanning	4.76%	1
Total Respondents: 21		

LIBRARY SERVICE MODELS and OPERATIONAL PLANS PRE and POST COVID-19

#	OTHER (PLEASE SPECIFY):	DATE
1	retrieval and scanning service for internal staff only	1/11/2021 5:13 PM
2	Thankfully the courthouse cleaning staff provide enhanced cleaning of our law library. They service the library 3-4 times during the day and the usual nightly clean. Each computer workstation has a "high touch" sanitize sign on it. We provide wipes and ask users to wipe the station down after use (honour system)	1/8/2021 11:02 AM
3	Expectations of remote availability 24/7- including Christmas and New Year's Day	1/8/2021 10:20 AM
4	n/a The library is currently closed.	12/21/2020 11:24 AM
5	Justice Department have also providing additional cleaning protocols outside library personnel.	12/18/2020 11:34 AM

### Q28 What changes to the operation of the library will be maintained or permanently implemented post COVID-19? (select all that apply)

Answered: 17 Skipped: 6



ANSWER CHOICES	RESPONSES
None of the above	47.06% 8
Reservations for access to space (tables and workstations)	11.76% 2
Virtual webinars and events	47.06% 8
Elimination of cash transactions	11.76% 2
Service fees	0.00% 0
Hours of operation	5.88% 1
Staffing levels	11.76% 2
Total Respondents: 17	

#	OTHER (PLEASE SPECIFY):	DATE
1	Unknown at this time.	1/8/2021 11:15 AM
2	have not thought or talked with Executive that far ahead yet	1/8/2021 10:27 AM
3	Not sure at this time.	1/8/2021 10:20 AM
4	Limited capacity	12/21/2020 11:24 AM
5	has not been discussed yet	12/18/2020 11:58 AM
6	undetermined at this time	12/18/2020 10:13 AM

## Q29 Please share any other comments regarding current services or operations of the library?

Answered: 10 Skipped: 13

#	RESPONSES	DATE
1	The library hours and in-person services have fluctuated onsite in relation to the provincial regulations.	1/15/2021 12:57 PM
2	Increasing digital collection and virtual reference service options	1/11/2021 5:15 PM
3	We are adapting as best we can given the current restrictions. The biggest issue we find is that our public members really need access to computers, printing and photocopying - highlighting how paper based the courts system is. And this is not something that can be offered inside the courthouse when the library is physically closed. We are looking at creative ways of trying to expand digital access to our public users as well as provide presentations or virtual consults with them. This is really making the library think about how much emphasis we currently place on the physical space of the library, and by expanding our horizons in a virtual way we are able to more truly serve all of Albertans.	1/8/2021 1:53 PM
4	We have encouraged our lawyers to not use the library during the COVID shutdown and promoted the use of remote access and virtual research assistance. A majority of members have abided by this request. A few (I presume do not have Wi-Fi at home) have used the library after hours. For what use i do not know...could just be personal use?	1/8/2021 11:24 AM
5	I have been going in only on Friday afternoon to pick up mail and didn't see any evidence of anyone entering the library	1/8/2021 10:28 AM
6	Although I am paid for 31 hours per week, I am working far more hours most weeks remotely. The library is not being used, that I am aware of, as nothing has been signed out nor books returned.	1/8/2021 10:22 AM
7	The LSNB Library Operational Plan is a working document with multi-levels of services. It has been modified when required. Positive feedback from the lawyers.	12/18/2020 11:36 AM
8	We should take advantage of Covid-19 to build better law libraries and maximize patron access to online resources.	12/18/2020 10:26 AM
9	LSO 2021 budget cuts, due to pandemic, could have long lasting implications for our library system if they are not reversed in the near future.	12/18/2020 10:25 AM
10	We are conducting contactless pickup for our lending materials for our authorized borrowers - there is no access to the physical collection in the library other than by staff	12/18/2020 10:14 AM

## Q30 Do you have any discussion items to add to the agenda for the upcoming virtual session?

Answered: 4 Skipped: 19

#	RESPONSES	DATE
1	Not at this time.	1/15/2021 12:57 PM
2	Strong and weak points of the Operational Plans in place.	12/18/2020 11:36 AM
3	We should take advantage of Covid-19 to build better law libraries and maximize patron access to online resources.	12/18/2020 10:26 AM
4	No	12/18/2020 10:14 AM