

INTERVIEW PROTOCOL FOR THE NEW MODEL LIBRARY

PROJECT: THE NEW MODEL LIBRARY

Project Description: The OCLC Research team is meeting with global library leaders to discuss emerging library models in response to the changes caused by the COVID-19 pandemic. Discussions will be centered on new and evolving practices and policies and collaborations with other libraries and community agencies. Leaders will be asked to reflect on their long-term vision for libraries as a result of changing practices and environments.

Objective of the interviews: The objective is to talk to approximately 30 global (North America, Europe, including UK and Ireland, the Middle East, and Asia Pacific) library leaders to identify their visions for the new library models that will emerge as they look at opportunities for converting their short-term responses to the COVID-19 pandemic into positive, long-term change.

Participants: Approximately 30 global library leaders from North America, Europe (including UK and Ireland), the Middle East, and Asia Pacific in national and public libraries (e.g., City Librarian/Deputy Librarian/Director/CEO/President) from different regions of Europe and Asia Pacific and the US (north, south, east, and west) and in rural and urban communities; and academic libraries (e.g., Dean/Director/University Librarian/Associate University Librarian) representing public, private, secular, and non-secular research, baccalaureate/4-year colleges, associate's colleges, technical/community colleges from different regions of Europe and Asia Pacific and the US (north, south, east, and west).

BEGINNING OF INTERVIEW

Introduction: Hello my name is [Name, Title]. Is this still a good time to talk? We expect the interview to take 45 minutes to 1 hour.

We are joined by my colleague [Name/Title], who will be taking notes and possibly contributing to the discussion and asking questions. We would like to talk with you today about how your responses to the coronavirus pandemic have impacted your current practices and policies, and how you anticipate their impact going forward. We're interested in the new library models that might emerge as libraries continue to adapt to the new and changing environment.

Just a reminder, we are recording this discussion, analyzing the data along with other discussions (approximately 30 in total), and will be sharing anonymized responses in a public report. We believe hearing from colleagues will be helpful to others who may be experiencing some of the same challenges during this time.

Interviewer:

Note taker:

Interviewee:

Date:

START RECORDING

State the following: This is [Name] and I am the interviewer. [Name] is the notetaker. This is an interview with participant [Number]. The date is [date].

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>>We learned from your pre-interview questionnaire that your library's in-person services were suspended on [date] and that [information]. Is that still current?

Responding and adapting to the COVID-19 pandemic

1. How was your library affected by the pandemic?
 - a. [Probes: What services and resources (e.g., staffing, collections, etc.) have been impacted? Did you create any new services? Did you suspend or discontinue any services?]
 - b. [Probe: How have you adapted the library's practices and procedures?]
 - c. [Probe: What operational changes have been made?] *Note to interviewer: Focus on budgetary changes and services/resource (e.g., staff, collections, etc.) investments.*
 - d. [Probes: What pressures have you encountered?] *Note to interviewer: Focus on pressures from parent institution and/or governing body(ies).*

2. What feedback have you received from your community about these changes to the library? *Note to interviewer: Focus on the community – e.g., staff, users, leadership, including management/governing bodies.*

>>I'd like to focus now on the topic of collaboration with other libraries and community agencies.

Collaboration with other libraries and community agencies

3. How have your existing partnerships or collaborations shifted as a result of these changes? *Note to interviewer: The shift could be positive or negative.*

4. What partnerships and collaborations do you believe will be important moving forward? *Note to interviewer: These could be external or internal.*

>>We've talked about some of the short-term changes your library has made. Let's talk for just a bit now about any long-term changes and strategies your library is considering or planning.

Long-term changes and strategies

5. What changes have you made that you believe will continue?

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- a. [Probe: Why do you think they will continue?]
 - b. [Probe: Which of these changes do you think will be the most significant?]
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6. What new opportunities do you see arising from this new and changing environment?
 - a. [Probes: What services and resources do you think users will expect or desire?]
 - b. [Probes: What operational opportunities do you see for you and your staff? (e.g., staffing, collections, etc.)]

 7. We talked earlier about some of the challenges you've faced in the immediate transition, now I'd like to think more long term. What obstacles do you see getting in the way of these opportunities?
 - a. [Probe: What additional changes do you anticipate you will make in response to this?] *Note to interviewer: These could be reinvestments or eliminations of services, staffing, etc.*

Closing

8. We're interested in hearing about models that might emerge as libraries continue to adapt to the new and changing environment. Best-case scenario, in five years, what do you think the **[library type]** library model will look like? *Note to interviewer: This could be how services are delivered, how library relates to the community, access to resources, etc.*

9. What else would you like to discuss that we have not already talked about?

10. What questions do you have for us?

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Thank you for taking the time to talk with us today. Feel free to contact me if you think of something else.