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Managing Occupancy through Tech Solutions during COVID-19 at Clemson University

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Tech Solutions to Managing Occupancy during COVID-19

Chris Vinson
Kelsey Sheaffer
Suzanne Rook Schilf

Clemson University Libraries





// The Occupancy Problem



10,000
visitors
in the main library
every day
fall 2019



??
visitors per day
for fall 2020, during
COVID-19 safety
conditions



// The Occupancy Problem



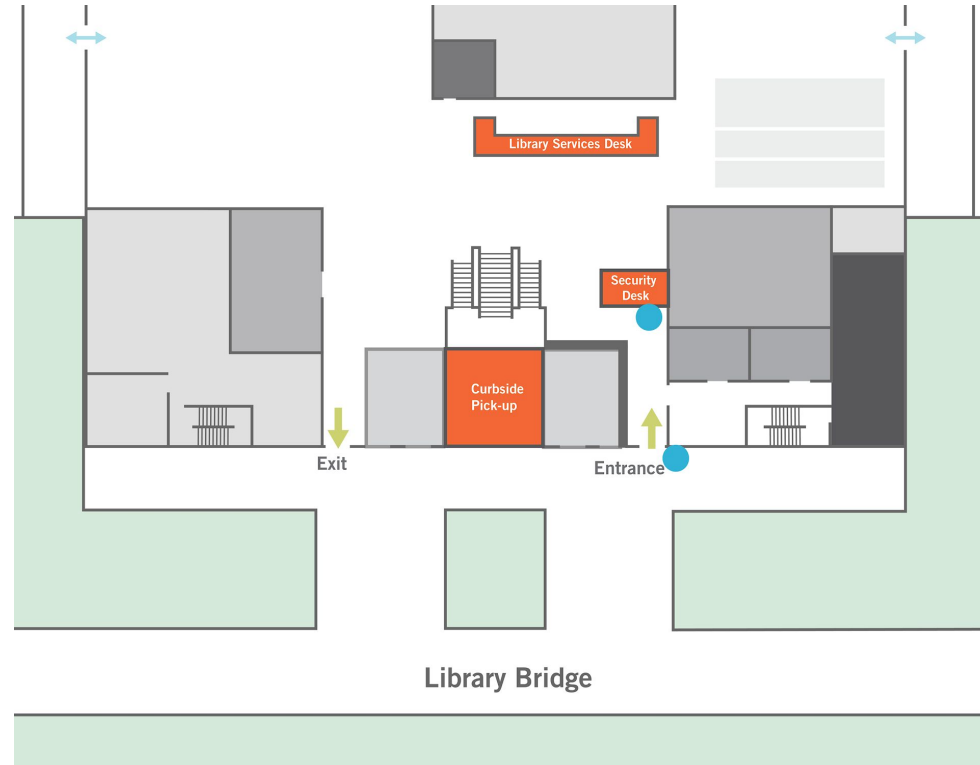
10,000
visitors
in the main library
every day
fall 2019



600
visitors
in the main library
every weekday
fall 2020

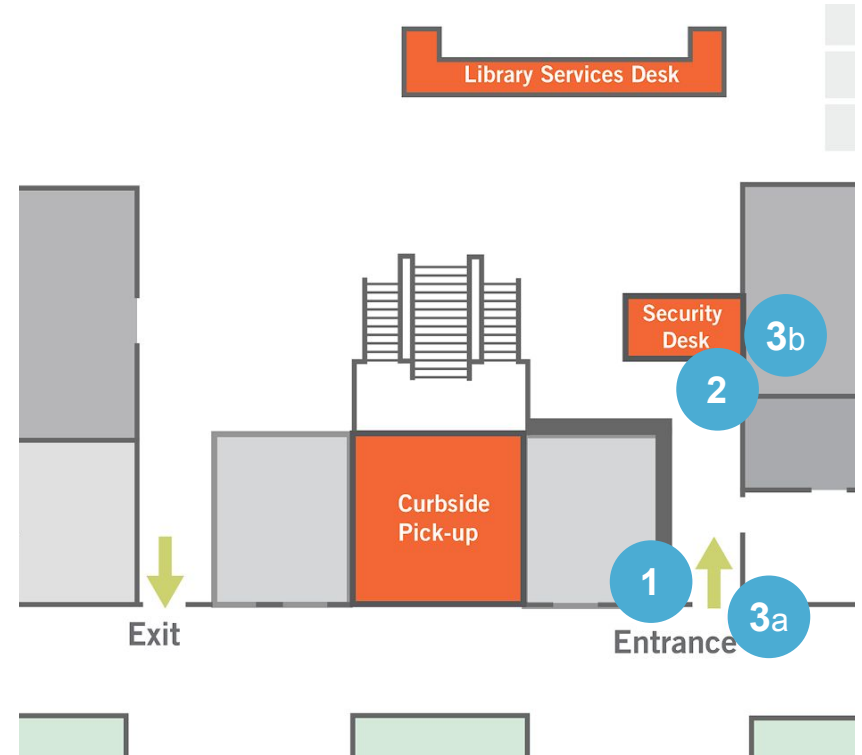
// Patron Access Procedures Now

- Two card swipes (blue dots):
 - a. Unlock the main door
 - b. At security desk
- + show reservation email to security guard
- Curbside pick-up from the entrance but without needing to enter building



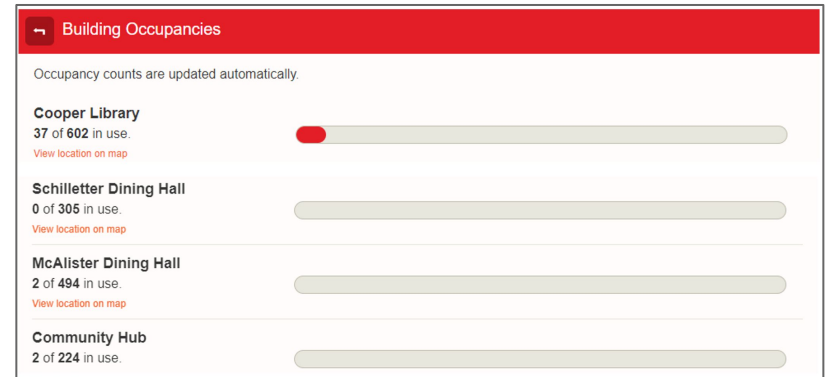
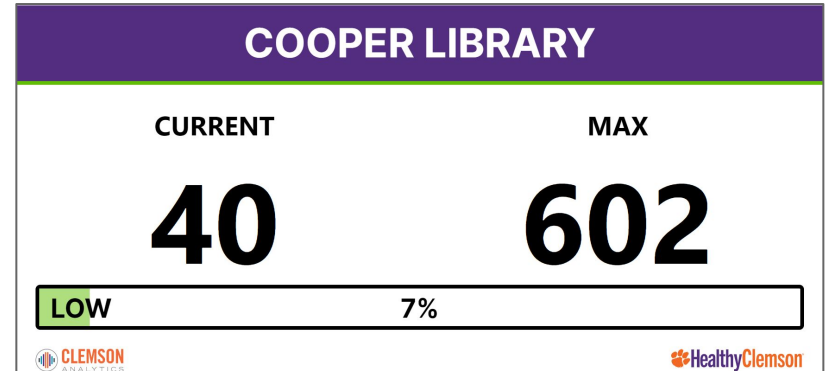
// Three Solutions

1. Sensitive occupancy monitor
2. Springshare seat booking
3. Access management system



// SenSource Occupancy Monitor

- Existing sensor already in place at main library entrance
 - Installed new sensor at exit
- Campus IT adopted library model and used SenSource for high traffic areas: dining halls, gyms, bookstore
- Integrated into MyClemson app
- Occupancy numbers displayed at entrance of main library



// Springshare seat booking

→ libraries.clemson.edu/seats/#cooper

Seat and Space Booking

Overview

Cooper Library

Gunnin Architecture Library

Education Media Center and Digital Media Learning Lab

Robert Muldrow Cooper Library

Instructions

Use the images below to select a seat or a space. When you select one, you will be able to view available seats and times to complete your booking. Remember that the lower the floor number, the quieter we try to keep the space.

Please remember that Clemson University requires face coverings in all University buildings.

Note: Only the 4th floor of Cooper Library will be available for bookings until the start of the Spring semester.

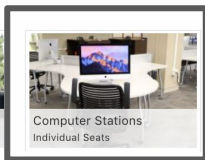


Seating Areas

4th Floor



Balcony
Individual Seats



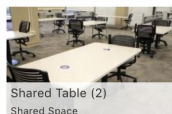
Computer Stations
Individual Seats



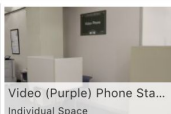
Individual Tables
Individual Seats



Microform Station (1)
Individual Space



Shared Table (2)
Shared Space



Video (Purple) Phone Sta...
Individual Space



Description

A limited number of computers are available in Learning Commons East.

December 2, 2020

Go To Date < >

Space	2:00pm	3:00pm	4:00pm	5:00pm	6:00pm	7:00pm	8:00pm	9:00pm	10:00pm
Info Computer Station 4-01		Unavailable/Padding	Unavailable/Padding	Unavailable/Padding					
Info Computer Station 4-02		Unavailable/Padding	Your Booking	Available					
Info Computer Station 4-03		Unavailable/Padding	Unavailable/Padding	Available					
Info Computer Station 4-04		Unavailable/Padding	Available	Available					
Info Computer Station 4-05		Unavailable/Padding	Unavailable/Padding	Available					
Info Computer Station 4-06		Available	Unavailable/Padding	Available					

Available Your Booking Unavailable/Padding

Computer Station 4-02: 4:00pm December 2, 2020 until - 5:00pm December 2, 2020 until -

Submit Times

// Springshare seat booking

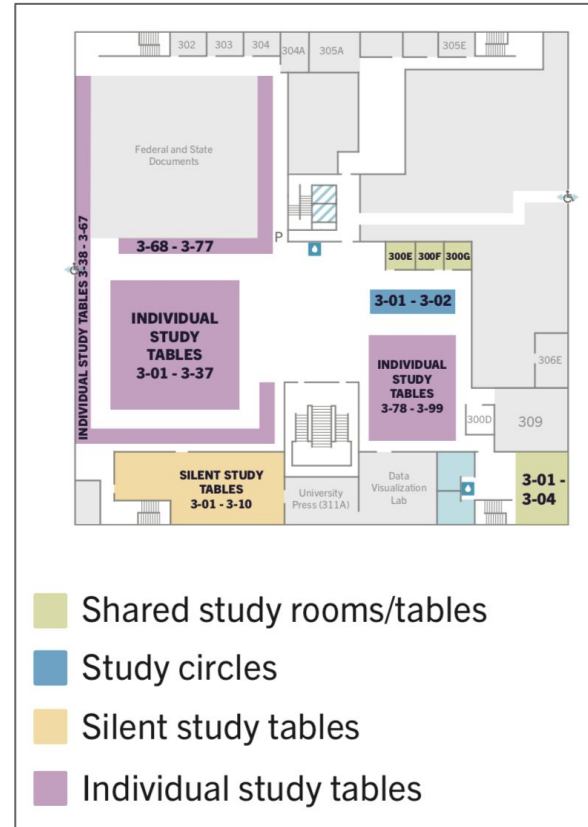


Scan QR code to check in & out

SILENT STUDY TABLE

2-01

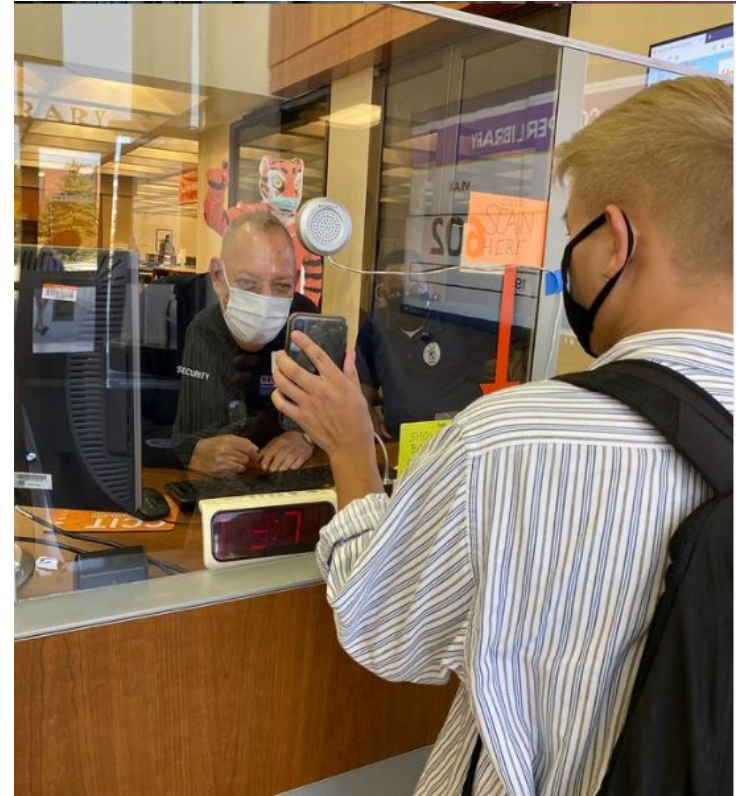
Seat labels



Floor maps for reserved seat numbers

// Access management system with CCIT

- Designed to minimize interaction with security officer
- Patron card swipe displays:
 - Check status (employee, student, etc.)
 - Check if class is in building
 - Check if Libcal reference appt booked
 - Check if Libcal seat appt booked (later on with API release)



Confirming seat reservation

Access Management System



Cooper Library

RFID Code

Look Up

Patron Information
Name: Christopher Vinson
Username: vinsonc
Affiliation: EMPLOYEE

Course Information
Name:
Room:
Time:
Method:

Appointment Information
ID:
Time:
With:
Status:

Reservation Information
COMING SOON



Access management display for security guard



Access Management System



Cooper Library

RFID Code

Look Up

Primary affiliation is not EMPLOYEE or EMERITUS.

Patron Information

Name: Meghan Hammel
Username: mhammel
Affiliation: STUDENT

Course Information

Name:
Room:
Time:
Method:

Appointment Information

ID:
Time:
With:
Status:

Reservation Information

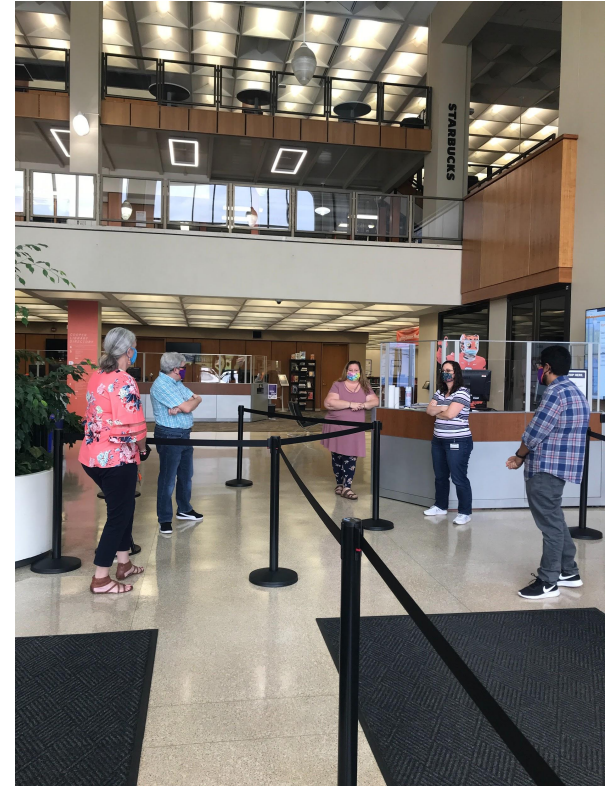
COMING SOON



Access management display for security guard

// Impact on Public Services

- Access policies - who can come in?
 - No community members
- Building use policies - how long can they stay?
 - Limit number of times can enter library per day
 - Limit number of hours can stay
- Continual adjustment based on feedback
 - Monitored social media and chat
 - Added printing appointments
 - Expanded number of hours for study



// Public Services Lessons Learned

- Marketing *all* changes is crucial
 - Create instructions for appointments and seat booking reservations
- Access to physical collections is still important
- Seat bookings
 - Some students care greatly where they sit, most don't
 - Majority of seat bookings are made the exact minute they want to enter, not in advance
- Modified services can flourish
 - “Curbside pickup”: Concierge for Q&A and also item pickup
 - Virtual reference - chat, email, text

BOOK A SPOT IN THE LIBRARY!

Appointments are required to enter Clemson Libraries. No appointment or entry is required to pick up books or technology equipment from the Cooper library entrance after requesting the item in advance.

BOOK A:



1. SEAT OR STUDY SPACE



2. RESEARCH CONSULTATION



3. TECHNOLOGY CONSULTATION

- Adobe Digital Studio (video studio, audio studio, tech consultation) appointment
- Cooper Makerspace appointment
- GIS Center consultation
- CCIT computer consultation

libraries.clemson.edu

// Future Directions

- Spring 2021 until ???
 - Keep current system, until no longer necessary?
 - Deploying tech + Libraries managing study spaces across campus
- Post-COVID-19
 - Keep occupancy monitoring
 - Considering limited seat booking for some (silent?) rooms, badged entry to certain areas
 - Remove occupancy restrictions post-pandemic
 - Security Guard and/or Concierge desk?
 - More focus on expanded virtual reference



// Questions?

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