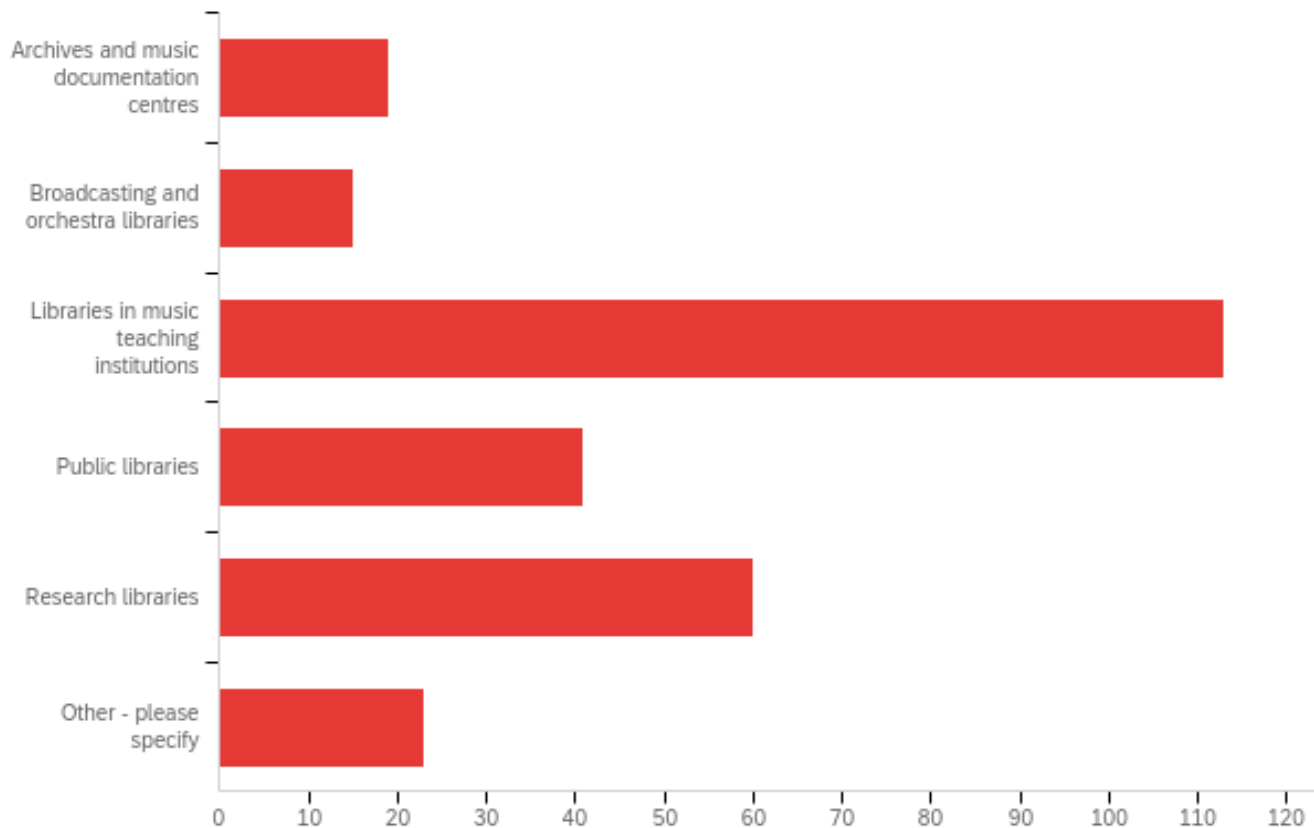# Survey Report

Impact of COVID-19 on music provision in libraries, archives and music documentation centres

May 25th 2020

This survey took place in May 2020, capturing the impact of COVID-19 on music libraries, archives and documentation centres during the first six months of the emergence of the pandemic. Survey questions therefore leaned towards capturing a snapshot during emergency responses. Aspects relating to future long term impact are indicative and will be open to uncertainty in a quickly changing environment.

The survey received 324 responses and we would like to thank all participants for their input and feedback. Only part of the data are suitable for statistical representation. The main emphasis lies on capturing ideas, challenges and solutions.

Q1 - Which section best represents your library?

#	Answer	%	Count
1	Archives and music documentation centres	7.01%	19
2	Broadcasting and orchestra libraries	5.54%	15
3	Libraries in music teaching institutions	41.70%	113
4	Public libraries	15.13%	41
5	Research libraries	22.14%	60
6	Other - please specify: National libraries, charitable company, commercial hire library, Museum sound recordings archive, College library, Outsource music cataloger, academic libraries, publisher library, library of composer specific institution, charity lending library, retired.	8.49%	23
	Total	100%	271

Q2 - What is the immediate impact of COVID-19 on your post?
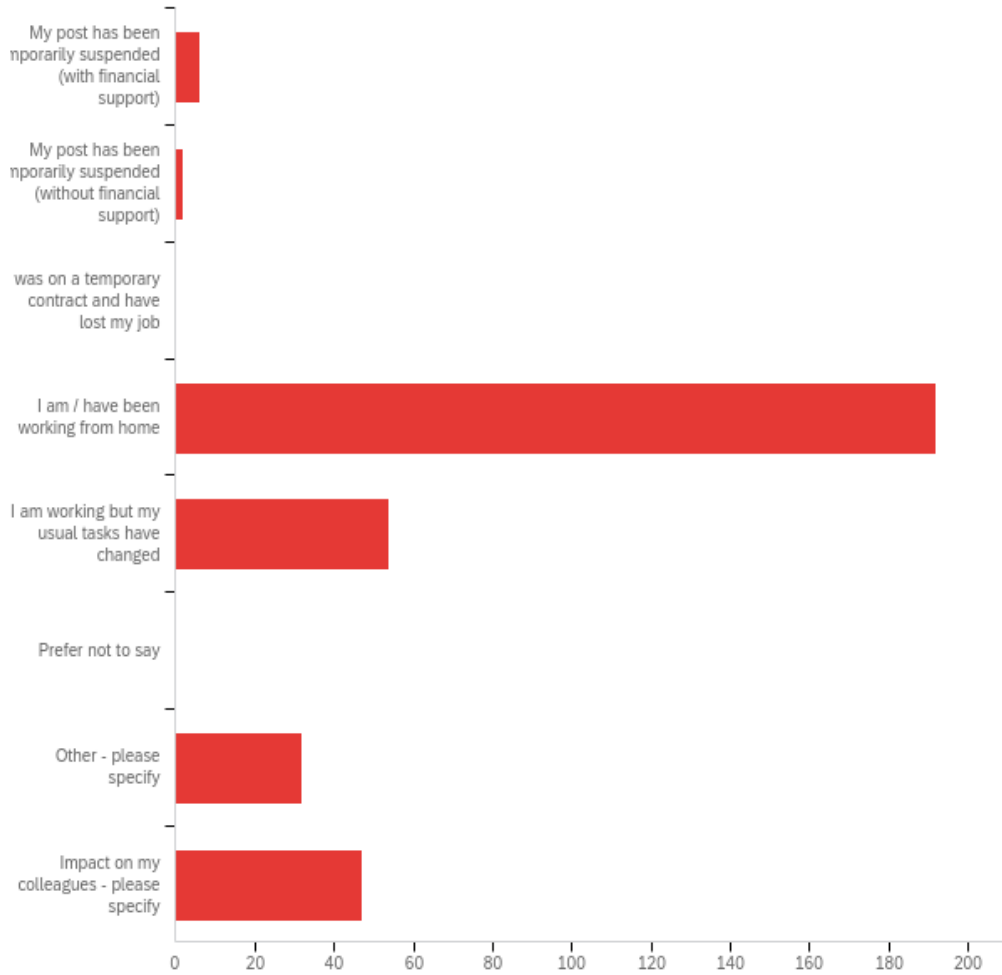
| #	Answer	%	Count
1	My post has been temporarily suspended (with financial support)	1.80%	6
2	My post has been temporarily suspended (without financial support)	0.60%	2
3	I was on a temporary contract and have lost my job	0.00%	0
4	I am / have been working from home	57.66%	192
5	I am working but my usual tasks have changed	16.22%	54
6	Prefer not to say	0.00%	0
7	Other - please specify	9.61%	32
8	Impact on my colleagues - please specify	14.11%	47
	Total	100%	333

The majority of respondents and their teams have been able to work from home in lockdown situations, others have been combining home working with working on site. Only a very small number or respondents were able to continue working in their usual environment. Some posts have been temporarily suspended, partly through a furlough scheme, for others hours have been reduced. Some temporary contracts have not been renewed or have come to an end. In some organizations employees have been redeployed to undertake non-library duties.

Home schooling and caring responsibilities have required taking leave or reducing working hours.

For those working from home, an innovative approach to tasks has been necessary. Some tasks however had to be put on hold until access to buildings can be resumed.

For those who have been able to work in their usual library environment, adjustments to space and to working practices and/or working hours have been implemented.

Q3 - My country of residence is:
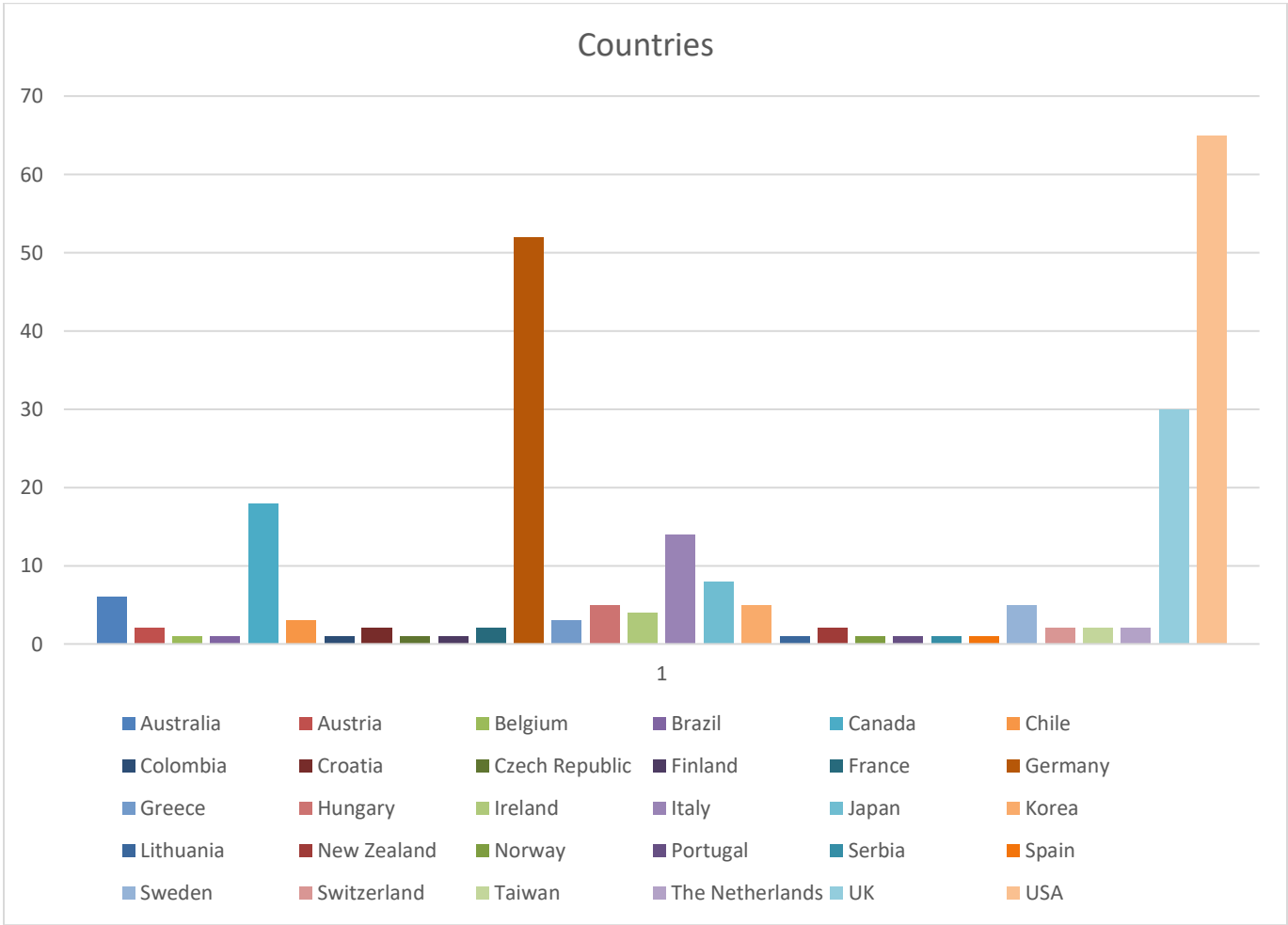
Q4 - Has access to resources and content provision been affected?

Music literature – Physical collections

The majority of respondents were unable to provide access to physical collections of literature on music during lockdown. Many music titles exist only in printed format.

Solutions to provide mostly limited access included:

- Lending physical items by mail
- Library access: with physical distancing
- Click and collect service
- Physical access limited to specific user groups
- Items stay in quarantine for a day
- Scan and delivery service
- Library access: reduced opening times
- Fixed time slots for borrowing
- Provide digital copies instead of print
- Some available through HathiTrust ETAS agreement

Music literature – Online services

Most libraries were able to continue, increase or start from scratch with online provision for literature on music. Many titles already held in print in library collections have been ordered in digital format. However, for a significant proportion of music titles, this is not an option.

Many publisher have offered temporary free trial access to packages including books and/or journal articles.

Online services, both temporary and permanent have been promoted to library users and some institutions were able to improve off-site access.

Notated music – Physical collections

The majority of respondents were unable to provide access to physical collections of notated music during lockdown. Most notated music titles were not available to institutions for purchase online.

Solutions to provide access to physical copies included:

- Lending physical items by mail
- Library access: with physical distancing
- Click and collect service
- Physical access limited to specific user groups
- Items stay in quarantine for a day
- Scan and delivery service

Notated music – Online services

Many libraries were able to offer free/public domain resources only and have been promoting these services. Some libraries were able to purchase e-scores and/or provide limited scans.

Some subscription services were available on temporary free trial access.

Libraries that subscribe to notated music packages were in a better position to provide access to online notated music.

AV materials – Physical collections

The majority of respondents were unable to provide access to physical collections of AV materials during lockdown.

Most libraries were relying entirely on digital services, either through subscription or through freely available online resources.

Solutions to provide mostly limited access included:

- Lending physical items by mail
- Click and collect service
- Items stay in quarantine for two days
- Delivery to selected user groups

AV materials – Online services

Some libraries offer subscription services to audiovisual resources. Not all resources however are available through streaming. Online provision to temporary and permanent resources has been promoted to users.

Libraries that were in a position to do so have increased their access to online services. There has however also been a loss of service when access could not be renewed.

Users have to bring their own headphones where on-site access is possible.

Archival materials – Physical collections

Archival materials and special collections have mostly been closed and there has been no provision. Some institutions have been able to offer scan and delivery.

Where on-site access has been possible, items have been quarantined.

Archival materials – Online services

Institutions without access to library buildings have been able to offer existing digitized content only. Other institutions can offer limited scanning. The content on offer is heavily used. It varies widely from significant online collections to small proportions of archival and special collections.

For some institutions no digital content is available. Digital content can relate to text based materials, notated music or sound.
Many archival collections are not available in electronic format and/or are not or only partially searchable online.
Improving catalogues can help with promotion of archival collections.

Other resources and trends

Music provisions is in normal circumstances balanced between online services and physical collections. During the COVID-19 crisis this balance has shifted, at least temporarily. However, a shift is only possible for a proportion of collections and formats. It is not always possible to find an electronic equivalent. Inter Library Loan plays an increased role where available.

Many libraries have made use of the trial offers made available by publishers.

Services on offer during normal circumstances include equipment such as audio and video recorders and headphones. Performance sets form a particular subset of notated music. One institution mentioned art works.

Q5 - What were the main obstacles of resource provision? To what extent have you been able to find solutions?

A summary of responses grouped around main emerging themes:

Obstacle: library closed to users	Solutions
Library closed to prevent spread of COVID-19	Home delivery service to provide materials that are not available online. Some staff is needed on site in order to provide these services.
	Working from home with the digital collections
	Responding to user enquiries from home
	Book drops outside the library buildings enabling users to return items
	Click and collect service / often curbside
	Borrowing allowed for certain reference items to some library users
	Loan requests by email. Self-return machines
	Scan and deliver service
Obstacle: preventing the spread of COVID-19	Solutions
Limited capacity of digitization/copying services through limitations on equipment (1 in 4 can be used) and the need for cleaning	
Reduced opening times	
Music listening facilities currently not available on site	
	Quarantine for physical items

	Self-service for physical items
	Staff wear masks and gloves
	Limited number of patrons allowed in the library
	Appointments with users
	Open for borrowing only
	Limited user groups only
	Work on backlog projects from home where possible
	Minimal staffing levels
Obstacle: no access to physical collections	**Solutions**
Access to physical items is needed to be able to provide digital copies (where digital copies are allowed). Currently no digitization possible.	
Interlibrary loan is not available	
Majority of collections is physical only	
Many core texts are not available online	
Fewer scores than textbooks are available online	
Many scores are not available online	
Digitized collections are spread out over various websites and it is hard to find all relevant resources	
The majority of certain library collections is not available online	
No access to performance sets	
	Temporary free trial access to some online resources
	Purchasing ebooks of titles already in physical collections
	Forward planning for next academic term in case access to physical collections is not restored
	Requests for help on MLA-L
	Free resources: Youtube, IMSLP
	Hathitrust ETA
	National Emergency Library
	Using freely available PDF resources
	Purchasing physical copies and posting to home address
	Some publishers have offered chapters on request
	Assignments/exams/assessment criteria taking limited access to resources into account
Obstacle: nature of digital resources	**Solutions**
Underwhelming functionality of online score collections	

Use restrictions placed by publishers/vendors on online materials (e.g., number of pages one can download or copy)	
Finding digital repositories of e-books and scores that usefully support our community	
Difficulty of building a collection of notated music online that includes all of the standard repertoire needed for curriculum. Existing online subscription services are too expensive, do not contain needed titles, or are platform specific and would not meet the majority of user needs.	
Provision of digital scores has long been a problem. The need to address this has now increased.	
Unable to afford subscriptions to packages of online scores	
Most individual digital scores are only available as pdf with individual rather than institutional licensing.	
On-site access only to online resources	Login from home through connection to desktop on site
	CONTENTdm for downloadable (purchased) scores
	Request scores from publishers
Obstacle: travel restrictions and general services	
Students cannot travel to attend their place of study.	
Delays in shipping and posting	
Obstacle: orchestras not able to work	
Obstacle: awareness of resources	
challenges in user understanding of online platforms	
	Individual online meetings and reference sessions to help users find resources
	Sharing digital resources on social media
Obstacle: copyright	
Copyright restrictions preventing scan and delivery, in particular for notated music	
	Ask permissions from authors / publishers.
	Utilize codes of best practices in Fair Use, the Public Statement of Library Copyright Specialists, and other Fair Use/TEACH Act tools to provide access to resources when possible.
Obstacle: funding	
Insufficient funding for emergency response to provide additional resources	

Sheet music options are expensive	
Affordability of online content	
Budget cuts	
	Temporary subscriptions / extended trials
Obstacle: technical and logistical issues	
No dedicated platform for online resources available or developed	
Speed of implementation of lockdown	
	Setup of various platforms for homeworking
	Changed delivery addresses from institution to private to enable working from home

Q6 - Were any adjustments made to existing collection development policies, copyright licenses or other forms of agreements?

No changes / too soon for either

Copyright adjustments:

- Negotiations around printed music license in progress
- Copyright extended for texts but not for printed music
- Copyright issues resolved on a case by case basis
- Some permission to copy sheet music
- Relying on implementation of "fair use"
- Digital copies of physical content where justified
- Internal temporary scans for personal use
- As composers whose works we hold retain their own copyright in the most part, a decision was made to provide electronic copies of works (which are for sale via our website) where purchased or where required for study purposes (which would usually be studied in the physical library).

Collection development policies:

- Restrictions on purchasing print
- Purchasing e-books of requested printed titles
- Temporary e-only purchasing
- Spending in context of recession
- Some budgets frozen
- Purchase what is not yet owned in lieu of ILL

Other agreements:

- Extended or enhanced online collection offers from vendors
- Hathitrust emergency access to digital copies of physical collections for contributing members
- Enquiries with publishers

- Staff access to online resources for home use
- Working on consortia pricing for notated music package
- Additional users to existing online packages
- Temporary free trial offers from publishers
- Extensions on existing loans and hire/fine fees frozen
- Scan service for academic staff
- Postal delivery of physical copies
- Remote access to online resources set up
- Widened access to users to obtain library card and access electronic resources

Q7 - Which user services and support have you been able to provide? Please specify in the comments boxes.
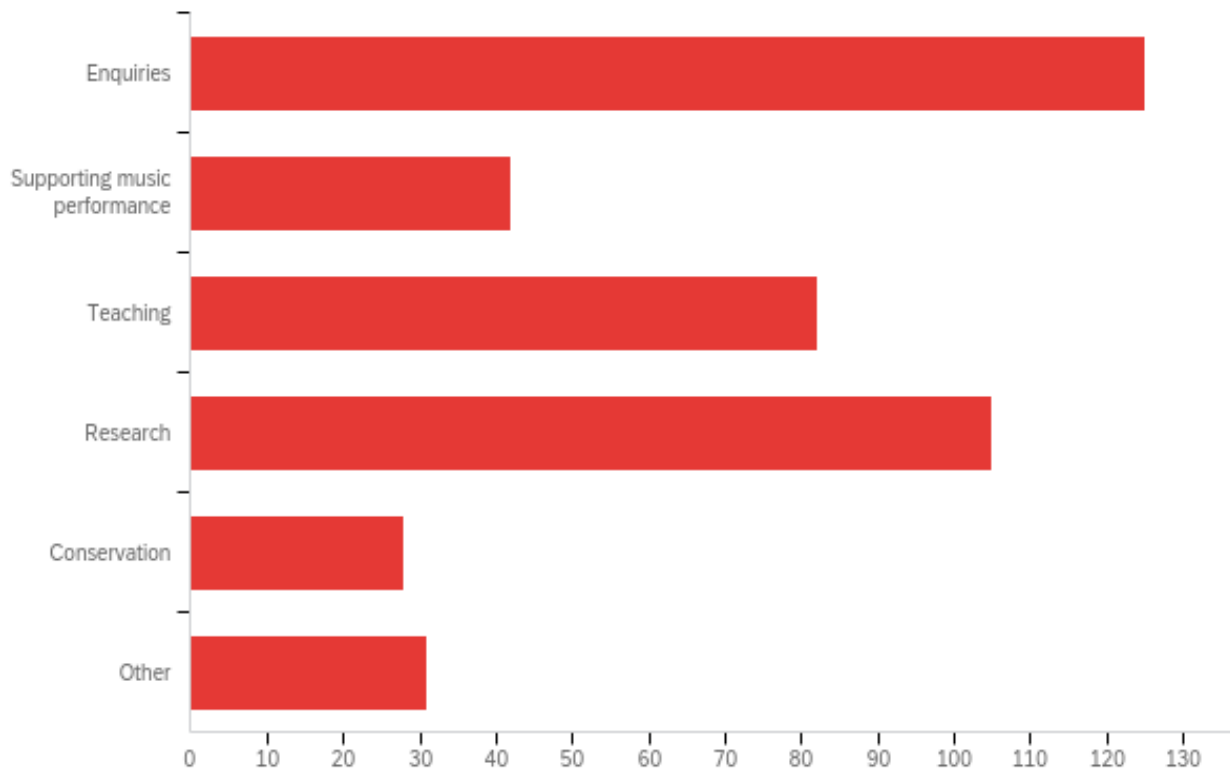
#	Answer	%	Count
1	Enquiries	30.27%	125
2	Supporting music performance	10.17%	42
3	Teaching	19.85%	82
4	Research	25.42%	105

5		Conservation	6.78%	28
6		Other	7.51%	31
		Total	100%	413

Enquiries

- Email
- Telephone, fax
- Online platforms, live chat, online reference desk, Ask a librarian, video conferencing
- User guides, LibGuides, websites

Content:

- Reference enquiries
- Requests for purchases
- Finding electronic resources, digital copies
- Imaging requests
- General music enquiries
- Research help services ranging from general to subject-specific
- Copyright enquiries
- Location specific enquiries
- Alternate formats

Supporting music performance

- Providing lists of / advice on how to find available online scores to users
- Scanning of scores where needed / possible
- Using online materials only
- Currently not happening / relevant / possible
- With physical and digital material
- Stock and holdings, order management, rescheduling
- Consultancy
- Livestream concerts without audience, studio recordings
- Research for and costing of future projects
- Trial access to Classical Scores Online
- Click and collect
- Continued purchasing of scores, collection development
- Social media
- All music performances have been cancelled
- Copyright relating to virtual graduation ceremonies

Teaching

- Delivery of teaching through:
    - Online platforms
    - Webinars
    - Handouts
- Content:
    - Continue to prepare for upcoming courses
    - Designing online teaching modules
    - Support in finding resources
    - Music bibliography course
    - Workshops about musical documentation
    - Continue to develop and teach instruction sessions including communication and collaboration with teaching staff, developing lesson plans, teaching class, follow-up discussions, consultation of professional resources and colleagues
    - Developing central hub for how to utilize electronic resources for teaching: webpages, video tutorials, course specific resources with unique content.
    - Library instruction
- Resources
    - Making books, notated music and databases available
    - Moodle for library research resources
    - Increased access to e-content
    - Proactive outreach regarding library services
- Support
    - Checking reading lists
    - Online support to teaching staff
    - Providing support in preparing online courses

Research

- Resources
    - Research materials
    - Providing resources through library guides and Moodle / online platforms
    - Signposting to online resources
    - Scanning articles
    - Limited support depending on materials available online
- Support
    - Extended searches for resources to support research needs
    - Perusal copies for research purposes
    - Supporting writing and research skills
    - Advice on availability of research material
    - Online 1-on-1 consultations / appointments
    - Helping students do online research
    - Continued support, answering unique research questions and providing digital materials
    - Updated research guides

- - Enquiries relating to physical items are on hold until access is restored
- Open for researchers after period of closure
- Cooperation with national edition

Conservation

- Digitized MA and doctoral dissertations for the online repository
- Planning ahead for future projects
- Selection and classification of materials
- No support possible
- Business as usual / bindery working
- From home with materials collected from library building

Other

- Cataloguing projects / Corrections in catalogues
- Retrospective collections assessment project

- Copying for other libraries
- Inter Library Loans
- Home delivery service
- One-time retrieval of physical materials

- Broadcast
- Online music streaming
- Online resources
- Online library exhibition

- LibGuides / online tutorials
- Reference and online descriptions
- Outreach and communications around library support
- Staying in touch with users and promotion of collections through social media

- Refunding charges to groups with cancelled performances

- Professional development

Q8 - Communication with our users is most effective through:

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Social media	0.00	100.00	42.92	28.25	797.86	109
2	Email	10.00	100.00	74.70	25.39	644.45	142
3	Online meetings	0.00	100.00	47.83	32.66	1066.99	103
4	In person	0.00	100.00	52.88	41.17	1695.27	94
5	Other*	0.00	100.00	52.13	32.26	1040.41	47

*Other: telephone, group email, online one to one, online teaching, website, newsletters, no communications (orchestra musicians not at work), Online self-help knowledge bases, library chat, instant messaging, research guides

Q9 - Going forward my main concerns are around:

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Content provision	0.00	100.00	62.59	27.83	774.27	125
2	User services	0.00	100.00	68.22	26.75	715.69	137
3	Job security	0.00	100.00	48.58	35.24	1241.95	103
4	Funding	0.00	100.00	67.33	30.37	922.47	112
5	Contingency planning	0.00	100.00	59.39	27.18	738.48	122
6	Other*	0.00	100.00	44.09	41.05	1685.37	34

*Other
Employment:

- Compensation for salaries of outsourced staff and part time staff
- Modification of outsourced contracts
- Caring responsibilities
- Being forced into early retirement
- Losing support staff

- Layoffs in other staff areas that may impact my job duties
- Being allowed to work from home moving forward without restriction/refusal

Wellbeing:

- Staying well and healthy to be able to continue providing services
- Working in a densely populated building
- User and staff safety and health
- Social distancing

Safety:

- Use of shared physical library resources
- meeting CDC recommendations once buildings are open again

Service delivery:

- Demand for services

Copyright:

- Measures to promote open source with considering the copyright licenses

Events and performance:

- Digitization, exhibitions
- Concerts, talks, events
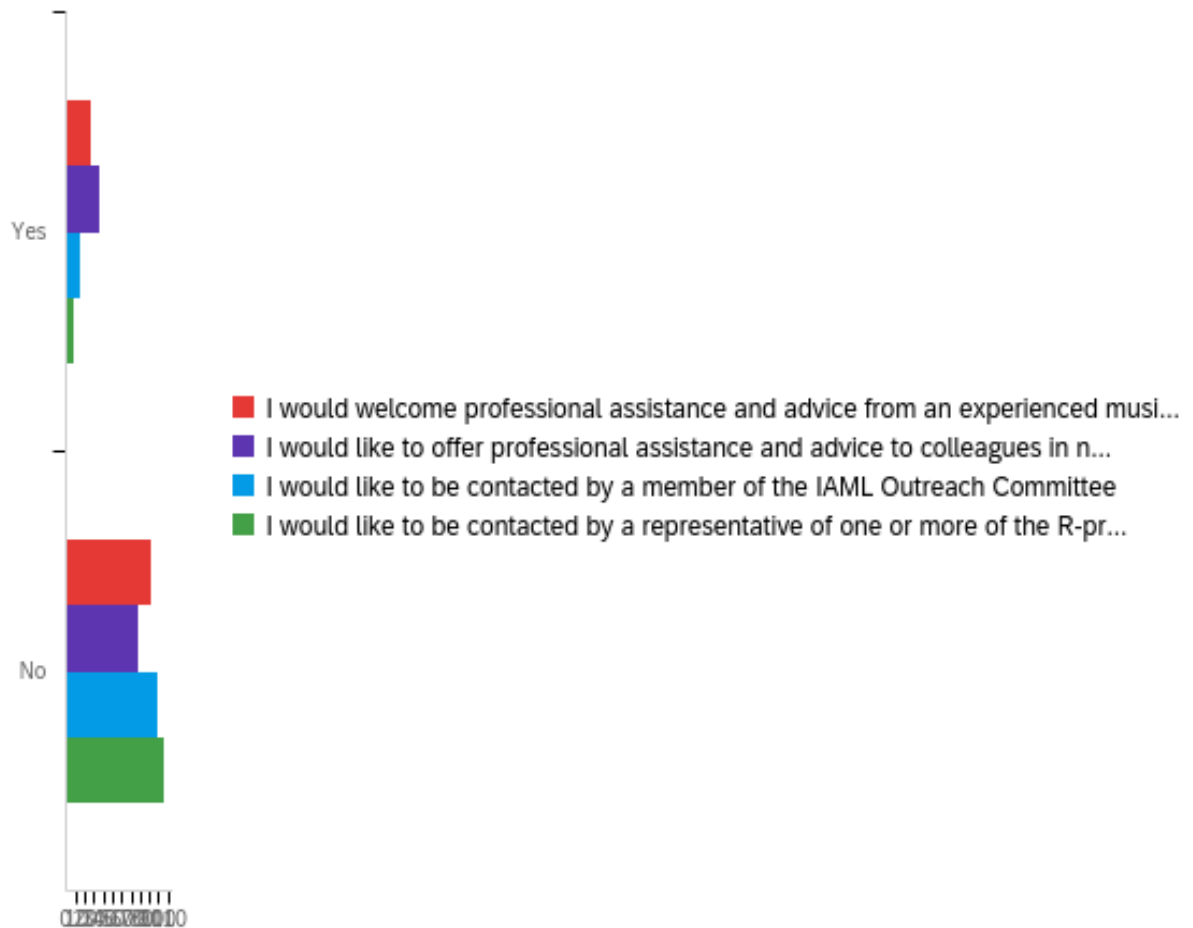- Music performance without availability of vaccine/treatment

Policies:

- Continuity of our current action plan
- Music as a minority subject
- Leadership changes

Finance:

- Financial pressure and the future of my (and other) institutions
- Budgets

Q10#1 - Professional assistance, advice and outreach during COVID-19 - Assistance and advice

- I would welcome professional assistance and advice from an experienced musi...
- I would like to offer professional assistance and advice to colleagues in n...
- I would like to be contacted by a member of the IAML Outreach Committee
- I would like to be contacted by a representative of one or more of the R-pr...

#	Question	Yes		No		Total
1	I would welcome professional assistance and advice from an experienced music librarian	22.03%	26	77.97%	92	118
2	I would like to offer professional assistance and advice to colleagues in need	31.90%	37	68.10%	79	116
3	I would like to be contacted by a member of the IAML Outreach Committee	12.28%	14	87.72%	100	114
4	I would like to be contacted by a representative of one or more of the R-projects (RISM, RILM, RIPM, RIdiM) for assistance in helping faculty and students (please specify which R-project(s) below)	7.08%	8	92.92%	105	113

Q11 - What can IAML do for you in the context of COVID-19?

Support through sharing experiences:

Sharing ideas and good practices
- Actively disseminate useful measures and information common to libraries around the world.
- Enable sharing ideas and connecting with colleagues and encourage everyone to contribute in order to find common solutions
- Introduce "best practices" on managing daily work in COVID-19 time, both during and after lockdown
- Share alternative ways of working in an online environment
- Share survey answers and timely information about problems and solutions

Online Forums/platforms/tools
- Webinars on topics relating to COVID-19, recommendations, best practices
- Zoom meet-ups
- Mailing list
- IAML homepage
- Online Forum
- Social media

Professional development
- Provide information of available programs
- Provide information about online services that libraries can provide
- Virtual conference for 2020 and plan for IAML 2021

Create recommendations
- Guidance around resources, operations, services relating to the current crisis
- Recommendations around contingency planning for future crisis situations
- Guidance around handling materials and implementing social distancing
- Advice on digitizing content

Resources

Negotiating for affordable online resources
- Negotiate sale and distribution of online music scores and parts for libraries with music publishers; negotiate pricing for online databases and full text resources
- Strategize and advocate for the increased availability of music scores online
- Push for vendors to continue offering extended free trials

Compile information on online resources
- Sharing of resources, nationally and internationally, to ensure study, teaching, research and performance can keep happening

- Help provide access to free online resources through listing and promotion, in particular eScores and audiovisual resources, and more obscure repertoire and materials
- Support digital / digitization services

Other comments

- We are used to struggle with the lack of funding. I'm just afraid that it will be a problem to *pay the subscription to IAML* this year.
- Give us news on how colleagues are doing – health and wellbeing

Advocacy
- Help us to support our customers by working with other music organizations to keep music and the arts going
- Continue to raise awareness of the importance of subject knowledge. The many examples of online music making and virtual orchestras during this time of crisis emphasize how important music is. IAML needs to continue highlighting the crucial role of music libraries in this context.
- Continue to advocate for the importance of music libraries during this period of instability.
- Connecting, networking, staying visible for us and for the public