

2019-2020 COVID-19-Related Activities Instructions

Instructions are in blue.

This survey is to determine the impacts of the COVID-19 crisis on your literacy program and capture COVID-19 related program changes and activities. While the questions in this survey lean toward Adult literacy please remember to consider and include family literacy programming wherever it might be applicable. Please note:

SECTION A

Section A asks for the information of the person completing the survey. It also asked about how many learners and tutors are active or inactive, how many items you have given away, and how many people have received items on loan.

- Please respond with your best estimate
- If the response to any question is zero, please enter 0
- If you are unable to count, please enter U

1. Please tell us:

- a. First name
- b. Last name
- c. Job title
- d. Library name
- e. Literacy program name
- f. Email address

2. Please report the number of learners who:

- a. have continued learning with a tutor (e.g. online, by phone or text, or in person in accordance with state and local guidelines)
- b. have continued learning, mostly independently, with limited check-ins and/or some support from their tutors or program staff (e.g., on a digital device, or using books or reproducibles)
- c. have continued learning independently with no support from their tutors (e.g., on a digital device, or using books or reproducibles)
- d. are on pause until in-person tutoring is possible (includes people who are in contact with the program are not currently doing anything listed in items a, b or c.)
- e. have left the program citing COVID-related reasons
- f. have had no contact with the program

3. Please report the number of tutors who:

- a. have continued tutoring (in any way)
- b. have stayed connected with learners but who are not tutoring
- c. are on pause until in-person tutoring is possible (these might be people who are still in contact with the program, but not tutoring right now)
- d. have left the program citing COVID-related reasons

- e. have had no contact with the program
4. Please report the number of items your program has given away:
 - a. Books
 - b. Digital devices, e.g. Chromebooks, laptops etc.
 - c. Other non-digital learning-related items (e.g., reproducibles, craft kits for family literacy, etc.)
5. Please report the number of people who have received items on loan:
 - a. Digital devices such as laptops, Chromebooks, and/or iPads
 - b. Hotspots

SECTION B

Section B asks you to let us know about the kinds of things you're doing because of the pandemic.

- We are not asking you to count anything in this section.
 - For each question, please check one box (usually: yes, no, we're working on it)
 - Please report yes if you have done something just once or for one person.
 - When reporting on purchases, please include purchases made using local funds as well as CLLS grant funds
 - Please Note: This section should reflect the things you are doing with your literacy program budget.
6. We have increased our e-book purchases.
 7. We have increased our purchases of licenses, seats, apps, and similar to support online learning.
 - For example if you purchased access to an online course or program and the vendor sold you "seats" in that program.
 8. We have increased our book purchases to support learners who are not able to learn online.
 9. We have increased our purchases of reproducibles/copyable items to support learners who are not able to learn online.
 10. We have increased our purchases of digital devices to support online learning
 11. We have increased our purchases of hotspots to support online learning
 12. We have increased our purchases of other equipment to support online learning (e.g. ear buds, web cams, head sets and similar).
 13. We have purchased personal protective equipment (PPE) to support continued learning.
 14. Program staff and/or tutors have observed learners:
 - a. developing new digital literacy skills
 - b. developing other skills (if yes, please describe in the box provided below)
 15. Program staff have observed tutors:

- a. developing new digital literacy skills
- b. developing other skills (If yes, please describe in the box provided below)

16. Program staff have:

- a. delivered books and/or other resources to learners and/or tutors
- b. mailed books and/or resources to learners and/or tutors
- c. provided books and/or resources to learners and/or tutors using grab and go (or similar) at the library

17. Program staff have provided support to learners and/or tutors by:

- a. phone
- b. email
- c. text
- d. mobile app
- e. video conference
- f. resuming some in-person tutoring
- g. other, please tell us

18. Program staff have taught:

- a. learners how to use technology to communicate with their tutors and others
- b. tutors how to use technology to communicate with their learners and others

19. Program staff have delivered or conducted:

- a. programming online (e.g. workshops; family literacy programs)
- b. tutor training online (new and existing tutors)
- c. learner intake online
- d. learning assessments online
- e. new programs or services in response to the pandemic. (If you selected yes or we are working on it please describe in the box below.)

20. The library has extended Wi-Fi access to local communities beyond the walls of the library (e.g. through loaning hotspots, a Wi-Fi bus, boosting Wi-Fi coverage, etc.).

- If you responded yes, or we're working on it, please describe:

21. We have reconfigured or are reconfiguring:

- a. our physical space
- b. our processes and procedures

If you responded yes, or we're working on it, to either of the items above please describe:

22. Literacy program service hours have been reduced.

- a. Yes
- b. No

23. Literacy staff have been redeployed to work elsewhere in the library (e.g. curbside delivery, other services).
- Yes, they are or were deployed elsewhere all of the time they typically work in the literacy program
 - Yes, they are or were deployed elsewhere part of the time they typically work in the literacy program
 - No
 - Other (please specify)

Note:

- Please include full time and part time staff when answering
- Check all that apply.
- If staff previously worked elsewhere in the library as well as in the literacy program, please only respond yes if their time in the library increased and their time in the literacy program decreased as a result of the pandemic.

24. Literacy staff have been redeployed to work elsewhere in the city or county to assist with COVID-related efforts.

- Yes, they are or were deployed elsewhere full time
- Yes, they are or were deployed elsewhere part time
- No
- Other (Please specify)

25. We have laid off literacy staff as a result of COVID-19.

- Yes and for the foreseeable future
- Yes but this was/is temporary
- No
- Other (please specify)

26. We are unable to recruit for open positions in literacy and/or newly vacated positions are being frozen as a result of COVID-19.

- Yes and for the foreseeable future
- Yes but this was temporary
- No
- N/A – no open positions.
- Other (Please specify)

27. We were unable to accept new tutors into the literacy program

- Yes and for the foreseeable future
- Yes but we have been able to resume volunteer recruitment/processing
- No
- Other (Please specify)

28. We were unable to accept new learners into the literacy program

- Yes and for the foreseeable future

- b. Yes but we have been able to resume learner recruitment/assessment
- c. No
- d. Other (Please specify)

29. The support we receive from partners has been reduced.

- a. Funding
- b. Services, programs, resources provided in kind
- There is a space for you to address other

SECTION C

Section C asks you to please tell us your story and describe the how the pandemic has affected your program and community.

30. What new or modified activities are taking place as a result of COVID-19? Answers might include adults using digital devices and developing skills to help their children with online learning, staff preparing and hosting workshops to help learners through this time, providing charging stations.

31. What activities, if any, have non-tutoring volunteers carried out as a result of the pandemic?

32. What are the main challenges your learners, tutors, staff, and program are facing in relation to COVID-19?

33. Please describe any silver linings/unexpected positive outcomes that have emerged as a result of COVID-19 (e.g. a connection made, a learner leader who emerged, a new partnership).

34. Is there anything else you would like to tell us?