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**Subject:** Weekly Update #47: Masking Language and Main/UGL Integration Project  
**Date:** Thursday, September 2, 2021 9:00:37 AM

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Colleagues:

We would like to share a few updates with you this week.

### Updated Masking Language

A section of the **University Library: Guidance for Library Employees, Fall 2021** has been revised regarding new mask guidance. Here's the updated excerpt:

#### May I ask unmasked individuals to wear a facial covering?

Yes. Current CDC and campus guidelines state that all individuals must wear a facial covering, in **university spaces indoors**, except when in private offices with the door closed. It is the Library's expectation that everyone will comply with this requirement. Library Facilities will provide each unit with a supply of disposable masks, which can be offered to patrons who need one.

In dealing with unmasked individuals we recommend a phased approach and using non-confrontational, de-escalatory language.

**Level One:** Here is some sample language or scripts to use with unmasked individuals during initial interactions:

- "Hi. Current campus guidelines require that everyone wear a mask that covers the nose and mouth in all university facilities. Could you please put on a facial covering? I have one available if you don't have one with you."

**Level Two:** If an individual refuses to comply or continues to unmask after being asked two or more times, please use language such as the following:

- "Access to library services and spaces requires following the campus mask mandate. Please follow that guidance, otherwise I will contact my supervisor or a colleague for support."

**Level Three:** If the situation continues to persist, we recommend that another faculty, staff member (or those graduate assistants who are comfortable asking patrons to leave the building), use the following language:

- "Hello. My name is \_\_\_\_\_ and I am the \_\_\_\_\_. My colleague has informed me that you have been asked to comply with University policy on facial coverings in campus facilities. I would again ask that you follow the campus requirement. If not, it will be necessary for us to ask you to leave the building."

- Note: Depending on the circumstances, you may wish to indicate to the patron where they can locate online services or provide other helpful information.

**Level Four:** If the situation persists even after a second person asks the individual to comply:

- The unit is encouraged to inform the Unit Head or Library Administration of the continued problem.
- Call UIPD, 217-333-1216, **only** if an individual refuses to comply when asked to leave the building OR if they become belligerent, disruptive, or threatening.
- In no circumstances should the individual be informed that UIPD has been called or informed that UIPD will be called if they refuse to comply. Nor should we ask for a patron's name or contact information. Actions such as these are unnecessary, may be construed as a threat, and may escalate an already tense situation.

### **Main/UGL Integration Project**

Below are some updates on progress and work underway.

- **Spring Reports**  
EC accepted these reports over the summer and began appointing the follow-up groups they recommended. The reports can be viewed here:  
<https://wordpress.library.illinois.edu/staff/main-undergraduate-library-integration-project/>
- **Instructional Spaces Working Group**  
The group has been meeting over the Summer to plan updates to the classroom space in ACES 509, as well as space and technology support for conducting Zoom/online instruction.
- **Staffing Working Group**  
The group has met four times since mid-Summer. The current focus of effort is on planning position descriptions for all units which will receive staff transfers from the UGL. Later in Fall, the group will discuss staff working space planning, with an emphasis on the Main Library.
- **Study Space Planning Working Group**  
The first meeting was held on August 25<sup>th</sup>. The team reviewed the charge and began discussing a sequence and timeline for preparing to install a study space in rooms 100 + 112 of the Main Library, plus adjoining spaces.
- **Scholarly Commons/Media Commons**  
The two units are planning for merging spaces, staff, and services, per recommendations in the Spring reports. The Media Commons and Grainger Engineering Library are currently planning to integrate the immersive media studio in Room 295 UGL into the basement of Grainger, near the IDEA Lab.

Thank you to David Ward for supplying this information.

Finally, another reminder that the next Hangout will be on Wednesday, September 22 at 10am.

Best,

**HEATHER MURPHY**

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