

MCLS Virtual Dialogue

April 10, 2020 – 11:00 am EDT

We began our virtual dialogue with an introduction and review of the first week of our virtual dialogue on April 3, including a summary of our hopes for the future.

What gives us hope for the future:

- *People connecting and helping one another*
- *Our capacity to continually learn new things and be creative*
- *Ingenuity—retooling production systems to produce what we need right now*
- *Going forward to serve underserved patrons in ways we never tried before*
- *Hopeful for improved Internet for all—better, faster, and more reliable*
- *A wider discussion of mental health*
- *A reminder that once we go back to work, we need to take care of ourselves*

10:35:56 From Pam Seabolt : Happy Friday and thanks for joining us everyone! We'll get started right at 11 Eastern.

10:44:31 From Michelle Bradley : We'll turn our cameras on closer to the start time.

10:44:38 From sboggs : Good Morning! Do we start at 11:00?

10:45:27 From sboggs : Good. Thank heavens I don't have a camera on me this morning...my hair is still on sideways! :-)

10:45:42 From Pam Seabolt : @sboggs lol

10:51:03 From RTL MELCAT : Good Morning. I don't have a camera.

10:51:17 From Pam Seabolt : No worries if you don't have a camera :)

10:52:13 From RTL MELCAT : I should introduce myself my name is Sherma Horrocks from Richland Township Library.

10:52:36 From sboggs : Stephen Boggs, Bell Memorial Library, Mentone, Indiana.

10:52:45 From Gwen : Hello and welcome!

10:53:09 From sboggs : Looks like I should spend some \$\$ on a camera and microphone for these Zoom meetings.

10:53:29 From Lisa : Lisa Stamm from Westchester PL, Chesterton IN

10:53:32 From Bill Bowman : Good luck finding one!

10:53:33 From kathy : Good morning!!

10:54:02 From Bill Anderson : Hi Pam. I'm listening in.

10:54:33 From Deborah K : Good day from Debbie from DeMotte Public Library -Jasper County Public Library no visual ;-)

10:55:11 From Pam Seabolt : Happy Friday and thanks for joining us everyone! We'll get started right at 11 Eastern. If you have any technical questions about zoom, you can go ahead and post them in chat or unmute and ask.

11:00:15 From Diane : Thanks. That worked. I had completely lost the audio, but it's back loud and clear now that I have stopped my video.

11:00:43 From Ann Zydek : Good morning.

11:01:18 From Peggy Dean : Good morning from Aurora, Indiana

11:02:30 From katie mullins : Good Morning from Kendallville, IN!
11:02:34 From michelehoward : What out for that for your board meetings
11:05:49 From Marlana : Will these slides be available after the meeting?
1:06:42 From Gwen : The slides will be available after the meeting.
11:07:57 From heather : You bet!
11:08:45 From Rachel D : Marlana, the slides and chat will be added here <https://www.mcls.org/training-events/presentation-slides/>

Participants were placed in small groups in the breakout rooms for 10 minutes the first round of conversations.

1st Breakout Room Conversation Questions:

How are you **really** doing today?

Discussion following the 1st breakout room session:

11:10:41 From SONYA NORRIS : I discovered Brene Brown and feel reborn! Lol, I'm actually doing fine today. My birthday is Sunday and I picked up a Heavenly Ham to make it a little festive.
11:10:58 From Terry & Connie : Doing ok.
11:11:03 From kshelley : I am doing okay really
11:11:12 From Mary Kay : Groovy - working always brightens my day...
11:11:16 From Emanuela DeCenso : feeling great
11:11:18 From Emily Blakowski : I am doing good. Trying to maintain my sanity
11:11:19 From Leanne : Fatigued.
11:11:20 From Dorothy Manty : Doing well
11:11:23 From Carol : I feel knee deep and not neck deep. It's progress and I've enjoyed Brene Brown too. Ordered her new book from a local bookstore that is hanging on ! WE can all help!
11:11:23 From Terry & Connie : Happy early birthday Sonya!
11:11:25 From barb dinan : hanging in there
11:11:27 From Julie Bradford : Getting more used to everything, but quick to get emotional
11:11:30 From Cindy Stanczak : My roommate and I dug out my own fabric and sewing machine last night and started making masks. I also started a local FB group to coordinate those with the time and skills and those who have supplies and want to donate.
11:18:08 From Dale Parus : Developing new virtual services, expanding e-card use, etc.
11:20:47 From barbarabeaton : Happy to have these opportunities to connect with other library folks. Eager to hear about virtual services, etc. when the breakout rooms come back.
11:22:56 From barbarabeaton : How did you go about handling the e-cards?
11:23:19 From Crown Point Library : we did a google form
11:23:22 From sboggs : Some libraries still open?
11:23:26 From sboggs : How goofy.
11:23:31 From Mary Beth - Tecumseh District Library : Upcoming millages

11:23:32 From Glenn - Cromaine DL : We definitely need to invest more in video equipment!

11:23:32 From bbonney : It's nice to know that others feel the same!

11:23:36 From Katherine Lester : We talked about work hours shifting.

11:23:38 From Cindy Stanczak We seem to be moving from crisis mode to a new normal. Make plans, but hold them loosely.

11:23:39 From Paris : Difficulty separating work and home when we are working at home!

11:23:40 From Pam - typing only : How did anyone publicize registration for ecards?

11:23:40 From Ingrid : difficulty pushing wifi out to parking lots because the design of our buildings

11:23:42 From Jake Speer : we discussed phased opening and wifi

11:23:43 From katie mullins : Faith and Dorothy-we have minimal people in the building, just to check on the facilities, empty drop box, and other essential tasks.

11:23:44 From Carol : We loved the breakout session. We talked about thinking out of the box, innovation and summer reading options.

11:23:45 From Helen Azarian : Doing the best we can under surreal conditions.

11:23:45 From Paula Newcom : I learned about Brene Brown & her Ted talks

11:23:47 From Debbie : It was neat to hear that a smaller library has staff calling their 70+ y/o patrons

11:23:47 From lisa : Nice to hear we're all having the same concerns.

11:23:48 From Deborah K : I liked "We have asked for plexiglass screens to be put up at our service desks."

11:23:49 From Faith Brautigam : Perspective is helpful; we aren't ICU nurses working with COVID patients all day

11:23:50 From alissa : Nice to hear that others are still overwhelmed.

11:23:50 From Peggy Dean : Breakout # 16 would be very interested in concrete suggestions on steps toward reopening.

11:23:53 From Nick : We started talking about access to those without internet at home, disaster planning, summer reading.....

11:23:54 From Carla T Brooks : we all seem to be coping

11:23:54 From Shawn Andary : Everyone in our room seemed to be adapting well to working from home and the change of pace

11:24:03 From Dale Parus : Used jot.form to create an online card registration service. Staff monitors and adds the new cards twice daily.

11:24:04 From Cindy Stanczak : We seem to be moving from crisis mode to a new normal. Make plans, but hold them loosely.

11:24:05 From Kelli Perkins : We are all deeply concerned about what this means for our staff and staffing.

11:24:11 From Emanuela DeCenso : NNLM handout

https://nml.gov/sites/default/files/shared/files/Class_Materials/ResourceListforActivateCollaborateandEducate_SummerReading_VirtualEngement.pdf

11:24:12 From BSDL_Kaitlin : tech inequality is really showing right now- for patrons and librarians trying to create content

11:24:13 From Meg Goldwyn : Everyone is adapting to the new situation- good weather this last week has helped raise spirits

11:24:16 From Mary Kay : Salem-South has been calling seniors to check in on them, Roachdale is promoting Indiana's Firefly awards, Newton County is scheduling fax and notary services, ISU is still providing instruction for staff to teach remotely.

11:24:23 From lmessick@greenwoodlibrary.us : Good to know many of us are still learning to juggle the communication that is needed through this and to balance or at least try to find the balance between home and work time

11:24:24 From Carla T Brooks : I would expect that from the medical libraries

11:24:27 From Mary Beth - Tecumseh District Library : Future staff changes due to changes in patronage

11:24:28 From Susan Powers : We need sneeze screens surrounding our service desks.

11:24:52 From Dale Parus : Ionia will be adding virtual reference services through Google voice. Giving our staff VPN connections and rotating shifts.

11:25:15 From Emily Blakowski : We talked about what we were doing while staying at home as well as what our libraries are trying to do to keep patrons interested.

11:25:15 From Kevin : How many of you are planning on installing sneeze guards?

11:25:18 From Mary Beth - Tecumseh District Library : Penal fine decreases

11:25:37 From Cindy Stanczak : Yes, here for sneeze guards. Maybe we should share plans?

11:25:37 From Amy Rosen : ordering sneeze screens today for service desks- hopefully arrive before we open

11:25:39 From sboggs : OH! Sneeze screen, I have to scare a few of those up.

11:25:46 From sboggs : Never even thought about it.

11:25:48 From crystal : I want them!

11:25:55 From Cindy Stanczak : Where are you ordering them from?

11:25:57 From Susan Powers : Yes we are planning on sneeze guards.

11:25:58 From Dale Parus : Yes, thinking of plexiglass guards

11:26:06 From Mary Kay : We ARE reinventing Librarianship!

11:26:10 From Chris : Definitely think you're right Mike

11:26:12 From Tammy Turgeon : Our facilities department is installing plexiglass screens next week to be ready for when we open

11:26:19 From Sheryl : concerns about being inundated with kids since they are out of school for the year and how to manage that safely when libraries reopen to the public

11:26:23 From Emily Blakowski : And who knows, the orders might be extended past May 1.

11:26:32 From Terry & Connie : Any discussion about how to handle times when we have to assist people with computers? Leaning over them, often hving to navigate by holding the mouse, etc

11:26:34 From sharding : May 1st = Friday. May 3rd = crazy-times.

11:26:42 From sboggs : An option via ILF a few days ago was to use some sort of plastic wrap that would stick on the keyboard. Can't remember the name.

11:26:43 From Marsha Miller (Indiana) : Sneeze guards for reference and circulation desks? ie all public desks?

11:26:48 From BSDL_Kaitlin : We talked about the feeling that while working at home a regular schedule is important- but it is difficult to maintain when you feel like you aren't accomplishing enough by the time you sign off for the day

11:27:05 From sboggs : Eva. Send us the link for those

11:27:06 From KBlaha : Stretch and seal, Stephen

11:27:09 From Susan Powers : I think they should cover more of the front of the desk

11:27:26 From Crown Point Library : Will it tip over?

11:27:28 From Susan Powers : people will poke their heads around that small screen

11:27:28 From Sandra : Yes, Eva please share the info...

11:27:55 From Cindy Stanczak : Those would be good between public access computers, too.

11:28:05 From sboggs : I've seen some that just hang from the ceiling with small chains
11:28:05 From Chris : Good ideaCindy
11:28:13 From Cindy Stanczak : I've also seen panels suspended by wire from drop ceilings.
11:28:14 From Carol : They work really well at my local small grocery! Thanks for the tip!
11:28:16 From Emily Blakowski : Thank you Eva!
11:28:18 From kshelley : It is some protection!
11:28:19 From Terry & Connie : Do we anticipate having to wear masks and gloves when we return to work?
11:28:56 From Lisa Stamm : For those in my first breakout group
<https://www.gotostage.com/channel/eeb07eb464d84f9b84eba5d5b0642e9c/recording/747b2b4a617b48a69e3145e28073d595/watch>

Participants were placed in small groups in breakout rooms for 10 minutes the second round of conversations.

2nd Breakout Room Conversation Questions:

It's sometime in the near future and the stay-at-home orders have ended and the library is in the process of planning a successful re-opening.

What does that successful re-opening look like?

What did we do to achieve this success?

Discussion following the 2nd breakout room session:

11:33:17 From Marlana : Im not sure -that's part of why im here lol
11:33:27 From Eva Davis : acrylic shields were ordered from Saturn Printing in Livonia, MI. www.saturnprinting.com. 3 ft high x 2 ft wide.
11:33:30 From Michelle Bradley : Re-establishing relationships.
11:34:19 From KBlaha : Redesigning space use for physical distance. We are only 10,000 sf on 2 floors
11:34:49 From Michelle Bradley : Re-open in phases. Staging area for materials returned
11:34:57 From KBlaha : Planning for new services like curbside pickup
11:36:19 From Michelle Bradley : Lots of anxiety from staff about coming back to library. Phased opening is needed.
11:36:20 From KBlaha : Definitely phased
11:36:46 From Michelle Bradley : Giving time for the staff to feel comfortable again. The phase in curbside, etc.
11:36:49 From KBlaha : Yes, staff is anxious
11:37:05 From KBlaha : Cleaning
11:37:15 From KBlaha : cleaning procedures
11:37:20 From Michelle Bradley : What else needs to be done to help staff feel safe?
11:37:38 From KBlaha : yes, having supplies on hand
11:37:56 From Michelle Bradley : Have supplies necessary for disinfectant for materials and staff.
11:38:11 From Marlana : Exactly first responders need the supplies first. We don't want to take from
11:38:13 From KBlaha : Maybe allowing those who are high risk to stay home or take a furlough
11:38:16 From Delphi Public Library : has anyone planned to hire professional cleaning company before reopen?
11:38:39 From KBlaha : I am hiring someone

11:40:07 From Michelle Bradley : carpet Cleaning service can fog areas of your building to disinfect all areas of building—can do a mass disinfection.

11:40:49 From KBlaha : We have one older lady to clean and she isn't doing the best job in the best of times

11:40:58 From Marsha Miller (Indiana) : item at end of our Breakout: for Indiana: There will be another message coming out later about the ability to connect through EduRoam at spots across the state of Indiana (Wabash College, Earlham, Indiana University-Bloomington) and also internationally. The caveat is that these locations must provide outdoor internet access.

11:41:00 From Gregg Williamson : If the virus dies on surfaces after 3 days why go to the expense to do special cleaning after re-opening

11:41:13 From Dillon Geshel : my group shared that they're all planning a sort of "soft reopening", where staff prepare the library for use after April 30, but not open yet.

11:41:18 From KBlaha : so I have decided to hire a company to come in for a one time thing

11:41:25 From sboggs : Have been attending ILF zoom meetings

11:41:31 From sboggs : They have been super helpful.

11:41:38 From Cindy Stanczak : We're looking at a phased-in plan.

11:41:39 From Mary Kay : Our group discussed virtual programming, Summer Reading Club ideas, how to monitor and time patrons in the building, and patrons w/o WIFI access and what we can provide for them.

11:41:43 From Glenn - Cromaine DL : We talked about how we intend to heal our communities and our staff. Paying attention to how we make people feel is a part of our reopening plan and success.

11:41:43 From Jocelyn Levin : Will we have someone standing at the door counting people in and out to maintain a safe number within our space?

11:41:46 From Amy Rosen : yes soft reopening

11:41:46 From Carol : We talked about plexiglass, arrows for one way stacks, doing things safer and not safe!

11:41:51 From jvanderh@grpl.org : Talked about opening in phases. Phase 1: opening just to staff. Phase 2: just staff in the building but some services such as curbside pick up. Phase 3: Open the building with social distancing.

11:41:51 From Kevin : The CDC message is that books are not a risk at all.

11:41:51 From Debbie : UV Wands sold by TLC for about \$100 -- the library had previously bought these due to colds and flu among staff

11:41:53 From Jill : This pandemic is teaching the librarians to use new skills and technology too.

11:42:08 From sboggs : Ooh. One way stacks...excellent idea.

11:42:19 From Emily Blakowski : We talked about the possible increasing use of appointments and online services.

11:42:19 From Amy Rosen : still overwhelming since it is totally an unknown

11:42:21 From Cindy Stanczak : Letting our staff grieve lost plans for summer reading and our families and our communities.

11:42:23 From Emanuela DeCenso : resources for unemployed going back to 2008

11:42:28 From Glenn - Cromaine DL : I ordered a UV Wand!

11:42:44 From Julie Bradford : I think we'll need to hire social workers and a bouncer (to limit the amount of people back in the building. =/

11:42:44 From Mike Simmons : Super busy working from home. As a medical librarian, I don't feel as though I'm ever "off-duty". While my friends and colleagues are risking their lives on the frontlines, I also have some degree of guilt working from home. Mentally stressful.

11:42:50 From Jocelyn Levin : One of us said 20% of maximum capacity was what stores are doing - that's going to be really hard to police

11:42:57 From Susan Powers : Research on microdroplets and virus hanging around in the air...
<https://www.youtube.com/watch?v=H2azcn7MqOU&feature=youtu.be&fbclid=IwAR2w57nZ3d4msMGGptxSkL6eCt4I6nEzoieqYrBlSeoGmnZFyeEMVfOBfFU>

11:42:57 From Paula Newcom : I heard in another meeting this week - a library is going to try wrapping mice & keyboards in glad press & seal and change them between patrons to try to keep them "clean"

11:43:08 From Sheryl : Our group talked about sending staff back to work in teams that would stay together throughout and rotating the groups in and out of the library. We discussed what can we require from patrons? Can we require masks, can we encourage them not to "hang out" for long periods of time, make appointments.

11:43:29 From cdobbs@greenwoodlibrary.us : On the topic of grief, good article <https://hbr.org/2020/03/that-discomfort-youre-feeling-is-grief>

11:43:33 From Tim Wiggins : When we can possibly open we are looking at soft opening. No computer lab and are social worker on staff will be doing more appointment options than drop in hours.

11:43:36 From Vicki Builta : Yes, we have security people at doors of groceries.

11:43:41 From Clayton : larger stores have tracking systems that can count how many people are inside live

11:43:42 From sboggs : Good Gad. Cops at the grocery store entrance!

11:43:54 From Mary Kay : We are purchasing timer/bookmarks to distribute and count the number of people in a building at a time. Each patron will get 30 minutes to use the facility, and then turn in the bookmark for the next patron. This allows for self-policing, but allows us to maintain our building usage size.

11:43:54 From BSDL_Kaitlin : does that lead to many people waiting outside?

11:44:03 From Marsha Miller (Indiana) : Before we closed we limited access to people with our university ID but we didn't count or limit - we have 5 floors. and of course we have no more student assistants so who would patrol/check?

11:44:09 From sboggs : Yes have heard that @ the press & seal

11:44:15 From Clayton : we were wiping stuff down between people but ran out of wipes

11:44:20 From Carol Sexton : We are panning a soft reopening phased in over time.

11:44:32 From Linda Poortenga : plastic covers over keyboards

11:44:35 From Susan Powers : We are great but we are not essential like medical treatment and groceries. We need to unify to protect our staff.

11:44:44 From sboggs : Don't forget to move all of the chairs away and put them in storage.

11:44:45 From Mike Simmons : Three things concern me returning to work: 1. working with clinicians in the post-COVID world. 2. asymptomatic carriers. 3. some evidence points to this virus having airborne properties.

11:44:45 From Chris : Mary Kay, can you share the link to the timer/bookmarks

11:44:49 From Sarah Swiderski : curbside pick-up discussion

11:44:55 From Michelle Bunte : we discussed options for controlling the number of patrons in the libraries at a time. Demco may have a product to help, looking for more info on that product

11:44:58 From Mary Beth - Tecumseh District Library : Glenn mentioned a helpful podcast by Trader Joe's that talked about how to treat customers/patrons

11:45:01 From Gwen : Are you waiting to get in the meeting?

11:45:22 From sharding : Our custodial services had a spray that they provided us with. Something about activated ozone?

11:45:29 From Jeanette : CDC says alcohol wipes work well. Maybe an option to cleaning wipes??

11:45:39 From Amy Rosen : removing keyboards/mice from every other computer for physical distancing

11:45:40 From Mary Kay : I found them on DEMCO!

11:45:45 From sboggs : Yes, maybe every other day

11:45:49 From Laura J. Kraly : Reduced hours, no Sundays

11:45:49 From Lisa Stamm : We also have to mark safer distances in work spaces for staff, they have a hard time upholding distancing among themselves.

11:45:50 From Eva Davis : Yes

11:45:52 From Sandra : alcohol wipes/ etc. are hard to find in stores.

11:45:53 From Jeanna : We are discussing 3 to 5 days a week

11:45:53 From Kevin : Are libraries planning on spreading out or removing furniture to promote social distancing?

11:45:57 From Heidi Turner : We are going to start 2 days a week with very limited services

11:45:59 From Cindy Stanczak : I'd be concerned that limited days would increase the demand.

11:45:59 From Linda Poortenga : the blue towels used by auto works well, if paper towels unavailable.

11:46:00 From Leah : we might not open every day to start

11:46:00 From Chris : Probably going to have to reduce hours

11:46:02 From Kelly Currie : I think partial hours might be confusing to patrons

11:46:03 From Mary Kay : I plan to reopen 2 days a week at first. I'm working on a phased reopening program.

11:46:04 From sboggs : for a limited amount of time during the day i.e. 9-1

11:46:11 From Eric Palmer : We talked about being open less hours so you can clean inbetween

11:46:12 From Jennifer : Good idea with removing mice!

11:46:13 From Lisa : May limit hours & also # of facilities open.

11:46:14 From Amy Rosen : bookmarks with timers popular from summer when students have to read a certain amount of minutes

11:46:14 From Virginia DeMumbrum: No, but I'm thinking of only being open 8 hours a day so we don't have two shifts of staff coming in.

11:46:15 From Kshelley : East Lansing is looking at opening with reduced hours

11:46:17 From Allison Boyer : I am thinking about pulling every other computer in my dept.

11:46:21 From sboggs : If computers to be used, standing only no sitting.

11:46:23 From Heather : probably limited time for patrons, not reduced hours/days

11:46:29 From Tim Wiggins : We are looking at regular days , but shortened hours.

11:46:44 From Heather : yes, Paul.

11:46:46 From Nick : If we open only a few days/hours will we push more folks to visiting us when we ARE open?

11:46:49 From Carol Sexton : Our phase plan will have open 2 days a week , and then gradually scheduling increased number of days. Time in the building will be limited

11:46:51 From Mike Simmons : Hospital president indicated yesterday that upon return to work, everyone will have to wear a mask daily for a the coming year!

11:47:00 From Mary Kay : APOLOGIES! Amazon for the timers

11:47:06 From hullb : Once you increase hours you can never go back.

11:47:06 From Chris : Wow, Mike!

11:47:07 From Michelle Bradley : Comment—might condensed hours cause more people to congregate at one time instead of spreading it out.

11:47:09 From Jeanette : I'm "fearing" a rush on the library when we open!

11:47:11 From michael : Is there a way to connect with folks who do our jobs in other libraries ?

11:47:13 From Cindy Stanczak : We could do it like the unemployment office - certain days for last names.

11:47:24 From Allison Boyer : these timers? <https://www.amazon.com/Mark-My-Time-Digital-Bookmark-Reading-Timer/dp/B000CC6H5S>

11:47:26 From oscar.delong : I am at a college. I am unsure how the administration will respond, which will influence our options. Any others unsure how their administration's will let them respond?

11:47:29 From NMPL Director : we are going to start with curbside services to be able to begin to check out materials after the stay at home order is lifted but still have the building closed.

11:47:33 From Carol : We had that experience when the schools closed. Libraries were inundated so I think minimal hours might pose a problem. Thanks for bringing that up.

11:47:46 From michael : I'd love to hear from other programming folks

11:47:46 From Sandra : Yes, Oscar!

11:47:49 From Amy Rosen : worried about having students who are not in school

11:47:49 From sharding : Oscar.delong: Yep. Same problem here.

11:47:53 From Jennifer : Does anyone currently use the UV wands?

11:47:54 From Michelle Moore : We will be using Wandoo from Evanced for Summer Reading Program this year.

11:48:04 From Glenn - Cromaine DL : I do, Jennifer

11:48:05 From BSDL_Kaitlin : we will be using wandoo too!

11:48:13 From kshelley : I think some people will be afraid to come out still--it may take time to fully embrace going back to "normal."

11:48:22 From NMPL Director : NMPL just signed with Beanstack to do online summer reading this summer.

11:48:25 From Jennifer : For the UV wands - Amazon?

11:48:27 From Cindy Stanczak : I don't think normal will be back until at least next year.

11:48:46 From Susan Powers : We need medical opinion and support on decision making.

11:48:48 From Lisa Cromell : I just set up Wandoo Reader too.

11:48:52 From Carol : ReadSquared is another option as is Wandoo.

11:48:57 From sboggs : What is Beanstack?

11:48:58 From Sarah Swiderski : Reader Zone

11:49:06 From michael : Beanstock for SRP ?
11:49:09 From Kevin : I've been watching Amazon for UV wands - most aren't shipping for several months.
11:49:23 From Jocelyn Levin : We got Wandoo Reader for SRP but haven't used it before.
11:49:34 From Ingrid : I think patrons will be tired of devices and screens so we are probably staying with old fashioned paper for SRP
11:49:58 From Nick : Interesting point Ingrid.
11:50:02 From Jennifer : https://smile.amazon.com/NIANPU-Portable-Sanitizer-Household-Smartphone/dp/B086RDTR4K/ref=sr_1_40?dchild=1&keywords=uv+wand&qid=1586533375&sr=8-40
11:50:04 From sboggs : Sry...inet connection dying...take care y'all...
11:50:10 From Mary Kay : We are setting up BeanStack for SRC.
11:50:19 From Jennifer : This is the only one that seems to be shipping anytime soon, but I don't know how effective it is, and it's small

Participants were placed in small groups in breakout rooms for 15 minutes the third round of conversations.

3rd Breakout Room Conversation Questions:

During this complicated time, we've experienced changes in our lives, at home, at work, and in the world. Imagine, it's 6 months after we've re-opened our libraries. Many of our hopes for the future we discussed last week have come to life, and we're seeing stories in our local news about how libraries have reinvented themselves and are an important factor in helping communities to move forward, stronger than ever. What are they saying about us? What are the headlines?

Discussion following the 3rd breakout room session:

11:51:47 From Mike Simmons : very much appreciate this time being able to connect with like-minded professionals/colleagues, but I must return to the job. Never been busier, on two hospital groups looking for answers and innovations. Thanks!
11:53:16 From KBlaha : just went off after I joined
11:53:31 From KBlaha : k
11:54:03 From KBlaha : It's ok I can just stay here
11:55:52 From KBlaha : "Libraries deemed MOST ESSENTIAL institution in the country!"
11:56:56 From KBlaha : Just hoping that people appreciate what libraries can offer because we have been serving them through this
11:57:05 From kelly : we're in a very rural northern community. I fear we'll be the last considered, the last to reopen :(
11:57:15 From Pam Seabolt : The library provides digital services as well as in person services to the community
11:57:31 From KBlaha : More people have cards
11:59:20 From KBlaha : Right now we have 15 hotspots checked out
11:59:52 From KBlaha : they are not supposed to be returned to the book drop
12:00:05 From Pam Seabolt : Improving infrastructure to improve rural connectivity
12:00:21 From KBlaha : I'm sure those people are happy to have a hotspot for 6 weeks!
12:01:08 From KBlaha : That's my thing. I live in the country and internet isn't so hot
12:01:22 From KBlaha : Sometimes I go to the library to do these
12:01:42 From KBlaha : yes we are 24/7 all around the outside of the building

12:01:48 From kelly : same here ... the library here is literally a computer hub for so many that don't have a computer or even access to internet - we don't have to staff to support the flood of people we may get when we do reopen

12:02:28 From kelly : truly relying on the library

12:02:30 From KBlaha : Most of them do, but quite a few need the computers

12:02:42 From KBlaha : a lot of kids come in to play games

12:03:13 From KBlaha : we just switched to fiber and wifi from ENA

12:03:20 From KBlaha : it is well worth it

12:05:14 From kelly : I would love to see our bookmobile brought back! or to join with services like meal delivery

12:06:26 From KBlaha : or mounted on mules like the old days

12:07:00 From Ingrid : some new services will stay into the future

12:07:00 From Marsha Miller (Indiana) : hard to think 6 months ahead!

12:07:03 From Sarah Swiderski : I accidentally clicked out of my small group after I asked a question. Sorry group!

12:07:03 From Jill : optimistic about the public missing us

12:07:13 From Linda Poortenga : welcome to the new normal

12:07:17 From jenny : doing more "outreach" and partnerships outside the library building itself; going to where the kids/teens are in the "new normal"

12:07:20 From Carla : hoping to keep some of these at home projects going even back at the building

12:07:21 From Marsha Miller (Indiana) : sneezeguards!!!

12:07:24 From lisa : More appreciation for the work children's librarians do!

12:07:25 From Kate Van Auken : connections with our schools districts will be key

12:07:30 From Michelle Bradley : Library is connecting people and resources

12:07:31 From Nick : Communication with our staff AND our patrons about what we are doing to help keep us all safe.

12:07:38 From Jake Speer : libraries adapted to a new reality to serve their community

12:07:50 From Kelli Perkins : Library is partnering with x, y, z to provide this educational opportunity.

12:07:52 From Vicki Builta : Places to re-connect = libraries, from Jason Shoup

12:07:54 From Glenn - Cromaine DL : refitting unused drinking fountains as sinks so people can wash their hands without going into a restroom

12:07:54 From barbarabeaton : Taking the library out of the building (especially for small buildings!)

12:07:54 From jenny : more partnerships to reach more people outside the library building

12:07:54 From Amy Rosen : hearing people looking forward to holding physical books! they love e content but.... nothing like a book

12:07:58 From alissa : The library is open but virtual reach is still there: serving the underserved with new vigor

12:07:59 From Michelle Bradley : Everything old is new again—reaching those without internet by mail

12:08:01 From Patricia Mitchell : We have adapted really well

12:08:05 From Kelli Perkins : Libraries improve quality of life in the community.

12:08:06 From Helen Azarian : Public library helping with workforce development.

12:08:16 From Susan Powers : We need to keep creating ways to serve for the long term...it will be months or years before we can go "back to normal."

12:08:19 From Jocelyn Levin : We're honestly having a hard time dreaming of the possibility of what we will be able to do

12:08:21 From Cindy Stanczak : Connecting people with information and resources - but recognizing that those needed resources may have changed.

12:08:25 From Paula Newcom : Make sure to write down your stories - of all that you are doing during this "down" time so that you can tell what you have been contributing

12:08:26 From Faith Brautigam : Great community collaborators providing convenient services and leading in safe practices

12:08:30 From Jennifer Miller : There will be opportunities for new services and to reinvent the library - digital services,

12:08:30 From Mary Kay : We talked about communities supporting our closings. With that support, several of us have added electronic resources, we're looking at new formats for programming, and we hope that the headlines show how we are reinventing traditional services to meet the needs of today's worlds.

12:08:37 From Sheryl Mase : Integration of chat reference with web browsers

12:08:45 From Amy Rosen : what are we doing now that we could do in 6th months- virtual cards

12:08:52 From Gwen : Hello lisagc. Are you a library staff member?

12:08:56 From Carol : We had a practical discussion about outreach, retrofitting water fountains as sinks, packets to take home etc.

12:08:59 From Kelly Currie : people are realizing the value of ebooks and digital services and that might continue going forward

12:08:59 From Shane Stewart : Library Saves the Day with remote patron services...Libraries become a hotspot for for Covid-19...Residents see new need for libraries

12:09:02 From Imessick@greenwoodlibrary.us : this has been a time when we have been able to remove barriers to service and anticipate those changes will, in many cases, stay in place. What will self check look like? Increased or not.

12:09:10 From Audra E : In-person interactions will not be taken for granted.

12:09:38 From Nicole Brock : no matter what, libraries will find ways to be the helpers

12:09:52 From Lisa Stamm : Libraries have always been about improving quality of life, and we continued through crisis and will continue in new ways.

12:10:01 From Sheryl : continuing issuing library cards remotely is an opportunity for outreach. Continuing to remove barriers to service and make access easier for residents

12:10:04 From Mary Kay : I think patrons now know the need for enrichment and arts.

12:10:10 From barbarabeaton : This just occurred to me — impact on budget for collections shifting to more e-resources.

12:10:12 From Paula Newcom : Some libraries have been calling their older patrons to check in with them

12:10:51 From sharding : Using this as a forced-practice opportunity for virtual services/options we're not used to using came up in our room.

12:10:58 From Amy Rosen : collection development - skipping 2020 travel books for time being

12:11:13 From Emily Blakowski : Hahahaa good one Amy

12:11:18 From Amber Alexander : We have to make sure that our legislators and laws to upgrade and add all the ways libraries can offer access. We are not just about books. If the laws don't cover us there could be repercussions for us down the toad.

12:11:18 From Mary Kay : Nix "hotspot!"

12:11:26 From Katherine Lester : I thinking collecting stories now for Library Advocacy later is an important service that Library Associations can do.

12:11:59 From sharding : "Virtual Tours" ... of the local park/beach.

12:12:06 From heather : We're doing what libraries have always done...adapting and growing while responding to new needs. :) We are strengthening our value.

12:12:27 From Cindy Stanczak : Library supports "life-essential" activities by printing information packets

12:13:24 From sharding : Did you also cover the small business/self employed tax breaks?

12:13:31 From Mary Kay : One of my employees is pregnant, and we are having a very lengthy online baby shower. We will be applying this to our service, using online connectivity to daily interactions.

12:13:43 From Dorothy Manty : Hi Eva Davis from one of your Canton customers.

12:13:44 From crystal : can that be sent out for us to look at

12:14:29 From sharding : (Lovely background, Terry!)

12:14:39 From Eva Davis : Hi, Dorothy!

12:14:58 From Linda Adams : Do a "Welcome Home" celebration upon opening

12:15:14 From Dorothy Manty : a lot more social distancing.

12:15:28 From Mary Kay : I like the "welcome home" Idea!

12:15:35 From kelly : me too!

12:15:36 From Emily Blakowski : Same here!

12:15:56 From Marlena : yes welcome back idea sounds good

12:16:13 From sharding : We already needed to adjust our furniture (weeding/shifting extravaganza in progress); we'll probably be taking social distancing into account with that.

12:16:27 From Amy Rosen : not gonna sweat the small stuff!

12:16:32 From Mary Beth - Tecumseh District Library : I will have to stop my "Library Hugs" with my "Library Kidss"

12:16:37 From hullb : Greeter at the door and personal shoppers.

12:16:42 From Amy : Continue issuing library cards online.

12:16:43 From Susan Powers : Try to get check out hotspots

12:16:53 From Nick : Communicate with staff and with our public that we are initiating a much more deliberate cleaning/sanitizing regime going forward.

12:16:55 From Helen Azarian : Curbside service

12:16:56 From Jocelyn Levin : Learn more about online summer reading options

12:16:58 From Chris : Lots of curbside and or thinking about drive thrus

12:16:58 From Cindy Stanczak : Love the "personal shopper" idea!

12:17:02 From Sheryl : offer more self checkout options

12:17:02 From barbarabeaton : Holding virtual staff meetings to start planning.

12:17:02 From sharding : Starting to offer pull services. (Maybe... May or may not continue...)

12:17:06 From Jocelyn Levin : I love the personal shopper idea!

- 12:17:07 From alissa : Actively thinking about the new normal instead of wanting to go back to “normal”
- 12:17:08 From Mary Kay : I can reconfigure library computer placement for social distancing
- 12:17:11 From Emily Blakowski : More personal appointments and online services/programs
- 12:17:17 From Deborah K : and maybe a thank you to our heroes
- 12:17:23 From Marsha Miller (Indiana) : asking my faculty with whom I liaison what their thoughts are - if they have time to think beyond their teaching focus right now
- 12:17:29 From Patricia Mitchell : Connect with patrons virtually now as much as possible.
- 12:17:34 From Shane Stewart : curbside pickup more commonplace or pickup lockers
- 12:17:42 From Carol : Put humor into it. Lori Lightfoot, Mayor of Chicago has done a fabulous job with this with Memes. This puts people at ease and makes them want to participate.
- 12:17:43 From Paula Newcom : Might be a great time on how to reconfigure staffing if need be
- 12:17:46 From Jennifer Miller : equitable online access
- 12:17:47 From Dillon Geshel : over communicate with patrons about services! publish your libraries stories on your website/social media if you don't get the media reach you'd like.
- 12:17:49 From crystal : take ideas from the retail world that would help in the library

We then asked participants to take the discussion we had about our reinvented future and circle back to our answers to question #2. And we asked the final question for the day.

Reflection Question & Final Question:

Are there things you might do differently upon re-opening now that you've thought about going into the future. What's one small thing you could do now to begin to make your image of the future a reality?

Discussion following the reflection question:

- 12:17:55 From kreynolds : listing what we are doing while closed.
- 12:18:00 From Audra E : Plexiglass cubbies around pcs. Update library card accounts with a permissions of how best to keep in touch if the Library were to close again.
- 12:18:01 From Emily Blakowski : I second that with the humor!
- 12:18:07 From Shane Stewart : bookmobiles in the future? for patrons who do not want to go out.
- 12:18:08 From Bethany : it is a brave new world and embracing the opportunities.
- 12:18:15 From hullb : Just don't get a haircut now.
- 12:18:35 From Mary Kay : Free Little Libraries will be added this year!
- 12:18:49 From Marsha Miller (Indiana) : definitely humor - maybe a library 'cone of silence' design contest!
- 12:19:11 From cdobbs@greenwoodlibrary.us : Cone of silence! Love it.
- 12:19:17 From Emily Blakowski : Same!
- 12:19:25 From Karma : We have bookmobiles, and I think they may be the last part re-opened. Small space.
- 12:19:26 From Sarah Swiderski : producing more online content

12:19:27 From Kelly Currie : we want to launch a StoryCorps project which will give us more chance to talk to each other and share stories.
12:19:31 From Karma : No social distancing.
12:19:45 From Terry Horton : handmade mask contest..
12:19:45 From Nick : Great idea Kelly!
12:19:56 From sharding : (Karma: this is a wish for the future?)
12:20:00 From Emily Blakowski : Love the StoryCorps idea Kelly!
12:20:06 From Cindy Stanczak : There's a #millionmaskchallenge on Twitter
12:20:07 From Erica Foley : Flint PL was a StoryCorps host; they may have helpful ideas for that.
12:20:17 From Marsha Miller (Indiana) : not the cheap paper towels - have to be Bounty!
12:20:23 From Kelly Currie : Thanks Erica!
12:20:37 From Cindy Stanczak : I expect we'll see another StoryCorps grant round soon.
12:20:58 From jvanderh@grpl.org : Grand Rapids Public Library is collecting stories: <https://www.grpl.org/covid-19-stories/>
12:21:06 From Amy Rosen : We did Story Corps at White Lake what a great time to get it up and going again
12:21:14 From crystal : Indiana Historical Society is as well
12:21:17 From Jocelyn Levin : The Library of Michigan is doing that too - I will get the link
12:21:19 From barbarabeaton : Library of Michigan has one and we're doing a local smaller version.
12:21:38 From David Conklin : Thanks for hosting and to all the participants! :o)
12:21:41 From Liz : https://www.michigan.gov/libraryofmichigan/0,9327,7-381-88854_89996-523458--,00.html
12:21:42 From Carol : All great ideas. Thank you.
12:21:51 From bbonney : Loved this! Thank you!
12:21:53 From Eric Palmer : Thank you all
12:21:55 From Erica Foley : Partner with schools for kids/teens stories. My children (5thgr) have to keep diaries during this.
12:21:59 From Marsha Miller (Indiana) : this is our Covid19 info site: <https://libguides.indstate.edu/Covid-19-LibraryInformation>
12:22:06 From Dillon Geshel : thanks everyone!
12:22:15 From Jan Davidson : hi lisagc - can you please identify yourself?
12:22:15 From Ann Zydek : Share how to make a mask for non-sewers like me (CDC).
12:22:22 From Jocelyn Levin : <https://bit.ly/2ynT8rj> Library of Michigan COVID-19 Save Your Story
12:22:35 From kelly : find a mentor, continue to reach out to great opportunities like these! the library world is all new to me, so discussions like this are priceless ... thank you!
12:26:15 From Paula Newcom : <https://www.in.gov/library/COVID.htm>

We ended the day announcing our next dialogue on April 17, 2020 at 11:00 am Eastern (10:00 am Central). Our discussion will be around "What are the best opportunities for achieving our preferred post-pandemic future?"

12:26:38 From Ann Zydek : Thanks.
12:26:39 From Gwen : <https://www.mcls.org/training-events/presentation-slides/>

12:27:44 From Jocelyn Levin : You may want to add a password to the next zoom meeting - you can do that with the same id
12:27:50 From Beth Pierson : Thank you so much for doing this!
12:28:01 From katie mullins : Thank you!
12:28:04 From Helen Azarian : Thank you all so much!
12:28:06 From Linda Poortenga : thank you for this opportunity ☺
12:28:06 From Mary Kay : This has been a great springboard for new ideas!
12:28:06 From Debbie : Thank you for connecting us all, MCLS!
12:28:12 From Sarah Swiderski : Thank you!
12:28:12 From Jake Speer : Thank you
12:28:14 From Carla T Brooks : Thank you!
12:28:14 From Leah : Thanks!
12:28:20 From cdobbs@greenwoodlibrary.us : Thank you for hosting this!
12:28:39 From Rachel D : Thank you!
12:28:40 From Paula Newcom : Thanks to you all - these MCLS conversations have been awesome
12:28:43 From Imessick@greenwoodlibrary.us : Thanks so much for hosting!
12:28:44 From Audra E : thank you
12:28:44 From Kelly Currie : Thank you!
12:28:45 From Allison Boyer : thank you!
12:28:48 From Amy Rosen : thank you so much
12:28:48 From KBlaha : Thanks!
12:28:49 From Jeanna : Thanks!
12:28:49 From barbarabeaton : Thanks!
12:28:51 From Heidi Turner : Thank you!
12:28:57 From Eric Palmer : Happy Easter
12:28:59 From Deborah K : thank you
12:29:00 From Bethany : thank you.
12:29:01 From Emily Blakowski : Thank you so much!
12:29:02 From Kevin : Thank you!
12:29:05 From Emily Blakowski : Have a great weekend!
12:29:06 From Sheryl Sollars : Thank you
12:29:14 From Jeanette : Take care, everyone. Stay Healthy!
12:29:16 From Michelle Moore : Great dialog - thank you all :)
12:29:22 From Michelle Bradley : TGIF! Have a great weekend