

## MCLS Virtual Dialogue

### Getting Materials in People's Hands in the Post-Pandemic Library

May 8, 2020 – 11:00 am EDT

10:57:13 From Katie : Good morning everyone!  
10:57:25 From Michelle Bradley : Hello everyone!  
10:57:37 From checkin : Good morning everyone!  
10:57:40 From Korleen Bledsoe : Good morning from Coatesville!  
10:57:45 From Brigette : Good Morning!  
10:57:57 From ChildrenLinda Peterson : Good Morning!  
10:58:04 From dstewart : Good Morning  
10:58:39 From alexis.shirk@cuaa.edu : It snowed earlier here. :/  
10:58:56 From Stephanie Reinhardt : Alexa just told me it's 36. I  
10:58:59 From oscar.delong : Snowed today here too in Escanaba  
10:59:00 From Stephanie Reinhardt : 'm ok with staying inside  
10:59:21 From Katie : We had some snow here, in Keego Harbor  
10:59:47 From sharding : Agreed to both snow/accumulation & being happy staying inside from Marquette.  
10:59:51 From checkin : Last time it snowed around here in May was 1978, but supposed to get in the 20s tonight.  
11:02:50 From Melissa Renner : Hello from Mishawaka-Penn-Harris Public Library  
11:03:35 From Cathy : Hello from Otsego County Library in snow-dusted Gaylord  
11:04:28 From Nick : Good idea Lissa. Thanks!  
11:13:17 From checkin : Do you have any tips on how to start virtual programming for adults when you are technologically challenged? I'm willing to learn, but don't have a clue where to start. Please feel free to email me at bdixon@marion.lib.in.us. Thank you!  
11:18:41 From ChildrenLinda Peterson : I found an old timeline history of our library and in 1918 we were closed in Nov. and Dec. because of influenza, so we have survived this before.  
11:19:36 From Glenn Fischer : There was a great article distributed recently about using phones to do call-in style programming. Simple technology that allows various levels of ability to participate.  
11:21:19 From Nick : Thanks for featuring La Scala - great food and great people!

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

#### ***1st Breakout Room Conversation Questions:***

***I'm sure we've all heard about or experienced new and innovative ways that some organizations have figured out how to get things to the people who want and need them, despite the COVID-19 outbreak and all the disruptions to our regular ways of doing things, disruptions that may actually be our "new normal." Stories like Kirsten's and La Scala.***

***Share a story of a new or innovative way that people have been able to get something that they want or need that have you seen or heard about?***

***Discussion following the 1st breakout room session:***

- 11:42:22 From sharding : Libraries with drive-up windows/book mobiles seem to have an easy pivot-point for making physical materials accessible to patrons.
- 11:42:24 From Lindsay Gojcay : Our group talked about hand sanitizer from local distilleries; 3D printer to print face shields for hospital PPE; sewing machine to make fabric masks for PPE
- 11:42:29 From Melissa Renner : I left my room too early :(
- 11:42:32 From Sarah Swiderski : Curbside as well as being able to come into the library. We also discussed whether or not curbside should be happening due to virus spread.
- 11:42:43 From sharding : Also: carts for quarantine!
- 11:42:46 From Stephanie Reinhardt : Library Curbside pickup for those who couldn't come in before quarantine  
Vet offices - using phone service to keep pet-owners and staff safe by only taking pet inside  
Science education - putting fish into dormant state and sending a kit to neighbors  
Church - radio transmission service for drive in church
- 11:42:54 From Brooke Hoskins : Phone in for a story, curbside pickup,
- 11:42:55 From Emily Puckett Rodgers : Sending weekly newsletters to advertise online resources and programming, using radio and newspapers to advertise
- 11:42:56 From Tera Moon : One person saw a coffee shop using a long paddle to pass coffee cups to people in their cars from six feet
- 11:43:04 From Glenn Fischer : basically, all the models involved a facilitated use of the library or other product delivery.
- 11:43:07 From alissa : Those in our group were only just starting to do curbside. One of us is looking at doing craft bags for curbside.
- 11:43:07 From Carla Dinnocenzo : a lot of us are having digital library cards easy to get right now. also private chat "virtual" librarian appointments
- 11:43:10 From Nicole Brock (ISL) : We discussed mail delivery, leaving things on porches, curbside pickup, scanning a code at the drive thru for prescriptions, requiring mask/sanitizer for in-person shopping.
- 11:43:11 From Brooke Hoskins : digital reserves
- 11:43:13 From Emily Puckett Rodgers : opening up digitized collections to full online access
- 11:43:13 From Beth Pierson : Using apps like Nextdoor and Shipt to get basic needs taken care of
- 11:43:14 From Bloomfield Township Public Library Adult Services : Restaurants/distilleries doing pickup; remote beer tasting (!)
- 11:43:15 From C Q : curbside; restaurants offering food trucks; online library cards
- 11:43:16 From Robbi : Virtual beer tasting, drive through end of summer celebration, going "live" on our FB every few hours with giveaways from our sponsors for our SRP kickoff
- 11:43:19 From Nick : Curbside, increased e-resources, Facebook live, lock boxes for "after hours" which is 24/7 now and expanded home delivery to folks not usually considered "homebound"

- 11:43:21 From Susan Schroeder : pivot to digital/electronic services
- 11:43:22 From Brooke Hoskins : Knitting program on zoom
- 11:43:26 From Rebecca : Talked about quarantining returns, how to reach patrons who aren't online, curbside service, phone reference
- 11:43:28 From Bloomfield Township Public Library Adult Services : Lots of live/streaming programs
- 11:43:33 From meg : HI ALL! We talked about theme packs and ways to get browsing patrons photos or virtual tours to see the shelves. We also talked about partnering with food banks/grocery stores to hand out craft kits.
- 11:43:34 From Maria Good : we talked about nothing library related :) WE talked about how the use of curbside pickup for groceries, and how the farmers market is changing their policies
- 11:43:39 From Glenn Fischer : You're not really allowed to browse the physical collection or touch anything. You have to know what you're looking for.
- 11:43:40 From dorothy manty : Breakout room 3:Example of new delivery method: One participant got her allergy shot in a procedure sounding similar to the curbside pick-up plans now in the works for next phase deployment.
- 11:43:40 From Brooke Hoskins : facebook live
- 11:43:42 From Barbara Begin Campbell : Our libraries are still closed but talking about how to do curbside type of service, how to make shared space available to selected patrons perhaps by appointment
- 11:43:42 From Tera Moon : a library is making photo copies for those who really need them for filing for government benefits. the patrons call her in her office and she meets them at the door and makes the copies for them.
- 11:43:47 From Emily Marsh : Restaurants offering family specials--focus on family packs another was libraries delivering to where the students can pick up. also unboxing style videos to see a lot of available things
- 11:43:49 From Mary Kordyban : We talked about mailing out seeds from seed library. How to publicize online programs through paper flyers in windows and on dropboxes
- 11:43:53 From Sara Ault : used books store lets customer shop for an hour in the store by appointment.
- 11:43:59 From Glenn Fischer : A winery in Michigan is doing that too.
- 11:44:10 From Joelle Hannert : Online music workshops - more successful than in-person because of privacy for shy people. Video chat (zoom) improving service for tech help over traditional phone/text chat. Discord channel to connect friends/communities (different channels for different types of things people need)
- 11:44:10 From Kelly Currie--Delphi PL : Some of us are afraid to do anything!
- 11:44:16 From Victoria Phelps : Contactless Pickup was the phrase of the day. We discussed how groceries can arrange contactless delivery; how one library is checking in desktop computers with just one staff member present; how a local boutique is using video browsing to sell items in stock; and how a dance club in Portland, OR has created a tent for drive-through pole dancing and how dancers have delivered club food to customers
- 11:44:23 From Amy Beckman : A farmer's market offering a box of produce and other food that you can purchase online and pick up curbside later that week.
- 11:44:24 From Emily Marsh : phone in library story times
- 11:44:51 From meg : I did, but then it said it wasn't work...
- 11:45:01 From Joelle Hannert : We also talked about theme packs - yarn store creating custom kits.

- 11:45:20 From Pam Seabolt : Thanks, Meg :)
- 11:45:21 From Cathy : curbside or at lunch pick-up goodie bags with activities, books and crafts; adult /teen forms for book/genre holds; patron survey for summer reading virtual programs
- 11:45:52 From Cindy Stanczak : One I didn't of at the time. There's a butcher in MI who is doing food/truck style hog processing with local producers. You buy a whole hog for \$150 and then have him process it on demand.
- 11:46:11 From Jocelyn Levin : Library is putting tax forms in Rubbermaid bins on library porch for patrons to access
- 11:46:18 From Melissa Renner : Vet diagnosed my dog with black fly bites and pronounced her good to go with no treatment needed :)
- 11:46:27 From Melissa Renner : Via email photos
- 11:46:39 From Glenn Fischer : Stories from barbers/hair salons in Georgia have been interesting... no more walk-ins. 5 minute window to show up for your appointment.
- 11:46:57 From Marge MCPL : We'll have to go back to the old way of calling out the call number and have only staff retrieving books for curbside.
- 11:47:12 From Barbara : We are going to start offering curbside service next week. Local schools have been offering food packs for their students where they can pick up a weeks worth of breakfasts and lunches.
- 11:47:21 From Glenn Fischer : Planet Money podcast #997
- 11:47:41 From Glenn Fischer : Trader Joe's podcast talks about how they're serving their customers.
- 11:47:48 From Jocelyn Levin : A neighbor is putting homemade masks for neighbors in individual bags in her mailbox to pick up

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

***2<sup>nd</sup> Breakout Room Conversation and Questions:***

***Loaning materials is part of what makes libraries, libraries. It's who we are. Figuring out the best way to get physical library materials into patron's hands in our pandemic and post-pandemic world is a complex issue and what works best for a large library may not work for a small branch.***

***As libraries, what are 3 non-negotiable principles that must apply for how any library chooses to get library materials into people's hands.***

***Discussion following the 2<sup>nd</sup> breakout room session:***

- 12:03:16 From Victoria Phelps : safety, accessibility, usability
- 12:03:47 From Jocelyn Levin : Patron Safety, Staff Safety, and Equitable Access to Materials
- 12:03:50 From Kate Van Auken : 1) safety-staff and public
- 12:03:55 From Katie : 1. Least amount of hazardous materials as possible, quarantine returns, get them clean, especially now (safety-first)  
2. Making access equitable and finding solutions to access disruptions or obstacles (considerations to people who can't get to the library due to health issues, if they're high-risk, anxiety about getting the virus, or don't have access to internet, making the library more mobile)  
3. Safety of staff throughout service, maintaining a work culture of support, concern and safety

12:03:58 From LauraPC : insuring patron privacy

12:03:58 From jeffcrocker : Safety, customer service, and flexibility

12:04:00 From Tera Moon : 1. safety of staff and patrons

12:04:07 From Lindsay Gojcaj : Our group talked about ease of access; removing barriers; responsiveness plan during something like a pandemic; fine-free library

12:04:08 From Nicole Brock (ISL) : equal access for everyone, maintain privacy, still has to be free

12:04:09 From Tera Moon : 2. giving people what they want and need

12:04:17 From Kate Van Auken : 2)communication 3) simple/easy/flexible

12:04:19 From Anita Zelmon : Separation, materials to patrons, safety

12:04:19 From Tera Moon : 3. providing a sense of community

12:04:19 From Nicole Brock (ISL) : We also chatted a bit about disinfecting - we'll do our best but cannot guarantee now any more than we ever could.

12:04:20 From jodi.russ : fair and equitable service, safety, quality service

12:04:23 From Sarah Swiderski : 1. Public health must be put first

12:04:35 From Burton : 1. Functional delivery services, 2. No-fear transaction for staff and patrons, and 3. a good quarantine process

12:04:37 From Stephanie Reinhardt : 1. Staff and patron safety - whatever we need to keep them safe, healthy, comfortable, and able to do their job

2. Equity of access - find ways to serve everyone regardless of tech access

3. Kill your darlings - the way you've always done things isn't necessarily the best way - even if you like it

12:04:38 From Shane Stewart : Ensure confidentiality through the library privacy act with curbside delivery. Ensuring access by waiving overdue fines. Patrons must reside in the service area

12:04:38 From Donna Herman : Need to go as I have another meeting. Thanks everyone.

12:04:39 From Sarah Swiderski : 2. EVERYONE needs to participate in frontline work

12:04:40 From Suzanne Schimanski-Gross : Accountability, Safety, maximizing service within constraints

12:04:41 From Mary Kordyban : We discussed having high quality materials for a diverse group of customers. Safety and fine free.

12:04:42 From Barbara Beaton : Public health/shared staff responsibility for frontline (unless health issues)/ digital divide — how to mitigate, communicate without social media.

12:04:45 From LauraPC : equal access to materials, safety for patrons and staff

12:04:47 From pelepcha : Can only do what staff is able to handle - Reach as many patrons as possible - get material to patrons who can't come to the library

12:04:49 From Sarah Swiderski : Acknowledge the digital divide

12:04:51 From Cindy Stanczak : being aware of the digital divide in access to technology and technology skills, supporting tech options but also the value of physical resources, always remembering patron privacy, and remembering other barriers like lack of transportation when requiring cars for curbside

12:04:54 From Katheryn Carrier : getting materials to patrons \*safely\*. getting out promptly. and getting new accounts to new patrons

12:05:16 From Cathy : Safety for staff and patrons, flexibility, phased/curbside, equity for hands on and virtual services

- 12:05:29 From sharding : The underlying principle was that libraries MUST NOT become the COVID-19 vector-of-choice. Libraries would have to be skeleton-staffed at minimum and able to provide no-contact pickup/drop-off (both for checkouts and returns). Service-wise, would having digital browses of new / display items help patrons decide what they wish to access?
- 12:05:51 From sharding : \*Libraries

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

***3<sup>rd</sup> Breakout Room Conversation and Questions:***

***Imagine it's 6 months from now and we have become an industry that is known for its stellar practices in limiting the spread of viruses and supporting a healthier community. Other community places, such as thrift shops, rent-a-centers, and bowling alleys are seeking to emulate the library's best practices in handling physical materials that pass from one person to another. Our principles have informed all of our excellent practices. What does that look like, sound like, feel like? What steps did you take to bring these best practices to life?***

***Discussion following the 3<sup>rd</sup> breakout room session:***

- 12:22:26 From Stephanie Reinhardt : Working in teams - same people consistently working together to limit the spread  
Contactless delivery of materials - like a milkman or a drive-up restaurants  
Material quarantine - CDC recommends 24 hours  
Removing points of contact - toys, make and take, forms that need returned  
Website social media/paper book lists made to be taken - passive readers advisory.  
Checking out tech materials - chromebooks and wifi hotspots? Computer appointments? Screen sharing with patrons?  
Little Free Library Distribution to provide access to print materials
- 12:22:45 From Nicole Brock (ISL) : Quarantining things, Grab & Go bags, Scan merchandise from an app?
- 12:22:54 From Chelsea Eskander : Equal access to materials:  
-Homebound delivery as an option  
-Boosting wifi so more patrons can have access  
-Virtual programming  
Bio-Hazard free materials:  
-Cleaning/quarantining materials  
Safety of Staff  
-Social distancing  
-Cover outlets to discourage people staying in the library to do work, instead offer extended wifi  
-Face masks; offer to public those who need them
- 12:23:03 From Lindsay Gojcaj : Pretty much everything libraries do can be mimicked by retail stores...from the self check out screens needed cleaned to borrowing pens
- 12:23:11 From Brooke Hoskins : Ability to adapt to what's been happening.

- 12:23:20 From Lindsay Gojcaj : Staff safety is a priority
- 12:23:21 From Anita Zelmon : Emphasis on what patrons should do as they use the library, such as stay 6 feet apart, scan temperatures, disinfect, etc.
- 12:23:29 From Lindsay Gojcaj : Staggered work schedules for staff
- 12:23:29 From Barbara Beaton : We'd like to be recognized as responsive and agile. We will want to model excellent daily (minimum) communication among staff to ensure that we are adjusting and evaluating services as we go.
- 12:23:34 From jodi.russ : Equitable service - find places to advertise and ways to reach out so that more people are aware that we're offering this.
- 12:23:40 From Nicole Brock (ISL) : We're lucky that most of our inventory is already cataloged and online, so it's easier for people to shop and for staff to help people via phone. It'd be hard for a thrift store to switch to this.
- 12:24:00 From Shane Stewart : More info needed regarding safe practices recommended by the CDC and how long the virus lives on surfaces. 3-day quarantine, hotboxing items. Keeping community gatherings in some way is also important.
- 12:24:07 From Katheryn Carrier : storage spaces for quarantined materials. staffing will change.
- 12:24:09 From dstewart : Governing Body MLA/ALA, Grocery Store Safety Concepts, Cleaning Methods, Changing Processing Methods because of germs, counting patrons
- 12:24:10 From Tera Moon : Looks as drama-free as possible. Communication will be key: must be consistent. Leaders define reality and define which principles which are nonnegotiable. feels like a community and feels compassionate and safe for all. Sounds the same from all staff and a message of firm compassion is heard. Training and messaging will be key.
- 12:24:12 From jodi.russ : Safety - do a video to show patrons how we are handling work so that they can feel safe because they see what we're actually doing to ensure their safety.
- 12:24:23 From Mary Kordyban : Sanitizing materials between use, such as children's toys. Not sure how this would look in a bowling alley. Quarantining other materials. Masks & gloves - possibly passing out to everyone coming in the building. Physical retrofit such as plexiglass at service points. Using technology to help people on the computer at distance.
- 12:24:27 From Cindy Stanczak : calm, systematic, and deliberate phasing toward return to service that is adaptable but documented; cooperative process between staff and customers and staff with kindness and compassion; safety as priority #1; sustainability on increased cost of all these measures
- 12:24:29 From Cathy : flexibility again, libraries as a conduit to access resources to help businesses, clear safety boundaries when people come back in
- 12:24:34 From oscar.delong : 3 day quarantine  
Sanitizing items that needs faster turn around  
Browsing the collection will be hard to sanitize and quarantine, selective or mass sanitization  
Using only half computers, adding barriers, reducing time on machines  
Making appointments for computers?  
Providing masks, hand sanitizer, plexiglass barriers  
Security personnel may be needed  
Social distancing reduce capacity for machines and space

Turn social distancing into a game (tunnel with slide tray to pass materials back and forth but make it a kids game. Could even decorate like nature tunnel or animal)

- 12:25:10 From jodi.russ : Privacy - brown bags for pick up of materials individual to each card holder. Manila folders or brown envelopes for copy/print/scan/fax service
- 12:25:11 From LauraPC : quantining materials, practicing good personal hygiene, washing hands and cleaning services, changing or limiting hours of service
- 12:25:29 From Kate Van Auken : Cleaning becomes more important for staff and patrons, customer service changes to be more readers advisory, the library collaborates more with other entities in the community so the library can be the New Welcome Wagon in the town. Job descriptions will need to be updated and changed for more virtual programming skills.
- 12:25:54 From Victoria Phelps : More virtual literacy and ways to help patrons without needing to be near their computer; quarantining materials, curbside pickup, staff helping to keep public spaces clean. Communication with patrons will be key to maintain good service and communicate new expectations. We wondered if patrons would see changes made as the "new normal" but hope our users have understanding and grace for changes we'll make.
- 12:26:30 From sharding : Amp-up disinfecting of high-touch everything; minimize patron/staff cross-contamination (partial self-checkout/in, with staff managing the computer, patrons scanning their barcodes/items?); Use discharge status to indicate item is in quarantine? Schedule patrons to pick up items using the same scheduling software the library usually uses, and then pull/charge holds like usual. (Also have ability to turn books in.) Gradual re-introduction of library physical services - once we're "open", supply curbside service for a couple weeks, then lobby-time by appointment... Virtual programming seems to be a bit of a non-starter for many patrons, potentially due to screen-overload in addition to the usual slew of tech-related issues.
- 12:26:32 From Stephanie Reinhardt : I like the video idea!!

### ***Final Question:***

***Share one small action you're going to take moving forward from today?***

### ***Discussion following the final question:***

- 12:27:44 From Pam Seabolt : <https://www.mcls.org/training-events/presentation-slides/>
- 12:27:56 From pelepcha : Communication will be key - library as a whole will be flexible to how the current environment impacts the library being open or having to close without much notice -
- 12:28:39 From laurageesy : Looking into homebound services again for my library.
- 12:28:41 From Cathy : sharing all these good ideas with my staff
- 12:28:41 From Bill Bowman : Make sure to work on helping the library be more transparent.
- 12:28:46 From Katie : increase communication and brainstorm innovative solutions
- 12:28:57 From Christina Shields : Lear from libraries everywhere, we are not alone in this
- 12:29:01 From Rebecca : Deliberate communication to staff and to patrons



12:29:03 From Dale Parus - Ionia, MI : Getting the interview information and performing those with staff.

12:29:04 From Barbara Beaton : Brainstorm with staff how to cross the digital divide.

12:29:07 From Debbie Rzepczynski-Lake Co (IN) Library : Communicate with a physical mass mailing because most of our communication has been by social media or email.

12:29:08 From Jocelyn Levin : Tell the rest of my staff about using Slack

12:29:09 From dstewart : Brainstorming and communication

12:29:16 From edgarj : Sharing these ideas with my coworkers.

12:29:17 From Jeanette Smith : Brainstorm ideas for reaching out and interacting with patrons.

12:29:20 From Joelle Hannert : Looking into remote-in option for in-library reference help (do from reference desk)

12:29:20 From Bethany - Tamarack : Share, share, share.

12:29:28 From Nick : Begin to expand home delivery beyond traditional homebound service through "drop and go" service at homes and apartments.

12:29:30 From Virginia DeMumbrum : Preparing a video message to post on our site and our social message. Start planning a "fun" staff video to show patrons how we will be keeping them safe when we start offering services,

12:29:35 From LYNN : There was so many but one thing is having the resources for businesses to help them,

12:29:38 From Barbara Begin Campbell : Take a breath and listen first

12:29:46 From oscar.delong : I will look into more digital programming ideas

12:29:50 From Mary Kordyban : How do you sign up for Slack?

12:29:55 From Tera Moon : Thank you, MCLS!

12:29:58 From Stephanie Reinhardt : Keep gathering information and sharing it on channels (like slack or the Library Network Discord server

12:30:06 From Nick : Good point Barbara BC!

12:30:09 From Rebecca : Thank you, MCLS!

12:30:13 From iPhone : we can achieve success in our new world, with consistency, compassion, & continued safety.

12:30:21 From iPhone : thank you

12:30:25 From Nancy Rosenbaum : Brainstorm with employees to get more ideas to reach more patrons

12:30:43 From Katheryn Carrier: share discussions with coworkers. especially the safety aspects

12:30:51 From sharding : "This too shall pass."

12:30:57 From Jeanette Smith : survived without technology!

12:30:58 From Kelly Currie--Delphi PL : Thank you MCLS!

12:30:59 From Dennis Kreps : Thank you, Michelle, and all MCLS for coordinating, and all for sharing and participating.

12:31:02 From Nick : Thank you MCLS and everyone!

12:31:02 From Korleen Bledsoe : Thank you so much! I will use much of this information to brainstorm with my staff and see what we can do!

12:31:05 From Barbara : Thank you so much!

12:31:06 From Debbie K : thank you

12:31:09 From Terry & Connie : Thank you! Always enjoy this event!

12:31:11 From LauraPC : have a great day everyone  
12:31:15 From Katie : Thank you!  
12:31:17 From dstewart : thanks  
12:31:18 From Jeanette Smith : Thank you!  
12:31:20 From Sharon Crotser-Toy : Thank you all! It was great!