

Stand by for realtime captioning.

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Good morning. We will be starting in just a few minutes.

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I just talked with Jamie and she's trying to get in but having some problems with the VPN. I'm going to go ahead and click record. Let me get the ball rolling.

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I Manasseh speakers to introduce themselves. We had planned a nice introduction but we are unable to get to our talking points. Before we get started, I'll walk you through the normal housekeeping reminders we go through for all of our webinars. In particular, please note we are going to have a Q&A section at the end of the presentations and some of those will go over questions Jamie has asked presenters and some will go over things you have submitted when you registered. If throughout this visitation you have questions or if you have any technical problems, please go ahead and use the chat box. It's for those who are on a desktop computer, will be in the bottom right-hand corner of your screen. Will keep track of all the questions I come in and at the end of the presentation, we will ask the panelists. We are recording today's sessions and we will email a link to the recording in the slightest everyone registered for this webinar. If anyone needs additional certificates because multiple people watch the webinar with you, please email the outreach and include the title of today's webinar along with the names and email addresses of those who need certificate. Desktop computer or laptop users may zoom in on the slide being presented. To do so, click on the full screen button in the bottom left side of your screen. If you want to exit, you need to mouse over the blue bar will be at the top so it expands and click on that blue return button to get back to the default view. Finally, at the end we will be sharing webinar satisfaction survey with you. We would very much like you to fill out that survey and let us know what it is we are doing well, what information you need from us so we can better provide our programming. Will let you know when that is available by putting the URL in the chat box. I will hand the microphone over to will. Normally Jamie would've had as smooth, polished handover. If you would, please take it away.

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Thank you and welcome everyone. Thank you for joining us on this Friday afternoon. My name is will, I am the corner of government documents at the central library of the Jean and Alexander library at Vanderbilt. I began my career in 2000 and imagining managing course reserves I currently serve as the federal depository court Nader overseeing U.S. federal and other nations depository collections. I manage all aspects of the government documents collections including legal compliance, technical services, maintenance and disposition of documents. Now that you know a little bit about who I am, let's go ahead and dive right in on reopening madness for the libraries.

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I'm going to start with basic information about Jean and Alexander heard Library. We are located in downtown Nashville Tennessee. We are nine libraries and a finance gallery. Most are assisted with various schools, biomedical, divinity, education and law management. I work for the central library which is generally the undergraduate arts and sciences but we serve undergraduate, graduate, postdoctoral pre-much the entire campus. One thing to bear in mind, while there are nine divisional libraries listed, the central library and special collections are all in one building

and all the other divisional libraries are in separate buildings. Some of which are assisted with their own schools. We also have two off-site storage facilities, one is library and experts which houses overflowing books and materials for all the divisional libraries or second off-site storage facility is the 21 N. facility and this is generally for special collections along with University archives. We also have one off-site building which is housing or technical services and is for technical services for most of library systems with exception to government documents. To sum it up, we have 11 library locations and five contained government documents.

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I want to talk about this from the big picture because when we talk about reopening, we have the individual libraries, we also look at it from the library systems. Let's dive into our staff. We currently have 137 full-time staff members. You will notice we have two depository court Nader's Knox when that of why we have to adjust a moment. We also have lots of student assistance. Usually employ around 150 student assistant per year. When I say two, we have two depositories. For now, I'll explain that in a moment. The depository I manage is our central library established in 1884, we are regular academic depository. Are second is a law depository associated with our law school. Which was stabs in 1976. The reason why set for now is pre-2010 we were in the process of moving all of our government documents from the five locations to a new off-site storage facility. We are in the process with the planning and everything kind of went on pause. The long-term plan will move the materials into the off-site storage facility but as of today, we are still two separate depository collections. The collections are central since we have been around since 1884, numbers about 600 depository pieces in the law library has about 107,000 depository pieces of these are pretty large collections. We both are selected depositories but it's come to Getty. Because in the state of Tennessee, University of Memphis it serves as a regional the state in 1989. We have a shared housing agreement for pre-1989 materials and they are Houston seven different libraries. Six octaves and the regional and these are broken up. The central library depository is one of those shared housing library so we are also responsible for PR, PRE X, State Department and handful of cereals like the Congressional record. Our collections are large historic tangible collections. We have our shared housing regional shared housing collection where the cessation of southeastern research libraries and excellence for State Farm document we also have a very large electronic collection as well. Who are our users? Our primary users are students, undergraduate, graduate, postdoctoral unprofessional. We also have our faculty and staff utilize all of our libraries. We have academic researchers so we get a lot of visiting scholars. Our alumni are also utilizing library services. And the testes fifth congressional district which is the local population we serve. Here is a picture of our central library depository desk, you will notice the logo, you also notice the shutters or closeness because we are still in the process of opening back up. We are not completely open but we are on the road. I want you all to see the picture of our service desk.

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Let's talk about closing time. When did we close down? We closed the week of March 9. That's about two weeks after our students came back from spring break. They came back from spring break, they went to classes and then the 10 cases climbing. When this happened, the University actually stopped classes in person and on March 11 our class was announced classes will go to hundred percent remote. Around that time, students were also given the March 15 day that most needed to move out of the dormitories as well. Going back to March 13, we were given notices to prepare for telework which was a Friday. Later that evening, we work from home was out announced by the University strata. March 15, students moved out. The majority of students left

campus. That Monday, one of the things that happened is our libraries which were very limited status. First of all we went to card access only if the living open to the full public. We limited our hours and we also closed our libraries with exception to the central library, the law library and biomedical Library. It was an important day because that's when classes officially went remote as well as the first day we officially went to work from home orders.

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One week later, we completely shut down. All the libraries are closed and that meant some of the research labs started closing as well. Full shutdown. Who made this decision? This came from University leadership because this impacted everyone involved with Vanderbilt university. Library Lucia provided information throughout this whole time to help University leadership make these decisions. I want you to notice all of this happened very quickly.

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Opening time, I say so because we are kind of opening back up. On May 26, we were able to start allowing some staff into one building. We allowed 10 staff members in out of our hundred 37 staff and they can only go into one building. We looked at end of your invoices and returns an interlibrary loan because they're supporting online classes. June 1 was a day we began circulating physical materials although bear in mind, users were still not allowed into the library during this time period. June 15, the program we have for security materials we added government documents so yes, our users are now able to give documents. As of today, we are allowed to have up to 42 staff spread amongst all of our library buildings. However, I want it to be noted that just because we are allowed to have 42, we have been nowhere near sending back in 42 staff members. Even as of today. The next day, you will notice July 29 which is actually in the future. That would be Wednesday, that is the first day I will be going back into the library to process government documents process so I am excited to be going in and handling some of those materials. Sacca how were we and are we still serving our patients? The first part was a focus on digital access. As soon as our users were unable to come in, we transitioned over to supporting online learning. We did a lot of scanning materials and we worked with our faculty to make that transition and help them seek copyright clearance to support digital and online work. Our interlibrary loan department has been, for lack of better words, incredibly busy.

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We focus because of the lack of access on purchasing Tronic access. This was still with the mindset of supporting online learning. Generally, our policy became if we had a printed copy, if a faculty member or student needed a copy of something, that was available, electrically or digitally, we have that for our users.

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The big thing we started everything up was our virtual reference and chat. Before COVID-19, we had ask a librarian in ways for people to submit reference questions virtually we didn't have our huge robust system. That changed on a dime in a week we set up our virtual chat reference and since March 18, we had over 1200 hrs. of staff time manning our chat, our virtual chat, we have answered over 950 chat reference interviews since that time.

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What about tangible materials? Since we were shut down for a couple of months complete the, there is no circulation. We couldn't do that. Returns, we couldn't actually return them in the system so we did extensive due dates for some of our users but because of the rush and students leaving in under we, our book drops filled up. Fortunately, we had our couple people able to go into buildings to make sure the buildings weren't burning down during this time period and our

director of facilities actually was emptying out the book returns so they did not get damaged due to the weather. We had a huge influx in this. I talk about tangible materials but then, I mentioned June 1, we started circulating materials. We came up with the book program. This is contactless access to tangible materials. It sounds fun and it's an acronym and it's awesome. Pup stands for pickup plan.. The team which comprise of nine staff members across the libraries work together so we had some access services and interlibrary loan collections and various other team members that helped build this program and they built it in about three days. We initially started as a pilot on June 1 and with only selections from central and divinity library. That's because, that's the only building we could actually send staff numbers into. That was the only thing we could offer. Quickly, the Book P.U.P. program they can to be successful and extended to all of our libraries a good off-site storage. The one thing about that is there still a few restrictions like microfilm and microfiche which most users don't have those machines at home and are not able to utilize those and special collection items so things that wouldn't circulate because those are in-house use only.

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Outside his exceptions, just about everything our lever system is not able to be circulate it. The way we do this is first, the user requested item in our online catalog. Request is triaged by our subject librarians and they go through and determine if the item is electronic available. If we have electronic copy, we send the link, we send the access and your done. If we don't own a copy, but in the case where one is available for purchase, the request is sent acquisitions but item is purchased and the users notified. In cases where electronics is not possible, the item request is 42 are interlibrary loan department. They do a good job working with our access services pulling the books. Once the books are pulled, they contact the user to schedule a pickup time. These are 15 minute windows. The item is then bagged and placed on the pick up table so this is not actually true curbside service. We have a table outside of our building and that's really the back and the user comes to pick up.

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In six weeks, we had about 600 request. That's electronic and tangible. That comes to about hundred per week. Hundred 70 were pickups and 73 were filled with one day. We advertise 3-5 days. We were, our staff are just on top of.

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This is first looking at the plan. The University has a four phase plan for reopening they published an FAQ that is overloaded with information and is so useful. It's a stated constantly and everyone is informed, students, staff, equity in public. The admission universities from the federal government, CDC, local government health department, the guidance for reopening is actually in consultation with the Vanderbilt University Medical Center and school nursing about those have wonderful experts who are so knowledgeable helping us open back up. Our goal is on-campus, in person classes for the sole. Currently, we are in phase 2 of our four phase reopening plan. Transparency is key. I've added a link which is open to the public so if you want to look at the FAQ and plan, you're more than welcome to go to the lake, you don't need a login for that.

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Our staff has also been big on encouraging us to work from home. If you can work from home, we are supposed to work from home. The libraries have a three stage plan for open. Let me talk about the library planning. This is where I get more excited. The first part is safety has been the number 1 priority. That is where we start. When we ask what the other planning considerations, we start with University guidelines. That is the bare minimum. They are robust guidelines. That

does not mean we cannot go a step further but we do not cut corners. You start with University guidelines. Let's talk about our libraries three stage plan for reopening and it's actually a little different because this was the plan we mapped out in June. You have to have a little flexibility as we get new information and we learn things, we make adjustments to the plan but this is still the general overall structure. Stages zero is where everything is closed. The chocolate access only, no staff, Willie had three staff and our buildings.

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Stage one is where we allow a limited staff that no user access. I said limited staff access but the Book P.U.P. is in place . This is where we currently are between stage I and stage II. Because we allow 42 staff entire buildings but no users are permitted inside library buildings and we are still under the P.U.P. in place.

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Stage II is reduced staff which is 32+ staff members but this is where we start to allow limited building access for our users and we limit our hours of operations. Stage III, we increase the amount of staff that it still limited if you can work from home. This is where students are back on campus and we still have a limited access for users but we have to take adjustment for those students coming in. Some library spaces during this time may also be utilized. During stages 0 to 3 staff can work from home and the other part is during the planning, all staff are challenged to think about their individual scenarios within their units, plan what happens if I have to come back, what happens if I have to work from home. And plan on being flexible.

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For staff returning to work, as I mentioned, limited staff returning but here's how we brought in our staff. First off, returning staff coming on a volunteer basis, no one is required to come back in and if someone is at higher risk category, such as over 65 or perhaps underlying health conditions, they are encouraged to fill out an EEO accommodation request. Staff have to review knowledge form which goes over standards and protocols expected of us. We also must have permission to return to campus you can't just Sam going to the library and start working. You have to have permission to be on campus and as of right now, we don't allow officers on campus either. Everyone must have permission to be on campus. What is required to carry a mask and their Vanderbilt ID at all times. I want to be great masks are mandatory inside and outside the building, only time you can take off a mask is inside of your own personal office, not around anyone else. We have a rigorous contact tracing and it's important because we go into a building you need to swipe into a building. When you leave, you swipe out of the building and that gives a record for when you were in that building. We have manual contact tracing forms that people have to fill out that are a little more detail. In the chance, in the case of a positive test, we can trace exactly where someone was.

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We are all expected to maintain social distancing which is defined as at least six feet and that is in addition to wearing a mask. Is not at 60, I don't have to wear a mask. Staff are expected to develop. Follow directions on entrance, exit the pathways and those are clearly marked. I have a few photos to show you so that's a wonderful program we visited.

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Washing hands, we are encouraged to wash hands, soap and water for at least 20 seconds and staff going and have to monitor their symptoms every day. The staff member thinks they may be sick, and immediately they need to sell isolates and they have to leave work and report to supervisor and occupational health and you get tested. Staff, once you fall under that may be

sick, you cannot come back until you have a negative test or virus free. One other thing we have done to prepare for coming back, we have weekly virtual zoom sessions to go over the protocols for all of the staff coming in initially specific to the buildings they may be going into, they can ask questions of those are every Friday. Now it's time for pictures. This is the front door of our central library and if you notice on the right side we have an entrance only an exit only that is for staff. I want to point out if you look over to the left you will see that red sticker that is our Federal depository library sticker I put those on the doors may very proud of it. Here's our government documents which is one of the worst examples for the directional arrows inside the building but I want to show off how pretty and clean our stacks look. If you notice, there is an arrow on the floor. I have a few better photos and some of our directional arrows. This is an entrance way on our second floor that is at a cross area, and has a roundabout and gives directions for people are supposed to walk to help maintain the physical distance.

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Here are more of the directional arrows which go into one of our elevators. Image on the right is inside of an elevator which tells our people where to stand inside an elevator. This is our second floor which is in the central library building to show what the service desk looks like you can see it's a pretty complicated path that our users and staff and whoever is in the building are expected to follow. I also want to point out I'm showing these pictures of directional arrows on the floors of libraries but these are in all the buildings on campus. This is not just libraries that have the mapping pathways. Let's talk about COVID-19 concerns. We will start with humans. The first part is an increase in physical distance. As I shall we have pathways marked and maps have been created that are very detailed. There's also installation of physical barriers and service points which you probably noticed in the previous photo and I have another that will show more. We have increased targeting cleaning so areas that are high-traffic get more cleaning and one of the cool part our housekeepers have started, they leave a notice for areas that have been clean so you know which areas have had that cleaned. Mandatory facemasks, there are no exceptions to that. When people that have medical issues, they need to go talk with occupational health or students need to talk to student health these cases. Daily contact tracing, we are also encouraging contact with circulation, self checkout and at checkout.

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And of course, they pick a plan. What happens in the case of a positive test. I first heard a positive test I thought, the world ends, shut down the block and will forget. Is not happens. In case of a positive test, because of the rigorous contact tracing we know Reverend has been and we stagger our shifts. They are not loaded up, most people are working by themselves anyway able to isolate areas they are in. Those areas get a very deep cleaning and that is shut down for at least 24 hours. After the cleaning it's open back up for limited staff. The contact tracing has been critical in making sure we do that properly.

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Here's a picture of our central circulation desk and you may notice the two boxes on top that look like they're built-in to the service desk. Those are the new barriers that were put in. Once again, we are creating that physical space, you will notice there is assigned to help encourage that physical distancing.

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COVID-19 concerns about materials. The first thing is doing research. All of our staff, our preservation technician along with everyone else working at our library has been doing research on this. COVID-19 toolkit on the website is a fantastic resource and with that I have for its our

preservation technician who has said awesome things about it. I have been through in the like it and all the other sources. The question is, what about quarantine? Most materials in libraries and clear stomachs. It's a bad idea to put bleach on a bit. One thing we do is quarantine materials. Any material that is never mature coming from the outside is put into quarantine area for minimum of 72 hours before it is process. All abrasive locations, that receipt materials must set up a quarantine area and if they're not able to, they back materials and quarantine for 72 hours.

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Materials that come in boxes and the ones in the book drops are not the ones we are concerned about because they have been sitting in the box for at least 72 hours so those have been quarantine. When staff are handling suspected continue any materials you have to work close. After handling this materials, have to wash with soap and water. Let's talk about time away from the office. While the doom and gloom sounds like one of the things we found a lot of cool things. Have all library collaborative projects. Our TV news archives had a transcription project we have done some wiki data. The amount of metadata we have done is mind-boggling. Also our catalog is looking cleaner than it ever has. We have done don't government documents identification project. With the great things is unit collaboration, things may not might not have done before. The government documents project I'm leaving, I have people from biomedical library from law have students from science library I've had non-library library systems other library staff who have actually been doing some of that work, it's a great opportunity for folks. We have a weekly town hall where that are put on by university library information is shared with staff along with a chance for our staff to ask questions and we get a lot of questions. Also, our University leadership and a lot of hard questions are asked. We've been doing a lot of webinars and professional development information overload is an understatement. So many webinars. More than webinars, meetings and meetings. We have a lot of online meetings. It's been a great opportunity to collaborate with local state national international colleagues. That's something we may not have had that opportunity if we have been under normal conditions. We have coffee hours, chat, photos, contents that a more leisurely so it's not all hundred percent were, there are some de-stressing and QC building.

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Our impact on the management? I haven't been in the building since March. I have not been able to work with any physical materials. Is no collection maintenance, no stack maintenance, can't DSS, can't discard and our needs and offers put on hold because we use the document disposition database as part of our process so that is not going to open to the 27th. No discards. Our collection we have been planning, no physical work so that got put on hold.

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For providing access, it didn't impact were able to provide access information electronically and not a single patron was unable to be served during this time so we were all able to answer the questions are asked.

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We've been working on major projects, metadata and cataloging updates and fixes and also we couldn't do the physical prep work we've been doing a lot of backend planning. The other thing we have been working on is expanding digital access and services. Were working on planning on creating how-to videos and how to access government documents and other guys.

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Would have been challenges?

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Budgetary. I think this will be across the board. Not just a library, the University and national editor. Library budget has been impacted. Things like travel, gatherings and food, those have been cut but we are supposed to be social distancing anyway so those are the no-brainers. Collection purchases are still supported. We are still getting the funding we need for that. Staffing is one of the things that has hurt. We had the voluntary staff departure incentive program which gave people an opportunity to voluntarily depart also got a severance package. This was a University wide initiative and we did lose some of our library staff. While we have our hundred 37, staffing given a comedy show requests is not so much they are doesn't say, I can pick and choose, if you go in that, you cannot go into building. Those are people we cannot have on the ground. We had no furloughs or layoffs and I was accosted Thursday. This is one of the questions we have. We are not sure yet as of right now. Remote work is yes, we can hire students for remote work starting August 24 but we are not really sure as students will be able to work in a library and that is problematic because libraries rely upon our students assistance.

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This, let's look at the nature. Are we coming back to campus? Back as of right now, our undergraduate classes are expected to start August 24 and finish November 20. Will be no fall break and students will go home for the next giving, they'll take the exams from home and they will not return until the spring semester. Some they also going to be different. Everyone will be wearing masks indoors and outdoors. Another thing, weird have things look different to key people 60 part. Some of our spaces across University are being examined for classroom space and libraries, some of the spaces are to be turned into classrooms for students to work in. Speckles me, flexibility is key, things are changing as we get new information and so we are continuing to evolve with that.

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If you have questions or concerns or if you just want to say hey, here's my contact information, feel free to email me, I would love to hear from you all and it's a real pleasure to present to you today preventable University and our route to reopening.

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Good afternoon. I am here in Austin Texas with the Texas State Library and archives. I'm the head of reference here at the Texas State Library and archive. I lead the reference library work directly with the selection in the library and archive and I serve as the co-original for traditional state. Ever see about 32 of those selected in the central and southern Texas region and in the capacity I managed library government document collection both state and federal and advised government document library Texas. I worked in Washington DC and areas of emergency fairness and management.

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About the Texas State Library, we are government library and government agency. We fall under the second branch according to the governor and the governor's office. As in our makeup, the state library and the state archives are there.

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Size way, the agency is 768 full-time employee equivalent and that is considered small to medium state agency size wise. That entails not just library and archive collection with the other



responsibility that our agency is responsible for with records management and labor development and network.

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As engineer located in Texas on the Capitol grounds directly to the legislative building. We share that Capitol grounds with two other libraries, legislative reference library which is under the legislative branch in the state law library which is under the judiciary branch. Within our library, we have two rooms, we manage the archival material and publication and from this picture which is our main building, half of our building is closed and gives us about 7.5 tasks. Are other buildings we have are the state record center which actually remained open during the pandemic, they were identified as essential. That's our off-site storage and we have a satellite building at a liberty Texas.

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For the archive information division which is responsible for the collection, we are 36 full-time equivalent to the public service staffing breaks down for reference librarians and five librarians they are all responsible for those materials to the public.

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Our users are members of the public. These are typically genealogists, family historians as well as tourists and visitors. Other state agencies and legislature offices and authors, reporters, attorneys, historians, academic researchers and school groups of all age ranges.

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We still taken about 99% of what is delivered from the switches about two shipments per week. The collections footprint is about to full stack levels and in addition we are the state publication depository by statute so we have those state publications. We are the state archives that we have the state agency records as well as a small manuscript and printed photograph collection and the regional historical depository for central Texas to? Some local government record. Type depository collection we have is printing hard copy with the priority of retaining historical documents and the U.S. collection is necessary and commentary to the state government publication and records we hold.

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Who are users? Are user groups cover all of Texas and visitors to Texas. Our process in the past was you had to be registered for the archival collection. People would register to borrow from limited circulating collection. Most of our collection is on-site use only and they may also register to borrow through the county records the borrowing program we have. Anyone who wants to access what we call our publications or library collections which include the U.S. documents collection does not need to register. That's how we manage that. How we tend to function is on the whole system. All of our nonsecurity collection including U.S. documents can be hold and use on-site upon request. There also standard and library. We get groups organized by education outreach coordinator who grenades our lobby opening another library and archive event which in addition to trying our users and draws in our state folders and printers solutions. The pictures as well as lot of our outreach was in the before time, lot of those were all of those events are on hold.

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Our service to users of the time we were closed was to continue our remote services primarily via email. Those, there Texas does have many room activities, mail and phone corresponds continue be something also have to continue to provide and that did require staff to come into the building at least once a week.

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Since our collection is in the closed stacks and server geographically large dates, we have in place we call remote hookup services, copy services and participation in interlibrary loans. During this time we were close to the public, we increased number of our blog post which focused more on searching using the collection and also increased the frequency of updating our online research guides and web presence.

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Questions about how we plan to serve our users during the library is open, the academic go by we are open to the public by appointment it does not include our library collection. We continue to make that available remotely some of the services mentioned.

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What did reopening look like? Agency, are building close to public on March 17, 2020. On-site public service of the meeting group reopened on May 4. As I mentioned earlier, we continued our remote services during the time of closure because her only partially open by appointment and led to the archival collection, we can teach provide remote service on top of managing off-site research as well.

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Monday, April 27 2020, the governor announced phase 1 of Texas reopening which included the statement on the screen now. And that of the reopening of state libraries and use them.

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This is the only state library and archive that was open. I mentioned legislative reference library, the state law library among others within state agencies which remain closed. For different reasons.

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University and local libraries have also remained close.

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Within less than one week, new on-site reference service policies were developed, registration materials handling and other procedures had to be revised. Major revision to scheduling was created and a reading rumors were reconfigured to comply with social distancing.

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Staff were called back to on-site duty the following Monday. More recently, there was a slight reversal of Texas reopening at the state level earlier this month. And has not affected the status of the state library and archive required to reopen.

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We continued to accept the premise.

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There has been increased demand since many other state archives and the local public library close. Of libraries that are open, there primarily conducted curbside service and not conducting on-site services. Their management amount of pressure on staff and other libraries repositories remain closed for demands and expectations are very much targeted.

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Add to this a general stress of returning to work, working with the public for shared equipment and materials and become overwhelming on any given day. Staffing and scheduling also remain a challenge particularly with prying to keep a minimal staff on site while also managing inevitable call lots of time when staff could be unable to report on-site for an indeterminate period of time.

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In addressing initial concerns about COVID-19 on library materials, this may be more of a bright spot of how this was handled. There's a serious amount of concern among our libraries which do the majority of the pole. Would you quite a bit a poll for the modern types of materials. We follow the realm and CDC guidelines and they released their phase 2 findings. We have a 30 a conservator on site who produced a guideline staff and is available to answer specific questions of which there were many and continue to be. We created shelving signage and procedures for quarantine materials to receive that now. They had to be adaptable to changing quarantine timeframe. We continued our training through staff know and show which are peer training were continuity of operation planning provided updated information to staff on request and that's ongoing. We discussed materials handling staff as well as researchers and our current is focused mostly on person-to-person interaction and social distancing. As I mentioned, we are not doing curbside service, we are on-site service. This is been one of my primary concerns knowing how the virus really transmits to others. Through our research and sharing stuff are also seeing this as the primary and challenging concern. Generally we found good indication among the teams is necessary. As his continued vigilance and enforcement at the leadership level. Focusing more on the U.S. documents collection. Related to materials handling, we did have quarantine and changes to procedures to reduce multiple handling materials before reopening. With the U.S. document collection while there was minimal new U.S. documents coming in because Simmons had stopped we had current documents that are in-house or conservation or more cataloging. We had one library with one catalog working on site throughout the closure. For making catalogers cleaning up U.S. document records which would access the system. Are reference questions generally tend to rely on online resources to reach fairly remote audiences and so you must submit with digitized historical U.S. documents and resources. We do a lot of pointing to copy trust Internet archives. Since we don't have a lot of paid submission databases and we serve a wide and diverse population, we tend to rely as always on openly available and accessible sources for government documents for all. More specific projects one specific example this was to feature and was easy to convert this to an online resource.

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We think this a good way forward to check in with the depository, we took this from our colleagues in development and networking soon after the shutdown had check ins with Texas libraries to see how they were doing, what questions they had, issues that needed to be addressed at the state level. Kind of took that model and to that for the selective in Texas. We found even under normal conditions, because Texas is the size we are regionals can't always conduct regular site visits or have statewide meeting so we are actually hoping regional virtual meeting will continue on so we can have more direct discussions with regionals on a more regular basis.

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With regards to whether we saw an increase in usage of digital virtual, digital government information, that is more difficult for us to say, there's no ready needs we need to know there has been an increase in use of digitized information specifically for U.S. documents. We primarily field historical U.S. document questions I don't always have a digitized equivalent. That has been no change in how we offer access to those through courtesy scanning or ILO documents.

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Of our state records and archival collections, likely was an increase on digital version to perform. One challenge we face is to show access for older state publications or documents particularly since state publications here fall under copyright. We start to see an increase in article exchange

and looking to expand our document delivery service options. Images we have here on the left are the glass paneling that were installed as part of our archives reading room. Are rearranged reading room for social distancing included pulling tables apart, for their part and also separating the two reference desk computers for separate tables.

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Administrative level or agency level, the agency did come back out with a return to work policy which outlines the health guidelines that must be followed including wearing masks and maintaining social distancing. With the health department and FDL P. We have biweekly agencywide video calls for staff to ask her questions we can update directly and operations division director provides updates on the status of our personal personal touch of a criminal. There is questions on agency cosmic some cells available to staff including supervisors handling personal questions.

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What is the open Texas mandate. This is included in our patient registration packet. The additional questions we also have to ask for registration are in the top right. They are the health questions asked and the last photo is our previous reservation it's Islam before. That restriction packet went electronic using the transfer period between individuals and overall paper reduction. With regards to budget, on May 20, 2020, Governor Abbott directed state agencies to provide a 5% budget cut for the next two years. That is across the board. The agency, what else we are trying to show more now in terms of what we have been doing as it reflects how we are going entire budget and putting together our legislative appropriation request. Our agency requires status in the time spent on the 10 related preparations or support to the states. This is meant to partially show the contributions providing service but also directly related to work and had to focus primarily on the temper. And rollouts.

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In reference specifically, there are statistics and customer feedback to executive branch to show the value of the work were doing during the pandemic. Is a good support that we are providing to other state agencies and the general public. This includes, received from researchers that shows a sense of support and encouragement to staff that gets relator reaches out to stakeholders. To see what they can be doing during unprecedented times and I would hope it gives me hope that my staff encouragement we need to keep going during this time. Thank you for your time and look forward to your questions after our last presentation.

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Good afternoon. My name is Yvonne. I'm a specialist at the Metro Public Library. I have worked with the library system for 36 years and 30 years and the government document department. I manage the daily operations of the government documents department and facilitates the promotional initiatives. Joining me is my manager Melissa Skipper.

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I have worked with my brace and so 16. Is one that they hired and they couldn't get rid of me. I attained my Masters degree in early 1990s and started with the public shortly thereafter. I worked a number of positions within library system in 26 years. I recently obtained the position of manager two years ago. I morph with governments at documents as the reference librarian looking for them rather than managing them.

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I would like to thank Jamie and JP over this opportunity to share with you the public library COVID-19 reopening strategies.

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Our agenda will include a brief overview and message libraries. Look at services we provided during our closure at a glance. We will talk about some of the digital resources that were available for customers to enclosure. We will also talk for a few minutes about preliminary procedures for reopening. As well as guidance. Will disclose a few challenges that emerged amid our reopening, then we would get into the phases of our actual reopening processes. This includes during these phases will talk about staffing customer safety issues, which has top priority. We will talk about the budget and we will provide takeaways from this experience. Finally, we will have a question and answer session at the end which will include all of the presenters.

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As an overview for the Memphis Public Library. This was established in 1888, open in 1893 and has been a selected federal depository library since 1896. We have a yearly circulation of two 2000 items all for nearly 3400 programs and serves nearly 400,000 patients per year. Our government things are housed here at the central library and our four subject departments, children, humanity, is in sciences, and history. In addition, our historical collection is housed in a closed stack area located on the garden level. Our library selects 43.12 percent of the items offered by the GPO. Which is 4482 item numbers selected GPO 10,395 possible selections. In five 2016, we added about 17,000 electronic items which represented 86% of government documents additions. In 2017 added 6000 912 electronic items which resulted 57 -- 57% of additions. In 2019, we had 716,700 90 government documents and our collection. This included 9573 Internet additions which was 80% of new additions to our collection. As you can see, our collection is becoming more digitized. Our labor system consists of 18 branches including our Central Library. With a staff of 457, the smaller bridges have from 5-10 staff. But the central branch has over 100 staff and other branches somewhere between.

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We also have a radio and TV station in our radio station has been recognized by the American foundation for the blind as a model radio reading service.

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Out March 18 was the last day our libraries were open to the public. We received a call March 21 that all Memphis public libraries were closed to staff as well. We reopen May 2 which we will discuss later in this presentation. These are some of the activities of the Memphis public libraries during our closure from March-April. Since we are in the midst of the public library system, our programs and services are targeted for the general public of all ages. Our libraries provide 60 new programs with 4000 customers tuned in to participate. Our link to 211 call center answered 2750 calls directly related to COVID-19. This is in addition to calls for food and other assistance. This was a 27% increase in comparison to others. After the safer at-home order went into effect, the library added nearly 12,000 new e-books to the collection. This was a 34% increase. Our online library card registration and magazine checkout has seen a 50% increase in comparison to others. We experienced significant engagement with our customers during our closure.

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Many of the staff were not defined as essential and were tasked to telecommute and/or volunteer for central services for the community to suddenly have no volunteers. The food bank by the interfaith Association and the Mayor asked city staff to step up and volunteer since this was a

vital service. City staff was also asked to volunteer for contact tracing and due to the school closure, the school system, Shelby County and city of Memphis were working to set up throughout the city and County. Five of our branch locations for just it. The library TV station was also called upon to produce the city of Memphis and Shelby County joint tax task force at update.

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Since our fiscal materials were not available, they worked quickly to provide information to our community via our website. These are what are customers can access the library homepage. They include links to information about the senses, cobra 19 information, online vegetation and renewal cards and virtual programming legs.

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In addition, on our homepage, they provided links to a variety of social service contacts. Including many scam alerts for customers.

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Memphis public libraries as part of the city of Memphis. The city held routine briefings with departmental leaders to address concerns and to plan. The mayor was vested and stocking stopping the spread of the virus and issued a safer at-home ordnance. This is with input from a variety of resources including Shelby County health departments. With this input, he shut down the city. The joint COVID-19 task force provided routine briefings to the public. Protocols were developed with known and current information to lessen the impact of the virus and a promise or test to come up with our reopening plan for their division. The libraries original plan was six phases. About the four phase approach the library adjusted to match. During this time, we encouraged to tell the Q to telecommute only make necessary trips out and to remember EAP concerns or mental health component was available to talk if we were stressed-out or overwhelmed.

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Reopening was determined by the mayor in conjunction with the health department and other resources. Who looked at many factors including the infection rate over the prior two weeks.

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Our libraries adhere to the city of Memphis COVID-19 protocols which include a compliance to the Tennessee Department of Health as well as the Shelby County health departments.

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This is posted throughout the department, at our central library and all of our branch libraries as well as other areas, businesses throughout the city. It also includes measures to ensure physical separation and unnecessary contact. We reviewed and updated resource materials we posted literature about COVID-19 in various areas throughout the library. We updated library well pages with COVID-19 related things.

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Our guidance for reopening included various strategies with staff and customer safety being at the top of the list. The city of Memphis provided safety literature to post at all library locations as well as other city agencies and staff was encouraged to adhere to the instructions.

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A promoted staff and customer safety. For instance, due to a recent mask ordinance, masks, face coverings are required to use library facilities. If they feel more comfortable, they can use gloves

at their own discretion. All library staff will be required to wear face masks and sterile gloves. All libraries will have hand sanitizer's, conveniently located throughout the facility for gas usage. In an effort to keep library patrons safe and healthy.

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We followed the CDC guidelines for cleaning and disinfecting our work areas. This included sanitizing work areas regularly during the day including telephones, computers and etc. We quarantine our materials received for four days, this included returned items as well as new shipments.

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We could to new to provide virtual reference services while monitoring best practices for resuming library reference activities. We continue to employ telecommuting and staff reassignment work to minimize the number of people in the library.

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This is a copy of the fact sheet about COVID-19 which is made available to all city of Memphis employees to promote staff safety and customer safety.

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There was some challenges I reopening. Staff and customer safety where the two top challenges and concerns I reopening. This was primarily because of the CDC's recommendations regarding safety protocols. For instance, in regards to staff safety, library initiatives had to consider the physical and emotional state of employees. They took a simple survey of employees overall health. They asked staff to send statements regarding their safety concerns and overall health concerns. Some staff statements indicated the following concerns. One was that of age. 65 and beyond. Which was considered high risk for COVID-19. Some noted underlying or pre-existing health conditions which was considered high risk. There was some who were concerned about their home exposure. And returning to work. They have family members in the home were front-line employees such as police, fire and health professionals. The city policy provides emergency leave due to COVID-19 under the family first coronavirus response act. To offset stress concerns, EAP is providing counseling for anxiety and stress around COVID-19 issues. We have provided masks and social distancing guidelines, provided curbside check out and virtual references assistance and virtual programming to ensure customer safety.

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During phase 1, part one of our reopening we operated at 25% capacity. This meant only 100 customers were allowed in the center library at any given time. We have three large branches and only 20 customers were permitted in the building at a time. Finally, 10 customers at all other library locations were permitted in the building. We establish social distancing guidelines and operated with limited staff. We quarantine materials returned in our bookshop for four days.

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Such library did average capacity I was restated with doctrines process.

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On left, elevator sign was placed for staff and public elevators which allows for only two people on the elevator at the time. The pitch on the right was taken in the children's department located on the lobby level. Here you can see the yellow caution signs in place. Which also encourages social distancing as well as children not playing on the toys. The patient to the left shows the empty shelves for current newspapers and magazines normally displayed which were removed to return to deter gatherings. On the right it gives a better view of the lobby area. Tables and commuters have been removed to deter gatherings as well and you can see that space.

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The second part began on May 11 2020. During this phase, Plexiglas shields are put in place as public service throughout the building and in some branches.

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Only one person per service desk was allowed behind the shield. Patients were allowed to place holds on books and check out materials. We continued to quarantine the books and other tremor tells her 40s. We continue to maintain social distancing between our self and patrons. In addition, we continue to support community agencies with Neil distributions. Nonessential staff continue to telework and some staff continued reassignments and other community phases.

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These pictures are of our circulation desk. With signage and social distancing and precautions. During phase 1, part two, Plexiglas shields were received and placed in the public service desk of signage was provided to provide staff and customer space. We began phase 2 of our reopening strategy May 18 at 50% capacity. This meant 200 customers were allowed in the central branch at any given time. Customers in our three larger wrenches in 20 at the other branches. These guards are put in place. The staffing model had remained the same. Nonessential employees continued to telecommute and perform reassignment work. Social distancing also remained the same as well. Beginning June 4, all city employees were required to have their body temperature checked when entering a city facility, including all public libraries.

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Temperature checks occur each time we entered the library. A noncontact for thermometers used in doing quick readings. Temperatures of 104 degrees or higher requires medical clearance to return to war. We began providing curbside pickup with orders being placed electronically, staff would then check out items in the library and walk the materials out to the customers in their vehicles.

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R Cordova branches the location with the most customers who take advantage of the curbside.

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Signage with library hours replaced inappropriate areas throughout the library and other social distancing precautions as you can see.

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Here you can see social distancing precautions signage. This is on the second floor in our humanities department. You can also see one of the desks on the second floor.

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This was taken on the third floor in our business sciences department. It shows where we allow only one computer to arrange to be used to provide social distancing.

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Signage of this type is posted as three of our large branches. It indicates the buildings capacity at this particular location. COVID-19 protocols at this location includes limiting use of computers to one hour rather than two. Children under 13 must be accompanied by a caregiver who is at least 17 years old. If you are sick or have any COVID-19 symptoms, you cannot enter the building. Also, maintain a minimum six foot distance between individuals or entire household in its up to six persons.

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During phase 2, we celebrated Juneteenth. The library had various virtual programs. Just to highlight a few, we offered access to several programs for children relating to Juneteenth. The digital branch staff kept up with offering materials designed to highlight what programming was going on and what celebrations were going on in the U.S. and Safeway and safe ways to purchase pay. Here was access to a virtual music festival. We also provided access to registration to virtually attend six museums across America including the national civil rights Museum. Which was celebrated the 155th anniversary of Juneteenth by launching website and a video commemorating the end of slavery.

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We also provided access to the interactive tour, Smithsonian national Museum of African-American history and culture. This tour to celebrate Juneteenth, the museums founding director let a virtual tour through the slavery and freedom exhibits highlighting the most popular pieces.

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We also provide e-books for children and adults. In addition we provided access to the taste of freedom cookbook which provided recipes really Juneteenth celebrations stating from the 1860s to today.

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During this celebration, we provided an opportunity for our customers to virtually meet the candidates for our upcoming elections August 6, 2020. Juneteenth celebration was a major highlight during phase 2 of our operations.

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Phase 3 and beyond is contingent upon the city of Memphis protocols. When implemented, we will operates 75% capacity. Beyond that, we are as hopeful as everyone else to begin operation at hundred percent capacity, phase 4 back to business. While maintaining best practices learned during this pandemic experience. According to our library administrators, our operating budget is largely intact however, there was some reduction in funds for library materials. During the shutdown, the city had authorized some COVID-19 funds to be spent on library materials.

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That will hopefully help talents things out.

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Have been no staff layoffs. There has been an increase and we have no information on when the city will end the hiring freeze.

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Our library system like many others is sunny to effectively telecommute with current resources. Programming can be done effectively remotely and was very well-received. Our entire summer reading program was transitioned to an online format this year. The programs have the potential to reach a wider audience than just local. Digital resources were vital and well used. Our telephone ready reference and referral service was proven once again to be vital to the community. This is often the first call many of our customers make when seeking information. Volunteerism, we have an incredibly generous staff who donated their time and efforts to our programs for their neighbors. These are some of the resources we use and compile our information.

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This concludes his presentation. If you would like to reach Melissa or me, this is our contact information. You have been a great audience. Thank you so much for listening.

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Now, we will direct you to Jamie Hayes to facilitate our questions and answer sessions.

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Jamie, it's yours.

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Thank you. Sorry about the technical difficulties earlier. I know Ashley covered it well. We will do a short panelist question-and-answer session. If two questions, some of these came from what you guys had requested of the presenter, some questions you had for them. While we are asking questions of the presenter, I have my little pointer and I will point to the person who is speaking good that's just a nice way to make it a little easier for everyone to see who is talking.

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Our first question goes to well. Has to been any pushback or concerns from the library staff about reopening? What are their concerns?

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Thank you. Yes. There has been some pushback. I don't want to say pushback but yes, there has been concern about reopening. Some of that has to do with how they will handle the influx of student coming in for things related to testing and kind of how that will be implemented once the students are back on campus. What we are residential college, we are wondering what mechanisms or standards we put into whether or not this will be trying to keep them on campus. We are most of our users are college-age students so we know it's difficult to keep a college student in their dorm room all the time and so, just those general safety protocols or one of them. Another one is how we will manage our staff comfort divisional libraries, it's not an issue because they are a single or two floors that are wide open and controlling the traffic is not a problem but for the central library, we are a force. With some pretty collocated architecture and so, kind of regret how to navigate the pathways so our students have the ability to and other users have a buddy to access materials but to do so in a safe manner. Then on the other concern we have is in HR standpoint on what we do and we get if someone gets sick while they're working. That has been the other questions of do we do six time for this or are there different protocols that commonplace? This is kind of a unique situation. We refer back to our HR policy and some of those are still being worked out. Who all will be back on and to what extent we will be offering some of the services. We may not necessarily need to offer in-person reference we are able to do the virtual reference who want to go that route. There waiting on figuring out, to what extent are we going to need to really be open and provide physical access?

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Thank you. Same question.

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Can you repeat the question?

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No problem. Has to been any pushback or concern from library staff about reopening and what are those concerns?

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I see the question is on the slide.

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To put things into context, it has been a very busy last two weeks. This has been the highest rate of on-site we have seen. You rewind the clock to when we first had to put this all together. This

is a scenario those concerning first Avenue. As you recall, our turnaround for when we had to do this from being 100% close the telecommuting to back on site doing on-site services was one week. I had to push that way because we were supposed to reopen a first which was a Friday. We needed at least the weekend or I needed to begin to put in more hours to figure out how this is going to work. Undoubtedly, staff are highly concerned. We are all information professionals, we all saw what was happening, we were reading what was going on and try to make sense of it and now here we were told we had to reopen to the public. You had to do it in a way so they could be on-site. Our situation, researchers coming here are not for sure period the time. We're sitting in the same room with researchers as they go through boxes of materials. Which we have to handle afterwards. If I can break it down, it was issue of material and handling. Everyone was concerned by the library assistance for those primarily concerned about that. Their interactions with researchers and at the time, of the reopening statement, the governor had confirmed masks were not required. That was a huge concern. If they were not allowed to enforce masks, and having to conduct on-site services, there was something that needed to be addressed at the highest level possible interagency.

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For reference staff, one of the first things they think about in managing researchers and patron is managing behavior. We are special collection, we are archives so we have a lot of rules anyway that researchers need to follow. We aren't open in so much as having open stacks or public library. We also knew the public that was going to want to take them and shipping able to come into the library I don't think it was our something to believe these were people who were not as concerned and possibly did not think a mask was necessary.

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There were a lot of hard, difficult discussions happening at all levels. As a middle manager, he just had to take from from both sides. The complaints and challenges and make sense of it knowing that at the end of the day, we have to do this but we have to try and stay safe as well.

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That is something that in addition to the health guidelines, you have to remain vigilant on. Have to stay on top of mitigation and cremation. This was mentioned that there is the emotional toll and mental toll it takes place and that's not just on a continuum. We will have families at home, we all have different conditions from one state to another. You have to rely on your team that their personal conduct, the way they handle themselves inside and outside of the workplace and the trust you have to build that they will help you have to manage a difficult interaction or even staff interaction to get through this and enforcement from the top, especially when it comes to masks and social distancing is essential. Thank you.

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Thank you. Yvonne and Melissa.

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There were some concerns and many of those concerns were dealing with the risk factors as far as age, health issues, heart conditions, that kind of thing. There was one concern brought up I think was major. This was that my spouse for instance is a first responder. I work at the schools indicators are close, how do I care for my child? This was a major concern of the staff. Offset, or to address that concern, the city put policy into effect than just that. The family first coronavirus response act was used by some staff to care for their children and was covered under city policy. There was initially major concern for the city address that.

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Melissa comedy everything to add?

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Throughout this process, the administration was very good to ask staff their concerns through the entire tire process. So they could try and address everything as it came out. The agent sickness factors, those were addressed. Making sure they provided masks to us to use was addressed as was having gloves available for us to use. As questions came up, as far as dealing with the public, prisons, when we first we opened, we have not yet received our sneeze guards. While we, when we reopen, there was no checkout for the materials that first week. We were simply saying someone can come in and use the computers at that point in time.

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We did not reach capacity for that which was one of our fears. I can't say everything was addressed before we opened but as we were moving through this process, and various problems came up, solutions were worked out.

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I think that's all we really have about that. I think our ministration and the city overall was very good about listening to our concerns.

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Thank you. Next question. How are you enforcing masking and social distancing? Or have you opted not to enforce? Any tips for working with reluctant mascaras and those who ignore social distancing.

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That is an excellent question. First of all, in Nashville, we have a city and county wide mask mandate. If you leave your house, you are required to have a mask. Vanderbilts policy will require masks as well. Enforcement does become a bit tricky. One of the things we have is a program called the Ambassador program. Which is where staff are trained to understand the importance of wearing a mask and also the social distancing any other protocols we are all expected to follow. They also, I have taken the training myself and one of the things given our tips for communicating to people who are violating the masking or social distancing protocols. It's the idea, it's not so much get someone in trouble, it's more to take the approach to create the new norm that's acceptable for our community. That is the approach we have taken so it's not so much an aggressive policing proactively but it is to make it to where it is embraced in our culture that it is a sick acceptable and not just acceptable but everyone must wear this mask and social distance as part of our university culture.

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Thank you. Angela, same question?

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Yes. As I mentioned in my earlier answer, masks were a huge concern for staff, particularly they had to manage it. This is also addressed at the agency level with our other coworkers as well. I think it's probably the very first thing, needs to be addressed. People need to be reminded how people need to remain vigilant and you have to have leadership that allows for that enforcement if they are also not themselves enforcing. Even when we first opened and the statements were made clear by the governor that masks were not required, the agency could require employees to have to wear masks and social distance and although we could not require the public to wear a mask, we still had signage with the most forceful and which indicating that we also had, as part of their registration to indicate whether they would be wearing a mask the entire time they were

in the building and we had a direct call after the director, the state librarian to come and speak to anyone who is coming into use the reading rooms and was not wearing a mask.

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We never came up to that point for someone outright refused to wear mass. We have not yet. The current statements from the governor from earlier this year is that masks are now required. There is a little bit more enforcement at that level. However, with Texans having lived under not having a mask requirement and now having one, the still not going to see consistency.

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What we are challenged most off of is researchers are sitting at a minimum of three hours in the reading room and are probably not familiar comfortable with wearing a mask properly for that entire time. We have had researchers who want to pull down there masks there at the table which is still not acceptable and they are told so. They wear them under their nose or it slips off from their nose, they have to be reminded, social distancing also needs to be reminder, probably because they think they can't raise their voice clearly, you have to raise your voice if you're going to stay at your table and librarian is as well. In my way of trying to coach and manage the staff, this is their reading room. They always manage that room. There under control and the roles have to be followed in order for that researcher to continue to research. If they cannot do that, they can leave for the day. They can come back when they're able to follow those rules. Trying to remain consistent regardless of what the rules happen to be for the time but remaining vigilant for specific rules stated.

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Thank you.

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Same question, Yvonne and Melissa.

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One thing I have to agree with, consistency in the rules. You have to have that. When we first reopened, we were not under a mandatory mask ordinance. At that point in time, people could come into the library with out masks but we had a station. At the door while we were offering free masks. I believe a number of people did take advantage of that. Within about two weeks of us reopening, I mandatory mask ordinance went into affect. At this point in time, if you are outside of your area, your house, your car, your yard, you're supposed to have a mask that's on. For exercising, I think the mayor offered a little more leeway there. If you're going inside a building, you're required to have a mask on.

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That makes it much easier for us to enforce this issue. When they come in, if they are not wearing a mask, we offer them one. If they are unwilling to comply, they can and will be asked to leave. We try to explain to them the what and the why. Given the fact that we are a city entity and there is a mandatory mask ordinance, we are required to enforce it. Our director did ask us to be as empathic as possible with our customers given this high stress timeframe that we are under. However, we are required to enforce those rules. As far as the social distancing goes, we have made it difficult for people to congregate by removing much of the furniture on the floor. We have created distance at the computers, chairs are only provided at computers how we want people at. The others are marked out of order. If people congregate, we are asked to interact with them politely and gently remind them that large groups cannot cover again.

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That covers it.

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Next question, what lessons have you learned so far?

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That is a fun question. We learned just how resilient and fantastic all of our colleagues are, how willing they are to change, how flexible. Everything has been ramped up to 11 and everyone keeps answering the call. That is the first thing. Second, our teamwork that has been crossed from mental, it's something we didn't really have before and now we have it to where divisional library units are working across the library system more under a one library model and we have been able to accomplish some really cool projects and see the collaborative efforts, that has been incredible. Flexible the, our staff, our colleagues in leadership all around are flexible. They are approaching and understandably being flexible with it and that has been really cool. Also, the ability to work remotely. We have found that a lot of the library staff is able to produce meaningful and quantifiable work, even knots going into our physical spaces. Finally, we have found that meeting wise, we, the virtual meetings using the various platforms has made it to where our meetings are far more productive, we are much more collaborative, heart medication has improved which was something we can always improve on but we really commit something we have seen that overall the medication has been better and we are finding, are library committees, we have about 20 and all of them are still functioning at full speed and before we's to have to meet in one place on campus for everyone to go to, we are finding the virtual meetings are making much of our work in many ways we were really prepared for this and we didn't actually know it.

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Thank you.

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What lessons have you learned so far?

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We are continuing to learn and building off what was said. As I mentioned, I come from an emergency preparedness management background and I know early on, staff would ask in our meetings, how do we get through this or what is it we should be focusing on because there's so much that needs to happen and they were very overwhelmed. Overall, resiliency is one of the findings generally of any sort of emergency situation finds themselves in.

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For continuity of operations with the working level staff, I think it has been a learning experience for them as well. They also got an earful and an eyeful of how decision-making from the top gets done. And what those negotiations are trying to get the best outcomes with every decision turning points with that,?.

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From my staff which which a fairly new workforce, that was probably a huge learning curve for them or at least an eye-opening experience probably made us stronger in terms of our trusts and can location and coronation. In our weekly meeting,

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are we all the same page with how we are quarantine, handling materials the same way and I am I doing this on, she wearing gloves? Giving them the form to feel comfortable to ask their questions and knowing they are necessarily looking for definitive answer.:I think that's one way

to have it was already a strong team so when I talk about my team, talking by the team needs to be working with each other and researchers.

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Think they're obviously still a lot of lessons learned, there's a lot of life that keeps going. Even in these strange times, we have staff who are working through personal issues, death in the family and of course, cases of potential COVID-19 and testing for that someone in their household or themselves, all kind of life altering life shaking your world and you're being asked to kinda continue on with the work. To dig deep in that way. That has been something I think all of the staff here have had to do. Also, be prepared. Looking at things from a lot of different angles, being vigilant in protecting yourself, being responsible to yourself and to your coworkers or colleagues when you're on site. And looking for the bright spot in whether that is even, I shared on my last slide, something that can be words of encouragement for a while, were trying to see what we are doing and continue to serve in the way we are asked. And hopefully having that message to be heard by those who make the decision of what we need to do during these unprecedented times.

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Thank you.

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We have mentioned many of these during our presentation. One of the things, I think I have learned that we have learned is how our city ministration is so willing to listen to our concerns. This was up a big plus for us. They would send us emails almost daily to let us know to keep us informed me appreciative.

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We also learned of how to effectively utilize our current resources to telecommute. We learned that programming can be done efficiently in a remote environment and yes, we can maintain this effectiveness and customer satisfaction.

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We learned these programs are well received by customers.

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We learned how vital our digital resources were and how extensively they were used so we said we would use them in the future.

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We learned our link referral system was proven once again to be vital to the community. Hats off to our link department. We also learned how credible and this was really major, how credible and flexible and generous our staff is when a need arises as a relates to volunteering to help out their neighbors. Memphis public library did you try this effort with other city agencies to help our community.

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We also learned that our staff through their generosity, they provided and donated many countless hours and efforts and energy and programs such as Meals on Wheels and meals for the children. Which was a tremendous support to our community. They also did health department contact tracing. All of this shows library spirit and we learned how our library is supported to our community even more so.

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Melissa, which like to add anything? Back I think you covered that well. I don't have anything to add except, our staff are absolutely wonderful, flexible, generous, out-of-the-box thinkers because the minute we closed, they were starting to think of how can we still serve our blood.

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We have our hats off to our staff, they are fantastic.

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Thank you. We are out of time. If you have a question for one of our presenter, when you get the slide deck come all the contact information is in there and you can contact them directly. Sorry we ran out of time for questions from the audience. We just put in the satisfaction survey for the webinar so if you wouldn't mind filling it out for us, helps us with her coming here. I want to thank our presenters, thank you so much for presenting and telling us about your experiences with reopening provided that information would be really valuable to all of the attendees today. And for our attendees, thank you for attending our webinar and we look forward to see you at the next Academy webinar, thank you.

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