

Chat Transcript: Planning for Reopening: FDLP Libraries Recovering from the COVID-19 Pandemic

July 27, 2020

---Begin Transcript---

Janet Gutierrez -> All Participants: Hello everyone. Janet Gutierrez from University of Puerto Rico

Paul Arrigo -> All Participants: It's been awhile. What does LSCM stand for?

Marcia Bell -> All Participants: how to turn down the sound?

Paul Arrigo -> All Participants: Thanks

Jennifer Morgan -> All Participants: Library Services and Content Management

Jane Canfield -> All Participants: None of the libraries in PR are open yet. I am meeting with my counterpart in our law library on Friday and we'll be making plans and filling in our forms- likely that our law library will be open for staff, but not my library at Pontifical Catholic University of Puerto Rico. As far as I know, none of the libraries at UPR are open yet. We have all has personnel laid off until January.

Caroline Gilson -> All Participants: @Jane Canfield wow.

Rosadel Santos -> All Participants: I'm a librarian at one of the UPR's FDLP. Can confirm Jane's information. We are not open to the public at the moment. Limited staff as well.

Jennifer Desch -> All Participants: some are lending hotspots

Joanna Hui -> All Participants: Public Services Staff for Special Research Collections at UCSB, can anyone share how many researchers max by appointment per day and open hours if your Reading Room is open to researchers?

Alice Sherwood -> All Participants: In Houston, we were told that main library where the government documents materials are housed in downtown, is probably the last one to open, whenever that is. Curb side available 15 of the 35 locations.

Paul Arrigo -> All Participants: We are providing wifi from outside the buildings but its not boosted. We are a Community College.

Vicki Tate -> All Participants: We have wifi available outside of the library and added more tables around the library for students to use when studying.

Jennifer Horne -> All Participants: Established community members probably means people who have already obtained a librar ycard.

Martha Ballinger -> All Participants: Dayton Metro Library opened 18 branches in early July, and the main library where the depository library is held will be open on all three floors soon.

Logan Tapscott -> All Participants: Now, it is recommended to quaranite materials for at least 4 days.

Paul Arrigo -> All Participants: I would like more details Joe. Paul Arrigo at Lee College

Blythe Webster -> All Participants: could we please get the kink to the REALM project

Blythe Webster -> All Participants: *link

Cindy Etkin -> All Participants: <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

Deborah Mongeau -> All Participants: At University of Rhode Island we're offering appointments for faculty for one and a half hour duration. The max number of faculty in the building at any one time is 5. So far it's been working. We're expanding it to graduate students on Aug 1. Working on how to provide access for undergraduates in the fall. No public access for the foreseeable future.

Blythe Webster -> All Participants: Thank you

Kelly Seifert -> All Participants: kseifert@gpo.gov

Yvonne Williams -> All Participants: I received the mask this past Friday.; they are great.

K Abery -> All Participants: We began offering research appointments to state employees and law clerks beginning July 22 at the CT State Library. We continue to answer the phone, email, and chat 5 days a week.

Wanda Adams -> All Participants: Do you recommend holding mail, in general; i.e., newspapers, periodicals for 3 or 4 days before processing?

Kelly Seifert -> All Participants: Order promo materials, including new COVID related items <https://www.fdlp.gov/promotion/fdlp-promotional-materials-for-your-depository-library>

Jennifer Desch -> All Participants: Do you recommend holding mail, in general; i.e., newspapers, periodicals for 3 or 4 days before processing? I would really like an answer to this also

Simon Healey -> All Participants: I love National Park maps and guides but they are a pain to shelve and keep - any chance they could be provided in an electronic format??

Alice Sherwood -> All Participants: We have no longer been collecting new tangible items, would be great if the maps come electronically so I can select the item!

Chrissy Klenke -> All Participants: <http://npsmaps.com/>

K Abery -> All Participants: Getting access to cleaning supplies has been one of our challenges.

Chrissy Klenke -> All Participants: <https://www.nps.gov/carto/app/#!/parks>

Kathy Hale -> All Participants: Dealing with patron expectations of availability of materials.

Deborah Mongeau -> All Participants: Ditto! Cleaning supplies and PPE are the biggies. Also getting plexiglass shields installed.

Alice Sherwood -> All Participants: Similar to what Joe was mentioning, dealing with staffing issues with underlying health condition, when we are expected to assist with curbside service (due to staffing issues and high demand from the public).

Andrea Craley -> All Participants: We are not yet open, working to open in a limited capacity on August 24. We cannot do any cataloging or database cleanup yet because our ITS department has not yet granted remote access to our catalogers in order to access our Polaris client that sits on a Terminal Services environment on the campus server. We have all picked up campus assigned laptops, but it's still a work in progress.

Bert Chapman -> All Participants: In resuming accepting shipments, how do you convince administrators that there are still items being distributed in non-electronic formats?

Andrea Craley -> All Participants: Same here as what Jane is talking about - we cannot access any physical materials, so trying to fulfill any ILL requests with electronic only items, very difficult if not in ebook form or can't get copies of ebook due to licensing.

Deborah Mongeau -> All Participants: One out of our control is improving the air flow through the HVAC. We're pleading for getting the rate of air exchange increased but we're dealing with a 55 year old system in a building where none of the windows open. So far the only suggestion we received is to keep the entrance doors open.

Deborah Kitchin -> All Participants: From a virtual conference of public libraries that I attended in late May, the most prevalent question that I encountered was concerning providing services to the portions of the service area that did not have broadband access. One library mentioned taking some materials out to patrons by bicycle! A UK library mentioned that the UK govt is investigating making internet access a public utility.

Mark Hamilton -> All Participants: We are still encouraged to work from home as much as possible, so this should accommodate anyone who has underlying health concerns. No one is

being forced to come back to campus.

Leslie Delserone -> All Participants: Likewise, admin encouraging those who can work from home to continue to do so into August.

Yvonne Williams -> All Participants: At the Memphis Public Libraries, to offset health issues, the City of Memphis policy provides emergency leave for staff due to Covid-19 under the Family First Coronavirus Response Act.

Annette Meyer -> All Participants: Regarding multi-crisis situation: we had one building ~38amp; its collection damaged in civil unrest. Challenge with solution not yet found: current social/political climate makes it even harder than usual to get patrons to comply with rules (public library).

Jennifer Castle -> All Participants: Our director us trying to force us to return in the fall despite the president officially stating faculty have the option to continue working from home.

Andrea Craley -> All Participants: Our campus is the same as Mark Hamilton - everyone is encouraged to remain in telework as much as possible through December. No one is being forced to come back to our campus either if they are not comfortable doing so due to health concerns for themselves or family members.

Jennifer Desch -> All Participants: ADA says that people who are vulnerable should stay home and do telework

Lawana Gladney -> All Participants: I agree, people who are vulnerable should stay home and telework, if at all possible

Yvonne Williams -> All Participants: At Memphis Public Library we Opwn May 2, however, we had to close our Central library to staff and customers due to the cooling system beakdown for about 10 at the beginning of July. this was a mahor issue and administrators addressed the issue immediately. Of course, we are back in the building, however, still at limited capacity.

Crystal F. Carnegie -> All Participants: Will this powerpoint be available to attendees?

Jennifer Desch -> All Participants: public thinking we should just be open like there is nothing going on

Kelly Seifert -> All Participants: The slides will be sent to all registrants along with the recording of the session.

Alice Sherwood -> All Participants: This pandemic has exerbated the digital divide.

Martha Ballinger -> All Participants: Everyone gets those questions.

Jennifer Desch -> All Participants: yes they are

Martha Ballinger -> All Participants: Public libraries are very important.

Martha Ballinger -> All Participants: Not that all libraries aren't important.

Jennifer Desch -> All Participants: no mask you have to wait outside and have materials brought to you

Martha Ballinger -> All Participants: If you don't have internet, you can't file for unemployment easily, you can't apply for jobs, etc.

Jennifer Desch -> All Participants: or checking out a hotspot

Michael Cerbo -> All Participants: By appointment only browsing for faculty before semester begins

Jennifer Desch -> All Participants: yes

Megan Hasler -> All Participants: We couldn't enforce masks because the university didn't have a mask mandate. Faculty Senate and Staff Council both put out statements wanting us to require masks. The administration agreed to require masks on campus.

Jennifer Desch -> All Participants: ours is a public library and for safety I don't know why we

are open

Martha Ballinger -> All Participants: Public libraries are open because the public wants it.

Yvonne Williams -> All Participants: Initially, having sufficient masks for staff and customers were challenging. However, we had talented staff to make mask and other agencies donated mask to the library; Now we have enough to accommodate staff and customers. Especially since this a City-wide mandate

Leslie Delserone -> All Participants: The stacks are closed. Affiliates can request items via the Delivery service, and make an appointment to pick up the item from our Learning Commons, the only entry point into the Libraries.

Mary Kersten -> All Participants: Where is the best place to find information on how to handle the incoming mail (USPS and FedEx)? Boxes, envelopes, newspapers, etc. Thank you!

Shawn King -> All Participants: Looking into seat reservation system which will help with monitoring capacity issues.

Andrea Craley -> All Participants: We will be using LibCal reservation system to reserve time for study space and computers on just our 1st floor, our 2nd and 3rd floors closed to patrons. They can use the catalogi feature in the PAC to request materials, then staff will retrieve them from the stacks and brought to them on curbside pickup

Martha Ballinger -> All Participants: The public is ultimately the boss of a public library

Ashley Dahlen -> All Participants: Pro tip - you can expand the size of the chat box by mousing over the left side of the chat box and dragging it to the left. You can also minimize the Participant list by collapsing it (there is an arrow to the left of the word Participants). It makes it easier to follow the chat discussion.

Alice Sherwood -> All Participants: Since everyone wants to do genealogy and do reresearch in the summer, we had increased ~38quot;free~38quot; use access to Ancestry to enable customers with a library card from home. Our special collections also have resumed service doing phone and email service.

Jennifer Desch -> All Participants: Where is the best place to find information on how to handle the incoming mail (USPS and FedEx)? Boxes, envelopes, newspapers, etc. I would like information on this too Thank you!

Margaret Booth -> All Participants: I think we have the mail opening procedures figured out. Over the years we've had construction in our building for which we've had masks for staff, and I remember just after 9/11, there was a mail scare for anthrax, so we had masks and gloves for that, as well. We have both on hand now.

Lisa Pritchard -> All Participants: <https://libguides.jeffco.edu/guidelines>

Edna Sheppard -> All Participants: I've been receiving mail for our library since this began.

Andrea Craley -> All Participants: Reservations on our LibCal system will be for 2 hour increments, with then 1 hour slot for cleaning in between slots

Lisa Pritchard -> All Participants: We opened to the public today (first floor only). So far, so good. We are a college library and public library. We are using Libcal for computer and seat reservations.

Renee Bosman -> All Participants: yes -- we are also going to have seat reservations!

Jennifer Desch -> All Participants: yes people who are at the library have been but I am worried about them

Brent Swanson -> All Participants: We've arranged for students, student employees, and select faculty to come in as part of a soft opening to test spaces, see where we might have bottlenecks, if our signage and new protocols make sense, where we need additional signage and social distancing, etc. We've received some good feedback and will be incorporating their

advice as we look to reopen in the next three weeks.

Jennifer Morgan -> All Participants: Could the REALM guidelines be applied to mail - quarantine the mail for 3-4 days?

Edna Sheppard -> All Participants: I wear a mask while handling and wash my hands after distribution.

Megan Hasler -> All Participants: We have also closed all of our group and individual study rooms through December because of no air circulation and to remove the burden of keeping them clean from our staff. We put our extra furniture in the rooms for storage and to keep people out.

Lisa Pritchard -> All Participants: We are using REALM for mail.

Alice Sherwood -> All Participants: We use libcal for curbside pickup, but customers can still show up during their normal hours to pick up their items.

Chrissy Klenke -> All Participants: That is a great idea! Reserving seats and computers, tables. etc. However, libcal is not really accessible. we had to change our booking system. :(

Susan Chinoransky -> All Participants: We intend to use our closed group study rooms as our quarantine areas.

Jane Canfield -> All Participants: Our post office on campus is delivering mail to campus offices and one person is designated to handle the mail for each unit. Personal mail pick up is from 9-12noon at the main gate and is delivered by post office personnel

Susan Chinoransky -> All Participants: Many vendors are giving free access to more collections during this time.

Jennifer Desch -> All Participants: so it needs to be quarantine for 2 to 4 days

Yvonne Williams -> All Participants: Initially, staff experienced emotional concerns due to Covid-19. To address this concern, The City of Memphis has provided EAP/Concern Counseling to address Anxiety and stress around Covid-19.

Martha Ballinger -> All Participants: That's good.

Lisa Pritchard -> All Participants: Same, we have 70% alcohol and wipes out for use.

Lisa Pritchard -> All Participants: Love the soft opening idea!

K Abery -> All Participants: We've also made up signs indicating whether a computer/table etc. has been cleaned and/or needs to be cleaned before use.

Lisa Pritchard -> All Participants: We took down most displays and extras in order to keep the massive amounts of new signage from getting lost or overwhelming.

Martha Ballinger -> All Participants: Signage is good.

Susan Chinoransky -> All Participants: Yes

Phil Ford -> All Participants: I feel like with this need for Normacy, that the plowing through with the reopening phase is premature. And it is hard to get answers from admins if there is a plan to step back service. A neighboring library system had some COVID cases show up after opening and smartly went back to curbside through September. I am wondering if other public libraries are prepared as well?

Lisa Pritchard -> All Participants: Same, we have repurposed rooms for storage of seating and mail/books quarantines.

K Abery -> All Participants: We're also in the process of creating an equipment cleaning check list for each dept.

Chrissy Klenke -> All Participants: We have been open since July 6 with limited access to everything.. one issue we have experienced were patrons keeping their masks on. My library has made the decision to not have food in the libraries because it encourages student to take off their mask. So back to the no food and drink rules.

Lisa Pritchard -> All Participants: JSTOR goes through Dec

Lisa Pritchard -> All Participants: Expanded access, that is.

Yvonne Williams -> All Participants: Even though we are open, our digital programming is still very effective and productive. Our customers are taking full advantage of the digital programming and resources.

Lisa Pritchard -> All Participants: We ordered an electric stapler for our production areas.

Breanna Shelley -> All Participants: The food and drink thing is something we hadn't even thought about yet, thank you!

Jane Canfield -> All Participants: <https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Andrea Craley -> All Participants: Thanks Chrissy for the thoughts on no food and drink. I never thought of that - will take that idea to our Library Management Team planning - that topic never came up yet, good point.

Jane Canfield -> All Participants: CDC guidelines on disinfecting and cleaning

Lisa Pritchard -> All Participants: We banned eating and drinking. :(

Chrissy Klenke -> All Participants: Us too.

Lisa Pritchard -> All Participants: We have emphasized that the library is for purposeful studying.

Mark Hamilton -> All Participants: We are struggling with the food and drink issue when fall semester starts. We have a bagel/coffee shop in our lower level.

Shawn King -> All Participants: If mail comes in cardboard or paper envelopes, 24 hours for the containers should be sufficient. The FDLP poster in a previous slide recommends that as well. REALM study 1 said no virus after one day for hardcover, paperback or DVD case exteriors.

Jane Canfield -> All Participants: For our administrative personnel who have returned, all kitchen spaces, microwaves, refrigerators are prohibited to be used and water fountains are turned off-it's bring your own

Leslie Delserone -> All Participants: Our coffee shop will reopen

Leslie Delserone -> All Participants: *coffee*

Leslie Delserone -> All Participants: Unfortunately

Martha Ballinger -> All Participants: Our coffee shop is open too.

Holly Chambers -> All Participants: The chat will come with the recording, right?

Nina Hagiwara -> All Participants: Our coffee shop wants to reopen, but it's not clear if patrons will be allowed in the building.

Chrissy Klenke -> All Participants: Campus is online ordering only for pickup

Chrissy Klenke -> All Participants: for food

Lisa Pritchard -> All Participants: Lots of libraries at colleges have spaces being used for classrooms to allow for more distancing.

Annette Meyer -> All Participants: Our parent organization (county) has ordered staff back to work on-site based on job classification and seniority, not on either who is at risk or who is most needed on-site. Staff preferences or comfort level are not part of the equation.

Jane Canfield -> All Participants: 11 of our staff members, one professional librarian and 10 support personnel have been laid off until January. They received an extra month's salary and continued health insurance coverage, and help in filling for unemployment. The plan is that they will be reinstated in January when the university plans to return to in person classes.

Andrea Craley -> All Participants: Finding enough telework type projects for part-time staff to work on besides checking emails, having Teams meetings, or doing online PD. Also, still waiting

for remote access to Polaris catalog client in order to do remote type cataloging. We are very fortunate that all campus employees continue to be paid in our telework environment since we closed in March, all part-time and full-time.

Kelly Tenny -> All Participants: For our library, about one month into working remotely due to COVID the majority of our library assistants were furloughed with no idea of when (of if it seems) they would be brought back.

Deborah Mongeau -> All Participants: Most of our support staff are older and/or have underlying medical conditions. When the fall semester starts we will have restricted hours so that if one or more staff member can't work, others can step in. Too many hours to cover means that the staffing is stretched thin.

Paul Nease -> All Participants: I run a service point and depend heavily on student employees. It's been difficult figuring out how to provide in person service in the fall when the students come back while also keeping our student employees socially distanced and safe

K Aberly -> All Participants: Second Andrea. Coming up with telework assignments has been difficult.

Martha Ballinger -> All Participants: I imagine.

Martha Ballinger -> All Participants: Libraries are not set up well for telework.

Jennifer Castle -> All Participants: Our director and HR haven't answered any questions about parents with young school-aged students whose schools are virtual in the fall. We can't leave our children at home alone.

Yvonne Williams -> All Participants: At Memphis Public Libraries, the City of Memphis Policy provides emergency leave for staff due to covid-19 under the Family First Coronavirus Response Act.

Trina Magi -> All Participants: It's been decided that reference librarians will provide service remotely via chat, email, and MS Teams, but that access services staff (circulation) have to be on the premises. There are concerns about this being unfair, especially because access services staff are paid MUCH less, but will bear more risk. Don't know what the solution is, because it does seem smart to limit the number of library employees in the building.

Megan Hasler -> All Participants: Because of budget cuts, our student assistant budget was cut. We didn't lose any full time positions, and we have a few who were allowed to telework over the summer. We went back to the building June 1st.

Nina Hagiwara -> All Participants: Only staff involved with curbside pickup will work on site in the fall. However, the campus president has mentioned layoffs, so we are waiting to see who will be cut.

Martha Ballinger -> All Participants: Wow.

Lisa Pritchard -> All Participants: Same here: projects, no student workers, frontline staff in higher risk situation, everyone stressed about childcare, risk of illness, patron interactions, etc...We have divided ourselves into two groups and not work in same areas. Also planning to not come into 6 feet for more than ten minutes. We have timers, teacher pointers for helping at computers with 40~38quot; distant, and shared language.

Breanna Shelley -> All Participants: Second Trina, I'm part of the Access Services team in my library. Also haven't heard any solutions to that.

Jane Canfield -> All Participants: <https://www.osha.gov/SLTC/covid-19/controlprevention.html>
OSHA guidelines

Beth Callahan -> All Participants: I am the sole person who works with the depository collection from processing to cataloging to reference assistance. I am working from home due to a medical condition, but through an accommodation I can go in to process shipments when the

building is closed to patrons and I assist patrons virtually. If I need help with something from the physical collection that's not available online the Reference staff helps with that. So far this is working well, but the school year hasn't started yet....

Andrea Craley -> All Participants: Like Trina, all our Reference Librarians who are part-time will continue to do online reference chat through December and will not be on campus. So the only staff that will come back in limited schedules will be Circ and Tech Services staff and managers. But we don't have the pay issue - all are being paid whether they telework or have some hours on campus.

Alice Sherwood -> All Participants: That is the case with our public library, we have also lost 50 staff members throughout our system, not sure when the position can be reopened. Of course, we are a public library, everyone wants to access the books, curb side is a big thing, and extra staff is needed, and they have asked Central library for assistance, and unfortunately, many of us are either older or have underlying health conditions and filing ADA paperwork is lengthy. Voluntary furloughs are encouraged but not mandatory. from Nina Hagiwara to All Participants: Only staff involved with curbside pickup will work on site in the fall. However, the campus president has mentioned layoffs, so we are waiting to see who will be cut.

Yvonne Williams -> All Participants: We are still operating with limited staff. Telecommuting is still encouraged when possible. We are still in Phase at 50% of our capacity.

Jane Canfield -> All Participants: <https://www.osha.gov/Publications/OSHA3990.pdf> OSHA guidance on preparing workplaces for COVID-19 publication

Holly Chambers -> All Participants: Can't most access services be provided through curbside service, and via phone/email/etc. for billing and other questions?

David Cox -> All Participants: All of our librarians are going to have children in K-12 starting this fall, and we are going to have to schedule around each other for being in the building and being home to deal with that

Beth Downing -> All Participants: Due to state budget cuts we lost full time staff, but our student budget remained intact.

Nina Hagiwara -> All Participants: Probably about 10

Nina Hagiwara -> All Participants: On a rotating basis

Yvonne Williams -> All Participants: Our library is providing hazardous pay. I do not know how long they will continue to do so, but for right now it helps..

Martha Ballinger -> All Participants: We are getting paid less from the library because we are on 20% furlough, supplemented by the (expiring) \$600 a week and unemployment.

Jane Canfield -> All Participants: We have also had more collaboration across our three campuses, especially with our virtual reference service.

Martha Ballinger -> All Participants: But we have had no layoffs.

Breanna Shelley -> All Participants: Rooms in my library are being used for classrooms so the building has to be open and staffed.

Martha Ballinger -> All Participants: Public library - Dayton Metro in Ohio

Susan Chinoransky -> All Participants: Rooms in our library building are being used for classrooms, but our library is closed except for curbside delivery.

Susan Chinoransky -> All Participants: And only 2 of us will do delivery.

Susan Chinoransky -> All Participants: Volunteers

Andrea Craley -> All Participants: Our Reference Librarians are providing library instruction type help by being embedded librarians in our Blackboard courses, as the majority of classes will remain online only through December. Only a handful of lab type courses will be help physically.

Yvonne Williams -> All Participants: While we are open with limited staff, those who are

working in the building, works generally, at 4 hours rotation every other day or somewhere in between.

Jane Canfield -> All Participants: This is not specifically library oriented, but my university provided the USDA Food Boxes from the Farm to Table program for all students, staff and faculty. Boxes were impressive and included fruits, veggies, milk, butter and chicken

Holly Chambers -> All Participants: Our campus has been doing that soo. A great program.

Andrea Craley -> All Participants: All employees have til fill out a request/screening form for when they are scheduled to come to campus. and it has to be approved at the VP level Then they arrive to a special building on campus, get checked in with what they had on the form, get temperature taken, and then retport to their building. This is done each time they come to campus.

Andrea Craley -> All Participants: All employees will wear masks

Martha Ballinger -> All Participants: That's great Andrea!

Andrea Craley -> All Participants: Only those students who have lap type classes that are approved for on campus will report to the building of their class, be checked in, get temp taken.

Leslie Delserone -> All Participants: Our campus has a mandatory mask policy as well, for everyone - students, staff, faculty, and campus visitors

Alicia Kubas -> All Participants: limiting staff in library buildings as much as possible (working rotation where people work from home as much as possible) and finding appropriate alternate work spaces when 6 feet of distance can't be maintained

Will Stringfellow -> All Participants: At Vanderbilt everyone, including students, faculty, and staff will be required to wear masks indoors and outdoors. Only mask exemption is for staff and faculty in personal offices.

Jen Kirk -> All Participants: We've also moved paper forms to digital formats. We migrated our processing poster to a database as well (a long overdue project).

Andrea Craley -> All Participants: Anyone using the Library will have had filled out a LibCal reservation for a 2 hour slot for computer or study space, report to the library to be checked in, get temp taken, allowed to enter with mask.

Leslie Delserone -> All Participants: We're limiting staff in the buildings as well

Susan Chinoransky -> All Participants: Hope she doesn't get sick

Jane Canfield -> All Participants: Our campus has mandatory mask requirement (as does all of Peurto Rico) and also temperature checks for entering campus. Also, only two entrance gates out of 5 are open.

Yvonne Williams -> All Participants: We are addressindemotuonal health as well. At Memphis Public Libraries, we are providing EAP/Concern couselfing for staff who experienmce emotional issues due to Covid-19., which staff is utilizing.

Jane Canfield -> All Participants: We have had virtual counseling sessions with our psychology professors for library staff

Megan Hasler -> All Participants: We have a cleaning schedule where staff cleans high touch areas twice a day. We have plexiglass sheilds at circulation, and reference interactions will happen behind those sheilds as much as possible. We also have decided that any library instruction will happen online either live or recorded. We also blocked off every other computer. We have to wear masks unless we are in our offices.

Andrea Craley -> All Participants: We are considering having our staff use their campus assigned laptops (they we mainly got for telework) to also work during their shifts on campus, to limit the amount of people using same workstations. We still encourage lots of hand washing, wiping things down, etc

Jane Canfield -> All Participants: We have an ongoing food warehouse for anyone in the community who needs it and a pay-lunch-for-a-student donation program

Shawn King -> All Participants: Electronic only course reserves

Paul Nease -> All Participants: I'm using a mix of zoom sessions and in person to train my student employees. Unfortunately, some training must happen in person. So I'm training one person at a time and will be in mask and faceshield.

Andrea Craley -> All Participants: For those having lab courses on campus, and for work done in Library, can have no more than 10 people in a classroom per our campus plan.

Martha Ballinger -> All Participants: John Elston, are you a public library?

Yvonne Williams -> All Participants: We are also providing mask, social distancing, and sanitizing precautions as well. We quarantine our materials for 4 days.

Andrea Craley -> All Participants: We are waiting for a materials sanitizing machine, hasn't arrived yet....

Lisa Pritchard -> All Participants: We are closing one floor at night because of smaller staff numbers and all the new and time consuming processes to complete.

Deborah Mongeau -> All Participants: We're looking at all electronic course reserves as well but we're bumping up against copyright so we may have to limit what material we will reserve.

Kathy Hale -> All Participants: State Library has also provided posters for other areas in our building that we got from the CDC.

David Cox -> All Participants: Our university has set up PPE pickup locations around campus, including one branded cloth facemask per person and one unbranded, and the library is one of them

Carmen Walton -> All Participants: Teaching new students (academic library) - We are getting ready now with WebEx training and intergrade with instructors through Canvas for the Fall semester. We are training each other, to be comfortable with WebEx and teaching online.

Andrea Craley -> All Participants: I don't have the specific information on the materials sanitizing machine - our Circulation Manager has information on that, so I don't know exactly what we ordered for the sanitizing machine.... sorry....

Lisa Pritchard -> All Participants: All of our staff completed de-escalation training and shared language and techniques.

Mark Hamilton -> All Participants: We have contactless checkout with variable-code lockers in an entryway vestibule.

Andrea Craley -> All Participants: I'll have to get information on the materials sanitizing machine from our Circulation Manager and Library Director - can email me at acraley@harford.edu. We have a planning Teams meeting tomorrow - I can pass along the concerns for UV light.

Yvonne Williams -> All Participants: Since we have resume shipment receipt, after quarantine is complete, technical staff takes depository boxes home to process and return to the library when finished.

Jennifer Morgan -> All Participants: Thanks @Andrea Craley!

Victor Lopez -> All Participants: Thank you for this seminar and all the information.

Jane Canfield -> All Participants: The guidelines and the COVID toolkit are useful not just for gov docs but in general. I passed them on to our infrastructure and security people.

Holly Chambers -> All Participants: Agreed.

Joanna Hui -> All Participants: Can there be documentation on how many researchers per certain square foot of area in a reading room?

Lisa Pritchard -> All Participants: Here's what we have for laptops, room keys and other

items. <https://www.anywherecart.com/ac-clean/>

Yvonne Williams -> All Participants: The mask that GPO provided is great. is it possible to order more than three?

Jennifer Morgan -> All Participants: Yes, I have shared the COVID toolkit with our Circ librarian and with a school librarian friend.

Trina Magi -> All Participants: Yes. . .

Trina Magi -> All Participants: Is there a requirement that we open gov info collections at a certain point?

Kelly Seifert -> All Participants: If you have your masks, please send photos of you and your staff in them: kseifert@gpo.gov

Vicki Tate -> All Participants: Could you sell the masks via GPO Bookstore??

Andrea Craley -> All Participants: This was really helpful. Our Library Management Team has another Teams meeting tomorrow to finalize reopening, so there were lot of things here I hadn't thought about yet. Thanks all for the great chats!

Lisa Pritchard -> All Participants: Yes, I have used my mask and distributed the other two I ordered. Thank you! I already have the posters up in our library.

David Walls -> All Participants: UV light will cause fading and deteriorate adhesives, plastics. I wouldn't recommend using UV on books. It wouldn't be very effective because you would have to expose the covers and every single page of the book for a specific period of time that would likely result in a risk to the worker and degrade the materials.

Andrea Craley -> All Participants: Thank you David - will pass this concern along to my fellow planning staff

J Hart -> All Participants: i have really enjoyed the webinars. They have been very helpful for teleworking and have given me ideas on how to promote our govdoc collections during the crisis,

John Olson -> All Participants: Very helpful session. Thank you!

Nancy Russo -> All Participants: Thank you! This has been a great webinar.

Yvonne Williams -> All Participants: GPO is doing a great Job in keeping the community informed. i salute all of you for your efforts. Thanks for al that you do to keep america infromed.

Jane Canfield -> All Participants: Contact with people who do the same thing I do under currently difficult circumstances is truly valuable

Pamela Orme -> All Participants: Very informative! Many thanks

Kelly Seifert -> All Participants: Superintendent of Documents letter on access and reopening: <https://www.fdlp.gov/news-and-events/4521-superintendent-of-documents-letter-regarding-libraries-reopening-and-access>

Mark Hamilton -> All Participants: I echo Yvonne's and Jane's comments.

Lisa Pritchard -> All Participants: Thank you so much. This is helpful--good ideas, good sense that we are on the same page, and good support from GPO and other librarians.

Holly Chambers -> All Participants: I asked earlier and didn't see a response - just double checking, will the chat come with the recording?

Marna Morland -> All Participants: I've got to admit, I don't like the 9 months wait to discard physical items we have posted. Most of what we are discarding have online availability. When can this change?

Laurie Hall -> All Participants: Will check on the option for selling FDLP masks thru the Bookstore....

Vicki Tate -> All Participants: Thank you for checking on the masks. I have other people in the library that wanted them.

Holly Chambers -> All Participants: That was the question {-)

Holly Chambers -> All Participants: About the chat.

Jan Edmiston -> All Participants: Where can we see the current operating status of all of the FDLP libraries?

Margaret Booth -> All Participants: Thank you to presenters and participants. Very informative, lots of good ideas.

Mary Kersten -> All Participants: If our library has open stacks, how would we know if a student has handled 10 DVDs that were side by side and now we want to pull it for ILL?

Holly Chambers -> All Participants: A someone mentioned that staff are taking materials home to catalog. Do they take the boxes? Or at some other point?

Kelly Seifert -> All Participants: Library Reopening Survey <https://www.fdlp.gov/news-and-events/4511-important-call-to-action-notify-gpo-as-your-library-reopens>

Holly Chambers -> All Participants: Yes, thanks, that is what I meant.

Holly Chambers -> All Participants: Yes, it does.

MaryBeth Will -> Host: We are taking boxes of shipment home for checkin and to catalog - both.

Sandy Hime -> All Participants: Very informative. Thanks to all for sharing.

Laurie Hall -> All Participants: we scan covers and catalog online materials, and we are also mailing tangible materials to our catalogers.

Margaret Booth -> All Participants: I believe there is a transcript of the Chat but it may be done by a computer so it's sometimes needs gussing as to what was asked and answered :)

Yvonne Williams -> All Participants: Physical displays often provide opportunity for customers to use in the library, From a safety prospective, is this something that you would encourage?

Cindy Etkin -> All Participants: Yes, I agree, a lot of good info shred today!

MaryBeth Will -> All Participants: This has been great, so much information!

Lisa Pritchard -> All Participants: We have some displays, but we include signage about placing in specific areas for quarantine and FDLP signs about hand washing.

Elizabeth Z -> All Participants: Thank you!

Jen Kirk -> All Participants: Thank you all. Your commitment to communication has been great throughout this process!

Jennifer Tapp -> All Participants: Thank you. This was very informative. Have a great day and Stay Safe :)

Jan Edmiston -> All Participants: Thank you very much! This was helpful.

Kelly Seifert -> All Participants: Send your signage suggestions to kseifert@gpo.gov

Nina Hagiwara -> All Participants: Thanks everyone! Good to hear how other libraries are dealing with this situation.

MANA WAJARAKORN -> All Participants: Thank you to all. Stay safe.. Please wear mask!!

J Hart -> All Participants: thank you this was very helpful!

Cindy Etkin -> All Participants: Thank you everyone!

Andrea Craley -> All Participants: I've been told that handouts and informational displays have to kept at a minimum right now, and are not the focus of the 1st floor services we are offering at this time. I don't know yet how I'm going to distribute pocket constitutions and such - need to find a creative way...

Elizabeth Eckert -> All Participants: Many thanks!! Very informative!!

---End Transcript---