Uncharted Waters: Lessons Learned by Depository Libraries during the COVID-19 Pandemic - Transcript

Please stand by for realtime captions.

Hello everyone, this is a final sound check for uncharted waters, lessons learned during depository libraries during the COVID-19 pandemic. We will get started in about two minutes.

Good afternoon, and welcome to uncharted waters, lessons learned by depository libraries during the COVID-19 pandemic. Before we get started, I have a few housekeeping reminders. First, please use the chat box ready questions, comments or technical issues you have we keep track of all the address your questions at the end of the presentation. Also we are recording the conference and all registrants will receive links to the recording after the end. We will hand it over to one Williams to start the session.

Thank you. Good afternoon everyone. My name is Yvonne Williams. [Indiscernible - low volume] specialist at the library.

This session, uncharted waters, lessons learned by depository libraries during the COVID-19 pandemic, what be presented by the depository library Council digital only depository libraries working group.

For a brief introduction, following the depository libraries Council of open form, the depository libraries in the time of stayed home orders, explains 2020 via the virtual meetings, the digital only depository library working group was asked to provide a summary of the sessions and outline a lessons learned for libraries, also in depository services in a fully remote virtual environment. Participants indicated that an opportunity for the session would be helpful. And [Indiscernible - muffled speaker/audio] planning for reopening FDLP libraries recovering from the COVID-19 pandemic, was held in July.

In the session, the digital only depository library working group will provide insight and experiences that were shared by the depository community at these meetings. And lessons learned from these events.

Will also provide the recommendations for moving forward.

I will begin the discussion by presenting lessons for libraries disclose come librarians disclose regarding public services. Then we will hear from panelists, Lisa Prichard, director of library services, document coordinator and Jefferson College. Who will talk about lessons regarding technical services. Following her, you hear from Stephen Parks, state librarian. Mississippi State library, as he relates to lessons learned about communication during this pandemic.

Next, which Mikulski, government documents and social science library and, from Port State University, will share lessons about well-being and [Indiscernible - muffled speaker/audio].

Following him, will hear from Marianne Ryan. Dana library, [Indiscernible] University Chicago, as she talks about what GPO has done impossibly do to help FDL [Indiscernible] the season.

And finally we'll hear from GPO Cindy Atkins, Senior program again you see is Jamie Hayes, average library and who will present our conclusion and recommendations respectively.

Again, we would take questions at the end of the session. However, please check your questions or send your questions to us as you think of them. That way we would have them and can still address them at a later time.

I will begin by focusing on three aspects of public services. Lessons learned. Number one, those that are specific to the SDLC, to those offered by the library, and three, those overlapping services.

For the sake of time, I will highlight on the [Indiscernible] however they lead to the full report are on our source page at the end of the slide deck.

Now, based on the open forum, librarians indicated that update in the libraries webpages was linked to government documents as well as providing more guides that are proven to be central and have received positive feedback from both online and in person customers.

Also, offering virtual text and online references system are assistance as shown to be effective and can extend beyond the pandemic season.

In addition, librarians indicated that providing searching data entries help with needs and offers for the FDLP exchange for working remotely as proven to be a good use of staff and social workers time, as well as utilizing this opportunity for cleanup projects such as updating cataloging and holding records.

As it relates to public services offered by the library, librarians express that they have seen an increase in library card users, as a result of online library card registration. But some libraries, for some libraries, this is dramatic. In addition, libraries have increased the online resources and virtual programming, which some have indicated will extend beyond the pandemic. These include resources for children and adults, as well as virtual programs for all ages.

Also, staff and customer safety remain top priority. For the library. Libraries continue to provide mass and compliance with mandates, social distancing, sanitizing protocol, quarantining a materials and Plexiglas shields as health and safety precautions.

However some librarians are some libraries that have reopened are doing okay, under the circumstances, others are facing some challenges to reopening.

For instance, some libraries express and having to deal with patients expectations of availability of materials, or the inability to obtain enough cleaning products for effective sanitizing precautions have been challenging.

There were some overlapping services as well. Which include extending Wi-Fi services beyond the library walls, which allows Internet access for library patrons that might not otherwise have it. In addition, libraries are discovering and making use of digital repositories, like Internet archives, and [Indiscernible] trust to access to people in government documents. Libraries have also increased online phone and email references assistance as well as providing virtual meeting platforms for PCA trading purposes.

Finally, libraries are implementing a computer usage and seat reservations call, to promote safety as well as employing curbside services.

Thank you. At this time, we will hear from Lisa Prichard who will talk about technical services lessons is.

-- Technical services lessons.

Hello. Thank you Yvonne, hello everyone. Can everyone hear me clearly?

Great.

So I joined this group after a lot of work had already been accomplished to capture the feedback the committee expressed. I was tested looking at the observations gathered at that time, about technical services, and depositories and combining those observations with the additional insight from the open forum in July. And quite a changed between the two forms. They were combined to create the final version of the lessons learned document that we are talking about.

We group the lessons about technical services into these three broad categories. Cataloging, working with print collection and staffing issues.

As Yvonne just mentioned, there was so much rapid and intense work happening to increase access to government information, and library services and materials of all kinds. This object overlap with public services such as the work to increase awareness of and access to digital resources and what they just and guides and in the catalogs. Most of this work was accomplished with the help of those in technical services. Many of whom were also happy to jump in and support new service initiatives by curbside and mail delivery.

In addition to addressing the immediate needs of providing access to existing collections, remote work allows for the completion of the variety of other technical projects. Many of which had been sidelined for months or dare I say years, in some cases. Popular projects include

correction links and records, the additional of digital titles into our collection, and the increased promotion of existing materials like the excess points were created.

These projects were widespread across all kinds of libraries. Once remote work in library work routines were established, technical services stack weekly those at the PO as you heard, were able to finish an impressive number of projects that benefited from having more time for us to plan new ways of collaborating and surprising innovations that I know we shared by the with one another and I think will benefit from for years to come.

Processing print materials is that many libraries include my own. If library buildings were completely closed, some staff like [Indiscernible] who works for Jefferson College, half the forsaken the opportunity to take item some of them. Some continue to work on site or have access to the work areas, even when their institutions were close to the father. And there were some never completely closed. Documents that had not been processed were catalogued and when possible, shelved. Some libraries continue large and small reading projects, shelf reading and even moving projects. In some libraries tackled the projects behind that map and microfiche.

Has moved into July and more libraries opened, at least to staff, there was excitement expressed by technical services staff once again engaged and familiar and somewhat altered workflows. New workflows were created to ensure the health and safety of those working in all areas of the library. Including technical services. Distancing, limiting the number of staff working in different materials in certain areas, staggered schedules, different entry points, and I will say that eating arrangements for some of us. And a curtailment or elimination of in person meetings impacted everyone. Whether it's going to work from home, or resuming in person work, we were all impacted, after many of the fact that [Indiscernible] did create additional challenges.

Like others, legal services staff are also able to take advantage of many professional development opportunities. Everything from medication to metadata or offer, often for free. Record numbers of participants engaged in new and familiar topics, including those offered by our own FDLP Academy, it was widely expressed that his offer is allowed us to stay connected, learn new skills and improve our institutions.

Challenges surrounding technical services included those felt by many at home or from work if possible, it or aspect much of the staff worked more easily and perhaps in some cases more -- Wi-Fi, device failure, family childcare issues and the nature of the work that we do. These differences can create stress in an environment, within institutions and needs to be addressed.

In addition to these specific issues, some libraries prefer the widespread anxiety that this pandemic created. But to end on a positive note, new ways of providing materials and services will continue and new ways of working in the department have been embraced. Thank you. I will pass it to Stephen for the next part of our presentation.

Hello everyone, [Indiscernible] from open forms with issue communication. I'm a networking group with the pin Oak mitigation has changed during the pandemic. And we ask ourselves how we can be getting out there patrons and our coworkers?

As I looked documentation with patient, these three whites set out to me and I will discuss each one. First of all, increased use of signage. Signs have become a great way to communicate to our library users certain things such as distancing requirements and cleaning measures. Libraries that have signs indicating the direction of the traffic, others have signs making users aware of different opponents. One example that stuck out to me the library that had created a sign that could be placed on tables to communicate to patrons that a specific table had been recently cleaned. This is a good way to that page and now we are taking cleanliness seriously coming to help patients or patients determine what it might for the most comfortable sitting and working when they visit our libraries.

Secondly increased irrigation in collaboration with faculties. While many academics are shutting down in some continue to be, the teaching of course did not stop. Libraries have stepped up to the light to assist teaching faculties in a number ways. And this can be seen in libraries that communicate to the faculty that they are willing and able to provide training and tips on applications such as WebEx, camas and Zoom. I was having some site-specific times and dates for faculties to come visit the library and browse the library before education begins.

And we also offer faculty appointed. So first education has continued throughout this pandemic and libraries have a course for keeping faculties and students prepared.

And thirdly, increased options of interacting with patients. That many ways interact with their patrons in the early days of this pandemic, and in the days since many of us have adjusted. Many academic limeys are letting the students they now have systems of time for reserved seating for patrons and of course curbside pickup and long-term program. That have been communicative and met with enthusiasm and success.

And lastly before going to the next topic, I did see quite a few comments in the open forms that some libraries are even now providing training on de-escalation tactics and shared language to assist in comedic Asian with patterns and I thought that was a good thing to do given the times we're living in, not just for the current pandemic.

Looking at communication with our coworkers where these three , the working group. Obviously continuing to work from home options. Work from home became the norm for many early on in this pandemic. And maybe continued to do so. 11 place especially those with health conditions are age that make them vulnerable still need this option and libraries are combined with this inquiry came with the staff that we can soften this and letting them know and they need to have this option complete. To request that.

It should be noted that the that some are finding it difficult continuing to come up with the telework to keep these employees beyond the calls, and I imagine this will be something to be aware of.

Continue to be aware of.

And continuing to keep in touch on a more virtual level personally. Of course we missed the day-to-day activities and we may have taken for granted in the past. I know early on with my staff was work, when my staff is working from home and I was only one coming in each day, I would alternate kind of enjoying the two days of nice and quiet with no would write about me, but then I have a few days for a package just needed to see my staff in the library work. Just to feel like somethings will get back to normal at some point.

Going back and looking at the form it was nice to see how many lotteries have responded to this. By having virtual meet ups over coffee or some over cocktail and zoom. Others had virtual meetings for ignite or would be to to show each other there zoom portal. Just last week during the virtual Mississippi Library Association where I live, we actually had a walking zoom tour of a haunted house in Pittsburgh methods, Mississippi. Of course it wasn't as scary as the real thing. But it could provide a sense of community that many of us are missing out. By not been able to specifically meet.

And lastly a final point, continuing to adapt and improvise throughout this pandemic as his pandemic at the flows. The fact is I looked at as a business. Libraries are doing their best to adapt and improvise we should all be proud of that. Of course we are not through the ship. And to the committee here we have to doubt that my race will entity to adapt to what is, whatever is coming our way next. With that I will pass it over to our next speaker who is [Indiscernible].

Okay sorry about that. Okay so my responsibility here was to talk about wellness and equilibrium. I wish the haunted house example would haven't discussed earlier. During the two open forums we had about 100 people more or less keeping the during the pandemic and what we can do is go through and categorize them and I will give examples of each.

One of the main things throughout each of the responses was the flexibility is key. Suggestions from the community have included providing staff with the freedom to patient cells with their hours possible.

Another aspect to stay engaged with community, whether they were personal, professional or communal, and they [Indiscernible] have been really important whether it's through virtual gatherings, scheduled activities, correspondence, some of these suggestions and corresponding with email, but checking emails, and discussion forms also mentioned as options for maintaining the Camino thanks to keep us all [Indiscernible]. The theme is engaging in activities away from workstation. This is my favorite part two read to the transcript and the people keep itself active throughout the day. Some of the recommendations including things like daily walks, exercise, yoga, meditation come pretty much anything to get up and walk

around their workstation. In the community offered writing and volunteering, gardening, working social events, again any sort of [Indiscernible] to give us a reason to be headed to the workspace.

The next sort of general theme we come across is worklife balance is more important than ever. Attendees shared some things that work for them and included working normal hours and the workspace in the house the difference between homeless and workers and limiting work two more hours. Levers are not always good at responding to emails or whatever time that that was a particular important take away.

Finally the main large theme that kept coming up was the importance of making use of institutional support services. So, they is in the community were utilizing employers services in terms of counseling, mental health and self-care resources. Eating staff services, and research guides.

And the main theme for all these is taking advantage of work flexibly and from home and effectively not overwork herself. And there's excellent and other things that people have come up and you can leave ideas in the chat as well. I will pass it on to Mary and Ryan for the next session.

Hello everybody. I hope you can hear me. My assignment was to look at I should advance the site.

My assignment was to look at what else GPO can do to support you or to support us and our work during this time. And in the course of that, from that, wanted to forms that we were examining with a port, three things emerged in this area. Support for leverage during the pandemic, support for specific constituent groups, and support for libraries transitioning to the pandemic.

And I will talk a little bit about each of those. I say would probably emerge more than anything was the strong sense that GPO does a lot for us as we know. I have always been a trusted partner, Billy happen you viewed as an anchor thought this time as much as if not more than ever. And the heartfelt thanks and appreciation for that came through loud and clear.

But with that being said, if you ask somebody else can you do for me, they are lovably going to tell you. And so with that, here are the themes that emerged and bear in mind that I think in terms of during the pandemic, when the pandemic started but really knew what we were looking at we really still don't. So the contact come I think back in this ring when the first of the feedback aim back more contained in this category , it really highlighted areas like medication, information sharing, tips for coping and providing service. So making sure that there was available availability of public service resources. And that can be lifeline to make sure to provide asset to the information that everyone lies on. Along with the same lines of keeping the social media going. Was really a great way to convince you engage in knowing what was happening, information sharing and ideas and tips. And request for frequent webinars forms which we

know happen, I think was a record baking a record-breaking list and I look for to see things like that with clever summary headings. That really caught my attention. And government talks or book talks can be put together, government book talks. And the last one, two provide guidance to help with selective that may be struggling or dropping considering dropping, really emerge as a very sensitive area. These are not new areas and struggles and considerations and libraries. And going for longtime say in the program and leaving the program and depository. And the library had exasperated that in several cases, that the library been checked onto not necessarily user services or see our services critical to be on-site and resources contributed to it and there guidance for levers and how to cope with that that was expressed.

And the constituents in support, support for specific constituent groups. And for Spanish language speakers were mention and related information and more generally. A lot of interest in education related resources to help parents with homeschooling. Again when the pandemic hit in the spring, that was a short-term, now we know that it is really a protected and very challenging aspect of the pandemic, that is consuming on for many. Information about grant opportunities and small business support. As you know many small essences are really struggling, there's been a lot of closures. For activism in the community with express related to this, and also the grant funding opportunities is kind of a take and never letting it go to waste and look at ways that we can maybe supplement funding.

Again Spanish-language resources for generally and or comments are wondering whether GPO will actually tell the agencies that they are needed. And then webinars on specific topics related to COVID and a lot to like health benefits and release programs and resources and were having to do with students and student funding for education and so forth.

Last area was really, [Indiscernible] with advancing the slides. And the lesson support for libraries transitioning to post pandemic and this is a lot of operational kinds of things, so providing a fair timetable as processes resume, and I think of all agree that we did a good chat with that. Offering or ramming and guidance for what third do is restrictions were lifted. Sharing the status, operating status of FDL's because we're not on the same path of resuming service, so having a sense of what others are doing, and what's available in local areas in particular. Guidance for dealing with internal challenges. Things as simple as dealing with the backlogs that came in, receiving mail, handling materials, which there's still a disparity about the safety of that. We were completely left on even managing mail coming in with a challenge., Handling materials and minimizing clicking.

Export implications of restricted access. Also remotely, and also how we were reopening, many celebrities were opening only to primary constituents and how that affected service to the citizenry. And at this point also relates back to what we talked about previously about the libraries that are struggling with how they will continue and how they consider dropping status, especially as library administrators actually look at redeployed space and minimizing budgets. And then a suggestion that greater supply of GPO promotional materials will be available.

So the transition to post pandemic is not over yet. And it likely will last [Indiscernible] week don't know where that will go, but it's clear that the conversation between the community and GPO is something that will need to continue and that would like to continue.

Okay, with that I will pass it up to Cindy.

Thanks Marianne. You have heard from my working group and from all of you and it really is impressive and is a lot of information sharing. And it's very clear that everybody's confirmed are concerned with the environment and still how to best serve their patients on the major conclusions that we drew from all of this, our about the work with the environment and it's still uncertain. We get how long, we don't know how long this will last and it's unpredictable and we don't know how it will work for the future. We heard said yesterday of all of our libraries and receiving regular shipments # that's kind of indicator there, and then in the whole the people took yesterday about my library is, there's a lot of discrepancy between being open and still being closed and only open to certain constituencies.

And there's no telling how long there might be in this environment.

So one thing came out loud and clear, and that is a desire for you all to the citizenry to those, to meet the needs of the citizenry your committees. And that's nothing new. Depository library staff are very dedicated and very committed to providing access with the government information solution or storage, but what is very different in this environment is unitary concern about the information, but concerned about their health and safety. And libraries are making a lot of adjustments so that people can come back into their libraries. And providing services that, folks on have to come into the library and still meeting the needs and respecting the safety and health concerns might be contacting -- [Indiscernible] [Indiscernible - low volume]

But I think came out also is you all are able to do this because you are resilient. You are flexible. You have adjusted your workflow process to do things, to adapt to things that were changing almost daily. And it has worked for you, and it has worked with people that you serve and you have been able to apply technology solutions, but you are recognizing the solutions and strongly holding onto them. Most if not all are using social media for the pandemic hit. But it's ramped up. You were doing programming with Zoom or other kinds of platforms, and you wrap it up. You are still doing more, and still working with what you have and what we have been dealt with in this environment. And Mary and also mentioned that repository library community still reliance on GPO probably more than ever now. And there was expressed need that GPO also has to remain flexible, because things libraries are not [Indiscernible] in every safety different situations, depending on where they be geographically what's going on around them. And the guidance that they are getting from the parent institution and maybe from the county government what have you. And GPO needs to recognize and be flexible about this also.

And there was, a lot of could ask him to GPO particularly about the webinars and the COVID-19 tools and I'm really glad to hear that.

And we will continue to provide guidance. And many creative return, -- many crave a return of life, or can it be the same, as you have done such a wonderful job of transitioning services into a new kind of environment, what is that going to do to ease her expectation for those patients who have not been able to come to the library and can provide any services beyond the library while scholars accredited to the expectations of how urine to provide those services? Please continue to provide the services? Libraries are looking at what they had to do to meet user needs in this environment and asking the questions. But can we keep. What should be key. It's not clear that Nora will be what we need to be working with the pandemic.

So what we can do is learn our lessons and what this is all about, the lessons learned from everything that you all have told us, and take the lessons learned were to create and work to the future, a new a better normal for the future and for your serving the American public.

And with that is over to my GPO colleague Jamie Hayes he was share the recommendations of the working group is proposing to cancel

To consider.

Jamie, we can't hear you.

Sorry about that. I thought I had myself unmuted. I will bit of a rebel and turn my camera on, so hopefully you all can see that. And I am an outreach librarian with GPO and that federal repository support services, and I'm going to provide some of the recommendations that are working group has. So we've got three recommendation, recommendations that we have compiled based on [Audio cutting out] for the presentation at the conference that you will have made.

So our first recommendation is GPO encourages federal libraries to examine lessons learned while working in remote a digital environment and during the reopening process.

You should consider what the 19 initiatives have been incorporated into the new normal environment and strengthen their overall public experience

And a second recommendation is that GPO requires flexibilities encourages flexibility for depository library staff that enables a healthy worklife balance.

And Arthur recommendation. GPO working with the DLC, begins to explore discuss with the FDLP community the possibility of an all-digital FDLP. To facilitate this discussion, counsel for the recommends GPO develop a white paper defining what an all-digital FDLP or, in the alternative, a primarily digital FDLP might look like. The resulting white paper is to be shared with counsel and the community for comments with GPO reporting on the resulting comments at the proper time. So that wraps up my section. What we have recommended and we are available not a question and answers.

Hello all, we have 15 or so minutes for questions. If you questions came in while you are presenting so I will go ahead and be busy. Some of these might have been answered in the chat already, but I will go ahead and ask them again so everyone can be sure to get the SJ questions.

The first question is from Jean, you have an example of a particular effective patron sign, what in your opinion is necessary to make signage effective?

This is Lisa Prichard. My address this briefly? We have some wonderful science created by our graphics department, and last week after a series of issues with compliance, we decided to get rid of all of our existing science and create new humorous signs, and make them big and put them on tables and move them around into accepted places, because of what we think is assigned blindness, so I will put a link in the chat to example of our signage that we had up since July, and we are about to change all that out and put up some humor sinus and be sure to Google humorous mask science, not all of them would be appropriate for libraries.

Excellent, that idea. Has to have question for you, what options for space keeping for pages can be effective.

I think one of the things that according to our studies, is that one to two hours, 1 to 2 hour intervals seem to work effectively while allowing space for sensitizing afterwards. So we found out even in our libraries that this seems to work.

Thank you.

Excellent. Thank you. We also have a comment from Jean Canfield operating her services for individual questions about Spanish-language materials since she does use a lot and working in Puerto Rico, so she has a lot of resources on Spanish-language material, it would also welcome you are new suggestions for webinars if you're interested in them.

Are there any other questions? Just go ahead and type them into the checkbox and we will make sure that everybody sees.

This is Cindy. I will respond and talk a little bit about [Indiscernible] put in the chat other side question. Transitioning into electronic delivery of [Indiscernible - low volume] to help prepare repository libraries to even more current service requirement. And I just want to add to that that that kind of leads to what we were talking about has in creating a new and better normal for the future, and the reason for the third recommendation about this discussion about an all-digital program and what that might mean. And he hit on it in the 19 nineties and it's not new because of the pandemic that we were offering that recommendation, but it might be the tipping point. And remember back in 1996 and the measures that would be necessary to transition to a more electronic program and they wanted to do it in two years. And here we are in 2020. And while we have traditions are transition mostly telling electronic program, so thank you for making that observation .

Thanks.

Thank you Cindy. Alisha wanted to remind everybody that there is another open forum tomorrow at 2:50 to hear from all of you about how the call is going and dealing with COVID-19 and she would like to hear from all of you.

And Alice created a scenario in the chat where she found that although the customers are asking for certain types of government information, and using technology and equipment conditions for the material whether or not you can find online [Indiscernible] because it's all available to the team. And whether or not they can be shipped to the locations that may request depending on [Indiscernible].

And Alice can you clarify whether you talking about the possibility of GPO settings? Sitting materials directly to [Indiscernible] are you talking about GPO sending your library to an alternate location?

And Alice comments that since in the pandemic world, some people are committee getting this with us with no dress and stuff like that. It's other people are trying to get materials to them but they're not getting the proper way to respond to them. To that sum it up Alice?

And we do have another question from Stephen. Is any hesitancy or just a recommendation those floor all of the FDLP?

This is a question that we would discuss a little bit later at the business meeting, so if you stay tuned to the business meeting, I think that will be addressed.

Thank you.

[Indiscernible] that will be addressed Friday at two deck 15.

Excellent.

Denise, the questions from anyone on the panel, we have about 10 minutes or so.

You guys are letting us off easy.

I don't see any indication that anybody is typing. Oh, there we go.

Got a couple minutes to think on this. From Alice, what is the turnaround if we decide to order things on demand GPO because electric?

That's a good question. And that's a scenario that we would have to explore because being in electronically doesn't mean that we would never ever ever have a plan and you saw or maybe

didn't wear earlier today Lori Hall was talking about exploring print on demand option so it would be something that you have to test and see what comes of them.

And Jane asked the question. You talk a lot about things we can continue post pandemi c. What are some specific examples in terms of programming?

One of things that the libraries have mentioned is to, and this is for academic libraries, that they were going to continue to have online course reserve. That's one example. Another example might be maybe the continue curbside service come I don't know. A lot of you all were doing some online programming and it was a matter of ramping up, and so it would be a question of which are open and white" normal environment, we continue at that level where you step back?

This is Lisa. At our library, the reference librarian has begun regular drop in reference sections, so they are both in Google meet sections or sessions and can happen without appointments to ask reference questions. We also have a series of anti-racism forms that the first one was really spaced out. If you people into normal rooms, simultaneously with online forms. The second one will be online only and we get that kind of Grammy continually where we have more online forms come were pushing out a live guide ahead of time and asked folks to do some work ahead of time before they come to the conversation, and then we will have the conversation online for the whole campus community. So we really see that is doing something that will continue we come out of the COVID pandemic.

Also this is Yvonne. And as a public libraries. And also for some of the other libraries according to the studies. But they're going to continue the programming for adults as well as children. Programming and virtual cooking classes in this kind of things and and will also have a great response. Also online registration.

I know some the libraries especially will continue to provide that resource and also [Indiscernible] services. Many happen saying that they are productive and that something in a continue. Thank you.

Excellent. We have about five romance and a couple more comments come in. Came in. Jessica asks are there any and how to handle material, post pandemic, materials this pandemic. Especially the guidelines to be used?

There are lots of guidelines and GPO has those linked on its site. And the realm study has some good guidelines on handling materials, different libraries are particularly. It does involve some changes to workflows, but there are some really good examples of specific workflows for both cataloging and circulating and how to handle the quarantine period, periods and browsing collections etc.

Thank you. Suzanne has a comment so as more materials are available electronically, maybe become difficult to justify to justify the physical collection even if the content is not electronic. So it would be helpful to keep statistics on how much can't be found online.

And with that, are there any more questions, there's a couple more minutes if anybody wants to type something in.

I was thinking it was interesting that we don't usually keep statistics on what we can find, that's an interesting concept there. I agree with you on.

Does a may want to chat towards Stevens question?

-- Does anybody want to chat towards Stevens question?

What was his question?

Oh about our third, the third recommendation about an all digital program.

Is there anything that the third recommendation?

I did address it when I stated we would discuss it more at the business meeting on Friday.

It's getting pretty quiet, it looks like everybody is finished. I know everybody will think of questions later. Everybody is available to answer your questions. And you can send email them directly.

And with that, thank you.

Provine, you are shellshocked?

This is Cindy, I will go ahead and wrap up this session. Thank you also much for attending, under careful consideration of what we said in your questions, we really do appreciate it. And again a reminder of another program tomorrow about this, and that's not two deck 15. COVID-19 recovery in libraries. And if there are no more questions, I will again say thank you on behalf of of the entire working group, and we will see you at another session. Thanks so much.

And again everyone. Thank you so much to our presenters today, it was a terrific, thank you all for being here. Next up in this room we have US Government accountability office, what we do and how we share our message. The regional meeting is next up in our other room. If you want to join me, you will need to close out of this meeting first, and go into the URL into the other meeting room, the URLs can be found on the [Indiscernible] page which is linked from Trent 3:of said this page is critical to join the session. I'm also going to just put a direct link to that come into the chat. See can access it that way.

For now, we would take a short break and pick up again at 3:30 p.m. Eastern.

Thanks.

[Event Concluded]