

Uncharted Waters: Lessons Learned by Depository Libraries during the COVID-19 Pandemic – Chat log

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Lara Flint -> All Participants: Reminder: If anyone can't hear, you'll need to connect your audio - go to Audio >Audio Connection at the top left menu and choose phone (toll call) or computer. You'll see an icon next to your name once you're connected.

Cindy Etkin -> All Participants: Slides of presentation: <https://www.fdlp.gov/file-repository/outreach/events/depository-library-council-dlc-meetings/2020-meeting-proceedings/2020-fall-federal-depository-library-conference/handouts-slides/4483-uncharted-waters-lessons-learned-by-depository-libraries-during-the-covid-19-pandemic-slides/file>

Cindy Etkin -> All Participants: Digital Only Depository Libraries Working Group Report - Depository Libraries in a COVID-19 Pandemic Environment <https://www.fdlp.gov/file-repository/outreach/events/depository-library-council-dlc-meetings/2020-meeting-proceedings/2020-fall-federal-depository-library-conference/handouts-slides/4581-depository-libraries-in-a-covid-19-pandemic-environment/file>

Cindy Etkin -> All Participants: The working group's first report from the April 22nd open forum - Depository Libraries in a Time of Stay-at-Home Orders ~38#x2015;Report of Depository Library Council's Open Forum, April 22, 2020 <https://www.fdlp.gov/file-repository/about-the-fdlp/federal-depository-library-council/council-reports-to-gpo/4270-depository-libraries-in-a-time-of-stay-at-home-orders-report-of-depository-library-council-s-open-forum-april-22-2020-may-29-2020/file>

Alicia Kubas -> All Participants: yes!

Jane Mertens -> All Participants: yes

Jaime Hays -> All Participants: yes

Will Stringfellow -> All Participants: Yes

Nathaniel Siqueiros -> All Participants: Yes.

Doriann Dawkins -> All Participants: Yes

Kris Abery -> All Participants: yes

Jane Canfield -> All Participants: Great continuation of work started by earlier DLC. Excellent presentation!

Jane Mertens -> All Participants: Do you have examples of particular effective patron facing signs? What in your opinion is necessary to make signage effective?

Jane Mertens -> All Participants: For Yvonne; What options for space booking for patrons have seemed to be particularly effective?

Jane Canfield -> All Participants: There is a lot of info available in Spanish but more is needed. I do my best here in Puerto Rico to find those resources since all of my users are native Spanish speakers. I am also happy to answer individual questions and I welcome new suggestions for webinars on topics needed in Spanish, My email is jcanfield@pucpr.edu

Yvonne Williams -> All Participants: According to librarians, one to two hours intervals have seemingly been effective, while allowing time for sanitizing the equipment and area between usages

Jane Mertens -> All Participants: Thanks!

Bert Chapman -> All Participants: Transitioning to electronic delivery of govt information in the mid-1990s has helped prepare depository libraries to current service requirements.

Alice Sherwood -> All Participants: One of the saddest things I have found in this pandemic is that when some customers are asking for certain types of government information, we are dealing with technology equipment, condition of the material, and whether or not we can find online access (not everything is available via PURL via CGP, and whether or not things can be shipped to the locations that customers request for (depending on their circumstances). Loved <https://data.census.gov/cedsci/> since pandemic started, and the additional webinars available via Census Bureau.

Bert Chapman -> All Participants: Transitioning to electronic delivery of govt information in the mid-1990s has helped prepare depository libraries to meet current service requirements.

Yvonne Williams -> All Participants: We have a sign at Memphis public libraries at our reference desks that reads, "for your safety, please remain in front of the Plexiglass shield while conducting library business. I can send that picture and others to you directly if you like.

Alice Sherwood -> All Participants: Houston Public Library have transitioned EL only since last March, and using CRDP also helped with some of our funding. :)

Lisa Pritchard -> All Participants: <https://libguides.jeffco.edu/guidelines> Here's our initial effort. We are now moving on to humor as folks have developed sign blindness.

Jane Mertens -> All Participants: Thanks!

Alicia Kubas -> All Participants: reminder that we have another open forum tomorrow at 2:15 to hear from you all about how the fall has been going as you continue to deal with covid-19. we'd love to hear from you all!

Stephen Parks -> All Participants: Is there any hesitancy against our third recommendation? To explore an all-digital FDLP?

Alice Sherwood -> All Participants: That is a comment, since in the pandemic world, some people are communicating this with us with no address and stuff like that.

Alice Sherwood -> All Participants: Yes, Melissa.

Alice Sherwood -> All Participants: What is the turn around if we decide to order things on demand via GPO once we become EL only?

Jane Mertens -> All Participants: You talked a lot about things that we could continue post-pandemic. What are some specific examples of these in terms of programming?

Jessica Fomalont -> All Participants: Any plans on how to handle print materials post-pandemic. Eg., cataloging? Circulating. Any guidelines to be used?

Jane Mertens -> All Participants: Thanks!

Susanne Caro -> All Participants: As more materials are available electronically - which is wonderful - it may become more difficult to justify the physical collection even if that content is not electronic. It would be helpful to keep statistics on how much can't be found online.

Yvonne Williams -> All Participants: Interesting.

Jane Mertens -> All Participants: I agree with Susanne. It would be helpful.

Perveen Rustomfram -> All Participants: Frankly, I am a little shell-shocked!

Amelia Thomas -> All Participants: Thank you for the information!

Alice Sherwood -> All Participants: I do miss the photo op by Ben.....

Jane Mertens -> All Participants: Thank you!! Great presentation!

Perveen Rustomfram -> All Participants: Yes. About the FDLP being all electronic.

Lisa Pritchard -> All Participants: Bye, thank you.

Kate Pitcher -> All Participants: Thanks all!

Yvonne Williams -> All Participants: Thank you all for attending.

Melissa Fairfield -> All Participants: <https://www.fdlp.gov/2020-fdl-conference>