

## Mapping Our Way: A Fall Survey of COVID-19 Recovery and Libraries – Chat log

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### Chat

**Lara Flint** -> All Participants: Reminder: If anyone can't hear, you'll need to connect your audio - go to Audio ~38gt; 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: Reports on the open forums from DLC : (1) Depository Libraries in a COVID-19 Pandemic Environment (July open forum) <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> AND (2) 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: it's been stressful to try to make quick decisions on new procedures as situations change when we're such a large system with various libraries on our campus that each have their quirks and needs

**JoAnna McCulley** -> All Participants: We also have a campus wide mask policy and similar library situation. Students have been very upset about the individual study. They really want to work together in the study rooms :( They will choose to leave the library and work elsewhere because of the policies

**Jane Mertens** -> All Participants: We don't have students back in person, but normally we have a large student staff. Offering remote services while not having the assistance of student staffing has been difficult.

**Alicia Kubas** -> All Participants: i have to admit that i've stopped having my camera on for meetings unless i'm speaking. there's something extra exhausting about being on camera all the time

**Kris Abery** -> All Participants: Its stressful when the situation changes so rapidly. It's hard to keep up

**Yan Liao** -> All Participants: Working alone at home

**Arlene Weible** -> All Participants: In Oregon, we hear from libraries that having fewer people actually visit libraries. They have eliminated furniture and other attractions deliberately encourage folks not to linger.

**Erin Henry** -> All Participants: working from home with toddler

**Paul Nease** -> All Participants: We're doing mask patrols every 2 hours and it's been difficult. Students don't like being called out and staff dislike confronting folks over masks. It's bad all the way around

**Yan Liao** -> All Participants: Not having interactions with students and faculty/staff while working at home.

**Laura Tolliver** -> All Participants: Too much screen time.

**Jane Mertens** -> All Participants: Having to develop new workflows quickly without getting to test anything has been difficult.

**Celina McDonald** -> All Participants: Trying to stay productive.

**Jennifer Morgan** -> All Participants: Other -- the increase in workload, due to online teaching and staff vacancies.

**Brian Wert** -> All Participants: working alone (only one in dept.)

**Deb Kelly** -> All Participants: Cleaning after each use.

**Jennifer Hostetler** -> All Participants: Always "available" even on days off.

**Malea Walker** -> All Participants: The constant of not knowing when we'll fully re-open. I know they are waiting for optimal conditions in our area, but the constant back and forth of maybe it'll be in a couple weeks...a couple more...

**Elissa Lawrence** -> All Participants: The monotony of what I'm working on from home. I miss interacting with the tangible docs.

**Patricia Siska** -> All Participants: Not experiencing burnout.

**Will Stringfellow** -> All Participants: At Vanderbilt, the university has a food and drink ban in all buildings in addition to required masks indoors and out. Enforcing food and drink is way more challenging than mask enforcement.

**Paul Moore** -> All Participants: Being the only librarian physically in the building the entire time

**Malea Walker** -> All Participants: Oof, Paul, that is rough. I hope you're safe and well!

**Jane Mertens** -> All Participants: Patron/student expectation has been difficult. I think a lot of our students are sad, isolated, and wish we could do more. Its hard to communicate why we aren't

**Yvonne Williams** -> All Participants: We have a food and drink ban as well at Memphis Public Library.

**Amelia Thomas** -> All Participants: Having to socially distance in my office and being unable to handle documents

**Jane Mertens** -> All Participants: Due to service changes. We only have remote services right now.

**Alicia Kubas** -> All Participants: dealing with retirements as staff take retirement buyouts. trying to figure out how that work will be covered or not.

**Elissa Lawrence** -> All Participants: When some of our libraries started reintroducing services it was hard to keep explaining to people why we were still closed (state agency, following governor's orders)

**Lucy Duhon** -> All Participants: backlogs of cataloging tangible materials

**Jane Canfield** -> All Participants: Due to earthquake damage before COvid-19, we are unable to enter our building yet. Getting students and faculty to understand that we cannot supply physical materials is stressful.

**Arlene Weible** -> All Participants: Just like we are stressed, so are our library patrons! Prolonged uncertainty can cause long term impacts on mental health!

**Debbie G.** -> All Participants: We're also required to check for lanyards/IDs as well as checking for results of a daily health survey.

**Asteria Ndulute** -> All Participants: keeping the spaces sanitized for different users

**Blaine Redemer** -> All Participants: Social distancing and training with a new system

**Kris Abery** -> All Participants: Wow Jane, An earthquake AND COVID

**Andrea Craley** -> All Participants: We are not allowed more than 10 people in a classroom (including staff) due to overall campus policy, so we are using LibCal reservations at 2 hour slots for computers and study table space. on just the 1st floor of our library So, we only have about 3 staff on duty each day we are open to give max amount of students at a time. So alot of checking email or reading a Daily Briefings channel in MS Teams to give “turnover” between shifts and staff each day.

**Jane Mertens** -> All Participants: Hang in there Jane!

**Yvonne Williams** -> All Participants: Though open and operating at 50% capacity, we are are having a tremendous amount of new virtual programming, which is very effective.

**Ella Shurr** -> All Participants: We have a dedicated area for food and drink (limited to 30 minutes). We have a ban on study rooms, and our seating capacity has been reduced significantly.

**Jane Canfield** -> All Participants: Puerto Rico is a study in resilience and a great many mental health issues

**Jane Mertens** -> All Participants: I like your positive attitude towards the challenges!

**Arlene Weible** -> All Participants: Public libraries' identity as public space is likely going to fundamentally change as restricted access continues

**Kris Abery** -> All Participants: That's one of my main concerns also. Libraries are a vital resource for many without computer/wifi access

**Yan Liao** -> All Participants: Post pandemic, more online outreach and marketing efforts to reach students. On the other hand, more physical events as well.

**Laura Sare** -> All Participants: We have already discussed that we will probably have budget cuts and are working with vendors to try to get better deals or to not do the traditional yearly inflation increase

**Andrea Stelljes** -> All Participants: At Hennepin County Library in Minnesota we are open for very limited services (Grab &Go) and allowing only 25% of maximum occupancy in the buildings. It's becoming difficult for our patrons who need to find shelter from the cold weather

**Arlene Weible** -> All Participants: Maybe work with community partners to help with multiple points of public access to Internet ...

**Arlene Weible** -> All Participants: Work collectively, rather than have the library do it all!

**JoAnna McCulley** -> All Participants: Largest concerns: budget and will we see a decrease in library usage because patrons choose no longer use the library? How will that impact library services offered.

**Kris Abery** -> All Participants: Agree with JoAnna

**Arlene Weible** -> All Participants: Curbside services are popular and should probably continue beyond pandemic times!

**Laura Sare** -> All Participants: we had to migrate all our in-person workshops for students into virtual programs

**Elissa Lawrence** -> All Participants: At the State Library of Ohio, other state agencies would hold meetings in our meeting rooms. With the sudden shift to virtual meetings, there's a visibility and relevancy concern once we finally are open again. These agencies did a good job of promoting us. We still get many email and chat references from state employees but we need

those in-person visits too

**Dylan Beazer** -> All Participants: Other: Responding to RFI's (Request for Information) from DoD/Congress has not changed and is still expected at the same pace we responded pre-COVID

**Jane Canfield** -> All Participants: The digital divide has become painfully obvious. Even with the university providing laptops to faculty and tablets with internet access to students, we still have connection problems, areas with poor internet service.

**Malea Walker** -> All Participants: We have greatly expanded our online reference services and I think it's actually been a good adjustment for reaching some people we weren't before

**Alicia Kubas** -> All Participants: we're thinking about advocacy in terms of budget cuts: the two main parts of our budget are staff and collections and really striving to show what we do behind the scenes as staff. so often i think only the collections/databases are seen

**Carolyn Klotzbach-Russell** -> All Participants: With no in-person reference at University at Buffalo I feel the loss of meeting with students face to face. Even with chat and Zoom, we are still not catching many students who would have just "wandered in" for help.

**Arlene Weible** -> All Participants: Virtual reference is also in higher demand in Oregon. We have been able to implement Spanish language reference services, which has actually been great!

**Kris Aberly** -> All Participants: We're a state library and have seen an increase in library card applications for database use

**Yvonne Williams** -> All Participants: utilizing our websites and virtual programming has been very effective at Memphis Public Libraries.

**Will Stringfellow** -> All Participants: There has been a shift to e-preferred for our collections, which is helpful during the times. Some materials are more accessible due to programs like HathiTrust ETAS, but I'm concerned with the ability to continue to fund and provide electronic access once the emergency access programs end.

**Arlene Weible** -> All Participants: Fundamental changes in perception of library services is likely going to result ... we may have to accept that we don't see the people we serve as much

**Jane Canfield** -> All Participants: We are increasing our ebook collections and offering seminars and workshops on open access resources, and have increased our online reference services to include real time on camera consulting for the first time.

**Donald Sensabaugh** -> All Participants: We do email reference.

**Heather Perez** -> All Participants: Zoom sessions by appointment or chat/email reference

**Will Stringfellow** -> All Participants: At Vanderbilt we offer reference via chat, refanswers, and virtual reference appointments.

**Andrea Craley** -> All Participants: Reference Chat available Monday through Saturday, hours on our website

**Yan Liao** -> All Participants: We do chat, email. Zoom appointments.

**Kathleen Hale** -> All Participants: We worked with vendors to allow remote access for state workers through the State Library - doubled library card applications and usage

**Andrea Craley** -> All Participants: Librarians are embedded into Blackboard courses

**Rebecca Hyde** -> All Participants: We use LibAnswers for chat, and added the screenshare option to go directly into a Zoom all when needed. Students can also schedule research consultations and meet via Zoom.

**Jane Canfield** -> All Participants: We are staffing a Google Meet Virtual Reference room 6 days a week and promoting the link to faculty and to students

**Andrea Craley** -> All Participants: Some of the reference librarians have done 1-on-1 reference work with students in MS Teams meetings

**Yvonne Williams** -> All Participants: At Memphis Public Libraries, we have amazing virtual programs for both adults and children program. Many of these will extend beyond the pandemic. Our patrons are seemingly embracing this somewhat new norm, while utilizing the limited services of in-person visits.

**Arlene Weible** -> All Participants: Definitely some positives in the shifts in services ... being less building-centric can actually be a good thing

**Rebecca Hyde** -> All Participants: Our reference statistics this September were more than double what they were last September.

**Andrea Stelljes** -> All Participants: Hennepin County Library is also working with community partners to provide mobile wifi hotspots for patrons in need of internet access. We also do phone, email, chat reference. Working on "book a librarian" appointment service

**Rebecca Hyde** -> All Participants: We've also been able to reach many more classes/students because of asynchronous instruction and course specific tutorials

**Alicia Kubas** -> All Participants: our libguides have way higher view statistics compared to last fall

**Arlene Weible** -> All Participants: Lots more "pop-up" library events get library staff out into the community more ... places like parks

**Erin Henry** -> All Participants: email reference

**Carolyn Klotzbach-Russell** -> All Participants: We added our reference chat button on the catalog search results page and it's had great response.

**Andrea Craley** -> All Participants: Have a Library MS 365 Stream Channel that hosts several video tutorials on various library services, like how to search the catalog, how to use Noodle Tools, etc

**Kimberly Garzia** -> All Participants: Drop in Google Meet sessions for students to get research assistance

**Arlene Weible** -> All Participants: There has been a run on canvas tent purchases here, trying to continue outside events even as weather turns colder

**Yvonne Williams** -> All Participants: At Memphis Public Libraries we have seen a tremendous increase in online library card registration. We also continue to provide online as well as in-person reference services.

**Denise Jett** -> All Participants: Our library removed all but one chair in each of our study rooms, and sort of "flipped" these rooms. Now students can reserve a room for private study and are allowed to remove their mask while there.

**John Berg** -> All Participants: Thank you Teresa

**Malea Walker** -> All Participants: We haven't been able to get to a lot of our physical collections, especially those stored in offsite storage. We've tried to refer people to other libraries that have the same content in the hope that they might have access.

**Arlene Weible** -> All Participants: We've been hearing about great community collaborations ... helping with food or information distribution

**Alicia Kubas** -> All Participants: it's been challenging to augment our instruction sessions that

we've taught every year and make them zoom friendly. teaching in a virtual setting is so different! we've tried to do more flipped classroom sessions, but those take time to build

**Laura Tolliver** -> All Participants: Creating virtual library displays.

**Alicia Kubas** -> All Participants: i also love baking for my coworkers and it's been hard not to be able to do that!

**Marie Concannon** -> All Participants: Love your ideas, Lisa!

**Arlene Weible** -> All Participants: Promoting the library along with other community services

**Kathleen Hale** -> All Participants: Not being to get items that we know are in the library because staff is teleworking try to push to other libraries

**Malea Walker** -> All Participants: We did a virtual happy hour with staff that helped us reconnect on a personal level so we aren't just emailing

**Laura Tolliver** -> All Participants: we even hosted an online murder mystery to have a fun element for the students and bring students "virtually" to the library

**Jane Canfield** -> All Participants: We have a weekly Coffee and snacks staff meeting to discuss anything but work. We have othr regular staff meetings to discuss work

**Carolyn Klotzbach-Russell** -> All Participants: My colleagues have been hosting trivia fridays. It's been VERY competitive! ;-)

**Kathleen Hale** -> All Participants: Every Monday we have a virtual meeting and bring your pet

**Donald Sensabaugh** -> All Participants: I've been allowing my cat to zoombomb all of my meetings

**Arlene Weible** -> All Participants: In one county, all the library branches have had their library book drops designated ballot drop boxes during election times

**JoAnna McCulley** -> All Participants: These are great ideas! I can't wait to share them with our library!

**Jane Mertens** -> All Participants: Deescalation training is a good idea. I think enforcing ppe leads to a lot of conflict.

**Andrea Craley** -> All Participants: I setup monthly Circulation/Technical Services MS Teams meetings to touch base.

**Denise Jett** -> All Participants: What de-escalation training materials would you recommend?

**Yvonne Williams** -> All Participants: At Memphis Public Libraries, we have fun activites for staff to stay connected such as we had a Most favorite Pet contest, where staff sent i pictures of their pet and one was selected as favorite.,

**Lucy Duhon** -> All Participants: oh we did a pet page back in June too! promoted on social media.

**Will Stringfellow** -> All Participants: We had weekly virtual "coffee" chats where library staff would have a informal discussion about hobbies or other topics. Fun topics such as camera collecting, food, fitness, beer brewing, to name a few.

**Alicia Kubas** -> All Participants: we also had some photo contests: pet photo, vacation photo, nature photo, etc. where all the staff got to vote

**Megan Hasler** -> All Participants: We are going to be doing a "Souper Bowl" contest for employees, where we vote on favorite book series. We will vote with soup or ramen, and we will be donating it all to the university's food pantry.

**Andrea Stelljes** -> All Participants: We have a "Watercooler Chat" channel on our MS Teams page to share cute pet photos and other fund news

**Jane Canfield** -> All Participants: We have had a psychology professor who is a clinical psychologist in for virtual chats with staff

**JoAnna McCulley** -> All Participants: We had a virtual readout. Volunteers read and recorded themselves reading banned books and we posted on social media

**Erin Henry** -> All Participants: I love the Watercooler Chat idea!

**John Berg** -> All Participants: Thank you Lisa

**Yvonne Williams** -> All Participants: At Memphis public library virtual reading programs and contests.

**Laura Sare** -> All Participants: our tangible selections are so small, it has not created a backlog

**Scott Matheson** -> All Participants: Us too Laura - I suspect there's a pile in Laurel, but it hasn't made it to us yet...

**Laura Sare** -> All Participants: Scott, that is what I am wondering too

**Jane Mertens** -> All Participants: We have a large weeding project, but our recycling isn't being picked up yet so that's where our backlog is.

**Susan Cole** -> All Participants: We are working fully remotely, so one staffer comes in weekly to sort mail. Then other tech services staff come in about once a month to process their titles.

**Asteria Ndulute** -> All Participants: Luckily, this semester we have work-study students and they are doing a good job in assisting with the receipts from GPO and shelving the processed materials

**Kris Abery** -> All Participants: Staff has been in the building the entire time so the backlog is minimal

**Amelia Thomas** -> All Participants: I haven't

**Amelia Thomas** -> All Participants: I haven't had anything come in just yet

**Elissa Lawrence** -> All Participants: I process our tangible collection and we have a huge backlog. The first day I was allowed to work in the building I spent half the day unboxing everything we had received. In the three days I've worked in the building since September gov docs processing is the only thing I've done~38#x2014; and I don't mind! I appreciate the change in pace.

**Laura Tolliver** -> All Participants: Still waiting on materials

**Monifa Carter** -> All Participants: Still waiting for boxes.

**Will Stringfellow** -> All Participants: In terms of processing new docs we are up-to-date and the process has gone very smoothly. We arranged the gov docs office area for socially distanced work and we have 2 student assistants who are able to safely physically process materials and work on collection maintenance. In terms of statistics and work tracking we have transitioned from paper tracking forms to digital spreadsheets and forms, which are easier to enter and extract information for impact assessment.

**Kelly Seifert** -> All Participants: Depository Distribution update: <https://www.fdip.gov/news-and-events/4753-fdip-distribution-impacted-by-ongoing-covid-19-measures>

**Kimberly Garzia** -> All Participants: We have been getting a few things here and there but using this time to work on cataloging some historical documents

**Andrea Craley** -> All Participants: We just recently submitted form to start receiving shipments again.

**Celina McDonald** -> All Participants: The person that handled cataloging at my institution is out on extended leave, which happened right before everything closed down.

**John Berg** -> All Participants: Really appreciated the FDLC masks from promotional department.

**Donald Sensabaugh** -> All Participants: We are quarantining mailed items for a week before processing, but we have a staff member processing items Mon-Thur

**John Berg** -> All Participants: and the other promotional pieces

**Rebecca Hyde** -> All Participants: John, I agree! They are great masks!

**Lucy Duhon** -> All Participants: We also have a backlog of materials waiting for pickup for recycling.

**Kris Abery** -> All Participants: I appreciated the masks and the great signage

**Andrea Craley** -> All Participants: Our library catalog is client based on a remote desktop, and it has been work in progress since March to get remote access to cataloging staff on work assigned laptops. Cataloging is just now starting to resume since March.

**Yvonne Williams** -> All Participants: At Memphis Public Libraries we are working with limited staff; however, document processing is going well. After materials has been quarantined, staff sometimes take material home for processing and return materials to the library for online check-in.

**Andrea Stelljes** -> All Participants: It was fun to get the supply of pocket US Constitutions. I was able to put some out on display for our patrons to take around Constitution Day! Thanks for providing them for free!

**Laurie Hall** -> All Participants: Remember Federal agencies were shut too for quite a few months, so tangible materials from agencies were also delayed in publication and printing processes.

**Kris Abery** -> All Participants: We also quarantine incoming material which has slowed the process down but not by much

**Lucy Duhon** -> All Participants: We did a big promo on the Pocket Constitutions as well.

**Donna Whary** -> All Participants: Every thing else is dropped when depository shipments are received because I'm never sure when I'll get shipments so I try to keep up so not to get too far behind.

**Celina McDonald** -> All Participants: The masks are awesome.

**Amelia Thomas** -> All Participants: Is there recommendations for immunocompromised handling materials?

**Lucy Duhon** -> All Participants: Yes - really love the masks!

**Blaine Redemer** -> All Participants: Yes, the masks are GREAT!!!

**Blythe Webster** -> All Participants: we have to remot in to catalog

**Deb Kelly** -> All Participants: I love the masks. My colleagues ask about them.

**Kelly Seifert** -> All Participants: Great to hear that the masks and signage are helpful!

**mary clark** -> All Participants: Yes, ALMA! it's made all the difference for working remotely.

**Amelia Thomas** -> All Participants: We loved the masks!

**Blaine Redemer** -> All Participants: Yes, the masks are GREAT!!!

**Blythe Webster** -> All Participants: we are movinf to ALMA next year. looking forward to cloud cataloging

**Will Stringfellow** -> All Participants: Our gov docs student assistants work hybrid schedules, student assistants work remotely on some projects.

**Yvonne Williams** -> All Participants: However, at Memphis Public Libraries our GOVDOCS

outreach and promotional initiatives have been limited.

**Donald Sensabaugh** -> All Participants: We've been following CDC guidelines

**Donald Sensabaugh** -> All Participants: and there was a study regarding survival of COVID-19 on surfaces

**Arlene Weible** -> All Participants: <https://www.oclc.org/realm/resources/libraries.html>

**Kelly Seifert** -> All Participants: Guidance for Managing Collections Safely During COVID - this incorporates REALM test 5 results too: <https://www.fdlp.gov/file-repository/preservation/4295-guidance-for-managing-federal-depository-library-collections-safely-during-covid-19>

**Arlene Weible** -> All Participants: Look to your state library for more guidance if you need it!

**Yan Liao** -> All Participants: Yes librarians rock!

**Kris Abery** -> All Participants: Staff has been very flexible and rose to the challenge

**Lucy Duhon** -> All Participants: I was amazed (and pleased) at how much technological infrastructure we already had in place that allowed so many of us to work remotely compared to other industries. (higher ed)

**Arlene Weible** -> All Participants: Library staff should also give themselves a break ... it is okay not to do everything!

**Celina McDonald** -> All Participants: Campus has become more aware of the importance of the libraries.

**Kris Abery** -> All Participants: Very true Arlene

**Laura Tolliver** -> All Participants: Yes same! More focus on getting out of the building! Makes productivity go way up

**Will Stringfellow** -> All Participants: Emergency Temporary Access Service

**Kris Abery** -> All Participants: I hope the larger community has also realized how important libraries are

**Yvonne Williams** -> All Participants: Staff at MPL has been flexible and demonstrated tremendous creativity to continue to promote effective customer services.

**Deb Kelly** -> All Participants: Great ideas - Thanks!

**Kris Abery** -> All Participants: Thank you. Great session.

**Andrea Stelljes** -> All Participants: Good session, thank you!

**Lawana Gladney** -> All Participants: Thank you. Great

**Paul Nease** -> All Participants: Thank you all! Everyone stay safe out there

**Yvonne Williams** -> All Participants: Good to hear how everyone is coping with the current situation. Great presentation.

**Rebecca Hyde** -> All Participants: Thank you!

**Dan Henderson** -> All Participants: Thank You!

**Donald Sensabaugh** -> All Participants: Thanks!

**Cindy Etkin** -> All Participants: Thanks to everyone for sharing!

**JoAnna McCulley** -> All Participants: Thank you! Really great conversation!

**Cindy Etkin** -> All Participants: AND thanks to panelists!

**Alicia Kubas** -> All Participants: yes, big thank you to all the moderators!!