10:05:59   From Kitty Rhoades : http://www.ilovelibraries.org/sites/default/files/PLA-May-2020-COVID-19-Survey-Results

10:24:31   From Kitty Rhoades : https://www.webjunction.org/news/webjunction/realm-happening-now.html

10:25:14   From Sharon Jacobsen : We're a community college. Staff do not get to say they are uncomfortable returning to campus. As of July 13, the expectation was 100% of staff are back working 100% of their hours on campus - unless they have a documented health or childcare exemption from HR,

10:29:08   From Sarah McHone-Chase : Sharon, how has that been working, then?

10:31:13   From Pattie Piotrowski : STACK: What does the CRL sanitation station at staff entrance consist of?

10:33:33   From Deb Walsh : My library never closed - may I share our experience?

10:33:57   From Daniel Matthews : Sure Deb! Please put it in the chat

10:36:00   From Deb Walsh : National University of Health Sciences administration made the decision to remain open throughout the Spring Trimester, and then continued to be open through Summer Tri, which ends in a couple of weeks. Many of our students rent apartments and live on campus, and the administration felt it was unfair to close the library for their use. With students in general sent home (except for the ones mentioned) we had a fair amount of traffic without any student help. It was hard on staff to cover services and we have had a bucketload of issues

10:36:07   From Deb Walsh : don't be

10:36:23   From Mary Konkel : STACK: Who is making the final decisions on facility opening/closing? Is there library voice or representation?

10:39:52   From Daniel Matthews : Mary, MVCC's leadership team (president and VPs) but our Dean has had a voice in those conversations, and has been very influential in advocating for us

10:40:48   From Daniel Matthews : Sorry, our leadership team has the final say, but our dean....

10:42:07   From Pattie Piotrowski : I'm on campus decision-making committees, and I make the decisions for the library, but I've made clear to staff that I can be overruled at any time by the Chancellor. I've been very transparent with my staff and that has made it a bit easier for staff to accept our evolving changes.

10:42:20   From Jennifer McIntosh : As we prepare for offering pickup service of books/media/equipment after many months of online only, I am finding it difficult to anticipate demand. Have you seen high demand as public libraries reported when they first reopened?

10:43:35   From Laura Stone : iw

10:44:05   From Laura Stone : I work at a public library that sa

10:44:46   From Laura Stone : has been offering curbside for 5 weeks, we opened yesterday with a limit of 50 people,

10:44:48   From Pattie Piotrowski : We have had little demand for our Grab and Go service. It's given us time to get experience with Alma. We expect that to increase as the fall nears

10:44:49   From Bridget Kerans : To Jennifer M. My public library had patrons actually waiting for us to re-open, regardless of the hours, they have missed us and we have missed them, good to see them all!

10:45:07   From Marilyn Wells : STACK: How are you working with Librarians that are working remotely with underlying health issues for the Fall?

10:46:26   From Bridget Kerans : Our Curbside Services have also been popular whether we were open or not, we are still offering it too

10:48:05   From Bridget Kerans : Kitty come to mine! Poplar Creek Public in Streamwood...I feel our reopening phases have been awesome!

10:49:20   From Sharon Van Der Laan : For those libraries that will be open to patrons in the fall, will you be offering in-person reference service or virtual reference service only?

10:49:56   From Mary Konkel : We just migrated to Alma as well and database maintenance and e-resources cataloging and system setup is work that technical services is doing. remotely. VPN was needed in order to facilitate some of these activities. When we went into the office in June to complete Alma bib data review, we swept the department of all physical items to catalog and now will need to get materials back into the office for physical processing. This will be done in a very limited service model, once we are allowed back on campus. Mail and deliveries (periodicals, standing orders) will also be done in a limited service schedule.

10:52:02   From Sharon Van Der Laan : STACK: For those libraries that will be open to patrons in the fall, will you be offering in-person reference service or virtual reference service only?

10:52:43   From Jennifer McIntosh : STACK: We are looking to outfit our public facing staff with face shields and masks instead of constructing a stationary barrier so they can move around and interact more freely with patrons. Does anyone have any experience using face shields?

10:52:44   From Carl Lehnen : To Sharon: At UIC, all reference librarians/staff at our main branch will be working from home through the fall and all reference services will be online only

10:53:42   From Heather Jagman : At DePaul, even if move to having limited patrons in the building, we will be delivering research help and reference remotely.

10:54:15   From Annette Alvarado : Loyola is also delivering research/reference assistance remotely.

10:54:24   From Heather Jagman : Research help, when done in person, usually requires close, sustained contact with patrons. Too risky.

10:54:48   From Laura Stone : We are providing limited in person reference service. we usually have at least 2 people on the desk now only one. no hands on help with computer though. We also have email reference help.

10:55:19   From Heather Jagman : Our research help is busier than ever before

10:55:20   From Jennifer McIntosh : College of DuPage-- reference and instruction online only for the forseeable future; future onsite service limited to pickups only.

10:55:23   From Nichole Lauko : STACK: We are a very customer-service based library, so there's not a lot of work to do from home. How is anyone allowing their employees to work from home keeping track? What are their duties? Any ideas of what we can offer?

10:55:26   From Laura Stone : librarians and patrons are masked with acrylic partition.

10:56:06   From Sarah McHone-Chase : We could potentially do a ref appointment in person by appointment

10:56:29   From Sarah McHone-Chase : I don't know if that is something patrons are asking for a lot

10:57:02   From Pattie Piotrowski : I am not keeping track of work from home. Staff still have deadlines and accountability, but no time-keeping during the pandemic.

10:57:06   From Cynthia Snyder : We find Zoom research appointments quite effective since students can share their screens.

10:57:21   From Sarah McHone-Chase : That's a great idea.

10:58:13   From Pattie Piotrowski : We are talking about doing limited, need based in person reference. Masked, plexi partition, but we haven't done it yet. Virtual reference works just fine.

10:58:22   From Heather Jagman : From July 1- 22 this year we had 559 chat transactions. Last year, we only had 189 questions for all of July

10:58:44   From jenn finnerty : I'm at a small public library in North Chicago, IL. NCPL recently put a reservable laptop in the lobby for census takers, temperatures are taken at the door. Circles on the floor six feet away reminders

10:58:48   From sean cordes : THANKS!

10:58:51   From Sue Franzen : Thank you so much, everyone!

10:59:09   From Sarah McHone-Chase : And thank you all!

11:08:33   From Pattie Piotrowski : For summer we've worked in teams to limit the exposure to many people. Once student workers return in fall, we won't be able to do that as we accommodate student schedules

11:09:50   From Annette Alvarado : We will be having WFH projects for student workers this fall, just as we did for the spring semester.

11:16:47   From Carl Lehnen : STACK: Tish, are the guides and tutorials linked to from the library website?

11:17:39   From Kim Hale : STACK: Could you please share this Google doc? Thanks.

11:27:45   From Daniel Matthews : Hey Carl! Yes they are: https://lib.morainevalley.edu/guides/researchguides2.html

11:33:48   From Jennifer Lau-Bond : STACK: For Tish, what ways have you found most effective for communicating with faculty?

11:34:13   From Kelly Fisher : STACK What do you use to record your online video tutorials?

11:35:24   From Jennie Callas : STACK: for those of you offering only online research/library instruction this fall, was there a consensus among librarians to do that, or did you have pushback from any colleagues, and how did you get them on board?

11:36:15   From Bridget Kerans : STACK: add to Jennie Callas; what the digital divide? We have a lot of those too.....

11:36:38   From Bridget Kerans : about the digital divide

11:36:44   From Dan Bostrom : I want to let ppl know that RAILS is compiling data on what libraries are doing to physically reopen/re-start services. More than 250 libraries have responded. You can view the results here: https://datastudio.google.com/u/0/reporting/d85db95d-3ef5-4ce9-8f37-aeedc03637a5/page/oHTVB

11:36:49   From Jennifer Lau-Bond : Thanks!

11:37:02   From Carl Lehnen : What feedback have people gotten from faculty about preferred instructional format? I work with a lot of lit/lang faculty and have heard a strong preference for synchronous sessions, which surprised me a little bit. Expected to see more requests for videos and tutorials.

11:37:58   From Cynthia Snyder : My librarians are just using voiceover Powerpoint

11:38:57   From Jennifer Lau-Bond : Yes, Screencast-o-Matic! The paid version is pretty low cost, and it offers a lot of additional captioning options, which is a huge time saver.

11:39:09   From Kim Hale : Is it Pinopto?

11:39:31   From Marie Waltz : Panopto

11:39:32   From Firouzeh Rismiller : Panopto.

11:39:33   From Sierra Campbell : I have been using Screencast-O-Matic too. It's not a complicated program to learn.

11:39:35   From Tish Hayes : This is the presentation link bit.ly/mvccplan

11:39:52   From Kim Hale : Thank you all

11:40:29   From Sierra Campbell : My university also has a license to use Panopto, but I have not used it personally.

11:41:33   From Heather Jagman : At DePaul, our instruction spaces do not have good ventilation, ability to spread out, and plus our teaching technique usually involves a lot of walking around the classroom and hovering over individual students computers, providing help. Not safe in this pandemic.

11:41:36   From Bridget Kerans : I have no audio or camera!!! LOL

11:41:52   From Bridget Kerans : Thank You!!!

11:42:35   From Kitty Rhoades : Our LMS at CSU is Moodle with Big Blue Button, but we provided GoToMeeting for faculty and will be adding Zoom for fall.

11:43:47   From Kitty Rhoades : Our university provided computers to students who needed them and assisted in getting them internet options if they didn't have any.

11:45:48   From Jennie Callas : we got a subscription to ThingLink and are just starting to put together instructional material with it.

11:46:06   From Jennie Callas : it's great for explaining webpages

11:46:43   From Jennie Callas : it's embeds nicely with libguies and CMS sites too

11:46:47   From Jennifer Lau-Bond : STACK: If others don't have a question, I have one more! How are you assessing and keeping stats? Is there a concern about "proving" what you've been doing?

11:47:31   From Jennie Callas : we are asking librarians to report the time they spend building content for asynchronous instruction, so we can account for it even if faculty end up reusing our materials without letting us know

11:47:50   From Sierra Campbell : Poll Everywhere is great!

11:48:07   From Cynthia Snyder : Mentimeter!

11:49:00   From Marilyn Wells : STACK: How were you able to use the D2L LMS with Library resources, I'm just beginning to review the system.

11:51:12   From Sue Franzen : STACK: I have two three-hour sessions for a nursing research course than I need to transition to online. Are you doing a mix of asynchronous and synchronous for a single online course?

11:53:15   From Sue Franzen : *that

11:55:22   From Cynthia Snyder : Sue, Colleen and Becky ae doing some of this at Midwestern.

11:55:46   From Sue Franzen : Thanks, Cynthia! I will contact them.

11:56:09   From Daniel Blewett : Thank you all.

11:56:32   From Cynthia Snyder : Yes! Do this session again!

11:57:40   From Jennie Callas : thanks all

11:57:40   From Marilyn Wells : Thanks much for this informative and interesting session! Stay Healthy & Happy!

11:57:47   From Jennifer Lau-Bond : Thanks Tish and Fi! It was great to hear what other libraries are doing.

11:57:50   From Tamara Townsend : Thank you! very helpful!

11:57:58   From Sarah Dulay : Thank you!

11:58:01   From Sierra Campbell : This was so helpful. thank you!

11:58:06   From Jennifer Schwartz : Thanks everyone - so helpful!

11:58:18   From Marilyn Wells : Great job Dan!

11:58:25   From Michelle Nielsen Ott : Thanks!

11:58:27   From Krystal Lewis : Great job, all! Thanks for sharing!

11:58:41   From Dan Bostrom : Thank you for the great questions!!!

11:59:23   From Sue Franzen : Wonderful town hall! Thank you to everyone.

11:59:27   From Margaret Carey : Thank you, everyone!