

## Virtual Dialogue Chat Log April 17, 2020

*Each week the dialogues have built on each other as we have looked deeper into our work and the pandemic and post-pandemic library world. In our April 3 dialogue, we discussed how we are working now and how well-being directly relates to productivity, and we began looking to the future and what gives us hope. For our April 10 dialogue, we took those things that give us hope for the future, and turned our attention to what a successful re-opening might look like and how we might reinvent our services moving forward and we discussed what our preferred futures might look like. For the dialogue for April 17, we have taken the images of the preferred futures from April 10, and we are discussing opportunities for how might achieve our post-pandemic future.*

*The Top Images of our Post-Pandemic Future:*

- *Libraries deemed MOST ESSENTIAL institution in the country*
- *Places to re-connect = libraries*
- *Serving the underserved with new vigor*
- *Taking the library out of the building*
- *Library saves the day with remote patron services*
- *Great community collaborators providing convenient services and leading in safe practices*
- *Reinventing traditional services to meet the needs of today's worlds*
- *Continue to remove barriers to service and keep those changes in place*
- *Library supports "life-essential" activities*

*The recording and chat log for the April 17 Virtual Dialogue began at the end of the first breakout session. The introduction to the session is above.*

*Participants were placed in small groups in the breakout rooms for 8 minutes the first round of conversations.*

*1st Breakout Room Conversation Questions:*

*What expectations of "normal" am I letting go of today?*

*Discussion from the 1<sup>st</sup> Small Group Breakout:*

00:49:13 Hannah Moulds: I'm letting go of "normal" expectations for our Summer Reading Program!

00:49:18 Pam: Daily life, Summer Reading and programs

00:49:35 AlpenaCounty: Beautiful breakfasts- Doctor Pepper and cookies!

00:49:45 Marta Jackson: Creating a balance between work life and home life has become quite difficult - some employees loving work from home, others are not!

00:49:52 Adrienne: We are rebuilding what normal is.

00:49:52 Michelle Bradley: letting go of perfection and experimenting

00:49:54 Karen Hiemstra: Having our pets for coworkers is the new norm.

00:49:56 linda: Some interesting summer reading ideas  
00:49:56 Cathy Lancaster, Library of Michigan: Being more "fluid" in the coming days and months  
00:49:58 Kelli - Herrick District Library: Kind of heartbreaking to feel that we will lose that connection, that closeness with patrons.  
00:49:59 Tekedra - Taylor Library: Finding work for 8 hours in a day!  
00:50:00 beth: challenges of summer reading  
00:50:02 Suzanne Hinnefeld: Letting go of assessment of library instruction sessions (academic lib.)  
00:50:02 Lisa Lintner: In-person programming delayed for months...  
00:50:02 Bill Bowman: Loss of meeting room space, larger programs, and desktop computers.  
00:50:03 Chris: Desktop computers. We're going to be replacing with laptops so people can go where they are comfortable  
00:50:03 Michelle Bradley: still adjusting to the new normal  
00:50:03 Calvin Battles: All expectations. We are going to figure things out on the fly.  
00:50:04 Barbara Beaton: We talked about missing seeing our colleagues in person. Also about how there will be a delay in moving materials through for the next patron.  
00:50:04 Mary Beth - Tecumseh District Library: Putting off programs until Fall.  
00:50:04 Angie: Discussing new normal. Libraries with drive up windows  
00:50:05 Leigh: I'm letting go of the expectation that I have my own workspace--I share it with felines & they are in charge.  
00:50:05 Sarah Swiderski: SRP expectations, level of productivity as we navigate this time  
00:50:07 Karen: Not seeing coworkers regularly  
00:50:07 Tera Moon: that everyone will know where their workspace is  
00:50:09 Sheryl Mase: Missing human contact, hard to say that is normal  
00:50:10 Katie Springer: It's important for those of us who are not supervisors or directors to empathize with what our leaders are going through!  
00:50:10 Cindy Stanczak: Summer Reading will be strange, the old normal will not be our normal any time soon and coming to terms with that  
00:50:14 gccam: there is no extended new normal... plan for shorter time frames  
00:50:16 Barbara Beaton: And how many staff will choose not to come back.  
00:50:22 Tekedra - Taylor Library: Having my kid as a coworker, actually. :D  
00:50:24 Mindy: Forming a "regular" work day within an 8 hour block isn't the norm anymore  
00:50:25 MHylton: Loss of familiar structure--daily routine  
00:50:25 Jill: Everything will be different. schedules, our 'regular' patrons are going to healthfully distance  
00:50:28 Glenn Fischer: Speed of services will decrease  
00:50:31 alissa: Changing my work area to raise my computer since I messed up my shoulder from craning over my laptop.  
00:50:33 Paula Newcom: There was a big library system & they really weren't sure how reopening is going to look - waiting to hear from governor  
00:50:33 Barbara Beaton: And the impact on service of staff not returning.

00:50:33 Stacy Pasche: Rural libraries are feeling left out. Our niche was community space. Hotspot programs are difficult because even the hotspots don't work in really rural areas.

00:50:36 Sharon Crotser-Toy: Absolutely missing human contact

00:50:37 Susan Powers : Harrison Library is planning on supporting their local community by buying local business gift cards for summer reading program prizes.

00:50:38 Cari Fry: KATie Springer good point

00:50:39 Emanuela DeCenso: Our group mainly was trying to figure out how to escape our "normal". We attend online meetings a lot.

00:50:43 Jocelyn Levin: That other staff are not going to be acting "normal" we're all learning how to interact in a non-normal situation

00:50:45 Allison Arnold: Accepting that putting in 40 hours is not going to look same.

00:50:52 Diane: Finding a way to reach patrons with programs will be a challenge when many lack internet literacy!

00:50:52 Gillian Streeter: I'm worried about the melting of work/home barriers.

00:50:55 Cindi Place: Reality is that only 50% of our patrons are "connected" digitally

00:51:05 Adam - Fruitport District Library: Working from home or being flexible at home.

00:51:06 Gillian Streeter: Not because flexibility is bad, but because now I'm permanently on cal

00:51:08 Cathy Lancaster, Library of Michigan: @Gillian, so true.

00:51:09 Donna Herman: Us as well

00:51:10 Amy Rosen: how can we adapt programming to include virtual and in person attendance

00:51:11 Kathy Swanger: Curbside pickup

00:51:13 Cindy Stanczak: building a culture of "try" instead of "success"

00:51:21 Sandy Allman: we are quickly moving to online summer reading, which we have not done for four years

00:51:34 Kimberly Aasa: Needing to think outside of the box quickly

00:51:36 Paula Newcom: what to do to keep the elevator clean

00:51:38 Gillian Streeter: letting programs go hurts

00:51:45 Sandy Allman: I'm in outreach, so I don't know what that will look like

00:51:46 Fire Tablet: Missing my school visits

00:51:51 gccam: how to reduce "screen time" if we only have screen time

00:51:53 Sharon Crotser-Toy: Utilizing our park and parking area

00:52:06 Jeanette: missing my storytime kids

00:52:14 jude: Won't have our cherished norms of children's play spaces or folks hanging out in "third place" to read newspaper or magazines, gathering space

00:52:21 Barbara Beaton: Children's librarian — how will it be possible to not let kids hug you!?

00:52:31 Cathy Lancaster, Library of Michigan: Once we get used to the "new normal," it'll likely change to another "new normal."

00:52:32 Ann Zydek: Good point.

00:52:39 Ryan: Internet and computers are a lifeline for patrons, and they don't have access to that right now and probably won't for awhile...

00:52:47 Cari Fry: I'm with you Barbara Beaton

00:52:48 blebo: I get those headaches too!  
00:52:50 Dale Parus - Ionia, MI: Giving up our Aug. 4 election for a new building.  
00:53:07 Stephanie Reinhardt: @Barbara Making a game out of big air hugs can help for preK and elementary kids  
00:53:08 Cindy Stanczak: I'm so sorry, Dale!  
00:53:14 Cindi Place: Having to spend all day with my husband!!!!  
00:53:17 Hannah Moulds: For computer headaches - I've found that a cheap pair of blue-light glasses really makes a huge difference!  
00:53:22 Barbara Beaton: Love AIR hugs!  
00:53:30 linda: I'm exhausted every day from being on a screen  
00:53:33 Adam - Fruitport District Library: I'm sorry, Dale. I know you were looking forward to it.  
00:53:38 linda: screen  
00:54:20 Jessica: Most new monitors have a low blue light setting. Just have to adjust it. I've got a setting on my home computer that is described as "paper" and it works very well.  
00:54:21 Kathy Swanger: great take away AIR HUGS!

*Participants were placed in small groups in breakout rooms for 20 minutes the second round of conversations.*

*2<sup>nd</sup> Breakout Room Conversation Instructions & Questions:*

*You will be in groups of 5-6 people and you will have 20 minutes. Once you're in the breakout room, quickly introduce yourself and identify someone to be the Recorder.*

*Individually, each person will answer the first question. Then go around again, and each person will answer the second question. Then, as a group, discuss the top opportunities.*

*The Recorder will take notes during the conversation and will be responsible for sharing the group's top 2 themes or opportunities at the end of the breakout in the chat in the main room.*

*Since we're having virtual conversations, after you've given your individual answer, verbally pass it to the next person in the group.*

*Top Images of our Post-Pandemic Future:*

- *Libraries deemed MOST ESSENTIAL institution in the country*
- *Places to re-connect = libraries*
- *Serving the underserved with new vigor*
- *Taking the library out of the building*
- *Library saves the day with remote patron services*
- *Great community collaborators providing convenient services and leading in safe practices*
- *Reinventing traditional services to meet the needs of today's worlds*
- *Continue to remove barriers to service and how to keep those changes in place*

- *Library supports "life-essential" activities*

*Individual:*

- 1. Which of these images of the future do you find the most exciting? Why?*
- 2. What possibilities do you see for libraries in achieving that image?*

*Group:*

*Of all of the possibilities you've shared individually, as a group discuss what are the top 2 themes or opportunities you MOST WANT to focus on in order to achieve the preferred future?*

*Themes from 2<sup>nd</sup> Breakout Discussion:*

- 01:20:46 Glenn Fischer: Theme1: Places to Reconnect = Libraries
- 01:20:55 Glenn Fischer: Theme2: Removing Barriers to Service
- 01:21:10 Paula Newcom: Places to reconnect & Libraries supporting life essential activities
- 01:21:15 Kathy Swanger: Provide equipment / devices / wifi / online services scanning etc.  
Curbside services for a takeout service?  
Bookmobile in a new way checkout or a mobile hotspot on the road.
- 01:21:20 Emanuela DeCenso: Reinventing traditional services.
- 01:21:24 Claire Lopiccolo: #1 taking the library out of the building
- 01:21:26 Julie B: removing barriers to service
- 01:21:31 Cin: One item at a time?
- 01:21:31 Cathy Lancaster, Library of Michigan: Re-connect - The hub, collaboration, connection literally with bookmobiles, outreach, a trusted/safe place. Informational connections; emotional connections/safety will be harder but important.
- 01:21:32 Sandy Petrie: Reinventing traditional service
- 01:21:33 Scott Garrison: Biggest theme for our group: Reinventing traditional services to meet the needs of today's worlds
- 01:21:34 Julie B: Taking the library out of the building
- 01:21:36 Cathy Lancaster, Library of Michigan: Underserved - equity; broadband; who is accountable? Who teaches them how to use these devices? More support both financially and politically for underserved.
- 01:21:37 Tera Moon: 1. Libraries are essential and provide life essential services
- 01:21:39 Paula Newcom: Theme 1 - Places to Reconnect = Libraries
- 01:21:43 Shawn Andary: Theme 1: Reinventing Traditional Services
- 01:21:45 Donna Herman: Theme 1 - Great community collaborators providing convenient services and leading in safe practices.
- 01:21:46 sharding: Focus on increasing internet access (both what libraries can do and promoting what infrastructural things communities can do)
- 01:21:46 Emanuela DeCenso: Taking the library from the traditional building
- 01:21:47 Melissa Goins: Theme: Library saves the day with remote patron services
- 01:21:47 Claire Lopiccolo: #2 becoming one of the most essential services in the community

01:21:49 Marta Jackson: 1. Places to re-connect  
01:21:50 Barb: 5 MI & 1 IN Groups - theme 1 - reinventing library services  
01:21:50 Paula Newcom: Theme 2 - Libraries supporting life essential activities  
01:21:53 kreynolds: Serving the underserved with new vigor  
01:21:55 Cari Fry: Theme 2 - Places to reconnect = libraries  
01:21:55 Allison Arnold:Hi everyone. Our group focused on Removing Barriers  
01:21:56 Kristen Valyi-Hax: Dropping barriers to use while serving the underserved  
01:21:56 Scott Garrison: Also Taking the library out of the building  
01:22:04 Tera Moon: 2. reinventing services for the new normal and lead safety standards too  
01:22:05 Cin: Outreach outside our building  
01:22:05 Melissa Goins:Theme 2: Taking the library out of the building.  
01:22:06 Marta Jackson: 2. Reinventing traditional services to meet needs  
01:22:10 Shawn Andary: Theme 2: Ensuring that the underserved aren't left out. Internet access, services, resources, etc.  
01:22:11 Sandy Petrie: Library saves the day - from PR perspective  
01:22:12 Donna Herman: Theme 2: Reinventing traditional services to meet the needs of today's world  
01:22:16 Nick: From group 13: Virtual library service is good but we need to continue as the community's center for folks to gather too - to chat about reading, sharing ideas, etc.  
01:22:19 Kristen Valyi-Hax: Places to reconnect - Library is a lifeline  
01:22:21 Cin: Collaborating with outside groups  
01:22:22 Allison Arnold:Taking the Library out of the buildings  
01:22:26 Leigh: Group 8 Theme 1: Serving the Underserved w/ New Vigor  
01:22:28 Cari Fry: Theme 7 - Reinventing traditional services to meet the needs of today's worlds  
01:22:31 Cin: Essential services important  
01:22:33 oscar.delong: Taking the library out of the building  
01:22:42 kreynolds: Libraries deemed most essential institution in the country  
01:22:42 oscar.delong: Serving the underserved  
01:22:49 Pam Seabolt: Theme 1-serving the underserved and those who don't have internet/online access  
01:22:55 sharding: Increasing tech. comfort within communities - especially with older demographic/people who don't usually have to use tech very much (includes 1:1 tutoring instead of classes; GOOD online tutorial videos)  
01:22:56 Cin: Removing barriers  
01:23:05 Sandy Petrie: Reallocating services to allow staff to continue in the new directions they have discovered.  
01:23:08 oscar.delong: Many of these overlap actually, we also said removing barriers  
01:23:11 Cin: Teaching patrons technology skills using zoom  
01:23:11 Leigh: Group 8: Theme 2: Reinventing Traditional Svcs  
01:23:16 Pam Seabolt: advocacy  
01:23:19 Barb: 5MI & 1IN - Theme 2 - collaboration- with community to find out what they need. with other libraries to leverage capability.

- 01:23:25 Nick: from Group 13: curbside delivery will be increasingly important as we slowly re-open to the community and adjust our open hours each week to meet what our community finds most useful - open later rather than earlier? open weekends more than weekdays?
- 01:23:37 Cin: Core purpose of public libraries is to cooperatively gather information and resources together and make them available to our community at large.
- 01:23:52 sharding: (Over-all theme was variations on decreasing barriers for access to library services)
- 01:23:57 Cin: Supporting life essential activities
- 01:24:06 Leigh: Group 8: Question 2: Literally moving outside the library space to reach underserved
- 01:24:28 Sheryl Mase: Bookmobiles become web mobiles? Providing WiFi where they are!

*Continued Discussion from the themes and breakout rooms:*

- 01:24:59 Stephanie Reinhardt: @Sheryl I LOVE that in low-access areas.
- 01:25:07 Kathy Swanger: sorry can't
- 01:25:14 Sandy Allman: I love the idea of outreach vehicles providing internet in different areas on a schedule
- 01:27:37 Cathy Lancaster, Library of Michigan: Ah-ha! I wasn't on last week's call. ;)
- 01:27:54 Donna Herman: Nor I Good Friday
- 01:28:36 Nick: Group 13: library management staff need to show best practices when it comes to working with library patrons who are sometimes difficult to respond to day to day.
- 01:32:24 Cin: We have lots of success ith drop in times.
- 01:32:42 Barbara Beaton: We switched to book a librarian for tech instruction. That way you can help with exactly what they need help with.
- 01:32:58 Cathy Lancaster, Library of Michigan: Information literacy opportunities!
- 01:34:11 Nick: Good point about making folks who are not comfortable with electronics feel included - that was something important we offered before the COVID 19 world and I agree it will be even more important as library service going forward.
- 01:34:54 sharding: Both not comfortable with electronics and not comfortable admitting that discomfort. Yes, indeed.
- 01:36:47 Nick: Wish we had so many more hotspots available before all of this started so we could offer internet to all those folks with little or no internet at home as we move increasingly to electronic library services. Now we're playing catch-up as much as we can.
- 01:38:15 Cari Fry: We were almost ready to launch mobile hotspots that could be borrowed. It was put on hold, sadly. They will be ready if this happens again!
- 01:39:24 Pam Seabolt: all of us discovering the unintended consequences of this situation is the silver lining of this.
- 01:39:35 Bill Bowman: We loaned a new group of hotspots to the school system to assist with their distance learning programs.
- 01:42:13 Nick: Yes!
- 01:44:56 Cathy Lancaster, Library of Michigan: Zoom updates took away live links
- 01:45:34 Barbara Beaton: Just fyi, taking the library out of the building is in the poll three different places.
- 01:46:18 Deb Bloom: This has been great but I need to run and get ready for my library's all-staff zoom meeting, best of luck to everyone!

01:46:33 Paula Newcom: Here was our group's - Theme 1 Places to re-connect = Libraries (2 from Michigan & 3 from Indiana)

- People are hungry to reconnect with each other & how to do it safely (1000 visits a day)
- Pushing us to connect more digitally - getting us outside of our building with virtual trainings & programs
- home delivery to our patrons – getting things out there / book mobiles & vans – not just library materials – hotspots, meals, magnets on staff cars as well
- connect with people in a different way than we did before
- One in our group said that - people stopping me on the street to check on the staff & see how they are doing
- Lots of partnering – Rotary & food pantries & United way – with food drives

Theme 2 Libraries supporting life essential activities

- Shone what things are essential – first responders, nurses & hospitals & how to support them
- People are missing beauty - outside space – invest in spring flowers & planters – one of the most popular social media post
- Kristen – free food pantry outside

01:46:40 Paula Newcom: Sorry big post

01:46:44 Jeff Godin: and there's "Removing Barriers to Service" and "removing barriers to service" and about three other variations.

01:47:30 Kathy Swanger: Take care everyone! Have to leave the meeting, see you next week.

01:48:00 Donna Herman: Bye all. I have to go to another meeting.

01:48:30 Anita Zelmon: connecting to community through bookmobile and library hotspots

01:48:34 Fire Tablet: Reinventing traditional services, remove barriers, library saves the day with remote services

01:49:12 Shawn Andary: Thank you all.

01:49:18 Sheryl Mase: Thanks, y'all. See you next week!

01:49:27 Gillian Streeter: thanks all! be safe

01:49:33 Bill Bowman: Keep 'em coming!!!!

01:49:35 Cathy Lancaster, Library of Michigan: That sounds great, thank you all so much! Really enjoy all these conversations.

01:49:44 Allison Arnold: Group 20 thoughts: Removing barriers was the overarching theme and touched on outreach and the required reinvention of traditional services. Lots of concern about the innate traditions of creating barriers to students and patrons through policies, etc. Remembering to help leaders appreciate and recognize their own "understanding" of what library service is. Concerns about future funding and budget stressors.

01:49:47 gccam: Please continue...really helpful to connect

01:49:51 epalmer: Thank and yes I would like to see this to continue

01:49:53 Bethany Tamarack District Library: thank you.

01:49:56 Stephanie Olson: Have to leave for another meeting.

01:49:58 Leigh: Thank you--great conversations today!

01:50:07 Beth Pierson: Thanks so much for doing this. Lots of food for thought!

01:50:17 Jan Davidson: View previous sessions (and this one, once we're able to post it) here: <https://www.mcls.org/training-events/presentation-slides/>

01:50:35 Barbara Beaton: Thanks, this is SO valuable! Stay safe and healthy.  
01:50:44 Lindsay Gojcaj: Thank you for doing this!  
01:50:58 Ann Zydek: Very useful.  
01:51:05 Bill Bowman: That would be good!  
01:51:05 beth: thank you for facilitating this!  
01:51:07 Paula Newcom: Yes  
01:51:11 Julie B: Definitely!  
01:51:12 Bill Bowman: Interest!  
01:51:12 lynnt: yes  
01:51:14 Barbara Beaton: Yes, would love to have a Zoom lesson!  
01:51:17 Barb: Yes, very interested in the hosting aspect  
01:51:17 Amy Rosen: yes.  
01:51:18 Sheryl: tthat would be really helpful  
01:51:19 kreynolds: Yes  
01:51:21 Chris: Seems to always be more to learn  
01:51:21 Sandy Allman: yes please!  
01:51:21 Eric Magness-Eubank: I think zoom workshop will be good  
01:51:21 Tera Moon: yes  
01:51:21 Fire Tablet: Yes!  
01:51:23 LauraPC: yes  
01:51:23 Karen Hiemstra: Definitely!  
01:51:24 Allison Arnold: Absolutely!  
01:51:24 Dawn Chevoya: sounds good  
01:51:26 Karen: me too  
01:51:27 oscar.delong: Any extra trainings on this would be nice  
01:51:28 epalmer: Could be interesting  
01:51:28 Bethany Tamarack District Library: yes  
01:51:29 Melissa Goins: yes, please  
01:51:29 Jenna Anderson: yes  
01:51:30 Bill Lewis: yes  
01:51:30 Jeanette: Interested  
01:51:31 rhemerling: Yes  
01:51:31 Emanuela DeCenso: Interested too  
01:51:33 MHylton: Yes-- would be very helpful  
01:51:37 Pam: yes  
01:51:38 Kimberly Aasa: yes!

01:51:42 gccam: yes, but I can't gt to building with tech  
01:51:44 Shane Stewart: yes  
01:51:44 Deborah K: yes - always learning  
01:51:51 Emanuela DeCenso: thank you for this Friday get togethers  
01:52:07 Jill: yes, using it and leading a program has 2 different sets of skills. I would love instruction on how to host a meeting.  
01:52:13 Barbara Beaton: And thanks so much for posting the chat transcripts.  
01:52:16 Shane Stewart: thank you  
01:52:22 Chris: Thank you so much!!!!  
01:52:27 Barb: thanks!  
01:52:29 Kelly Rembert: Thanks for setting this up!  
01:52:31 Ed: Thank you for doing this!  
01:52:32 Paula Newcom: Thanks to what you all do!  
01:52:35 MHylton: Thank you for this great conversation!  
01:52:37 Tera Moon: thank you for experimenting with us. this was interesting and useful  
01:52:38 Cathy Lancaster, Library of Michigan: Thanks! Have a great weekend!  
01:52:39 Marta Jackson: Thank you!  
01:52:39 Karen Hiemstra: Thanks! This was very helpful!  
01:52:40 Jeanna Hann: Thank you so much!  
01:52:44 Cindy: Thank you!  
01:52:45 Adam - Fruitport District Library: Thank you  
01:52:45 Nicole Brock (ISL): Thank you!  
01:52:46 Amy Rosen: Thanks! We made it another week! Keep safe and healthy  
01:52:46 Sarah Swiderski: thank you! bye!  
01:52:48 LauraPC: thank you all