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 brings 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 1st 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 Adrianne: We are rebuilding what normal is.
00:49:52 Michelle Bradley: let me go of perfection and experimenting
00:49:54 Karen Hiemstra: Having our pets for coworkers is the new norm.
linda: Some interesting summer reading ideas

Cathy Lancaster, Library of Michigan: Being more "fluid" in the coming days and months

Kelli - Herrick District Library: Kind of heartbreaking to feel that we will lose that connection, that closeness with patrons.

Tekedra - Taylor Library: Finding work for 8 hours in a day!

beth: Challenges of summer reading

Suzanne Hinnefeld: Letting go of assessment of library instruction sessions (academic lib.)

Lisa Lintner: In-person programming delayed for months...

Bill Bowman: Loss of meeting room space, larger programs, and desktop computers.

Chris: Desktop computers. We're going to be replacing with laptops so people can go where they are comfortable

Michelle Bradley: still adjusting to the new normal

Calvin Battles: All expectations. We are going to figure things out on the fly.

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.

Mary Beth - Tecumseh District Library: Putting off programs until Fall.

Angie: Discussing new normal. Libraries with drive up windows

Leigh: I'm letting go of the expectation that I have my own workspace--I share it with felines & they are in charge.

Sarah Swiderski: SRP expectations, level of productivity as we navigate this time

Karen: Not seeing coworkers regularly

Tera Moon: that everyone will know where their workspace is

Sheryl Mase: Missing human contact, hard to say that is normal

Katie Springer: It's important for those of us who are not supervisors or directors to empathize with what our leaders are going through!

Cindy Stanczak: Summer Reading will be strange, the old normal will not be our normal any time soon and coming to terms with that

gccam: there is no extended new normal... plan for shorter time frames

Barbara Beaton: And how many staff will choose not to come back.

Tekedra - Taylor Library: Having my kid as a coworker, actually. :D

Mindy: Forming a "regular" work day within an 8 hour block isn't the norm anymore

MHylton: Loss of familiar structure--daily routine

Jill: Everything will be different. schedules, our 'regular' patrons are going to healthfully distance

Glenn Fischer: Speed of services will decrease

alissa: Changing my work area to raise my computer since I messed up my shoulder from craning over my laptop.

Paula Newcom: There was a big library system & they really weren't sure how reopening is going to look - waiting to hear from governor

Barbara Beaton: And the impact on service of staff not returning.
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.

Sharon Crotser-Toy: Absolutely missing human contact

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

Cari Fry: Katie Springer good point

Emanuela DeCenso: Our group mainly was trying to figure out how to escape our “normal”. We attend online meetings a lot.

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

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

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

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

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

Gillian Streeter: @Gillian, so true.

Donna Herman: Us as well

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

Kathy Swanger: Curbside pickup

Cindy Stanczak: building a culture of "try" instead of "success"

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

Kimberly Aasa: Needing to think outside of the box quickly

Paula Newcom: what to do to keep the elevator clean

Gillian Streeter: letting programs go hurts

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

Fire Tablet: Missing my school visits

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

Sharon Crotser-Toy: Utilizing our park and parking area

Jeanette: missing my storytime kids

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

Barbara Beaton: Children’s librarian — how will it be possible to not let kids hug you?

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

Ann Zydek: Good point.

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...

Cari Fry: I'm with you Barbara Beaton
Participants were placed in small groups in breakout rooms for 20 minutes the second round of conversations.

2nd 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.

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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 2nd 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 devises? More support both financially and politically for underserved.
01:21:37  Tera Moon: 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
Marta Jackson: 1. Places to re-connect

Barb: 5 MI & 1 IN Groups - theme 1 - reinventing library services

Paula Newcom: Theme 2 - Libraries supporting life essential activities

treynolds: Serving the underserved with new vigor

Cari Fry: Theme 2 - Places to reconnect = libraries

Allison Arnold: Hi everyone. Our group focused on Removing Barriers

Kristen Valyi-Hax: Dropping barriers to use while serving the underserved

Scott Garrison: Also Taking the library out of the building

Tera Moon: 2. reinventing services for the new normal and lead safety standards too

Cin: Outreach outside our building

Melissa Goins: Theme 2: Taking the library out of the building.

Marta Jackson: 2. Reinventing traditional services to meet needs

Shawn Andary: Theme 2: Ensuring that the underserved aren't left out. Internet access, services, resources, etc.

Sandy Petrie: Library saves the day - from PR perspective

Donna Herman: Theme 2: Reinventing traditional services to meet the needs of today's world

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.

Kristen Valyi-Hax: Places to reconnect - Library is a lifeline

Cin: Collaborating with outside groups

Leigh: Group 8 Theme 1: Serving the Underserved w/ New Vigor

Cari Fry: Theme 7 - Reinventing traditional services to meet the needs of today's worlds

Cin: Essential services important

oscar.delong: Taking the library out of the building

kotreynolds: Libraries deemed most essential institution in the country

oscar.delong: Serving the underserved

Pam Seabolt: Theme 1-serving the underserved and those who don't have internet/online access

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)

Cin: Removing barriers

Sandy Petrie: Reallocating services to allow staff to continue in the new directions they have discovered.

oscar.delong: Many of these overlap actually, we also said removing barriers

Cin: Teaching patrons technology skills using zoom

Leigh: Group 8: Theme 2: Reinventing Traditional Svcs

Pam Seabolt: advocacy

Barb: 5MI & 1IN - Theme 2 - collaboration- with community to find out what they need. with other libraries to leverage capability.
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?

Cin: Core purpose of public libraries is to cooperatively gather information and resources together and make them available to our community at large.

sharding: (Over-all theme was variations on decreasing barriers for access to library services)

Cin: Supporting life essential activities

Leigh: Group 8: Question 2: Literally moving outside the library space to reach underserved

Sheryl Mase: Bookmobiles become web mobiles? Providing WiFi where they are!

Continued Discussion from the themes and breakout rooms:

Stephanie Reinhardt: @Sheryl I LOVE that in low-access areas.

Kathy Swanger: sorry can't

Sandy Allman: I love the idea of outreach vehicles providing internet in different areas on a schedule

Cathy Lancaster, Library of Michigan: Ah-ha! I wasn't on last week's call. ;)

Donna Herman: Nor I Good Friday

Cin: We have lots of success ith drop in times.

Barbara Beaton: We switched to book a librarian for tech instruction. That way you can help with exactly what they need help with.

Cathy Lancaster, Library of Michigan: Information literacy opportunities!

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.

sharding: Both not comfortable with electronics and not comfortable admitting that discomfort. Yes, indeed.

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.

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!

Pam Seabolt: all of us discovering the unintended consequences of this situation is the silver lining of this.

Bill Bowman: We loaned a new group of hotspots to the school system to assist with their distance learning programs.

Nick: Yes!

Cathy Lancaster, Library of Michigan: Zoom updates took away live links

Barbara Beaton: Just fyi, taking the library out of the building is in the poll three different places.

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!
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

Paula Newcom: Sorry big post

Jeff Godin: and there’s “Removing Barriers to Service” and “removing barriers to service” and about three other variations.

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

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

Anita Zelmon: connecting to community through bookmobile and library hotspots

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

Shawn Andary: Thank you all.

Sheryl Mase: Thanks, y’all. See you next week!

Gillian Streeter: thanks all! be safe

Bill Bowman: Keep 'em coming!!!!

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

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.

gccam: Please continue...really helpful to connect

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

Bethany Tamarack District Library: thank you.

Stephanie Olson: Have to leave for another meeting.

Leigh: Thank you--great conversations today!

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

Jan Davidson: View previous sessions (and this one, once we're able to post it) here: https://www.mcls.org/training-events/presentation-slides/
Barbara Beaton:  Thanks, this is SO valuable! Stay safe and healthy.
Lindsay Gojcaj:  Thank you for doing this!
Ann Zydek:  Very useful.
Bill Bowman:  That would be good!
beth:  thank you for facilitating this!
Paula Newcom:  Yes
Julie B:  Definitely!
Bill Bowman:  Interest!
lynt:  yes
Barbara Beaton:  Yes, would love to have a Zoom lesson!
Barb:  Yes, very interested in the hosting aspect
Amy Rosen:  yes.
Sheryl:  that would be really helpful
kreynolds:  Yes
Chris:  Seems to always be more to learn
Sandy Allman:  yes please!
Eric Magness-Eubank: I think zoom workshop will be good
Tera Moon:  yes
Fire Tablet:  Yes!
LauraPC:  yes
Karen Hiemstra:  Definitely!
Allison Arnold: Absolutely!
Dawn Chevoya:  sounds good
Karen:  me too
oscar.delong:  Any extra trainings on this would be nice
epalmer:  Could be interesting
Bethany Tamarack District Library:  yes
Melissa Goins: yes, please
Jenna Anderson:  yes
Bill Lewis:  yes
Jeanette:  Interested
rhemerling:  Yes
Emanuela DeCenso:  Interested too
MHylton:  Yes-- would be very helpful
Pam:  yes
Kimberly Aasa:  yes!
gccam: yes, but I can't get to building with tech
Shane Stewart: yes
Deborah K: yes - always learning
Emanuela DeCenso: thank you for this Friday get togethers
Jill: yes, using it and leading a program has 2 different sets of skills. I would love instruction on how to host a meeting.
Barbara Beaton: And thanks so much for posting the chat transcripts.
Shane Stewart: thank you
Chris: Thank you so much!!!!
Barb: thanks!
Kelly Rembert: Thanks for setting this up!
Ed: Thank you for doing this!
Paula Newcom: Thanks to what you all do!
MHylton: Thank you for this great conversation!
Tera Moon: thank you for experimenting with us. this was interesting and useful
Cathy Lancaster, Library of Michigan: Thanks! Have a great weekend!
Marta Jackson: Thank you!
Karen Hiemstra: Thanks! This was very helpful!
Jeanna Hann: Thank you so much!
Cindy: Thank you!
Adam - Fruitport District Library: Thank you
Nicole Brock (ISL): Thank you!
Amy Rosen: Thanks! We made it another week! Keep safe and healthy
Sarah Swiderski: thank you! bye!
LauraPC: thank you all