MCLS Virtual Dialogue
April 24, 2020 – 11:00 am EDT

Visual Icebreaker: One of the tips from Week Two's Working From Home dialogue was to surround your workspace with some of your favorite things that you love and that make you happy. Participants were asked to grab their closest favorite thing to them and hold it up on camera or type the name of the object into Chat.

10:57:41 From Bill Bowman : Good morning everyone!
10:58:50 From Glenn Fischer : Hiya Bill and everyone!
10:59:48 From Bill Bowman : Hey! Hi Glenn!
11:00:58 From Gwen : TCF - could you let me know your name and library
11:01:32 From Deborah K : Good morning from NW Indiana
11:01:37 From Angela Klocek : HI all
11:02:32 From Deborah K : Do you have the poll results from last week?
11:02:54 From Barb-Royal Oak Public Library, Michigan : Barb from Royal Oak Public Library
11:03:07 From Ann Zydek : Morning
11:05:35 From Jenna : I'm in my office at the library!
11:05:44 From Calvin Battles : cheese balls
11:05:50 From Suzanne Walker : Sammy the Interviewing Toucan Puppet is right here next to me!
11:05:57 From Barb-Royal Oak Public Library, Michigan : a stuffed Penguin
11:05:57 From Amy Comber Gross : My pug!
11:05:58 From Dawn Chevoya : Unsalted peanuts
11:05:59 From Elaine Manning : television! I work better with the tv on!
11:06:03 From Julie Kintner : Plant and coffee
11:06:10 From Janet Hensen : Using personalized notebook, with our trip to Disney
11:06:10 From Montie Manning : snacks!
11:06:11 From Christine Sterle : Cats and coffee.
11:06:15 From Liz : flowers!
11:06:16 From Rebecca Hermen : comfy seating
11:06:20 From Katie : coffee, my cats
11:06:22 From Jessica Stroud-Gibson : cats and hot chocolate!
11:06:23 From Eric Magness-Eubank : origami dolphin
11:06:25 From Britta Dorsey : Cat!

11:06:27 From Laura Jones : I have the same Lego librarian, Michelle! :)
11:06:32 From Stephanie Reinhardt : My ukulele - it pays to be a kids librarian
11:06:33 From Angela Klocek : My filled coffee mug from when I worked in Indiana: My Indiana Library Federation coffee mug :)
11:06:44 From Francesca Schmidt : my dog or cat
11:06:49 From Katie : Hi Tera Moon!!!!!!
11:07:18 From Donna Herman : the blue thing is a glass flower that I made on a family outing to Cedar Point
11:07:28 From Glenn Fischer : Couldn't find my cat. LOL

Participants were placed in small groups in the breakout rooms for 15 minutes the first round of conversations.
1st Breakout Room Conversation Questions:
During the unexpected shut down of libraries through the pandemic, many of you had to quickly act to remove various barriers and create new opportunities for providing services.
What have you been able to create or how have you been able to provide access during this time that overcame a barrier and provided a valuable and/or innovative service for those we serve?

Discussion following the 1st breakout room session:
11:27:17 From Suzanne Walker : We talked a bit about increasing hotspot capabilities
11:27:30 From Chris : Online library card access
11:27:36 From Kimberly Aasa : Curbside pickups
11:27:38 From sharding : Lots of planning that we didn't get to implement before we were all sent home.
11:27:41 From Glenn Fischer : We talked about eliminating/reducing printing fees when reopened.
11:27:43 From Lindsay Gojcaj : Drive up services
11:27:44 From Calvin Battles : waived all fines for people with less than $100 in fines
11:27:45 From Jenna : Moving an awards ceremony to video announcement/drive through ceremony
11:27:46 From Sandy Petrie : virtual storytimes
11:27:47 From Nick : Would really like to get more hotspots!
11:27:47 From Barbara Beaton : Boosting Overdrive content.
11:27:48 From Jocelyn Levin : Discussing fine free and autorenewal
11:27:49 From Donna Herman : Partner with schools to give a hotspot and chromebook
11:27:49 From Mary Rueff : waived fines on blocked accounts
11:27:50 From Stephanie Reinhardt : Checking internet access at https://connectednation.org/michigan/mapping-analysis/
11:27:50 From Portage Lake District Library : Great discussion on commuting to services like books by mail, and curbside service, as services we will continue long after the post pandemic.
11:27:52 From Rebecca Hermen : @Glenn Yes! a lot
11:27:53 From Julie B : Issuing and renewing cards online, online programs, increased online databases
11:27:54 From TC F : Lots of email interaction with patron

11:27:55 From Portage Lake District Library : committing*
11:27:56 From katie : Virtual storytime kits
11:27:56 From Paula Newcom : Learned a new database from RB Digital - Qello for recorded concerts
11:27:57 From Susan Powers : https://www.libraryjournal.com/?detailStory=Why-You-Shouldnt-Do-Curbside-During-COVID-19-Backtalk
11:27:58 From Donna Herman : No fines
11:27:58 From Lindsay Gojcaj : Summer reading
11:27:59 From Britta Dorsey : Computer support by using software like LogMeIn to help remotely.
11:28:00 From Glenn Fischer : Implementing an online chat option on our website
11:28:02 From Ed Burns : Getting more titles from Overdrive Advantage based on what are patrons have on hold.
11:28:02 From Suzanne Walker : Raising fine threshold
11:28:02 From Jenna : temporary cards to get people on OverDrive right away
11:28:03 From Bill Bowman : Working with local workforce development groups to help with unemployment
11:28:08 From Glenn Fischer : Virtual Gaming Nights
11:28:12 From Cari Fry : I liked the suggestion to take books to food distribution sites for kids!
11:28:12 From Susan Walter : renewing student's books to an extended date
11:28:21 From Glenn Fischer : Adding new digital resources
11:28:21 From Julie Kintner : Having books delivered with the school meals all donated, used, new but not cataloged
11:28:26 From Andrea Kappler : We increased the number of borrows on hoopla from 10 to 20 per person
11:28:33 From Tera Moon : Great exchange of information. Talked about pros and cons of curbside pickup. We shared articles. We also talked about removing barriers in patron accounts and increasing limits on digital borrows. Offering ecards. Extending library card accounts.
11:28:33 From Suzanne Walker : Don't forget about patrons with no internet access!
11:28:38 From Susan Powers : FYI https://www.libraryjournal.com/?detailStory=Why-You-Shouldnt-Do-Curbside-During-COVID-19-Backtalk
11:28:42 From Glenn Fischer : Working with ILS vendor to bulk-update expiration dates for library cards
11:28:43 From Cathy : moving print budget to tech budget
11:28:46 From Andrea Kappler : We added an e-audiobook collection from RBDigital
11:29:02 From Glenn Fischer : Providing remote tech support for library products
11:29:03 From Paula Newcom : Learned about Connected Nation website to see what your internet connection is down to the county level (I hope I got that right)
11:29:14 From Stephanie Reinhardt : Digital Escape rooms to replace scheduled ones
11:29:32 From Andrew Calvetti : Offering storyline w/ bigger chapter books - reading one chapter a night - maybe by different people.
11:29:35 From Sandy Petrie : forwarding phones to our homes
11:29:42 From Victoria's iPad : Keeping little free library filled with books and puzzles - take but do not return
11:29:46 From Glenn Fischer : Working with authors to get recorded interviews about their new books
11:30:38 From Nick : Sandy - we're forwarding phones to a different staff member each day as well - good to have a scheduled phone service for folks who want to talk with a live person "at the Library".

11:30:38 From Barb-Royal Oak Public Library, Michigan : We've posted links to many digital resources on our website, as well as posting story time, book talk & other videos to our Facebook page.
11:30:45 From Glenn Fischer : Revamping digital channels (like YouTube) to allow more people to contribute content easily under our brand.
11:31:13 From Julie B : Online web chat
11:31:34 From Suzanne Walker : Again, please don't forget about patrons with no internet access.

Participants were placed in small groups in breakout rooms for 25 minutes the second round of conversations.
2nd Breakout Room Conversation and Questions:
Theme: We all want to provide more equitable access to library services.
Individuals spoke of opportunities they would like to see enhanced and grow after libraries re-open.
Groups collaboratively picked one opportunity
What would need to happen for that opportunity to flourish?

Discussion following the 2nd breakout room session:
12:00:50 From Glenn Fischer : Continuation/expansion of Curbside Service
12:01:00 From Melissa Joslin : tech help for patrons improved
12:01:18 From Melissa Joslin : kits and stem kits that people can just take and not bring back
12:01:23 From Glenn Fischer : Continuation/expansion of Virtual Programming and digital asset creation
12:01:26 From Lindsay Gojcaj : Our group talked about curb side pick ups.
12:01:30 From Melissa Joslin : library by mail restrictions lifted
12:01:30 From Jenna : We want to improve/increase connectivity in our communities. We would like to do that by forming partnerships with our cities, schools, etc.
12:01:39 From Katie : How to reach the portion of the community that does not have computers or access to the internet
12:01:45 From Melissa Joslin : library staff days online
12:01:48 From jacquelinethompson : Our group talked about greater access to technology
12:01:58 From Stephanie Reinhardt : Creating increased touchpoints for library services in the community - storywalks at parks, digital programming, better collaboration with local media
12:02:05 From Mary Beth - Tecumseh District Library : Using Zoom
Making more You Tube programs
12:02:05 From Melissa Joslin : printing limits lifted for college students
12:02:14 From sharding : We wound up focusing on the continuation and expansion of virtual services geared at all ages.
12:02:18 From Katie : We also discussed the importance of community partnerships and how the library can reach out and be of value
12:02:46 From Nick : Internet, internet, internet access and the digital divide, more electronic services/collections, how do we physically distance in our buildings once we begin to open
12:02:48 From sharding : (physical item access was the runner-up)

12:02:57 From Katie : we are worried about the people who will fall through the cracks, not have the information or resourcse they need because we can't communicate with them virtually/digitally

12:03:09 From Mary Rueff : Our group talked about continuation/expansion of virtual programs and connecting with our communities through getting things/services out into the community instead of having everything/most things in physical buildings.

12:03:12 From Cindy Stanczak : how to address safety issues when you have no budget, overcoming staff/volunteer perception that this is no big deal, how to reach out to patrons when there is significantly limited internet access or tech.

12:03:13 From Nicole Brock (ISL) : The main opportunity we discussed was expanding access to the internet. Many other opportunities stemmed from that (video chat, online card signup, etc. We also mentioned curbside, books by mail, lockers, and other alternates for physical item delivery.

12:03:23 From Susan Powers : Signing up school students in the area automatically to have their own digital access only library cards...use a student ID number that does not tie their personal school information to it...no fines on the digital access card

12:03:24 From Tera Moon : We talked about the many people who don't have internet access either because a rural area or low socioeconomic status. We could offer hotspots and devices. But we could also help communicate ways to get internet (directory of community hotspots?) and also advocating for the internet as a utility and equity in education is the best thing we could do.

12:03:53 From Mary Beth - Tecumseh District Library : Actually we are more concerned about getting though this healthy rather than creating new programs. Often hard to focus ; we are just trying to catch up to where we were when we closed.

12:04:06 From Katie : we also discussed limited budgets and how we have to get creative with solutions for cleaning and personal hygiene

12:04:23 From Susan Powers : Continue with virtual programming like online story times, virtual escape rooms, etc. and count views to show value to library stakeholders.

12:04:47 From Tera Moon : Study rooms are popular services in libraries. Perhaps libraries could offer Zoom account (or other services) to students and others who can't afford to pay for an account.

12:05:04 From Donna Herman : have to leave to attend a staff meeting in Zoom

12:05:20 From Melissa Joslin : got a staff meeting, thanks for the great conversation!

12:06:13 From Mary Beth - Tecumseh District Library : Realizing that we should slow down rather than to speed up; we are caregivers to each other and to our patrons - we should not feel that we need to accomplish everything on our bucket list to come out of this experience successfully

12:06:56 From Chris : Marybeth -- Yes!!!

12:07:08 From Ann Zydek : We have wifi in our parking lot

12:07:29 From Nick : And the importance of the Reference Interview to help us guide folks to the community resources that would help them especially as we have so many folks discovering they need social/community services for the first time.

12:07:31 From Angela Klocek : So do we Ann Z

12:07:46 From Mary Beth - Tecumseh District Library : The three things we came away with were self-care, growing virtually, and getting through the future healthy physically and mentally.

12:08:32 From Katie : There is some concern about staff and the community who are not taking the virus seriously and worrying about reopening and not being able to control what health risks are exposed to the staff

12:09:45 From Bill Bowman : Grants!
12:09:59 From Chris : We're concerned about being able to enforce mask wearing if that's necessary.
12:12:05 From Stephanie Reinhardt : @Chris the Governor's new order in Michigan mandates masks for now. That may help.
12:12:51 From Chris : Agreed that it is mandated, but there have been situations where people are refusing and being ugly about it.
12:14:05 From Julie Kintner : I think its a misconception to that the disconnectivity is poverty related and that is not necessarily true in northern michigan
12:16:27 From dorothy manty : nick. what library?
12:17:03 From Nick : I'm with West Lafayette in Indiana; Calvin is in central Michigan.
12:17:26 From Rebecca Hermen : @Stephanie Mandated, but not penalties for not wearing them. So...

Final Question:
What small actions can you take now to begin to create or realize the opportunities you've talked about today?

Discussion following the final question:
12:18:33 From Sarah Swiderski : create written procedures
12:18:41 From Nicole Brock (ISL) : In terms of what we can do to help expand internet access: partner with schools/social service agencies to identify needs. One example was schools providing Chromebooks checked out with library hotspots. Just keep reaching out!
12:18:43 From Dawn Chevoya Cooley Law Lansing : Share ideas with library director
12:18:49 From Suzanne Walker : write to your legislators about making internet access a utility for all.
12:18:49 From Rebecca Hermen : More community located FREE hotspots.
12:18:58 From Nick : Offer to take the lead on one objective at our weekly staff meetings.
12:18:58 From Bloomfield Township Public Library Adult Services : Take existing procedure and expand it to accommodate more users; adjust budget accordingly.
12:18:58 From Katie : Share ideas and ways we can creatively solve problems with our staff and director, and see if it's feasible and then take action
12:18:59 From Jenna : Bring the community issue of connectivity up with our non-profit group that meets. Get the conversation started on how we can work together to solve this problem.
12:19:03 From Stephanie Reinhardt : Help with training staff to use tech that will let them interact with patrons more effectively.
12:19:07 From Elaine Manning : Talk to the leaders of our communities.
12:19:08 From Jo : Identify respurces in the community now.
12:19:14 From Jo : resources
12:19:20 From Karen : Share what I'm taking from this back to the programming team I work with. We've got great creativity, this will give us more to chew over and work with.
12:19:24 From Lindsay Gojcaj : Asking staff to have conversations about what reopening looks like...have a written Q&A for staff
12:19:24 From jacquelinethompson : Expand the Library of Things Collection, promote the importance of connection, provide training and tutorials on how to use technology

12:19:24 From Paula Newcom : Hopefully during this time people are more aware about being flexible & that things need to change. This would be a great time to do some much needed changes in your libraries.
12:19:31 From Jocelyn Levin : Email school principals to see if we can share information with families through their channels
12:19:35 From sharding : We need an opportunity for a test-run of our potential pull & distribute service - we were closed right after we finished getting it ready to go.
12:19:39 From Nick : Paula - yes!
12:19:39 From Tera Moon : Identify which programs would play well as virtual programs
12:19:39 From Eric Magness-Eubank : send email to school distance learning people about discussing ways we can help
12:19:45 From Donna O : work with local and state municipalities to increase internet capacity locally
12:19:48 From Julie Kintner : Focus on what we can do. We can't give them connection so advocate but n the meantime utilize area where people are to give them information and items free give books to kids with their lunches
12:19:56 From Mary Beth - Tecumseh District Library : Brainstorm with the entire staff
12:20:41 From Amy Beckman : Encourage patrons to share out the information or virtual programming you are posting on the Library website or Facebook page.
12:20:51 From Eric Magness-Eubank : drafting letter to legislatures on needing to focus on rural internet access & emergency internet access for people that do not typically have access (either by means or choice)
12:21:06 From Cathy : delegate parts of summer programs to staff to help connectivity within staff
12:21:08 From Katie : I agree with that Eric, that's a great idea
12:22:03 From Ann Zydek : Look at spaces and remove or create pathways in new COVID-reality
12:22:35 From Julie Kintner : THis was great info and ideas. Thanks everyone!
12:22:38 From Julie B : Take this time to expand the staff's knowledge on what digital resources we offer, including what each service offers, how to access it, and how to access materials from it.
12:23:14 From Tera Moon : Thank you so much for doing this. It's thoughtfully structured. Great job using Zoom in an effective way
12:23:16 From Rebecca Hermen : Thank you everyone for the great ideas.
12:23:32 From Paula Newcom : Yes - These have been awesome - agree with Tera
12:23:38 From Katie : Thank you for the opportunity for communicating with others, it really helps
12:23:49 From Bill Bowman : Thank you for all the info!
12:24:06 From Chris : This is really great! Thank you for continuing it.
12:24:06 From Cindy Stanczak : brainstorming safety when you have no or very small budgets
12:24:58 From Paula Newcom : I love Steve Dotto's tech videos - he just did one on Slack if you want an intro - https://youtu.be/pUZzBoAbAOs
12:25:14 From Suzanne Walker : Thanks MCLS!
12:25:25 From Amy Comber Gross : Thank you!
12:25:28 From Katie : Thank you MCLS!
12:25:31 From Rebecca Hermen : Good bye. Thanks!!
12:25:32 From Lindsay Gojcaj : Thank you!

12:25:32 From Andrea Kappler : Thank you!
12:25:33 From Angela Klocek : Susan, That was me I believe..
12:25:34 From Karen : Thanks for doing this
12:25:42 From Angela Klocek : Good bye; thanks for this webinar
12:25:44 From Deborah K : thank you
12:25:46 From Mary Rueff : Thanks!
12:25:58 From Donna O : Bye and thank you! Great ideas!

If you are interested in joining a MCLS Virtual Dialogue #Slack Group Workspace, please email engagement@mcls.org and we will send you an invite.