

## MCLS Virtual Dialogue

### How We, as a Community of Libraries, Can Continue to Support Each Other

May 29, 2020 – 11:00 am EDT

10:57:22 From Michelle Bradley : Welcome everyone!

10:57:22 From Marge MCPL : Marge from Mount Clemens, MI

10:57:24 From Victoria : Victoria from Middlebury, IN, CPL

10:57:31 From Kayla Shinabargar : Hello, everyone! I'm Kayla from the Coopersville Area District Library in MI.

10:57:32 From Debbie K : Good morning from NW Indiana I have audio but no visual

10:57:37 From Mary Beth Reasoner : Mary Beth from Tecumseh

10:57:41 From Pam Seabolt : Good morning and welcome everyone!

10:57:46 From Victoria : Me too, audio and no video

10:57:52 From Bill Bowman : Functional morning everyone! From Clarkston Independence District Library in Clarkston MI, from home in Shelby Twp., MI!

10:57:52 From msborows : Hello. Maggie from Farmington Hills

10:57:52 From Donna Herman : Good morning from rainy but cooler Flushing

10:57:52 From Jan Davidson : Hi, Marge! Nice to see you again this week!

10:57:55 From Glenn Fischer : Glenn Fischer from Cromaine Library in Hartland

10:58:09 From Debbie K : missed out talk last week - hope all are well

10:58:46 From Sara Ault : Sara from rainy Brandon Township.

10:58:51 From bsullivan@walton.lib.in.us : Hello from Walton

10:59:09 From Mary Beth Reasoner : Thunderstorm just started here in Tecumseh! Hubby won't be mowing the front lawn after all!

10:59:25 From Stephanie Olson : Hello from Iosco-Arenac District Library.

11:00:30 From Cathy Twitty : Shake Library Vincennes University

11:01:11 From Donna Herman : so so

11:01:15 From C Q : up and down

11:01:29 From meg : Good and bad, right?!?!

11:01:40 From Elyshia Hoekstra : so so

11:01:47 From msborows : Today is a good day, but up and down.

11:02:30 From Katie : Love the slack workspace, thanks for setting that up

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

***1st Breakout Room Conversation Scenario:***

***Over the past several weeks and even months of the pandemic, we've come together virtually for support here, and through other venues in library land. We've shared our small wins, our fears, our plans, our struggles and our hopes. As you think back over this time, talk about a moment when you felt you really provided support to a colleague or a moment when you received support.***

***1st Breakout Room Conversation Questions:***

***What happened? How did you participate? In what ways was it valuable to you?***

***Discussion following the 1st breakout room session:***

- 11:31:29 From Katie : Cooperative directors have come together and collaborated well together, especially during this difficult time. Proud of the service they are providing to the member libraries. Additionally, libraries have created Zoom meetings to just touch base and connect with colleagues and socialize. It helps to alleviate some of the stress of the pandemic. Conversation is extremely important. It helps to not feeling so alone. Preparing for a second wave and how we can combat virtual fatigue, but also make sure to provide services to our communities despite the difficulties of the pandemic. Planning together helps, especially to hear what other libraries are doing to plan for service and health concerns. It helps to share all of our plans, especially what we're each doing to evolve as libraries in response to the pandemic in order to continue being successful serving our patrons. And how each library has reached out to other professionals to get guidance and move forward toward reopening responsibly.
- 11:31:39 From Lindsay Gojcaj : Our group talked about supervisor support; support from the Director and Board knowing that we would be paid as usual and not furloughed; IT support
- 11:32:20 From C Q : We talked about how helpful zoom staff meetings were both for us and for our respective staff.
- 11:32:41 From meg : Group 10 - we didn't name a recorder officially - oops! We shared about support from directors with keeping staff updated and about the fears some people have while others are unafraid.
- 11:33:02 From Mary Kordyban : Having online meetings with other staff, and discussions such as this one where you can talk about handling library issues. All of this is supportive and comforting. We discussed reopening issues, and curbside service.
- 11:34:13 From Jocelyn Levin : 3 people reached out after being in a meeting with one of our members and said that it sounds

like you have a good handle on plans and protocol for reopening the building and creating policy with board, and he was happy to share his process for creating new policy. Another one of us said that his library staff is all cross trained and a team sort of situation, but he is a one man department as the Technology Manager. Luckily staff members from other departments have stepped up and been very willing to help me provide tech support to patrons – one patron asked for help and he was able to delegate and the staff member he asked really stepped up and actually started making how-to videos to share with patrons!

- 11:34:33 From Tamarack District Library : We talked about many areas. We both have staff meetings. The need for support, clarification of roles, and
- 11:34:58 From Jocelyn Levin : Another person said: We have a small staff, so we've all been helping each other throughout being closed. I've particularly been helping one of our co-workers who is not so tech savvy. It works well because we live close by, so I can walk to her house and help her through the front door if we need to. We also have a text group for everyone at the library, so we can communicate quickly to everyone if we need to. We've also all been in and out of the building at different times, so doing little things like sending passwords or checking the book drops for each other has been nice because it saves us all time and travel.
- 11:35:00 From Tamarack District Library : focusing on the changes ahead.
- 11:35:21 From Stephanie Olson : L of M, MCLS, MLA and our Cooperative Directors have been wonderful. We especially noted Clare M. and staff at all of these organizations. Helping new staff cope with changes and perceptions of other staff...sensitivity. LISTENING! Sense of humor, helping non- and low-tech with Zoom meetings and more. We shared about INTERNET concerns and importance. Library Boards supporting them as well as having them support us.
- 11:35:29 From Mary Beth Reasoner : Piggiebacking on Meg's entry - Dealing with staff members who ran the gamut from no fear at all to so much fear they resigned. Nice to get Executive Orders restated in layman's terms by our directors.
- 11:35:47 From Sarah Swiderski : yay IT!
- 11:35:52 From Katie : Agreed about appreciating our IT people
- 11:36:42 From Bill Bowman : As an IT person, I appreciate the appreciation!
- 11:37:42 From Marge MCPL : Storms passing through MetroDetroit
- 11:39:01 From meg : oh, that was Eva who had someone resign!
- 11:40:21 From meg : I think our staff are reflective of our communities...run the whole range of feelings. So, just like our worries for our communities they match our staff, too! :)
- 11:42:07 From Jocelyn Levin : I have been so thankful to all my fellow youth and teen librarians who have been sharing great virtual escape rooms that they have created that I can share with my patrons as fun activities to do this summer.

- 11:42:43 From Lindsay Gojcaj : @Jocelyn - Yes! Agree, same with my Library and the youth librarians putting out some great story times :)
- 11:42:49 From Mary Kordyban : I moved my printer and phone away from my space. Hope it helps.

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

***2<sup>nd</sup> Breakout Room Scenario:***

***You fall into a deep sleep and wake up refreshed...and it's one year later and you are engaged in this supportive library community in Indiana and Michigan.***

***2<sup>nd</sup> Breakout Room Questions:***

***How are you supporting one another? Who are the participants? What are the activities? What technologies are you using? What is contributing to this successful supportive community?***

***Discussion following the 2<sup>nd</sup> breakout room session:***

- 12:05:09 From Katie : What is deep sleep? lol
- 12:05:09 From Bill Bowman : Literally last second last word.
- 12:05:17 From C Q : The deep sleep was the best part!
- 12:05:29 From Lindsay Gojcaj : Our group talked about accessibility of programs and offering virtual options; we talked about widening our range of performers from various cities outside of the library community; publisher content being more open to allowing libraries to share content electronically
- 12:05:31 From James B Lenze : Sleep is good! Hopefully there will be increased participation in cooperative meetings through technology like Zoom. Maybe not as many as we currently been having. Bringing people together is essential to increasing collaborations. You can't work together if you don't get together in some fashion. More collaborations outside of meetings. We'd like to see more follow through on ideas fostered at meetings. For instance if we share an idea for online trivia, and then every library goes home and does their own. It would be better to collaborate on one online trivia to which each library (in an area) contributes. Google meets for book discussions. Increase rural access to internet WiFi Hotspots.
- 12:05:36 From Jocelyn Levin : Patrons are enjoying being able to participate in library programs from living rooms. Patrons who need the personal connections are able to visit the library in person.

There are continued opportunities for virtual meetings with professionals from across the state and in nearby states to connect and share ideas and support.

- 12:06:03 From Sarah Swiderski : There will be more cross library cooperations, sharing resources, being curators of content vs. creators, connecting more through mclcd, cooperatives, library of Michigan, multi library programming, support of staff with what they are comfortable with
- 12:06:15 From Stephanie Olson : pool of trainers, modular spaces, community resources/partners, books might become more secondary although still prominent, special collections of non-book materials, League or Women Voters as partners, stress more about FREE spaces at libraries
- 12:06:24 From Sarah Swiderski : Zoom will still be a HUGE tool
- 12:07:07 From Mary Kordyban : Breakout 10: We have to develop ways to support ourselves, staff and customers going into the future. Virtual programs and meetings will be more common, but we want to have in-person service as well. We discussed current practices, including the bringing of cupcakes to work which we can't do anymore. Preparing new policies and curbside services, along with making our COVID-19 notices more positive.
- 12:07:07 From C Q : We talked a little about how we expect that some of the technology that we use hasn't yet been made available. We also talked about the importance of all of this collaboration and how we hope it can continue into the future. We discussed possibly cutting back on physical hours to make more virtual programming happen.
- 12:07:14 From Sharon Crotser-Toy : We hope to continue the library collaborations we've found so meaningful, but will need to make time for it once things calm down. Expecting to continue curbside and virtual programs; there will always be people who've become more comfortable with these measures. There will be technologies in use even within just a year that we can't now foresee.
- 12:08:18 From Katie : Group 3: Teamwork is essential, especially within our own organizations, IT has been very helpful and will be a game changer in the future. Enjoying the new ways organizations are reaching out-weekly meetings for Library Directors, online groups rather than sit and listen trainings. Continue these networking opportunities! Patrons are ready to be back with us and have appreciated call centers and phone help! Academic libraries will have a whole new learning curve with online classes.
- 12:09:04 From Katie : basically innovation in libraries
- 12:09:04 From Sharon Crotser-Toy : Accepting perhaps a larger percentage of lost material, due to the unpredictable nature of things.
- 12:15:14 From Carol : The Michigan Cooperative Directors Association usually meets in person every other month and we hope to meet remotely on the off months....and more so if needed. The collaboration of the 11 Coop directors in Michigan has been phenomenal and we are all committed that it will continue.

- 12:17:52 From Jeanette Smith : plastic cupcakes would be fun!
- 12:17:54 From Katie : sharing food has always been a common thing and maybe that won't happen as much
- 12:18:50 From Jocelyn Levin : Yes, Katie. How can we show our love for our coworkers without bringing them food!

***Final Question:***

***What's one small thing you personally will do to continue to build this community and support each other going forward, from re-opening phases to reinvention?***

***Discussion following the final question:***

- 12:19:03 From Katie : reach out to connect and share ideas to collaborate together
- 12:19:29 From Sara Ault : try to be open to new innovations and technology to serve patrons. change is hard but we have no choice but to adapt.
- 12:19:29 From Rebecca : Contribute to the discussions on the MCLS Slack space.
- 12:19:30 From Bill Bowman : Keep pushing my librarians to collaborate further and further afield. Knowing that with the right technology, everyone is "next door"
- 12:19:35 From Elyshia Hoekstra : sharing our ideas with others just as so many have shared with us
- 12:19:41 From Debbie K : Be positive and supportive of all views and concerns/or nonconcerns of my staff and public
- 12:19:42 From Sarah Swiderski : remaining in correspondence with individuals i have connected with via email etc
- 12:19:43 From Lindsay Gojcaj : Be flexible and adapt to what is needed
- 12:19:44 From Stephanie Olson : I'm going to try to have monthly ZOOM meetings with Branch Library managers.
- 12:19:45 From Sharon Crotser-Toy : Continue to reach out to my regional directors. We worked collaboratively on a reopening document and I very much enjoyed that process.
- 12:19:46 From Kayla Shinabargar : Continue sharing events and posts from other libraries on our Facebook page.
- 12:19:49 From Jocelyn Levin : Share any virtual programs I develop to offer to other libraries
- 12:19:56 From Kristina Reynolds : Show support for staff and colleagues who need it.
- 12:20:00 From Jeanette Smith : Continue to participate in discussions like this, and make myself available to colleagues to vent, or bounce ideas off of, or to celebrate successes with!
- 12:20:02 From Debbie K : be flexible be kind
- 12:20:03 From Katie : yeah continuing the communication
- 12:20:10 From James B Lenze : Organize more regular meetings with the other libraries in my region
- 12:20:12 From Lindsay Gojcaj : Collaboratively working with other libraries for programming, etc.

12:20:12 From meg : Continue to reach out to nearby libraries. Continue to listen to all staff and help them feel their voice is heard. Work with patrons to help them understand our decisions.

12:20:19 From C Q : Continue to collaborate with others through Slack. Make time to be part of things like this.

12:20:21 From jennifer : I'd like to have more virtual meetings, with our patrons and other librarians

12:20:21 From Dale Parus Ionia Community Library : County-wide virtual programs with the five other libraries.

12:20:44 From Tamarack District Library : Continue to listen to staff and community needs. Make sure we continue to work as a team. Make even more community connections

12:21:00 From Amy Beckman : Using social media to be transparent with patrons and the community about how we are moving forward with reopening and having their safety being most important.

12:21:00 From Eric : Try to find ways to say "Thank You" to people who are furthering collaboration.

12:21:09 From Katie : yes!!!

12:21:15 From Bill Bowman : Look into ways to make Libraries in general more flexible, legally.

12:21:23 From C Q : Love that, Bill!

12:21:23 From Mary Kordyban : Continue to participate and encourage other librarians to do so.

12:21:29 From Jeanette Smith : Awwww! It's a baby!

12:21:39 From Katie : woooooo!

12:22:01 From Katie : AWWWWW

12:22:02 From C Q : Yay!

12:22:03 From Kayla Shinabargar : Yay IT!

12:22:07 From Sarah Swiderski : so sweet!

12:22:07 From Sharon Crotser-Toy : Nice idea!

12:22:15 From Amelia : Wear more hats

12:22:29 From Rebecca : @Amelia Love it!

12:22:30 From Katie : Thank you, I love that

12:22:51 From Bill Bowman : Do the breakrooms get recorded as well?

12:23:07 From Pam Seabolt : @Bill - they do not get recorded.

12:23:28 From C Q : Monthly would be great!

12:23:29 From Bill Bowman : @Pam - bummer!

12:23:48 From Katie : outreach would be awesome

12:23:50 From Katie : thank you

12:23:55 From Lindsay Gojcaj : Thank you!

12:23:55 From Pam Seabolt : @Bill - I know! There is a way to do it, but it's more complicated and requires advanced planning :)  
12:23:57 From James B Lenze : Thanks  
12:23:57 From Katie : thank you everyone!  
12:23:58 From C Q : Thank you!  
12:23:58 From Sharon Crotser-Toy : Thanks, everyone!  
12:23:59 From Sarah Swiderski : Thank you!  
12:24:02 From meg : Thank you!!  
12:24:04 From Bill Bowman : Thank you!!!!!!  
12:24:06 From jennifer : Thank you  
12:24:06 From Jeanette Smith : Thank you so much!  
12:24:08 From Debbie K : Thank you all!!

***Next Dialogue will be Friday, June 5.***