

## MCLS Virtual Dialogue 1/15/2021

### Keeping the Best of the Pandemic Virtual Services

#### Icebreaker

*Share a great moment from 2020!*

- 11:05:02 From Jan Davidson, MCLS to Everyone : my new nephew, Nathaniel, being born!
- 11:05:12 From Pam Seabolt, MCLS to Everyone : More mindfulness
- 11:05:19 From Erika Wagner- Crown Point Library to Everyone : (LOTS) More time with my kids, began grad school, new position at work! :)
- 11:05:20 From Kristen Getzin to Everyone : New kitten, both joy and frustration
- 11:05:21 From Jen Osborne to Everyone : Hosted a fantastic exchange student from Italy.
- 11:05:24 From Lise Mitchell, LEAP to Everyone : we got a puppy
- 11:05:27 From Scott Garrison - LEAP (MCLS) to Everyone : LEAP Day in November!
- 11:05:28 From Laura J. Kraly to Everyone : I bought my first home.
- 11:05:35 From Lauren Arnsman - Troy Public Library to Everyone : Starting a new position at Troy Public Library.
- 11:05:36 From Mo McKenna to Everyone : Working with MCLS and the LEAP program
- 11:05:41 From Michelle Bradley to Everyone : Working on these virtual dialogues!
- 11:05:54 From Tina @ Holly Township Library to Everyone : Starting a virtual book club at the Library.
- 11:06:03 From Mary Johnson to Everyone : MADL was able to renovate 3 branches
- 11:06:16 From Amy Beckman-LEAP to Everyone : Completed free online professional development for renewing my teaching certificate!
- 11:06:17 From Kat Lennon GCDL to Everyone : Quality family time with our little family of 3.
- 11:06:42 From Bill Bowman @ Clarkston Independence District Library to Everyone : Learning how to produce Library Programs online

#### Breakout Discussion #1

*During this Dialogue series, we have discussed many times how libraries and their staffs have stretched and grown through this time of pandemic. Way back last May, we brainstormed and shared virtual programming ideas as we faced a new reality. Over the summer, we looked to restaurants and other organizations for examples of outreach and methods of getting resources to people, as well as for removing barriers to service. Just last month, we focused on creativity in this unprecedented time. It's hard to believe how much has changed in our "normal" over these past 10 months of adaptation.*

*This month, our topic is, "Keeping the best of pandemic virtual services." We want to think wider than just programming, wider than just material delivery. Think about ALL of the services libraries have been and could be for users.*

*Share a story about (or describe) a virtual service you have heard about, created, experienced or observed during the pandemic? What stood out? What specifically intrigued you? If an existing service shifted to virtual, what had to happen to make that work? Why do you want to adapt it at your library or continue it?*

- 11:31:38 From Scott Garrison - LEAP (MCLS) to Everyone : Libraries are able to do things they haven't before, like coordinating cooking/baking programs, even with a French pastry chef! They couldn't have done it without us being remote.
- 11:32:23 From Scott Garrison - LEAP (MCLS) to Everyone : Moving story time and science programs from in-person to YouTube. Having a staff member with video recording/editing skills is a major resource they could tap to do it!

- 11:32:28 From Kristen Getzin to Everyone : Some form of virtual programming and remote learning will continue to happen even after the pandemic has ended, especially for families with small children
- 11:32:30 From Jen Osborne - Brighton to Everyone : Everyone will keep curbside delivery. One library purchased coats for their circ staff! Friends book sale has gone virtual: [cidlibrary.org/readingmarket](http://cidlibrary.org/readingmarket)
- 11:32:37 From Jocelyn Levin, Lyon Twp to Everyone : Patrons have been really pleased with how much they can do without actually having to come inside the library - emailing us items to print and picking them up curbside, picking up take-and-make kits and materials that go along with programs we are doing on zoom, dropping off items that need to be faxed...
- 11:33:09 From Jocelyn Levin, Lyon Twp to Everyone : We've all really had the chance to flex our creative muscles to come up with new ways to serve our patrons
- 11:34:21 From Tina @ Holly Township Library to Everyone : Online games, hoping that they will continue. Howell Carnegie Library had to reposition their services to the rear of their building for curbside services and computer sessions. Digital library cards. everyone hopes that these services continue.
- 11:36:47 From Scott Garrison - LEAP (MCLS) to Everyone : I've seen library staff wear special reflective vests when they make curbside pickup deliveries.
- 11:37:08 From Scott Garrison - LEAP (MCLS) to Everyone : Amen, John!
- 11:37:27 From Lauren Arnsman - Troy Public Library to Everyone : Yeah, at TPL our circ staff have safety vests for curbside.

### Breakout Discussion #2

*Imagine it's a year from now and your group has created your dream library. The virtual services started in 2020 have continued to evolve. Your audiences are expanding, your community members are reengaged and thriving, and people value the library more than ever.*

*What has been let go of? What is continuing? What, if anything, is new?*

- 12:01:05 From Scott Garrison - LEAP (MCLS) to Everyone : Main thing libraries will let go of is restrictions, when possible (social distancing, etc.)!
- 12:01:40 From Scott Garrison - LEAP (MCLS) to Everyone : Some in affluent communities are letting go of doing hotspots, opting for expanding WiFi to parking lots instead.
- 12:01:42 From Val Meyerson - LEAP to Everyone : Yes @Scott! the day of no masks will be a good day!
- 12:02:30 From Barbara Beaton, Milan Public Library to Everyone : We had a great conversation! Here's are notes:
- Hoping to let go of:
    - Outdated metrics for service
    - Fines
    - Restrictions on number of items out
  
  - Continuing;
    - Curbside
    - Virtual programming, shared virtual programming
  
  - New:
    - Finding creative ways to provide assistance with technology
- 12:02:41 From Kristen Getzin to Everyone : Letting go of Fines and some media like cds, but keeping virtual program aspects and do hyberdized programs
- 12:02:44 From Scott Garrison - LEAP (MCLS) to Everyone : Keeping virtual programming, curbside, book bundles, considering continuing book bundles (for multiple age groups).

- 12:02:52 From Barbara Beaton, Milan Public Library to Everyone : Sorry, my multiple pastes just finally arrived!
- 12:02:54 From Kristen Getzin to Everyone : Let go copyright
- 12:02:57 From Amy Beckman-LEAP to Everyone : Letting go of some formalities to receive library cards or being fine-free. Everyone mentioned continuing curbside service. Staff run programs likes storytime and YouTube science shows and grab and go craft bags. Partnering with local resource and community members that are willing to provide programs. Making a community calendar available to promote events community wide. Staying with more flexible scheduling and the ability to work from home.
- 12:02:58 From Jen Osborne - Brighton to Everyone : May get rid of zoom stortimes, take & make crafts (they keep getting simpler). Will continue with curbside, activity in social media, keep recording programs for later viewing, Looking forward will get a tent for summer programs outdoors, spend more time at the farmer's market. Storytimes will go back to in-person.

### Reflection Question

*Libraries and communities are all different and have different needs. There is no one-size-fits-all solution.*

*With your library's own uniqueness in mind, reflect on: What are some virtual services you want to be sure to keep, grow, or adapt as we move through the pandemic and beyond.*

- 12:10:53 From Michelle Bradley to Everyone : I would like to continue to do some strategic planning with libraries virtually like we did in 2020.
- 12:10:58 From Scott Garrison - LEAP (MCLS) to Everyone : Work with experts from outside library world virtually, with our board, staff, etc.
- 12:11:04 From Jen Osborne - Brighton to Everyone : Keep virtual programming for adults as an option. Especially during winter months.
- 12:11:09 From Scott Garrison - LEAP (MCLS) to Everyone : (and inside library world too)
- 12:11:11 From Vicki Mazure, Harbor Beach Library to Everyone : Definitely will keep curbside service
- 12:11:14 From Lise Mitchell, LEAP to Everyone : will continue ecards for all students
- 12:11:45 From Jan Davidson, MCLS to Everyone : Keep in mind those that virtual removes barriers from, even when virtual isn't NECESSARY for the general public; maybe keep some of both
- 12:11:49 From Amy Beckman-LEAP to Everyone : Make a connection with local resources and/or community members to provide an event.
- 12:12:02 From Lauren Arnsman - Troy Public Library to Everyone : Keeping curbside as an option and recording programs (if possible) for people to access later at their leisure.
- 12:12:05 From Val Meyerson - LEAP to Everyone : Hybrid adult programs - inperson and virtual - for those that can't get out.... continue with our ecard registrations.
- 12:12:13 From Kristen Getzin to Everyone : I would like to keep some of the aspects of virtual programs, like bringing people from other states to present. I would like to grow virtual tech services and curbside pickup services for patrons. I would to incorporate a book mobile as well
- 12:12:15 From Barbara Beaton, Milan Public Library to Everyone : Resume and expand getting out INTO the community, eg. Farmer's markets, other events, schools, churches, nonprofits, etc. wherever people begin gathering again.
- 12:12:15 From Tina @ Holly Township Library to Everyone : Virtual book club and adult programs. Curbside service and copying/ faxing services.
- 12:12:28 From Kat Lennon GCDL to Everyone : Thank you!
- 12:12:29 From Bill Bowman @ CIDL to Everyone : Keep up with our schools, get more buyin from the local community - work with our senior centers to assist with tech questions.
- 12:12:29 From Scott Garrison - LEAP (MCLS) to Everyone : Thanks, everyone!
- 12:12:36 From Lauren Arnsman - Troy Public Library to Everyone : Thanks!!
- 12:12:38 From Barbara Beaton, Milan Public Library to Everyone : This was great, thanks everyone!

12:12:39 From Tina @ Holly Township Library to Everyone : thanks

12:12:40 From Bill Bowman @ CIDL to Everyone : Thank you!!!!

12:12:41 From Lise Mitchell, LEAP to Everyone : thanks, bye

12:12:46 From Jerilee Cook to Everyone : Thank you!

12:12:48 From Barbara Beaton, Milan Public Library to Everyone : Music!!! :)