Staying together meeting 4/21/20

**Jamie Matczak**12:55 PM

sweet tunes

**Jamie Matczak**12:56 PM

Who is Jamie Matczak? lol

It looks like there are 2 of me in here. :)

**Janay 608-548-5204**12:57 PM

I hear your music

**Jamie Matczak**12:57 PM

Just A Cloud Away by Pharrell Williams

My Eyes Adored You - Frankie Valli

**Kay**12:58 PM

hello everyone

**Jamie Matczak**12:59 PM

Hi Kay!

**Me**12:59 PM

Good sunny afternoon!

**Dominic**1:09 PM

if libraries are doing curbside, would they be willing to share their procedures?

**Demmer Library**1:12 PM

RE: courier - does that include WISCAT, or is that only WVLS items?

**Vicky Calmes**1:12 PM

Big question: Are book drops to be closed or will they be open?

**Marla**1:13 PM

I will address.

**Demmer Library**1:13 PM

Okay, so sounds we should hold Wiscat back.

Thanks Marla

**Kay**1:15 PM

so anything that is "in transit" right now

**Loyal Library**1:16 PM

but we should pull out WISCAT items

**Loralee**1:16 PM

Should we clean off our hold shelves?

**Jamie Matczak**1:17 PM

yes Kay

**Katie**1:20 PM

Loralee - we recommend that you do not clear the hold shelf. We will have specific guidelines and steps coming out tomorrow.

**Kay**1:20 PM

Could WVLS give a rough draft of that safety handout?

**Janay 608-548-5204**1:22 PM

24 hours we were told

**WTCPL**1:24 PM

Hi this is Pam in Gilman. I am planning to start on Friday,

**Kay**1:25 PM

thank you

**Jenny J**1:25 PM

can curb side just be offered 2 to 3 days a week?

**Janay 608-548-5204**1:26 PM

or can curbside just be offerec certain hours of the day

**Me**1:26 PM

That's what we were looking at doing

**WTCPL**1:26 PM

I have my beginning procedures listed on our Facebook page with the option of changing as needed.

**Jamie Matczak**1:27 PM

Please update your websites, or send updates my way

Do not rely solely on your social media to notify the public. Update your website, send notice to the newspaper/radio/chamber/your board

It's Anne

Your website is your home base for communication

**Rhinelander Library**1:28 PM

Press releases

**Vicky Calmes**1:29 PM

I contacted Clark County on behalf of CC libraries to try to obtain PPE items. They can get us masks and shields, but not things like gloves, clorox wipes, hand sanitizers, etc. Has anyone found good sources for these items?

**Me**1:31 PM

We ordered our supplies from Victory Janitorial. We're getting germicide, hand sanitizer, masks, gloves.

**Dominic**1:31 PM

local municipalities/ counties have some vendor lists.

especially with police/ ambulance serices needing these things

**Janay 608-548-5204**1:31 PM

Neillsville--curbside service will begin on Monday 27th and will be M-F 10-2 or by appointment

**Marla**1:32 PM

Nice!

**Loralee**1:32 PM

Using chat b/c it's kind of noisy at my house. We want to do curbside services starting May 4 if we can meet all new standards. Thinking doing 12-4 weekdays.

**Laurie**1:32 PM

Pass as STACY will speak to that for TB Scott

**Tammie**1:32 PM

Rib Lake will start curbside on May 4th. Staff scheduling is an issue.

**Stephanie**1:34 PM

Hi. This is Stephanie

**Marla**1:34 PM

Agreed, Erica!

**Dominic**1:35 PM

sory. I'm not muted..

humm

short version with Erica. and waiting for guidance

**Greenwood Library**1:36 PM

Greenwood -yes to curbside. Date TBD depends on updates from WVLS and plan for quarantine, PPE,

**Dominic**1:36 PM

also which staf are comfortable

**Vicky Calmes**1:36 PM

Depending on Board at Colby: May open bookdrops next week since that is allowed. Then, curbside one afternoon/evening (3-7 p.m.) --either Tuesday or Thursday starting the week of May 4.

**Dominic**1:36 PM

to do which roles

not looking to start until maybe may 4th

**Rhinelander Library**1:38 PM

Without more guidence, staff is uncomfortable with the idea, Board would have to approve any open or services. See any kind of curbside as limited and no contact to the rear of the vehicle.

**Kay**1:42 PM

i agree Teresa

**Jenny J**1:42 PM

My issue is only one phone line.

**Kay**1:43 PM

i would think drive up would be similar to returants

**Vicky Calmes**1:43 PM

Cause library "Menus" have thousands of choices!

**Rhinelander Library**1:43 PM

I have--and facing the PR nightmare.

**Vicky Calmes**1:43 PM

It's not like picking up a fish fry!

**Me**1:44 PM

We were considered "non essential" so we had to close operations

**Dominic**1:49 PM

curbside was much more labor intensive than i expected, so I'll really be looking at that process before moving forward.

**Loyal Library**1:50 PM

agree Dominic

**Jamie Matczak**1:50 PM

Dom and Teresa....could you expand?

what made it more LI ?

**Dominic**1:50 PM

might have to do limited curbside hours because it'll require more staff hours

**Vicky Calmes**1:51 PM

People that start next week--please share your experiences so we know what to expect that week of May 4, please.

**Loyal Library**1:52 PM

ours was done with the patrons not putting holds, but just calling in and giving ages of children or adults seeing if they could pick up and we had to pick out books for everyone. that took time and effort.

**Dominic**1:52 PM

it takes much longer for staff to answer phone, fetch items, bag them, then set them out in an outside location (building layout) than just checking items out when patrons woudl bring them to the counter

**Loyal Library**1:52 PM

exactly

**Jenny J**1:53 PM

and then the patron are in need of social contact and want to chat

**Dominic**1:53 PM

ditto Tereasa :)

**Tammie**1:53 PM

Or they call their requests in from our parking lot.

**Dominic**1:53 PM

correct Jenny. peiopel have been secluded a long time. they want to bend your ear and we only have 2 phone lines

**Vicky Calmes**1:54 PM

Since some libraries are going to start, will all patrons be able to start placing holds?

**Me**1:54 PM

We are planning on assigning one staff member per duty. 1 to answer the phone, 1 to grab books off the shelves, 1 to put the books outside the cars when they drive up, ect.

**Demmer Library**1:56 PM

exactly what Tomahawk says, but labor intensive. Not conducive to allowing most staff to continue telework.-

**Vicky Calmes**1:56 PM

And we thought closing was mind-boggling....