WVLS Library Advisory Committee
April 9, 2020 – Online Via GotoMeeting

CALL TO ORDER: President Dominic Frandrup called the meeting to order at 9:33 a.m.

Members Present: Dominic Frandrup, Stacy Stevens, Ralph Illick, Beth Martin, Tammie Blomberg, Janay Ziebell, Teresa Hall, Katie Aldrich, Julie Beloungy, Erica Clarkson
Members Absent: Cindy Lemerande, Lois Frank
WVLS Staff Present: Marla Sepnafski, Anne Hamland, Josh Klingbeil, Rachel Metzler, Katie Zimmermann, Sherry Machones, and Jamie Matczak

ROLL CALL AND INTRODUCTIONS: Roll call was taken. A quorum was declared present.

APPROVAL OF THE AGENDA: STEVENS/FRANDRUP MOTION to approve the agenda as published. All aye. Motion carried.

MINUTES: STEVENS/MARTIN MOTION to approve the minutes of the August 9, 2019 meeting as presented. All aye. Motion carried.

INTRODUCTION AND ROUND TABLE DISCUSSION ON COVID-19 RESOURCES:
Committee members were invited to introduce themselves. Matczak led a discussion on library operations, resources, and WVLS assistance during the COVID-19 pandemic. The following questions and responses were discussed:

What services are you able to safely provide at this time? What are staff members working on? What does the workflow/work space of your organization look like?
- Communication via email
- Providing OverDrive resources/requests.
- Issuing digital library cards via email. Mailing out the physical cards has been well-received.
- Part-time staff are required to report to work per city.
- Taken on a technology consulting role during closure.
- Managing the online collection.
- Weeding projects.
- Staff is working remotely using Microsoft Teams for chat and video calls.
- Re-carpeting the building.
- Facebook Live storytimes 2 times per week.
- Professional development (webinars).

Peggy O'Connell joined the meeting at 9:50 a.m.
Stacy Stevens left the meeting at 10:02 a.m.
Kay Heiting joined the meeting at 10:03 a.m.

What resources have you used or have found helpful in your community, among your staff, from your colleagues and/or from WVLS? (blog, website, organization, etc).

- School Library Journal (on Facebook)
- Regular meetings with other librarians

- EBSCO ebook trials
- Meetings with WVLS directors
- Facebook Messenger chats with colleagues
- Support from Chamber of Commerce
- ARSL listserv emails
- WVLS Professional Development opportunities
- WVLS COVID-19 Daily Updates
- Online Meeting Software (Bluejeans, Zoom)

Ralph Illick left the meeting at 10:23 a.m.

What do you think services will look like once your library/school/organization is open/ serving the public? What might your patrons/students/customers need and want?
- Anticipating a huge divide in student technology skills.
- Expecting supporting and caring for students dealing with loss.
- An increase in workforce development and unemployment assistance demand.
- Gradual increase in group sizes allowed in public spaces.
- Not rushing into library programming.
- Many unknowns.
- People are missing the library for books, materials, computers, interaction.
- An influx of people looking to talk.
- Learning curves with providing distance learning.
- Pushing more online courses for the summer.

WVLS is currently providing many resources in response to COVID-19. How can WVLS better support the resources/services that you need?

- Digital Byte on building an online resume.
- Implementing waiting rooms in Zoom.
- Vetting technology resources.
- Gale Courses enrollment and marketing support.
- Bluejeans being accessible to school libraries.

Virginia Roberts joined the meeting at 11:05 a.m.

WISCONSIN DIGITAL LIBRARY/OVERDRIVE UPDATE: Hamland gave an overview of what has been done for the Wisconsin Digital Library. On March 16, 400 ebook titles were added to the library by WPLC. On March 30, the Wisconsin Department of Instruction announced that LSTA grant money of 250,000 was being provided to the collection. Hamland shared how public library systems are either asking for donations to the Digital Library or increasing funds to the account. WVLS has been sharing communications with member libraries on how donations could be made.

STAFF REPORTS:

Continuing Education and Training
Matczak mentioned that all in-person continuing events have been postponed or canceled, and webinars have high attendance. She and the other consultants are looking into new opportunities in webinars. A recorded webinar "Giving Bad News," will be available next week. Wisconsin Trustee Training Week in August is still happening on August 20-24. The Tech Days Workshops are

scheduled for October 13, 14, 15, with Emily Clasper at the University of Rochester being the morning speaker. Digital Bytes trainings related to the pandemic have been posted.

Public Services
Hamland said the workforce development workshops scheduled this spring have been postponed, and she is not sure when they will be rescheduled. She continues to check in with Youth Services librarians on brainstorming summer library programming and how to handle performer contracts. They are learning more about Beanstack, which is a web tool that supports reading challenges. For adult services, the push is to create digital book talks and databases. Hamland has been using WordPress to update WVLS and IFLS library websites to market the digital resources. Website office hours and consultation has been offered online.

Inclusive Services
Machones said the state-wide conference on Inclusivity has been canceled. She said she is answering questions on providing service to people who don't have reliable internet access. There aren't a lot of great ideas out there except for working with your local school district. The digital divide is still huge, and some online platforms aren't conducive for people with disabilities. She is working on developing a list-serve nation-wide on inclusivity topics. The ALA Annual Conference scheduled in June has been canceled, and this will have a big impact on the status of divisions within ALA.

Databases Update
Metzler said temporary digital cards can be created in Sierra during this time. Badgerlink has added new resources that we didn't have access to before. Ancestry from Home is now available through WVLS, and patrons must have a library card number to gain access. Tumblebooks is also available to library patrons through August.

ILS/V-Cat Projects
Zimmermann said she and Metzler have been focusing on member library openings/closures the last few weeks to problem solve issues in Sierra. WVLS has been proactive in managing these changes. She is looking into guidelines when libraries start offering limited services or open to the public. In February, the V-Cat Council approved to have a unified check-out periods for items not in high demand. Another committee was formed to look at voting models within the ILS. The committee met in February and plans on meeting again in mid-April, with the intent to bring information back to the V-Cat Steering Committee.

Technology System Collaborations
Klingbeil has been working with IFLS and NWLS on remote access for libraries that have staff working at home. He has been working on product testing with Bluejeans software for the libraries. Klingbeil talked about a cloud-based phone system to roll out with WVLS staff. He is also focusing on what back-end support will look like as libraries re-open.

ANNOUNCEMENTS: Frandrup asked if anyone had announcements to share. No information was shared.

SELECT AUGUST MEETING DATE: The next meeting will be Thursday, August 13, 2020 at the WVLS office. The call to order will be at 9:30 a.m.

ADJOURNMENT: HEITING/FRANDRUP MOTION to adjourn. Meeting adjourned at 11:50 a.m.

Respectfully submitted by Jamie Matczak