

Patron Responses (5/26)

Abbotsford, June 1, “regulars looking forward to re-opening.” worried about repercussions for requesting masks in library and bad behavior while wearing mask, anger for requesting, cost for providing masks

Three Lakes, positive, confusion, vacationers. Excited to walk in and get holds off the shelf without an appointment. No real negativity directed at library. Working on shade solutions for parking lot users.

70% wearing mask “Mask please” signage with a masked emoji

Neillsville, “they don’t want to wear masks” recommended not required, point toward board. Looking for catchphrases for “you’ve been closed, then what’s the benefit of reopening?” comments.

Thorp, “Thank you for being thoughtful and careful” requesting masks

Three Lakes, Surprised when Erica says she needs time to train staff.

Colby, “We’re wearing masks to keep you safe...you can choose to keep our staff safe.”

Antigo, June 1, reduced hours Mon-THurs 9-6pm, **White Lake** Branch mon & Thurs normal hours. **Elcho location closed... July target**. No real comments. Model positive behavior for patrons and masks “We ARE offering an online summer reading, online book clubs, computers are open but just less of them” POSITIVE messaging. Peer pressure from patrons talking about other libraries. Different facility designs, clientele, staffing.

Gilman, June 8 Board meeting, masks requested and provided while supplies last. People are happy with curbside.

Granton, June 2 board meeting, gas station employees required to wear masks and clients giving workers a hard time.

Greenwood, no opening yet, using signage from a poster Teresa@Loyal shared regarding masks- takes the political mess out of it. I don’t want to wear a mask all day-not healthy. Shield likely.

Loyal, thankful for curbside, looking forward to browsing, “**You did a great job on choosing last curbside pickup for me**” text from friend. Loyal staff will be required to wear, masks for public encouraged, positive modeling.

Will share mask signage with group.

Minocqua, message on FB, "It should be very easy for the library to open, it's time."

"Why aren't you open, I can't get any books... hang up

"I don't blame you for staying closed." avoid rush to library

Updated website with note from Peg, haven't done that before. Board meeting on June 15th. Bought face shields for staff, easy to see your face.

Rhineland, **June 9 Board meeting**, curbside, selecting for patrons who are quite pleased. One visitor to the area wanting to get into the library. Comments on Facebook and phonecalls. Removing chairs, computer appts. Suggest, recommend masks. All staff wearing masks.

Crandon, opened May 26, board decision. 10 or less people. 2 computers open. Sanitize computers after each use. Encouraging masks, hand sanitizing station MUST use. Allow wifi users camp out in the lower level. Tables and outlet access at each table in basement without a time limit unless someone is waiting. Curbside successful. "This is a community building and it should be open" provided that services are safe. Board hammered out details. Staff feel safe. Most users are wearing masks. Busy as a regular Tuesday! Tracking who is in the building. Sign on door for headcount flip a sign on door to "please wait until someone exits"

Plexiglass and face masks being used... interested in face shields to see staff faces.

"I use the library so much. I can't believe you weren't considered essential!"

"We miss the library so much! But we understand trying to keep us and your staff safe."

"You are going to be SO APPRECIATED when you open. People will want to hug and kiss you—if they could!"

"The library is a public building. I pay taxes for it. It should be open."

"I hope the library is not taking the COVID thing seriously like everyone else around here. When are you going to open?"

"You used to think the library was mighty important in this town. Now you can't even open?"

Thoughts on Reopening (5/19)

Erica/Three Lakes: Adding self-service to the vestibule. Will also add computer use by appointment (1 computer). Will consider foot traffic on June 1 for grab and go and browsing. Likely no more than 5-10 people in the building. Will consider opening the study room if patrons

use their own device.

Dominic/Antigo: Socially distance, removed half of seating, continue curb-side or vestibule pick up, staff meeting on the 26th, small meeting rooms limited to one person, checklist for sanitation, no more than 10 for large spaces, tentatively June 1 to open for foot traffic

Anne/Thorp: I'm not planning on having anyone else in the building until June 1st. I would like to wait 4-5 weeks from the State Supreme Court decision. That's the tentative estimate on when we'll see results of reopening.

Peggy/Minocqua: Our projected date is tentatively June 1 with limited services and hours. We plan to continue with curbside because that is going well.

Pam/Gilman: No concrete plans as of yet; found someone to make as a barrier, still doing curbside. Will have masks for people to wear. Need to have a special meeting.

Kay/Granton: Shooting for June 15 for computer appointments and browsing as needed; will continue with curb-side. Granton has/had a confirmed case, so that has changed the dynamic.

Kim/Greenwood: Plan as of today: limited hours and people starting June 1, wondering when city hall will open, use that as a guide, continue curbside requests

VickyColby: Colby meeting with staff tomorrow to make recommendations to board. I am going to suggest curbside only thru June. Then, in July, reopen with limited hours and limited number of people in the building.

Teresa/Loyal: Board met last night and had staff input. CS through the end of May, open June 1, M, W, F only until June 15 and re-evaluate. 10 people in the library at a time; patrons will be asked if they are feeling healthy or feeling symptoms. Ask patrons to sanitize as they come in. Coughs or sneezes will be asked to leave. Items picked up should be quarantined. Patrons allowed 30 minutes per day to get things done. Limited and staggered computers, staff will wear masks. Clear shower curtain around circ desk and plexi-glass stands for computer table. Directional arrows will be on the floor/6-foot mark. Staff of 3 will be staggered. If staff gets sick, the library will be closed for 14 days.

Sue/Dorchester: Very similar to Loyal; continuing CS service throughout; open to the public June 1, 3 days a week, 4 hours per day; add hours to elderly or compromised people. Things will be cleaned when they come in. Staff will wear masks at that time. Limited to 9 people, and easy for us to manage. Will open 2 computers; 15 minute recommendation for work. Small meeting room will be open for 2 people - 15 minutes-30, depending on time. CS service will continue during open hours.

Janay/Neillsville: Our plan is TBD after our library board meeting tonight at 5. We also have contact with county health department about a document I put together with recommendations for re-opening

Stacy/Merrill: Not sure what to expect because capacity (25%) is 100 people. Probably limit the library to 25-30 people. The plan is to go more restrictive instead of wide open. Considering restricting anyone under the age of 16 if not accompanied by an adult. Limiting computer use to job seekers and unemployment for certain hours. Shared a draft policy that the board will look at; looking for guidance from DPI on opening. Will designate jobs on letting people in and sanitizing; need to limit hours that they are open.

Virginia/Rhineland: The board met last week and we are offering curbside. Unless I hear differently, there will not be a special meeting to Open before the next board meeting June 9. This, of course will change. We are looking at plexi by the desk, directionals, and limited patrons hours and special hours.

Kitty/MCPL: Our current projected date is June 15th, which was established at our Board meeting yesterday. We are continuing curbside.

Allison/Tomahawk: Stay closed for the time being. Talked about ideas at staff meeting about how to open and how to open safely. Waiting on supplies that have been back ordered. Considering "soft open" 2-3 hours/2-3 days a week and alternate with curbside.

Thoughts on Reopening (5/13)

- Anne K, Thorp: Disposable masks, spacing set up, library lanes, considering appointment only
- Dominic: Considering 10-person limit, wondering how many more people they can have in the building
- Jenny: Wrapping her head around what it looks like, ordered some Tupperware bins to quarantine items
- Kim: Waiting for guidelines, using a shower curtain and pvc piping as a barrier
- Kay: Wrapping her head around it and what staffing and regular hours could look like. What if a staff member gets sick? How do we keep the library open?
- Laurie: Thinking about hours of operation, staffing three floors, computer and chair separation, scheduling times, plexiglass, possibly asking kids under 16 being accompanied by an adult
- Peggy: Concerned about wipes and cleaning supplies. What if we run out?

- Teresa: Should a mask be required? Considering limited hours and appointments
- Sue: Won't require masks and ready to open

Libraries have been closed for 2-3 weeks. What are your plans for Week 4? (4/3)

- What are you thinking about?
 - SS-tbspl - staff wondering about elections on tuesday - will be helping with polling at nearby middle school vs at library due to facilities entrance and space (soc distancing).
 - CC-westboro - CE units/ computer literacy
 - LP-owen - CEU, programming ideas, cataloging catch up in building next week
 - KH-granton - Online/Website communications, virtual bookclub (review audio rec for more)
 - Janay-NPL - helping with election, still working in basement storage room, continuing DVD re-org project, another recording for Kathy's story hour, ,
 - Brandon-Withee-PL - Mainly just writing articles for the local papers to remind the community that we are still here for them
 - Anne-ThorpPL - review audio
 - Dominic-AntigoPL - working with local school/lunch pickup program, bringing discarded books and such to distribute with the lunches
 - EB-3LakesPL - Asked staff for system to create/distribute original content and have a week-long programming structure/themes set. Polling book club and genealogy club to see about hosting meetings and keeping club activities going.
 - VC-colbyPL - My 5-year certification renewal is up in May. I sent in my materials, but they did not get to it yet.
 - Stephanie-CrandonPL - SLP/SRP reading log/contest ... bringing that forward to do something now and having prizes available for when in person contact is again more feasible.
 - _____? - communicating with local radio station to promote new website content and messaging.
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- What are things you are working on?
- What is coming up?
- What resources are needed to help you?

- What questions do you still have?
 - Has anyone contacted summer performers about possibly rescheduling?
 - Are there any interesting STEM programs that can be done online?
 - Tammie's relay of idea - posting the "recipe of things needed for the project at home, then having the program available for people to follow online"
 - How do other libraries deal with offering programs online which exclude people who do not have online access?
 - VC-colby Is there a list of CE offerings?
 - JM-wvls yes, and will share that again with vicky

Outreach:

- Checking phone messages and responding to every message. Touch base and keep up conversation.
- Stocking little free libraries.
- Log into accounts online
- Supply pens to election
- Called members of the Book Club (need a book rec, how are you? Connect them to Overdrive)
- Print absentee ballots/applications? (idea shot down)
- Library card applications at the polling booths

[Merrill Online Card Registration Form](#)

What Training?:

- Myvote video done by Three Lakes
- Mead Library (Sheboygan) online poll for "next time"
- Thinking about easy, step-by-step instructions for downloading a book (Peg, Minocqua)
- Libby, Gale Courses (done by 3/28) Ancestry (done) (Stephanie, Crandon), Used Zoom for screen sharing
- Curb-side Service Instructions (Dominic, Antigo)

Virtual Services:

- Storytime
- Online Reference
- Storytellers and Musicians

- Sharing Links
- Database Tutorials
- “Stuck at Home” Resources
- Online Book clubs
- Cooking Lessons
- Adult Crafts
- Gale Courses Tutorials
- Unplugged Coding Activities

Remote Work:

ARSL List Serve:

1. Read articles and books for professional development (it doesn't have to be specific to the world of libraries either)
2. Call patrons just to see how they are doing
3. Plan a new program or service
4. Prepare for a future program (cut out shapes for a future storytime)
5. Read a book to someone (a child? an isolated elder?) on the phone

Discussion Session: 3/25/20

- Researching Scheduling Software
- Planning for the summer (where put displays, collection displays, programming ideas, marketing)
- Webinars
- Administrative (updating job descriptions, update policies)
- Learn Spanish
- Continuing Education (Gale Courses, iSchool webinar)
- Poem a day For Facebook page
- Cleaning Files
- Conference Proposals or Grants
- Sending Cards