

**WVLS Library Advisory Committee
April 13, 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?

Beth M: Anticipating huge divide in student technology skills (some without internet access, some focusing on family care rather than school). Returning books and checking out books! Return process shared is perfect! Many kids trying digital library for the first time now who may continue to use digital library. Does not anticipate schools opening for spring nor summer school this summer. Building projects have been impacted.

Expecting supporting and caring for students dealing with loss in the future.

Tammie B: A different perspective on how to serve patrons. Users missing the resources, technology, and programming.

Dominic F: Anticipating increase in workforce development and unemployment assistance demand. Users contacting library staff via email although many have broadband access issues. Users desiring in-person contact. Anticipating gradual increase in group sizes allowed in public spaces. Possibly a second wave of illness and safety measures.

Peg O: Forget about programming! Anticipating demand for unemployment and job skills assistance, technology assistance and resource/information requests. Anticipate public need for gathering and socializing. So many unknowns before any movement comes.

Janay Z: I say let's just get to it and find out what it will look like! Life and services are fluid. One step in front of the other. We might be super busy for a week or two but I CANNOT wait! Serving people is my favorite.

Erica C: I agree with Tammie. People are missing the books, materials, computers. We still have people in the parking lot using wi-fi. People are really missing the library for all reasons. I wonder if there will be less people coming in the beginning when we open again.

Teresa H: I think it will be an influx of people just looking to talk. Our library sometimes feels like the social center and that will be important for people (patrons and staff). But I agree with Dominic that we will have to come back gradually with how many people we allow.

Julie B: On the teacher side there has been a learning curve with providing distance learning that will be helpful in the future. Pushed into a new style of teaching. Everyone is forced to learn and participate in this new technology driven space. Hope there will be more parent involvement as (hopefully) parents are more interactive/involved with homeschool learning. Divide will be apparent with the students who had parent assistance. Anticipate a learning curve with handling the process of returns.

Katie A: Anticipate a busier summer (hopefully we'll be back) with life and employment changes in the community possibly increasing technology resource demand. Planning to offer reduced class sizes for face-to-face summer courses. Pushing online courses for this summer. Anticipating to become more of a technology center and retaining the technology checkout and taking technology offsite service. Hope library can grow in providing services to users with new outreach and communication. Want library administration and staff to come back with strong advocacy in physical services that cannot be completely replaced even in digital world as a complete service.

Kay H: No idea what to anticipate. Hoping libraries and country come back stronger. Many users (and staff families!) using digital libraries and virtual school options. May be better schooling option for individual learning needs.

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

WISCONSIN DIGITAL LIBRARY/OVERDRIVE UPDATE: Matczak

STAFF REPORTS:

Continuing Education and Training

Matczak talked about upcoming continuing education events, including: "The Bubbler Makes Over WVLS" on Tuesday, May 7; the WVLS Director's Retreat on Thursday, Sept. 26 at the Bunkers Bar and Grill. Matczak will be sending out a survey this summer on continuing education and training needs for 2020. There will be a marketing webinar series on Oct. 1, 15 and 29, at 1 pm, geared toward small libraries. Digital Bytes trainings are produced twice a month, including one on completing the public library certification forms. Matczak said there will be some incorporated with the databases.

Public Services

Hamland congratulated the Tomahawk Public Library and the Rib Lake Public Library as the recipients of the WVLS Innovation and Collaboration Literacy Grant. Hamland has met with Krista Blomberg from Rib Lake and Annette Miller from Tomahawk about grant plans. Hamland talked about the WLA Professional Development and Membership Scholarship focused in youth services, and the recipient is Erica Berg of Minocqua. Hamland reiterated that the Bubbler Workshop on May 7 is open to all librarians.

Inclusive Services

Machones said the IDEA Team has been formed and they met recently. The group consists of 5 librarians from NWLS and WVLS, and they set their goals for the next year. They want to work with each library on the DPI Inclusivity Toolkit. The group is in the beginning stages, and the work is exciting.

Technology System Collaborations

Klingbeil discussed the new LEAN Wisconsin partner, Northern Waters Library Service. Adding NWLS to the partnership was a great opportunity for change, inclusion and consistency. The LSTA Technology Block Grant in 2018 that had been put on hold will now be redistributed to library systems on collaborative projects. Virtualization infrastructure upgrades have been going smoothly. Upgrades have been seamless and transparent with the LEAN Wisconsin partnership. There has been a multi-system effort to establish more collaboration in technology back-up projects. Two technology support positions will be opening soon, one for WVLS, and one for NWLS.

Databases Update

Metzler said WVLS has formed a group to take a closer look at the current EBSCO databases being offered. The group has WVLS staff and member librarians from small and large libraries. The group recommends that WVLS not renew Hobbies and Crafts Reference Center and Home Improvement Reference Center. They recommend retaining Small Engine Repair, Novelist Plus and Novelist Select. Novelist Plus and Novelist Select promote Reader's Advisory. The group is making these recommendations based on usage and the uniqueness of the products. They will meet again in the fall to look at Ancestry and Gale Courses.

ILS/V-Cat Projects

Schultz mentioned an ILS Admin Collaboration Group has formed across the state to discuss best practices and to share ideas. The group will first meet on April 25. Wabeno Public Library is joining V-Cat in May 2019.

ANNOUNCEMENTS: Illick asked if anyone had announcements to share. Roberts said that Rhinelander Public Library will be hosting a free comic book event.

SELECT AUGUST MEETING DATE: The next meeting will be Thursday, August 15, 2019 at the WVLS office. The call to order will be at 9:30 a.m.

ADJOURNMENT: MARTIN/STEVENS MOTION to adjourn. Meeting adjourned at 3:47 p.m.

Respectfully submitted by Jamie Matczak