10:08:32   From Amy Weiss : At Woodridge PL we have been told we are not allowed to go to the library at any time. We are in a Stay At Home order and should hold to it.

10:08:50   From Mary Konkel : If would be nice to state what library you are from.

10:08:58   From Michelle Meyer-Edley : Rebecca: working in the library or from home?

10:09:25   From Amy Weiss : Rebecca is from LaGrange PL. Joy is at Tinley Park PL

10:11:33   From Terry : how do you get a VPN at home?

10:12:26   From Amy Weiss : At Woodridge PL I have my staff watching webinars and other chats from L2. We also subscribe to linda.com and I have them learning more about Word, Excel, customer services, etc. from that site.

10:12:47   From Anna : Anna from Acorn PL: We were asked not to come into the library, staff are also encouraged to do at least 50% of their hours. We're working on webinars and participating in L2 chats

10:13:24   From Paul : Can you provide more details about the April 17 webinar, like what time it will happening?

10:13:41   From anns : I have a staff person come in everyday to answer the door for UPS and work one of their shifts a week. Two staff have laptops with vpn to connect to SWAN to place orders and do reports to clean-up the SWAN database. We have gloves and disinfection wipes. Staff are watching webinars and becoming pen pals to patrons over the age of 80 that have an email.

10:14:42   From debbie z : I go in one day a week when no one else is there. I wipe everything down that I use before I start and before I leave. I don't have Workflows at home. B-T and M-T are not shipping to us.

10:14:44   From lindaconn : We are starting to require 25% of their hours. We are having them doing Webinars and training. Managers are going into library when needed but remote working as much as we can

10:14:50   From Mary Konkel : College of DuPage is using Pulse Secure for VPN remote access. The key is to make sure your office computer is not turned off or that access goes away. Our IT Department installed this on library laptops that were available to some staff.

10:14:57   From Sandra-AMS : Staff at Alsip are not expected to work. However, some staff have been attending L2 training webinars. I am the Circ and Tech Manager so i'm working from home on processing magazines and reports. Managers are allowed to go in the building only when needed.

10:15:03   From Amy Weiss : Let us know what library you are from

10:15:23   From Carrie : Fox Lake District Library

10:15:37   From John : Sorry, I am Villa Park Public Library

10:15:49   From Rebecca Bartlett : The April 17 program is on the L2 calendar, you have to login. It is at 1PM - "Collections and COVID-19"

10:15:59   From Colleen Seisser : I am from Aurora and our staff are ordered to stay at home. We have all managers/supervisors with remote access. We previously had remote desktops available for all supervisory staff. I have put a hold on all orders from vendors. My non-supervisory staff are watching webinars and they like Webjunction and Terry Reese on YouTube

10:16:03   From Paul : Thank you for the April 17 details.
10:16:08   From anns : Ann from Indian Prairie- I have a staff person come in everyday to answer the door for UPS and work one of their shifts a week. Two staff have laptops with vpn to connect to SWAN to place orders and do reports to clean-up the SWAN database. We have gloves and disinfection wipes. Staff are watching webinars and becoming pen pals to patrons over the age of 80 that have an email.

10:16:40   From Kerry : Is anyone ordering EDI through a VPN?
10:16:55   From lindaconn : Cary Area Library, we have stopped deliveries with all vendors for the time being.
10:17:06   From debbie z : I'm from La Grange Park
10:17:19   From lindaconn : Cary, we are going to start using EDI with a VPN next week for ordering
10:17:26   From Sara Scodius : (Northbrook) We are asking staff to work 25-50% of their hours if possible, but not all staff have laptops or VPN connections, so that is by no means a requirement. We have a library-wide list of available webinars for those who are unable to do other work. Those with VPNs are doing ordering, database cleanup, etc.
10:17:32   From jmiranda : At Geneva we use Ring Central to answer all calls from home. I have been ordering EDI through a VPN
10:18:13   From Penny Ramirez : Penny from Crystal Lake. We stopped all deliveries, and are closed to everyone, including staff. We are all required to work in order to get paid, beginning 4/7. We've set up a lot of staff with VPNs, but no Tech/Acquisitions staff yet. Hope to get them set up soon, so they can work on creating records. Trying to get a call center established.
10:18:48   From Kerry : lindaconn- I'm at Batavia. What is your library?
10:19:15   From lindaconn : Cary Area Library for Linda Conn
10:19:25   From Ross Shanley-Roberts : Lake Forest - we have no vpn for tech serv staff. we will be able to revisit manuals and documents soon
10:20:02   From Jessica Nawrocki : I'm from the Frankfort Library. The library is closed to all staff. Only the director, maintenance man and IT person are able to go in. I went in one time to grab some files and sort the book drop. All deliveries and mail are on hold.
10:20:14   From Rachel Newlin : Laura - we have been told not to place orders. Did you have to convince anyone to allow ordering?
10:20:26   From Kim Nevins : Kim from Zion-Benton. Holding all boxes. No ordering, just filling carts. VPN or remote desktop for staff. Maintenance on site. All other staff pretty much staying home.
10:20:49   From Kati : Warren Newport
10:21:01   From Lauren Bochat : Lauren - Park Ridge Public Library. The library is closed to most staff.
10:21:02   From John : Villa Park was able to stop UPS packages. Selectors are selecting (conservatively; I expect budget cuts), writing reviews and blog posts, online classes, chat and email reference.
10:21:04   From Nora Mastny : At Downers Grove staff were originally expected to fill 50% of their time with webinars and any work they could do from home (e.g.

researching memory kits for patrons with dementia). At this point Admin realizes that will be difficult for everyone to achieve, so people are just expected to fill as much time as they can with meaningful work. Virtual reference is still being staffed. I personally brought home some materials that need original cataloging and am able to remote in to my work computer (I believe all full time staff have remote access).

10:23:37   From Amy Weiss : Penny, if Tech has no VPN but are expected to work -- what are they doing?

10:25:07   From Jamie : Niles-Maine is closed to staff. Acq have VPN and are placing EDI orders with Ingram/Midwest. All shipments on hold but we are in the queues. Other Tech staff working on various bib/item cleanup projects, some thru VPN, some Leap (web-based Polaris). And of course webinars.

10:25:33   From Sarah Furger : Laura, LEAP doesn't have full cataloging yet

10:25:42   From Sarah Furger : Coming in fall as far as I know

10:25:49   From Penny Ramirez : Amy, so far it's been webinars, email, procedure review. Some database cleanup work in Polaris Leap. We're reinventing the library as a virtual model and staff are being assigned to tasks on other teams. Our fiscal year ends 4/30, so we can't order since we can't receive.

10:26:08   From Kate Getka : Grayslake Area Public Libary here. Only a few in Admin., IT maintenance are allowed in the building.

10:26:13   From Suhadolc : https://www.coursera.org/ is a great free source to use. I have assigned my staff to take one course so far. Mind Control: Managing Your Mental Health During COVID-19.

10:26:16   From John : Part-time and non-selecting full-time staff are book journaling, trying and reviewing new recipes, music journaling, database reviews, TV and movie reviews, online tutorials and webinars.

10:28:11   From Jessica Nawrocki : For those of you who are receiving book orders at home, are you finding the number of boxes/ books overwhelming?

10:28:20   From anns : Ann at Indian Prairie- Our IT converted all of our public training laptops to staff laptops with VPN

10:28:24   From Sarah Furger : Sarah from Joliet Public here - no staff allowed in buildings, only department heads were given laptops with VPN and remote access. All staff did required insurance training and professional staff are doing webinars. I personally am volunteering 20 hrs / week doing digital curation for medical device user manuals for a website called iFixit

10:28:57   From Ross Shanley-Roberts : me too with ifixit

10:29:11   From Sarah Furger : Oh hey Ross, thought I recognized your name!

10:30:01   From Berkeley Dallas : The Polaris Leap access doesn't require a VPN on your lap top. It is web based.

10:30:01   From Leslie : You're not the only aca library - Leslie from Roosevelt U. We have laptops w/VPN. We are accepting deliveries and mail, but we are banned from the premises.

10:30:16   From Elaina : Fox River Grove Memorial Library -- nearly all staff are part-time and not required to work from home but encouraged to do professional development if possible. No one is allowed in the building except the Director, who goes in every few days to collect mail. Our main vendor, B&T, already stopped shipments to

IL. Our ILS and everything else I use are web-based, so I have been able to continue to do a lot remotely -- running reports, data cleanup, copy cataloging. Our staff will process materials once we reopen. We have not placed any new orders since we closed.

10:30:35   From Carrie : The Fox Lake District Library is closed to everyone except Maintenance and supervisors. I have the only VPN to our system. I am currently handling all library card requests. We are also looking into Online Borrower Registration.

10:31:20   From Jessica Nawrocki : Has anyone started making specific plans for reopening in terms of Technical Services?

10:33:06   From Colleen Seisser : At Aurora we are putting together tentative plans to reopen but are not sure what the guidelines will be. We are putting teams together to monitor state/federal/CDC guidelines and then make recommendations as we prep to reopen. Admin is acknowledging that this is fluid and could keep changing.

10:33:08   From Lora : Jessica, I'm from Woodstock PL. We have already decided that staff will come back approx. a week before opening the doors to catch up on the accumulated piles. We may do curbside during that week

10:33:21   From Amy Weiss : Jessica, we have started looking at ideas. Right now I m still dealing with having my staff work now.

10:33:26   From Jessica Nawrocki : Thanks

10:33:42   From John : Villa Park Public Library will have to move one workspace in Tech Services. We will leave deliveries for a day or two before opening.

10:34:10   From Jessica Nawrocki : Yes, we are moving 10K from physical books to ebooks. If this extended into June then we might move more money over.

10:34:37   From anns : Ann-Indian Prairie- We are spending more on e-resources at this time so that will use more of the budget for this year. Our FY ends June 30

10:34:41   From cwhite : I'm from Oak Park PL. We are not allowed into the Library. Librarians have laptops with VPN. Hourly employees are not required to work. I'm submitting B&T and Midwest Tape orders, but we have shipments on hold until we reopen. I'm interested to hear what libraries plan on doing when they reopen.

10:34:47   From Amy Weiss : One idea is to "quarantine" or boxes for a few days before opening

10:34:56   From Nora Mastny : Something else staff at Downers Grove are working on is self evaluation as part of the yearly evaluation process

10:34:56   From Sara Scodius : Our fiscal year ends April 30 too. We moved all our remaining funds to eresources. Very helpful too because we've seen a huge uptick in usage!

10:35:07   From Colleen Seisser : We've reallocated materials monies but are not preparing for a cut. It has been mentioned that the impact for revenue will not be until 2021–we are Jan-Dec budget year

10:35:48   From lindaconn : Cary is talking about reopening and if we reopen on May 1 we would not let patrons in the library and do pickup for patrons with staff pulling items if patron calls. Of course we are not sure how it will work like everyone else.

10:36:35   From Lisa Mueller : Lisa from Poplar Creek in Streamwood/Hanover Park. I would love to hear people's ideas for curbside pickup. We have been brainstorming

10:36:51   From John : VPPL has a January - December fiscal year. We will purchase fewer books, maybe AV, and emphasize streaming services and downloads and electronic reference.
10:37:32   From Lisa Mueller : Thanks, Laura!
10:38:40   From Katie DuClos : Cook Memorial Public Library District. TS has 5 VPN connections. Acquisitions are continuing to order, but majority of orders are for eMaterial. Catalogers are going to try cataloging from home with scanned images of materials. Processors, ILL and Periodicals are doing webinars. As the manager, I have a bunch of projects to work on at home. :)
10:39:17   From Katie DuClos : Is anyone cataloging materials at home? Are staff picking up materials from work or doing it some other way?
10:39:47   From Elaina : Fox River Grove Memorial Library is also allowing temporary digital cards through patron registration.
10:40:16   From Rachel Newlin : Hi Katie - Rachel at Schaumburg Library here. I am cataloging, but it mostly based on images I took before we closed. I made spreadsheets and have been working off those
10:40:16   From Sara Scodius : Same at Northbrook. We've also cleared all blocks at the moment so all patrons can access online resources.
10:40:17   From Lora : Woodstock has also been doing this. We've had several dozen requests for that.
10:40:18   From Kim Nevins : Zion-Benton is also doing ecards for patrons.
10:40:29   From Berkeley Dallas : Lisle also started online registration and in the first week we had over 30 new registrations
10:40:30   From Penny Ramirez : Crystal Lake - our Circ Dept Head has been renewing cards and registering new patrons online. They email a picture of drivers license, utility bills.
10:41:06   From Katie DuClos : Thanks, Rachel! What did you scan? I did front and back cover, title page and our order slip with item numbers.
10:42:11   From Fran Juergensmeyer : Waukegan is also doing online registration for temporary cards. We extended all patron expiration dates and item due dates for the time we're closed.
10:42:17   From Kate Getka : Grayslake library is also doing digital library cards. The stats for new registrations are similar to the physical cards in the past.
10:42:18   From Rachel Newlin : I didn't scan, I took photos with my iPhone. Cover, title page, title page verso. On the spreadsheet I was notating if the book had illustrations, what kind, the number of pages, and any other info I thought I might need for the record
10:42:23   From Tammy : At Grayslake we locked our book drops and a asked our patrons to hold on to materials until we reopen.
10:42:24   From Katie DuClos : Cook Memorial Public Library District also started online patron registraiton. Have had 40+ so far.
10:42:54   From Fran Juergensmeyer : Waukegan also doubled the check-out limits for OverDrive, Hoopla, RBdigital, etc. to let people use more e-books and other online resources while we're closed.
10:42:57   From Amy Weiss : Woodridge did the same as Grayslake

10:43:10   From Katie DuClos : Rachel, yes, we did verso too. Thanks for the other info you recorded. I'm not a cataloger, but others aren't allowed inside without special permission.
10:43:26   From Lora : Woodstock's bookdrops are locked. Even staff (me) isn't allowed to bring back what we've finished with.
10:43:34   From Jessica Nawrocki : All programs are cancelled this summer. We will still have reading club. No story times in person (online), and we were thinking of giving out stem kits or art kits for the kids to take home.
10:44:05   From Fran Juergensmeyer : Does anyone know if it's possible to include this chat in the recording? It's really hard to keep track of everything on here and the audio, but there are lots of good ideas!
10:44:07   From Mary Konkel : Just received an email from our College of DuPage president and all courses for the Summer will be delivered online., based upon an assessment of current and foreseeable environmental conditions,
10:44:21   From Amy Weiss : Woodridge is no doing in house programming for Summer reading. Most of it will be online
10:44:23   From Lisa Mueller : Rachel Newlin, what system are you using to catalog at home? Apologies if I missed it
10:45:01   From Rachel Newlin : Hi Lisa - I am cataloging remotely with OCLC Connexion (Browser sometimes, client sometimes) and we have Sirsi Workflows ILS
10:45:07   From Nora Mastny : Our department is having weekly meetings to check in and communicate any changes that come from Admin/board/village
10:45:52   From Kristi Fane : could you repeat what platform the April 16 collections and Covid is on?
10:46:21   From Nora Mastny : Downers
10:46:25   From Lora : We at Woodstock are Zoom meeting supervisors weekly, and full staff weekly.
Circ supervisor is working directly with individual staff
10:46:34   From Ross Shanley-Roberts : Online meetings will save time, travel reimbursement, and can be recorded easing need of depending on notes
10:46:48   From Terry : Is SWAN changing due dates from May 1st to a later date?
10:46:59   From Rebecca Bartlett : SWAN is changing due dates to first week of June
10:48:17   From Lora : Can the info re the 4/17 meeting please be explained?
10:48:55   From Kristi Fane : thanks Lora :)
10:49:19   From Amy Weiss : People have said they have their staff watching webinars. Any good sources other than L2?
10:49:19   From Elaina : COVID-19 and Collections Care Apr 17, 2020 01:00 PM Central Time
10:49:23   From Michelle Meyer-Edley : About Collection Care
10:49:31   From Kristi Fane : thanks!
10:49:35   From Lora : Thank you!
10:49:41   From Erica Laughlin : https://www.librarylearning.info/events/?eventID=31245
10:49:48   From Kim M. : this is the summary: "This webinar will include a brief overview of basic handling and surface cleaning for collections materials while

introducing participants to recommendations for mitigating risks and securing collections during the COVID-19 pandemic. The presentation will include a half-hour question and answer session with a Northeast Document Conservations Center Preservation Specialist and a Conservator to address specific concerns from RAILS members. In this webinar, participants will consider how the current crisis affects collections-holding institutions, discuss ways to mitigate risks to collections and personnel, and will leave with additional resources to help keep the RAILS community moving forward."

10:49:55   From Nora Mastny : It's a Zoom meeting
10:50:25   From Elaina : WebJunction has webinars and self-led informational units with little quizzes at the end. Users can download completion certificates.
10:50:35   From Amy Weiss : People have said they have their staff watching webinars. Any good sources other than L2?

10:50:54   From Sarah Furger : Amy my department has been going through the ALCTS archive
10:50:57   From Sarah Furger : Some good stuff there
10:51:07   From Jen : Antioch: We have all staff (voluntarily) working on social media posts, attending webinars, reading journal articles. Tech services is doing limited WorldCat corrections via Connexion, we have one vpn connection for our department and continue adding eresources to our PAC. We imagine when we return, we will return in a two-shift format to reduce the likelihood of a full department exposure. The management team meets weekly and departments as needed via Zoom,
10:51:38   From jmiranda : Webinars we use at GPLD Lynda.com, Webjunction, Universal Class and Library of Congress has podcasts
10:52:08   From Jamie : PLA has some. http://www.ala.org/pla/education/onlinelearning/webinars/ondemand
10:52:42   From Sarah Furger : ALCTS archive
10:52:48   From Lora : WebJunction is popular with our staff
10:53:40   From Penny Ramirez : Lynda.com offered a free series on working from home
10:53:45   From Elaina : Also check out videos from your vendors. For example, we offer OverDrive (Libby) to our patrons, and they have great resources for our staff.
10:54:17   From Ashley Baltazar : You can "save chat" from this screen for your own use
10:54:19   From Kim M. : the chats should be part of the transcript when it's finished
10:54:23   From Berkeley Dallas : I have also used some of the MOOCs
10:54:33   From Jen : Our tech services department is also in charge of publishing the quarterly staff newsletter so we continue to work on that via Mailchimp. We will distribute to personal email rather than work email.
10:54:35   From Mary Konkel : I have another meeting at 11 so leaving meeting. It was soooooo wonderful to see faces and hear your ideas and experiences. Be safe and be kind to yourselves.
10:55:47   From Rachel Newlin : Curious how many other libraries are allowing more than management remote access?

10:56:02   From Gretchen : Gretchen from park Ridge PL - if staff doesn't have wifi at home they may want to check if they have xfinitywifi as a temporarily free website use during the virus
10:56:05   From Terry : thank you for all the info
10:56:12   From Terry : nope
10:56:28   From Lora : Woodstock is only management staff. Full-stop
10:56:38   From Nora Mastny : Downers Grove is for exempt staff
10:56:41   From Kim Nevins : I enjoyed chatting with everyone. Stay safe!
10:56:47   From Sara Scodius : We have 3 other tech staff with VPN besides the manager and assistant manager - one acquisitions person and two catalogers (myself included)
10:56:52   From Jamie : Acq and Cataloging have VPN
10:56:53   From Lora : We use Chrome Remote to access our work computers from home
10:57:01   From Berkeley Dallas : Only management and some admin are allowed in the building
10:57:02   From Amy Weiss : Woodridge - only management staff has VPN
10:57:05   From Katie DuClos : Cook Memorial PLD is providing VPNs for staff who need it to complete significant duties from home. The VPN connections are limited.
10:57:10   From Leslie : Roosevelt Univ. - most staff has VPN. Except student workers, basically
10:57:30   From Fran Juergensmeyer : Waukegan is allowing remote access to staff who have work that can be reasonably done from home. In addition to me (manager), two staff in our department are connecting to their work computers from home with VPN.
10:57:49   From Susan Crowe : Thank you! Good to connect to you all.
10:58:01   From Ross Shanley-Roberts : Thank for this time to share. Stay safe
10:58:03   From Emily : Thank you!
10:58:06   From iPhone : ty
10:58:10   From debbie z : Thank you from LPS

12:45:42   From Amy Weiss : Woodridge PL - what websites are people giving their staff (mostly clerical) for them to watch webinars? We have used L2 and Lynda.com
12:47:10   From Amy Weiss : Every webinar I have seen they say cardboard and paper is 24 hours
12:49:46   From Lisa Bobis : We're using Udemy too, since we dropped Lynda. Webjunction, Microsoft for Office 365 training. Find an ebook on a topic (time management, dealing with change, project management, anything work related but also stress. We also gave lots of health webinars. Links to conferneces (Access Services Confernece, PLA) and also Ted Talks and library podcasts.
12:54:30   From alindsey : Rebecca, how are you practicing social distancing with staff coming into work, within the same department, etc. to work 50% of their scheduled hours?
12:54:48   From Lisa Bobis : Has anyone decided on a quarantine period for non-book or AV items, like library of things, or STEAM kits?

12:55:14   From Christina Theobald : We've had issues with FedEx too; they promised to hold our packages and suddenly now they say they are not doing that

12:55:42   From Rebecca Bartlett : Staff are all working from home, only managers are at the library, we all work very far from each other

12:55:53   From Pam Skittino : We were able to adjust our fedex one tracking number at a time to go to Walgreens instead of our building

13:12:46   From Lisa Bobis : The webinar was called Flipping the Script: What's Next for Libraries". The recording can be viewed at https://www.gotostage.com/channel/b5fdd37e14e84c93b909127e3205aba8

13:15:09   From Jan Davis : Jan from Grayslake:

13:15:24   From bmayer : Northbrook orders all e-resources.

13:15:31   From Lisa Bobis : eresources are part of my dept

13:15:38   From Christina Theobald : Yes - Fountaindale Public Library, we have a centralized collection development and technical services department - you can email me at ctheobald@fountaindale.org

13:16:03   From Annabelle Mortensen : At Skokie eresources are part of my department as well.

13:16:25   From Jan Davis : Jan from Grayslake. We don't do the ordering; selectors are doing that. But we download the Marc records. We are able to download remotely.

13:16:33   From Laura Hadjimitsos : At Cook Library, eResources ordering and cataloging is part of TS.

13:16:53   From Allison Kampf : Collection Development does most of it but Tech downloads the records at Gail Borden.

13:18:51   From Pam Skittino : Deerfield just started online patron registration for eresources also

13:19:23   From Christina Theobald : Fountaindale now also offers temporary library cards to enable digital checkout

13:19:40   From Amy Heatherman : I have created about 40 at Cook Memorial since 3/27

13:19:54   From kflamand : Town & Country is also doing online cards.

13:20:30   From Victoria Akinde : We have almost 700 new Hoopla users this past month, so we also increased our limit from 6 to 10 and now 15

13:21:04   From Christina Theobald : More of a Circulation question: what are your libraries planning to do with materials returned by patrons?

13:21:10   From Lisa Bobis : Our hoopla skyrocketed too. I think we're about 400 new users

13:22:06   From Amy Heatherman : Cook is discussing it next week. It is looking like holding them for 24 hours.

13:22:37   From Victoria Akinde : will you use masks?

13:22:52   From Rebecca Bartlett : I think we are going to recommend that staff wear masks and gloves

13:23:03   From Lisa Bobis : I think 24-48 for us, maybe longer for STEAM and library of things. Gloves for sure and masks if we can get them

13:24:35   From Jan Davis : Grayslake will be providing plexiglass shields at each desk, each staff member with a plastic face mask, and our makerspace mentors are making cotton face masks for staff.

13:24:47   From Annabelle Mortensen : We're still waiting for more guidance/clarification from our local health department on how to handle returned materials and shipped materials.

13:25:46   From kflamand : We're at least getting a plan in place as to where we will hold materials and then following whatever the recommended time & procedures will be.

13:27:44   From Amy Heatherman : are your drop boxes open?

13:27:51   From kflamand : I think SWAN has said they want everyone to have the same procedures.

13:28:33   From Lisa Bobis : Our drop boxes and drive up are closed

13:28:58   From Jan Davis : Our drop boxes are locked. All fines waived for 3 months past due dates.

13:29:24   From alindsey : Ours is open and the Director goes in to empty periodically

13:30:59   From Julie Tegtmeier : Thank you so much for hosting this program!

13:31:04   From Niharika shah : Thank you.

13:31:15   From Jan Davis : Thank you!

13:31:15   From Bailey : Thank you!

13:31:17   From kflamand : Thanks!

13:31:28   From Victoria Akinde : Thanks

13:31:32   From Lynn : Thank you! Very informative.

13:31:36   From hreyna : thank you! stay safe and healthy!