

Technical Services and COVID-19
4/9/2020
Zoom Webinars
10AM-11AM and 12:30PM-1:30PM

Are Library Boards/Administration requiring full time and part time staff to continue to work during the COVID-19 closure?

At La Grange Public Library, from April 1-30, 2020, all staff are required to complete and report to their supervisor at least 50% of their regularly scheduled weekly work hours, which may be flexed over the two-week pay period. Staff are being paid for their full week's hours. (Rebecca Bartlett)

At Tinley Park Public Library, managers are working from home, and some staff are working based on their technical capabilities at home (Joy Anhalt)

At Lisle Public Library District, staff are not allowed in the Library building. Some TS staff are doing Microsoft Office suite training online, and learning about the Digital Public Library of America (DPLA). Catalog Librarians are training on metadata and authority records. (Laura Murff)

What technical services tasks are staff completing from home? Or non-technical services tasks?

At La Grange PL, Collection Services staff are monitoring the Amazon reconciliation by adding daily shipments to the monthly spreadsheet. Our magazine staffer is processing the magazines at home with supplies from the Library. Collection Services staff are compiling statistical spreadsheets from BLUECloud Analytics (SirsiDynix's reporting website) to prepare for our new OpenGov implementation. Staff are also working on updating the Collection Services procedures manual. (Rebecca Bartlett)

At Tinley Park PL, Joy has provided webinar suggestions for staff working from home, such as the weekly SWAN Fireside Chat, and the state-mandated sexual harassment training. Staff are encouraged to participate in the upcoming webinar "[Collections and COVID-19](#)" (Joy Anhalt)

At College of DuPage, staff set up remote reference before the Library closed on March 17. Staff are continuing to provide research assistance. They have suspended all deliveries from Yankee Book Peddler (YBP). Staff provided 120 Library laptops to students in need of extra technological capabilities for distance learning. Administrators are requesting a "rollover" of the current fiscal year's funds to next, the first time this type of request has been submitted in 20 years. (Mary Konkel)

At Deerfield Public Library, Pam is creating preliminary catalog records in Sierra to upgrade later when materials are received. IT staff have been very supportive in moving files to Google Drive. Managers have provided staff with laptops and Wi-Fi hotspots when needed. (Pam Skittino)

At Northbrook PL, Fountaindale, Schaumburg, Grayslake and Skokie, the Technical Services department is responsible for e-resources in addition to purchasing physical items. Victoria reported at Schaumburg they have 700 new Hoopla users in the past month! (Barb Mayer, Victoria Akinde)

Do staff have access to a VPN or remote desktop that allows them to access their ILS software client? What about web-based ILS offerings?

At La Grange PL, only managers have access to AnyDesk. Rebecca can access her library workstation from her home computer. She also has a login to BLUECloud Circulation, which is the web-based SirsiDynix ILS. (Rebecca Bartlett)

At Tinley Park PL, managers have access to a VPN to work from home. (Joy Anhalt)

How are technical services departments preparing for when the library re-opens? Priorities?

At Lake Forest, they are pondering the future of Technical Services - should we move away from purchasing as many physical items? (Ross Shanley-Roberts)

At La Grange PL, we are preparing a list of priorities for when we re-open. Our fiscal year end (April 30) and preparations for the IPLAR are high priorities. We plan to clean and disinfect all surfaces and fixtures in Member Services and Collection Services before staff return to work. All invoices have to be submitted by the first week in May to close out the fiscal year. We start the new fiscal year ordering in May. New books and magazines will be ready for patrons by mid-May. (Rebecca Bartlett)

At Tinley Park PL, two staff members have decided to retire, including one staffer from Technical Services. Joy plans to provide additional space between desks. Staff may return to a part-time, staggered schedule. They are considering providing some type of curbside pickup for patron holds, where items would be disinfected ahead of time (Joy Anhalt)

At Lisle PLD, they are focusing on providing e-content to patrons through Kindles and other eReaders. (Laura Murff)

At Arlington Heights Memorial Library, managers are planning for three possible scenarios: open May 1, remain closed for 2 more weeks past that, or remain closed to the public indefinitely. Managers participated in the webinar "Flipping the Script" which suggested creating Project Teams online to tackle large projects. Lisa provided staff with 15 pages of training webinars. (Lisa Bobis)

Victoria asked whether other libraries will require staff to wear protective clothing, such as face masks and gloves, when they return to the library? We are also looking to guidance from ALA, ILA and RAILS for cleaning and disinfecting work surfaces, fixtures and physical items. (Victoria Akinde, Rebecca Bartlett)

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