

Joy Anhalt (Tinley Park) kicked off the meeting with some general rules: please stay on mute; it's ok to turn off video; raise your hand to contribute or ask questions or use the chat box. The discussion was moderated by Joy, Linda Ling (Joliet) and Laura Murff (Lisle).

Discussion was based around the following questions:

- 1) What are libraries doing (broadly)? What are part-time and full-time Tech Services staff working on during the Covid-19 library closures?
- 2) Are staff working at the library or from home? Do staff have access to VPN or remote desktop? What about web-based ILS offerings?
- 3) How can TS departments set priorities for what to do when the library reopens?
- 4) What guidelines are departments following with regard to handling materials?

Notes:

Question 1 Responses:

- Laura Murff (Lisle)
 - Lisle, a standalone library, has been closed since March 13th.
 - Department heads and very limited staff are allowed access to the building, limited to 4 hours at a time.
 - LLD did not close their bookdrops and are still getting donations.
- Linda Ling (Joliet Public Library)
 - Building is closed to all staff with very few exceptions (managers running in to get something, building services, etc.)
 - Stopped ship with all vendors except Amazon (had some issues with things being returned). Admin is picking up mail at the post office.
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Question 2 Responses:

- Laura Murff (Lisle)
 - 4 full-time staff, do not have remote access or VPN. Part time and clerks focusing on technology training (Lynda.com training, for example), Paraprofessionals looking at digital preservation. Catalogers working on professional skills. Generally staff are working on how tech can work within the rest of the library and assisting with social media presence.
 - If LEAP can get set up, Lisle will do some database cleanup.
 - Lisle is looking into Polaris LEAP options - some bulk change capabilities, but not all aspects of cataloging can be done in LEAP

- Were not set up in any way to work from home, and it's taking a little while to get things going
- Linda Ling (Joliet)
 - Staff are focusing on professional development and continuing education - webinars and online training.
 - Staff are contributing to social media posts
 - Only department heads have VPN
 - If JPL decides to begin ordering again, staff will need equipment (laptops and hotspots)
- Schaumburg - exempt staff all have remote access; coding invoices for business office and doing database cleanup, authority work, running reports
- Training manual creation/update for new TS staff
- Alsip - tech is completely closed. Can watch webinars from home, but no access to ILS or other duties.
- Some libraries who are working on-site while closed to the public use Microsoft Teams to schedule staggered shifts. This ensures that there will be enough room for good social distancing, and everyone knows who is in the building, when they arrive and when they leave.

Question 3 Responses:

- Priorities tend to be “all hands on deck” when libraries reopen - setting up quarantine spaces and social distancing workstations
- Playing catch up after closure is also a common response - orders have either stopped completely or slowed down, so getting ready to jump back in will take some work.
- La Grange - asked selectors to create lists of high-priority items (e.g. bestsellers, new dvds) to assist in setting priorities for tech

Question 4 Responses:

- Laura Murff (Lisle) - quarantining returned materials for minimum 72 hours per CDC guidelines. Director erring on the side of caution.
 - Lisle is getting sneezeguards (plexiglass) for public desks.
 - Lisle is also discussing patrons in the stacks - how to guarantee safety in confined space? Limit patron access to stacks?
- Joliet is also getting plexiglass for public desks
- Discussion from various libraries about quarantine recommendations
 - Per the RAILS Materials Handling Webinar (archived and found [here](#)) Books (paper, cardboard) should be quarantined for at least 24 hours, plastics should be quarantined for 72 hours. However, this conversation is ongoing.
 - Some participants are seeing 72 hours (as recommended by the CDC), some are going as long as 14 days to be absolutely sure.

- IMLS and RAILS are working on a scientific study on materials specific to libraries and museums. Link is [here](#).
- Where are you quarantining materials?
 - Woodridge - Meeting room
 - Joliet - Chicago Street Entrance
- Magazines - how are libraries handling these?
 - La Grange - pick up once a week at the post office, bring to clerk's house for processing
 - Lisle - quarantined when delivered like other materials.
 - Glen Ellyn - picked up from the post office every two weeks, quarantined for 5 days, processed at home.
- Returned items
 - Most libraries are not accepting returns at this time and bookdrops are closed
- General materials handling:
 - Is anyone concerned about materials being handled by multiple departments internally (cataloging to processing to circ e.g.)?
 - Policies for this are still being developed, but frequent hand washing or sanitizing is generally agreed to be best practice.
 - Some libraries treat interdepartmental materials the same as returns.
 - Will conveyor belts or bins be contaminated?
 - PPE
 - Gloves are not really an option for processing, so frequent handwashing and sanitization is the agreed norm for tech
 - Some libraries are having staff wear masks (Glen Ellyn), some are not, some have masks as optional (Tinley Park). Most are waiting for more information before setting PPE policies.
 - To ensure social distancing, some libraries are moving staff to temporary workspaces, including study or meeting rooms.

Other topics of discussion:

- Phased re-opening
 - Woodridge has a plan in the works for a 5-phase reopening.
 - RAILS rep Nancy George shared [this link](#) on a phased reopening plan. RAILS is also working on a document with considerations for reopening - more details coming soon.
 - Woodstock also has a 5 step plan in the draft phases; likely to do several soft openings, including a curbside pickup, before opening to patrons. Full-time staff will be allowed in the building soon (within next two weeks) working staggered shifts. Patron limits - bracelets or stamps?
 - RAILS update on 4/16 had discussion on reopening. The archived discussion can be found [here](#)
- Amazon Business accounts

- Lisle has had limited success with Amazon Business accounts and re-directing shipments
- La Grange points out that as of time of meeting Amazon is only doing text chat customer service (no phone or email) and had trouble logging in from a different workstation
- Ordering materials
 - Joliet - ordering on all materials has been paused, stop ship on all vendors but Amazon
 - Some libraries are picking up packages at the post office, some are having materials sent directly to homes, others are still getting deliveries at the library building.
 - Tinley Park has had delivery issues with both the Post Office and Amazon
 - Richton Park Public Library - not currently ordering but selectors are building carts
 - Schaumburg - no orders
 - Glen Ellyn - continuing to order (Ingram) and sent to the building per usual. Maintenance is in M-F to accept shipments. UPS has a job to enter the building and can bring boxes into the building. Items are unpacked after quarantine, but not received or processed
- UPS MyChoice
 - Lisle - took about a week to set up. Once you set up your account as a business, enable notifications and verify the account, attach the account the address, not a personal name; once it worked, Lisle was very happy with it.
- Reimbursement for work use of personal equipment
 - Some libraries who could not provide equipment for their staff to use (hot spots and laptops e.g.) are reimbursing for personal equipment use
 - This legislation, effective as of February 1 2019, requires businesses to reimburse employees for qualifying business expenses. This includes the use of personal computers, cell phones, and internet connections for work use.
 - Libraries are all doing this differently, if they are doing it at all:
 - Harper College - \$30 per pay period
 - Glen Ellyn paying on a sliding scale (management getting more than clerks and associates etc.) but since everyone is working from home on a personal device and/or wifi connection, they are getting some form of reimbursement.
- External Library WiFi
 - Some libraries have wifi available/reachable from outside the building/in the parking lot
 - Some libraries have purposely extended their wifi reach for patrons, others have been asked by their local police departments not to do so (discourage gathering in public spaces)

- Questions without answers (yet)
 - How can we contact patrons and let them know to call in holds?
 - Staff and PPE/Masks - what is the recommendation for masks? Should everyone wear them? Who is to provide these masks?
 - Public and employee restrooms and Covid-19: how to ensure social distancing, sanitization, and access?
 - Does anyone have plans for staff who may be vulnerable populations? Continuing to work from home? Come in?
 - Staggered schedules - pros and cons? What are the challenges of staggering schedules? How to stagger (every other week? Different days each week?)
 - Are libraries limiting cross-department interaction? Shelter in place in your department?
 - Does anyone have any recommendations for continuing education webinars/websites/resources?
- Forthcoming be on the lookout for the following:
 - RAILS
 - Documentation for reopening and curbside pickup considerations
 - Tech Services Networking Group Survey - watch for this in your email!
 - IMLS-lead study on library materials, Covid-19, and quarantine recommendations