Notes Captured from the Mobile Libraries and Outreach Networking Conversation (COVID-19) Zoom Meeting #1 held on July 28, 2020

We understand some libraries are still closed and others are fully open. Where is your bookmobile on that scale?

- Grounded now due to rehiring
- Currently libraries closed and library fleet not going anywhere
  - MakMos (LA County) are driving around delivering materials
- Mobile van – gives books away
- Mobile is open for curbside but no one is allowed on board
- Have partnered with a parks and recs group on app for free and offered for free as well
  - Agents of Discovery where mobile goes to various parks
- Popup trailer
  - Partnered with Parks and Rec and offer books and activities
  - Offered one in the morning, one at night
- Some libraries represented had two mobile libraries, and some are still waiting for the final touches on their vehicles.
- All of our mobile libraries are not operation due to COVID 19.

What is your library doing for outreach (non-bookmobile)?

- Virtual outreach – grab and go
- Maker kits for maker space – virtual lessons that can be downloaded
- Curbside
- Building prize kits Summer at your Library
- Reaching out to community departments to drop into their meetings to promote library programming available on library website
- Most attention has been given to Summer reading using Beanstack, virtual learning
- Virtual storytime
  - Closed group of parents who participated with the in person storytime
- Emailed all high school English teachers to find out their booklist and what they will be teaching
- Flyers
- Word of mouth
- Social media
- Calling patrons and checking in
  - Making sure they know they can still pick up materials
  - Letting them know they can make appointments to use computers for job related searches
• Most of the libraries are providing a version of curbside pick up, some virtual programming, providing library cards, distance printing, live chat, answering phones, constant connect, pick up and go maker space kits, and virtual summer reading.

What are challenges and bright spots for your service? Share resources and information.

• Challenges
  o Most of role is being with people in person
  o Not very tech savvy and can relate to families who are the same way
    ▪ Focusing on how to work through the challenges/barriers for families
  o Takes a lot of staffing to do curbside – have staff moving from branches to help with these services
  o How to market what the library has for patrons to use/check-out
  o Staffing
  o Administration has been aware of staff COVID concerns
    ▪ Balance has been to have staff rotating being in the library one day a week
  o Staff has been reassigned to disaster service work
  o Trying to figure out other ways to move priorities forward
  o Book mobile services conversation is the security aspect of librarians alone in the book mobile

• Highlights
  o Helping adult learns learning Zoom who turned around and helped their children learn how to use Zoom
  o Patrons happy with curbside
  o Large database of virtual content
  o Going out to the parks has helped get the word out on what the library has to offer
  o Book mobile is on order

• There are many factors to take into consideration for example the safety (could there be two staff at the mobile library, are the seats 6 feet apart etc.).
• Some of the challenges we are facing are the economy (loosing jobs), and technology.
• Some of the positives are:
  o Planning for outreach virtually providing storytime for classrooms through zoom.
  o Connecting with schools, local organizations and agencies (food banks, parks & recs) to develop current relationships and find ways to work together.
  o Teaching patrons about virtual services.
  o Some libraries enjoyed the uninterrupted time to get weeding projects done.
• One item that kept being discussed was librarians taking on new roles. A recurring need was to do social calls or contact to at risk customers (seniors).

Main Meeting Chats
• Open to public in El Dorado County. Still offering curbside if folks prefer that.
• Glad to have been zooming with summer campers! And pulling holds for curbside.
• The Bookmobile is grounded right now since we lost our Bookmobile Library Specialist.
• Our outreach vehicles are taking going to some events, but we are mindful of safety of staff and participants.
• Just welcomed our new sprinter this morning!
• San Francisco has a new one, too!
• Put additional ideas for training and comments about your training needs into the Chat box!
  o Archiving and preservation training is great too!
  o video editing
  o outreach to teens
  o Reaching patrons across the digital divide
  o oh yes, our staff is getting started on video editing and having to troubleshoot so many things regarding hardware/performance
  o https://www.nedcc.org/preservation-training/training-currentlist for archiving videos
• ABOS Listserv (free for everyone) - https://groups.google.com/forum/#!forum/abos-outreach
• ABOS Website - https://abos-outreach.com/listserv
• operations and procedures manuals would be helpful
• For mobile outreach units doing drop off service now, do you use the bookmobiles or do you have smaller vans at your disposal?
• we aren’t doing it yet, but when we do it will probably be a smaller vehicle, maybe a transit van
• Would love to hear more programming ideas or what’s going in the STEAM kits! Email me :) bochoa@ontarioca.gov
• We partnered with the California Park and Recreation Society and were given free access to develop missions and challenges for Agents of Discovery: https://agentsofdiscovery.com/
• we visit the parks to introduce the app, give tips, or facilitate the challenges, but overall the app allows for contact-less programming, and they can participate whenever!
• LAPL has a Ford 350 transit van. Here’s a video that was part of our launch: https://www.youtube.com/watch?v=3AjMZFcEz48
• 195 great ideas from CA libraries: https://www.library.ca.gov/services/remote-resources/
• Ventura County library is also providing batches of ecards for students
• In Marin we have also been mailing holds to patrons which has been appreciated
• Does anyone know a good shelf discovery software system for PACs. I know about Snydetic Unbound.
• We also talked about planning so our vehicles can to be "chameleons" to be ready adjust to event expectations and goals.
• For those libraries that make personal phone calls, how do you decide who gets called?
• We selected patrons we know to be "at risk". Mostly isolated, elderly, no social support or the library interaction daily was their social support.
• Martin, do you recommend Agents of Discovery? Do people like the app? Is there resistance to download it?
• CLA Mobile Library Services Interest Group webpage: https://www.cla-net.org/page/1096
• I want to hear more about school partnerships too!
• quarterly works 😀
• Thanks Martin: Cuadra@smcl.org
I would like to know what tools and equipment should be carried in very rural areas in case of breakdown. Starter cables, extra diesel, etc. Riverside or San Bernardino might weigh in here!

Since we are just getting submitting the specs and order Bookmobile, I would love to hear the launch plans of other libraries and challenges they had at the beginning.

I'd like to hear about school partnerships and programs in a box

beverly.schwartzberg@library.ca.gov

jody.thomas@library.ca.gov

awillard@sccl.org

I'd like to hear more ideas of how to safely reopen. (limit people inside, holds only, plastic barriers etc)

cgrove@aclibrary.org we've had a bookmobile department for over 70 years so if anyone is new to bookmobiles I am happy to chat!

Wrap Up of Breakout Conversations

- Most offering curbside services
- Sacramento has drafted up safety protocols for book mobile and restarting routes
  - Tables set up to act as barrios with touchless browsing and patron points to the materials they want
  - Tape distancing, paper masks for kids, face shields,
  - How do you ask a child to put on a face mask
- Partnering with other city organizations to drop off books
- Mobile wifi services
- Working on purchasing vehicles during this time
- Staff redirected to work in disaster services or not back at the library
- Book mobile targets 1-5 year olds
- Using this time to see what the possibilities are for the book mobiles
- Looking to have a staff handwashing station on the book mobile
- Working on lunch at the library
- Safety aspect of having more than one person working the mobile library
- Having to register people for programming
- Quarantine procedures
- Doing maintenance on mobiles during this time
- Phone calls to patrons
- Letters to patrons
  - Becoming penpals
- School yard used for bookmobile and contactless
- Cover 3 neighborhoods in areas that don’t have libraries and have book mobile available for students and neighborhood patrons to pick up their holds
- Community redistribution – give away of books
- Listening to interesting librarian podcast – friends of the SFPL
- Trying to catch up with driver training time
- Libraries either have a mobile library or in the process of purchasing the mobile library
- Challenges - Staff comfort levels
- Challenges - Budget cuts
For future
  - grant writing
  - reaching out to teens
  - patron needs assessments
Used this time to cleanout book mobile with plan to overhaul, clean and reconfigure layout

Breakout #4 Chats
Library aware is a great resource for creating virtual book display posts for social media. I love that they have a feature that finds the book jacket images for your booklist.

From Martin CoronaPL: the NRPA Smart Brief newsletter provides some insight on potential park programming/events and how to go about that

Training Poll: (multiple choice)
1. What are your top staff training priorities related to COVID-19? Choose as many as you like. Please add notes and additional topics in Chat. (This is the first of two lists.) (Multiple choice)
   - 29% Resources on working with patrons with mental illness
   - 47% Building community resilience/protective factors
   - 34% Working remotely
   - 22% Conflict de-escalation
   - 47% Best practices for materials handling and reopening
   - 34% Leadership in crisis situations
   - 43% Self-care for staff
   - 45% Supporting job search/workforce development needs of library users
   - 67% Working with schools/homeschoolers/supporting home learning
   - 43% Equity/diversity/inclusion

2. What are your top staff training priorities relate to COVID-19? Choose as any as you like. Please add notes and additional topics in Chat. (This is the second of two lists.) (Multiple choice)
   - 14% Data privacy
   - 17% Readers advisory
   - 21% Teen services
   - 19% Working with local governments
   - 17% Disaster planning and response
   - 31% Alternative use of library facilities
   - 55% Digital access
   - 67% Outreach services
   - 79% Virtual programming for children/adults
   - 64% Community engagement and assessment

3. What type of training works best for you and your staff? Pick as many as you like, and please add comments and suggestions in Chat. (Multiple choice)
• 14% Instructor-led online courses (short=2 weeks, long=up to 6 weeks)
• 24% Online conference/symposium/workshop (1/2 day or more)
• 21% Mentor meetups (virtual)
• 34% Microlearning modules (10 minutes or less)
• 41% Podcasts (20 minutes or less)
• 41% Blended live online and self-paced
• 40% Self-paced online (30 minutes or longer)
• 55% Small-group Zoom workshops
• 60% Self-paced online (under 30 minutes)
• 71% Webinars (60 minutes)