• We will begin in a moment.
• Remember your online etiquette.
• Update your name – library
• Please use your camera for the sharing portion. AND be mindful of what is on camera. We have seen some things we are sure folks did not intend for all to see.
• Please remain muted unless you are speaking.
• Please use the chat function to share ideas or questions.
PUBLIC LIBRARIES
ALL STAFF UPDATE
#IN This Together
GOALS OF THIS SESSION

• **Status update** – State of Indiana, Indiana’s public libraries, and ILF’s supports for all staff and volunteers during the COVID-19 global pandemic

• **Sharing of concerns** – what we heard through Networking and Sharing sessions held every day March 16 - May 4, and other organizations

• **Outlook for future** – health, economic, political, environmental, societal

• **What you can do** – ways you can help to lead your communities to recovery and to lead your libraries to thrive into the future
STATUS UPDATE
COVID-19 impacts

The COVID-19 global pandemic will have dramatic and lasting impacts on communities, and thus on libraries.

• Loss
• Disruption
• Change
• Opportunities
DAILY UPDATES FROM ISDH

https://www.coronavirus.in.gov/

Indiana Library Federation leads, educates, and advocates to advance library services for the benefit of Indiana residents.
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PHASING IN LIBRARY SERVICES

Public libraries are specified in Back On Track Indiana Plan Stage 2, and Executive Order 20-26, which gives Indiana’s public libraries the ability to phase in services according to local needs, staff capacity, and the community’s situation.

- Staffing
- Hours
- Limited access to physical spaces
- Requests of guests/customers
- Curbside or Grab-and-Go, Document services, Appointment only services

SHARED CONCERNS
WHAT WE HAVE HEARD/OBSERVED

Academic and school librarian shared concerns –
• Faculty and students unprepared for 100% online
• Digital divide—including for faculty
• How to get books and materials back safely
• Want to be back in library; fears of not returning in fall

Academic –
• Advance notice would make it easier to plan
• Declining enrollment and cost-cutting anticipated in next year
• Potential for increased enrollment in poor economy

School
• Teachers stressed about not achieving instructional goals
• Parent and privilege divide – how remote learning works for some and not for others
• Children with special needs are not getting appropriate education or services
• Potential for increased abuse, neglect, hunger, adverse childhood experiences
• Many youth picked up jobs to support families; cannot do eLearning while working full-time
• Possible school librarian job losses with anticipated cuts
WHAT WE HAVE HEARD/OBSERVED - PUBLICS

Concerns about Library Workforce – how to support remote work, high-risk and over 65 staff, some staff are challenged with remote/telework or whose job may not translate, current skills may not match coming needs, retirements and loss of institutional knowledge

Mental health – stress and resilience factors, anxiety, additional pressures of family at home, job loss in household, eLearning, losses and grief

Worried about residents – library as a lifeline, seniors, youth, job loss

How library services change – current services may not match community needs, unprepared for virtual everything, safe collection handling

Politicization of everything – when to reopen, wearing a mask, books, services, use of taxpayer funds

Role of libraries in future – What if? Scenario planning. Related to broadband, space, special populations, another surge, stay-at-home, or other type of pandemic, etc.

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What other concerns do you want to share?

What else should we be aware of?
WHAT WE HAVE ALSO OBSERVED

Innovations and creativity
Empathy for Hoosier neighbors
Work ethic
Public servant hearts
Resilience – *We will get through this!*
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Alexandrian Public Library

APL Business Manager Monica Emerson has a not-so-secret passion... sewing! To date, she has made over 300 masks for area health care providers and staff! 🧵

Kendallville PL on news with mask extenders

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https://www.facebook.com/KHCPL.org/videos/852736438542328/
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EXPANDED WI-FI TO PARKING LOTS

• Public Libraries extended Wi-Fi at over 350 branches
• Distributed this map to Governor’s office, all 150 state legislators, 11 members of IN Congressional delegation, and many statewide stakeholders
• Find online at www.ilfonline.org/page/wi-fi-map
MOBILE HOTSPOT LENDING

From a survey in mid-April, 2020,

- ~1/3 maintain mobile hotspots as a part of the collection they lend (green, blue, turquoise).
- ~1/6 offer limited lending or are planning on implementing hotspot lending (pink and purple).
- Nearly 1/3 do not lend mobile hotspots and/or have no plans for it (yellow).
- An internal map for planning only
APPLICATION ASSISTANCE

ILF’s Helping Hoosiers Training Series

• 1,062 viewed first session by 5/5
• 674 viewed second session by 5/5
• 509 registered live training on 4/29
• Nearly 100 viewed since

[Image: Applying for unemployment at Oakland City Public Library]

https://www.ilfonline.org/page/hh
Document Services and Application Assistance
PHASING IN SERVICES

Curbside or Pickup
Document Services
Appointment only
Plans to reopen with limited services/hours

*Internal working map*

https://www.ilfonline.org/page/reopen
Subject: ACPL Reopening Planning Survey

ACPL needs your feedback.

As we prioritize library services in the "new normal," we want to know how you have been using the library in recent weeks, how you intend to use it in the future, and what is of concern to you personally.

Please take a few minutes to complete this short survey.

We appreciate your support, and we look forward to continuing serving you virtually and in-person.

Allen County Public Library
1800 Lincoln St Fort Wayne IN 46802

FROM YOUR FRIENDS AT ECKHART PUBLIC LIBRARY

We Miss You!

#INThisTogether

Indiana Library Federation leads, educates, and advocates to advance library services for the benefit of Indiana residents.
OUTLOOK FOR FUTURE
EVERYTHING IS CONNECTED

Advocacy
Communications
Services
Economy
Technology
Politics
Environment

https://www.ilfonline.org/page/PL2030
### HOW WILL LIBRARY SERVICES CHANGE?

<table>
<thead>
<tr>
<th>PRE-PANDEMIC (2018 data)</th>
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<tbody>
<tr>
<td>236 public libraries with 428 branches and 25 bookmobiles</td>
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<tr>
<td>85,016 children’s programs with 2,186,889 in program attendance</td>
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<tr>
<td>13,474 young adult programs</td>
<td></td>
</tr>
<tr>
<td>149,778 total programs with 3,280,838 in program attendance</td>
<td></td>
</tr>
<tr>
<td>3,280,838 total program attendance</td>
<td></td>
</tr>
<tr>
<td>30,836,051 total library visits in 2018</td>
<td></td>
</tr>
<tr>
<td>51,192,309 print materials/books</td>
<td></td>
</tr>
<tr>
<td>12,346,344 e-books</td>
<td></td>
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<tr>
<td>8,177 computers available to the public</td>
<td></td>
</tr>
</tbody>
</table>

*Innovations? New services?*
MEETING NEEDS

- **Physical** – distribution of food, medicine, personal protective equipment (PPE); checking in on those who are isolated or with risk factors
- **Psychological** – support for those at risk or with anxiety; for those who might experience different types of stress or loss
- **Financial assistance** – help with applications and documents for unemployment, SNAP, Health coverage; job-search, skills trainings
- **Social** – ways to provide additional connections without gathering and preparation for loosening of restrictions

Maslow’s Hierarchy of Needs
EVOLVING LIBRARY SERVICES

1. What does the community need and want most from the Library?
2. How directly relevant is each service to the Library Mission?
3. How many people do they serve? (current, past, potential)
4. What revenue supports the service?
5. How much staff time is required?
6. What is the impact?

Holdings / Circulation
- Books
- Inter-library loan
- Special collections
- Databases
- Library of Things

Other areas of strength
- Maintain community resources or news page
- Archive the stories
- Retrain workers for new skills
- Expand homebound services
- What else?

Meeting Space
- Library programs
- Community programs
- Key partners — DCS Supervised Visits, IRS VITA/AARP, health coverage enrollment, vote center, voter registration
- Tutoring
- New – to be discovered

Programs
- In-person programs
- Virtual programs
- Hybrid programs
- Old-school postal mail, radio
- New – to be discovered
WHAT YOU CAN DO
STAY HEALTHY

- Practice social distancing, handwashing, good hygiene, wear a mask
- Eat right and stay hydrated
- Exercise
- Get lots of sleep
- Turn off/avoid checking news/email for certain hours of the day
- Practice yoga & mindfulness techniques
- Contact friends and family
SHARE INFORMATION AND MODEL BEHAVIOR

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EXPAND SKILLS FOR NOW AND FUTURE

• All other duties as assigned
• Computer and technology – virtual everything
• Communications –
  • Channels - telephone, fax, email, chat, social media, etc.
  • Situations – empathy, conflict resolution, stress management
• Community Partnerships – collaborations, relationship building
#IN This Together

- How might we?
- How may you support each other?
- How may we at ILF support you?
KEY LINKS FOR SOURCES

Back On Track Indiana plan - https://backontrack.in.gov/
Indiana DWD Notices of WARN, Closures, Layoffs, Reductions - https://www.in.gov/dwd/2567.htm

Indiana Library Federation links

• ILF – www.ilfonline.org
• COVID-19 resources – https://www.ilfonline.org/page/COVID-19
• PL2030 initiative - https://www.ilfonline.org/page/pl2030
• Hidden COVID-19 and Reopen pages are available to anyone in Indiana library community by request