- 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.

ZIGGY





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

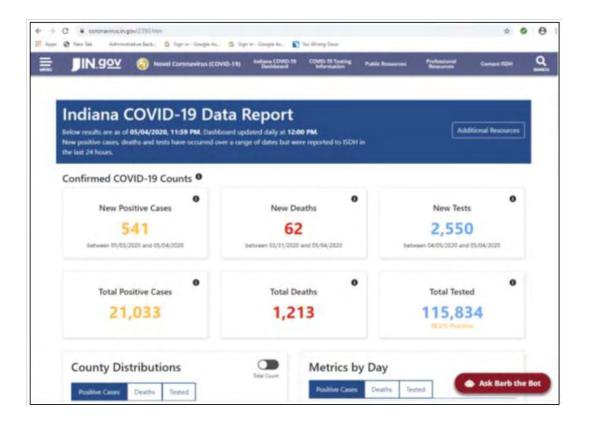
The COVID-19 global pandemic will have dramatic and lasting impacts on communities, and thus on libraries.

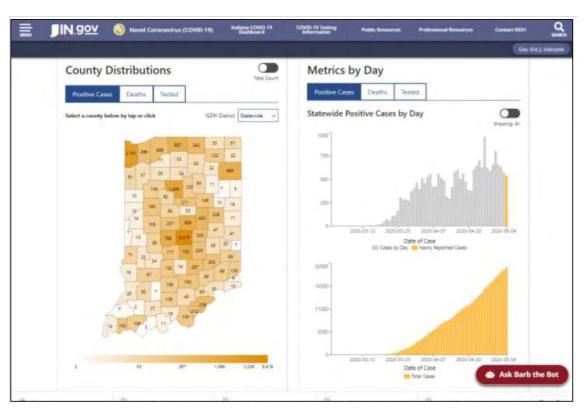
- Loss
- Disruption
- Change
- Opportunities





DAILY UPDATES FROM ISDH

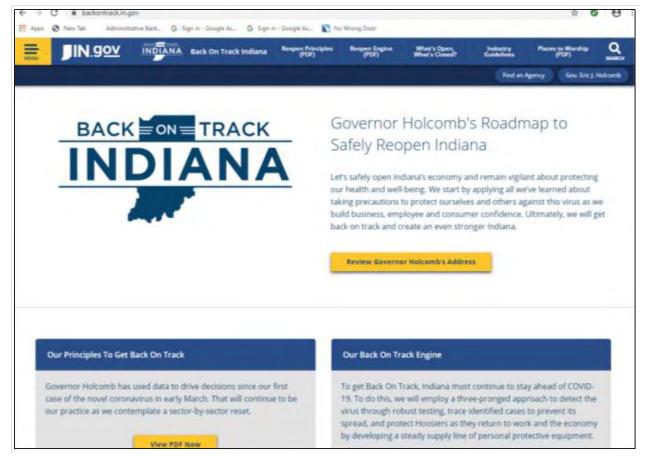




https://www.coronavirus.in.gov/



BACK ON TRACK INDIANA





https://backontrack.in.gov/



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

American Library Association. The State of America's Libraries 20 Report from the American Library Association. Steve Zalusky, ed. http://www.ala.org/news/state-americas-libraries-report-2020



May 1, 2020

Indiana Library Federation Appreciates Governor Holcomb's Recognition of Public Libraries in Plan

Earlier today, Governor Holcomb outlined his five-stage <u>Back On Track Indiana</u> plan to resume services in phases between now and July 4. In March, Indiana's 236 public libraries closed their public spaces in order to prevent community spread of the coronavirus.

Indiana Library Federation sincerely appreciates how 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. Indiana's public libraries are governed by local library boards, who with the library director, develop plans for reopening in phases, Local officials may issue more restrictive guidance. For example, libraries in Marion, Lake, and Cass counties will follow a longer time horizon to reopen.

What does the Executive Order 20-26 mean for Indiana's public libraries?

E.O. 20-26 means that libraries may begin phasing in additional services to serve their communities. Indiana's libraries will continue to evolve their services, as they have throughout the pandemic. Libraries have been providing these important services:

- Internet Access Over 350 library branches extended Wi-Fi to the parking lots. See https://www.ilfonline.org/page/Wi-Fi-map.
- E-Resources Public libraries expanded electronic resources, including digital library cards to allow 24/7 access to quality sources of educational and recreational reading, videos, music, games, virtual storytimes and programs, and skill-building classes.
- . Ask-a-librarian continues through the telephone and email.

As libraries phase in services, the library experience will be different for staff, residents, and community partners than in pre-COVID-19 times.

- Staffing Indiana's library staff are its most valuable resource. Some staff will begin
 returning to library buildings, while other staff may continue teleworking. Library staff
 follow guidance from the CDC and new processes to maintain health and safety for all.
 Staff may work in shifts or teams to limit contacts. Staff may wear masks, and for some
 activities, gloves. While we may look different, we are friendly and eager to serve.
- Hours Library hours may be limited due to staff availability and scheduling. The time at or in the library may be limited by the activity (pickup, appointment, document services). Online resources will continue 24/7.
- Limited access to physical spaces For the foreseeable future, most libraries will
 continue to restrict access to most or all of the library facilities, including meeting
 spaces, seating areas, and computer labs. Libraries follow guidance about the number
 of people per square foot, continued social distancing, and elevated sanitation practices.
 Staff and guest safety is a priority.
- Requests of guests/customers Libraries may designate specific restricted areas for parking, entry, walkways, and interactions with library staff. Libraries may require guests to wash hands, wear masks, and to follow other protocols. We respectfully ask for your cooperation.
- Curbside and other services Libraries are in various stages of planning to offer curbside or grab-and-go pickup, document services, or appointments for individuals

Indiana Library Sederation leads, adventes and adventes to advance library services for the benefit of Indiana residen

941 E. 86th St., Suite 260 Imhanapolis, IN 46240 317-257-2040

II.Fonline.org



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.



What other concerns do you want to share?

What else should we be aware of?



WHAT WE HAVE ALSO OBSERVED

Innovations and creativity

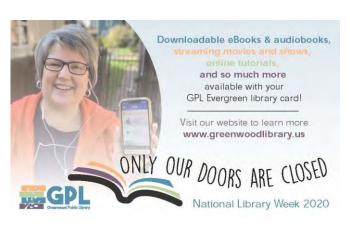
Empathy for Hoosier neighbors

Work ethic

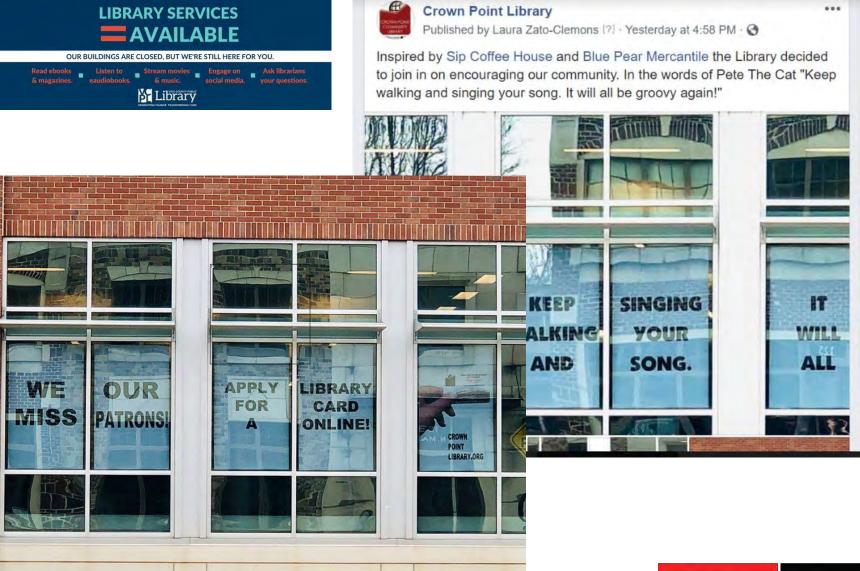
Public servant hearts

Resilience – We will get through this!

















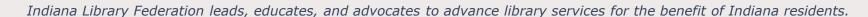






Make the most of the COVID-19 closina

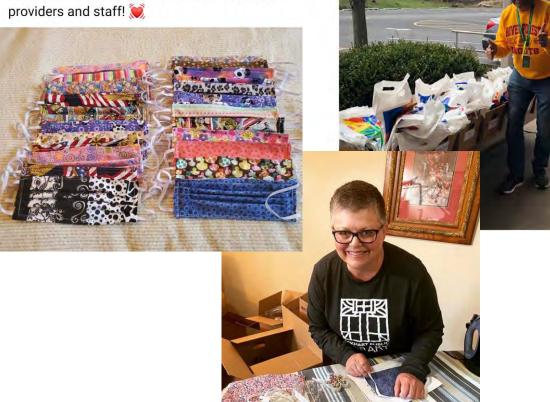
with online access to a







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







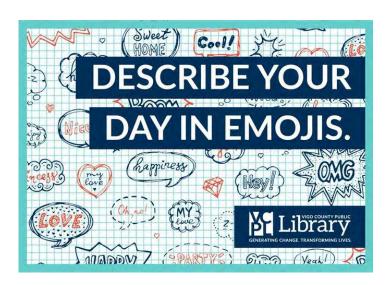
Kendallville PL on news with mask extenders

















Greetings from Lindblum!

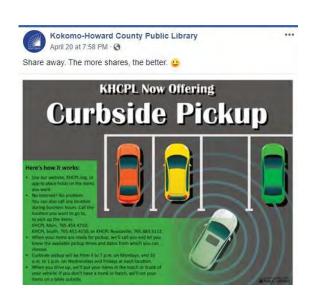
Join **SJCPL Gaming** for livestreams, tournaments, & collaborative gaming events.



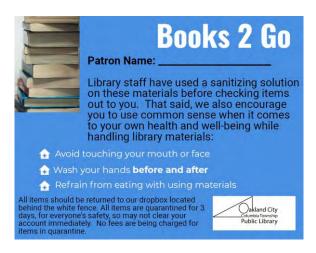
https://www.facebook.com/KHCPL.org/videos/852736438542328/













We wanted you to know that HCPL now has curbside pickup!

The Health Department has approved our plan to keep you and our staff safe.

Here's how it works:

- Use the catalog at hcpl.lib.in.us or call your library branch to place the items you want on hold
- You will receive a call when your items are ready to pick up
- Call the library when you are in the parking lot
- Staff will place your items in your trunk or on your hood

Curbside service begins May 4.

We can't wait to see you!

Harrison County Public Library

Postcard promo







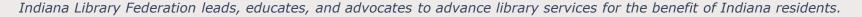


Monday, May 11th we will begin offering curbside service as part of our phased reopening. Other services and details coming soon!

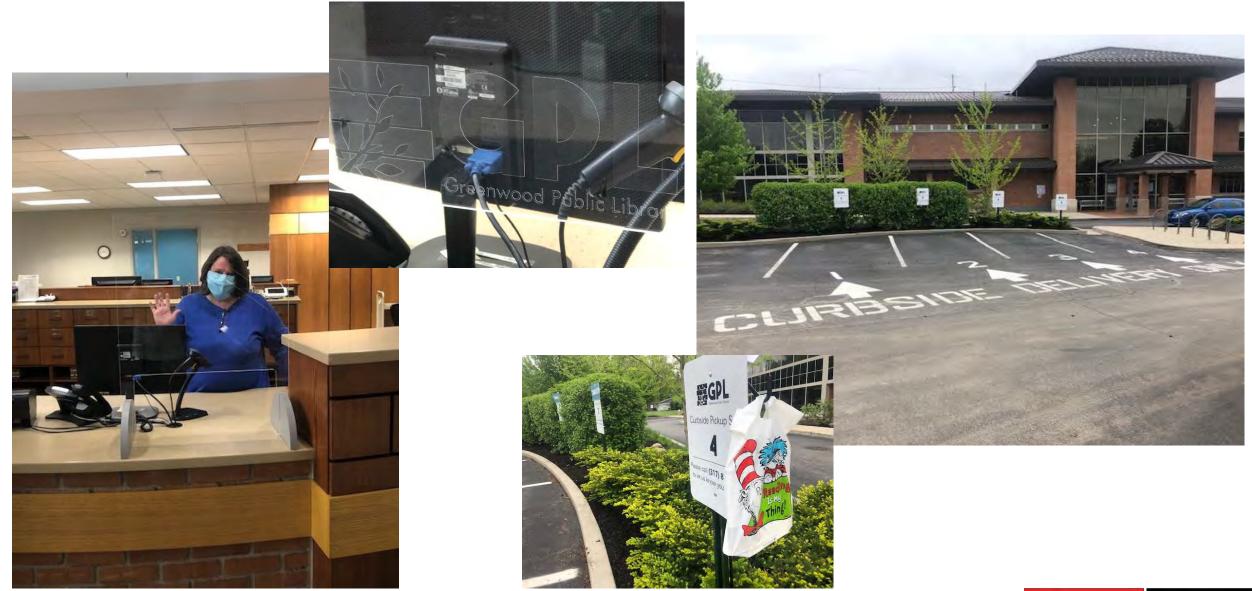
YOU ARE TOO!

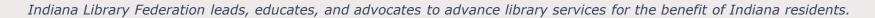
BMPL.











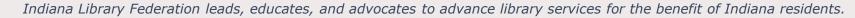












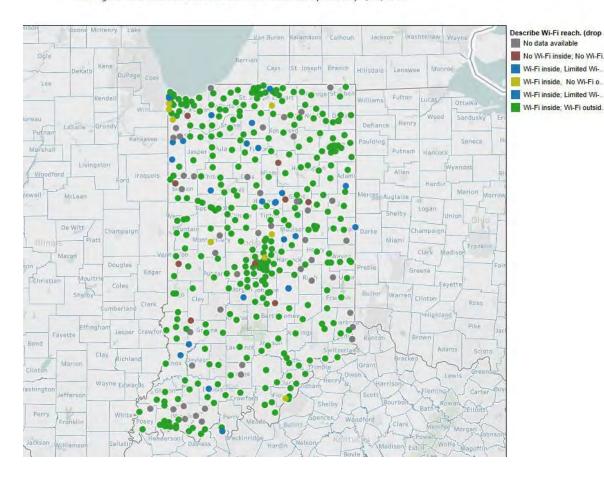


EXPANDED WI-FI TO PARKING LOTS

- 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

Public Library Wi-Fi Extended to Parking Lots

This report is provided by Indiana Library Federation, www.ilfonline.org, to illustrate how Indiana's public libraries responded to the COVID-19 stay-at-home orders by extending Wi-Fi beyond their buildings to meet needs in communities. Wi-Fi data last updated by 4/21/2020.

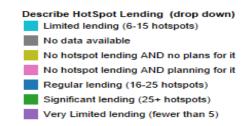


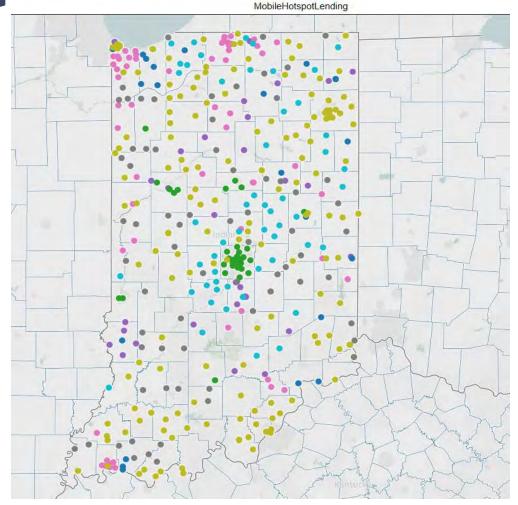


MOBILE HOTSPOT LENDING

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



https://www.ilfonline.org/page/hh



Applying for unemployment at Oakland City Public Library



Document Services and Application Assistance









Need Documents Faxed or Printed?

WITH INSTRUCTIONS TO
MINDY HOBENSACK@EASTERN.K12.IN.US.
ALL COPIES WILL BE SENT BY MAIL TO
PROVIDED ADDRESS

SERVICES ARE FREE OF CHARGE



PHASING IN SERVICES

Curbside or Pickup

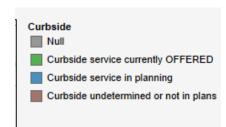
Document Services

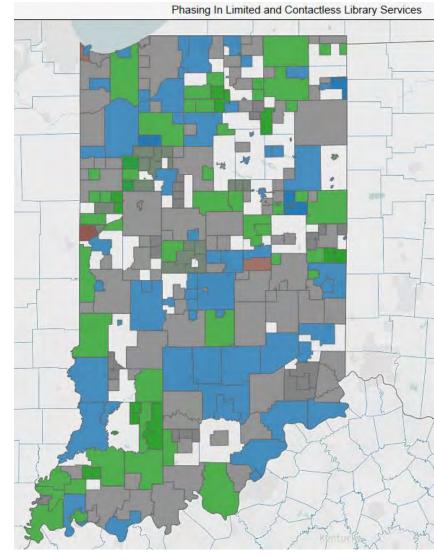
Appointment only

Plans to reopen with limited services/hours

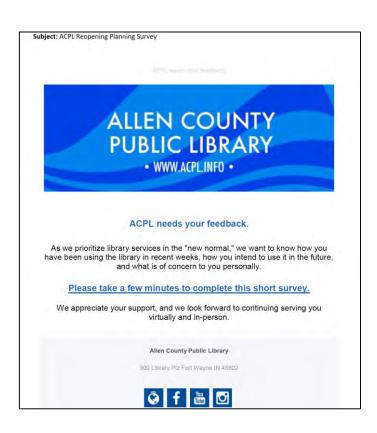
Internal working map

https://www.ilfonline.org/page/reopen

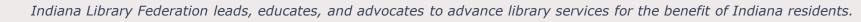














OUTLOOK FOR FUTURE



EVERYTHING IS CONNECTED

Advocacy

Communications

Services

Economy

Technology

Politics

Environment



https://www.ilfonline.org/page/PL2030



HOW WILL LIBRARY SERVICES CHANGE?

PRE-PANDEMIC (2018 data)

236 public libraries with 428 branches and 25 bookmobiles

85,016 children's programs with 2,186,889 in program attendance

13,474 young adult programs

149,778 total programs with 3,280,838 in program attendance

3,280,838 total program attendance

30,836,051 total library visits in 2018

51,192,309 print materials/books

12,346,344 e-books

8,177 computers available to the public





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

- Book
- Inter-library loan
- Special collection
- Database
- Library of Things

Other areas of strength

- Maintain community resources or news pag
- 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

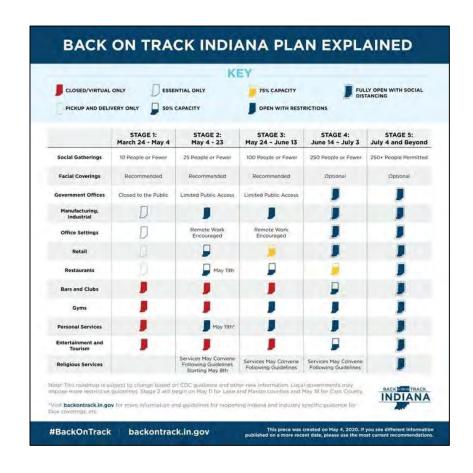








SHARE INFORMATION AND MODEL BEHAVIOR









Bewellindiana.com



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



Photos: above - Andrea Piacquadio - Pexels.com, and below - Pixabay





#IN This Together

How might we?

How may you support each other?

How may we at ILF support you?





KEY LINKS FOR SOURCES

Indiana COVID-19 Dashboard - https://www.coronavirus.in.gov/2393.htm

Back On Track Indiana plan - https://backontrack.in.gov/

Indiana 2019 Public Library Statistics (2018 data) - https://www.in.gov/library/5754.htm

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

Indiana Library Federation links

- ILF <u>www.ilfonline.org</u>
- 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

