

13:57:44 From Julia Carlis (she/her/hers) : I'm talking so if you can't hear that, you may be experiencing audio issues.

13:59:08 From Julia Carlis (she/her/hers) : I'm talking so if you can't hear that, you may be experiencing audio issues.

14:06:44 From Jamie Hoehn : I cannot see the results.

14:06:57 From Jamie Hoehn : There we go

14:06:59 From Jamie Hoehn : Yes

14:08:22 From Renee Zurn : Also doing Readers Advisory in Youth and Adult areas, doing some printing and providing tax forms, curbside pickup w/o appointment.

14:09:12 From Paul Ericsson : A proposal for the next phase will be considered by the County in a week

14:13:20 From Monica Stratton : Hey Stacey, who is cleaning the equipment? Specifically the computers and self-checkout stations?

14:13:23 From Margaret Weigelt : Stacey - What did you expect?

14:13:58 From Angela Petrie : Stacey - how did you decide on 50 minutes of computer time?

14:14:22 From Paul Ericsson : DO I understand that you went from not offering curbside or any other services and then opened up the building? The large number of holds is the context of the question

14:15:28 From Renee Zurn : Do you have masks available for the public?

14:17:40 From Jenny Hill : What are you doing for browsing?

14:17:40 From Angela Petrie : Is any area cordoned off from the public? If so, do you have signage examples you could share? Specifically wondering about children' sspaces.

14:17:48 From Jamie Hoehn : Are you continuing to offer curbside in addition to being open to the public?

14:20:28 From Monica Stratton : Am I correct in hearing that you're not quarantining materials at checkin?

14:20:29 From Renee Zurn : Have your holds decreased or increased?

14:20:37 From Jenny Hill : Is all check out self-check stations

14:20:46 From Renee Zurn : Open same hours as before?

14:20:59 From Karen Pundsack : How did you arrive at your occupancy amount for the building? Which guidance did you follow?

14:21:04 From Margaret Weigelt : what percentage of system has self check-out?

14:21:30 From Jamie Hoehn : Are all your staff back on site or are some continuing to work from home, or split time?

14:23:58 From Sara Ring : Follow up from Jamie's question. For staff working from home, have you developed any guidelines, policies, etc for long term working from home? We're working on those things for Minitex staff who will continue working from home. Looking for examples that are out there already.

14:26:35 From Laurel Hall : For taking calls from home, is there a program that others have used that works well (or not well)?

14:27:19 From Renee Zurn : Are all your staff back working full time?

14:28:10 From Julia Carlis (she/her/hers) : Dakota County uses Skype for Business for phones and we can answer from home.

14:28:40 From Megan Krueger : We used Grasshopper - worked well

14:29:07 From Stacey Hendren : Cisco Jabber

14:29:24 From Stacey Hendren : Other questions: stacey.hendren@co.anoka.mn.us

14:29:43 From Jamie Hoehn : Thanks for sharing Stacey!

14:29:46 From Julia Carlis (she/her/hers) : [https://www.amazon.com/Xbes-Electronic-Digital-Clickers-INCLUDED/dp/B06XJZ5XRR/ref=sr\\_1\\_3?dchild=1&keywords=digital+counter+up+and+down&qid=1593544301&sr=8-3](https://www.amazon.com/Xbes-Electronic-Digital-Clickers-INCLUDED/dp/B06XJZ5XRR/ref=sr_1_3?dchild=1&keywords=digital+counter+up+and+down&qid=1593544301&sr=8-3)

14:30:17 From Stacey Hendren : That's the same clicker Anoka County purchased!

14:31:53 From Renee Zurn : We're trying to decide if we can do a count by library task i.e. so many in youth, so many on computers, so many in reference area.... but that takes some work. We are two floors.

14:33:46 From Renee Zurn : Stacey, are you breaking the 6-foot barrier to help patrons on computers?

14:34:38 From Renee Zurn : Does City Hall ask about your numbers and gate count?

14:35:32 From Renee Zurn : I'm concerned that remoting in would be confusing for some of our patrons due to their computer skills.

14:35:38 From Laurel Hall : We're planning to use a laser pointer with an arrow to be able to stand back and help, but we haven't opened yet, so don't know if it actually works.

14:36:06 From Cortni O'Brien : Not using remote computer system in Columbia Heights. We're using laser pointers to help from six feet away if needed. It works!

14:36:22 From Monica Stratton : We have the capacity, like Julia, to see a screenshot of what the patron is looking at.

14:37:25 From Monica Stratton : What's more difficult is trying to explain to patrons that we can't provide "regular" tech help service.

14:37:31 From Margaret Weigelt : LOL. I could use our set of binoculars.

14:37:35 From Karen Pundsack : Staff are letting patrons know when they schedule an appointment that they will need to wear a mask if they want 1:1 assistance on the computers.

14:38:35 From Monica Stratton : I wish, Julie. Ramsey County requires \*staff\* to wear masks but not the public .....

14:38:39 From Monica Stratton : \*Julia

14:39:12 From Jamie Hoehn : For DCL, it's a county wide requirement to wear masks, not just the libraries. Nice that it's a higher level policy.

14:39:13 From Jake Grussing : Scott County requires masks in all public buildings. Sounds like Gov Walz is contemplating ordering that statewide.

14:39:31 From Karen Pundsack : We are providing masks. None of our counties are requiring masks for general county services at this time. Some are requiring it for 1:1 meetings, which is the model we're using.

14:40:04 From Renee Zurn : Superior PL, Wisconsin, has a laptop with screen viewing software on a movable cart that they move to the patron with a computer question. They are close enough to talk to the patron but still keep some social distance.

14:40:32 From Laurel Hall : No one on a governing board in our area wants to be the one to require people to wear masks, so it's unlikely we'll get that here.

14:41:02 From Barbara Svoboda : I'm at DCL with Julia, but my city - Farmington is not requiring masks in their building, so it will be interesting to what our patrons will do when we re-open.

14:41:13 From Monica Stratton : If the county (mine) requires the public to wear masks then they have to shell out the money to have masks on hand for everyone.

14:41:34 From Ray Lockman : Hennepin requires masks for all public and employees. We're starting to open some computers by appt sites in a couple weeks.

14:41:51 From Renee Zurn : City Hall built a counter for people with appointments and they're required to answer the Covid questions and take their temp before they're allowed into the lobby area where they meet with the staff person.

14:42:12 From Karen Pundsack : Thanks for this session and the information shared! I need to head out.

14:43:41 From Renee Zurn : Also, what do you do with books and other materials people look at but don't check out?

14:44:33 From Renee Zurn : Do you actually use the words "use at your own risk"?

14:46:09 From Renee Zurn : As a downtown library we get in people for restroom use only. Has this been an issue for you?

14:47:40 From Paul Ericsson : We are not yet open but expect to be offering "walk through" maybe later July. In our planning we've initially thought to be not allowing use of magazines or newspapers. One brainstorming idea that would have a moderate amount of staff involvement would be checking out newspapers in manila envelope for one day use

Same with most recent issue of magazines that typically we do not allow checkout

14:49:16 From Renee Zurn : Are you enforcing due dates? We really extended due dates as we're not consistently taking returns.

14:50:18 From Tasha Nins : I'm interested in what people are hearing from patrons in vulnerable positions, not just the loudest ones

14:50:48 From Ray Lockman : Our due dates are still extended, no fines. Even though we started taking returns last week.

14:51:05 From Ray Lockman : (Hennepin)

14:51:29 From Megan Krueger : We will reinstate fines in July but will continue to be very lenient - also implementing automatic renewals July 1

14:51:42 From Paul Ericsson : Renee - During COVID closings we have been updating due dates to avoid overdues. We now are moving toward "normal" check out periods, Fines that somehow might have accrued for the COVID era will be waived

14:52:27 From Ray Lockman : Totally, Tasha. Loud patrons are pressuring our commissioners, which is why we're opening more quickly than we were prepared to. Hard to reach the folks who are more vulnerable.

14:52:36 From Margaret Weigelt : Anyone do or consider survey of patron ideas? When I talked personally to some they suggested self check-out as an option. What are your communication means to get information out?

14:52:36 From Renee Zurn : We're not engaging patrons for feedback or asking for their ideas. People are asking for computers, being able to print, and when our branches will be open. Our Home Library Service volunteers are very concerned about that service.

14:54:17 From Renee Zurn : No Home Library Service. Its mainly run by volunteers. With many staff still furloughed our volunteers can't return unless the service they do has never been done by staff.

14:54:22 From Monica Stratton : Stacey we have a large unsheltered population as well. I suspect that what they would want is to be able to sit (sleep) in our building all day which we would not be able to accommodate at this time.

14:56:57 From Renee Zurn : Any forecast on when we'll get back to normal? Or do we adjust to a new normal of social distancing services?

14:57:09 From Jenny Hill : Anyone letting in children without an adult?

14:57:28 From Laurel Hall : On communication: We've had some interesting back-and-forth on our Facebook page between patrons who think we should be open, and those who are defending us for taking our time.

14:57:33 From Laurel Hall : (Brainerd)

14:57:52 From Stacey (she/her/hers) : We have patrons who wish we were still closed too.

14:57:59 From Stacey (she/her/hers) : ...and wanting curbside

14:59:19 From Stacey (she/her/hers) : we are putting plans in place for if we need to close again.

14:59:22 From Jake Grussing : Thank you PLD for convening these conversations, and thanks to our library community for making them rich. I need to run. Take good care, everyone.

15:00:15 From Paul Ericsson : Thank you for coordinating this session. It was helpful perspective

15:00:15 From Margaret Weigelt : Thank you very much!

15:00:24 From Laurel Hall : Love that these are on Zoom, so that those of us outstate can participate. Thank you!

15:00:27 From Tasha Nins : Thanks all!

15:00:28 From Sara Ring : Thank you PLD and all!

15:00:29 From Barbara Svoboda : Thanks!

15:00:32 From Christie Kess : Thanks everyone!

15:00:37 From Emily Hoch : Thank you!

15:00:38 From Lisa Trana : thank you!

15:01:33 From Kristin Schneider : thanks so much!

15:12:41 From Beth Ringsmuth Stolpman : Thanks for all the info!

15:15:50 From Beth Ringsmuth Stolpman : Thanks, Julia!