EVERGREEN

FROM PANDEMICS TO POWER OUTAGES: HOW EVERGREEN CAN HELP LIBRARIES HANDLE CLOSINGS WITH GRACE

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>>JENNIFER WESTON: For our last session of today, we'd like to welcome Katie Greenleaf Martin, Jennifer Bruch, Heather Lindskold and they are going to present to us From Pandemics to Power Outages: How Evergreen Can Help Libraries Handle Closings with Grace. Take it away.

>>KATIE GREENLEAF MARTIN: Thanks so much, Jennifer. As a she said, I am Katie Greenleaf Martin and I am the District Consultant for the Altoona district. I work with 13 libraries here in central tenet Pennsylvania.

>>HEATHER LINDSKOLD: I am Heather Lindskold, I am the Administrative Assistant for the Altoona Area Public Library district.

>>JENNIFER BRUCH: I am Jennifer Bruch, I am the ILS Application Specialist for PaILS, the Pennsylvania Integrated Library System, which manages and administers the SPARK Evergreen installation in Pennsylvania.

>>KATIE GREENLEAF MARTIN: So I want to take you through our outline for today, a little bit. What we wanted to first talk a little bit about is the situations that we've encountered. We are going to hear a lot about what the SPARK/PaILS is, the kinds of libraries we work with. Then we're going to look at two case studies of nonpandemic related closings that happened during the pandemic for extra fun!

Then, we will talk through some of the things that we did in Evergreen that helped us handle this with grace, some of the things we would do differently or learned to do differently midstream that helped us out. Then, provide some tools and some information for how libraries can plan for these sort of things, and also what to do when the unplanned happens, because you cannot plan for everything. That was not covered if not a bit about upcoming development and some of the bugs that are in Evergreen that affect some of these features, particularly some of the newer features. Then, we will ask all of you to share some questions about things you've learned this year and at the years about handling library closures with grace.

>>JENNIFER BRUCH: All right, so, SPARK is a consortium of libraries in Pennsylvania that consists of about 160 library locations across 28 counties of our 67 counties that are in Pennsylvania are in 28 of them. Locations can be just book kiosks that don't have any people managing them to bookmobiles and also multicounty cooperatives in that group. That's my introduction there. Going into super detail is not easy.

>> Thanks, Jennifer. Like Katie said, the Altoona Area Public Library is also the district center for our district. We are the home for deliveries for resource sharing and other things, sourcing and interlibrary loan for 13 libraries in our district.

We, like every other library in Pennsylvania, shut down for the pandemic in March 2020. We finally reopened in June 2020. Then on December 14 of 2020. We suffered a major flooding incident due to construction and a water main break. It happened at about 8 o'clock in the morning on December 14 we immediately have to shut down the library because the ground for of our library was entirely under inches to feet of water.

So we have been closed since. We have not reopened yet due to the pandemic they are having a hard time getting parts for the things that need to be fixed. So we are still closed, so we are going on almost 6 months, and we have been close that entire time.

We have had no power for six weeks, so for six weeks, these are some pictures that Jennifer is showing. For six weeks, we had no power, we finally got power back on January 22. We are still not able to have patrons in the building. Jennifer, can you go back to the last slide so I can remember what I'm... [LAUGHS] We have a very limited access to the facility, so we are only able to be on the main floor of the library, we are not allowed to be on the ground floor or the third floor of the library. We gradually started introducing services back to our patrons just recently. So in February, we opened a temporary, secondary location in downtown Altoona in the transportation center where we are housing on the property releases for children, teens and adults, that allows patrons to browse by appointment. We are providing curbside and car side in that the main library. We just most recently opened a small computer lab in our downtown location that has four computers for public computer use.

>>KATIE GREENLEAF MARTIN: And children's programming.

>> HEATHER LINDSKOLD: Oh, and we have another location at the mall in Altoona we are doing children's programming in one of the empty storefronts in the mall.

>>KATIE GREENLEAF MARTIN: Yeah, so if you want to go back to the picture slide, Jen, you can see in that top, left hand slide, that's a something theater, and it was a swimming pool.

>> HEATHER LINDSKOLD: That picture was taken 20 minutes in to the water coming in, and the water was coming in to the building for about three hours before they were able to shut it off. That's only about 20 minutes of water you received in that top left order.

>>KATIE GREENLEAF MARTIN: The other pictures are after the library was gutted.

>> HEATHER LINDSKOLD: It was drained and gutted.

>>KATIE GREENLEAF MARTIN: They had to dehydrate it. As other mentioned, the facility is still not open. The protections for the facility reopening are maybe by the end of summer, but we're already now behind that timeline. So we're just going to do whatever we can.

Obviously, the considerations here were, from my perspective, since I work with the library district and I coordinate interlibrary loan and resource sharing, my considerations were okay, I have these services that I provide to other libraries that they rely on to move our materials around. So that needs to be held and we situated. And then we have to start thinking about how we're going to restart services for our patrons, as well, as well as things like mission-critical services like payroll and other things just have to keep happening, regardless. So we're going to talk more about how we handle some of those different things.

The other case study that we wanted to talk about -- sorry, Jennifer.

>>JENNIFER BRUCH: That's okay. [LAUGHS]

>>KATIE GREENLEAF MARTIN: This is a facility in eastern Pennsylvania, and I do believe we have some of the Liberians from the Parkview library as attendees, today. This is in a Township complex. They had a planned renovation project. Oh, and Easton, hi, Marianne!

This was a place where there was a planned renovation. When the renovation began, the renovation started to impact the library especially in terms of parking lots and sidewalk access to the facility before the library was actually under construction. So they ended up having to shift around their timelines. This was all at the pandemic shutdown was happening. So they're handling sort of multiple, I'm sorry, I got distracted by the chat, they're handling multiple sort of factors at the same time for their closing. Our slides are also available on the Evergreen conference website. Jennifer Weston, if you wouldn't mind throwing that link into the chat if people are having trouble viewing the slides through the Hopin platform, evidently either switch your browser where the slides are up as a PDF on the conference website, so feel free to check them out there, as well. We have a ton of links later, so those will all be linked from the PDF slides.

So this library had to kind of do their shutdown at the same time as they were transitioning to a temporary location. So they've got staff working at all different kinds of places, the catalogers working from home and cataloging books from home then bringing them in, so there's a lot, and a lot of moving parts there. In their construction was scheduled to be completed in December, but as we all know, construction projects are never completed when they are scheduled to be completed. So they have actually just with their collections back from their temporary location and just had their soft open at their main facility earlier in May. It was a long journey for them, and they have to take into account a number of considerations similar to the Altoona library, as well as different ones.

I asked them what were the main kind of considerations and lessons and things going on that you guys want to share? They brought up some things we hadn't really thought of. They had a bigger off-site facility than we did. Heather mentioned that only the new items, the sort of higher demand items, went to the temporary facility. Parkland took and more significant percentage of its perception, so they had to decide what they were going to take and leave behind. Altoona had access to their full collection, so they could kind of tweak that. Parkland didn't, as much. This is something to a certain extent you can plan ahead for, but not something I have been recommending to libraries that they needed to plan for.

Thank you, Jennifer, the link to the slides is the link in the chat.

They noted this and this was key for us as well, staying in touch with your resource sharing regional resource sharing and in Pennsylvania district partners is key, because library services are interdependent at this point, and you have to kinda keep everybody in the loop.

Then, something that came up at both libraries is book drops. What happens when your book drop is covered in caution tape or otherwise and accessible? And a lot of book drops aren't lockable, some people will put stuff in them. I think even if they are lockable, people will probably put stuff on them. It is an interesting return situation. Also began working with your partners and other community locations to provide alternate book return locations. Similarly to Altoona, how we manage deliveries and shipping? Some of those things will be rerouted to other locations. We had all of our packages held and just drove to UPS and FedEx every day, several times a week for eight to 12 weeks. 10 weeks?

>> HEATHER LINDSKOLD: Yeah, it was two months, at least.

>>KATIE GREENLEAF MARTIN: Whereas, because they had the temporary site right away, Parkland was able to have a bunch of stuff routed to the secondary site, but not everything works that way. So it always gets interesting.

So that is our second case study. I do want to pause for a moment and see if anyone has questions about the case studies? The next thing we're going to do is go through some of the features in Evergreen that either you can use, a lot of these are ones that individual libraries control for themselves in most consortia, so a lot of these things can be done in-house. Then, some of these things need to be done through support professionals like Jennifer on the server side or in partnership with your regional Consortium or however your library is set up.

So the first thing that we're going to talk about, and I have linked to the documentation here is the Emergency Closing Handler. And that's something that Jennifer has worked a lot on. Can you talk a little bit about that?

>>JENNIFER BRUCH: So the Emergency Closing Hander let's see, is that like the winter of 2019 was the first year that was available to SPARK libraries and indeed in Evergreen if you were in that version, 3.3, I think. It was lovely for those one or two day closures, you know, when you have a snow event in Pennsylvania and other exciting things like your library is blocked off because there's a race being held on the streets around it. That's happened several times.

So, it was really great for that. There are a couple of bugs with it, because it is a new thing. It was always intended to be a short-term solution. But, when COVID happened, we had to turn it into something a little bit bigger. It was used in SPARK to basically take everything that was in SPARK and do after the closures and postpone it until, well, I think we started with sometime in like the end of April. That's when we started thinking maybe we'll be back by then. Then some libraries also chose to backdate. What that meant was they were worried about things that were due before we were closed that might go into Lost. So it was used to scoop up those items and carry them forward to that new due date, as well. And yes, Barb, we were so optimistic back then that it would be over so quickly. [LAUGHS]

In the end, we shifted everything even further to July 1. Then, many libraries were starting to reopen by then, but the main challenge the Evergreen, with the Emergency Closing Handler, is that it just shifts everything to a single date and it doesn't scatter. So you will have some things to do after that. So it's great for when you're first closing. I want to try and stay on topic here, when you first close. Energy just the first closure. [LAUGHS]

Some libraries decided to check in items while they were closed, they were able to have one person go into the building and manage those. But of course it was short-term, they didn't want finds to be charged, and while the Emergency Handling Closure helps with those but what about things that were due before your closure and things like that. So amnesty mode was very important. Then also we had different ways of managing how holds were treated depending on local relationships. So losing Capture Local Holds As Transit was also very important, so when you're quarantining your items, you can have the items that came up on hold quarantine separately from the items that were not and they are then, once they're out of quarantine, they are diverted to different places.

>>KATIE GREENLEAF MARTIN: One of the things that we had was that we, the place where be rechecking in books, have no power. So we have the relief headlamps. I should have put the picture of me in the headlamps with the barcode scanner. We had headlamps and chrome books and Wi-Fi hotspot, for our phones, the receipt printers that we have don't play nicely with Chromebooks, and we didn't have at that point like a battery inverter set up for anything. So we could not print anything. We can print hold slips, we couldn't print transit slips. I used masking tape -- bad librarian! -- and wrote the sort code of the library it needed to go to on the masking tape and put it on the book and then got a phone call from a library saying somebody put masking tape on my books. It was me. It was what I had. I'm sorry.

So using that capture level as transits when the patrons were notified for a hold that did come in and we could call them and see if they wanted to pick it up at an alternate location or not, but also helped us group everything together that needed a slip printed since we couldn't print slips. That helped us out, as well.

>>JENNIFER BRUCH: That is a good point about holds. You don't want patrons to be notified that something came in at that point. So capturing as a transit delays the whole process and it's wonderful.

Then, pausing hold and resource sharing, making your library not a pickup location only fixes the issue for new holds with patience to place a hold after you were closed. It doesn't fix the holds that were already in place. So you have to also freeze holds that are with your location as a pickup location.

Then, if you don't want your items sharing out during that time, you can add [indiscernible] protection that keeps them from transiting outside your branch. Then after that, you got to think about the way you are communicating all this with your patrons. During COVID, we became very fancy with our OPAC maintenance messages. We also will be doing the maintenance process, we created a new email notice that targeted those postponed due dates that work in most cases, I tried to make sure they were at least 30 days in the future and set guess what, your library is reopening, this is what you do and this is where you have to go set up. I just scooped up everything that was checked out to any patron and let them know that their library was reopening, when and what they needed to do if they wanted to return items. No rush, definitely underscoring no rush. Because many libraries words in a position to accept a huge flood of items due within a short time span, which is kind of what happens with the Emergency Closing Handler which is everything that's normally spread out and due over the course of months is suddenly condensed down to one day.

Then, you can evaluate whether or not you want to turn off or edit your lost notices and processes and things like that. It was a mixed bag with the SPARK libraries as to what they decided to do.

One of the really important things is to divert your patrons to another location in your OPAC if possible, because you don't want your OPAC to say you are closed and then the empty of content. That can be a little scary and it can mean that patrons never return to it because it will seem very doomsday scenario. If you're in a resource sharing group for your patrons to go to another member library, you can re-scope your OPAC to another higher level which we had done to Parkland, in that case, they were part of a member cooperative of 10 other libraries. So there's less scope to the system level and their patients was able to see everything across the whole system and that way, there was still content on their OPAC.

Then, you can make your location not OPAC visible, but it can be confusing to patrons if your location suddenly disappears. It doesn't change the fact that if they log in to the OPAC, that's still their home library, and it can still come up as their preferred library when searching and things like that. That can be something where you want to evaluate the patron experience there.

So that's things that we often do when we first have a closure, and that's just with the ILS. Some other things you might want to consider when you first close...Katie, you might want to jump in here, how do you still issue library card?

>>KATIE GREENLEAF MARTIN: We are going to talk about that. That there is [crosstalk]. If we looked at the number of library cards created in the county library system this year, I think 75% of them would be her workstation, because she did them for the whole system during the pandemic. But yeah, we have that and another slide to talk about patron registration and, oh, from the chat, there is not right now a way to make Amnesty mode, or any other check-in modifiers, I don't think, happen over SIP. For those of you with self... I guess you wouldn't have a self check-in stations, but anybody with an automatic materials handler and/or machine overlords as a friend of mine calls them, then that is a challenge there. So that's something to think about both in terms of development and also as you're considering your workflows, if you are a library that has an automated system like that, that's obviously going to change your workflows. In our case, we didn't have power, so it wouldn't have worked, anyway.

Was there anything else in the chat?

>> Uh-uh.

>>KATIE GREENLEAF MARTIN: So yes, absolutely. Jennifer, do you want to talk? I think we did already talk about --

>>JENNIFER BRUCH: Checking in items while closed. Then, parts of your collections are inaccessible. Say in the case of Katie's library, there were parts of their collection that just couldn't be circulated anymore because I couldn't get to them.

>>KATIE GREENLEAF MARTIN: Yep. They're still in the next county.

>>JENNIFER BRUCH: Yes. So you can change parts of your collection via shoving location properties to be holdable or not holdable or visible or not visible on the OPAC so that you can keep patrons for looking for something that they really can't get their hands on right now. Then, before the pandemic, we did not have very many SPARK libraries that were using the patron self registration model in the OPAC, but adoption of that process after COVID is much higher and satisfaction with is also much higher. But they have also mentioned that they need a workflow for renewal of library cards, as well, so that is something that I'll be looking into in the future.

Of course, the welcome emails, the wonderful part of the automation that just sons patron a notice when they have the new account and what the info is.

>>KATIE GREENLEAF MARTIN: Our workflow for patron expiration is that we use reports to find patrons who are expiring within a date range while we're closed and we do this for a number of our libraries, particularly we had libraries in my district -- and I will talk about identity validation, because that's a good question -- we had libraries in my district that migrated within the last three years from ILS's where there patrons didn't have expiration dates, with their expiration dates did not transfer over, so their expiration dates were all the three year anniversary of their migration, and that fell during the COVID closure for a number of libraries.

So what we did, and I think they did that SPARK what during some of the shutdown and we did it a little bit more afterwards, we ran a report to get those patron barcode numbers then we used user buckets to be able to bump those out to after the libraries would be reopening.

And, That was something that we could do from home or from an alternate site. In the way that we handle patron registration online is we do actually physically make them a card when they turned in the patron registration form. All of my libraries had used the form previously, the patrons had to come in and say I registered, I preregister online, then the staff would pick up from there. What we started doing during the shutdown was staff, Heather, took home a box of library cards, and as patrons register, then she created a barcode for them, you brought their name on the card --

>> HEATHER LINDSOLKD: Wrote their name on the back of the card.

>>KATIE GREENLEAF MARTIN: Then they were emailed the card number. So they could use it for our electronic resources. These patrons would then have to come in and show ID in order to get the physical card and they would have to do that in order to check out physical items. So we were essentially not doing address validation for digital only cards, if you will. So they could use the various library resources, then if they want to use the physical library resources, that's the point at which we do address validation. There are some libraries in our consortium for the way they do it is they make you a library card and they mail it, so your address validation is if you get the library card in the mail at the address you said you look at, the congratulations, you get your library card. So, [indiscernible] does that and Lackawanna County Scranton library does that, as well. It's very low tech address validation the mail carrier. [LAUGHS] But that is one option, as well. We've had good success with just hanging onto the cards and if people want to pick them up, great. If they just want to use digital services, that's great, too.

So those are how we handled those things. Yep. Yep. Okay. Jennifer, if you want to jump back in with holds management?

>>JENNIFER BRUCH: Okay, so, gradually restarting holds. One of the first considerations is to decide if you're going to set up in a temporary location, and if you need to change the pickup location for the holds that are currently in the system that you have frozen.

If you are just going to divert them to another library, a partner library, for example, you can go into the database and change the pickup location for those frozen holds and voila, it's wonderful. If you're not going to do that, the other option is you can take your location that you already have in there and rename it to say "temporary location at so-and-so place." So it's kind of a way to... I don't know the word, Katie but a --

>>KATIE GREENLEAF MARTIN: A way to communicate to people that they should not go to the location they're used to going to.

>>JENNIFER BRUCH: Right. This is on the next slide, it's changing the name of the location, new address and phone number, hours of operation, changing that to reflect you are in a new, temporary location. You can communicate that to your patrons the of the notifications and [indiscernible] because if you have your coding in your notice is right, that information just translate in, you don't have to edit when it is this at all. If you have the coding in there that is actually [indiscernible] the data from the database.

>>KATIE GREENLEAF MARTIN: We encountered something interesting with this, that is because we now have two, we have one branch that has two hold pickup locations, we elected at this time not to create a new orgy unit for our temporary location, but we are offering hold pickup at both locations, so we are handling this old school and just calling everybody a desk in the but they want to do in writing it on the slip. But without creating another organizational unit for another location that can get tricky in terms of how you're going to hit items and pickup and things like that.

>>JENNIFER BRUCH: Umm hmm. Yeah.

Then, after you've made a decision how to handle your frozen holds, then you can unfreeze them, but then before you get crazy looking at that pool [sounds like] list, you should really look at what's currently on your hold shelf. One of the frustrations with COVID is that a lot of libraries went home, and in some cases they had hundreds of books we take on shelves in the library to be delivered to patrons when they reopened. Some of them were like I just wish I could get them into the hands of patrons now. Some of them mailed them. The just said, you know what, we're just going to get it out of the library and mail them to each of these patrons. Expensive as heck, but it got it done. When you come down, you have to clear the hold shelf by deciding are we going to contact each of the patrons to ask them what they want to do? Do they still need it, it's been who knows how long. They might have bought it or gotten it at one of the library or things like that. And, do they wanted at another pickup location if you have partner locations they can go to, instead? Or do they want to just go back on the list for later, because now is just not a good time?

>>KATIE GREENLEAF MARTIN: Yeah. We did kind of a combination of those things. We had one library, one library system in my district actually dead home delivery during the pandemic, so that was one of their workarounds, was instead of mailing them home to the patrons, to physically take them to the patrons homes.

I wanted to note, that I'm curious, Gina, said they had a customized their hold slips with alias names for curbside pickup. You used the holds alias field to designate where they wanted their items to pick up? While I am leading Gina type your answer to this, I just wanted to read and at the comment from someone here that says, ended up creating a new page and type that allows patrons to access the resources but doesn't allow for circulation of physical items. So the patrons get their card, they get mailed their card but they still have to show their ID in order to have their patron type changed. That's another nice workaround for requiring that address validation and not having a box of library cards sitting in your library which we have now. So that's cool.

We've done some hefty customizations to our various slips. One of our things is, regardless of what the patron selects in terms of notification preferences, we have to call them. So, having the hold slip print their phone number all the time instead of selecting the data to print based on what the patron selected was one of the customizations that we made so that they can see, that information is on therefore the circ staff instead of having to pull that patron up again.

>>JENNIFER BRUCH: Yep. So after you cleared your hold shelf, your staff and your patrons have an opportunity to communicate with each other about what their needs really are while you're trying to figure out how to deliverables while you're closed or partially reopened. So that's an opportunity to figure out hey, you need more information on your receipts and you need to start collecting different types of information during the holds process. You need to start storing things differently or things like that. So when you do start fully doing that pull list, you have the process ironed out.

So, after that, if the Emergency Closing Hander dates are still active and saying that you are closed location, you will need to go into your library settings to turn on the settings that allow your holds pulled list to populate even while you are closed because normally that is not the case. If your library is closed on a Sunday, the holds pull is not being targeted and populated during the time you are closed. That helps with cases where you have libraries that are closed on different days of the week but they have a hold that would best fit for that hold to be targeted to. It's just that the target or is going to say hey, they're closed right now so I'm going to skip this day and try again the next day. We're turning that off in the case of a closure so that the pool is always being populated and the books are being targeted.

There is a bug that if you have a unique item that you are the only library whose item can fill the hold, it will show up on your bullet list even if you are closed. It's a known bug, normally not a problem, it's only like one or two items. But during a long-term closure it becomes a bit longer, the list. So don't panic. [LAUGHS]

>>KATIE GREENLEAF MARTIN: We should have had a don't panic slide. That is what this presentation [inaudible -- off microphone]. [LAUGHTER]

>>JENNIFER BRUCH: Let's see, we've gone through some of these parts a little bit, but once you start to partially reopen, you can mess with your OPAC again to re-scope it to your location and make the location OPAC physical again and also designated as a pickup location, etc. Then, the final part if you have some semi-regular hours again for people can't access you, that's when you turn off the holds targeting well closed settings. Enter, almost back to normal at that point.

>>KATIE GREENLEAF MARTIN: What we did is combining those, the change in the shopping location properties with, so we made all of our shelving locations unholdable, then turned the pull list back on and started turning on shelving locations as they became available to us. So we use that to stage it.

>>JENNIFER BRUCH: Umm hmm. All right. So, some suggestions for what we can do to plan ahead better in the future. What have we learned?

>>KATIE GREENLEAF MARTIN: So, Jen is going to take us through a really great slide that she has made about creating a disaster plan and who and what and when and where. But just a couple of thoughts that had as I was thinking back over the past year is that one of the things that's often not in a business interruption plan or a disaster plan or anything like that is what about the ILS? You're focused on safety and continuity of business operations. But what about continuity of operations for patrons? So those are the kind of things you do need to think about and have a plan ahead for. Who's going to do the OPAC maintenance message? Who's going to turn off the holds targeter? so making sure that that part of it is included.

Then obviously, there are a ton of business operations questions about paying staff and who's going to do what and who's going to work from where. Always good plan to be closed longer than you think. The day that our flight happened, they said we would be open by the end of the week. [LAUGHTER]

>>JENNIFER BRUCH: For those of us who were there... we knew that was not going to happen!

>>KATIE GREENLEAF MARTIN: That was five and half months ago and we have no end date in sight.

And make sure your communications plan includes not only your staff but also your stakeholders. Local government, local funders, libraries you share resources with, everyone from the knitters to the election officials who use your library, when you have a longer closure than a couple of days, you've got to keep those people in the loop.

>>JENNIFER BRUCH: Okay. So, I created this slide when I let myself have some coffee and think about my experiences at the beginning of the pandemic., Just a little bit of background info, when the pandemic started and libraries were closing in Pennsylvania, I was still working at one of the SPARK libraries as a Reference Librarian. I occasionally have some moments of like, this is going to be so much worse than people think it is. I was really thinking we need to do some things. It didn't happen because we all, you know, people around me were just kind of thinking nah, we'll be back in like two weeks. Two weeks later, I wasn't working there anymore and I was working with SPARK and I was hearing from libraries in SPARK who were thinking now about the same things that I was, and they didn't have access to their buildings anymore and they couldn't get the things that they needed to start operating from home or remotely anymore.

A lot of those things included technology. It is always important to make sure that your staff, if they're going to be not working on location for any period of time, that they have access to something that helps them do what they need to from home.

So, some of those things are outlined here, basically, from my experience of what I set up for people before we closed. Then, before I left that library to go to SPARK.

One of the really important things here is a pocket response plan, it's called PReP there is a link to it here in the presentation here. I'll just kind of go to the quick. It's done by the Council of State Archivists, it's adorable, it's basically two pages long. It's in one sheet piece of paper, both sides are filled out. You fold it into this accordion and it will fit in your wallet. It has contact numbers, what to do in certain situations and it includes what to do for your ILS and things like that. It has some suggestions on how to fill it out here. I just love that thing.

So, yeah. In in my opinion, all of your staff should have that after my experience, is that if they don't have one on their little ID cards that they have one in an accessible place, that's not at their desk, so it has to be accessible online for them remotely at the very least, and things like that so they can get to it if something happens while they're not in the building.

So, things that the Pocket Response Plan can do can tell staff on the front lines who to call and when for certain situations, because inevitably, this stuff happens when your administration staff, the people who make these decisions, aren't there.

>>KATIE GREENLEAF MARTIN: The Executive Director at the Altoona are very was I believe at a college visit with her daughter.

>> HEATHER LINDSKOLD: With her senior daughter.

>>KATIE GREENLEAF MARTIN: Staff were kind of coming into the building, there were some very funny stories which I don't have time for now. But it was quite a morning.

>> HEATHER LINDSKOLD: It is very true that this stuff happens when our administrative staff is not there because it is a long running joke at the Altoona library is that all the very bad things happen when our director is not in the building.

>>JENNIFER BRUCH: Yes! That is the case for me when COVID was started, and I was getting back into the building to get things set up for people to work remotely from home, but nobody important was there. [LAUGHS] So how do I communicate with these people? So yeah, that is very important to have guidance and a framework in place for when department heads into administration staff are not there.

Then, the End Up [sounds like] disaster plan which has all those extra details about what do you do if your collection is damaged a fire or a flood should be accessible for your department heads and it should be online and it should be in the trunk of your car and all these fun places. It should have contacts for your vendors, utilities, your services like UPS and USPS and all these people to contact to say don't bring their packages to this building anymore, bring them here instead we do this. So that you can call them day for day after this happens. Because the sooner you can get that fixed, the better. I did have some stories of libraries where they discovered that USPS just kept delivering their stuff and put it at their front door for a day or two. That was a little scary. Until eventually, they put a note on the door saying we'll store these for you but, you know, do something.

Then, one of the things we had to seriously consider was also paying staff if they're continuing to work from home or even if they're not working from home during a situation like this where it is not their fault that they're out of work, potentially. So how long can you continue to pay your staff? Do you? Do you lay them off instead? Some considerations need to be in the plan there, as well.

Okay. Then the actual kits themselves that are outlined here are just kind of some things were you still need to do payroll, whether you are thinking people off or not. You're not going to lay off your Director. So payroll still needs to happen.

>>KATIE GREENLEAF MARTIN: We had a library do that.

>>JENNIFER BRUCH: Oh, no!

>>KATIE GREENLEAF MARTIN: That's a different one for a different day.

>>JENNIFER BRUCH: Preferably, you don't want all of that employee data to be on a personal device. So you want to issue the people who are doing the administrative work they library workstation so that they have access to their necessary software and all of those passwords and data is Contained on a separate device that you regain control of after the situation is past. Then, if you need payroll supplies like the fancy paper for your checks, and stamps for the little signatures and those fun things to consider, instructions for recording, for changing the phone recording of your library. Yeah. It's important. Forwarding phone calls if you have the ability with your phone system at the Ford focus, you can send them out to a library issued phone that you give your staff to say you don't have to call out using her personal phone, we'll send your phone calls to this device, instead. Then, that's especially important for the circulation and the reference staff where if they're doing operation from home, you are not giving a personal phone number to one of those patrons who loves you so much they want to take you home forever. Because you're so wonderfully helpful. [LAUGHS] I have a few of those. You know, so, you don't want your staff feeling uncomfortable like the have to go into the witness protection program after this situation has passed because their personal lives have been exposed to their patrons. So, library issued phone and device, theory, very important during this time.

yeah, that is good, Josh, grasshopper service. That is interesting. I think we have a lot of advice that we can get from our attendees here about that situation, because we were, I think a lot of us were caught off guard and learned a few things here.

>>KATIE GREENLEAF MARTIN: And in our Altoona situation, our Web server didn't have power.

>>JENNIFER BRUCH: We had no phones. Then I will point people if you have that situation where your phones have been shut off for a long time, do not, do not have them turned back on until you are ready to answer those phone calls. So when the power came back on, the phones immediately started ringing off the hook and three of us were standing in the middle with eight phones ringing off the hook going oh my god, we can't answer any of these phones yet, so we actually had the phone company turned the service off for a little bit until we ready to actually start answering again. it was overwhelming, the minute the power came on those phones started ringing off the hook.

>>KATIE GREENLEAF MARTIN: We're just about out of time so I want to make sure I thank everybody for being here for us today and Jennifer Weston for her lovely moderation services. This last slide is a picture of the Altoona mayor with her sign at the building that has our temporary site, there are always silver linings, expect to find them, use them, make them work for you long-term because you have to find a way to find some good out of it or you just cry all the time and that's not helpful. I hope this has been useful and good for everybody. I know Jen Burch has a little time to stick around to answer questions. Heather and I are at a board meeting that starts at six, so we are headed out. Thank you all so much. The slides are up in the conference website and don't hesitate to reach out to us, any of us, if you want to talk more about this. And Jennifer will do [indiscernible]. Perfect.

>>JENNIFER BRUCH: Goodbye, Katie. [LAUGHS] This is the slide that contains the bugs that we kind of ran into during this process and we would love it if you could add heat to them. The top batch of bugs is related to placing holds once your location is no longer available as a pickup library, the top two that I have placed in bold are especially important. It would be really nice if when your patron is trying to place a hold it your location is their pickup library by default because that's the home library or because they felt it in in their user settings that it didn't silently fail, that they give them a message that they need to pick a new location, to select a new pickup location. Those bugs would be a wonderful improvement for this process.

Then of course, the next list is related to the Emergency Closing Hander. Yes, yes, curbside scheduling separate from open hours. That is on the list, I believe. Or no, that is in our curbside presentation that will be tomorrow, actually, Jeremy. [LAUGHS] It is, I think there's another plug that talks about complicated closings and hours for locations that would be helpful for that, as well.

So, I think that is about it. You're welcome, Tammy.

>> JENNIFER WESTON: I was going to add you have new libraries coming on during the midst of this, didn't you?

>>JENNIFER BRUCH: Yes.

>> JENNIFER WESTON: You're warriors, though.

As far as from my --- [indiscernible], my job is to thank you one more time and thank you for sharing your own experiences perhaps others don't have to.

There are great resources in there, too. Like I said, the slides are already up, so if anybody wants to share the slides if you were to ask other people to add heat who perhaps were able to attend today, please do that as well, There are some really important bugs bearing attention.

I think that's it for today. We'll pick up tomorrow, a new day of conference, 11 AM Eastern time. Everyone have a good evening.

>> You, as well. Goodbye.

[END TRANSCRIPT]