

Please stand by for real time captions.

Hello everyone. Welcome to the FDLP open form. We will get started in one second. I will give you a couple of housekeeping reminders. When we get into the form, fortunately when we were in the update fortune if you have questions you'd like to ask chat those in the chat box and that's the lower right-hand corner of the screen. It's we are recording today's session and will email a link to the slides. We will also send you a certificate using the email you used to register for today's webinar. If anyone needs additional certificates because multiple people watch with you email tran10@GPO.gov and include the title of today's webinar along with any names and email addresses of those meeting certificates. I will also put that in the chat box. With that, I will hand it over to Superintendent of documents Lori Hall to get started today.

Thank you, Kelly. Good morning and good afternoon to others. This is Lori Hall the superintendent of documents in the managing director of library services and content management. I want to welcome you to this webinar having. I'm glad we're here to check in and catch up with many of you. The virtual spring meeting the Council gave GPO a recommendation to have a follow-up community forum or webinar to talk about what's going on in library during the COVID-19 pandemic. We chat about that a lot and they want us to have a follow-up session so we can share some more insights and activities. This is what this webinar is today. Planning for reopening F DLP libraries recovering from an COVID-19 pandemic and this is an open form. There will be an opportunity to ask questions in the chat and talk towards the end with general questions the Council is going to monitor. I want to thank you all for being here. I'm glad the community can come together to share and collaborate and work together to solve the very complex problems, things we've never dealt with before in our libraries and our communities and I know and I'm very glad you are here to share your solution and your creative ways of thinking as we dealt with these things. And gradual could come today and share what's going on in your community and help each other out. Here's the agenda. We can do a GPO update. I would you a few updates, some other staff had various sections. Then we will turn it over to the Council. Let's start with the agenda of the GPO update. Where talk about GPO seats. The GPO safe plan has been put together by the executive team and it's the three step approach to getting us out of the emergency that started in March. Many of us went to telework full-time in many of our production staff on emergency leave. That first emergency will be very few people coming into GPO. They were responding to work from the state department to prepare passports and work for Congress but the staff was limited we know we had get to a place where we were no longer in a full emergency. In step one we focused on the production and passport areas doing work for Congress, bring the register in the Congressional record doing passports. In this first phase of July six we have a group of staggering employees coming into the building we spent a lot of time retooling, getting equipment, moving things, putting Plexiglas, getting all kinds of protective devices for our staff so their states as possible to stop any virus entering the building and spreading months our colleagues. We want our employees to feel safe. That has started and we are bringing some of our own GPO Ella CM staff into the building in step two as things go forward were allowing the business units to bring some additional folks into her business unit. We have a few people in in LS CM like opening the mail. We are in step one and step two and some very specific instances. Eventually there will be step three where we hope

that the spread of the virus has mitigated and were now coming up with a posture and way of doing business. If you want more about the overall and general plan of GPO there's the URL. There some good information there on how we've gone through the building and decided with the red zone, a hot zone, a green area that safe, and the yellow area we may need to take protected enhancements to those work areas. We define our work areas and couple different weights. Another thing that's going on and is coming up quickly is the LSCM salesforce implementation. For many of you have worked with GPO we used asked GPO implementation to answer your questions. It's been about a year and a half. Two years working on changing on our software platform and we're now ready to go live on August 10th. The community. You going to get your login to the asked GPO portion in the training has started for staff and for you and they have been recorded in training. If you missed it it's there. You can go back and refresh yourself and get you ready for this implementation. It's the reopening survey to let us know about various changes going on instead of asked GPO. I want to point out that this implementation of salesforce is not only to answer your inquiry, for each library that's in the system we are building a big profile of each of your libraries activities. Not only are we tracking your questions we are adding information from our phone calls with you, we are adding information to your profile when we have an email exchange with you were converting historic documents were building up this huge group of materials that relate to the history of each your libraries. It's not just your ask GPO. I just want to clear that up. It's only gather from information with you. Now I'm going to turn this over to Ashley. She will tell you what's going on with the reopening survey.

Everyone. This is Ashley. Just let you know we had 471 libraries that have submitted the notification form. That's about 42 percent of all our libraries. Five of them have resubmitted the survey because they either improved their Outlook's other son to open up more which is usually what's going on in a couple cases they rethought their operations and skill back. In some cases where people it filled out the survey with the information they had at that point in time like they knew they could's except regular shipments but they weren't quite sure what and they came back in later on and filled out everything. Anytime you need to adjust your library operation just go in and rethought the survey. Willie work with the latest submission. Thank you very much for that. We've heard from 49 states so far. We've not heard from anyone in the territories. I apologize for the slide. It was hard to get all the information I thought might be of interest to people. This is my take on interpreting the data we saw in that survey. Whether or not libraries are opened for staff, affiliates, or to members of the public. We say affiliates will mean is people who are affiliated with your institutions like your student staff or faculty or the public library the people that have signed up for library cards. We found 404 libraries reporting their open. That's 36 percent of all our depositories. Not just those that took the survey but 36 percent a reporting their open for staff. 63 libraries a reporting they're not open for staff yet. Over towards the left side you see New York reports eight libraries are not open for their staff. Louisiana reports six. The most open states we've heard from Texas, California, Louisiana, Indiana, Ohio, and Illinois. Those open for affiliates you see a huge drop down. Obviously, 36 percent of libraries are open for their staff but only 14 percent have reported their open for their affiliates and hundred and 55 of them. Texas, Indiana, Louisiana, Ohio. Much more libraries are not open. When you look at the public it drops even further. Without nine percent

of our libraries are recorded are recorded for public. With regard to shipments we had to rethink the distribution system a little bit. Not everyone is able to receive boxes. Not everyone can receive those map tubes and microbe beach. We've a lot of people working remotely but maybe they can receive one and not the other. We had to ask three different questions. What we found is about 36 percent of libraries are actually able to receive shipments at this point and time. Apsley, it aligns with those who are open for staff. Not too much distinction there between the different types of formats. Think I'm handing it over to Joe next.

Joe, I think your microphone is still needed.

I apologize. Following up on what Ashley was saying on May 14th we issued a request libraries to fill out the reopening survey. In addition we have them sent reopening plans to GPO via FDL P outreach. Want to give an overview of the plans. If anyone wants details and spreadsheet and a lot more detail if you're interested. As of July 21st we had 60 plans 17 from regionals and 43 from select. We see the break there. It generally follows what our depositories the community college for law school agency public libraries 19 and libraries five some general themes many, if not most of the libraries were opening in phases. Very similar to national state governments and some said we go in with state government whatever they say we do. Most the plans we received especially early on in May and June as Ashley's survey noted it was staff only limited staff limited patron access and general public access. That was pushed out to a latter stage. If climbers looked at it today back then they looked pretty optimistic. They were starting to slow down on Covid but now with the search we can bring this out the form. I'm sure libraries maybe rethinking their plans. For example, public library said staff is coming to the building on a regular basis but and limited ships. I'm guessing it's a fairly common thing. Here's a access curbside was a very popular. Similar to a restaurant strong. Another of universities and colleges are open only to the academic community. Not the general public as Ashley pointed out. Summer having reference by appointment. They will leading researchers or sometimes faculty. In the plan spent the libraries highlighted that though they may have limitations on coming into the building they emphasize their access to the online digital collections and all the electronic reference they could provide. Email, phone, chat, one library discussed resume session with the library. Some other comments when I was re-reviewing the plans in my notes one public library said they are offering boosted Wi-Fi in the parking lot for those unfortunate people who need Internet access and dropped parking lots to get it. And carries about academic libraries. Thought to myself a lot are difficult to drive to. I don't know about boosted Wi-Fi or from academic libraries. Maybe someone can comment on that. This public library said they offered live streaming of programs. Another library noted staff retrieved things from stacks and I was happy to hear one library said we are not open to the general public except if they use federal estate documents. Somebody made the comment that will offer curbside assistance and establish community users. I don't know what they mean by established many users. That's a different concept. Another library made the point of reading room will be set on the first floor with one patron per table and shared access to a copy. That's a broad overview of some the services being offered. Kelly, could you click the next slide. Issues did not come out in the plan and maybe is not appropriate for these types of plans but I'm sure it's discussed in the libraries. Here's with the audience at say. No plan mentioned special accommodations from

older staff for underlying medical conditions. Thousand library I be concerned about that. Anyway, I thought that might come out. Additionally, a couple other issues. Furloughs were mentioned in some the plans. No one said they were undergoing a furlough currently but one regional said public libraries of financial situations are very bleak through 2022 2021. Furlough will vary by institution. Another university library said we expect some level of furlough but the announcement hasn't been made at this time. I'm sure everyone's dealing with this. One library mentioned matures will be quarantined for 72 hours before reshelving. That's basically it. Anyone wants more details I will be happy to provide it to them. Thank you.

Hello everyone. This is Dave from the preservation library and for GPO. I want to talk to you about guidance for managing FDL P collection safely during the COVID-19 pandemic. Early on the global experience with this new virus was readily apparent that it was easily transferable to all sorts of materials including the kind of materials we work with and use every day and libraries. The issue of how to handle library materials safely as we look to open up is something we decide to monitor and try to find the latest information about it and put it in a concise document for you so you would have a single place to go for all the latest information on the COVID-19 pandemic, effectiveness of how to deal the materials and safety for yourselves as well as your users. The link that's on the screen is the link to where you find the document. It's on the preservation tab as well as COVID-19 FDL P toolkit. I'm actually going to show you that. This is the third version of the document. If you see a new announcement that this document exists you probably want to take a look at it. This is an ongoing situation were monitoring. For research and how the virus last on library materials is going to continue with a number of different studies. Is not expected to be complete until 2021. This is the third version based on studies done by the best current research which happily was sponsored by the Institute of library services OCLC. They partnered with tell research. The document goes through some consolidated information about what's been called the realm project for reopening archives libraries and museums. With the realm project did is due to scientific rigorous study on various types of materials supplied by libraries. Materials were infected with the virus and then they put them aside in controlled normal temperature that you would find in all our workspaces and regularly tested them to see how long the virus remained viable. Depending on the types of material you have a varying degree of concern. For some porous paper it was a short as two days. For some materials in the second phase is up to four days. You look at the document and see the various types of materials they looked at in the first part and the second part of the study. This sponsored research this third part is due to come out sometime this fall in the middle going to be re-examining because this is a live virus. As a part of the study there gonna go back and re-examine the materials that were previously examined to see if the results are the same. If you want to read to AC. If you want to see the entire research where the realm project is actually talked about there's a lot of information on their. What the government says to the document is recommending that rather than try as you look the various materials work with rather than trying to portion them out by type it's best to set up a quarantine for 3 to 4 days. 40s being the maximum the study show in some types of plastic coated materials remain infected. Set aside a period of four days which materials are quarantined and the virus attenuates or dissipates or dies and is not possible to infect yourself. While they are in quarantine and staff gather for readers that have handled them run copiers. They should be

considered infected and stuff their handling materials should wear personal protective material such as a mask and gloves. For shipments which we had some questions about the material is packed by GPO staff and are doing everything possible to ensure staff packing material are healthy and well while the materials are being packed. There's a time in shipment and depending on how long it takes for the materials to get you the 2 to 3 days is within the shipment. However, the outside that handled by a number of people is still something you should consider to be of concern. Is probably a place you should put those shipments while you're waiting for a quarantine period to go by for the. Those. I think that's essentially it for me.

Thank you. This is Kelly and I'm going to talk to briefly about our COVID-19 FDL P toolkit. This a resource really evolved quickly and continues to evolve every single day. It began in March with a news alert from us about shipments and what were doing and how we're temporarily stopping things. Then we found CDC guidance with developing so we added little links to the home page and we realize this list of links and resources was getting to be very unmanageable. The information is so rich and good that we decide to turn it into a toolkit. Within this page on FDL P.gov. You can find things from GPO specific to informational shipments, what David spoke about, plantation on cleaning and disinfection from the CDC, information on pandemic preparedness from ALA all the things geared toward the library staff. There's also a section for patients specifically with information you can share, guidance for a wide variety of agencies on things like health and hygiene on scams, fraud, employment, small-business guidance, a lot more. And then we start the recordings of webinars related to Covid from those GPO and other organizations that found rich content out there. There's a collection of those recordings. We also created a couple of little images you can download if you need some kind of icon or image to paint patrons to your own collection of information. We found infographics and images created by the CDC from things like handwashing, hygiene so we added those as well. Content is added on a weekly basis. Keep checking there. If you have a great resource from a government organization that you find is not on their anyone to share share with us on our outreach email or my email as well which are pop in the chat box. Has I said, and ever evolving resource. Always keep checking. The content is reliable government resources and there's a lot of it. Also, we recently launched a collection of signage things like social distancing, coronavirus, flu prevention the appropriate way to wear a mask and more. As well as FDL P facemasks. Each library can order up to three. The reusable and washable and that are made from ply cotton. The binding is made from cotton spandex and it's important to note the masks have not been FDA cleared or approved and that most is five by seven. Also, we recently revamped the way you can order promotional materials. If you're used to doing this in the past where you log into FDL P that is not how we do it. If you go on FDL P.gov and under promotions you can click on order. You can use the same login credential that you always have. It's a new page to log into. That's available from the home page. There's a snap with this image you see and you can click on that and get those instructions. With that, I will pass it over to Carolyn.

Hello I'm Caroline Hessler I'm a supervisory letter library in. I'm gonna give you a quick update on distribution. As far as our main distribution center that team is still working part time to reduce their risk and their able to get through what they need to do. They have a very large number of boxes that have been unrolled through this coded period and that includes boxes for

libraries that said they aren't ready and the boxes they are gradually getting out to libraries that are ready. They still have a big back log for both libraries. The types of things we have been processing since March are mostly things that have electronic copies on gov info. That was a simpler work flow for us to work out having electronic surrogate to work on the paper without having to circulate the paper copies. Most are conventional hearings, Federal Register, federal record, and CFR. If your library said you are ready and you have not received anything it's possibly because you don't receive those types of material. We have other types of material like park service maps and brochures. We have some of that that's in the pipeline in which is working on the cataloging workflow for those types of things. A special selection offer we did a couple weeks ago on guidance from bring your workplace for Covid has been processed and is in the library boxes for the libraries on hold and the libraries that are receiving. On claims we are trying to hold the claims copy as long as possible for anything in this time period by and beyond the normal 60 days. Our distribution supervisor does not want to let people know if your library doesn't start receiving for months, it's possible people might exhaust copies at that period. We cannot 100 percent guarantee we will have all material for any claim in indefinite amount of time. As far as our other distribution stream from that distribution from USGS spurs I know neither one of those have sent out anything yet. That's still in process. Really in both these cases are contracts and agreements were not sent up to handle a partial distribution and invoicing. That was something that was not ever written in. Were still trying to figure out how that would work. Microfiche is still working on that. Think they have things ready to go. Matt from USGS told me they have some things ready to go. As you may know, typically they only distribute a few times a year and they are only sending out that one item Bureau of land management maps. About a third of the libraries that select that have said they are ready. As far as I know, they are working on how to do that partial but I have not heard anything has gone out yet. That's the end of my update.

David, before we jump into the open forum there's a question. You recommend holding mail in general, newspapers and periodicals for 340s before processing? David, I think you are muted. David, did you see that question? Do recommend holding mail, in general newspaper before processing? Okay. Maybe David is having technical difficulties. Simon has a question. I love national Park maps and guides but there pain to shelving?. Any chance they can be provided in electronic format? Anyone want to address that?

This Caroline. If they are available in electronic format we do also catalog the electronic and distribute that as the record for the electronic. I think a lot of times there's not an exact electronic equivalent for those foldout map products which is typically the reason why we are sending them out tangibly. Definitely when there is we do catalog the electronics and there should be the links in the records from between the electronic and the print copy if we know about it.

Thank you. I'm going to take note of the mail question. For now, let's move on to our open form.

This is Jane. This is the question. I'm in charge of working with I'm no longer and counsel. I want to follow through on this form for our spring meeting. This question, feel free to put the chat box any answers or concerns you might have is aside from staffing issues and another question what challenges have you experienced for which you have not been able to find solutions. I chose this question because I want take a couple of minutes to talk about dealing with multiple disasters. We in Perrigo, and I see I have some colleagues from the University of Perrigo in the audience today we've become experts at dealing with multiple disasters. Hurricane Maria, earthquakes in January of this year, COVID-19, Sahara desert dust. And as in much of the United States and economic situation that's gone from seven percent unemployment rate to a current 23 percent unemployment rate which we understand is going to be affecting registration and students in coming in the fall. We will be totally online still in the fall. Our personnel has partially begun to go back to work and administrative offices. Are two branch campuses where the libraries were not damaged when earthquakes have personal personnel working again. We've been unable to get in the main library building because of damage from the earthquake. Situation for which we haven't got a solution yet we are working virtually. Were offering virtual reference. I'm pretty sure some of you out there and I hope there will be questions out there and some comments coming in. Kelly, are you seeing anything from people who are having challenges that haven't been able to find solutions?

Yes. Procuring cleaning supplies is a popular one. Dealing with patron expectations of availability of materials.

Okay. I can't personally speak to cleaning supplies other than knowing personally, toilet paper and disinfectant wipes and hand sanitizer have been premium items so I am assuming institutions are having the same problem. We have been also dealing with, I'm sure many people are patron expectations that we can supply materials that are physically in library that are not in digital format to which we do not have access. We've come up in last week or so with our branch campuses reopening and it's the smallest branch campus that has access to resources. One of our branch campuses is still dealing with hurricane Maria and we've been told it'll be October or early November one building is available again. It's our smallest branch campus which has any physical access. Our partial solution has been that in so far as possible if someone needs something that's not within copyright or we can find a substitute that's not within copyright or if they need a few pages or chapter from a book that personnel of that branch campus have been digitizing on an as-needed basis materials that they can get to and are available. If anybody else has any other comments about handling that sure we are not the only people that all of us have been doing with that particular problem. Kelly, is there anything else out there?

Other charges getting plexiglass shield installed. Another one similar to what Joe was managing staffing issues would be expected to assist with curbside service due to staffing issues in high demand from the public.

And looking at some others about requests. I'm not sure if in the staffing question will is going to talk about health issues so all briefly mention it. Our youngest librarian when we return is 52.

Our youngest staff professional library is 52. Going to guess their other people that have staff of a certain age. We have one professional library and whose mid-70s and I'm 68. I think the health issues and concerns will fall into groups for age or health conditions are susceptible are going to be in increasing problem that needs some sort of solution. I have no idea. One solution might be to let staff that susceptible for some reason or in a high risk group work in areas that are less risk than curbside service might provide. Maybe that's a question that GPO can ask Kelly, what else are seeing out there.

We are not yet open. Working to open in a limited capacity. We can do no cataloging because our department has not granted remote access in order to access our time that sits on the terminal services environment. [Indiscernible -- audio cutting out]

We use a catalog system that's web-based so we've all have access if you have a username from the beginning of this. I wonder if there other libraries that might be having the same problem but you cannot access your cataloging system.

I have another comment in resuming, accepting shipments to convince administrators there are still other items being distributed in nonelectronic format.

I am on this coming Friday going to meet with my counterpart at our law library. Our law library has staff personal coming in at the moment when things were can discuss is resuming shipments and whether or not my shipments could be sent to our law library and I can start physically processing at some point. Our main campus building will not be open again until October or early November. There are lots of challenges and we've been talking with our administration about want to resume shipments how are they going to be handled, are we going to quarantine them. Is the post office going to want to quarantine them. Before and bring them to us. At this point you need to see if there's a way to open a dialogue about we have physical materials coming in and we need to talk about how are going to handle the shipment when we do open and resume service again.

Another issue mentioned improving the airflow through the HVAC. The rate of air increases but were doing with 55-year-old system where none of the windows open. Keep the entrance doors open.

After hurricane Maria my area spent almost a year in which we manage to get our physical workers to break a lock on a window to open that window. We wound up opening our emergency exit which required permission from the fire department to do so in order to have some sort and we have several fans in each area. Right now with COVID-19 I think that's adding in extra problems if your air conditioning system is not fully functional. We don't know yet because we can't get back in to our building what that situation will be. I think that's one. Kelly, I'll see if I can find them and send them to you. Our engineers on campus there's no actual law but there are OSHA regulations for workplace temperature should be there are the index which

is the northeastern are Koebel Association. They have guidelines out about materials and books in terms of temperature and air conditioning requirements. I'll find those and send them to you and you can pass them on to the person asking the question. Or send me an email directly. I will happily find that. I suspect OSHA may have put out regulations on airflow requirements.

We've another interesting comment. From a public library I attended in late May the most prevalent question I encountered was concerned provide services to the proportion of the service areas that did not have broadband access. One library mentioned taking materials out to a bicycle. The UK library mentioned the UK government is investigating making Internet access a public utility.

Internet access as a public utility. That's an interesting comment. We are struggling with a twofold problem faculty and students have neither adequate equipment or Internet access in order to work from home virtually or study virtually. At this moment providing Internet access seems to be the most difficult and I suspect for many other universities and public libraries providing that access is a difficult thing. I like the comment from Joe about the library providing Wi-Fi access. That sounds like maybe that's feasible and could be expanded. I think the Internet access is probably a very local thing.. We are on two main characters. The Metropolitan San Juan area has some fiber optic access. We have rural and mountainous areas where it's very difficult to get Internet signals so I think in the current environment were living city, state, federal government may need to consider how we access the Internet and who has that access because it's a very important question.

There were several comments about staffing which all hold off on since our third question revolves around that. With a few minutes left for this question. Here's another comment. Regarding multi-crisis situation we had one building damaged and civil unrest. Challenge with a solution not yet found her political climate makes it harder for patrons to comply with the rules.

We haven't been back physically to know. I suspect that question is one for discussion with miscible and or state government to see if there's a mandate the interim mask, has a can be enforced. How far can you do to force a patron to wear a mask to comply with the rules. I think all of us are gonna be facing those kinds of questions increasingly and damage from civil unrest is a scary thing. While.

The other comments are about staffing things. We will say that for question three. Anyone have any comments for this question??

The public open on May second and the we had to close essential libraries for the cooling system. At the beginning of July this is a major issue and administrators addressed immediately. Were back in the building and limited capacity.

Is the public thinking we should just be open?

I think that's a big challenge. We are increasingly dealing with students and parents of students who were saying why are you opening, one classes in person. It's not the same online. I think were all fixing that. I think in the middle of this properly our public library colleagues are facing incredible challenges. I think maybe we have not solved those today. The next question has to do with challenges. Some of them at least there's an advantage in knowing were all together in this in dealing with the very same things. One that I'm probably out of time and Kelly needs to move on to our next question.

Thank you. Let's move on to question two.

Thanks Kelly. This is Alicia. I will moderate question two. On the other side of the coin aside from staffing issues what reopening challenges have you found solutions? Or have you figured out with reopening what has done well? What have you been able to troubleshoot? For my library one of things that unique that was a good solution since we've 70 staff what about even card side pick up and how that would work in the interaction we've been doing mail delivery of materials and that's been working pretty well. We supply them with a return label. Otherwise people can drop items off. That's better interesting solution on how to get collections into people's hands without doing a lot of interaction. Anything in the chat please feel free to let us know. I hope there's been some solutions.

Jennifer says the patient doesn't have a mask they wait outside and the materials are brought out.

Sure. I wonder for still finishing up some things from the last question. Sounds like to come into the library there's a mask ordinance or requirement and if they don't have them the chills are brought up. Michael says appointment only. Interesting. Effort affiliates and faculty can access for collection on an appointment basis only. It's a really good idea. For a lot of faculty they're looking in the catalog a lot of faculty comes in and looks at it in browses.

Megan says can enforce masks because there's a mandate. They put up statements requiring masks.

We have at two. If originally was just recommended and there was a statement from our president saying it's absolutely required. That made a lot of staff feel safer coming back and doing any sort of work to be on campus. Other agencies don't mask in library. They have enough to accommodate staff and customers. In Minnesota we've had a statewide mandate and honestly anecdotally that's helped a lot in going to the grocery store made a really big difference for for the mandate. I'm hoping the fact that there's one campus as well people take it seriously. They can request items delivery service. Make an appointment pick up items. So you have a mail delivery service. I kind of wonder how that works for where the library's Cuda other libraries hard to keep it closed if other places are open. That's working. Nurses was the best place to buy information. Were figuring that out. Our shipping and receiving department has done their own planning. Not exactly privy to that since were not back on campus and working in the library. That's something we're currently sorting out for the shipping and

receiving department. I'm sure that does not answer your question. I think that something we can see if other people have advice on. Shown says they've a state reservation system to help with muttering capacity issues. That's interesting. We been working on trying to remove the furniture but that's a lot of furniture to find a spot to storm. That's first come first serve. I love that. People will know they need a spot. That's a creative solution. Sent then you have curbside pickup as well. We do that for regular study space. They say people want to do genealogy research. That's awesome. About a lot of people are loving that. They also have surveys. We've been continuing to focus on other types of virtual and online services as well and maintain the same level of service as if they were coming into the library. One of other places have done more with electronic access. Big focal point is prohibited the courses. Having access to the online has been amazing. They don't make that electronic access available.

[Indiscernible -- low volume] I guess cleaning is another topic here. Were leaving cleaning buckets around all the different study spaces telling people before and after. With come to a point where people will clean if they want to. Were trying to make it so it's on to do that throughout the day. Overnight once libraries closed. They open to the public today. That does seem to be the solution. They range for students and faculty to come in for the spaces. Bring in your constituents and get their feedback so much are planning for reopening or making assumptions on what we think were happen. That's a good idea. That's very creative. No air circulation. The cleaning and ventilation. That's issues were seeing more and more. Using a combination of curbside pickup they can come in and offer multiple [Indiscernible].

[Indiscernible -- low volume] quarantine areas. I will find out what that means. Quarantine areas for your materials? They have some information about how to handle mail. Like having one person on a unit. That's good advice on how to potentially handle that. Many vendors are grain free access. Russia has been winning more. Late March and April I wonder how long that will continue. For example, the 88 e-book. Okay. Someone said they minute time indicating whether it needs to be cleaned. I seen some restrooms have Patty of service have been doing that. It's a really good idea. Otherwise you to stay clean it before you use it and after to be safe. Says new signage. That was in terms of how much clutter. You have various bookmarks and tables with all services. It's going to end up being a lot and minimize that. That's a good point. The reopening is to get answers from admin. The public library's are prepared as well is more COBIT cases cannot. That's the worry. I also worry about the time or spending planning are reopening phases of something happens we have to close back down. Kristi said are having problems with patrons wearing masks and they decided that [Indiscernible]. That's an interesting point we haven't thought of. We've been pretty lax about that. That's a good point. That's great.

We have about one more minute for this question. We also have a copy coffee shop. Were one that will be open or not and how that's going to work. Any last thoughts here? When will a copy shall be reopening? Administrative staff in all kitchen spaces are prohibited to be used and water fountains are turned off. I haven't thought about water fountains. It makes sense since you clean them constantly. There's so much to think about. I wonder if ours will be open. Whoever's are just collection to space. I think we can move on to question three.

Hello everyone find name is will Stringfellow from the government documents at Vanderbilt University. We with question three. What types of staffing challenges is your library facing. Please feel free to enter in the chat and will have this as a nice discussion. I will tell you about three staffing issues we have at Vanderbilt. The first issue is overall staffing numbers. When COBIT started staffing and budgets seem to be linked. Most places is staffing. Vanderbilt across-the-board did what was called the voluntary staff incentive program to prevent way off so they came up with a severance package people could tape depending upon when you're there. I libraries lost some staff numbers. Overall numbers are down. These are cost reduction measures they are not rebuilding the staff of these points. It brings us into our second issue. Joe had brought up before. Staff members that are high risk due to age were underlying health issues? When things Vanderbilt we currently have staff members going back into libraries. It's voluntary only. People have to be willing to go in. So far ministrations is encouraging us to say to work from home work from home because will plan on bringing back our students in the fall. One of things that's been brought up encouraging people work from home if you fall into the high risk categories we've a system to apply to an accommodation which is through our EEO office. With this allows for is high risk application and in the case people are forced to go back in they are exempt from going back in. However, there's a downside which is creating additional staffing issues. If you're approved for EEO commendation this means you can't be forced to go in you are not permitted to go in. This will extend through the fall semester. We are anticipating while these people are still able to work from home they are not able to come into the buildings which means were down more staffing. Finally, student staffing. As an academic library are staffing is heavily dependent on our student systems. We don't know if our students are to be permitted to work on site. They can work remotely. A lot of what we do a libraries we rely on them and we don't know if will have the student support. That's one thing were looking to find out about. One thing were mitigating some the issues for people can't go in is even if you can't get your job done people are being reassigned so they may be taking different roles they may not have normally done. It's just because you're in a higher risk you still have work to do. Let's move on to the chat. I'm going to start with a net where she says her prayer organization his or her staff back to work based on job classification and seniority not who's at risk and whose need that site? Purposes our comfort level are not part of the equation

1100 staff members. Personal library have been laid off till January. They receive an actual salary and continued health insurance and help in filing for unemployment. The plan is they will be reinstated in January when the University plans to and in person classes. It looks like they're gonna have staffing issues. Are big staffing issues is going to be overall numbers. Especially for academic libraries coming up in the fall semester.

Finding enough telework type projects to work on besides checking emails haven't team meetings and online P D still waiting for remote access to do remote type cataloging. Were fortunate all campus employees are paid in our telework environment since we closed in March. It's good your organization is still continuing to pay. It raises other issues while not directly staff related the impact staff. For us it Vanderbilt we use a web-based ILS. The staff are able to rework. If you can't do that remote cataloging it seems to be something that needs a solution. Let's look at Kelly one month into working remotely the majority of our library systems

are furloughed with no idea of when they will be brought back. That's when the underlying issues. There's so many unknowns and the situation keeps changing. Hopefully the staff will get some direction soon but it really highlights the unknowns and ever-changing scenario we are in right now. Most of our support staff are older or have underlying medical conditions. One fall semester starts we have restricted air hours. If one or more staff can't work others can step in. Too many hours and staff are stretched thin.

That's when things were feeling. We are getting to where and I think it's something superintendent document all the situation is not a government shutdown. Everything is expected to still work we are just not in our building and we have these roadblocks and hurdles. Once again, this is where overall libraries are jobs the workload has not lessened but we have lost people. Redeployment is some things were seen, at least at Vanderbilt. There may come a time where we have to be more strategic in what we as librarians do and picking what services to emphasize. From Paul, I run the service point and depend heavily on student employees. It's been difficult to provide in-service in the fall the students come back. While also keeping students socially distance.

I wish I could give you good solution. That's one a lot of academic libraries are going to be facing. Let's go a little bit further down. Then that this public libraries they provide emergency leave for staff due to COVID-19 under the family first coronavirus response act. That sounds like another one of the mitigation solutions to the challenges for the high risk staff. For Trina she says it's been decided that reference libraries will provide service remotely via chat, email, and Microsoft teams. That access staff have to be on premises. There are concerns about this being unfair because access staff is paid much less but will bear more risk. Don't know what the solution is because it seems smart to limit the number of employees in the building.

You're correct, it's high risk to be in their. I don't have a good solution to that one. Something like hazard pay would be nice but that's gonna be each organization is can have their own and have one of those challenges. Because of budget cuts are student budget cut was down. We have a few allowed telework. We went back to the building June first.

It's good you didn't lose full-time staff. That's tough. Student budgets and losing them that's a problem. We are so heavily reliant on them in the academic world.

The only staff involved in corpse I pick up with the fall. However, the campus president mention layoffs. We are waiting to see who will be cut.

I'm sorry to hear that. I hope there aren't any layoffs. Nina, add a curiosity, how many staff will be involved in your curbside pickup?

About 10. Okay.

Let's run backup. From Beth, I'm the sole person who works in processing the cataloging referencing system. I'm working from home due to a medical condition but through an

accommodation I can go into process shipments when the buildings close. Isis patrons virtually. If I need help with something that's not available online the reference staff helps with that. So far this is working out well. A couple things I want to note school years are to dictate what's happening to staff because that adds a new factor. It's nice to see this cross collaboration. That's when the big staffing things we seen at Vanderbilt. What we had divisional libraries were seeing a lot more cross collaborative work on projects along with reference chat. Were seeing some of those wonderful examples of staff stepping up and shining. It makes the profession look great. From Andrea all our reference librarians are part-time and will continue to do online reference chat. They will not be on campus so the only staff will be limited schedules will be text services and staff managers. Will have the pay issue. All are being paid whether they telework or have hours on campus.

Something is not terrible situation. That's not the worst we've heard.

Let's see here. Our library is providing hazard pay. I do not know how long they will continue to do so but for right now it helps.

That's fantastic they're doing that. We've seen more collaboration across campuses with our virtual reference services. That's wonderful. Since March we start our chat reference and we've had 1200 plus hours. And other professional staff. That's fantastic to see that trend.

Breanna says rooms are being used for classroom so the building has to be open.

That's one of things were looking at at Vanderbilt is utilizing the library spaces. Those are some the questions that are being asked in terms of staff is yes we have to have in the building how to keep it safe?

Martha says we are getting paid less from the library quiz were on 20 percent for low supplemented by the \$600 a week and unemployment.

What library are you with? What type of library?

A public library. Thank you.

Susan says rooms are being used as classrooms but the library is closed except for curbside delivery.

I guess that means your staff area is close. Your staff I'm guessing are working curbside delivery but you don't allow students in and only two staff are doing delivery. Okay.

Kelly, how are we doing on time?

We are just about out of time. We are good to move on to number four.

Thank you. I'm happy to pass on to question number four.

My name is Jennifer Morgan and I'm new to the DOC. And the government documents library and at the law library at the Indiana University Mauer school of law. We are in Bloomington Indiana. I will moderate question number four. If you have any responses, comments, questions you can take those into the chat box. Question number four deals with health and safety measures which seems to have overlapped the other questions that we've been discussing about challenges in your library. What additional health and safety measures has your library implemented for reopening with regards to library personnel and library users and your depository shipments and collections? I will get the ball rolling and talk about Indiana University and what were doing at the law library. I you is getting ready for students come back to campus as were seeing a surge in COVID-19 cases here in Bloomington. Our municipal employees are increasingly getting sick endorsing local restaurants shutting down due to outbreak. I you has 10,000 students who live on campus in residential halls, apartments and Greek houses and then there are more than 30,000 students live off campus. They are preparing for students to return with the following safety measures. There will be pre-arrival testing for COVID-19. Reduced housing on campus, mask wearing is required in every building and outside if physical distancing is not possible. Promoting physical distance, providing congregation of events, I you will do random testing and testing of those with symptoms. We will do contact tracing, quarantining, and providing consistent and regular messaging to students about behavior and COVID-19 spread. I used administration suggests all students and employees fall the CDC guidelines for wearing masks, social distancing, and avoiding large gatherings. Here on campus the building shut down mid-March and staff librarians and faculty come in. The law school reopened on July first for employees only were taking safety measures. It's not clear to me whether outside visitors and that's nonlaw school. I don't know what other grads or other types of students will be allowed. There's the University starts back up August 24th. The law library has implemented several hate health measures. For our library users which will be primarily law students those measures include hand sanitizer library. We got a contact contact list electric stapler. Were reaching our study carols and were removing seating to inshore physical distancing when the students are in the library. We have two staircases. For designating the up staircase and the down staircase. The two elevators in the building are being limited to one person using it at a time. Also, sounds funny but we are getting rid of paper forms. Previously kept paper forms for searches and re-files. We are not going to use those anymore. We are not going to do physical course reserve. Our circulation staff were scanned readings for faculty and put it in the online course management system. All the shelving including our government documents will be done by full-time staff. We need to post signs around asking patrons not to re-shelve those material. Any material we pick up line encounters we have to put in quarantine. We just implemented our curbside pickup return service and finally, guidance from the realm testing we will quarantine return materials we decided on a minimum of 40. Only one staff members going to do with that. Our circulation library and will be in charge of the quarantine and will wear her PPE materials for four days before those materials are shelved. That include short loan reserve books. Some materials only circulate for 24 hours and we quarantine for four days. I was reading on the realm project and [Indiscernible] labs began testing a third round of library materials. For test set three their testing five plastic based items. Those are plastics used

in CDs and CD cases, USB cassettes, acrylic display cases, flexible storage bags and containers. The results from that round three of testing should be released probably the first week of August. It will be interesting to see COVID-19 on those types of materials. Our health and safety that we've implemented for personnel I use providing two cost masks for every student and employee and the library provides disposable masks, hand sanitizer's, everyone must wear their mask. We encourage regular hand watching washing. Employees must sanitize work area after use. Our student desk attendance after their shift is over they have to wipe down their computer, keyboard and the barcode scanner with Clorox wipes. We have staggered library staff work schedules and work areas are being rearranged to provide physical distancing. Most staff are encouraged to work from home. If that's not possible were getting Plexiglas shields. Some functions done for personal interactions we shifted to virtual. We talk about the inequity. Staff has to be there in person. All references will be handled virtually by chat, email, phone. We do a lot of teaching. Lot will be taught online. Some guest lectures are to do on purpose. In person. I like to see solutions with training. Our library and is working out how to do some of that virtually for her new desk attendance. The library is not to hire a student. We have a lot of restrictions. She will be under taking the library. We do full interlibrary service now that are package delivery is regular. Are depository shipments. They resume July six. Our building is locked. They have to call a number. They have to wear a mask. With that procedure for repositories shipments with my staff and it involves a lot of handwashing. I'll be interested to see what you have to say about that. My depository staff takes home the parent material and the catalog materials at home as well. When those items are returned quarantined for a minimum of four days. Let's look at the chat. Mandatory mask policy as well. Limiting staff and library buildings as much as possible. Working rotation where people work from home as much as possible and find appropriate workspaces with six feet of distance can't be maintained. Our Dean of law school and the administration campus would keep the population to the lower the building. At Vanderbilt everyone requires masks indoors and outdoors. Also no paper forms. Migrate our processing poster to a database as well. A long overdue project. Anyone using the library will have a reservation for two hour slot. Report the library to be checked in and get your temperature Chaikin. We have thermometers on order. That's the promise PPE is getting your PPE. We ordered a lot in March. That was back ordered until fairly recently. Limiting staff and buildings. Mandatory mask requirement. The governor of Indiana promulgated an executive order that began today. Starting today everyone in Indiana each ate above is required to wear a mask. To entrance gates. Addressing emotional health. I think to see that addressed as well. Give honest talking about the segment this public library's. Jane says virtual counseling sessions with our psychology professors with our library staff. That's an idea. I'll look into that. Megan says we have a cleaning schedule were staff cleans high touched areas twice a day. That's a great idea. Plexiglas shields, reference interactions happened behind the shields as much is possible. We decided any instruction has online live or recorded. We locked up every other computer. We have to wear a mask. Interest says consider having staff use their laptops to stop the amount of same people were using workstations for for are depository processing my staff and I decided on not using gloves. We were concerned about those in the open landfills. We promote lots of handwashing. David says guidance for managing federal repositories safely will be updated when the realm becomes available. Everyone lookout for that. Ongoing food warehouse for anyone in the community that needs it. Electronic only course reserves. That's

been made easy. For a course management system here on campus. Our circulation library is working very hard to help faculty get the reserves. Paul says a mix of zoom sessions and in person to trained student employees. Unfortunately, some training must happen in person. He's training one person in time and will be in a mask and fascial. That's probably what our library will be doing as well. For those in lab campuses can have no more than 10 the people. They've worked out the classroom limits in the law school as well. We have some very large classes. They've gone to block scheduling format. This is for first year law students. We want to give them as much as an on-campus experience as possible. Was of our to L and 30 will take online courses. John Elston, are you a public library? Yvonne says provide masks and social distancing. Interest says we are waiting for material sanitizing machine, hasn't arrived yet. Is that a UV light? Can you post about that? Lisa says we close one floor at night. Deborah says were looking at all electronic courses as well but dumping up against copyright. She's very strict about adhering to copyright rules. If to limit what materials we reserve. Here the law library we are canceling collections so we can reallocate those funds to electronic study aids and e-books. We have digital libraries in the West academic study aids collection that we are now using. State library has provided posters for other areas in our library. David says our university set up PPE pickup locations. Current says teaching new students academic libraries were getting ready with WebEx training and instructor interact through campus training each other to be comfortable with WebEx. We got thrown into the online teaching situation in the middle of our spring semester. Most law professors have never taught in online class. I've been teaching online might LIF classes for eight years. I was fully comfortable with it. Interest says I don't have specific information our manager has information on that. Don't know what we order for sanitizing machine. I was just wondering if it was a UV light machine. I read those will deteriorate glue and bindings. I be interested in hearing more about that. Anyone else have more comments or feedback virtual library tour video. We do that now. Our new director made the virtual library tour and each reference librarian ended up making instructional videos for our online students. Kelly, was that you?

We are just about out of time for this question. Moving on to number five.

Thank you so much everyone for your great comments. Now we are ready for question number five.

Hello everyone this is Cindy from GPO. Since baseball started I want to use an analogy. I want to that cleanup with the fifth question. I know we ask this question in April meeting on the 22nd what new services are re-services from GPO would you like to see? What we do to help you with new challenges. We are asking it again because things are constantly changing and the environment we work in your library's. If there's anything you think we can do to better help you help your users and provide access to the content you all have available please chat away and let us know what that is. What is it we can do to help you. Want to do a shout out to all my colleagues at GPO keeping up with all the issues and updating the toolkit. David and his guidance. Lots of folks are monitoring the situations and the depository support services are monitoring libraries through your response to surveys. A lot of folks are working on this. Shout out to all of them. Into you all for continuing to provide services to your users. And working on

what you need to do to get things done for your operation. I'm not seeing anything come through on the chat. Thanks James, mentioned the usefulness of the toolkit. Not just for government docs but in general. Anyone else? Anyone want to go back to the other questions they didn't get a chance to type in the chat? People are sharing out the Covid toolkit. I've seen a lot of good things in the chat today. Lots of good ideas, lots of ways you are trying to get through the challenges we are facing today I'm sorry we don't have answers for everything. Things are evolving and hopefully we will get things worked out within the libraries. Things are coming in the chat now. David is mentioning UV lighting causes fading and deterioration in adhesive and would not recommend it. Lisa has used her masks. Thank you for saying this was helpful. There was some things I hadn't thought about that had been mentioned today. Good information sharing amongst us all. It's very helpful.

Is there a requirement we opened government collections on certain points?

I did not see that question. The question is is there a requirement to open the reptile repository at a certain point? No. I will refer back to the letter the superintendent of documents sent out back in May. It's linked in the toolkit and on the superintendent of documents page 1F DLP.gov. We recognize this is an evolving situation. Libraries look at a phased approach of reopening. As we saw on the survey that Ashley reported about opening to the general public and to affiliates and only opening to staff that's a real trend there and we recognize that and we will not force opening to go against what the library has plans and what local guidance you have to abide by. This may take weeks or months. We know this is temporary. If you find it is not temporary let us know. Did I miss another question?

I'm looking through now.

Thank you for the kudos. Jane finds communicating with people who are in the same situation very helpful. Kelly put the link to the letter from the superintendent of documents in the chat box. Just a reminder if you want to take a look at that. Lisa got some good ideas and also some affirmation that things are on the same page. Sometimes it's good to hear other people are doing the same thing. That's a good thing.

Holly, yes the chat log will be available with the recording. I'm sorry we missed your question. If you want to restate it we will be happy to address it.

What was the question?

Holly said we missed her question.

That was question. Yes. The recording and the slides will be made available to everyone who register today. Sorry about that.

Waiting nine months to discard materials you're waiting in the queue I can understand a little frustration with that. When is this going to change?

Monitoring libraries being opened you can see that we reported today 35 percent of the libraries are open. Long as libraries aren't open to work with their collections and identify materials they might want to discard. It's a difficult situation. I don't have an answer for that.

Jan is asking where can we see the current operating status of all the FDLP libraries?

Good question. Libraries have been encouraged to put a note in their FDLP directory. I don't know if all the libraries have. Perhaps that something we can do with the spreadsheet that we have been using for the data for the survey. That would only give the leverage that responded to the survey. That brings us to this opportunity to encourage it everyone to fill out the survey. It's good to know whether you are open or not. There's a link to the survey on FDLP. There's a place you can link on the survey.

Someone mentioned staff are taking materials home to catalog. Do they take the boxes? Was the some other point.

Are you talking about GPO staff?

This is Jennifer. I mentioned my staff is taking materials home to catalog. I believe she will unpackaged the materials from the box that it arrives in and then she will take the materials home, catalog them and bring them back to library. I hope that answers Holly's question.

Thank you, Jennifer.

Kelly thank you for the link to the reopening survey.

Holly says that is what she meant.

Superintendent of documents is saying that we are scanning and cataloging online material and mailing tangible materials to our catalogers. We are doing a little bit of both. Online cataloging and cataloging from surrogates and from the tangible item being mailed.

Unfortunately we're reaching the end of our time today. Any last thoughts to share?

This is been a really interesting session. There's so much information going around. Everyone has a variation on it. So much thought has gone into these plans to make sure everyone safe and activities still go on at all kinds of libraries. I want to thank everybody for participating. I think there was one from Bert Chapman and we have the one about the 90 day hold. I'm going to take some this back to talk with my staff. There may be some other things we haven't thought about their we are very creative group. I'm glad everybody is still coming up with new solutions. With that I want to thank the Council members for participating. Don't forget this is recorded so you can go back and look at the chat. There was one other thing were updating. Those posters we sent out. The test results are coming out. Be looking for some of those

coming up and we will look into some other things. Glad to hear from everyone. Hope in the next couple weeks as you prepare to open campuses deal with lots of things going on that everyone stays safe. In the past over to Alicia.

Thank you. I'll echo what [Indiscernible] said for. Thank you for your participation. Thank you for sharing your ideas. It's amazing to see different ideas and solutions. We appreciate you tuning in. Thank you for the whole two hours. This is such a great group.

I will respond to Margaret talking about the chat transcript. It may be done by computer. Sometimes it needs guessing. This transcript is the exact transcript. It's the text of the chat box. There's no guessing. If there's a typo it's because someone made a typo. There are a lot of close captioned types of transcripts. Sometimes there's a little bit of misunderstanding by the computer. This chat will be an actual transcript of the text.

Thank you. The chat remind me of something. If you need additional promotional material Kelly mentioned early on we have done a couple of promotional items about handwashing and materials. If you have any others you'd like us to investigate and produce as promotional items let Kelly know. I saw couple things in chat where maybe we need something next to machine to say this has been cleaned or this is a cleaning zone. Let Kelly know. Were more than happy to investigate. Don't forget, we have pocket constitution for constitution day in September. We love to see how you're going to celebrate that during these times as well. [Event Concluded]