

FDLP COVID Support Services - Transcript

Please stand by for realtime captions.

Hi everyone. For those just joining us, this is our webinar on FDLP COVID support and we will get started in about two minutes.

Hello everyone. I am Kelly and I have several of my colleagues. Before we get started, I will walk you through a few of our housekeeping reminders. If you have any questions or comments or any technical issues, feel free to use the chat box in the lower left-hand corner of your screen. We will keep track of all of your questions and at the end of the presentation, we will address each one. We are also recording today's session and we will have a link and slides for everyone that registered. We will also send you a certificate of participation and if you need additional certificates, just email us if someone is watching with you. Include the title of the webinar along with the name and email address of anyone with you. Desktop computers or laptop users can have the slides which are on the left-hand corner of the screen. Now, let's get started. There really isn't anything I can say about this past year that is not completely cliché so I will not even go there but because of all the crazy challenges, we tried to develop resources to help you navigate everything while maintaining free public access. This webinar is serving as a lead up to a program that the library Council is hosting during the 2021 DLC virtual meeting. That will be April 21st and that will be COVID-19 a year later returning to normal. In the open forum, they will have "questions about services and staffing and procedures and how your library is adjusting to emerge from the pandemic and its constraint on our daily work." If you have not yet registered, just go to [FDLP.gov](https://fdlp.gov) and go to the main banner which will allow you to register from there. Also, Ashley has put that URL in the chat box as well so thank you. A new document that we just made available is called FDLP COVID-19 support services and activities. This details the various services and resources that we have made available to you since last March and it sets up that timeline format to check out all these things and make sure you did not miss anything and go back to things so you can take advantage of that. You will also receive a wrap up email tomorrow and a link to this will also be included. To get us started today, I will pass it over to Ashley to take it from here.

All right, thank you, Kelly. I will be talking about the distribution services and the opportunities over the past year. Again, my name is Ashley Dowell and I will give an overview of what our practices are and most specifically how this impacts us. We will change gears and dive into everything for you. To get started, back in mid-March, the first response to the situation was like everyone else in March of 2020, we thought it might be a couple of weeks but by April, we realized it would last a lot longer than we thought. We let libraries know that we would be spending our cleaning window and we would hold onto copies. By May of last year, we had a form asking libraries to notify us for a change in services. We were assuming that all libraries were closed until they notified us otherwise. They had that form out and started ramping up the shipments. We ended up having to work our way through the outlets of backlogged material and sent out an explanation of why it is time to do that backlogged. The libraries were not getting the normal volume in the government had not been published as much as in the past. Safety measures were put in place that limits the number of staff we can have on site at our distribution warehouse. In October, we issued a couple of reminders and began consolidating information from our depository operations. In January, we ended up having to lease floor space and at that point, we had a customized email to each coordinator to still hold the shipments and we asked them to identify if they would accept them. Along with that, we sent a list with what we were holding based on the library item selection. The thought behind that was if the library realized what was being held and how much or how

little there was, maybe there would be a better gauge if there could be shipments or not. Many of you did and we were very grateful. By February, our warehouse was able to reconfigure the backlog and the floor had been organized chronologically so there was pallets that were more or less organized chronologically. We reconfigured it and have seven or eight zones where certain numbers continue and we have the shipments and instead of having to go through the entire backlog, we just have to go through a particular zone. We also alerted libraries that there were some changes as to how claims were to be made. Libraries were also told they need to file claims for any separate material that they had not received since March of 2020. This applies to all libraries for any material that is issued as separate and we need to file claims to get those. Towards the end of March, over 80% of libraries, we decided to reframe the opening notification form that we rolled out last year. Let us know when you change your status or notify us of your status. The reason we did that is because we suspected that a lot of the non-respondent libraries simply did not know about the format. We know there is a lot of change going on and we just were not making the right point of contact. As expected, some did fill the form out because we reframed it and some of them did still confirm that they were not able to take shipments which was okay but what was more problematic is those that did not respond. We are attempting to find our point of contact with the nonresponsive libraries. This is pretty time-consuming and it is important that we hear from each of our libraries because that form is used by different groups and for different purposes. That was a very brief run through of how COVID impacted our operations. I will change gears now and talked about how there was a service put out in late February of this year. We had 170 sponsors as of March fifth. So, we learned how libraries were working with the pandemic. 43% recorded that there was a gap in services. They rolled out virtual services and 34% explored balanced worklife options. 59% adjusted those budgets with the allocated funds and that sort of thing. 55% postponed or canceled projects. 36% had shipments and alternatives including routing materials. 31% provided job training with reduced staffing. 23% indicated other. We had 46 write in responses to the question of how your library has coped through the pandemic and across the board, several people indicated that if we were able to complete long-term projects and had some of it where they could get to the old projects which would be the one silver lining. Also, they incorporated online information and in particular they were happy that they could push COVID information by the government. Some of the more interesting success stories include one library that set up the two regional depositories in Texas that had two virtual check ins which was pretty cool. There were libraries that reported the online chat and screen sharing that would help to provide a one on one virtual assistance with digital resources. One thing that cannot be answered due to a lack of information or the content has not been digitized, we are curious about the challenges that you were not able to answer online. We saw one report that they had a remote check out of materials to the use of phone pictures and email addresses. It sounds like it may work in the future. One report had delivery of the materials to the home. One had a very first virtual tour which is pretty cool. What do libraries ask a GPO for? 55% said they did not need help and 12% said they needed help addressing questions related to shipment. That would be the shipment of items and 10% needed help for exchange and using or accessing GPO. 9% said other in a % asked for additional training and or webinars. 3% had questions related to cataloguing. 3% reported updating the directory. Okay, just in case you were wondering, here is a related webinar that has been going on since March of 2020. Here is a list of the ELC sessions that we had related to COVID-19 and if you want to watch any of the sessions you can just go to the FDLP training on the right side where you have the subject tags and one of them is COVID-19. So, we can continue to work with libraries and shipments as they are able to assess them and with requested contact. They can share best practices with the FDLP and my colleague will talk more about that. Up next, I believe I am handing it over to David.

Okay, thank you. I am the preservation library GPO and I will talk about guidance during COVID-19. So, the three bullet points in front of you, this is when we came into the issue for COVID and libraries a little

over a year ago. We have known that the virus can be transferred from person to library materials but now there is no definitive level of contact that determines how likely a person is to be infected if they handle or use those materials. So, since the beginning, we have been monitoring what is called the realm of project for reopening libraries and archives and museums and this is really one of the most wonderful projects in terms of funding and organization with the community with what they have ever done. It was put together very quickly with a lot of funding and we had one of the best laboratories to have controlled conditions to test on a variety of library materials. Since no exposure level can be quantified, it focuses on what is referred to as the insinuation or diminishing of the live virus on the infected materials. So, the materials that were used were in the library environment. All of the tests were conducted with the humidity range and a variety of different ways both stacked in and stacked in the last test and there were some interesting results. In addition to the test, there's a lot of information that is useful for reopening libraries and considerations of traffic control and plans dealing with the public and surfaces and things like that. It is worth your while to poke around on that site and see what is there. Is easy to find and if you just search under the project realm, you will find lots of information in the website. As far as the test goes, we have a years worth of research and there is nothing you can spray or wipe or treat with any of the materials that were in our collections with any kind of substance or treatment that is safe for those materials. They have reached the surface boards and the results of that test focus on a period of quarantine by which the virus is living on a surface and doesn't provide any host environment for it and essentially dies over time. There is the diminishing of the virus this is completed and the test showed the different levels and the magical number is the days that the virus is not detectable or in trace amounts. There is the exception, of course, the test they decided to do by testing materials in a cold environment. You might have below cold storage temperatures and they discovered that the virus is dormant and then comes alive again and that is when it is brought back to warrants. This gives hope that summer temperatures will certainly diminish it more. Overall, the period in a normal environment with normal temperatures and unity is the eight day quarantine time. I will pass it back to Kelly.

Hi again, everyone. I am going to talk with you about some of arc medication tools related to the pandemic. I will go over the toolkit on the large items and some of the social media features. Something new we are starting related to best practices and lessons learned and then tell you about our COVID related guidance. Most of you have probably seen this and some even from the Massachusetts General Hospital. In the toolkit, you will find three different sections with guidance for Federal depository staff. Things that are very specific to the library. Resources geared towards libraries in general and things like training or handouts and images or flyers in the guidance and then the third section is resources geared towards library patrons. It has agency information that is geared towards public consumption on a wide variety of topics. If you haven't taken a look in some time, it might be the time to revisit and see what is new. We have these five posters to choose from and these are the things you would expect them to caution with materials and social distancing this can indicate how many people are allowed in the room and rules for wearing a mask. Each library can order up to five copies of each of the posters and their size. There is an ordering page and there is a link on the slide and good, Ashley but the link in the chat. You can use your previous FDL.gov login credential to access that. If for some reason, you are having trouble with those or you forgot what they are, feel free to send me an email. I have my email in the chat as well and I will help you get access to that. Next, we have our COVID fashion statement and they are made from 100% cotton. Each library can order up to seven masks and you can go back in and make a second order. Many of you have shared your photos with me and as you can see, we have them and if you haven't done so yet, we would love it if you would take photos of you and your staff. We love to promote you and your library on FDL.gov and on social media. Feel free to send those photos directly to my email. I will promptly help promote your library. That brings me to my next point. Throughout the

pandemic, we have tried to find new and creative ways to promote our library and if we are not out in the field and visiting you, there are not large events and things like library and Constitution day and anything where you have gotten creative, we are striving to promote you as well. It is our goal to show our customers the amazing work that you are doing despite being in the midst of a global pandemic. If you don't already follow us, we hope you will start. All channels are linked from the [FDLP.gov](https://www.fdlp.gov) page. Okay, before I address what is on the slide, I did want to throw in a plug that if you would be willing to present a webinar on any of your best practices or lessons learned, we would love to host you. You can email myself or Ashley and we will be happy to get you started. We try to make it as easy as possible and we do all the work and the set up in the recruiting and planning and all you have to do is show up and present your wonderful content. Thinking about how your library has adapted to all of this, please consider sharing that knowledge with your colleagues. Next, one of the things that we have committed to do in the last round of the Council recommendations was to develop a repository for FDLP COVID best practices and lessons learned. We are looking for things like any documentation after action plans or any lessons learned that you documented or anything that you feel like would be beneficial to share with your colleagues. Any topic related to the pandemic is absolutely welcomed. I listed a couple of examples just to get you thinking of the type of things we are looking for but you are certainly not limited just to these topics. Once again, feel free to email me with any or all ideas. This can be things like formally written plans and documents or if you just have a paragraph or a couple of ideas that you want to share, it can be informal as well. This is really going to be a continuously evolving resource and we will start making it available early this month. You will see that evolve little by little and we will be announcing that through our Tremont news and events email service. Finally for me today, we have a large collection of guides with COVID information. They offer 25 individual guides to focus on the coronavirus and there are 70 topics and just some of them are language resources and small business hubs, telecommuting health and wellness, social distancing activities and K to 12 resources just to name a few. First, go and check them out. They are all great. If you have any coronavirus guidelines that you want to share, we welcome all submissions and we would love to include yours. Right from our page, you will find that there is a giant blue button to contribute your own guide. If you have something you would like to share, we encourage you to do so. Thank you. Now, I will hand it over to Laura.

Thank you, Kelly. My name is Laura and I am an outreach library and just like Ashley. I will talk today about our new FPS site. This is not related to COVID-19 but it had been planned and it so happens that the site launched on August 2020 which was in the midst of the pandemic. Your first question might be how do I get to the site and how do I login but any links that are on the webpages pointed to the old site will point you to a new one so that is not a big deal. We created logins for everyone when the site launched and we had some information about it. Here is the way for you to log in. There is always turnover as we have mentioned today. Now, that we have launched this, when someone changes the designated coordinator in the directory, we get a notification and we know to make an account for that new person and we send them a link to access their account and create their own password. You may also have people that are not the coordinator but work with the repository collection. The benefit of having a login is you can have that submitted including the claims form. Some of the information is pre-populated which should make it a little bit easier for you. If someone else needs an account, the person that is a coordinator can log in from the top menu to ask for an account. If things are not working right or if you have a particular situation that is unusual or you want to talk to someone, please email us or call us at [GPO.gov](https://www.gpo.gov). We do answer our phone. We are just like you guys. I also want to point out that on the training site we have short training videos and a user manual that includes a lot of detailed screenshots. I also wanted to remind people that these are the preferred browsers and it doesn't work well in Internet Explorer or edge. I mentioned this but I will mention it again. These are some of the important changes that are related and one thing is that all claims are made through FPO. You can click

on the claims request form from the top menu and lots of libraries do have staff making claims that are not the coordinator's so they will need a login as I explained a minute ago. Another thing is that edits and changes are now made through FPO and the only person that is designated can make edits to the directory. Anyone else that has an account can view it but they cannot edit it. Then, the last thing I wanted to highlight was the project page where you can see basic information about that site as well as release notes for all the improvements and enhancements. We are continuing to develop the site and we have released this approximately once a month and have already incorporated several enhancements and ones that were suggested by GPO staff so please provide feedback and suggestions to us. We are listening and we want to make this site work well for you. That is it about GPO and now we have plenty of time left for questions so you can type them in the chat box and address them to any of us. It is open now for questions. I do have one question that came in from my section. Did I say that 80% of libraries have resumed their shipments? The actual answer is when I said 80% were open for shipments, that was based on data towards the end of March but remember that we have been reaching out to libraries that we have not heard from in the last year. As of this Monday, the number is more like 88% for those that are open for shipments. 88% are back up and running for shipments. Does anyone else have any questions? I did have a few private chats on the side that asked about the recording and everyone will get an email with a link to a recording and the slide in the handout that I spoke about with the COVID support services.

Chad is asking do we think the workflow changes are temporary or more long-term? We are still committed to holding shipments for libraries that are not able to accept them but at this point it has been over a year. The libraries that are not able to have shipments, we will hold them but I would imagine we will have to sort out what to do with those shipments. Obviously in conjunction with the libraries but for the most part, our operation is already back up and running with the exception of the backlog. They have to pull out the material that has been boxed up to go through those materials and the biggest problem we are having right now is that for various reasons if you review your shipments, you need to identify the content that was issued for your library that was on a separate shipment list. We have a lot that resumed their shipments and we have to have those claims for the separate materials which is a backlog that could be larger. Otherwise, they are pretty much back up and running. We are still working with the schedules and staggering shifts and things like that. Mark is asking how he can find out to respond to the request and hang on and if someone else could take a look at the questions.

You can also log into that form as much as you need to. You can just keep filling out the form each time you need to and each time your status changes and that is totally fine. The next question is that it is only available from shipping lasts from 2020, correct? You can have that separate list. Unfortunately, I don't know the answer to that so we will see if Ashley knows the answer to that. We will come back to that one. Valerie asks if there have been more selections over the past year. I would say there has been a pronounced trend but what do you think about that one? I don't think we have particularly noticed a vast change on how many libraries have gone mostly electronic. My guess is that not nearly as much stuff has been issued so unless you profile for congressional hearings, you aren't seeing as much stuff trickle in. And not think the repository is necessarily there. I would have to look at it to see if that is true or not. Regarding the shipment list, I'm afraid I cannot comment as to when they will resume the shipping list. I am not familiar with where they are but they are still cranking out the shipment and this is probably the third or so week and when you think about it, April first which is today, we are in quarter three and are just starting to get into the shipping list for 2021 so there is little bit of a backlog to get caught up. Okay, I am flipping through and I think questions. Do you have a sense if this is temporary or more long-term? Chad, I wish I could help you but I don't know. It is the federal government so it can be

hard to nail down. I thought I had heard that they were trying to pick things up again but we are far below what we were last year. I don't know if the federal government will ever pick up the same rate as in the past.

We did just get a message today from our director that noted that the agency revenue is quite a bit down. He kind of attributes that to the agencies that are operating in maximum telework environment. Their budget and their needs are still down. He is hoping that it bounces back but we can't be sure. At this point, it fits quite well on the agency side. Anyone else have any last questions? Okay, I am not seeing any more pop in. I did want to get one last plug for our virtual meeting on April 21st. We hope you will join us and that is taking place Eastern time at 1 p.m.. We have a lot of good and collaborative program so we hope to see you then. Thank you all. [Event Concluded]