

**Minutes**  
**PAS Networking Group**  
**Zoom**  
**June 16, 2020**  
**1 – 2:30 PM**

1. Welcome
2. Discussion Topics
  - a. Overview of Curbside status in Leap/PowerPAC (Kelly Durov, Northbrook)
    - Debra Wischmeyer (CCS) explained that Northbrook was working to add a branch to be called “Curbside”. The cost to do so is \$2500.
    - Nina Haselhorst (Cary) asked if it would be possible to rename an existing branch such as a drive-up to curbside. Debra Wischmeyer (CCS) explained that this is possible. Interested libraries should submit a ticket to [help@ccslib.org](mailto:help@ccslib.org)
    - Kathleen Weiss (CCS) explained that the “Ready for Pickup” hold status can sometimes be confusing for patrons who do not understand they need to wait until they are contacted by the library before visiting. Kathleen Weiss (CCS) explained that there are examples on the CCS website of the types of language your library may want to adopt to prevent this.
      - Good examples include the Des Plaines and Fox River Valley PACs that explain holds may be picked up only after contact from the library.
      - Members can see examples here by scrolling to PowerPAC adjustments at the bottom of the page: <https://www.learning.ccslib.org/library-reopening-plans>
  - b. Materials Delivery Ideas (Annoymous)
    - No discussion for this topic.
  - c. Re-opening
    - i. How are you scheduling and staffing public services as part of re-opening?
      - Many reported that libraries are working with interdepartmental teams on alternating days on different floors/spaces to keep physical contact to a minimum.
      - Many libraries reported it’s “all hands on deck” when assisting with the picklist.
    - ii. What challenges have you encountered with virtual reference and readers’ advisory?
      - Staff continue to provide support using chat, email, and voice.
    - iii. Are you granting access to your specialized spaces? (e.g. computer labs, maker spaces, etc.)
      - Libraries continue to keep spaces closed.
      - Some libraries are making appointments for computer use or allowing the public to “book a librarian”.
      - Some libraries will be allowing patrons to re-enter the building with closed stacks.
  - d. Many libraries have reacted with new virtual programming and remote services due to closing their physical locations. What program or service are you most proud of at your library?

- Here are some of the responses:
    - Development of curbside services (Liz McClain, Glencoe)
    - Development of curbside services (Kelly Durov, Northbrook)
    - Development of curbside services (Patty Pearsall, Algonquin)
    - Community Cookbook (Heather Norborg, Evanston)
    - We have created Spanish program videos on Facebook and have had amazing feedback! Thousands of views and lots of shares. It's helping us decide where to put some of our resources going forward (Sean, Round Lake)
    - Virtual Library Pub Quiz (Lori, Park Ridge)
    - Virtual Dungeons and Dragons campaign (Lori, Park Ridge)
    - Our newsletters have been a big hit. And I like the YouTube playlist of us doing our stories and songs. (Brian Wilson, Evanston)
    - Also really proud of our virtual storytimes and kids and adults concerts. Increased ebook promotion has been awesome too. (Kelly Durov, Northbrook)
- e. Additional agenda item:
  - How do you handle negative comments from your patrons when neighboring libraries have reopened?
    - Chicago Public Library reopened in early June. Libraries that border the city have heard some complaints from patrons that their own libraries ought to be open too.
    - The library that serves Rolling Meadows is open, and the nearby patrons of Prospect Heights wonder why their library is not open too.
    - Some patrons think that libraries are choosing to open at random rather than following a plan.
    - Debra Wischmeyer (ILL) cited the Illinois State Library recommendation to suspend resource sharing until August. A state guideline can help patrons better understand libraries' decision-making process. Emergency Rule Temporarily Suspends Resource Sharing Requirements: <http://islemail.org/pipermail/isl-eneews/2020-June/000098.html>
  - Are you administering any sort of health questionnaire or taking the temperatures of staff starting their shifts?
    - Kelly Durov (Northbrook) says the library is not screening staff, but masks are required and made available to staff.
    - Sean (Round Lake Beach) says staff punch in on a time clock and sign a waiver saying that they are not experiencing symptoms. If staff answer "yes" to symptoms they are told to go home and contact their manager.
    - Anna (Fremont) says the library provides masks and staff are self-screening.
    - Melissa Morgan (Winnetka-Northfield) says that that the library is screening staff before they begin their shifts. Staff go home if they have symptoms.
    - Arianne Carey (Niles-Maine) says staff has a set CDC symptom check list to attest to and verify that they either took their temp at home or can use a thermometer at the library.
  - Will you screen or take the temperatures of patrons as they enter your building?

- No one has plans on screening patrons. However, there are guidelines for the number of patrons who may enter the library and social distancing rules will be enforced.
- Debra Wischmeyer (CCS) shared Elmhurst's library visit reservation page: <https://elmhurstpubliclibrary.org/covid-19-response/library-reservations/>

### 3. Adjournment