1. Welcome
   a. Fifty-six staff members attended the PAS networking meeting.
2. Discussion Topics
   a. How is your library serving patrons who do not have internet access at home?
      i. The following services were mentioned. Libraries have:
         - hotspots available for checkout.
         - "left the Internet on" so it might be accessed from the library parking lot.
         - published maps of their Internet coverage.
         - published lists of locations throughout Illinois where Internet is free and available.
         - printed reading logs available for summer reading this year.
         - hosted book discussion over Zoom so patrons can "call in". Senior homes are a popular audience for this service too.
         - mailed out program supply boxes as well as virtual story time boxes.
         - maintained a "library phone line" with themed prerecorded messages featuring book recommendations or music.
         - remote printing services.
   b. Boston Public Library is filtering catalog searches to eContent by default. A note at the top of search results clears filters if patrons want to view physical items.
      i. What do you think of this solution?
      ii. Would something like this work at your library?
      iii. Is your library already implementing a solution like this?
         - A search filter displaying only eContent would fill an immediate need.
         - It may not be as useful once we have curbside pickup.
         - Patrons may prefer to see physical materials to place holds.
         - The filter is not as useful now as it would have been in March/April.
         - Many patrons go directly to the source (Libby, Hoopla etc.) instead of using the catalog to discover eContent.
         - It is worth considering and researching an eContent search filter in case we need to close again in the future due to second wave of Coronavirus.
   c. Curbside/Delivery of Library Materials
      i. Glencoe is the only CCS library offering curbside delivery now. The Library Board requested the service be added. Glencoe rolled it out last week. When holds are fulfilled, patrons get an email asking that they pick up items. Glencoe uses Calendly (https://calendly.com) to schedule the curbside delivery. Glencoe schedules one curbside pickup every five minutes during peak hours and every fifteen minutes otherwise.
      ii. Staff needed to run curbside services include:
         - a staff member to pull items from the shelf.

- a staff member to check out and bundle materials with patron's name. This staff member staples an appointment sheet to a bag.
- a staff member to place bag with materials in patron's truck.

iii. Glencoe staff observed the following:
- Patrons wanted to talk.
- Sixty-six email requests for curbside pickup were received in the first four hours via phone.
- Patrons really wanted reader's advisory service so the library is using a Chat service to exclusively run reader's advisory services.
- Staff are moving to phones to schedule appointments for curbside pickup. The service is only available to Glencoe patrons with Glencoe items.
- Glencoe recommends doing a soft roll out of curbside pickup to identify issues.
- Library staff need to be aware of rules and social distance appropriately.
- For walk/bike up curbside service, Glencoe designated and taped a spot on the sidewalk that leads to the library. Items were placed on a table for curbside pickup.
- Glencoe serves a population of 8,000 people so curbside may be less manageable for communities with larger populations.
- Glencoe used the last four digits of the card number and first four characters of the last name for holds. Bags have a printout from scheduling software. Glencoe is not doing auto calls for notification that holds materials are available.
- Use of the reader's advisory form on the Glencoe website has increased.

iv. Hold notice options from CCS can be turned off or sent manually. Libraries can also leave on automatic holds messaging and modify the text. Glencoe chose to leave automatic holds messaging on and modified the text. CCS requires 24-hours of advanced notice to update holds messaging.

v. What service model will your library use to provide curbside service or delivery of library materials?
- Cary will begin curbside pickup beginning June 1.
- Fox River Valley may start deliveries with the library van starting tomorrow pending approval at the Library Board meeting. Fox River Valley uses a form on their website for patrons to request delivery: https://www.frvpld.info/homedelivery. Fox River Valley received over 100 requests after the first day of promoting the delivery option. One staff member will be doing delivery.
- Park Ridge is thinking about placing a hold pickup table outside of the library. There are concerns over rainy conditions and how these effect curbside service.

vi. How might your library offer materials as part of curbside service or delivery? (Examples: kits, book bundles, etc.)
- Prospect Heights is checking out bundles of items as a kit. Bundles are grouped as record sets. Each item is barcoded to maintain circulation statistics. Prospect Heights is using a checkout sheet with barcodes of each item. Items are labeled as display for easy identification. If you are

curious about how your library can do this, email Meg at Prospect Heights about Borrow Boxes: mgolembiewski@phpl.info
- Morton Grove is giving out bags as part of summer reading signup. The bags contain everything a child needs to participate including post cards that kids will send back to the library (which double as their prize raffle entries), reading log, activities for each week, and a book prize. When kids register register via a webform, the library will call to arrange pickup. Summer reading pickup will happen on opposite days of curbside pickup service.
- Grayslake Youth Services department is purchasing craft kits and using their events software to have patrons register for the crafts as a "program". They plan to tie in distribution of the crafts/supplies to curbside service or holds pickup.
- Zion-Benton has created a handout displaying free apps that patrons can use to send a fax.

vii. Other curbside delivery concerns include:
- questions about whether delivery, curbside, or table-top holds pickup services are the best option for each library.
- questions about liability for delivery in personal vehicles.

d. What are your library's general re-opening plans and suggestions?
i. Glencoe began with a staggered start. Most department heads are back in the building. Staff work in teams so each department is represented.
ii. Zion-Benton is in an area of Lake County that has an exceptionally high percentage of COVID19 cases. As a result, the board will be meeting next week to discuss the risk to patrons and staff reopening too soon. Curbside service may be too risky come June 1.
iii. Northbrook has a phased reopening plan. You can find it at the end of this Library Board packet: https://www.northbrook.info/sites/default/files/board/POST.Board_.Packet052120_0.pdf
iv. Park Ride has said some technical services staff, business office, maintenance and patron services (circulation) go back to work on Monday (for the first time) with staggered schedules.
v. Algonquin began letting staff into the library yesterday. They will be working on a team rotation schedule.

e. How will libraries use Polaris differently due to COVID-19?
i. Content Carousels are changing to eContent. You can change record sets into carousels. Put in a ticket with CCS.
ii. Browsing and Hot Collections are changing from non-holdable to holdable.
iii. Libraries must make sure to search only local items and emphasize availability when curating collections to feature online.
iv. Record sets with only eContent, including school summer reading sets have become popular.

f. Additional Questions
i. Is your library offering summer meals for children?
- Niles is waiting to hear if they can serve take way meals as part of summer meals for kids.

- Round Lake schools continue serving meals for summer so Round Lake will not.
- McHenry is serving lunch as a takeaway option.
  ii. Is your library offering computer usage by appointment?
- Evanston has placed laptops with identified libraries. Lincolnwood will be circulating Chromebooks soon.
  iii. Is anyone offering a remote summer reading program?
- Zion-Benton is offering a completely remote summer reading program. Each child that signs up is sent a box of materials. The patron sends back a postcard to get their next summer reading box. Boxes will have crafts and prizes.

3. Adjournment