OCLC Virtual Town Hall: Libraries and the COVID-19 Crisis
Today’s Panelists

Sharon Streams
Director, WebJunction

Ashley Cooksey
Library Media Specialist, Consultant, and Adjunct Instructor, University of Central Arkansas

Kendra Jones
Deputy Director, Timberland Regional Library

Lauren Pressley
Associate Dean for Research & Learning Services University of Washington Libraries, and Past President, Association of College & Research Libraries

Kendra Morgan
Senior Program Manager, WebJunction

Rachel Frick
Executive Director, Research Library Partnership, OCLC

Bobbi Newman
Writer, consultant (librarianbyday.net), and Community Engagement and Outreach Specialist, National Network of Libraries of Medicine, Greater Midwest Region
Today’s Participants

- Public Library, 57%
- Academic Library, 30%
- Federal/State Agency/Association, 4%
- Special Library, 3%
- Other, 2%
- School Library, 1%
- Votech/Community College Library, 1%
- Library Consortium, 1%
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- Votech/Community College Library, 1%
- School Library, 1%
- Other, 2%
- Special Library, 3%
- Federal/State Agency/Association, 4%
- Academic Library, 30%
- Public Library, 57%
We want to hear from you!

• We’ll use chat in Webex and in YouTube for those watching the livestream.

• To access Poll Everywhere, open a new browser window and go to: PollEv.com/oclc

Tweet: #OCLCcovidtownhall
Where are you joining the session from today?

Home/remote office

My library, which is open

My library, which is closed

Other
Welcome message

Skip Prichard
OCLC President and Chief Executive Officer
Panelist discussion

Current status
What is the status of your library’s services today? How did the changes evolve and how were decisions made?
Select any of the following services you are currently providing to your community/users. Post additional examples to chat.

- Extending online renewal policies
- Expanding online check-out services
  - New library cards online/phone
- Adding virtual programming
- Expanding online virtual reference/help
- Expanding phone reference/help
- Making curbside pick-up available
- Delivering collection items to patrons
- Creating solutions with 3D printers
- Instruction support for shift online
- Wi-Fi in parking lot or bookmobile
- Loaning hotspots/laptops
QUESTIONS
Panelist discussion

Long term implications
What do you see as the long term implication for library services, staffing, and your community, in the post-coronavirus world?

What are you doing now to plan for the long-term?

Do you see emerging or urgent community needs that the library might support now or when the library opens?
RESEARCH LIBRARY PARTNERSHIP
Supports libraries as they evolve to meet 21st century challenges, providing the connections, knowledge, and resources to plan with confidence in a complex, rapidly changing ecosystem.
People are connections to knowledge.

- RLP leverages partner knowledge to fuel innovation
- Shared understanding for faster innovation
- Peer-to-peer collaborative learning
- Influence service design and future research
- Strategic thinking to practical application
Library work amid the crisis

The Interlibrary Loan Community Mobilizes — Mostly from Home — to Meet the COVID-19 Crisis

As every aspect of our lives is disrupted by the unfolding COVID-19 crisis, we’ve been moved, inspired, and energized by accounts of various groups and communities joining together, under try circumstances, to provide continuous essential support for each other and those who depend upon them.

The resource sharing community, of which I am a part, is one such group. And it’s a community that is used to — and extremely good at — pulling together. Even in a crisis, interlibrary loan continues to function as an extremely high level of efficiency, adapting hour by hour, buoyed by the extraordinary efforts of staff and administrators at libraries, consortia, and service providers.

It’s worthwhile to capture some details of how interlibrary loan staff and those who support them have responded to this global emergency, by improvising and sharing solutions to system-wide challenges that didn’t exist a few short weeks ago, repeatedly pivoting to new and better solutions as circumstances warrant, and staying ahead of the curve even as they contend with constant changes in what is known, anticipated, and feared.

OCLC, a member of OCLC Research Library Partnership, member institutions, are a lens through which I have been observing the resource sharing community quite closely for over 20 years as coordinator of the group’s activities. SHARE’s is an invaluable mix of library types, international membership, and specific relationship with OCLC Research, but in so many aspects it is a typical

hangingtogether.org
Peer learning opportunities

Recorded webinars [oc.lc/wipwebinars]

- Radical Access—Leveraging Creative Commons Licenses to Open up Archives
- Accessibility and Digital Collections
- Computational Uses of Audiovisual Materials at the Library of Congress
Publications

[Links: oclc.org/research/publications.html, hangingtogether.org]
WebJunction and continuing education for library staff
WebJunction and continuing education for library staff

“The learning place for libraries”

- Online learning network
- Free professional development for all
- Initiatives to scale learning and innovation
Core service: webinars

The Future Is Now: Virtual, Augmented, and Mixed Reality in Public Libraries

This webinar will highlight how two Maryland libraries are building virtual and augmented reality programming.

Libraries have long been at the forefront of providing community access to new technologies. Virtual, augmented, and mixed reality (VR/AR/MR) are now finding a place in library programming and services, engaging with communities in truly innovative ways. Two Maryland libraries are building their programming with straightforward approaches to community discovery and local partnerships. Join us to hear creative ideas for how to get started using VR/AR/MR at your library, as well as practical tips about applications, equipment and potential uses to meet your community’s needs.

Presented by Jen Bishop, Online Services & Emerging Technologies Supervisor, Carroll County Public Library; and Liz Sundermann-Zinger, Virtual and Media Services Manager, Baltimore County Public Library.

Tweet: #wjwebinar

Access Recording
- View Webinar Recording (Coming Soon)

Webinar Attachments
- View slides (pdf) (Coming Soon)
  (View slides (pdf) (Removing Soon))

Register to attend

Date
23 January 2019

Time
3:00 PM – 4:00 PM
Eastern Standard Time, North America
UTC-5

Venue
Webinar
Crossroads
The newsletter for library learning

February 1, 2019

Libraries Responding to the Opioid Crisis

Along with our partner at the Ohio Library Association, we are part of a research project funded by the U.S. Department of Health and Human Services to look at how public libraries are responding to the opioid crisis in their communities. This project will deliver a series of case studies highlighting successful strategies, as well as build cross-sectoral conversations with nonlibrary organizations and help libraries shift toward the community-in-todder “we have to offer.”

Two members of our project, Kyla Keating and Sarah photograph the past can trigger memories and provide a bridge for caregivers and loved ones to communicate and connect.

A Memory Kit is a box or bag filled with items and activities centered around a place, time, or theme. A decade-themed kit could contain famous photographs from a decade, a CD with music from the era, informational booklets with facts from that

Memory Kits Serve Community Members with Alzheimer’s

Stephanie Walke, Communications Coordinator / 25 April 2019

For people with Alzheimer’s disease and their families, a remembered moment from the past is a gift. Memory loss and confusion are the hallmarks of dementia and Alzheimer’s, as the diseases progressively damage brain cells, but photographs, music, and memorabilia from the past can trigger memories and provide a bridge for caregivers and loved ones to communicate and connect.

A Memory Kit is a box or bag filled with items and activities centered around a place, time, or theme. A decade-themed kit could contain famous photographs from a decade, a CD with music from the era, informational booklets with facts from that
Core service: projects and resources

Project Compass
Improving Access to Civil Legal Justice

CALL TO ACTION
Public Libraries and the Opioid Crisis
Core service: courses

WebJunction Course Catalog
The learning place for libraries.

UPCOMING WEBINARS

February 21
Homelessness in Small and Rural Communities: Libraries Can Help!
Homelessness means having no predictable and safe place to sleep. Libraries in rural and small communities are often a source of information, a daytime shelter for individuals experiencing homelessness or housing instability, and an already busy library with limited resources. Staff may be challenged to respond to the needs of these clients and to cope with compassion fatigue. This webinar will provide practical insights on providing services to people who don’t have stable housing. Learn how to create an environment that feels welcoming, informative, and supportive, including ideas for reducing policy barriers. Learn how to host conversations that explore public perceptions, help to debunk myths around homelessness, and strengthen community ties.
March 31

Course categories

- Advocacy
- Alternative Basic Library Education (ABLE)
- Collection Development Sequence

320+ courses
Welcome to the WebJunction Course Catalog, where library-specific courses and webinar recordings are available for free to all library workers and volunteers. Through the generous support of OCLC and many state library agencies across the US, WebJunction provides timely and relevant learning content for you to access anytime, from anywhere.

All new learners need to create an account. Select “Log in” at the top right of this page, and then “Create new account.” Once you’ve created your new account, explore the catalog of library-focused self-paced courses and webinars. Certificates of completion will be available to you after you have completed any course or webinar.
How much professional development have you engaged in during the pandemic?

More than usual

Less than usual

About the same
Libraries as community - a place to interact, share ideas

- Gathering places with relaxed seating - Not at work - and not at home

Select the element below that best matches this scenario. Then, select Submit.
Stay informed

- Crossroads newsletter
- Social media (Facebook, Twitter, LinkedIn)

April 2, 2020

Youth Programming Goes Virtual

In the face of challenging times, library staff are getting creative by connecting to some of their youngest patrons through virtual programming. In our latest article, “Youth Programming Goes Virtual—Storytimes, Crafts, Teen Activities, and More” you’ll find a range of ideas and inspiration from library staff on the front lines, sharing their expertise and helping us all to learn from each other.

We also invite you to join us on April 13 for the Virtual Town Hall: Libraries and the COVID-19 Crisis, with panelists from public, academic, special, and school libraries who will share their experiences.
Panelist discussion

Self-care

How are you supporting staff and encouraging self-care, acknowledging the stress of both job-related concerns and the overall pandemic?
Wrap-up question

Your self-care
Looking ahead, what’s one thing you can do for yourself this week?
thank you