

April 13, 2020

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

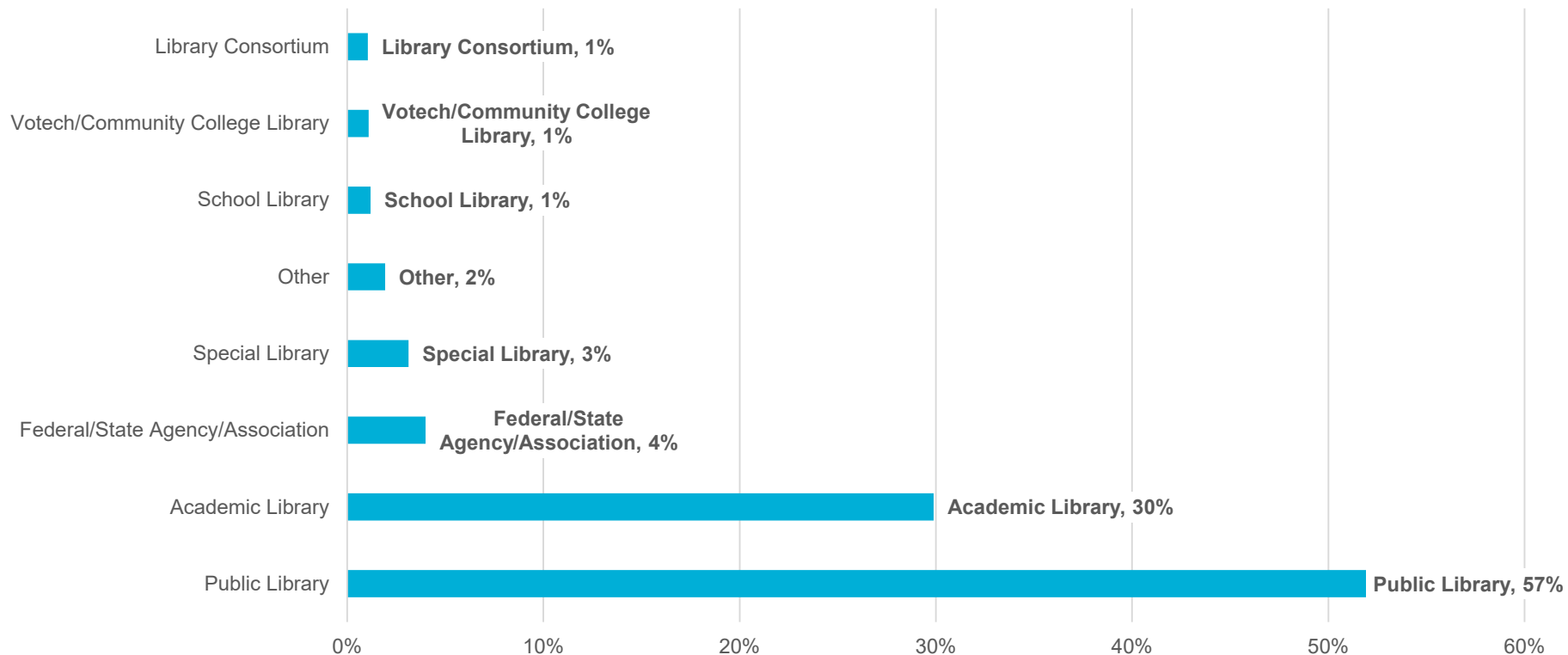
Executive Director,
Research Library Partnership, OCLC



Bobbi Newman

Writer, consultant (librarianbyday.net), and
Community Engagement and Outreach
Specialist, National Network of Libraries of
Medicine, Greater Midwest Region

Today's Participants



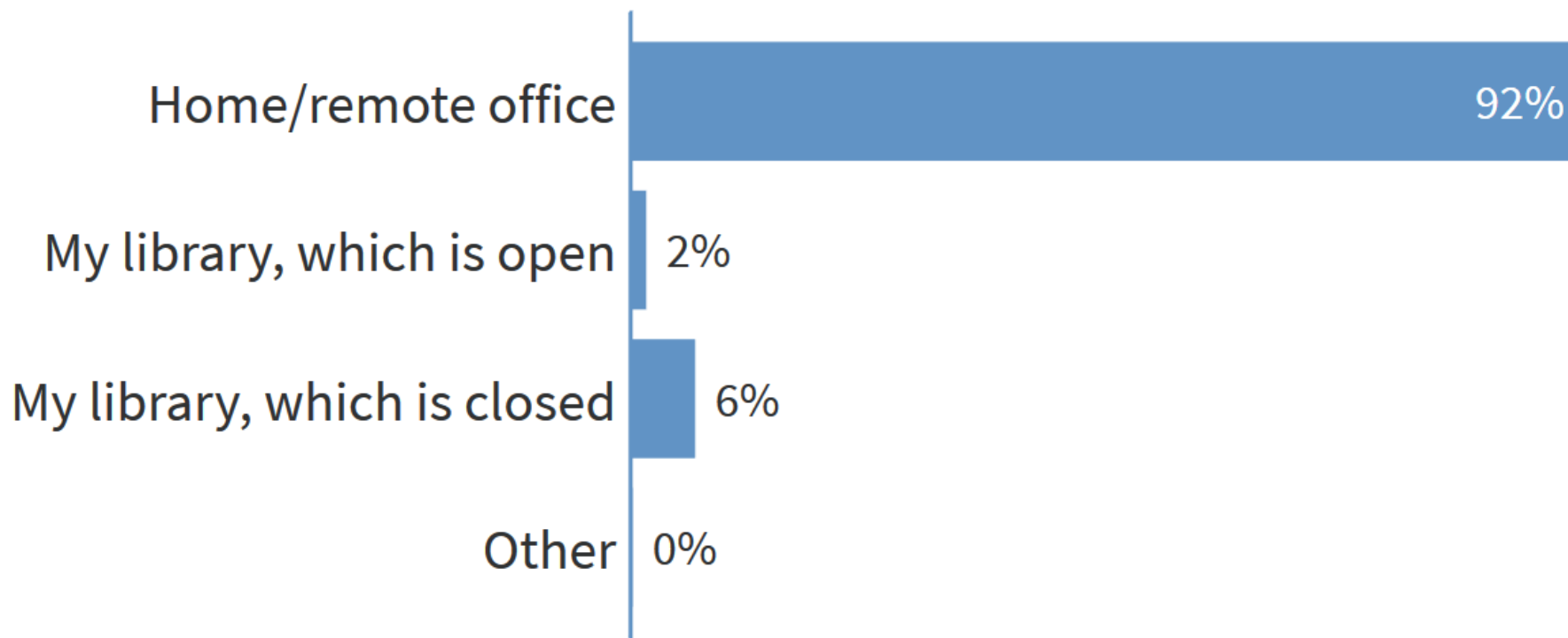
We want to hear from you!



- 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: #OCLCcovidthtownhall

Where are you joining the session from today?



Welcome message



Skip Prichard

OCLC President and
Chief Executive Officer

Panelist discussion

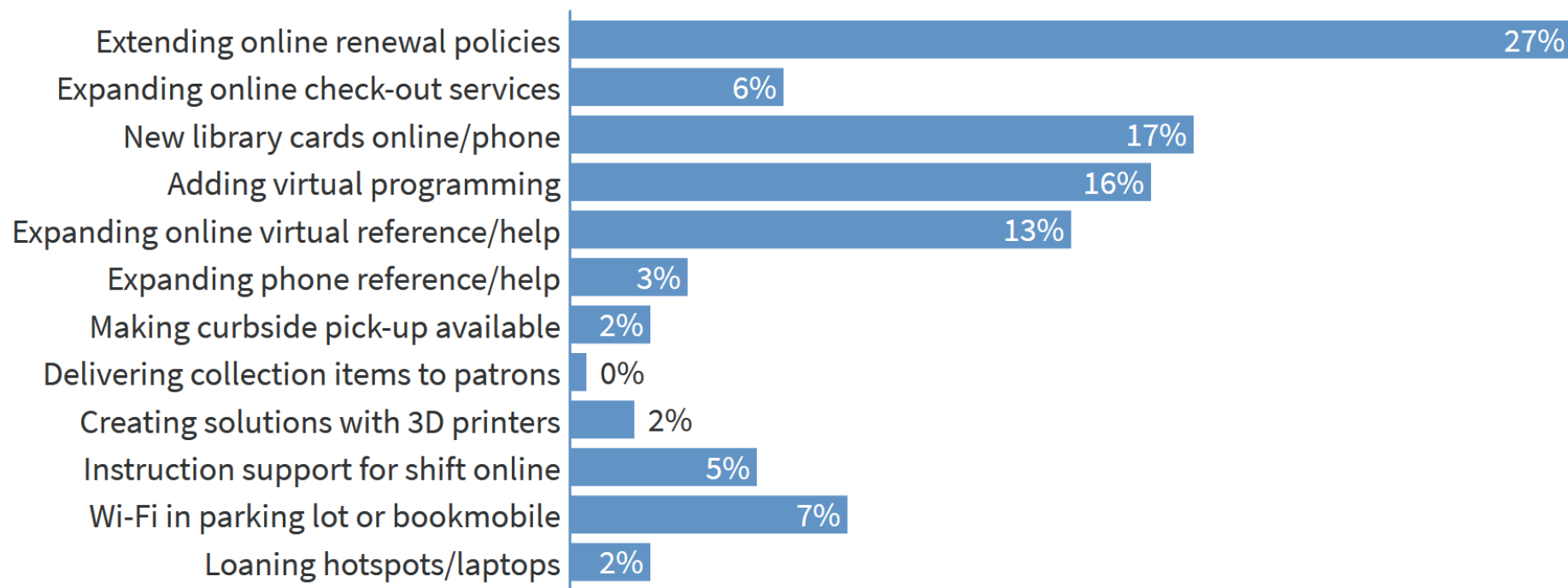


Current status

What is the status of your library's services today?
How did the changes evolve and how were
decisions made?

Results from the live poll

Select up to three of the following services you are currently providing to your community/users. Post additional examples to chat.



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?

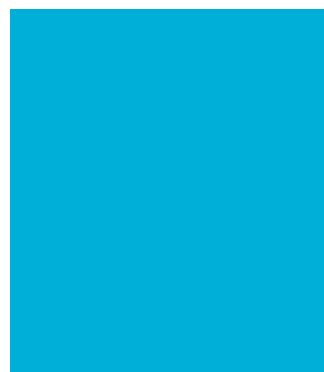
Do you see emerging or urgent community needs that the library might support now or when the library opens?

RESEARCH LIBRARY PARTNERSHIP

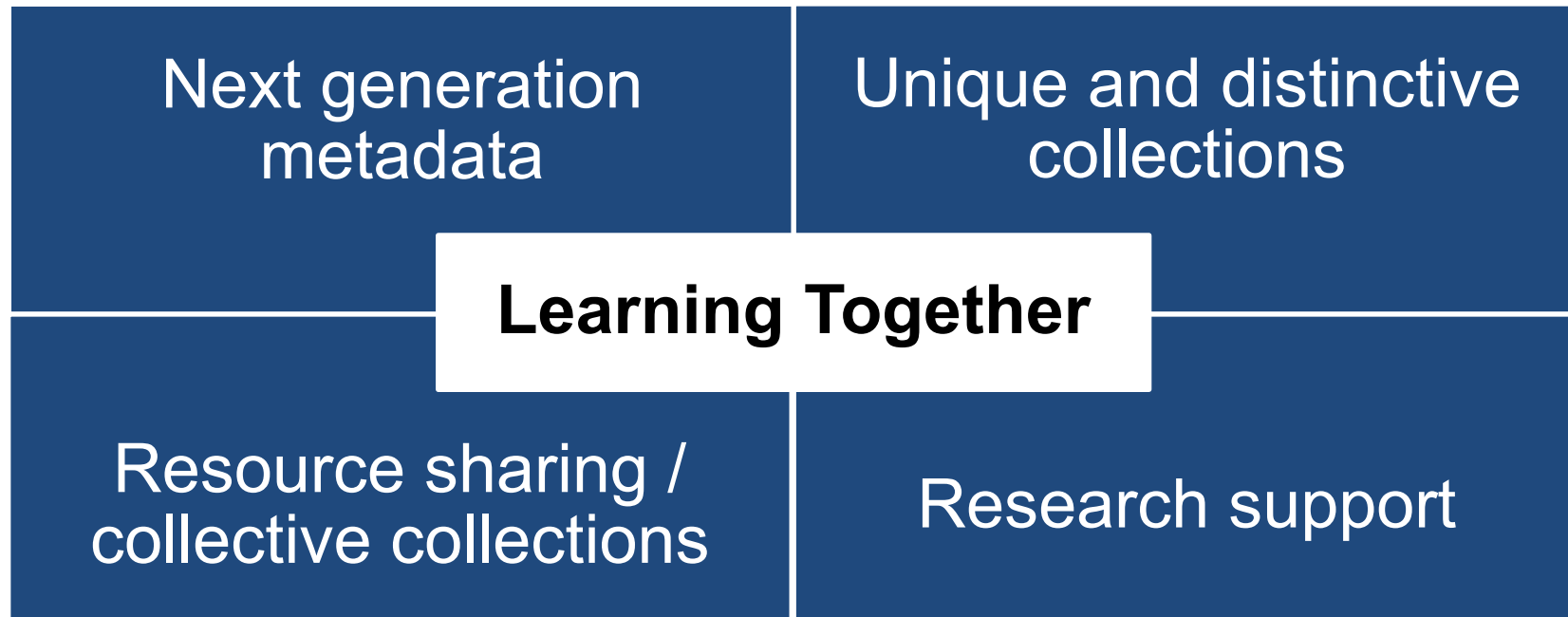
OCLC Research Library Partnership

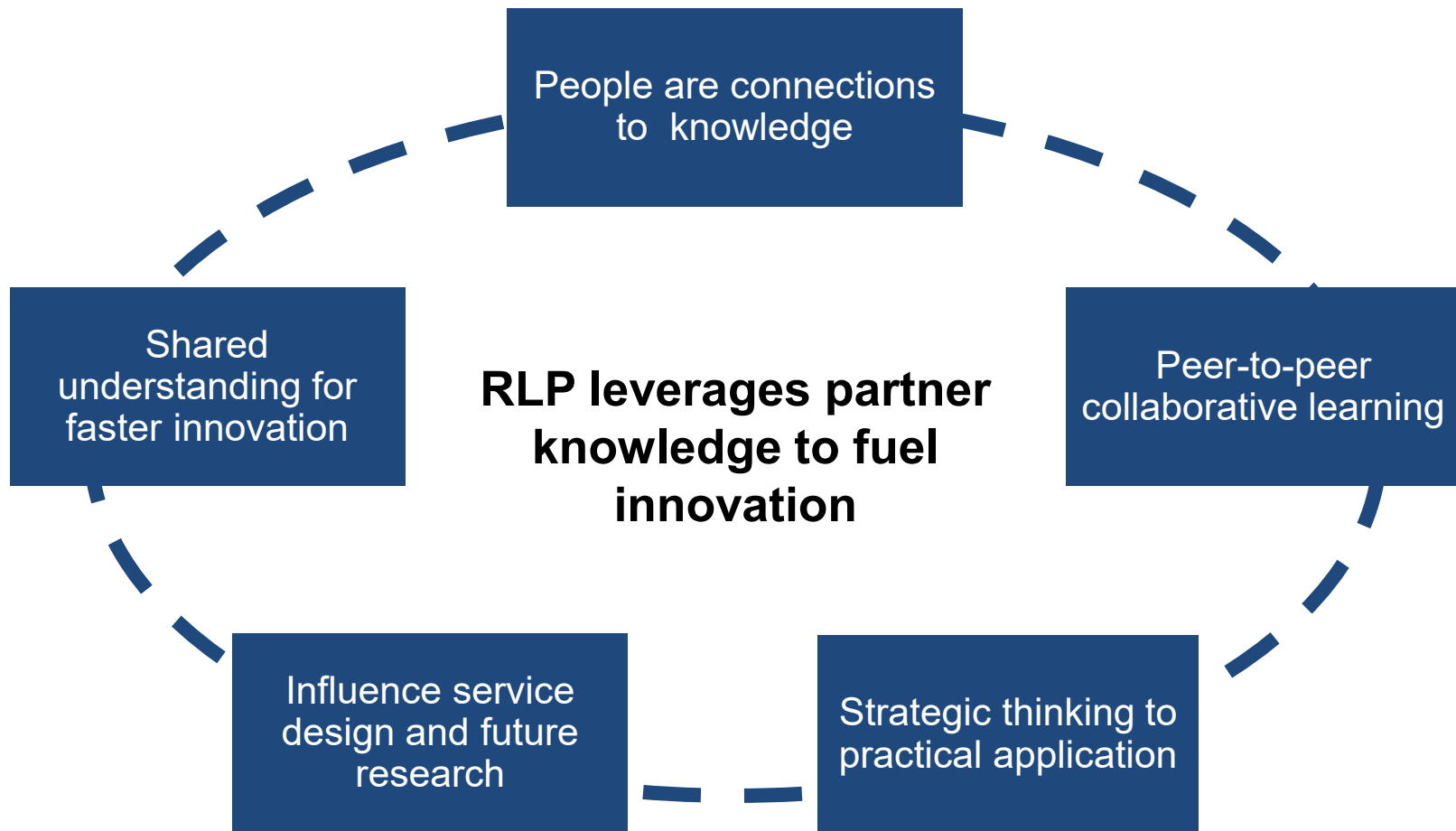
Supports libraries as they evolve to meet 21st century challenges, providing the connections, knowledge, and resources to plan with confidence in a complex, rapidly changing ecosystem.

www.oclc.org/research/partnership.html



OCLC RLP activities





Library work amid the crisis

Hanging Together

the OCLC Research blog


HOME ABOUT

OCLC RESEARCH LIBRARY PARTNERSHIP / RESOURCE SHARING

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

April 3, 2020 - by Dennis Massie - [Leave a Comment](#)

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



The resource sharing community, of which I am a part, is one such group. This is a community that is used to — and extremely good at — pulling together. Even in a crisis, interlibrary loan continues to function at 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 is 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.

[SHARES](#), a consortium of [OCLC Research Library Partnership](#) member institutions, is 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. SHARES is unusual in its mix of library types, multi-national membership, and special relationship with OCLC Research, but in so many aspects it is a typical

Hanging Together

the OCLC Research blog

HOME ABOUT

MISCELLANEOUS

All of a sudden, I'm working from home. Now what do I do?

April 1, 2020 - by Merrilee Proffitt - [1 Comment](#)

Working from home is a new experience for many of us in the library community, and we are collectively facing challenges while not only "working from home" but also "homing from work." We hear from library colleagues across the globe who have abruptly transitioned to work-from-home. You are converting your home to a workplace (frequently with new "colleagues" such as roommates, spouses, children and pets). You may also be re-thinking what work looks like, when done outside the library. You may be navigating software and systems challenges (VPN, anyone?).

Many of us in OCLC's Membership and Research group have experience working from home, and we offer some tips that will hopefully help. We recognize that these are not ideal circumstances and that this is an evolving situation, so we are not advising a home office makeover, or investment in special equipment. We hope you will offer your own tips and wisdom in the comments.

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



Smith College
Libraries

Publications

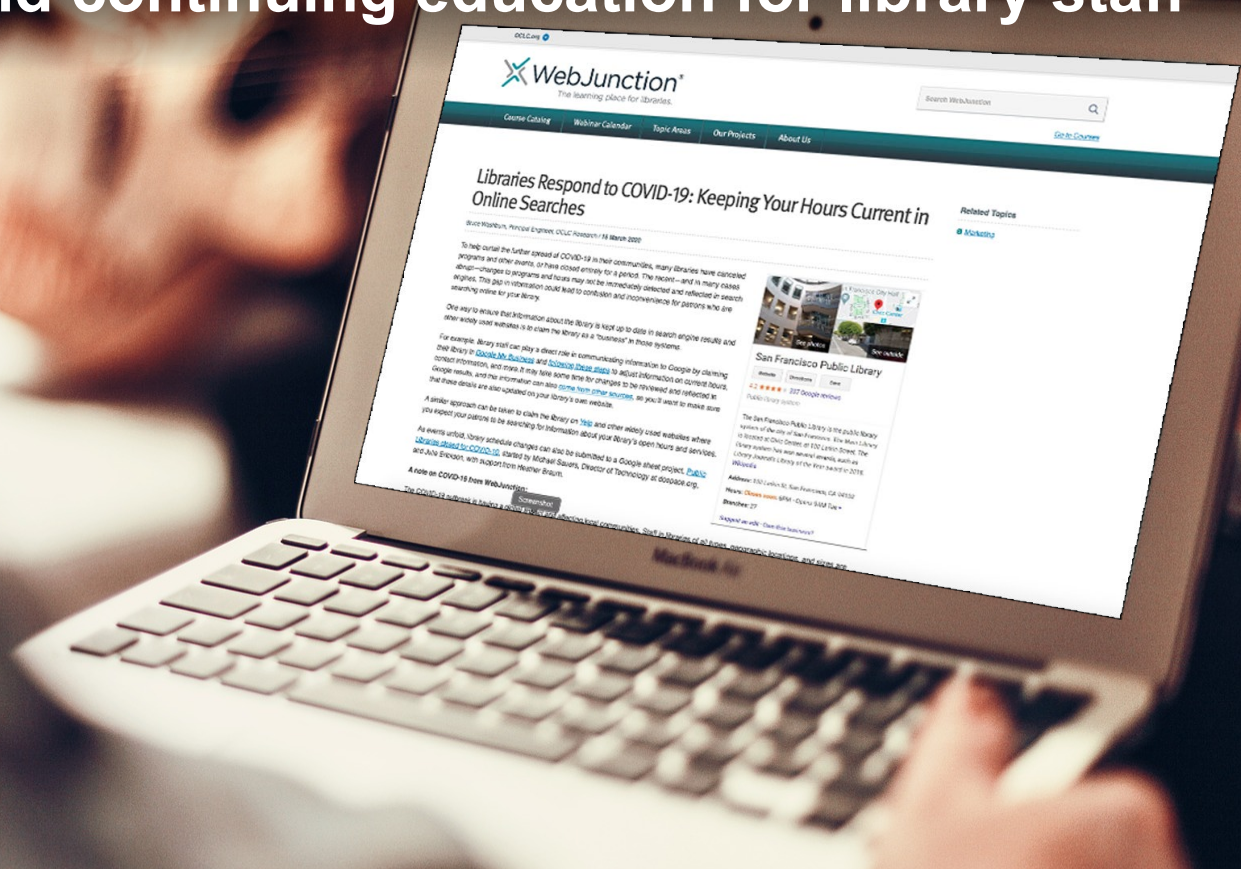
oclc.org/research/publications.html



Hanging Together blog: hangingtogether.org

WEBJUNCTION

WebJunction and continuing education for library staff

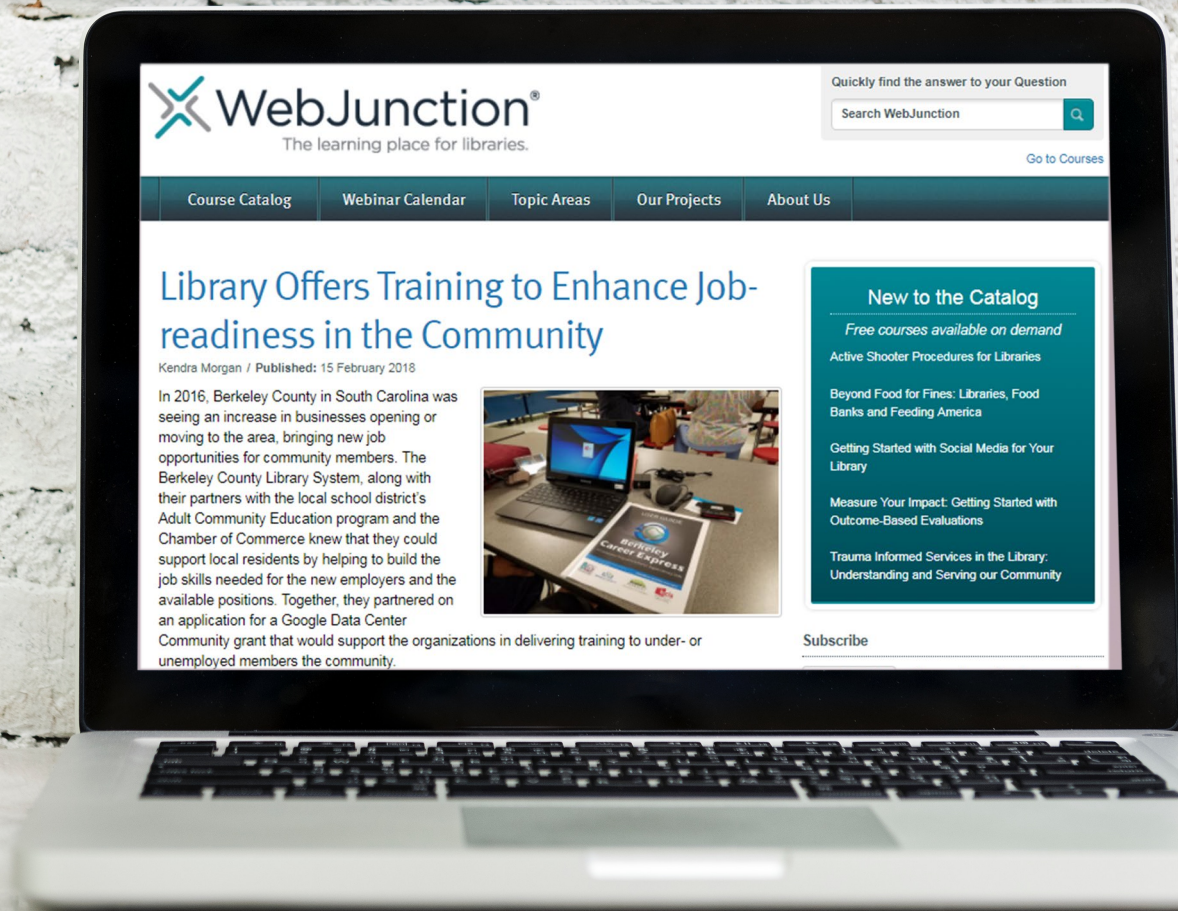


WebJunction and continuing education for library staff

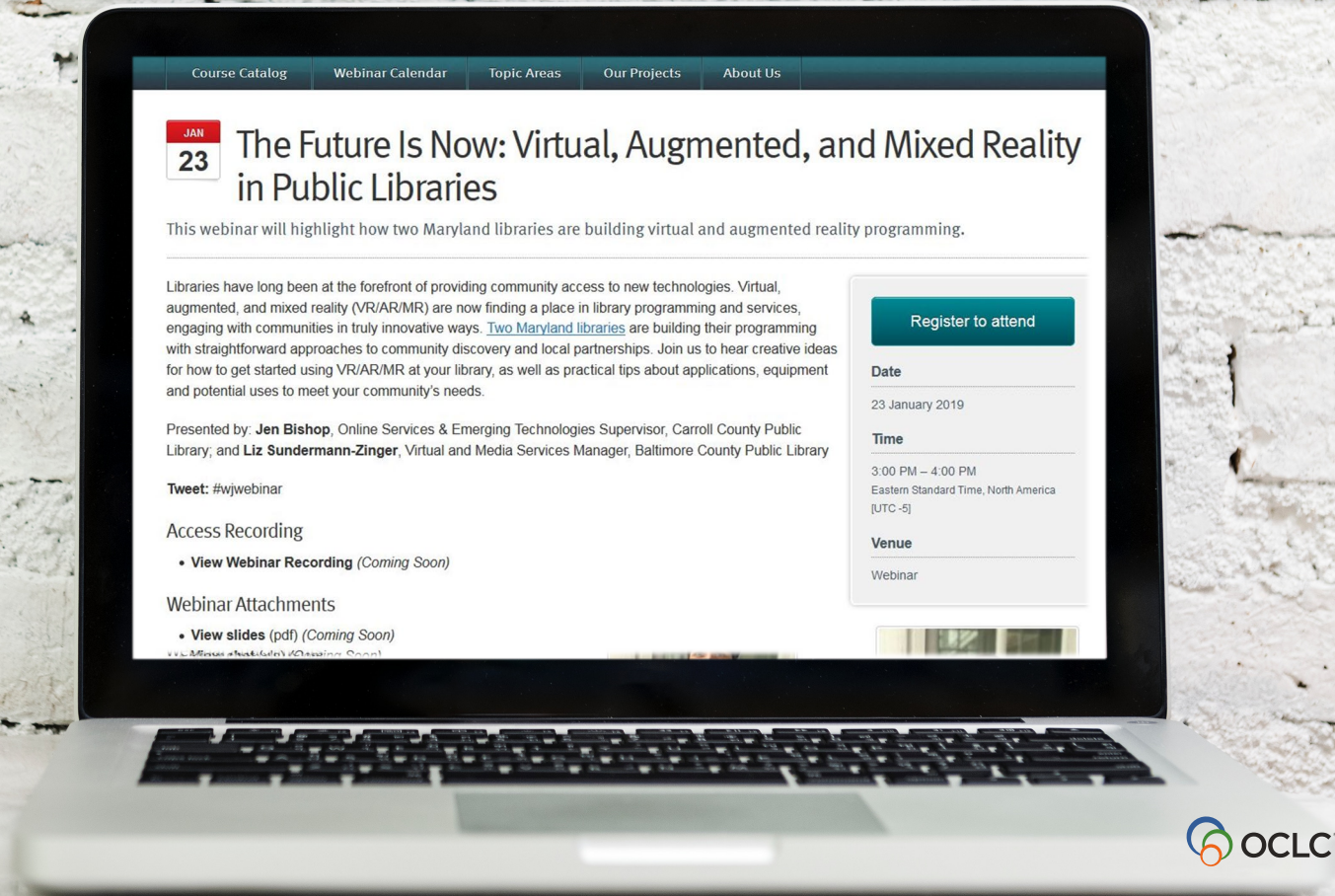
“The learning place for libraries”

- Online learning network
- Free professional development for all
- Initiatives to scale learning and innovation

Start here: www.webjunction.org



Core service: webinars



The image shows a laptop screen displaying a webinar registration page. The page has a dark teal header with navigation links: Course Catalog, Webinar Calendar, Topic Areas, Our Projects, and About Us. The main content area features a calendar icon for January 23rd and the title 'The Future Is Now: Virtual, Augmented, and Mixed Reality in Public Libraries'. Below the title is a brief description of the webinar. The page also includes a 'Register to attend' button, a 'Date' field showing '23 January 2019', a 'Time' field showing '3:00 PM – 4:00 PM Eastern Standard Time, North America (UTC -5)', and a 'Venue' field showing 'Webinar'. There are also sections for 'Access Recording' and 'Webinar Attachments'.

Course Catalog Webinar Calendar Topic Areas Our Projects About Us

JAN 23 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)

[Register to attend](#)

Date

23 January 2019

Time

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

Venue

Webinar

[View slides](#) (pdf) (Coming Soon)

Core service: articles, news, downloadables

Memory Kits Serve Community Members with Alzheimer's

Steph Waite, Communications Coordinator / 25 April 2019

Like 246 Tweet Share 11

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



Memory Care Kits, photo courtesy Medina County District Library

Core service: projects and resources



**Project
Compass**



**Improving Access to
Civil Legal Justice**



Core service: courses





WebJunction® Course Catalog

The learning place for libraries.

Home

UPCOMING WEBINARS

OCLC Virtual Town Hall: Libraries and the COVID-19 Crisis **April 11**

A 90-minute virtual town hall exploring how libraries of all types are managing the impact of the COVID-19 crisis.

Social Work Students and Public Library Partnerships **April 29**

This webinar will provide

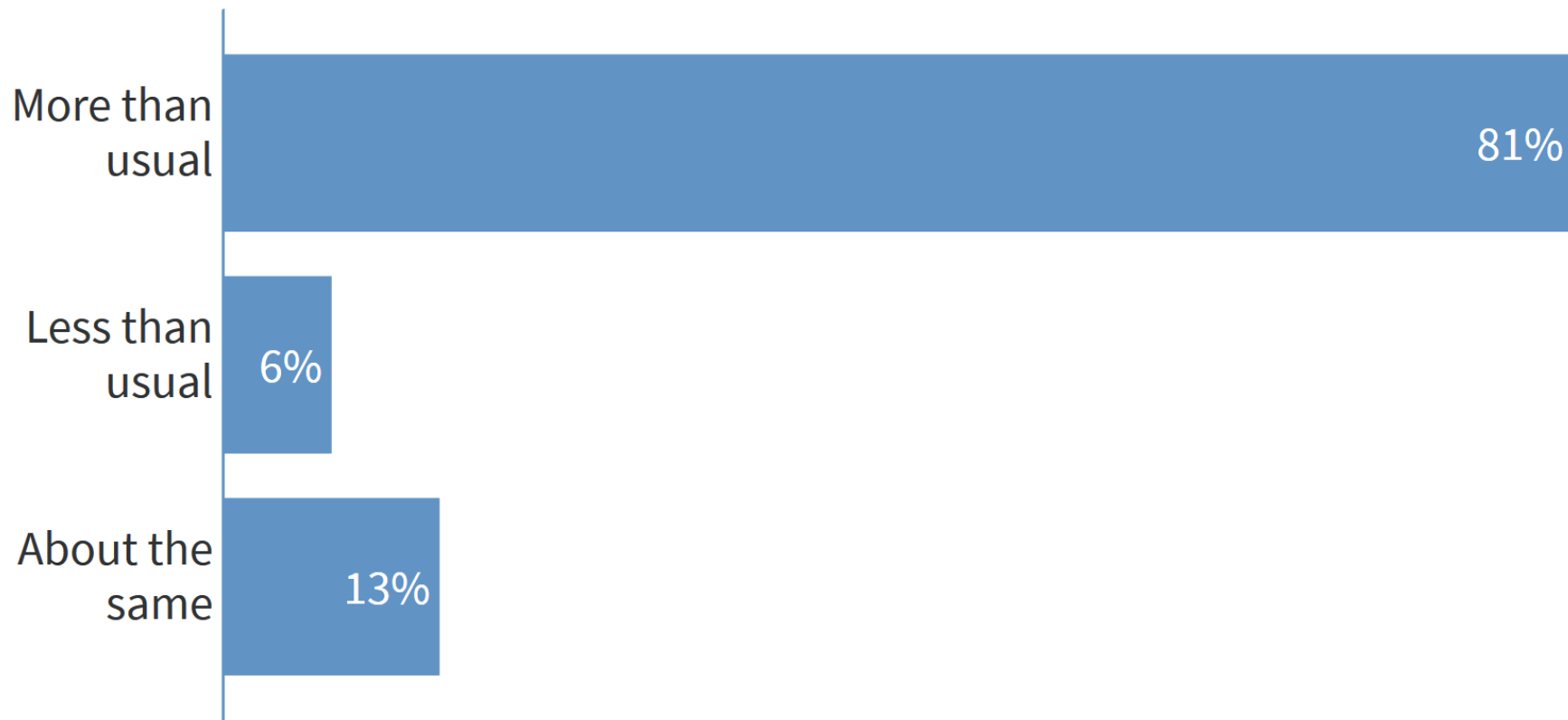


Welcome to the WebJunction Course Catalog, where library-specific courses and webinar recordings are available for free to all library workers and volunteers. Through the generous support of OCLC and many state library agencies across the US, WebJunction provides timely and relevant learning content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

Results from the live poll

How much professional development have you engaged in during the pandemic?



Menu

- ▶ Introduction
- ▶ Extreme Customer Service
- ▼ The 6 Elements of Extreme Customer Service
 - Convenience
 - Comfort
 - Hospitality
 - Quality
 - Trust
 - WOW
- ▶ Library Customer Service
- ▶ Obstacles - Failures - Mistakes
- ▶ The Customer Service Matrix
- ▶ How Do You Perform?
- ▶ Resources & Chapters Completed

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**.

Convenience

Comfort

Hospitality

Quality

Trust

WOW



< PREV

NEXT >

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



QUESTIONS

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