OCLC Virtual Town Hall: Libraries and the COVID-19 Crisis
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%

0% 10% 20% 30% 40% 50% 60%
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: #OCLCovidtownhall
Where are you joining the session from today?

- Home/remote office: 92%
- My library, which is open: 2%
- My library, which is closed: 6%
- Other: 0%
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 up to three of the following services you are currently providing to your community/users. Post additional examples to chat.

- Extending online renewal policies: 27%
- Expanding online check-out services: 6%
- New library cards online/phone: 17%
- Adding virtual programming: 16%
- Expanding online virtual reference/help: 13%
- Expanding phone reference/help: 3%
- Making curbside pick-up available: 2%
- Delivering collection items to patrons: 0%
- Creating solutions with 3D printers: 2%
- Instruction support for shift online: 5%
- Wi-Fi in parking lot or bookmobile: 7%
- Loaning hotspots/laptops: 2%
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

Next generation metadata

Unique and distinctive collections

Learning Together

Resource sharing / collective collections

Research support
People are connections to knowledge

Shared understanding for faster innovation

RLP leverages partner knowledge to fuel innovation

Influence service design and future research

Peer-to-peer collaborative learning

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, 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 as an extraordinary 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 change in what is known, anticipated, and feared.

SHARES, a consortium of OCLC Research Library Partnering 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 a unique mix of library types, multi-national membership, and special relationship with OCLC Research, but in so many aspects a typical

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

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 “working 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 may 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](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

PennState University Libraries
UNIVERSITY of HOUSTON | LIBRARIES
UCLA Library
Smith College Libraries
Publications

[Links to OCLC's research publications and Hanging Together blog]

Hanging Together blog: 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
Library Offers Training to Enhance Job-readiness in the Community

Kendra Morgan / Published: 15 February 2016

In 2016, Berkeley County in South Carolina was seeing an increase in businesses opening or moving to the area, bringing new job opportunities for community members. The Berkeley County Library System, along with their partners with the local school district’s Adult Community Education program and the Chamber of Commerce knew that they could support local residents by helping to build the job skills needed for the new employers and the available positions. Together, they partnered on an application for a Google Data Center Community grant that would support the organizations in delivering training to under- or unemployed members of the community.
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: #vijwebinar

Access Recording
- View Webinar Recording (Coming Soon)

Webinar Attachments
- View slides (pdf) (Coming Soon)
- Report feedback (Coming Soon)

Register to attend

Date
23 January 2019

Time
3:00 PM – 4:00 PM
Eastern Standard Time, North America (EDT-E)

Venue
Webinar
Memory Kits Serve Community Members with Alzheimer’s

Stepp Waite, 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 disease progressively damages 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
Core service: courses

WebJunction Course Catalog
The learning place for libraries.

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.
Results from the live poll

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

- More than usual: 81%
- Less than usual: 6%
- About the same: 13%
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
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
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