



Staying Connected in the New Normal

WISCONSIN ASSOCIATION OF PUBLIC LIBRARIES CONFERENCE

MAY 2021

Facilitators

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What's in this for me?

- ▶ Hiring the Best
- ▶ Library Culture
- ▶ Management By Walking Around
- ▶ Working From Home
- ▶ Bouncing Back
- ▶ Key Takeaways

Hedberg Public Library

- ▶ 64,759 City Residents
- ▶ 43,000 Cardholders
- ▶ 229,223 Physical Items
- ▶ 211,848 Downloadable
- ▶ 623,653 Circulation
- ▶ 65,000 Square Feet



Beloit Public Library



- ▶ 36,840 City Residents
- ▶ 42,252 Cardholders
- ▶ 161,744 Physical Items
- ▶ 29,091 Downloadable
- ▶ 266,782 Circulation
- ▶ 65,000 Square Feet
- ▶ 34 Staff (7 LS1)

Hiring and Retaining the Best

- ▶ Desired personality traits
- ▶ Skills assessment checklist

Hiring the Best

Desired Personality Traits

Look at your Strategic Plan, Mission Statement and Values:

- Consider what skill set your team needs
 - How does this break down into behaviors and personality traits?
 - What can you train for and
 - What must you hire?

Know your Library Culture

- Move away from hiring based on “Library” experience...
- ...and toward hiring the best candidate for your library

Hiring the Best

Skills Assessment

Training Self Evaluation

Rate Yourself on a scale of 0-5
0=no information / 5=mastery

Name _____

Enter Date of Evaluation

Materials Handling																			
<u>Discharging Wizard</u>																			
WorkFlows																			
Sorter																			
<u>Check Out Wizard</u>																			
WorkFlows																			
<u>Renewing Options</u>																			
Renew Item Wizard																			
Renew User Wizard																			
Using Display User																			
Paton Database Functions																			
Display User																			

Retaining the Best:

Management By Walking Around

Approachable - trustworthy - first catch them doing it RIGHT!.

Frequent, natural and trusting **communication**

Coaching in the moment

Practical applications of your workflow - lots of problem-solving opportunities

Solve Problems together - **Morale** is built by your real understanding - We are in this together

It's the post-walk actions that you take and the problems that you solve that will determine the success of your MBWA strategy.

https://www.mindtools.com/pages/article/newTMM_72.htm

Retaining the Best: Ongoing Communication

The screenshot shows a Microsoft Outlook web interface. The browser tabs include 'Microsoft Office Home' and 'Mail - Michelle Dennis - Outlook'. The address bar shows a long Outlook URL. The interface includes a search bar, a navigation pane on the left with folders like 'Inbox' (124), 'Drafts' (3), and 'Junk Email' (160), and a main message view. The selected message is from 'noreply+feedproxy@google.com' with the subject 'WI Libraries For Everyone: May Professional Development Opportunities', dated Tue 5/4/2021 7:53 AM. The message content includes a warning about blocked content, a link to 'Latest WI Libraries for Everyone Stories', and a section titled 'May Professional Development Opportunities' posted on Monday, May 3, 2021. The content lists several webinar topics such as 'A Holistic Approach to Managing Anxiety' and 'Cultivating the Power of Resilience'.

message

Delete Archive Junk Sweep Move to Categorize Snooze Undo

Focused Other 4 Filter

Need to think about that. Thanks Rebecca...

Ryan Dowd
You can tell the police wh... Tue 10:07 AM
I have called the police a lot for work. (I ...

Emrick Gunderson
> Circ stats from Self Chec... Tue 9:31 AM
Michelle, I have extra cards if you want a ...

Marjorie Dorn
Digital Download Resources Tue 9:24 AM
Wed 5/12 12:00 PM - 1:00 PM
No conflicts RSVP

Latest WI Librarie...
WI Libraries For Everyone: ... Tue 7:53 AM
WI Libraries For Everyone: May Professio...

Cortana
Your daily briefing Tue 7:50 AM
Hi Michelle Dennis, Make today count! C...

This week

packageproexpressdelivery@gma...
Invoice 9209 from Packag... Mon 4:30 PM
Package Pro Express Delivery, Inc. Invoice...
Inv_9209_from_...

Rebecca Diedrick; Charles Te...
> ILL returns (2) Mon 3:39 PM
Yes. Items still need to be returned to the...

WI Libraries For Everyone: May Professional Development Opportunities

Some content in this message has been blocked because the sender isn't in your Safe senders list. I trust content from noreply+

Latest WI Libraries for Everyone Stories <noreply+feedproxy@google.com>
Tue 5/4/2021 7:53 AM
To: Michelle Dennis

WI Libraries For Everyone: May Professional Development Opport

May Professional Development Opportunities

Posted: 03 May 2021 01:23 PM PDT
Monday, May 3, 2021

Guest post by Joy Schwarz

Please check the NEW! list of **free webinars** to find online continuing education opportunities you may attend for and are provided – at no charge to you – by associations, agencies, companies, and library systems. There's a li be of interest to you.

Managing stress & building resilience webinars, click title to register:

- **A Holistic Approach to Managing Anxiety** - Noon on Wednesday, May 5
- **Cultivating the Power of Resilience** - 2pm on Wednesday, May 5
- **Prioritizing and Promoting Self-Care to Avoid Burnout** - 2pm on Tuesday, May 18
- **From A to Z: An Amazing Array of Awesome Antidotes for Zoom Fatigue** - 11am on Thursday, May 20

Equity, diversity and inclusion webinars, click title to register:

- **Understanding the Present and Future of Diverse Children's Literature** - 1:30pm on Tuesday, May 4
- **Tribal Nations at Your Library: Discussion and Reflection** - 10am on Thursday, May 13

Retaining the Best: Ongoing Communication

The screenshot shows a web browser window with the address bar displaying '2.20.20.32'. The browser's tab bar includes 'HPL', 'IVAN', 'New Tab', 'SHARE CATALOG', 'TimeClock+', 'Google Drive', 'helpdesk ticket', 'Email', and other icons. The website has a dark teal sidebar on the left with the following menu items: 'IVAN X', 'Now you know', 'Telling the Library Story', 'Love Your Patrons', 'At the Library Today', 'Library Boards', 'Library Departments', 'In-House Databases', 'Stay in Touch', 'Employee Info', 'Red Folder', 'Transforming HPL', 'Change Your Mind ...', 'Create New Results', and 'TimeClock'. Below the sidebar is an 'OPEN LINES ARCHIVE' section with a 'Select Month' dropdown menu. At the bottom of the sidebar, there is a weather widget for 'JANESVILLE WI' showing '50°'. The main content area of the website is white and features the heading 'Hedberg Public Library' with a purple arrow pointing to it. Below the heading is the text 'PIC Schedule' and a red warning message: 'Use a Walkie to call for Security. Nearest Rover will respond.' The main content area also contains a table titled 'PIC Schedule May 2021'.

	MON	TUES	WED	THUR	FRI	SAT
Apr/May	26	27	28	29	30	1-May
	Margie	Nikki	Elizabeth 4-8	Mary	Jill	Michelle
May	3	4	5	6	7	8
	Kara	Mary	Julie 4-8	Claire	Beth	Elizabeth
May	10	11	12	13	14	15
	Kara	Mary	Elizabeth 4-8	Jill	Nikki	Michelle
May	17	18	19	20	21	22
	Kara	Mary	Elizabeth 4-8	Kara	Mariah	Beth

Retaining the Best: Ongoing Communication

20.32

PL X IVAN New Tab SHARE CATALOG TimeClock+ Google Drive helpdesk ticket Email

OPEN LINES ARCHIVE

Select Month

JANESVILLE, WI

50°

clear sky

57% humidity

wind: SW at 8

H: 51 • L: 49

58° WED 55° THU 51° FRI 55° SAT

IS IT ME YOU'RE LOOKING FOR?

Search...

I STILL HAVEN'T FOUND WHAT I AM LOOKING FOR.

Document Search

CONNECT WITH IVAN X

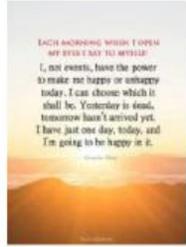
User name:

Password:

Keep me signed in

LOG IN

			4-8			
May	24	25	26	27	28	29
	Kara	Mary	Elizabeth 4-8	Claire	Julie	Michelle



[Click for Full Calendar of Events](#)



Make your very own spring string décor. Use the provided materials to try your hand at string art. *While supplies last.*



[Pages & PositivTea](#)

Thursday, May 06, 2021 from 12:00 PM to 01:00 PM

HPL librarians serve the Tea on books and our world around them. Join us on [Twitch.tv](#).



[Let's Pop, Pop, Popcorn! Virtual Author Visit with Cynthia Schumert](#)

Monday, May 10, 2021 from 10:30 AM to 11:00 AM

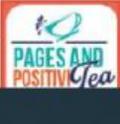
Join VS Associate Jannie Svenson for a virtual visit with Wisconsin author Cynthia Schumert, a lively reading of her new picture book *Let's Pop, Pop, Popcorn!*, a popcorn craft, and rhymes all about popcorn. This one is bursting with fun. This video will be available to view until May 24 [FACEBOOK](#) & [YOUTUBE](#).



[Pages & PositivTea](#)

Tuesday, May 11, 2021 from 12:00 PM to 01:00 PM

HPL librarians serve the Tea on books and our world around them. Join us on [Twitch.tv](#).



[Pages & PositivTea](#)

Wednesday, May 12, 2021 from 12:00 PM to 01:00 PM

HPL librarians serve the Tea on books and our world around them.

Retaining the Best: Ongoing Communication

The screenshot shows a web browser window with several tabs open. The main content area displays a page titled "Red Folder" with a list of links. A dark teal navigation menu is visible on the left side of the page. Three purple arrows point from the menu items to the corresponding content items:

- The arrow from "Red Folder" in the menu points to the "Red Folder Table of Contents" link in the main content area.
- The arrow from "Employee Info" in the menu points to the "Policies and Procedures" link in the main content area.
- The arrow from "Stay in Touch" in the menu points to the "Building Contacts" link in the main content area.

The navigation menu items are: Telling the Library Story, Love Your Patrons, At the Library Today, Library Boards, Library Departments, In-House Databases, Stay in Touch, Employee Info, Red Folder, Transforming HPL, Change Your Mind ..., Create New Results, and TimeClock. The main content area items are: Red Folder Table of Contents, Building Contacts, Incident Report, PA Announcements, PerMar Zones, and Policies and Procedures. At the bottom of the page, there is an "OPEN LINES ARCHIVE" section with a "Select Month" dropdown menu and an "Edit" button.

Retaining the Best: Ongoing Communication

The screenshot shows a web browser window with the address bar displaying "172.20.20.32/library-departments/public-services/circulation-procedures/". The browser's taskbar includes icons for HPL, IVAN, New Tab, SHARE CATALOG, TimeClock+, Google Drive, helpdesk ticket, Email, and other applications. The website has a dark teal sidebar navigation menu with the following items: IVAN X (Now you know), Telling the Library Story, Love Your Patrons, At the Library Today, Library Boards, Library Departments (expanded to show Organization Chart, Management Team, Master Files, Reader's Advisory, Collection Development, Administration, Building Operations, Computer Systems, JATV, Programming and Outreach, Public Services, and Circulation Procedures), Access Services, Information Services, Technical Services, Youth Services, In-House Databases, Stay in Touch, Employee Info, Red Folder, Transforming HPL, Change Your Mind..., and Create New Results. The main content area is titled "Circulation Procedures" and contains several updates:

- 5/3/2021**: **ILL items will continue to be returned in book drops or thru the Sorter.** We do not plan to go back to "desk only" returns unless we encounter problems with using the book drops. The return section on the yellow slips will be crossed out for now. Edits in the future.
- 4/17/2021**: **For our safety, only bills \$5 and less can go in the change box.** Everything over \$5 goes through Cash Management and is locked in the cash drawer. Make change from the cash drawer, not the box.
- 3/10/2021**: **ILL Book Straps and Yellow forms** will continue to be included with all ILL items. If a patron asks for a receipt or confirmation of return, you can use whichever form is easier for you, or the one indicated by the patron. Both go out with the item. Neither is required back. Use them as you see fit.
- 3/9/2021**: **Accepting Donations**
Please give the interested patron the "Giving to the Library" brochure. The inner right page is a form they can complete. Checks are made out to the "HPL Foundation, Inc." Attach their check to the form and put both in the envelope next to the Admin basket in the Circ workroom.

Hiring the Best

What are some of the best practices your library uses for hiring and retention?

Library Culture

- ▶ Create it and Communicate it
- ▶ Breaking Down Silos
- ▶ Removing Barriers

Library Culture - HPL

Create it and Communicate it (or someone else will) !



HEDBERG PUBLIC LIBRARY LEADERSHIP VISION

THE LEADERSHIP OF HEDBERG PUBLIC LIBRARY PLEDGES TO EMPOWER AND SUPPORT EACH OTHER AND EACH MEMBER OF OUR STAFF AS WE ALL WORK TO LIVE OUR MISSION AND APPLY OUR PHILOSOPHY OF SERVICE.

AS SUPERVISORS, WE PROMISE TO:

- LEAD BY EXAMPLE** as a forwarding-thinking employee.
- RECOGNIZE, DEVELOP AND UTILIZE** talent.
- COACH AND TRAIN** in a timely manner.
- LISTEN AND RESPOND** to feedback and suggestions.
- ENCOURAGE INITIATIVE** and creative problem-solving.
- ALLOW FREEDOM** for staff to use their best judgement.
- ACKNOWLEDGE** that mistakes will be made and move forward together.
- CELEBRATE SUCCESSES**, big and small.
- ADVOCATE** for the library, our staff and ourselves.

THIS ALLOWS STAFF TO:

- EMBRACE COACHING** as a key to learning and growth.
- USE THEIR BEST JUDGEMENT** to err in the customers favor.
- ENCOURAGE CONFIDENCE** in themselves and others.
- GET CREATIVE** when overcoming obstacles.
- BE CURIOUS** and find new ways of doing things.
- TAKE ACTION**, even in the face of uncertainty.
- TRANSFORM MISTAKES** into opportunities.
- ADVOCATE** for themselves and the library.

TOGETHER WE CAN MAKE IT HAPPEN!

*Shelley Hedrick, Renee Dixie, Louise Sanderson, Kh...
Edgington, Holly, Brian J. McCombs, Michelle Davis,
Hanna R. D., Jerry Swisher, Julie Westberg,
M. My, Cheryl, DECEMBER 2016*

Five Universal Truths of Human Interaction:

from *Verbal Judo: The Gentle Art of Persuasion* by George Thompson

1. All people want to be treated with *dignity and respect*;
2. All people want to be *asked* rather than told to do something;
3. All people want to be informed as to *why* they are being asked or ordered to do something;
4. All people want to be given *options* rather than threats;
5. All people want a *second chance* when they make a mistake.

This global message promoting respect, understanding, and forgiveness can connect all people everywhere. Using our words for a defined purpose can create the forward momentum.

How We Treat One Another Hedberg Public Library Coworker Expectations

"...the way we treat our employees (and the way they treat each other) has a very direct and measurable impact on our external customer service." - Service for the Next Generation Library: A Library 2.0 Perspective by Michael Casey

Our *Philosophy of Service* states:

"Treat others as we wish to be treated;

smile, acknowledge, respect, keep an open mind and assume our customers are trustworthy and honest." And that is how we expect coworkers to treat one another.

"With customers and coworkers, we are: welcoming, creative, trained, a team."

We each must take personal responsibility to work together as a team, respect coworkers and treat them as we ourselves wish to be treated. We must apply the same high standards of respect, courtesy and problem-solving to our coworkers that we apply to the customers who use our library. Superior internal customer service leads to superior external customer service.

With coworkers, we are expected to:

Diversity and Inclusion Statement of Commitment

Hedberg Public Library serves a diverse community – diverse in race, ethnicity, gender, sexual orientation, gender identity, disability, religious affiliation, literacy level, citizenship, age, socio-economic status, experience and thought. Diversity and inclusion at Hedberg Public Library strengthen our ability to achieve our mission by creating an environment where our patrons and employees can fully participate and realize their potential. Diverse perspectives and backgrounds create a stronger and more creative environment that delivers better results for those we serve.

We strive to build community and nurture a culture where inclusiveness is the norm, not an initiative. Every member of the Janesville community benefits from the talents and experiences of our peers, from the mutual respect we exercise, and from the responsibility we take for our actions. Each of us deserves an equal opportunity to contribute, read, learn, explore and grow.

Library Culture - HPL

Breaking Down Silos

- Single Desk layout
- Everybody does Security
- Cross training front line staff
 - Circ and Info
 - Reference Interview
 - Genealogy research
 - Facilitating computer use
 - Circ and YA
 - Cash drawer at Children's Desk

Library Culture - BPL

Breaking Down Silos

Strategic Plan

Mission:

To provide enriching and inspiring learning opportunities for all members of our diverse community.

Value 1: Community

Value 2: Literacy

Value 3: Resources

Value 4: Technology & Facilities

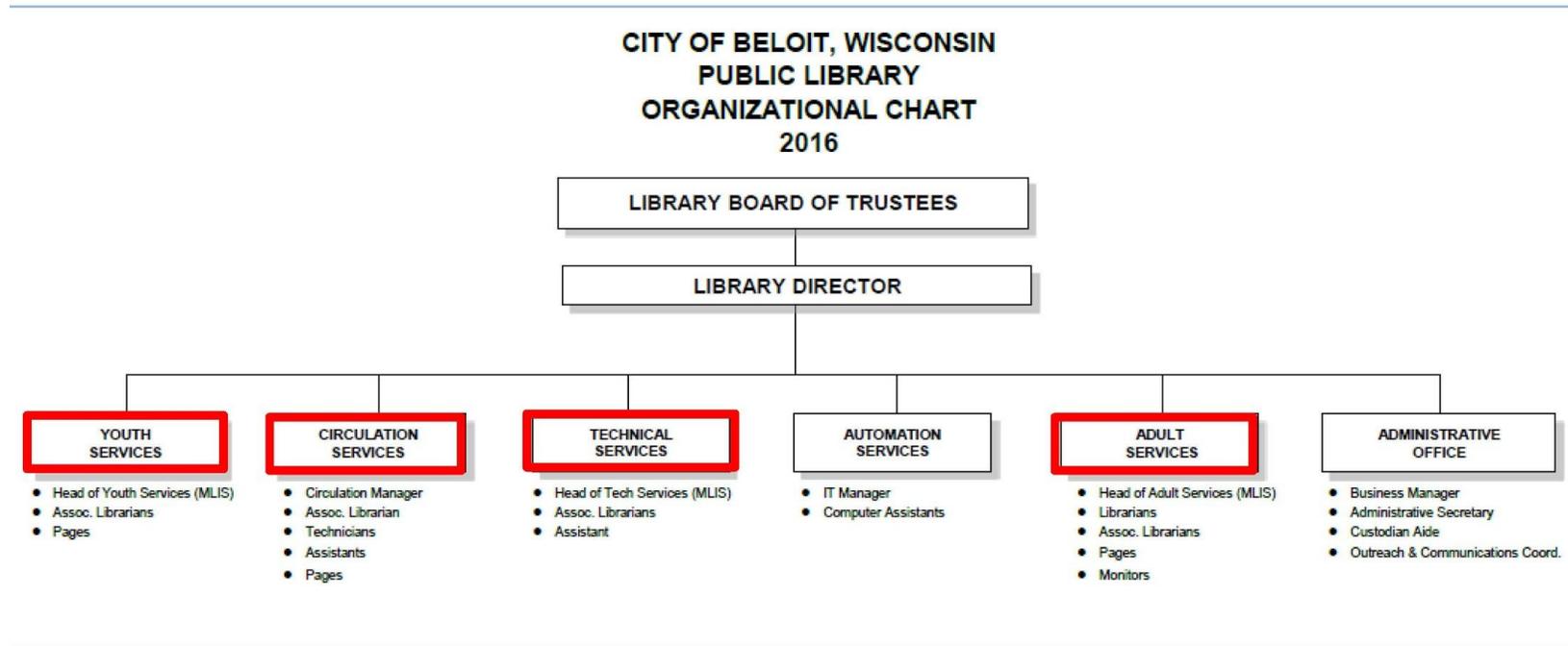
Value 5: Staff



Library Culture - BPL

Breaking Down Silos

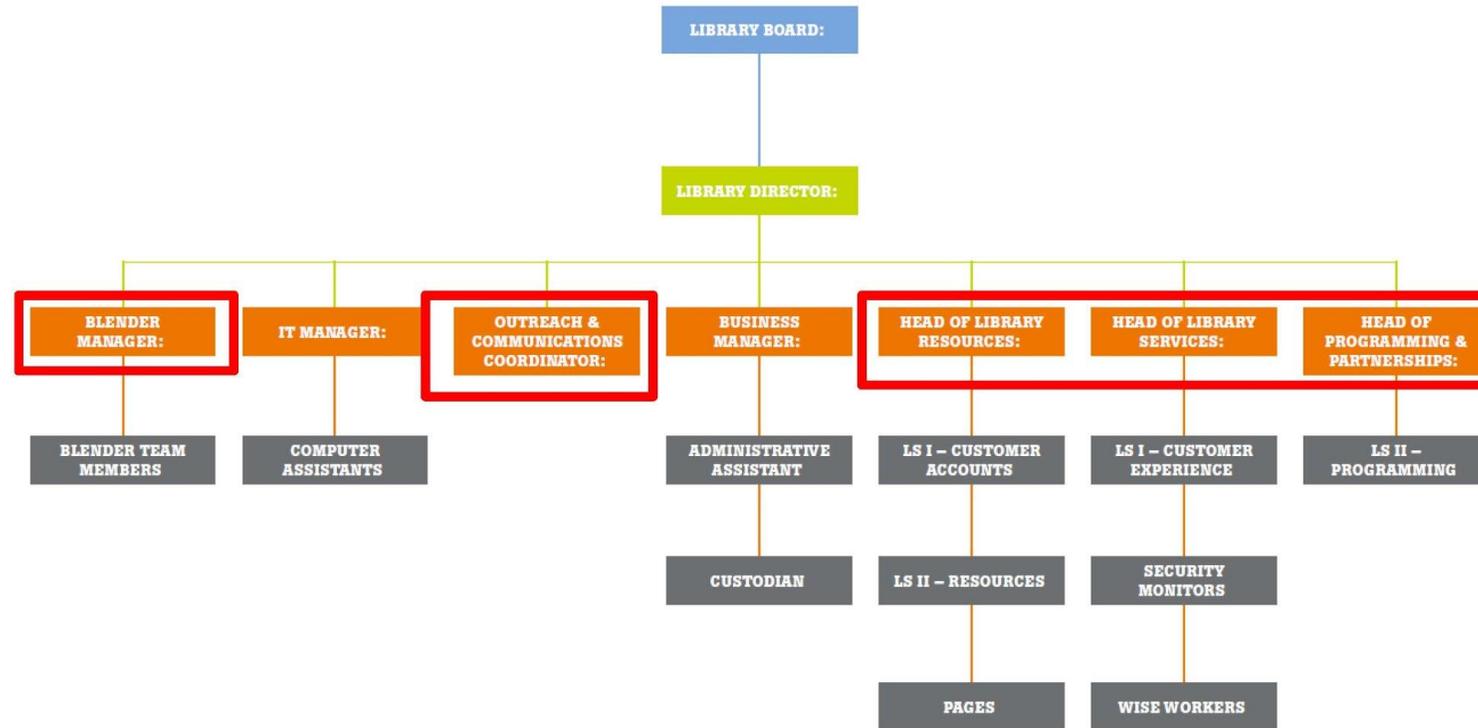
Organizational Chart (Before)



Library Culture - BPL

Breaking Down Silos

Organizational Chart (After)



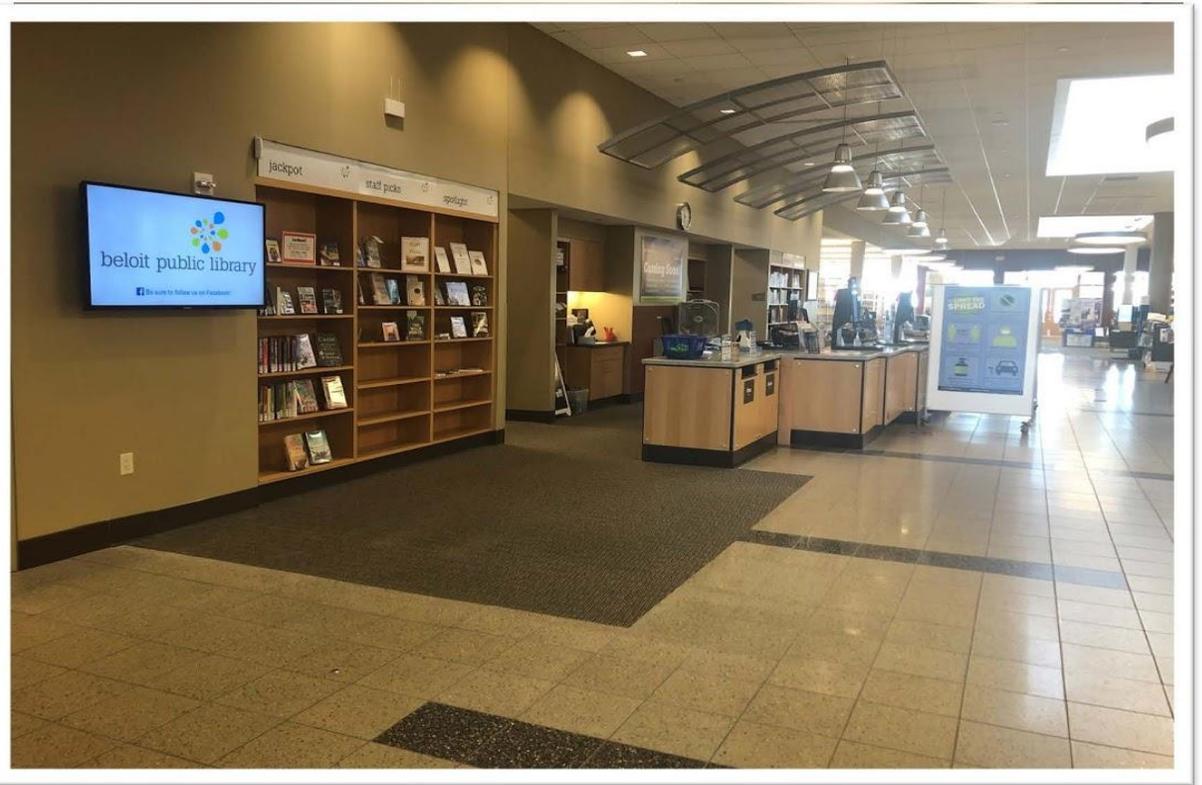
Library Culture - BPL

Removing Barriers



Library Culture - BPL

Removing Barriers



Library Culture - BPL

Removing Barriers



Library Culture

How has your library
broken down silos or
removed barriers?

Working From Home

- ▶ Self-Guided Model
- ▶ Guided Model

Working From Home.... HPL

- ▶ Public Services Assistants
 - ▶ Self-guided training model
 - ▶ normal # paid hours
 - ▶ started with city assigned trainings
 - ▶ “Seek and share”
 - ▶ discuss with supervisor and team via email
 - ▶ Google Sheet for tracking and accountability

Working From Home.... HPL

Date	Name	Title of Training	Length of Training (in minutes)	Certificates or proof submitted to Michelle	Rating 4-0	Type of Training	Source	URL / Link (copy and paste) / or Title / author of book
3/30/20 20	Brenda Weir	Infosec Annual Security Awareness Training	60 min	Done		required CVMIC	Jenny	http://cvmic.com
3/30/20 20	Brenda Weir	Basic References Sources	3 hours	Done	4	Customer service	tutorial	https://libraries.idaho.gov/continuing-education/able/
3/30/20 20	Erick Walter	Public Library partnerships with K-12 schools	10 min	Done	4	Industry info	Library Journal	https://www.libraryjournal.com/?detailStory=Public-Library-Ebook-Partnerships-Boost-K12-Reading
3/30/20 20	Erick Walter	Look 1st: Creating Exceptional Patron Experiences	60 min	Done	2	Customer service		https://learn.webjunction.org/
3/30/20 20	Erick Walter	Library Journal articles on publisher embargoes	30 min	N/A	3	industry awareness	Library Journal	http://www.libraryjournal.com
3/30/20 20	Erick Walter	Intro: Census Bureau Data slides (audio gave out)	30 min	Done	1	Census	Census.gov	https://www.census.gov/data/academy/webinars.html
3/30/20 20	Erick Walter	TC+, email, Library journal, Daily Ops, genealogy site reading	89 min	N/A				

Working From Home.... HPL

▶ Reference Librarians

- Reference and patron account maintenance is being done via phone and email

Working from home with library equipment

- One in the building at a time June 2020-April 2021
- Two in the building at a time starting April 5
- Embedded projects being done remotely
- Public computer workstation support done by remote Chat software

Working From Home.... HPL

▶ Youth Services Programming

- ▶ continue on very limited schedules
- ▶ 1 at desk
- ▶ All programming done virtually
 - ▶ most remote from their homes
 - ▶

▶ Adult Services Programming

- ▶ continue on very limited schedules
- ▶ Nailed It Challenges!
- ▶ All programming done virtually
 - ▶ most remote from their homes
- ▶ book discussion and Positivi-Tea

Working From Home... BPL

Guided model

Staff were paid full hours

Daily Learning Opportunities

<https://newibraries.org/>

<https://sewibraries.org/continuing-education-opportunities/>

Created by Head of Library Services with input from staff

Working From Home... BPL

Day	Date	Opportunity	URLs, links	Completed Hours
WEEK THREE				
8	3.30.2020	TEDTalk - Resilience (Open water swimming - 10 minutes)	https://www.ted.com/talks/bhakti_sharma_what_open_water_swimming_taught_me_about_resilience#t-17224	
	Monday	Libraries and COVID 19 Virtual Services webinar	Libraries and COVID-19: Managing Strategies and Stress	
			List of links shared in chat	
		Library Journal Article (Sacramento Public library)	https://www.libraryjournal.com/?detailStory=sacramento-public-library-wins-jerry-kline-community-impact-prize	
		PL Journal article - Combating Stress During Crisis	http://publiclibrariesonline.org/2020/03/combating-stress-during-times-of-crisis/	7.2
9	3.31.2020	Library Board Policy Review	http://beloitlibrary.org/wp-content/uploads/2019/05/Copy-charges-policy-2019.pdf	
	Tuesday		http://beloitlibrary.org/wp-content/uploads/2019/05/Dangerous-Weapons-Policy-2019.pdf	
			http://beloitlibrary.org/wp-content/uploads/2018/05/Discarding-of-ILB-materials-12.pdf	
			http://beloitlibrary.org/wp-content/uploads/2018/05/Displays-Within-the-Library-Policy-2011.pdf	
			http://beloitlibrary.org/wp-content/uploads/2018/05/Distribution-free-literature-2010.pdf	
			http://beloitlibrary.org/wp-content/uploads/2020/02/Economic-Barriers-to-Information-Access-.pdf	
			http://beloitlibrary.org/wp-content/uploads/2018/05/Exhibits-guidelines-pdf.pdf	
		CCBC Shorts - October 2019	https://vimeo.com/168881351	
		CCBC Shorts - November 2019	https://vimeo.com/372908836	
		Daily Show Dr. Fauci interview	https://www.youtube.com/watch?v=8A3jIM2FNR8	51.5
10	4.1.2020	WVLS - Customer Service Webinar Series (Pt. 1)	https://wvls.org/customer-service-webinar-series-starts-in-april/	
	Wednesday	(archive link for WVLS)	https://www.youtube.com/watch?v=1e7iBvtoLLg&feature=youtu.be	
		PL Journal article - Embrace Library Leisure/Self Support (pdf)	L/Professional Development and Training/COVID 19 Learning Opportunities	
		PL Journal article - Take Care of Yourself First (pdf)	L/Professional Development and Training/COVID 19 Learning Opportunities	
		Yoga for Digestion	https://www.youtube.com/watch?v=hbgvV_16X0o	48.75

Working From Home... BPL

77	Jody	Winchester	AL Live Webinar: Libraries and COVID 19: Manag	It began by sharing the experiences and courses of action which happened and are happening in Italy and Washington with the COVID 19 virus. Shared information and suggestions about managing stress in our personal and professional lives. Lots of great recommendations-took notes! Loren's actionable list was a great resource. I realize I use 20-20-20 often. (I look over at my neighbor's deck when I need a break. It helps refocus me.) I want to look into Varsity Tutor. Small goals versus large projects was a great suggestion. I would love to know what the percentage is for an increase in ecards for our library since we've been putting guidelines in place. Do we have this information to share? Mindfulness is a wonderful movement. Loved Richard's definition and his book suggestions. Personally, I have to work on boundaries for work time and social media exposure. I also need to loosen pressure to be productive EVERY DAY. I'm finding that is where I develop most of my stress.	2
78	Jody	Winchester	Article: http://publiclibrariesonline.org/2020/03/	This article provided tips to combat stress at challenging times. Loved the conclusion of free apps to help manage stress. I shared the CDC tips for managing anxiety and stress on my Facebook page. It had some great suggestions for parents. Huge takeaway: Keeping an element of normalcy helps everyone. Hope to revisit some information later.	0.5
79	Jody	Winchester	https://www.libraryjournal.com/?detailStory=sac	Lots of info to absorb and take away! It focused on the San Francisco PL as a winner of the Jerry Kline Community Impact Prize which recognizes the library as community asset and awards the library that achieves peak community impact by fully integrated and critically valuable. I loved how they broke down barriers through numerous conversations, positively raised public awareness through engagement, promoting ownership and did online surveys and face to faces. I would love to see the option of bus passes again for kid like we did at the old library-Is it feasible? I would love to know if we have a state-sponsored link like veterans connect in our state. Is the website EarlyLearningNation on our radar? Should it be? The Book First program sounds exceptional. Their digital inclusion plan focused on gaming in rural communities-in times of emergency could something like this be tapped and converted for other uses? All4Lib Initiative has potential-thought of some cool possibilities.	1
80	Lynn	Zandler	webinar Libraries and COVID-19	Libraries trying to stay connected to their patrons with video presentations by authors, read aloud sessions, on line reference question answering. Also tips for working from home and creating rituals and not feeling like we need to be productive everyday for a certain amount of time	1.25
81	Lynn	Zandler	Journal article Combating stress during Time of Cr	use technology to prevent loneliness, use apps, practice normal routines	0.25
82	Lynn	Zandler	Library Journal article Driven by Civic goals Sacram	every library is an essential community asset. Partnerships with community organizations and other civic entities are essential	0.5
83					
84					
85					
86					
TOTAL HOURS					72

Bouncing Back

- ▶ Curbside Procedures
- ▶ Programming

Curbside - HPL

- ▶ Location - Temporary
- ▶ Communication
 - ▶ from patrons -
 - ▶ dedicated phone line and email
 - ▶ between staff
 - ▶ in house
 - ▶ remote workers
- ▶ Process
 - ▶ Task Assignment
 - ▶ Timing
- ▶ Returns
 - ▶ outside book drop
 - ▶ 24 hr quarantine



CURBSIDE PICK-UP

HOW-TO:

- 1 Call the library at 608-758-6600 to reserve your item or items and determine a pick-up time.*
OR
Place a hold online and call 608-758-6600 to arrange a pick-up time.*
Pick-up is available Monday-Saturday at 10 a.m., 12 p.m., or 3 p.m.
Already have reserved items ready for pick-up and want curbside? Call us!
- 2 At time of pick-up, park in our circle drive and call 608-758-6600 to alert the library of your arrival.
- 3 Library staff will bring your items to your car.
 - Have your library card or ID ready.
 - Keep your front windows closed.
 - Have rear window or trunk open.

HEDBERG PUBLIC LIBRARY
316 S. Main St. • Janesville, WI 53545
608-758-6600 • HedbergPublicLibrary.org

HEDBERG PUBLIC LIBRARY CURBSIDE PICK-UP

Date/Time Request Made _____.

Name _____.

Barcode _____.

Number of held items:

____ On Holds Shelf

____ New to Pull

Pickup Day _____.

Pickup time: **10am, 12noon, 3pm**
M-Sat

Other _____

****Next Day Pickup**

Type of car? _____.

Color of car? _____.

Pulled by: _____.

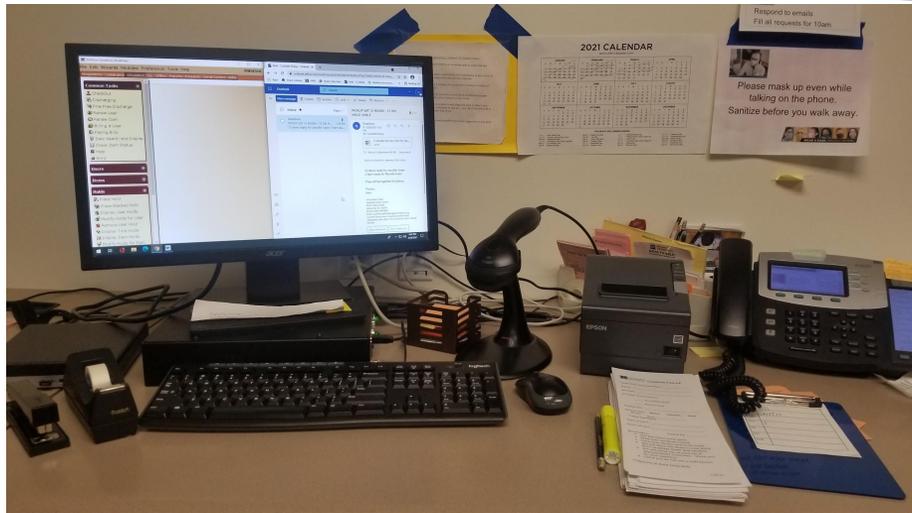
Reminders:

- Use the lower circle drive.
- Keep your windows closed.
- Have your library card or ID ready.
- We will place the items in your BACK SEAT so please lower that window
- We will meet you at your car in approximately 5 minutes – thank you for your patience.
- Call if you do not see a staff person.

****Returns at Book Drop Only**

3/24/21

Curbside - HPL



Curbside - BPL - Self-Service



Curbside - BPL - Parking Lot



Curbside - BPL - Drive Up Window



Programming - HPL

▶ Programming

- ▶ In-house on very limited schedules
- ▶ All programming done virtually
 - ▶ most remote from their homes
 - ▶ weekly craft projects
 - ▶ monthly DIY Take and Makes or Nailed-It projects



HEDBERG PUBLIC LIBRARY

Ask a Librarian My Account Contact HPL

Search SHARE Catalog

Building Community

READ. LEARN. EXPLORE. GROW.

Home About HPL Using the Library Calendar For Readers Research Tools Kids Teens Adults Help HPL Community

GET A FREE LIBRARY CARD

DIGITAL BRANCH OPEN Explore your library from the comfort of home - even when we're closed.

YOUR LIBRARY IS OPEN WITH RESTRICTIONS. CLICK FOR DETAILS

REMOTE DROP BOXES OPEN DROP BOX LOCATIONS Woodman's Market Family Dollar Sentry Food

2021 NEA BIG READ Click to see how we're participating in the UW-Whitewater NEA Big Read Project.

FEATURED PROGRAMS

SING & RHYME WATCH & READ GARDEN TO-GO BUSINESS

WEDNESDAYS @ 10:30 A.M. THURSDAY APRIL @ 6:30 P.M. TAKE & MAKE KIT

DOWNLOAD A PDF OF OUR MONTHLY PROGRAM HANDOUT.

CALENDAR OF EVENTS DOWNLOAD & STREAM RESEARCH & LEARN

BOOKED! PERSONALIZED READING SUGGESTIONS DELIVERED STRAIGHT TO YOUR INBOX.

GET STARTED WITH 3D PRINTING

CALL US! Stop in to our SMALL BUSINESS CENTER and find everything you need to start or grow your business. Fast forward your job search at our Job Resource Center!

Programming - BPL

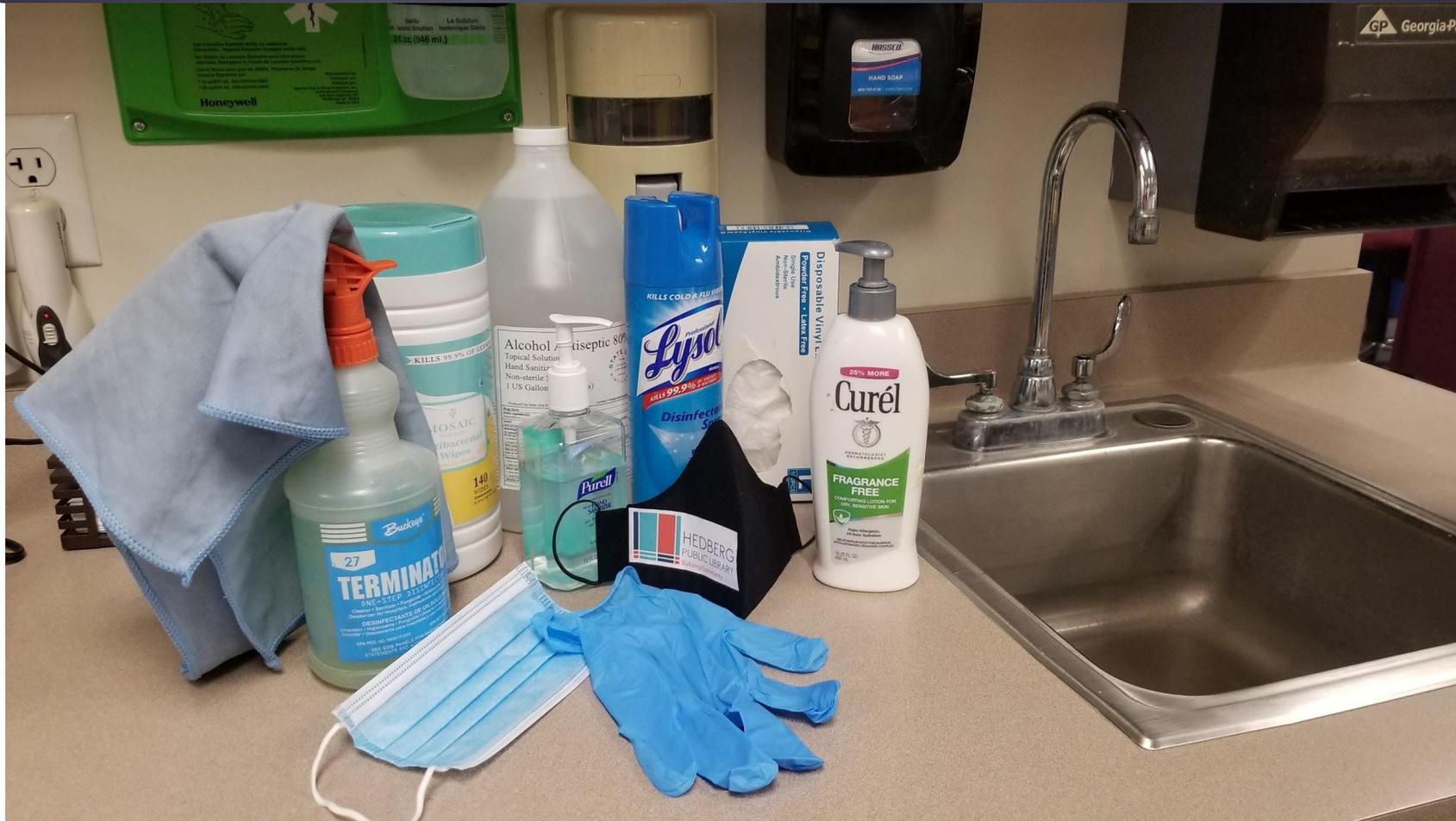
- Take and Make Craft Kits
- In-House with registration



Key Takeaways

- ▶ Choose your culture
- ▶ Hire strategically
- ▶ Stay Flexible

and who knew these would become indispensable parts of our team?!?



Questions

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