

RAILS Emergency Member Update, March 16, 2020 – Chat Log

The following is an edited chat log from the March 16 RAILS Emergency Member Update. Edits made include arranging the content by category and removing content not directly related to COVID-19 (Zoom technical issues, for example).

Some of the comments below were addressed via Chat, others were addressed during the live member update session. RAILS is also researching answers to some of the questions and will keep members informed via our [COVID-19 Library Pulse Page](#), the weekly *RAILS E-News*, and other means.

Edited Chat Log Arranged by Category:

General

Mary Witt: Here's the direct link to the Pulse Page:
<https://www.railslibraries.info/issues/178451>

Kate Hall: Mary, quick question on the survey. Do you want us to fill it out and then if the situation changes fill it out again? This is all changing so fast that we are having changes in what we are doing on a day to day basis.

cwaltman: Will the list of the mentioned resources also be linked on the pulse page?

Mary Witt: Yes - we will post the resources list on the Pulse Page

Patricia Smith: Did she say Pulse Page, on Rails site?

Mary Witt: The pulse page is on the RAILS home page

Patricia Smith: okay thank you

yach: If we respond to Pulse today and state we are open do we go on Closing Page to report we are closed tomorrow?

atodd: Everything we're doing is 'until further notice' so we won't have to identify specific dates

Mary Witt: Yes to the question about posting your closing info to our closing page if you close tomorrow

ILS System/Consortia/LLSAPs

lockhela: Is there a way for the ILS systems under RAILS to automatically extend due dates?

Mary Witt: Re the ILS system question, please check with your individual consortium/LLSAP

April: Will RAILS update all due dates on patron records for items due 3/17/20 - 3/31/20?

Anne Slaughter: RAILS does not have access to patron records - please contact your consortium or local ILS staff with questions about how this will be managed on the ILS side.

Lexie Walsh: Will patrons still be able to place holds on through the catalog?

Carolyn Coulter: For PrairieCat members-as I said, we will be doing these things. give us until after this meeting to put together a message for members.

Patty Kweram: Lexie - RSA will allow local holds, so yes, patrons can place holds, but only for your items that you hold.

jmat: Will I-Share continue to enable patrons to make requests despite no deliveries?

Anne Slaughter: For Find More Illinois members: we have set all libraries to "close" at least through March 31, and set all Pending requests to Retry with a note to try April 1 or later. We will send this info via email as well.

Kathy Roegge PSPLD: What about WorldShare ILL, should we stop sending requests?
julie: I apologize if I missed this.....I'm trying to listen and read the chat at the same time....can RAILS do an extension of all materials for us?

Leighton Shell: SWAN extended due dates through 5/1.
Carolyn Coulter: prairiecat is doing this also
Carolyn Coulter: out thru april 7 at this point.
Anna Hutson: RSA can extend due dates for its members. please send a ticket to the helpdesk: rsahelp@railslibraries.info

April: send a help ticket to RAILS and tell them what you want to do. They can do a global update for your patrons. Subject is default

Patty Kweram: If you are an RSA library, please check your email concerning communicating your closed dates and due dates.

Carolyn Coulter: Again, PrairieCAt will be sending a message about all of this as soon as possible after this meeting. bear with us

Rebecca Malinowski: CCS is working on another update as well. It will be out shortly.

RAILS Delivery (after announcement that delivery would be suspended at least through 3/31/2020)

David J. Seleb: Good! Regarding the cancellation of delivery services.
Ryan Livergood: Good call RAILS
Anastasia Rachmaciej: Thank you for looking out for your staff!
Kate Hall: So to be clear, we do not need to do any help tickets to suspend? This will just happen through the magic of RAILS. That will be very helpful

Chris Sebuck: So no delivery tonight until further notice?
Chris Sebuck: Last night was the last delivery?
Anastasia Rachmaciej: What about libraries who already suspended delivery? will they still get delivery tonight?

Maureen: Nobody at all getting deliveries tonight yall
Maureen: Spread the word
Anastasia Rachmaciej: I thought she said if you get night delivery you will get it tonight?
Lexie Walsh: Should we send our transits today or keep them until further notice?
Maureen: Thank you for making the right decision on this SWAN it will save lives
Aaron Skog: To be clear, this is not a SWAN meeting. This is a RAILS meeting.
Maureen: Ok thank you RAILS for making the right decision
Mary Witt: Do not send any items out today via delivery. Keep them until further notice.
Carolyn Coulter: PrairieCat members-after this meeting we will be sending out updates on how we are dealing with the delivery situation. Bear with us.

Megan: Thanks Carolyn.
Aaron Skog: SWAN libraries - we will send out an update after this meeting on the delivery situation.

Jaclyn: How long will it take to get deliveries back once you decide to start them up again?

Tori: wait are all deliveries not occurring?
Mary Witt: No delivery after daytime deliveries today until further notice

Nicole Zimmermann: The Delivery Help Desk railsdelivery@railslibraries.info. Please make sure that your system delivery contact person is up to date in L2, so you can receive messages via our route email strings! Reference the steps to update your user profile under Email Notification of Delivery Interruptions and Changes on the RAILS website.

atodd: Has UPS suspended service? New book orders made before all this are still in the pipeline. Should we expect those deliveries?

tammys: We called to cancel our UPS delivery

Jeannie Dilger: UPS will let you suspend service. FedEx will not.

Juanita Durkin: Might be a good idea to purchase UV scanners for RAILS delivery to just use all the time

Shannon Halikias
@ Sugar Grove PL: Cheap for individual ones. The big ones for circ likely a big ticket item. This is a good chance for us to leap ahead quickly for now and future things in the pipeline.

knance: Hi. I contacted UPS at 847-705-6147. They will suspend delivery from 3/17-4/3. This is at the Palatine Hub. Karolyn Bartlett

knance: I also called our local post office they will hold our mail through the 3rd of April.

dkoll: The number for the Harvey hub for UPS is 708-496-7485

Library Closings/Program Cancellations

Mary Witt: Here is where you can report library closings:
<https://www.railslibraries.info/membership/library-closings>

Christy Semande: I'm assuming schools that it's a given and we do not need to let you know?

Victoria: Not all universities are closed.

Mary Witt: Please report if you are an academic or university

Victoria: Here at Loyola (LUC), we're still open

Maureen: Illinois College of Optometry is still open but it is a ghost town

Tori: Carthage is Currently open.... We like the emails!

Maureen: Same thing with Illinois Tech libraries

Mary Witt: <https://www.railslibraries.info/membership/library-closings>

Dawn: Prairie State College is still open

Aaron Skog: I don't think they meant for the universities to report here in the chat

Cindy Fuerst
(Vernon Library): Could statistics be broken down by county?

Pat G: National University of Health Sciences is still open - reduced hours.

Mary Witt: It would be a huge help if you could all fill out our library closings form if your library is closing:

Mary Witt: <https://www.railslibraries.info/membership/library-closings>

Carolyn Coulter: RAILS buidlings closed yet?

Nicole Zimmermann: not yet Carolyn, but I may not be on top of the most current news - Nikki

Dianne: Bloomington Public Library will be temporarily closed beginning Tuesday, March 17th through March 29th.

user: Joan Battley is here at North Chicago Public Library currently closed to the public

Mary Witt: Joan - please report your closing here:
<https://www.railslibraries.info/membership/library-closings>

Kevin Davis: N. Aurora is a polling place and we will only be opening our front foyer and main meeting room and our restrooms and our main services and main library WILL be CLOSED

atodd: Do you know how many libbraies are closing down there yet?

Shannon Distel: Are libraries canceling programs thru April 30? Currently we are canceled through March 29.

Catherine S: CDC recommended this morning no gatherings of 50+ for the next 8 weeks. I would think programs need to be cancelled through at least mid-May.

Kevin Davis: We have cancelled all programs through April 17th as of my Board Mtg last Thursday. We meet during our Committee meeting April 2nd and may have to extend this date to the end of april.

Library Cards

jhenning: Is anyone doing anything special for online card registrations - re: relaxing residency 'proof' restrictions?

Maureen: JHenning we are working on this but need to set up a proxy server at our main library to register people offsite

Maureen: And possibly using an official snapchat to confirm addresses

Dana Wishnick: Hi Jesse, we are planning to give 30 day temporary cards to use our virtual services over the phone/through email to residents who give us a local address over the phone. Not sure how we will do this if we don't have anyone in the building. We are still debating this.

Ashley Johnson: Cool idea, Dana

Continuing Education

Joseph Filapek: RAILS CE Webinar/Workshops: <https://www.railslibraries.info/news/178919>

STDL: Will you be providing a webinar for Trustees to understand this in terms of supporting all Directors and other decision makers?

Anastasia Rachmaciej: Can you suspend the need to create an account for some of the webinars during this time so staff do not need to create accounts?

Nicole Zimmermann: Anastasia and everyone else, all library staff should have an L2 account! please have everyone sign up.
https://www.librarylearning.info/user/create_account/?url=/

GPLD: If staff have difficulty accessing L2--will RAILS provide support?

Mary Witt: For the question about L2 help: email l2help@railslibraries.info with any L2 questions or issues

Brian Andrusyk
(IC Catholic Prep): For those of us with teaching license, will we get PD hours for viewing recorded webinars?

Illinois State Library: Hello, concerning PDH - Systems must work through ISL. We will work on your questions. Thanks - Gwen Harrison, ISL - PDH Coordinator

tammys: HR source - are your still holding the Managers boot camp?

jose: Is HR Source still holding their training on the 25th?

Handling Library Materials/Curbside Service

Shannon Halikias
@ Sugar Grove PL: I would like to know more information on what the latest reputable info tells us about the contamination of materials. We are doing circ through our drive up, and sanitizing covers with alcohol on return. If you are able to identify information and protocols, please let us know ASAP.

Maureen: Shannon, you guys are circulation only your collections? Since all deliveries are suspended?

Shannon Halikias
@ Sugar Grove PL: Yup. Circ through drive up with mask and gloves. Pics on our FB.

Shannon Halikias
@ Sugar Grove PL: That may change pending more info.
lockhela: Can you provide that in notes after - went by pretty fast.

Illinois Library
Association: Unfortunately, it does not appear to be known how long the virus is viable on surfaces, according to the CDC. We're checking this information daily, and CDC still says "current evidence suggests that novel coronavirus may remain viable for hours to days on surfaces made from a variety of materials." Therefore, it's hard to offer guidance on disinfecting returned library materials.

Pam Kamin: <https://www.npr.org/sections/health-shots/2020/03/14/811609026/the-new-coronavirus-can-live-on-surfaces-for-2-3-days-heres-how-to-clean-them>

Maureen: If you can even get access to sanitizing materials. How many libraries are out?

Shannon Halikias
@ Sugar Grove PL: I would like the collective hive to maybe research (after this) on UV light decontamination devices that kill virus on materials

Shannon Halikias
@ Sugar Grove PL: Secondly, China has machines in libraries that have units that will UV light machines that can do multiple books at once, or run them through. Can we quick like look into this - and explore the feasibility for purchases, or share these resources.

Jason: Is there a set time to quarantine materials that are returned?

Sharon Bruemmer: Does anyone have specific recommendations re: returned book handling -- question for school libraries.

Mary Clemens: Yes please - share info on material handling.
CLemmer: has any one purchased or using the ultra violet devices on materials?

Shannon Halikias
@ Sugar Grove PL: Re: UV - I want to purchase some to put in our collection of wonderful things. Working on that today.

Shannon Halikias
@ Sugar Grove PL: Re: UV - Researching the ones that are used in other countries for materials.
atodd: From the WHO site - "UV lamps should not be used to sterilize hands or other areas of skin as UV radiation can cause skin irritation."

atodd: No mention about books, surfaces

Shannon Halikias
 @ Sugar Grove PL: The lamps aren't for hands. Devices and materials
 Jenny's iPad: Do book ovens work at all in decontamination?
 Martyn, OPPL: Also WHO are quoted as saying that UV light does not kill the COVID-19 virus but I cannot find a reputable source for that.

Shannon Halikias
 @ Sugar Grove PL: Yes - I'm not saying it is the answer. Just that the hive needs to research. Look online for the book sanitization machines that are used in china. Trying to find vendor info for stat sheets.

Clemmer: Supposedly available for \$150 on Amazon
 Patricia Smith: I tired ordering a UV device form Amazon can't even get it delivered till April 6-13 so doesn't do any good right now even if it does work
 Aaron Skog: I think there needs to be some recommendation from RAILS and the State Library on curbside service. It seems very problematic.
 cwaltman: Yes, please address Aaron's point regarding curbside service. We are considering as well.
 Mary Clemens: I agree with Aaron. Recommendations from the State Library or RAILS on curbside service would be helpful.
 Jason: agreed
 Visitor: Could you address the questions about curbside service that have been asked?
 Martyn, OPPL: WHO' recommendation on UV
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public/myth-busters>
 cwaltman: Please discuss recommendations regarding curbside before disconnecting the call and please can you put survey link in chat. I know pulse page is NOT where you want us to go NOW.

Nicole Steeves: How are you safely handling drive-up service? We couldn't find a way.
 Kate Hall: We are stopping curbside service to protect the staff at end of day today.
 Kathy Roegge PSPLD: How are libraries handling the materials that are being returned?
 cwaltman: Similar to Sugar Grove's operation. If there is a recommendation? Yes, several have asked about this.
 zanellie: some libraries are closed but you can pick up items at a drive up window
 Clemmer: Lake Forest library is ending its curb side today.
 Carolyn Coulter: re: curbside-make sure it is possible with ILS settings-IE: can you keep local holds and NOT ILL holds if you are in a consortium
 Carolyn Coulter: we are working on this issue right now
 Illinois Library Association: Mentioned earlier, but CDC doesn't know how long the virus can live on surfaces, so there isn't anything we can say about how to handle/disinfect materials.

Illinois Library Association:
 Kevin Davis: Other than, not to be flip, "don't circulate them."
 In my opinion curb side or drive up would be against what we have been told to stem the tide of the spread. We need to protect our patrons and our staff. I get we want to still deliver services but I know my staff would refuse to do this.

Dawne: Consortia with many shared materials, there may be recommendations coming directly from your consortium - look to you consortium for updates

Shannon Halikias

@ Sugar Grove PL: Drive Up: Mask and gloves. We put together "book binge" requests for staff picked selections, filling holds. Sanitize upon return. We have taken progressive steps. I am considering a termination of this by end of day and going to a Level 4 full close. I posted our revised policy as well as our protocols on the Directors listserve. As this is rapidly evolving, I think we may need to terminate this.

Shannon Halikias
 @ Sugar Grove PL: I don't think we can manage materials cleaning if all of our collection goes out.
 Shannon Halikias
 @ Sugar Grove PL: Plus - it will send a mixed message if I am doing this and other Libraries are not. I think we need to be united to a degree.

kongr: Apologies if this was discussed already, but have any libraries issued a public statement to give guidance to patrons about all those materials that were checked out recently?

kongr: sorry, i mean, about disinfecting materials
 kongr: not asking about returning materials
 Leighton Shell: "Don't put books in microwaves."
 CLemmer: is any one closing their book and dvd dispenser

Library Board Meetings

Edith's: Boards are still able to meet yes? I haven't seen anything banning that from happening...right?

Ryan Livergood: I think we all are required to have a physical quorum per OMA
 Kate Hall: Ryan, that was my understanding too and what Julie Tappendorf said last week.
 Cindy Fuerst
 (Vernon Library): I don't see the information about the Ancel Glink link on the Pulse page. Could you share?

Illinois Library
 Association: Cindy, I think it's coming.
 Joanna: I agree with Ryan
 nbormet: We are a polling place and my board meets tomorrow evening so I am open until the board decides our future.

Staffing Issues

Jennifer Cottrill: I am trying to decide who to authorize to work in the building during closure. How many people at a time? Voluntary/mandatory? Exempt/nonexempt? etc. Anyone worked through these questions?

Jaclyn: Jennifer, we are doing the absolute minimum. People coming in for essential maintenance.

turnelb: Work from home is fairly common at my Special library. Would be happy to share my work-from-home activities, if wanted.

Mary Clemens: We're hoping to have full-time librarians work from home and view webinars/training. Resources available through L2 or RAILS would be helpful.

Jennifer Drinka: I am interested in ideas for how to hold remote Management meetings? Not something we've done before.

atodd: www.freeconferencecall.com is what I use to have, well, free conference calls.
Julie S: We are using Google Hangouts for our daily management team meetings as we work from home.

Jeannie Dilger: Jennifer Drinka, Zoom offers a free account for meetings. We also use Freeconferencecall.com, like Alex Todd.

Alissa W: I've called off all staff work for this week. Depending on the severity of our area we may do some projects in the building beginning next week.

Ryan Livergood: I'm going to look into Google hangouts for virtual meeting and perhaps invest in a Zoom account because I like this platform so much

kongr: Skokie is doing everything we can to minimize staff from coming in.
Jennifer Cottrill: Zoom has a free version, but you are limited to 40 minutes at a time and I think the amount of people who can join.

Gretchen: Any thoughts on how to track work product created by staff during this time? Am thinking as a way to show Administration at to some point to demonstrate effectiveness and output, etc.

Su Reynders: For me, the whole point of closing is to keep our staff and patrons safe, so staff will not be allowed to work from the library. We are having one person go to the library each day to make sure nothing terrible has happened. Library services are important, even essential, but not life or death.

Jeannie Dilger: Palatine is doing like Skokie. This only works if we encourage all staff and patrons to stay home.

CGNAT: Are any libraries giving any special consideration to staff who fall into high risk groups or who live with or care for someone who does?

Alissa W: Management staff will do some work from home to keep a few things going - responding to patron questions, social media posts, and of course we all worked late and over the weekend to deal with this

Ryan Livergood: Warren-Newport is the same as Skokie and Palatine. I don't want people in the building unless absolutely necessary

Kate Hall: Ryan, 100% agreed. If we need to have one person in to get payroll in, that to me is critical. But other than that, keep people out.

Gretchen: Free conferencing software to hold meetings while everyone works from home?
kongr: Even for staff working from home, I'm trying to stress to the management team that this is not the time to do "all the things" and catch up on every single project we have. People have their health, families, finances, etc. to think about, so we're going to try to focus on supporting people to be healthy and take care of themselves.

Joanna: We've created projects for our staff to work on from home: social media posts, patron fliers, etc. Also a good time to start planning for summer reading... And remote book repair.

mjacobsen: Same at the ZB Library - staff will be working from home but for pay roll and being sure the building isn't damaged once a day

Jennifer Garden: As a solo librarian, I will be working even if the library closes. It's a great opportunity for me to run an inventory! :)

Jaclyn: Those of you having staff work from home--what are you doing about those without computers/internet access? Many of my staff don't have those resources.

kongr: But I also recognize that, for many, working from home can be a way of staying productive and coping with what's going on.

Maureen: Jaclyn management reached out to our staff last week to get them set up with tech in anticipation of this possibility, luckily

mjacobsen: We are providing laptops, wifi hotspots, and will provide staff with a \$20 work from home bonus

mjacobsen: as a stipend for internet access/phone

Ryan Livergood: We are going to be very calculated about staff doing work or professional development from home. I think Carole Medal said this best the other day "When we reopen, the load will be huge and they will have to work harder than ever to catch up".

Maureen: Absolutely, Ryan

Leighton Shell: For staff coming into the library we are staggering when staff come in to minimize numbers, i.e. adult staff one day, youth staff a different day.

Cathy: As a very small library I plan to have my clerk and I here several times a week, in different areas. We can post the times we will be here, so people can call then. The big decision still to make is will be hand materials out the door to patrons - maybe for now until we have active cases in the area. All staff will be paid during our closure, we can approve that via our Disaster plan.

Joanna: Please pay your staff!

atodd: There is no reason not to pay staff. We have received and will continue to receive tax dollars.

atodd: Payroll is budgeted.

Maureen: If someone is budgeted, why wouldn't you pay staff?

Ryan Livergood: Agreed! Pay your staff, it is already in your budget, do the right thing!

Catherine S: Your staff is budgeted for. Your revenue stream does not require customers in the door. Please pay your staff. That is the best possible use of your public funding at this time.

Jennifer Cottrill: 100% agreed on paying staff. It's not coming from our "profits"!
Illinois Library Association: ILA will reinforce the "pay your staff" message.

April: Agree with paying staff with budgeted \$ that has been received

Maureen: Until the currency we use is extra copies of James Patterson books, everyone needs to get paid.

kongr: we are paying all staff for their regularly scheduled hours

OShannon Halikias @ Sugar Grove PL: If we close do the Library's call, our staff are paid. That isn't really an issue in my mind.

Shannon Halikias @ Sugar Grove PL: *due

Nicole Steeves: Our tiny library in a conservative community is paying our staff

Ryan Livergood: It isn't just important for you staff, but also for our communities and our economy.

Laura Keyes-Kaplafka: I agree with other folks - we should pay our staff. However, my Board doesn't want to pay staff unless they actually do work of some kind. How can I convince my Board that the staff should stay home, and still get paid?

Kevin Davis: We pay for all our staff as we budgeted in FY 2020 to pay staff anyway for the weeks we are closed at N. Aurora Messenger Library.

Chris Sebuck: Paying staff full pay at Bridgeview

Jennifer Cottrill: OK, here's a weird one. I have a new staff member scheduled to start work during closure. Our policy during emergency closures is to pay staff for regularly scheduled hours. She has no regularly scheduled hours yet. Pay this new staff member too?

Kate Hall: Jen, we had someone start and are paying her her budgeted hours even though she doesn't have a set schedule yet

Shannon Halikias
@ Sugar Grove PL: I would pay your new staff member. She is coming onto your team with the expectation that she would be earning a paycheck. I'd just to the right thing to do right by her.

Jennifer Cottrill: Thanks, everyone!

HAPeineAdmin: HAPeine is paying staff as normal.

Patricia Smith: Kate Hall good for you, it is the right and fair thing to do it's not their fault.

hsong: Is there a liability to us for having staff come in while we are closed?

Shannon Halikias
@ Sugar Grove PL: Can we task PPC, once things calm, to please review legislation with regards to closings to improve Library Director authority. I've been appalled by what I've heard from other colleagues about their Board reaction.

Illinois Library
Association: PPC can definitely take up legislation about this, and about the governance issue.

Illinois Library
Association: But as has been stated, this isn't going to happen immediately as the Illinois General Assembly is closed. That would be a longer-term solution.

Jenny's iPad: If there are workers that are high-risk, what is the advice for those people? Are they expected to use sick time and pto?

Benjamin Weseloh: For HR Source: How does time recording and pay work when we are paying "emergency pay," but employees who can work, are still working?

Catherine S: So, for me - if your library is still having staff report in person, what arguments would help you be convinced to stop doing that? Let's help those arguments move their administration or boards to get isolation into place as quickly as possible. All the evidence is the sooner the better.

Benjamin Weseloh: For clarification, they are not working within the library, but from home...

Patricia Smith: Thank you I am attempting to convince my board to allow staff to work from home.

Jennifer Drinka: My plan is to have no one staff person go into the building alone, and to only go in when absolutely necessary (payroll).

April: I have told my assistant director who is 7.5 months pregnant with twins, she will not come to work if the board decides to keep the library open and she will be paid. We do not have sick time.

Carolyn Coulter:
Brookfield Public
Library: can HR Source speak to mandated telework and reimbursement for broadband?

Su Reynders: Any chance Chicago Public Library will change its mind and choose to close to the public? Any word on that?

Su Reynders: a firm statement from ISL, ILA, RAILS recommending that all staff stay at home would make things so much easier for all of us

Laura Keyes-Kaplafka:
kongr: I echo @Su Reynders!
i agree with Su!

Cindy Fuerst
(Vernon Library): ILA released a statement this morning
Illinois Library
Association: Su, ILA's statement is here: www.ila.org/advocacy/coronavirus-resources

Public Health Issues

T Jarzemsky: Has Rails/State Library approached the Illinois Department of Public Health for any guidance specifically for Public Libraries
Illinois Library
Association: Tim, I've wondered if I should do that too. The info is really not very targeted for us and still doesn't acknowledge schools are closed.
Jennifer Cottrill: I second the request for IL Dept of Public Health to give specific instructions to public libraries
Dana: I also would like the answer to Has Rails/State Library approached the Illinois Department of Public Health for any guidance specifically for Public Libraries
Illinois Library
Association: ILA can, too. Thanks, Dee.
Jennifer Cottrill: ILA recommended closing public operations
Chris Sebuck: Chicago park districts are staying open to handle kid overflow from CPS at least as of 630am I saw on the local news
Illinois Library
Association: ILA is adding staff-related language to our FAQ now.
Chris Sebuck: they are going to limit to small groups it that is possible at the park districts in chicago
Illinois Library
Association: And, we realize the IDPH info is incomplete.
Su Reynders: thanks ILA
Kathy Roegge PSPLD: I agree it is a public health issue. We can make decisions for ourselves individually but as Directors of a agency that serves the public we need to base our decision on what is best for the communities we serve.
Dave Barry: No, we were not disagree with your statesment about this issue is now a public health matter.
Su Reynders: in this unprecedented situation, each of our communities is the entire country
Su Reynders: the virus does not respect our community boundaries
Cindy Fuerst
(Vernon Library): Dee - If you could release a message stating we are beyond providing service and this is a public health issue it would be very helpful. Not all trustees understand the magnititude of the situation.
Laura Keyes-Kaplafka: I echo @Cindy Fuerst

E-Content

atodd: What sort of downloadable limits are folks having? Our normal Hoopla limit is 30 titles per month.

jhenning: Also - is anyone pushing their electronic content vendors to open up their licenses during this time? I know Hoopla and Kanopy are offering expanded offerings, but I'm particularly interested in Overdrive offerings.

Maureen: Yes JHenning I have requests out to all of our digital vendors

jhenning: Overdrive, rather

ssabo: Tumblebooks just opened access. I just took authentication off so access is across the board

Ashley Johnson: Lots of authors are giving permission via Twitter RE: Fair Use

Jessica Barnes: Great time to promote Biblioboard ... free to all Illinois residents and no copy limits

Anna Behm: Thanks Jessica! Here's the link to BiblioBoard:
<https://library.biblioboard.com/home> and the RAILS for Schools BiblioBoard site: <https://railsforschools.biblioboard.com/home>

Regular Communication

Ryan Livergood: Is RAILS going to host a meeting like this on a regular basis to help us all navigate through this?

Nicole Zimmermann: Please make sure all management is receiving the RAILS E-News for updates and other information. <https://www.railslibraries.info/newsletters>

Mary Witt: If you are subscribed to our E-News, you will get the alerts as we send them out.

Public User: I appreciate the fast responses from RAILS.

Jennifer Drinka: I really appreciate this meeting. It's nice to see faces as well as read the chat. It would be helpful to have another meeting.

Patricia Smith: I agree maybe another meeting on Friday please

Kat Solheim: I agree with Jenifer Drinka.

Maureen: Yeah the more updates, the better

user: Agreed have more meetings...

cwaltman: I agree that a regular, possibly weekly, RAILS meeting like this would be great! This situation is so fluid and constantly changing - having ALL of these players at the table to ask questions and hear suggestions is a great resource, IMHO! Thank you RAILS!

Michelle Kilty: I love the idea of meetings, but hey, let's folks the RAILS folks work from home as needed.

Patricia Smith: Yes Rails staff need to be safe also

atodd: Can we use RAILS's Zoom account during this? Im interested in a paid account, but aren't sure how much we'd use it after the crisis passes.

atodd: How do other libraries use Zoom for new services or to enhance existing services?

Jeannie Dilger: Alex, Zoom has a free basic account.

atodd: I've heard their free account is overwhelmed atm

Heidi Smith: Is there any value in setting up smaller peer groups? I'm specifically thinking about supporting new or interim directors.

kongr: if anyone is on Slack or open to using it, I can start a special workspace

Alex: There is always google hangouts

Cindy Fuerst (Vernon Library): We are using Google Hangout.

Joanna: Google Hangout
Nicole Zimmermann: There is also GoToMeeting

Other/Misc.

Jaclyn: Does RAILS have a sample policy for libraries to pass authorizing bill payment, etc?
April: Will the State still have their conference call for the Live & Learn grant requests 3/19?
Mary Witt: As far as we know, the State Library will still have the March 19 conference call - we have not heard from them that this is canceled
HAPeineAdmin: I'm concerned about extending due dates for patrons whose privileges expire in the meantime, both resident and Non-Resident cardholders.
turnelb: <https://www.elsevier.com/connect/coronavirus-information-center>
atodd: How is HTLS doing? I suspect they're staying open more
Ryan Livergood: I too am curious about HTLS
atodd: No, it is Heartland
atodd: I'm bad at acronyms
Emily Fister: IHLS!
atodd: SHoulda known there was an I in there somewhere
Illinois Library Association: Heartland's COVID-19 page: illinoisheartland.org/covid19
Illinois Library Association: There are already diagnosed cases in south/central
Jessica Barnes: I know this is not a priority, but many Explore More Illinois attractions are closed. Those offers have been deactivated. RAILS will be talking more about Explore More Illinois today. We will keep participating members updated via email, and will alert patrons via each library's login screen.
Illinois Library Association: ILA FAQ here: ila.org/advocacy/coronavirus-resources/faq-about-libraries-and-the-coronavirus

Closing Remarks

Su Reynders: I want to thank everyone for their leadership, hang in there, we are all doing our best to keep our staff and patrons safe. Good job team!
Gretchen: Thank you for doing this! Great.
Lori: Thank you for the meeting!
zanellie: thanks, everyone
GPLD: thank you
kongr: thanks RAILS staff and whoever else is there in that meeting room for doing this. i hope you can all go home now! :)
jbonell: Thank you
Laura Keyes-Kaplafka: Thank you!!!!
Robin Survis: Thanks!
Diane's iPhone: thanks
iPad (4): thank you!

Carolyn Coulter: thx, RAILS people. all the support is really appreciated.
 Hilaree: Thank you! Stay safe out there!
 Jenny's iPad: Thankful for all of you!
 Dana: thank you
 cwaltman: The chats will also be available after, correct?
 April: thank you.
 Michelle Kilty: Thank you all! Take care.
 Pam Kamin: Thank you! Stay well, everyone!
 Jim Deiters: Thank you Dee and RAILS. Be safe!
 Joanna: Thanks. Incredibly helpful.
 Catherine S: thank you all
 Jennifer Cottrill: Thank you, RAILS people!!!
 Steger-South
 Chicago Heights: Thanks, guys!
 Anna Hutson: take care, everyone!
 knance: Thank you all!! Stay safe!!!
 EJL: Thanks RAILS
 Antonia McBride: Thank you Dee & RAILS team for the wonderful guidance. I am creating email now with a lot of the information for the Board of Trustees. Everyone please stay safe.

 Jennifer Cottrill: And thank you, colleagues!
 cwaltman: Thank you very much, ALL!
 Mary Fisher-Miller: thanks for this informative opportunity
 nbormet: Thank you
 Brian Andrusyk
 (IC Catholic Prep): Thank you for this very informative meeting. Stay healthy everyone!
 Illinois Library
 Association: Thank you, RAILS!
 Donna Wolfram: Thank you, RAILS
 Leighton Shell: Thanks to everyone.
 AWR-DIRECTOR: The guidance at your level is appreciated, thank you!
 Jason: Thank you Dee and RAILS
 nobilics: Thank you
 Ryan Livergood: Thank you Dee and RAILS!
 Jennifer Garden: Thank you!
 Kevin Davis: Thanks Dee and the RAILS TEAM appreciate your time K. Davis N. Aurora
 Vickie Totton: thank you RAILS!
 Lynne Noffke: Thanks, everyone!
 Aaron Skog: Thank you Dee for hosting this!
 kbarlog: Thank you!
 Gianna Ziccarelli: Great information provided. Thank you all
 Patricia Smith: Thank you to all at Rails you all do an amazing job
 akim: Thank you from Glencoe!
 HAPeineAdmin: Thank you!
 Mary Clemens: Thank you.
 twilson: Thank You, take care
 Jennifer Drinka: Thank you from Antioch!
 Cindy Fuerst

(Vernon Library): thank you!