

RAILS Special Member Update, June 4, 2020 – Chat Log

The following is an unedited chat log from the June 4 RAILS Special Member Update.

RAILS is 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.

01:09:40 Felice Maciejewski: The gallery view is not showing up as an option.

01:09:42 Kate Hall: We don't have that option on the attendee side, Ryan. Just FYI

01:10:14 John DeYoung: how can you see all the panelists?

01:10:55 John DeYoung: you can't see them at the same time?

01:11:53 Emily Fister: speaker view if probably your best option

01:13:14 Nancy Ashbrook: is there an agenda you can share?

01:13:48 Dan Bostrom: https://static.librarylearning.info/event_documents/Ctud7m4mwPg.pdf

01:14:00 Emily Fister: Member Update agenda:
https://static.librarylearning.info/event_documents/Ctud7m4mwPg.pdf

01:14:11 Emily Fister: Member Update RAILS Delivery Plan:
https://static.librarylearning.info/event_documents/uCOWPPLKBQ.pdf

01:15:10 Dan Bostrom: For more information on what RAILS and other libraries are doing, please check out our Census 2020 Pulse page: <https://www.railslibraries.info/issues/170330>

01:16:12 Dan Bostrom: There are Census toolkits on there for easy sharing with your own community. Make sure to follow us on Facebook for more shareables as well:
www.facebook.com/railslibraries

01:16:24 Dan Bostrom: <http://www.facebook.com/railslibraries>

01:17:32 Mary Witt: Here's the link to the COVID-19 Pulse Page Deirdre mentioned:
<https://www.railslibraries.info/issues/178451>

01:21:10 Dan Bostrom: Here's a direct link to the RAILS Plan to Resume Delivery:
https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20Plans%20June%202020_0.pdf

01:22:30 Jennifer Garden: We get delivery for the local school at our building. Should we expect to get those books in the earlier phases?

01:22:36 Mary Witt: June 18 and 25 to the library that owns the item

01:22:40 Nicole Zimmermann: Correct Kim Roegge

01:23:33 Nicole Zimmermann: Kim Murphy! you are correct.

01:24:35 Mary Witt: The June 29 does not include academic libraries

01:25:01 Mary Witt: CTL delivers to libraries in the Burr Ridge and Wheeling areas - they deliver overnight

01:25:26 Mary Witt: No estimate on the academic libraries Tracy at this point

01:26:04 John DeYoung: I'm sorry I was on the phone. Is June 29th the actual business as usual?

01:26:31 Alissa Williams: When does the quarantine start? Do we tag the items and then quarantine for them 7 days? Or do we quarantine 7 days and then tag and put in bins?

01:26:50 Emily Fister: We will take all the questions and create an FAQ sheet and will be posted on our website.

01:27:34 Juanita Durkin: Is it possible to cut the number of delivery days per week in the beginning, to limit how many stacks of quarantine we have to house at one time? It's easier to keep three days of quarantine items together, instead of six different days worth.

01:27:42 John DeYoung: We put our blue bins by the door.

01:28:14 John DeYoung: When should we start putting the bins out?

01:28:37 Antonia McBride: How will due dates work with the quarantine items?

01:28:43 Stephanie Klemp: Will drivers drop off the same number of bins that they pick up?

01:29:16 Laura Keyes-Kaplafka: @Antonia McBride - talk to your consortium leader. RAILS doesn't deal with due dates.

01:29:25 Tiffany Amschl: At some point a few weeks ago, we were asked to sort our returns by library. I assume that is not necessary?

01:29:28 Antonia McBride: Thank you

01:29:44 Jennifer Garden: For future, we are going to need to know what to do with the items that are supposedly coming to us in FMI. Do I mark them as returned? Does the home library have an option to mark them as returned if I never received them.

01:30:48 Kate Hall: And what about safety procedures in place for CTL staff?

01:30:54 Anne Slaughter: Jennifer Garden we will provide specific guidance for FMI libraries soon via email

01:31:02 Jennifer Garden: Thank you, Anne.

01:33:48 John DeYoung: I am so confused.

01:34:04 Aaron Skog: Knowing what the CTRL and RAILS delivery staff PPE and procedures are taking will definitely help libraries understand what to do about bins delivered.

01:34:56 John DeYoung: Just when we can start putting out the bins?

01:35:05 Stefanie Geitz: So we are supposed to quarantine items that come into our library from the blue bins?

01:35:20 Jeanne Stierman: so should we as academics fill out the checklist to let you know we're ready or do we need to wait for CARLI?

01:35:51 Barbara Bolser: If an academic library will have staff available should they notify Mark?

01:35:55 John DeYoung: When can people start ordering interlibrary loan items?

01:36:18 John DeYoung: So June 29th will be business as usual?

01:36:34 Mary Witt: You can order labels at any time

01:36:36 Karen Bolton: Again, what about CTLs safety procedures?

01:36:42 Elizabeth Wild: I am confused about the quarantine. I understand 7 days. I understand not in the blue bins. BUT - I can't quarantine from staff (if that is what you are requiring) if I can't put it in the blue bin

01:36:50 Liz Wald: If "regular" delivery resumes on June 29th with libraries that have opted in, does that mean we can start placing holds for our patrons from those other libraries?

01:37:07 Mary Witt: Yes - John to June 29, but you have to let the delivery help desk know that you want to receive delivery as it said in the delivery communication we sent out

01:38:26 Liz Wald: Thank you.

01:38:33 Dan Bostrom: RAILS Delivery Help Desk email -> railsdelivery@railslibraries.info

01:40:07 Katie DuClos: Is the quaranting from staff touching materials or from patron return? If we can't store in bins for quarantine, staff will be touching them the day before to pack the bins.

01:40:19 Larisa Good- WCPL: Do you need us to quarantine for 7 days items we pull from our stacks to fill as holds for other libraries or just items returned?

01:42:31 Mary Witt: Opt in by contacting the delivery help desk

01:43:13 Sue Yach: Since we don't know the specific time for the delivery do you have an estimated window time to share will staff so we know what time to be at the library to accept the delivery.

01:44:00 Juanita Durkin: We have OCLC items to return to academic libraries. When can we put those in the bins? In other words, should we keep them until you'll deliver there, or can we put them in the bins now and will you keep them until they can be returned?

01:44:36 Stefanie Geitz: How do we know who we can borrow from? I am getting holds from everyone.

01:46:32 Ginnie Vehlow: We don't have enough bins for everything we have. Will the driver take items stacked with the bins?

01:46:34 Joyce Carmack: We usually get deliveries on Wednesday and Friday. Are they picking up at all libraries on the 18th and 25th?

01:46:43 Katie DuClos: Packing the bins requires that someone touches them. That requires quarantining in the bins.

01:46:55 Elizabeth Wild: How do we put in the Blue bin WITHOUT touching it and breaking quarantine?

01:48:22 Jennifer Garden: Wear gloves and a mask while filling the bins

01:49:12 Katie DuClos: So touching material with gloves and a mask doesn't reset quarantine?

01:49:25 Elizabeth Wild: How do we quarantine the ITEMS not in the bin when putting it in the bin requires touch and breaks quarantine?

01:50:05 Gretchen Schneider: Could we put the items in the bags and quarantine the bags (since they can be wiped)?

01:50:07 Juanita Durkin: But I still think that means we're touching the items going into the bins. So, we have to wait until a bin is full and then sit on it for 7 more days once full before putting it out for pick-up?

01:50:33 John DeYoung: Is this being recorded?

01:50:45 Deirdre Brennan: yes this is being recorded

01:50:49 Monica Harris: This is being recorded

01:51:16 John DeYoung: Cool. I am here by myself and I needed to attend a few things.

01:52:02 Julie Milavec: The disconnect here is if materials need to be quarantined for 7 days after each touch or only when returned from patron. If an item is returned, quarantined for 7 days, shelved, then pulled by a staff member to go into a bin, it needs to be quarantined another 7 days before going into a bin?

01:52:08 Antonia McBride: So, we should put our first bins out June 15?

01:52:39 Juanita Durkin: Could delivery put out a general memo on how exactly they want items quarantined before putting out for pick-up?

01:53:08 Katie DuClos: I know we have a lot of questions. Thank you for the meeting!

01:53:28 John DeYoung: Thank you.

01:53:32 Antonia McBride: Thank you

01:53:49 Felice Maciejewski: Thanks to all of you for your hard work.

01:53:54 Eva Kalbarczyk: Thank you!

01:54:10 Brooke: Thank you for figuring out all the details!

01:56:15 Dan Bostrom: REALM Project: Preliminary Literature Review [PDF]:
<https://www.webjunction.org/content/dam/WebJunction/Documents/webJunction/realm/preliminary-lit-review.pdf>

01:56:24 Juanita Durkin: No DVD disc?

01:57:30 Stefanie Geitz: magazine?

01:59:45 Juanita Durkin: Shouldn't they get all materials out of the way before testing AMH, tables, etc.? Those hard surfaces can be wiped down, but not all materials.

02:00:18 Jennifer Garden: We can't see CArolyn

02:00:34 Kate Hall: Dee, we did not see what Carolyn wrote. It was only to Panelists

02:01:38 Karen Bolton: What about activity kits with multiple pieces?

02:02:17 Kate Hall: Board books were disgusting before. Can't even imagine what they are going to show when they are tested. ;P

02:03:20 Juanita Durkin: Even museum patrons and staff are likely to touch handouts, flyers, tickets, etc., rather than touching the exhibits themselves, so testing things most likely to be touched should be first.

02:03:53 Margarita Olmos: "What about activity kits

02:10:54 Karen Bolton: How many staff run your curbside?

02:11:08 Nancy Ashbrook: Because we are a small library bounded by street parking and no parking lot, we started Holds request system. Our patrons can place a hold on our material, we'll wrap it and label it with first 3 initials of their last name and initial of their first name, and call them to pickup from our vestibule. Material is checked out to their card before material is put in the vestibule. Very similar to curbside, but patrons come in to pick up their material. Contactless.

02:12:14 Ann M. Thomas: May I ask how many appointments per hour you scheduled?

02:12:55 Lisa Lockheart: We started with three every half hour

02:13:31 Barbara Tarbuck: 3 slots every 15 minutes

02:18:36 Juanita Durkin: Are you serving only your own patrons or have you been allowing reciprocal borrowers to place holds, too. We just started curbside and I've already had reciprocal borrowers asking.

02:19:39 Juanita Durkin: Sorry, should have specified that question was for Laura.

02:20:47 Juanita Durkin: Thanks!

02:25:23 Carissa Faber: How do you let patrons know what materials that you have if they don't have a computer?

02:29:38 Amy Gee: Unincorporated or unserved?

02:30:05 Mary Aylmer: @Carissa - those who don't have a computer can call and tell us what they like.

02:31:36 Alissa Williams: I'm wondering how this impacts libraries who already have intergovernmental agreements in place.

02:32:15 Mary Cheatwood: Will we need to require some kind of evidence that they children meet the requirements? Right now we need proof of residency and photo ID, but how will we know about the financial requirements?

02:32:32 Rachel Lenstra: Will this include seniors under poverty level? They also get a break on property tax.

02:32:38 Juanita Durkin: We have an unincorporated area, but they are taxed and part of our district. So, I think it's unserved.

02:33:01 Lisa Lockheart: Is there any way to tell how many children would be affected by this in a given area?

02:34:29 Deirdre Brennan: Mary there is no reimbursement

02:36:10 Kathy Roegge: Will a list be provided to let libraries know what students would be eligible for this card or will libraries be expected to research who is eligible.

02:39:22 Alissa Williams: I'm wondering how this impacts libraries who already have intergovernmental agreements in place.

02:39:24 Antonia McBride: Are children receiving cards without parental guidance? I am confused about the Act.

02:40:09 Antonia McBride: Oh, ok. Thank you.

02:43:01 Joe Filapek: If you missed Miguel's great trend scanning webinar from a few weeks ago, you can find it here: <https://www.railslibraries.info/events/182416>

02:45:11 Arnando Trejo: Are we having a copy of the webinar?

02:59:48 Michaela Haberkern: So interesting and thoughtful, Miguel! Thank you

03:00:09 Antonia McBride: Thank you Miguel

03:01:28 Nicole Zimmermann: REALM project page: <https://www.webjunction.org/explore-topics/COVID-19-research-project.html>
Sign up to receive project updates: https://www.oclc.org/content/oclc-forms/en_us/realm-updates.html

03:01:33 Carole Medal : Thank you everyone!

03:01:52 Sarah Dulay: Thank you RALS!

03:01:55 Jill Larson: thank you!