

12:52:20 From PLA Webinars : A little Beethoven to welcome you all!  
12:52:36 From Heather Petro to All panelists : It's lovely!  
12:52:39 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:52:53 From michele lipson : Love it! This is the fanciest Zoom meeting I've attended!  
12:52:55 From PLA Webinars : We want everyone to be able to see them.  
12:52:55 From Cheryl Cyr : Hello all  
12:52:59 From Ahmad Merza : Hello Everyone!  
12:53:08 From Heather Petro : Hello!  
12:53:11 From Ahmad Merza : Hope you are all safe and well!  
12:53:15 From Victoria Kowanetz : Hello everyone!  
12:53:18 From SANDRA Iosue to All panelists : Love this welcoming!  
12:53:22 From Meredith Bonds-Harmon : Hello, very fancy!  
12:53:24 From Melissa Wallace to All panelists : Hello!  
12:53:26 From Cheryl Cyr : Thank you Ahmad you too!  
12:53:27 From Martha Kapelewski to All panelists : Good afternoon!  
12:53:27 From Donna Speakman : Hello all, I work for New Castle County Delaware libraries at the Kirkwood Branch (however I am currently telecommuting from Home in Pennsylvania)  
12:53:36 From Gabriel Roger : Hello, from Milwaukee, WI.  
12:53:37 From Tina Mintzer to All panelists : Hello, good morning to all!  
12:53:37 From GIONEE S11 lite to All panelists : Hello everyone  
12:53:38 From Karen Sweat : Hello everyone  
12:53:40 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:53:41 From Juanita Bergman to All panelists : Hello everyone! Hope everyone is safe and healthy.  
12:53:41 From Tresa Owens-Powell to All panelists : Hi Everyone, I work at the Boston Public Library  
12:53:43 From Susan Lipsy to All panelists : hello from Newark Free  
12:53:47 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:53:51 From Heather Petro : Hello from Johnson County Indiana!  
12:53:51 From Wanda Harden to All panelists : Hello All, Wanda Harden, Flint Public Library, Community Engagement and Communications Manager  
12:53:52 From Nancy Howe to All panelists : Hello everyone from Syracuse, NY  
12:53:54 From Debbie Williams to All panelists : From Deb Williams, Hello to all  
12:53:55 From Diane Premo : Hello Everyone!  
12:53:55 From Gretchen Benson to All panelists : Hello from Minnesota!  
12:53:58 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:54:00 From Martha Kapelewski : Good afternoon,

12:54:08 From Barbara Fields : Hello from Barbara Fields Welch WV  
12:54:10 From Juanita Bergman : Hello from Fairview Heights, IL!  
12:54:10 From Beth Postema : Hello from Fargo, ND, yes, Fargo.  
12:54:11 From Maria Victoria Altiche to All panelists : Will you provide certificate of attendance?  
12:54:13 From Amanda Gilbertie : Is this just a Powerpoint being presented? I love the idea of doing this at the opening to any Zoom meetings we have!  
12:54:14 From Tina Mintzer to All panelists : from King County WA  
12:54:14 From Diane Annunziato : Hello from Dracut, MA!  
12:54:17 From Chris Brackett : Hello from St. Petersburg, FL  
12:54:22 From Megan Lee : Hello, from Hartsville, TN!  
12:54:22 From Salah McKloskey : Hello from the High Plains Library District in Weld County, CO.  
12:54:28 From Susan Lipsy to All panelists : Newark Free, Newark Delaware  
12:54:28 From PLA Webinars : Although PLA does not award credit hours, or CEUs, a follow-up email will include a link to a boilerplate certificate of completion for this webinar, which you can personalize as needed.  
12:54:32 From Candis Joyce : Hello! I work at Bangor Public Library in Maine, well actually from home right now.  
12:54:34 From Corazon Walter to All panelists : Hello everyone from KY  
12:54:34 From Anastasia Patton to All panelists : Hello all from Virginia - Anastasia Patton  
12:54:37 From Traci Alma to All panelists : Hi from Fort Wayne, Indiana!  
12:54:37 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:54:38 From Beryl Donovan to All panelists : love the music!  
12:54:40 From Terri Dedischew : Hi All - From Clinton-Macomb Public Library Michigan  
12:54:42 From Dustin Larmore : Hello from the South Dakota State Library in Pierre, South Dakota.  
12:54:42 From Demetri Kyriakis : Hello from home in Natick, Massachusetts. I work for the Needham Free Public Library in Needham, Massachusetts.  
12:54:43 From Nancy Delaney to All panelists : Hello from Culpeper County, VA  
12:54:44 From Laverne Bassett to All panelists : Hello from Bermuda  
12:54:50 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:54:51 From Melissa McHenry to All panelists : Hi from Rochester NY  
12:54:54 From Wanda Harden : Hello All: Wanda Harden, Flint Public Library, Community Engagement and Communications Manager  
12:54:55 From Rachel Colias to All panelists : Hello! I live in Chicago and work in the north suburbs! Niles-Maine District Library  
12:55:04 From Debbie Williams to All panelists : Deb Williams from Wv

12:55:05 From Corazon Walter to All panelists : From Grant County Public Library, KY

12:55:05 From GIONEE S11 lite to All panelists : Hello panelist, from home in Nigeria

12:55:05 From Mary Moore : Hello from Minneapolis MN

12:55:06 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

12:55:07 From Cathy Turrie to All panelists : Greetings! Cathy here from Wasaga Beach Public Library, Program Cordinator

12:55:07 From Amanda Gilbertie : Hi there! I'm working from home on behalf of the Danbury Public Library in Danbury, CT

12:55:13 From Ana Gutierrez : Hello from Fredericksburg, Virginia!

12:55:17 From Kelly Williams to All panelists : Hi, from Los Alamos, NM. ERM specialist

12:55:24 From Larra Clark : I love this part where everyone's introducing themselves! Welcome everyone!

12:55:27 From Karen DelVecchio : Hello! Young Adult Librarian from Blackstone MA

12:55:27 From Lydia Wacasey to All panelists : Hello from Pine River Library in Bayfield, Co.

12:55:29 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

12:55:30 From Stephanie Stoner to All panelists : Hi From Phoenix!

12:55:31 From Rebecca Matysek : Hello from Tempe. Arizona!

12:55:33 From Debbie Sumpter : Hello from Burlington Ontario!

12:55:38 From Tina Mintzer to All panelists : I work at the Auburn branch for King County Library System

12:55:44 From Emily Cannaverde : Hello from North GA!

12:55:47 From Cheryl Sidwell : Hello from Wicomico County, Maryland

12:55:47 From Gretchen Benson : Hello from Oakdale Library in Minnesota! Staff is in the building to do curbside services.

12:55:50 From Beryl Donovan : Hello from Sanbornville, NH - Gafney Library

12:55:51 From April Lankford : .Hello from Graham, NC!

12:55:51 From Elizabeth Haibach : Hello from Western New York!

12:55:52 From Dana Seger : Hello all from Walnut Grove Library with the Azalea Regional Library System in Loganville, GA :)

12:55:53 From Karen Mackey to All panelists : Hello from St Paul, MN!

12:55:53 From Lisa Quintero to All panelists : Hi from Milwaukee, WI

12:55:54 From Sharron Lahey : Hi from Brooklyn, NY!

12:55:57 From Megan Lowe : hello from Monroe, LA!

12:56:00 From Alexis Mendoza : Hello from Glendora, CA!

12:56:04 From Niki Bernett : Hello from Smyrna, TN!

12:56:04 From Nancy Howe : Hello everyone: Nancy Howe, Assistant Director, Baldwinsville Public Library - upstate NY, where it's snowing...

12:56:09 From CHRISTEL ELLIS to All panelists : Hello from New York City

12:56:09 From Johanna Roed to All panelists : Hello from Staten Island, NY!

12:56:10 From Ann LaRosee : Hello from Winston-Salem, NC!  
12:56:10 From michele lipson : Hi from Long Island, NY!  
12:56:10 From Ahmad Merza : Santa Barbara, CA!  
12:56:13 From Kathryn Alexander : Hello from Redwood City, CA  
12:56:13 From Bebe Jallah to All panelists : Hello from Greensboro, NC  
12:56:13 From Lisa Eribez : Hello from San Diego, California!  
12:56:14 From Ruthie Rochman : Hi from St Louis, MO!  
12:56:15 From Joan Dalusung to All panelists : Hello from Reno, NV! Joan from Washoe County Libraries  
12:56:17 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:56:17 From Danielle Wallace : Greetings from Baltimore, MD>  
12:56:18 From Ernestina Garcia : Hello from Wasco, California  
12:56:19 From Cathy Turrie to All panelists : Cathy here from Wasaga. I will need to leave early. Sorry. Please can you share the recording and info? Thank you  
12:56:19 From Kim Eckhoff : Hello from Tolleson, Arizona!  
12:56:21 From Alan Bernstein : Hi from Maywood NJ  
12:56:22 From Victoria Kowanetz : Hello from Queens, NY!  
12:56:23 From John Klima : Hello from Waukesha, WI where I seem to be living in a never-ending stream of virtual meetings and training...  
12:56:24 From Courtney Greenblatt : hi from brooklyn  
12:56:24 From Ethan Stein to All panelists : Hi from Minneapolis, MN  
12:56:24 From Deb Ehret to All panelists : Hello from Indianapolis, IN!  
12:56:28 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:56:35 From Jennifer Styran to All panelists : Hello! Jen from Pittsburgh, PA here.  
12:56:35 From Kelly Kneisler : Hello from Weyauwega WI  
12:56:36 From Samantha Gordano : San Antonio, TX  
12:56:40 From Timothy Dickey : Good afternoon from Columbus, OH!  
12:56:42 From Robin Wagner : Hello from outside of Chicago!  
12:56:43 From Lorin Flores : Hello from San Antonio!  
12:56:44 From Wendy Remaly to All panelists : Wendy from Dumfries, VA  
12:56:45 From Amelia Miller to All panelists : Hi from Dumfries Virginia  
12:56:49 From Kathleen Sullivan-long to All panelists : Hi from San Diego!  
12:56:50 From Laurie Hackney : Hello from Opelika, AL  
12:56:51 From Mahnoor Rattani : Hello from Gwinnett County in Georgia!  
12:57:00 From Jane Folger : Hello from Maplewood, NJ  
12:57:02 From Lucy Lockley to All panelists : Good afternoon from St Peters, MO  
12:57:03 From Lisa Lockheart to All panelists : Hello from Rock Island, IL!  
12:57:03 From Ann Marie Harvey : Greetings from Baltimore, MD  
12:57:05 From Elva Garza to All panelists : Hello from Austin, TX

12:57:05 From Laverne Bassett : Hello from Bermuda  
12:57:05 From Jody Lazar to All panelists : Hello from Winter Park, FL  
12:57:06 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:57:08 From Cynthia McCarthy : Hello from San Mateo, California!  
12:57:09 From Kathryn Fredrickson : Hello from Elgin, IL! :)  
12:57:11 From Christina Der : Hello from Baltimore County Public Library, Youth and Family Engagement, located in Maryland  
12:57:13 From Kim Null to All panelists : Hello from Kim, Grafton-Midview, Ohio  
12:57:18 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:57:21 From Roberta Kemp to All panelists : Hello from Brooklyn Park, MN  
12:57:21 From Jody Lazar : Hello from Winter Park, FL  
12:57:23 From Laurie Collins to All panelists : Ipswich, Massachusetts  
12:57:29 From Lidya Aulestia to All panelists : Hello from Yonkers NY  
12:57:30 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!  
12:57:36 From Beth Steinbach to All panelists : Good morning from Bremerton, WA. I'm from Baltimore, so greetings to those in my hometown!  
12:57:36 From Kathy Lane : Hello from Boulder, Colorado!  
12:57:40 From Anita Baumann : Good afternoon (morning, evening - as appropriate...) from Orange County, NY  
12:57:50 From Lucy Lockley : Good afternoon from St Peters, MO  
12:57:51 From Joan Dalusung : Hello from Reno, NV! This is Joan Dalusung from Washoe County Libraries.  
12:57:53 From Amanda Harris to All panelists : Hello from New Albany, Indiana!  
12:57:54 From Kim Null : Hello from Kim, Grafton-Midview, Ohio  
12:58:00 From Kathleen Sullivan-long : Hi from San Diego, CA  
12:58:05 From Dayra Gonzalez : Greetings from Houston, Texas!  
12:58:06 From Pat McClary to All panelists : Hello from Grosse Pointe, Michigan  
12:58:11 From June Zhou : Hello from San Diego County Library  
12:58:12 From Stephanie Dwyer to All panelists : Hello from East Meadow, NY  
12:58:12 From Nan Carmack to All panelists : hello from Richmond Virginia  
12:58:12 From Stephanie Stoner : Good to be here, Stephanie, Youth Services Librarian, Phoenix Public Library :)  
12:58:13 From Beth Steinbach : Good morning from Bremerton, WA. I'm from Baltimore, so greetings to those in my hometown!  
12:58:15 From Deborah Brewer : Hello from Bellingham, Washington  
12:58:15 From Donna Comstock-Herman : Hi from Donna from Flint, Michigan  
12:58:16 From Anastasia Patton : Anastasia Patton from Montclair Community Library-Dumfries, VA

12:58:16 From Kelli Miller : Hi from Platteville WI!  
12:58:16 From Michele Spatz : Hello from Seattle! Love the  
background music!  
12:58:21 From Corazon Walter to All panelists : Hello, Technical  
Services Librarian from Grant County Public Library KY, I home cataloging  
but today I am in the library alone, finishing up the books so it will  
be ready when we're ready to open :)  
12:58:24 From Eric Stroshane : Greetings from Bismarck, ND  
12:58:24 From Cynthia Rider : hello from Burlingame  
12:58:27 From Linda Hewitt to All panelists : Hi from Linda  
Hewitt-Red Bank Public Library  
12:58:30 From Tania Palmer : Hello from Rochester, NY  
12:58:33 From Marissa Blankinship to All panelists : Hello from  
Roanoke, VA!  
12:58:34 From April Martin to All panelists : Hi from New Orleans!  
12:58:35 From Rebecca Conkle : Hello from Grapevine, TX  
12:58:37 From Greg Bem to All panelists : Hello from Seattle  
12:58:38 From Lydia Wacasey : Hello from Pine River Library in  
Bayfield, CO!  
12:58:41 From Ayanna Muata to All panelists : hello from  
Minneapolis in Hennepin County  
12:58:42 From Tonia Burton to All panelists : Hello from Batavia,  
NY!  
12:58:46 From Greg Bem : Hello from Seattle  
12:58:47 From Jeffrey Hamilton : Hello from Raleigh NC  
12:58:51 From Eileen Topitzer to All panelists : Hello from  
Cheshire, CT  
12:58:55 From Alison Kastner : Hello from Portland, OR  
12:58:57 From Abbie Anderson to All panelists : Greetings from  
north of Seattle! ;)  
12:58:59 From Hasina Akhter to All panelists : Hello from Pasco  
County Libraries, FL  
12:59:03 From Stephanie Dwyer : Hello from East Meadow, NY  
12:59:03 From Kathleen Duba to All panelists : Hi all - Kathy from  
KPL Kenosha, Wi  
12:59:04 From Hali Taylor to All panelists : Hello from  
Shepherdstown WV  
12:59:05 From Wendy Zhang to All panelists : Hello from Vancouver  
12:59:06 From Diane O'Keefe to All panelists : Hello from the  
Flint Public Library in Flint, Michigan  
12:59:07 From Celine Cooper to All panelists : Hello from Boulder,  
CO!  
12:59:09 From Teresa Vadakin to All panelists : Hello from Ithaca,  
NY  
12:59:11 From Sarah Scott : Hello from Bellevue, WA!  
12:59:13 From Veronica Coffey : Hello from Poughkeepsie, NY!  
12:59:13 From sacha timmons : Hi from Eagle Idaho  
12:59:13 From Dana H : Pittsboro, NC checking in! :)  
12:59:14 From Ellie Avis : Hi, I'm Ellie from Josephine County,  
Oregon  
12:59:14 From Janet Bogenschultz : Hello from Poughkeepsie Public  
Library District in NY  
12:59:18 From Nan Carmack : hello from Richmond VA

12:59:18 From Christy Ellington : Good Afternoon from Yadkinville, NC where it is rain and gloomy today, but thankful to be inside working from home!

12:59:19 From Brenda McKinley to All panelists : hello from Ridgefield, CT

12:59:20 From Kathleen Naftaly : Hello from Glens Falls, NY

12:59:20 From Lisa Eribez : The graphic of the giant virus cell is so pretty. It deserves to be ugly.

12:59:24 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

12:59:25 From Victoria Cullis to All panelists : Hello from Burlington, Ontario!

12:59:26 From Michelle Rorke to All panelists : Hello from Commack, NY

12:59:26 From Tom Smith to All panelists : Hi, from New Haven, Connecticut

12:59:28 From Billie Millar to All panelists : Hello to all

12:59:28 From Wendy Turner to All panelists : Hi from Texas

12:59:30 From Kathleen Houlihan to All panelists : Wish all my meetings/webinars started with this slideshow/music!

12:59:33 From Clivel Charlton to All panelists : Hello, from Waterbury, CT

12:59:33 From Diane White to All panelists : hello from Somerset MA

12:59:34 From Lori Terzi : Good morning from Stockton, California

12:59:38 From Raquel Avila : Hello from New York!

12:59:45 From Suzanne Reynolds-Alpert to All panelists : Hello from Norfolk Public Library in Massachusetts!

12:59:46 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

12:59:47 From Fiona May to All panelists : Idaho says hello too!

12:59:49 From Heather Fisch : Hello from Hennepin County Library in Minneapolis, MN!

12:59:50 From Juan Quinonez : Hello from the San Francisco Bay area, CA

12:59:53 From Felicity Brown : Hello from Montgomery County, MD

12:59:54 From Bernie Prochnik to All panelists : Hello from Bath Public Library, Bath, NH

12:59:56 From Michelle Rorke : Hello from Commack, NY

12:59:56 From Renee Scott : Hello from NYPL!

12:59:57 From Traci Alma : Good Afternoon! From Allen County Public Library in Fort Wayne, IN!

12:59:58 From Kathleen Houlihan : Hello from a teen librarian III in Austin, Texas!

13:00:01 From Bridget Ward to All panelists : Hello from Grand Rapids, MI

13:00:02 From Kelly Kelly : Hi from Wisconsin!

13:00:02 From Alexandra Schneider to All panelists : Good afternoon from Coraopolis PA, though my libraries are in Brooke County, WV!

13:00:04 From Kate Gramlich : Hi from Lawrence, KS :)

13:00:05 From RANDI HARTMAN to All panelists : Hello from  
Waynesboro PA  
13:00:07 From Ayanna Muata : Hello from Minneapolis in Hennepin  
County  
13:00:08 From Winnie Ng to All panelists : Hello from Menlo Park  
Library!!  
13:00:10 From Sheila Ward to All panelists : Hello Everyone!  
13:00:12 From Enola Romano : Greetings from Montclair, NJ  
13:00:14 From LISA JOHNSON to All panelists : Good afternoon  
everyone. From Iowa.  
13:00:16 From Adrian Zeck : Hello from Cabarrus County (NC)  
13:00:17 From Michele Huie to All panelists : Hi from Sunnyvale,  
CA  
13:00:22 From Alexa Elgabri to All panelists : Hello from Columbus  
Ohio!  
13:00:23 From Shakema Miller to All panelists : Hello from Nassau  
County!  
13:00:23 From Steven McGladdery : Hello from Detroit MI  
13:00:28 From Gretchen Pruett to All panelists : Hello from sunny  
New Braunfels TX  
13:00:29 From Lyle Weekly to All panelists : hello from Parkston  
SD  
13:00:29 From Jon Michaud : Hello from Millburn, NJ  
13:00:35 From PLA Webinars : When using this chat window, please  
send your messages to "All panelists and attendees" (rather than the  
default "All panelists" only). Thanks!  
13:00:36 From Susan Palmer to All panelists : Hello from  
Edwardsville, IL  
13:00:37 From Dylan Miller : Hello from Memphis, TN  
13:00:38 From Abbie Anderson : Greetings from north of Seattle in  
Snohomish County (work for King County)!  
13:00:39 From jackie Radtke to All panelists : Hello from  
Milwaukee, Wisconsin  
13:00:39 From Diane Marshbank Murphy : Hello from Chicago!  
13:00:50 From Stacy Lienemann : Hello from Waseca-Le Sueur Regional  
Library System in Minnesota  
13:01:10 From Anita Lamont : Hi from Pasco County FL  
13:01:10 From Laura Deneen : Hi from Cumberland  
13:01:13 From Jennifer Lizak : Hi from Chicago Public Library!  
13:01:16 From David Sastre : Hello from the Willingboro Public  
Library, NJ!  
13:01:21 From Tina Winstead : Hello from upstate NY!  
13:01:25 From Ra'mon Wheeler to All panelists : thank you for  
inviting us  
13:01:28 From Jonatha Basye : Hello from Iowa!  
13:01:29 From Sandra Groth : HI Tina!  
13:01:29 From Kim Whitemore to All panelists : Rochester, NY!  
13:01:30 From Robbin Degeratu to All panelists : Hi from  
Bellefonte, PA!  
13:01:30 From rachel union to All panelists : Hello from Austin  
Public Library, Austin, Texas  
13:01:30 From Autumn Cavalcante to All panelists : hello from  
Philly!



13:01:35 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

13:01:38 From Debbie Minnerly : Hello from Poughkeepsie, NY.

13:01:39 From Colleen Cunningham to All panelists : Hello from Texas

13:01:41 From Pamela Ryan : Hi from Toronto!

13:01:42 From Alexandra Schneider : Good afternoon from Coraopolis PA, though my libraries are in Brooke County, WV!

13:01:43 From Lisa Jones : Hi from Baltimore, MD!

13:01:46 From Hyewon Cho to All panelists : Greetings from Ashburn, VA

13:01:48 From Annie Miller to All panelists : More greetings from Upstate NY

13:01:50 From Denise Martens : Hello from Hartford CT!

13:01:50 From Brigitte Griffin : Hello from the Framingham Public Library :-)

13:01:51 From Teresa Vadakin : Hello from Ithaca, NY.

13:01:52 From Deena Caswell : Hello from Cherry Hill, NJ!

13:01:53 From Ruthie Hewitt : Hello from Prescott AZ!

13:01:53 From Rachel McDonald : Hello from Seattle

13:01:54 From Theresa Wagner : Hi reference manager from Charleston, SC

13:01:55 From Ra'mon Wheeler to All panelists : Louisiana

13:01:57 From Debby Verba to All panelists : Greetings from Santa Clarita California

13:01:59 From Maddi Ranieri : Hello from Medford, MA!

13:02:00 From Linda Landi : Good morning from Portland, OR!

13:02:00 From Tanya Jackson-Smith to All panelists : Hello from the Silas Bronson Library, Waterbury, CT

13:02:03 From Jessica Reed : Hi from Springdale, AR

13:02:04 From Jennifer Koenig : and from ALEXANDRIA, VA

13:02:05 From Austin Duffy : Greetings from White Plains NY Public Library

13:02:05 From Lee Williams to All panelists : Hi. Lee Williams from St. Louis.

13:02:05 From Michele Huie : Hi from Sunnyvale, CA

13:02:07 From Loraine MCGahee : Ready here in Shawnee, KS!

13:02:08 From Neil Citrin : Hi from Venice, CA

13:02:08 From Kimberly Tull to All panelists : from Delaware

13:02:15 From Luz Amador : Hello From San Diego, CA :)

13:02:15 From Sandra Groth : Hello from upstate NY!

13:02:16 From Kath Fran to All panelists : Hello Kathleen from Trinidad & Tobago!

13:02:17 From Karen Rozzoni : Hi from Kenosha, Wisconsin

13:02:27 From Nadiyah Browne to All panelists : Hi from Seattle

13:02:27 From Radha Ashok : Hello from Georgia

13:02:31 From Linda Phillips to All panelists : HI Linda Phillips from Valparaiso, IN

13:02:32 From Dan Watkins to All panelists : Hello from Dallas, TX

13:02:43 From Lisa Lockheart : Is there no way to make panelists and attendees the default?

13:02:44 From Otter Bowman : Hello from Columbia MO

13:02:45 From Saidah Yakasai to All panelists : Hello from Oklahoma City, OK  
13:02:58 From Randi Sutter : Hello from Normal, Illinois  
13:03:06 From Abbie Anderson : Kudos to PLA: yesterday's recording was posted in just a few hours!  
13:03:08 From Allison Robbins : Hello, from Ossining NY!  
13:03:09 From Leslie Briggance : Hello from Port Angeles, WA  
13:03:11 From Sloan Denton to All panelists : Hello from Alameda County, CA  
13:03:20 From Rebecca Hermen : Hello from MI  
13:03:26 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!  
13:03:28 From Estella Terrazas to All panelists : Hello from the Altadena Library District in CA!  
13:03:33 From Lisa Lockheart : OH, and hello from Rock Island, IL!  
13:03:41 From Rosa Salvacion Bombales to All panelists : Hello from Philippines  
13:03:56 From Sheri Miklaski : Hi from Georgetown, TX!  
13:04:00 From Anna Pelepchuk to All panelists : Hello from Michigan  
13:04:00 From Robin Walden : Hello from Brentwood, Tennessee!  
13:04:06 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!  
13:04:14 From Linda Klein : Anchorage Alaska here  
13:04:19 From Liz Ochoa : Hi from Tacoma, WA - I work for Kitsap Regional Library in Bremerton, though :)  
13:04:24 From Guadalupe Badillo to All panelists : Hello from Round Lake Area Library , Illinois  
13:04:25 From Amanda Gilbertie : Yay Williamsburg!! I went to WM :)  
13:04:26 From Komal Patel to All panelists : hello from India  
13:04:27 From Sarah Shewbridge : Hello all from Martinsburg, WV  
13:04:27 From Jessica Framson : Huntington Beach, CA checking in!  
13:04:27 From Yolounda Bennett-Reid to All panelists : Hi from New York  
13:04:28 From Martha Kapelewski : Hello from Athens, Georgia.  
13:04:28 From Shirley Li to All panelists : hello from KCLS  
13:04:32 From Beth Steinbach : Hi Liz!  
13:04:37 From Joan Lee to All panelists : hello, Joan Lee From Rochester, NY  
13:04:40 From Liz Ochoa : Oh hey Beth :)  
13:04:50 From Jill Millard : Jill from Shaler PA (outside Pittsburgh)  
13:04:53 From Tina Brewster to All panelists : Hello everyone from Bowling Green, Kentucky  
13:04:54 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks  
13:05:08 From martha baden : Hello from Prescott AZ!  
13:05:08 From Laura LaBelle : Greetings from South Windsor, CT  
13:05:14 From Blair Krueger to All panelists : From Sterling Heights, MI  
13:05:34 From Jenny Gillihan to All panelists : Hello from TN!

13:05:51 From Larra Clark :  
[http://www.ala.org/pla/sites/ala.org.pla/files/content/advocacy/covid-19/PLA-Libraries-Respond-Survey\\_Aggregate-Results\\_FINAL2.pdf](http://www.ala.org/pla/sites/ala.org.pla/files/content/advocacy/covid-19/PLA-Libraries-Respond-Survey_Aggregate-Results_FINAL2.pdf)

13:05:53 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:06:18 From Samantha Cramer : Hello from San Jose, CA!

13:06:22 From Linda Hewitt : Hi from Linda Hewitt from Red Bank Public Library, NJ

13:06:28 From Marissa Blankinship : Hello from Roanoke, VA!

13:06:40 From Jenny Gillihan : Hello from TN!

13:06:41 From Lynne Esselstein to All panelists : Hello from San Mateo

13:06:45 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:07:38 From Larra Clark : <http://www.ala.org/advocacy/erate>

13:08:00 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:08:26 From Lynne Esselstein : Hi from San Mateo, CA

13:08:35 From Xue Pritzkau to All panelists : Hello from CO

13:08:51 From Heather Petro : What was the name of that last resource?

13:08:53 From Cynthia McCarthy : Hi, Lynne!

13:08:54 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:08:56 From Vanessa Quesada to All panelists : Hello From Fairfield,CA!

13:09:01 From Eric Carzon to All panelists : N

13:09:07 From Lisa Eribez : What was that website?

13:09:08 From Kristen Valyi-Hax : "Everyone On:"

13:09:08 From Austin Duffy : Does Lara have slides or a summary page for what she's saying?

13:09:15 From Lynne Esselstein : Hi Cynthia!

13:09:17 From Sarah Scott : everyoneon.org

13:09:31 From Heather Petro : Thank you!

13:09:34 From Larra Clark : <https://www.digitalinclusion.org/free-low-cost-internet-plans/>

13:09:35 From PLA Webinars : No slides, only speaker video for this webinar.

13:09:42 From Lisa Eribez : Thanks Sarah!

13:10:21 From GIONEE S11 lite to All panelists : could the speaker be more audible

13:10:44 From Sheila Ward to All panelists : Thanks Larra!

13:10:47 From Julia Cuddahy : Thank you!

13:10:53 From Giovanna Iannace to All panelists : Hello from Harrison, NY in Westchester County

13:11:31 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:11:32 From Angela Maycock : What questions about digital equity do you have for our speakers? Please share them here for discussion during the Q&A!

13:11:45 From Larra Clark : sorry if I was too quiet, folks. I'll try to watch my volume!

13:12:11 From Lisa Lockheart : How is she getting word out?

13:12:12 From Lori Terzi : Love this idea of using vans for mobile wifi!

13:12:14 From Sara Maloney : Does anyone have any experience with providing free used/refurb laptops to individuals?

13:12:17 From Beth Steinbach : I tried accessing the digital inclusion.org site and got an error

13:12:28 From Amanda Gilbertie : How do you find it's best to advertise these services to patrons who would best benefit from them?

13:12:32 From Larra Clark : about the lifeline program:  
<https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications>

13:12:32 From Kathy Lane : How have you been reaching community members with no or limited access to the internet?

13:12:34 From Anita Baumann to All panelists : How is Williamsburg advertising these additional hotspots to their patrons without Internet?

13:12:36 From Lisa Eribez : Our school districts are distributing school lunches. Families, with the student, drive up and pick up the lunch.

13:12:42 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:12:52 From Patricia Meddins : Do you have any security/health issues with putting staff in the vans and having them drive around?

13:12:55 From Larra Clark : @amanda--that's our next question: how do we get the word out!

13:12:57 From sacha timmons : I have heard with Hotspots if there are to many people using it at once its very slow and could stop working. What do you do to help with this?

13:13:20 From Amanda Gilbertie : Great, thanks Larra!

13:13:21 From Larra Clark : love this printing app!

13:14:00 From Bebe Jallah : is it free?

13:14:09 From Nan Carmack : any nuisance printing? is it free to print? how do you handle cash?

13:14:09 From Adrian Zeck : do you charge for printing?

13:14:15 From Kim Eckhoff : Are you providing free prints Misty?

13:14:22 From Ana Gutierrez : What software is the mobile printing app?

13:14:25 From Mollie Brumbaugh : What about sensitive information on those prints?

13:14:26 From Larra Clark : <https://georgialibraries.org/public-libraries-public-places/>

13:14:28 From Sara Maloney : Do patrons have to make appointments to pick up the prints?

13:14:41 From Sara Maloney : We us PrinterOn for mobile printing

13:14:57 From Sara Maloney : <https://www.printeron.com/>

13:15:17 From Rebecca Matysek : we use PrinterOn as well

13:15:19 From Larra Clark : thanks for the questions everyone! Keep them coming!

13:15:33 From Larra Clark : And also thanks to Sara and Rebecca for sharing links.

13:15:43 From PLA Webinars : Questions for our speakers? Post it here in chat to "All panelists and attendees"

13:15:50 From Ruthie Hewitt : Can we get these links sent to us after the webinar?

13:16:04 From PLA Webinars : Need technical assistance? Contact me using the Q&A icon in the toolbar.

13:16:05 From Lynne Esselstein : I'm impressed that the State of Georgia ensures library costs for free wifi are covered!

13:16:07 From Larra Clark : we will share a transcript @ruthie!

13:16:15 From Janelle Canales Lanzot : what was the link again for fcc.gov?

13:16:38 From Larra Clark : FCC Lifeline program:  
<https://www.fcc.gov/consumers/guides/lifeline-support-affordable-communications>

13:16:48 From Abbie Anderson : Georgia State Lib has been a leader for a long time! They invented Evergreen ILS to support rural libs, IIRC

13:16:52 From Fiona May : When setting print jobs outside the building without interacting with patron, how is patron privacy addressed? Is each print job handed to a person?

13:17:04 From Larra Clark : Lifeline program helps low-income folks get telephone and/or internet access

13:17:05 From Lisa Eribez : Yes, panelists said we are going to receive the chat room conversations.

13:17:13 From Janelle Canales Lanzot : how they keepmsocial distancing while they get access to the internet?

13:17:14 From Larra Clark : also, low-cost programs at everyoneon.org

13:17:18 From Janelle Canales Lanzot : Thanks

13:17:38 From Adrian Zeck : regarding the hotspots in williamsberg. how frequently did you visit the same site. for example you went to the same dollar general for 2 hours every Monday? every other Monday?

13:18:04 From Meredith Bonds-Harmon : again in williamsberg - did you use staff vehicles or a library vehicle like a bookmobile?

13:18:39 From Hasina Akhter to All panelists : Like to know how privacy maintain when you do printing App?

13:18:40 From Kathy Lane : For everyone - How are you supporting families homeschooling students? I'm curious if other libraries are offering homework help or other schooling support? Is anyone offering 1:1 phone support?

13:18:43 From Neil Citrin : re: access to WiFi, how if you don't have access in the first place.

13:18:47 From Ann Marie Harvey : That's amazing @ efforts in GA

13:18:50 From Ellie Avis : are chromebooks only available to college students or can others borrow them?

13:19:10 From Saidah Yakasai : In addition to offering wifi access and devices, what are other needs (resources?) of families and students while online learning in Georgia?

13:19:29 From Mollie Brumbaugh : For Homework help we use BrainFuse

13:19:37 From GIONEE S11 lite to All panelists : Does the FCC lifeline program include communities outside the US

13:19:43 From Wenny Wallace : HI from Hayward, CA

13:19:53 From Lynne Esselstein : I assume the chromebooks aren't actually circulating and that students are holding on to them until end of the school year?

13:19:57 From Ann Marie Harvey : Will staff on the vans answer questions?

13:20:06 From Saidah Yakasai : @Mollie BrainFuse is a wonderful database

13:20:09 From Ann Marie Harvey : ok @ cell numbers

13:20:23 From Randi Carter : Great idea about the mobile printing. Do you get a lot of people who do it? How are you going to adapt when open?

13:20:30 From Adrian Zeck : how often to do you visit the same spot

13:20:49 From Larra Clark : Hi @Gionee. Only US ... and maybe US territories, but I need to double check

13:20:51 From Adrian Zeck : when you are doing the mobile hotspot visits

13:21:04 From Jody Lazar : Do you charge for the prints?

13:21:14 From Stephanie Stoner : To all programs- are these services for folks with current library cards, or for all?

13:21:23 From Suzanne Reynolds-Alpert : What is the name of that printing app please?

13:21:32 From Nan Carmack : PrinterOm

13:21:34 From Lori Terzi : printeron

13:21:40 From Amy Golly to All panelists : We also have cloud based printing and use Princh - <https://princh.com/>

13:21:42 From Ra'mon Wheeler to All panelists : do you still charge for printing at this time?

13:21:45 From Tanya Jackson-Smith to All panelists : Will the libraries in Georgia open up this weekend as per your Governor, and what services will you offer to patrons in this new normal atmosphere?

13:21:45 From Sarah Scott : What about libraries serving large populations of people experiencing homelessness or housing insecurity? Are there any special issues that need to be considered for these patrons?

13:21:47 From Larra Clark : Thanks @nan printeron

13:22:07 From Lynne Esselstein : great question @sarah scott

13:22:10 From Laura LaBelle : any tips for assisting ppl who do not have an email acct and need it now to track IRS Stim checks, unemployment, etc??

13:22:11 From Janelle Canales Lanzot : The printing option is while you are still working at the library?

13:22:17 From Kim Eckhoff : Do they have to be library card holders for you to offer free prints?

13:22:17 From Ra'mon Wheeler to All panelists : Great Job Misty

13:22:28 From Abbie Anderson : Sarah Scott always has good questions. :)

13:22:37 From Abbie Anderson : And good info shares.

13:22:38 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:22:46 From Cynthia Rider : But are you keeping track of costs to show City managers

13:22:51 From Nan Carmack : @Betsy in Williamsburg: how often do you visit each spot...what's your frequency?

13:22:58 From Sarah Scott : Thank you, @Abbie Anderson!  
13:23:06 From Cynthia Rider : So they know the value you are providing  
13:23:35 From Abbie Anderson : My pleasure, @Sara Scott: I live to Appreciate. ;)  
13:23:50 From Larra Clark : Questions to all of you--do you have state wifi maps in your states? Can you share them?  
13:23:56 From Kelly Mills : @Kim Eckhoff I'm not sure what their policy is re: requiring a library card, but PrinterOn does not require the user to have a library card. A user's documents are identified by the email address that they enter upon sending for printing, and then enter again to pick up.  
13:24:10 From Shannon Jones : What are your plans for sanitizing devices once they are returned?  
13:24:22 From Megan Lee : I wonder if there would need to be a limit though to the number of pages printed at one time, if you are not charging? Especially for the libraries that depend on that income from their services? 50 cents is nothing, but if several people are printing \$20 worth of pages a lot, that really adds up unfortunately.  
13:24:22 From GIONEE S11 lite to All panelists : How then do your team intend to help developing countries achieve this goal of providing information at all cost  
13:24:29 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!  
13:24:39 From Abbie Anderson : Quarantining/sequestering appears to be the best guidance we're getting right now.  
13:24:40 From Linda Klein : please explain more about e-read kits  
13:24:41 From Sarah Scott : I'm also curious to hear what libraries are doing to adapt their digital literacy programs to a fully online environment. Is anyone thinking about transitioning 1:1 tech help services online?  
13:25:23 From Larra Clark : <https://georgialibraries.org/ereadkids/>  
13:25:29 From Lori Terzi : @SarahScott I am also interested in transitioning 1:1 tech help services online  
13:25:34 From GIONEE S11 lite to All panelists : Do you collaborate with other upcoming colleagues in libraries outside the US  
13:25:34 From Ann Marie Harvey : Sarah Scott, good questions, especially for seniors  
13:25:48 From Arlene Weible : Need to use traditional media ... not just social media!  
13:25:58 From Nan Carmack : yes @Arlene!  
13:26:00 From Sarah Scott : Yes, Arlene! I agree!  
13:26:04 From Tanya Jackson-Smith to All panelists : Our library is mailing out our Newsletter, we're using our local newspapers, and social media.  
13:26:07 From Cynthia Rider : local newspapers  
13:26:10 From Lori Terzi : @Arlene good point!  
13:26:14 From Arlene Weible : Radio also good  
13:26:17 From Cynthia Rider : online and physical  
13:26:21 From Kelly Kneisler : how do you reach those without internet access and are possibly shut in's?  
13:26:30 From Lisa Eribez : The patrons can use the library Wi-Fi download documents to their files, and then go to Office-Depot to print.

13:26:36 From Larra Clark : Please feel free to share how YOU get the word out about outreach.

13:26:44 From Cynthia Rider : working with retirement homes to leave letters for people

13:26:48 From Kathryn Alexander : We are letting people make appointments for one on one tech help via their choice of phone or GoToMeeting

13:26:55 From Larra Clark : In the PLA survey I mentioned, we heard librarians using public access TV and community radio.

13:26:55 From Sara Maloney : Let social service agencies know your resources, to pass along to their clients

13:27:02 From Nan Carmack : school systems message for us

13:27:08 From Larra Clark : Posters... flyers... outreach to partners

13:27:20 From Kelly Kneisler : I am thinking about coming up with a mail list, call list and an email list to reach patrons we may be missing. Any other ways ?

13:27:23 From Cynthia Rider : good idea Sara!

13:27:35 From Kathryn Alexander : We are also helping people with tech questions they send in via phone or email

13:27:38 From Larra Clark : great point @nan re: schools

13:27:43 From Kinshasa Vargas-Pile to All panelists : That sounds awesome!

13:27:47 From Lisa Eribez : Yes, signage is a great solution!

13:27:49 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:27:52 From Nan Carmack : churches/faith communities

13:27:52 From MJ Jones : Is anyone using Pop-Up Library?

13:27:58 From Kathryn Alexander : Here's our reservation page (top left): <https://libcal.ssf.net/>

13:27:59 From Wenny Wallace : yard sign is great

13:28:23 From Kinshasa Vargas-Pile to All panelists : I have connected to Nextdoor in my library community.

13:28:30 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:28:32 From Larra Clark : use that library real estate!

13:28:42 From Larra Clark : yay soledad!

13:28:44 From Paige Wilson : I think its a good idea to put advertising information on water bills and/or electric bills

13:29:10 From Cheryl Zelazo : why is this so hard? It's in the drop-down menu to post your comments

13:29:37 From Anastasia Patton : What about people who speak other languages? What's the best way to reach these patrons as well?

13:29:39 From Jill Millard : What foundation is paying postage? That is awesome.

13:29:53 From Kinshasa Vargas-Pile : I send job announcements and virtual program info to Nextdoor in my community.

13:29:55 From Lynne Esselstein : Great idea to partner with the schools and have them pay postage on postcards

13:29:55 From Kelly Kneisler : good point, Anastasia

13:29:58 From Nan Carmack : fantastic@

13:30:02 From Lisa Eribez : Flyers are expensive!



13:30:12 From Jody Lazar : I'd like to know the information on the postcards and flyers. Willing to share the copy?

13:30:13 From Lisa Lockheart : carrier route sort, I would guess

13:30:42 From Ann Marie Harvey : Any concerns with COVID and being on any surfaces or mailings?

13:30:42 From Giovanna Iannace : Outreach with eNewsletter, social media, phone calls to seniors and residents who live alone, one-on-one ehelp, virtual programs and book clubs

13:30:47 From Rebecca Ryan : You can use reference usa to build a targeted mailing list

13:30:47 From Lynne Esselstein : how much did the printing cost on the postcards/how many did you send?

13:30:55 From Sara Maloney : If you have Mergent Intellect, you can build mailing lists for different geographic areas

13:30:59 From Ahmad Merza : Our Foundation is paying postage for all the books we have been delivering to our community members.

13:31:09 From Ann Marie Harvey : Do you test employees on the mobile units?

13:31:19 From Arlene Weible : Low transmission risk for paper through mail compared, according to CDC

13:31:21 From Mary Ann Abner : If you have ReferenceUSA you can generate addresses

13:31:34 From Lynne Esselstein : @ahmad where is your library and how many books are you delivering every week?

13:31:35 From Ahmad Merza : Ref USA is a great tool!

13:32:07 From Tanya Jackson-Smith to All panelists : Our library is using our 3-D printer to make masks for the 1st responders and our local hospital.

13:32:56 From Sharron Lahey : Are the posters, banners, flyers, etc. done in different languages?

13:33:13 From Austin Duffy : Does anyone provide mobile photocopying, faxing or scanning services?

13:33:19 From Arlene Weible : Libraries need help with translation services in our state

13:33:19 From Larra Clark : Thanks @Sharon. I'll touch on this

13:33:21 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:34:06 From Lisa Eribez : IF school children are given ipads for school work, the library website could be added to it by the school districts?

13:34:07 From Lisa Lockheart : Do you have a local World Relief office? They've helped us with translation before.

13:34:27 From Somnath Konduru to All panelists : Testing only shows what it is at the moment. I hope they get the antibody tests out soon, even that someone with antibodies, some experts think they can get reinfected.

13:34:31 From Larra Clark : @Misty was able to move to fiber thanks to E-rate! <http://www.ala.org/advocacy/erate>

13:34:35 From Ann Marie Harvey : @Lisa Eribez I have seen that with BCPS

13:34:49 From GIONEE S11 lite to All panelists : I do hope this webinar recording will be sent to participants

13:35:01 From Ahmad Merza : @ Lynne Santa Barbara Public library system we have sent out over 1000 packages in the last 4-5 weeks.

13:35:06 From Beryl Donovan : I still see a lot of contact points for possible covid transmission in many of these ideas - no one is really talking about this at all!

13:35:21 From Nan Carmack : so smART

13:35:33 From Lynne Esselstein : @ahmed That's impressive!

13:35:34 From Ann Marie Harvey : @Beth Donovan, I agree

13:35:42 From Somnath Konduru to All panelists : Beryl Donovan - Yes.

13:35:50 From PLA Webinars : A follow-up email will be sent to all registrants, typically within 1-3 business days. This email will include a link to the webinar recording.

13:35:51 From Lisa Eribez : The elementary school district provides students with ipads to do school work.

13:36:00 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:36:19 From Candis Joyce : Maine has 100 mb fiber to all schools and libraries except for a couple of islands 20+miles offshore. All through erate

13:36:41 From Linda Senkus Benedict to All panelists : Literacy Volunteers can sometimes translate for libraries

13:36:53 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:37:00 From Tom Smith : We use Google Translate for a multitude of languages for our website.

13:37:04 From Celine Cooper : We have been advertising for hotspot distributions (one person can get up to 3 hotspots for friends/neighbors) and all of our correspondence and outreach has been in Spanish

13:37:07 From Kathleen Houlihan : We have a team working on translation of some of our new tools and creating content in Spanish... We're working on a Spanish version of the job portal we are working on... There's a shortage of short good quality videos supporting job skills in Spanish so we're working to create that content

13:37:21 From Karla Alvarez : We've begun offering online RefChat and a call-in line in the 3 main non-English languages (Spanish, Vietnamese, Chinese) support; social media posts about resources in different languages

13:37:28 From Sheila Ward to All panelists : The PLCH have on our website a multi-language course available.

13:37:32 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:37:34 From Ann Marie Harvey : @Larra Clark, since most of these efforts are now in place due to COVID 19, how are library systems dealing with staff concerns in handling materials

13:38:04 From Arlene Weible : Oregon is offering a Spanish-language virtual reference service, just recently launched. <https://answerland.org>

13:38:41 From Laura Deneen : our WiFi is free to all

13:38:43 From Mollie Brumbaugh : OCLC/IMLS and some other agencies are actually doing testing on physical library materials regarding the length of time Covid will live on materials. That information is coming.

13:39:01 From Ann Marie Harvey : Thanks Mollie B  
13:39:02 From Angela Maycock : <https://www.ims.gov/news/covid-19-research-partnership-inform-safe-handling-collections-reopening-practices-libraries>  
13:39:17 From Sheila Ward to All panelists : @PLCH, you would need your library card number and PIN that you assigned to your card  
13:39:21 From Arlene Weible : Kathleen: are you collaborating with employment offices on video instruction/translations?  
13:39:29 From Tom Smith : Is anyone out there using chat boxes to reach out to patrons?  
13:39:31 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!  
13:39:31 From Lisa Eribez : @Ahmed, packages of what?  
13:39:34 From Ana Gutierrez : Our mobile app gives a digitized copy of their library cards.  
13:39:38 From Brandi Canter : COVID and materials:  
<https://www.ims.gov/news/covid-19-research-partnership-inform-safe-handling-collections-reopening-practices-libraries>  
13:39:39 From Karla Alvarez : \*we also offer language certification testing (oral and written) with economic incentives for those who apply bilingual skills at work. The language services are currently made possible by bilingual staff in the system sjpl.org  
13:39:45 From Lisa Lockheart : We just added a chat feature.  
13:39:50 From Candis Joyce : Returns are quarantined for 3 days before staff reshelve them.  
13:40:16 From Brandi Canter : We're also quarantining materials for 3 days before shelving or making available to other patrons.  
13:40:29 From Stephanie Stoner : hooray for all access during this time! thank you for asking the question Larra :)  
13:40:38 From Ahmad Merza : @lisa Books and Dvds - patrons request items and we mail it. Our foundation has been covering the postage for the shipments.  
13:40:39 From Lisa Eribez : @Candid Don't you sanitize the items first?  
13:40:43 From Larra Clark : We'll figure out how to share a few photos, folks!  
13:41:03 From Lisa Lockheart : By the way, sending via Carrier Routes is much less expensive per piece than using a list.  
13:41:30 From Abbie Anderson : @Lisa E., research so far is showing that quarantining is better than sanitizing, esp for lib mat'ls.  
13:41:32 From Candis Joyce : Maintenance carefully retrieves them and puts them on certain shelves where they wait for days. Maintenance wears PP  
13:41:43 From Ahmad Merza : Our book drops are still closed so they can hold on to the items and extended due dates  
13:41:45 From Abbie Anderson : Good for PPE!  
13:41:55 From Janelle Canales Lanzot : How do I ask my library to increase my rate if I have been translating everything?  
13:42:10 From Abbie Anderson : (have you a... union?)  
13:42:12 From Jessica Reed : Anyone using uv sterilization machines  
13:42:13 From John Klima : We isolate (quarantine?) books for 24 hours after they return  
13:42:31 From Lisa Eribez : @Abbie Thanks for the information!

13:42:32 From Candis Joyce : We have let people know that due dates have been extended and there are no overdue fees. People just seem to want to return their books.

13:42:33 From Ann Marie Harvey : Are employees tested?

13:42:35 From Tina Brewster to All panelists : We let our returns sit for 72 hours and then checking them in

13:42:52 From Tina Brewster to All panelists : sanitation got too expensive

13:42:53 From Stephanie Stoner : that's a really great idea to share donated books with nursing homes and neighborhood associations.

13:42:54 From Mollie Brumbaugh : IMLS was not recommending UV because to the length of time required to kill Covid would damage the material.

13:42:58 From Christine Gauvreau to All panelists : I thought that Betsy talked about offering devices for folks to use with the bookmobile hotspots.

13:43:06 From Tanya Jackson-Smith to All panelists : Literacy Volunteers is housed in our library, and we work closely with. We translate and publish our messages in Spanish. While working from home these days, the library staff together, is taking a Spanish Language course from one of our Mango application, which is proving to be fun.

13:43:07 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:43:13 From Ra'mon Wheeler to All panelists : we are not charging any fines during at this time

13:43:17 From Heather Lowe : Are any of these libraries addressing digital inclusion for their staff?

13:43:18 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:43:30 From Sarah Scott : Good question, @Heather Lowe!

13:43:34 From Abbie Anderson : @Heather Lowe, thank you for this question!

13:43:37 From Christy Chandler : Will you post that document on your website?

13:43:38 From Janelle Canales Lanzot : Where the patrons are getting their printing documents?

13:43:42 From Mary Ann Abner : Will Georgia's best practices be on the web?

13:43:43 From Deborah Megehe : How are the printouts to customers being handled? PPE, ?

13:44:00 From Donna Speakman : New Castle County and all of Delaware library Catalog, offers an online library card. It allows anyone with a DE address to obtain a library card. The number generated would be downloaded to an app on their phone. When we re-open, they can come into the library and ask to have that number converted to use for inperson use verses online only. Or they can opt to get a physical card.

13:44:08 From Somnath Konduru to All panelists : Are employees wearing PPE

13:44:10 From Arlene Weible : We are hearing about low Internet access among library workers ... not an issue just for patrons!

13:44:19 From Pat McClary : We have connected a portal from the library's phone system to librarian's cell phone to take phone reference 12-3 Mon - Fri as a service to those looking for quick reference.

13:44:25 From Jill Shaul to All panelists : what ppe are you going to issue staff when you reopen?

13:44:30 From Ann Marie Harvey : Yes @ Arlene Weible

13:44:44 From Ann Marie Harvey : Are staff facing social distancing guidelines?

13:44:48 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:44:51 From Jill Shaul : what ppe will be issued to staff at reopening?

13:44:54 From Timothy Dickey : The IMLS, OCLC, and Battelle, with material support from Columbus Metro Library, collaborating on research to support safe practices for libraries and museums re-opening after the COVID-19 crisis: <https://www.imls.gov/news/covid-19-research-partnership-inform-safe-handling-collections-reopening-practices-libraries>

13:44:57 From Cynthia McCarthy : @Ahmad Merza Can you send me a link to your delivery service? I'm on your website right now looking for it. Intriguing!

13:45:08 From Travis Olivera : where can i find one of these thermometers?

13:45:27 From Ahmad Merza : [https://www.santabarbaraca.gov/gov/depts/lib/events/sbpl\\_delivers/default.asp](https://www.santabarbaraca.gov/gov/depts/lib/events/sbpl_delivers/default.asp)

13:45:38 From Michele Huie : We are using the Nextiva phone service app with multilingual staff. It emails voicemail to selected addresses.

13:45:40 From Nancy Howe : We're working with a public health consultant to create procedures for testing staff temperatures and preparing for the eventual opening.

13:45:42 From Giovanna Iannace : We use Google Voice and connect to our main reference desk phone number. Librarians take turns answering the phones. Live chats are set up on our website during regular hours 9:30 am - 5 pm

13:45:45 From Sheila Ward to All panelists : There's an app called Sydney through Anthem that staff can use to take a quiz to see if they remotely have the virus

13:45:47 From Tanya Jackson-Smith to All panelists : Is anyone working on a plan on how to transition back into the library, and how would the staff deal with patrons/students.

13:45:50 From Ra'mon Wheeler to All panelists : Amazon has them

13:45:52 From Bridget Ward : Is there any liability with using thermometers from non-medical staff?

13:45:57 From Karen Rozzoni : In Kenosha, WI- we will be opening for curbside pickup tomorrow. We are putting holds on books at our largest location. Our book drops are locked. Not sure when we will be taking returns. All due dates extended and no fines.

13:46:03 From Lisa Eribez : We provided laptops (already for use at branches) to library staff who do not have computers nor smart phones during branch closures.

13:46:04 From Susan Palmer : interesting about the temperature taking. Has there been talk about how to determine if a person has a

normal temperature yet can still transmit the virus? Just curious. Our lawyers have a bit different take on that. We are in Illinois.

13:46:10 From Nan Carmack : a temperature doesn't account for asymptomatic carriers

13:46:12 From Kim : How will you enforce the public to go home if they are sick? Signs are great, but they require compliance by all.

13:46:43 From Ann Marie Harvey : yes @ Nan...false sense of security:-)

13:46:50 From Giovanna Iannace : Our town started checking temperatures in March before the library closed. They used an infrared thermometer.

13:47:01 From Cynthia Rider : Kim, that seems impossible!

13:47:08 From Jody Lazar : How are you addressing digital literacy? 1:1 tech help?

13:47:14 From Kinshasa Vargas-Pile : What cleaning procedures for computers, self check out

13:47:22 From Kimberly Tull to All panelists : are you concerned about loss of funding for the rest of this year and for next year? because of the economy?

13:47:24 From Cynthia Rider : People never admit they are sick

13:47:37 From Stacy Lienemann : For sure!

13:47:42 From Stacy Lienemann : Busy, busy!

13:47:43 From Larra Clark : Misty's first day as director was when her regional library closed!

13:47:52 From Abbie Anderson : I know!! Go, Misty!!!!

13:48:11 From Juanita Bergman : Will these services continue once libraries open?

13:48:38 From Larra Clark : @jody i'll get that!

13:48:48 From Cynthia Rider : In Georgia will you limit how many patrons come in?

13:48:54 From Lisa Eribez : Right, ppl cough and say "I have allergies, not a cold" even before the COVID-19 crisis!

13:49:06 From Abbie Anderson : And yes @Cynthia Rider: people don't \*know\* if they're sick, and may not know if the symptoms they have are pollen or another sickness...or COVID-19--and no one wants to think they have this thing.

13:49:08 From Cynthia Rider : Are you allowed to limit?

13:49:19 From Martha Kapelewski to All panelists : Do you have a link to a site that certifies librarians with another language skills?

13:49:27 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:49:31 From Nan Carmack : go to betsy for volume

13:49:40 From Abbie Anderson : asymptomatic transmission is one of the biggest public health challenges in this pandemic.

13:49:51 From Cynthia Rider : Definitely

13:50:09 From Austin Duffy : How are we going to limit patrons' time in the library when we reopen?

13:50:12 From Sarah Scott : Are any libraries thinking about ramping up and strengthening their digital literacy programs? As more people have to increasingly move online, I imagine we will be seeing a greater need for instruction and support.

13:50:26 From Ernestina Garcia : We've had alot of digital use with Hoopla and Libby and Overdrive

13:50:28 From Somnath Konduru to All panelists : Impossible to know who is asymptomatic

13:50:44 From Somnath Konduru to All panelists : and shedding the virus

13:50:56 From Beth Steinbach : Do you have the webinar recording link for the topic mentioned on measures being taken for procedures for reopening?

13:51:02 From Michele Huie : Thoughts about reopening scenarios from Ontario Province: <http://fopl.ca/news/a-roadmap-imagined-scenario-planning-for-post-covid-19-ontario-public-libraries/>

13:51:19 From Wendy Zhang : We are doing 1:1 tech support and virtual (tech/non-tech) programs using Zoom. For those who don't have access to the Internet, we have 1:1 tech support via phone calls.

13:51:23 From Cynthia Rider : Cool idea using school internet

13:51:25 From Kinshasa Vargas-Pile : great idea, Misty!

13:51:26 From Lisa Eribez : Do we really want random persons pointing laser thermometers at our foreheads? So what happens next for persons with a high temperature?

13:51:29 From Kelly Williams : Yes, we have seen a significant uptick in Overdrive and Hoopla.

13:52:00 From Andrea Olvera Trejo to All panelists : I have to leave early but thank you all so much. This was wonderful!

13:52:06 From Sheila Ward to All panelists : PLCH has had a lot of digital use through our ebranch. Hoopla, Libby, Freading

13:52:09 From Cynthia Rider : We take our own temperatures

13:52:10 From Nan Carmack to All panelists : I'd like to hear from Betsy about volume of use

13:52:15 From Cynthia Rider : Staff does

13:52:23 From Cynthia Rider : Honor system

13:52:23 From Pat McClary : Our School District has created a simple password and portal to all digital resources in school libraries and our public library without needing their library card.

13:52:27 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:52:32 From Somnath Konduru : Impossible to know who are asymptomatic and shedding the virus

13:52:34 From Kelly Williams : Temperature checks can also be misleading, because many people run below normal.

13:52:39 From Bridget Ward : Do you have any security concerns with having wifi open in spaces that may not necessarily be regularly staffed or maintained?

13:53:07 From Cynthia Rider : We let the police know

13:53:12 From Christy Temple : Our staff has been taking a lot of webinars and online classes to help boost our technology skills.

13:53:21 From Cynthia Rider : wifi in open spaces

13:53:27 From Wendy Zhang : yes, they are not always accurate -- especially the laser thermometers

13:53:40 From Amanda Harris to All panelists : How are you all reaching elderly patrons who do not have computers at home and who are homebound and are not tech savvy?

13:53:43 From Bridget Ward : @cynthia thanks!

13:53:49 From Cynthia Rider : So far no issues but we are a suburb

13:54:07 From Bridget Ward : Yeah, our area is more urban and that has been a concern of some staff.

13:54:08 From Sandra Groth : what are best technology sites for upping tech skills people are using

13:54:15 From Somnath Konduru : Antibody tests can help to some extent, hopefully they will become available soon

13:54:15 From Lucy Lockley : Our hoopla, OverDrive, & Kanopy usage is also up; I've spent a large majority of my work-from-home time during this time ordering eBooks & eAudio through OverDrive

13:54:19 From Sara Maloney : I like digitallearn.org

13:54:33 From Traci Alma : We are talking with our local workforce development office to provide virtual programs for job assistance

13:54:38 From Laura Deneen to All panelists : our digital services are up

13:54:38 From Sarah Scott : Lynda.com is great for more advanced tech skills

13:54:41 From Candis Joyce : Who uses digitallearn

13:54:44 From Larra Clark : +1 digitallearn.org

13:54:48 From Abbie Anderson : Well, there \*will\* be surges, until we have a reliable, widely available, widely used vaccine

13:54:54 From Ernestina Garcia : LinkedIn if a great site for training

13:54:59 From PLA Webinars : <https://www.digitallearn.org/>

13:55:00 From Rebecca Ryan : Northstar Digital Literacy assessment rolling out online self-paced learnign that lines up with assessments

13:55:04 From Elizabeth vonTauffkirchen : We use digital learn.

13:55:10 From Sheila Ward to All panelists : LinkedIn is a great vehicle

13:55:14 From Candis Joyce : I've been looking at that for training and creating our own tutorials

13:55:14 From Katie Dover-Taylor : [gcflearnfree.org](http://gcflearnfree.org)

13:55:18 From Laura Deneen to All panelists : We use Niche to help with training

13:55:24 From Lori Terzi : Privacy issues with LinkedIn -- difficult to recommend it to patrons

13:55:25 From Ellie Avis : GCFLearnFree is another good free source for basic digital literacy training

13:55:27 From Sheri Miklaski : <https://edu.gcfglobal.org/en/>

13:55:28 From Larra Clark : TV white space

13:55:52 From Lori Terzi : +1 GCFLearnFree!

13:55:52 From Austin Duffy : what does that mean, TV shite space?

13:55:54 From Lisa Eribez : SDCL has an extensive emagazine collection, some people just like to read/browse articles and pictures instead of committing to a book.=)

13:56:01 From Stacey Watson : We're keeping an updated list of free and low cost tech resources in Denver  
<https://www.denverlibrary.org/blog/technology/stacey/free-and-lowcost-tech-resources-denver>

13:56:02 From Cynthia Rider : Why is the park safer for ref work?

13:56:04 From Tom Smith : We're big fans of Lynda.Com!!!

13:56:28 From Cynthia Rider : Trying to picture it

13:56:31 From Abbie Anderson : Open air better than indoors for forestalling transmission (airflow)



13:56:34 From Larra Clark : TV white space uses unlicensed spectrum (like wifi but different) to extend library broadband via antenna

13:56:39 From Lori Terzi : We dropped Lynda.com when it began to require a LinkedIn login -- patron privacy issues

13:56:40 From tracy t : Gale has partnered with Udemy to provide it to libraries. We have switched from Lynda to udemy

13:56:57 From Candis Joyce : Gigabit Libraries has covered Whitespace in their Friday morning meetings

13:57:02 From Marie Jefferies : .

13:57:06 From Nan Carmack : go to betsy for volume on wifi

13:57:09 From Cynthia Rider : Wouldn't air flow carry spit into you?

13:57:10 From Kinshasa Vargas-Pile : cleaning computers

13:57:13 From Neil Citrin : Question re keeping WiFi on and social distancing?

13:57:13 From Wendy Zhang : We use Lynda.com as well. It has the same content with LinkedIn Learning without that many privacy issues.

13:57:15 From Elena Bonjour to All panelists : any educational programs like GED?

13:57:24 From Nadiyah Browne : Can you speak about advocacy efforts?

13:57:38 From Cynthia Rider : Oh good.

13:58:04 From Juanita Bergman : portable charging devices

13:58:20 From Cynthia Rider : We have plugs on our porch

13:58:32 From Cynthia Rider : Outlets

13:58:47 From Lisa Eribez : We removed our outdoor outlets because they were vandalized.

13:59:08 From Randi Carter : Thanks everyone and thank you PLA for these awesome webinars. ☺

13:59:14 From Sarah Shewbridge : Thank you all!

13:59:14 From Amber to All panelists : Thank You

13:59:15 From Laura Deneen to All panelists : bye thank you all so much!

13:59:16 From Jody Lazar to All panelists : Thank you everyone!

13:59:16 From Pat McClary : thank you all

13:59:17 From Saidah Yakasai : Thank you everyone!!!

13:59:18 From Courtney Greenblatt : THANK YOU ALL!!

13:59:19 From Sarah Scott : Thanks everyone!

13:59:20 From Christy Temple : Thanks for all the great information

13:59:20 From Victoria Kowanetz : Thank you. This was very informative!!

13:59:21 From Cynthia Rider : Solar charging is great!

13:59:22 From Larra Clark :  
<http://www.ala.org/advocacy/sites/ala.org.advocacy/files/content/pdfs/CommunityOnePager.pdf>

13:59:22 From Elizabeth Ferront : thank you!

13:59:22 From Ana Gutierrez : Thanks you all so much!

13:59:23 From Martha Kapelewski : Thank you very much, this was very informative.

13:59:24 From Brittany Muirhead to All panelists : Thank you all!

13:59:24 From Pat McClary : great info

13:59:26 From Stephanie Stoner : thank you everyone!

13:59:29 From Samantha Cramer : thank you!

13:59:30 From Ann Marie Harvey : Excellent details and ideas...thank you all

13:59:30 From Pamela Ryan : thank you!

13:59:30 From Cynthia Rider : Thank you  
13:59:31 From Sheila Ward to All panelists : Thank you all  
13:59:33 From Gabriel Roger : Thank you! This was very informative.  
13:59:34 From Teresa Vadakin : Thank you all!  
13:59:34 From Alan Bernstein : thank you  
13:59:34 From Travis Olivera : Thank you so much!  
13:59:34 From Emily Cannaverde : Thank you! This was great!  
13:59:34 From Veronica Coffey : Thank you so much!  
13:59:34 From Radha Ashok : Thank you  
13:59:35 From Hali Taylor : Thank you all!  
13:59:36 From Kelly Kneisler : Thank you everyone! Great information  
13:59:36 From Nan Carmack : this was great! thanks!  
13:59:36 From Celine Cooper : Very informative, thank you!  
13:59:37 From Rebecca Hermen to All panelists : Thank you  
everyone!  
13:59:37 From Jenny Gillihan : Thank you!  
13:59:37 From Suzanne Reynolds-Alpert : Thanks everyone!  
13:59:37 From Victoria James : Thank you!  
13:59:37 From Kathleen Naftaly : Thank you all.  
13:59:38 From Megan Lee : Thank you!  
13:59:39 From Sharron Lahey : Thanks! Very helpful!  
13:59:39 From PLA Webinars : Virtual Platform Possibilities -  
Providing Digital Skilling Resources for  
Patrons:<http://www.ala.org/pla/education/onlinelearning/webinars/possibilities>  
itiesAll upcoming PLA  
webinars:<http://www.ala.org/pla/education/onlinelearning/webinars>  
13:59:39 From Somnath Konduru : Thank You  
13:59:40 From Anna Pelepchuk : Thank you  
13:59:41 From Allen Kwan to All panelists : Thanks you  
13:59:42 From Robin Walden : Thank you all so much!  
13:59:42 From Julia Cuddahy : Thank you very much!  
13:59:43 From Whitney Berriman : Thank you! Lots of good info!  
13:59:43 From Ellie Avis : Thanks everyone! so much great info.  
13:59:44 From Wendy Zhang : Thank you  
13:59:44 From Kathryn Alexander : Thank you  
13:59:44 From Ethan Stein : Thank you to all of the panelists and to  
everyone else here, stay safe!  
13:59:46 From Clivel Charlton to All panelists : Thanks!  
13:59:46 From Anastasia Patton : Thank you so much. It was.  
13:59:48 From Lisa Eribez : Thank you everybody! Great webinar!  
13:59:48 From Allen Kwan : Thank you  
13:59:48 From Larra Clark : Totally recommend this webinar next  
week!!  
13:59:50 From Donna Comstock-Herman : Thanks  
13:59:53 From Donna Speakman : Thank you all!  
13:59:54 From Otter Bowman : thanks!!  
13:59:57 From SANDRA Iosue : Thank you  
13:59:57 From Ashley Wagner : Thank you all!  
13:59:58 From Sue Chaffee : Awesome webinar, thank you!!  
14:00:04 From Timothy Dickey : Be safe, all!  
14:00:11 From Maria D'Orsi to All panelists : thank you!  
14:00:15 From Beth LaPenotiere to All panelists : Many thanks!  
14:00:15 From Anders Arnold to All panelists : Thanks! Very  
informative. Take care & stay safe

14:00:17 From Austin Duffy : Thank you! Great webinar.  
14:00:18 From PLA Webinars : Virtual Platform Possibilities -  
Providing Digital Skilling Resources for  
Patrons:<http://www.ala.org/pla/education/onlinelearning/webinars/possibilities>All upcoming PLA  
webinars:<http://www.ala.org/pla/education/onlinelearning/webinars>  
14:00:19 From Tina Brewster : thanks. awesome webinar. very  
informative.  
14:00:20 From Tina Mintzer : Thanks so much, be safe everyone!  
14:00:23 From Ernestina Garcia : We also have several learning  
portals on our website  
14:00:25 From Larra Clark : Thank you all! It's a pleasure to be  
here with you.  
14:00:25 From PLA Webinars : Virtual Platform Possibilities -  
Providing Digital Skilling Resources for  
Patrons:<http://www.ala.org/pla/education/onlinelearning/webinars/possibilities>All upcoming PLA  
webinars:<http://www.ala.org/pla/education/onlinelearning/webinars>  
14:00:28 From Laverne Bassett : Thank you, very informative! Be safe  
all!  
14:00:32 From Janet Bogenschultz : Great webinar! Thank you!  
14:00:35 From PLA Webinars : Virtual Platform Possibilities -  
Providing Digital Skilling Resources for  
Patrons:<http://www.ala.org/pla/education/onlinelearning/webinars/possibilities>All upcoming PLA  
webinars:<http://www.ala.org/pla/education/onlinelearning/webinars>  
14:00:35 From Melissa Wallace : Thank you  
14:00:39 From Roberta Kemp : Thank you!  
14:00:40 From Ernestina Garcia : Thank you  
14:00:44 From Lucy Lockley : Thanks!  
14:00:45 From April Martin to All panelists : Thanks!!  
14:00:46 From Lori Terzi : Thank You!  
14:00:48 From Susan Lipsy : thank you.  
14:00:49 From Linda Hewitt : Thank you. Amazing what libraries are  
doing! Linda Hewitt  
14:00:49 From Lorin Flores : Thank you!  
14:00:49 From Anastasia Patton : Thank you great info!  
14:00:50 From Jada Maxwell to All panelists : Thank you!  
14:00:52 From Ann LaRosee : Thank you!  
14:00:52 From David Sastre : Thank you!  
14:00:52 From Andrea Rodriguez to All panelists : Thank you.  
14:00:54 From PLA Webinars : Virtual Platform Possibilities -  
Providing Digital Skilling Resources for  
Patrons:<http://www.ala.org/pla/education/onlinelearning/webinars/possibilities>All upcoming PLA  
webinars:<http://www.ala.org/pla/education/onlinelearning/webinars>  
14:00:57 From Lisa Quintero : Thank you!  
14:00:57 From Diane Premo : Thanks very informative!  
14:00:57 From Nadiyah Browne : Thank you!  
14:00:58 From Jennifer Koenig to All panelists : very valuable  
event. thanks!  
14:01:01 From Lynne Esselstein : Great info. Thanks!  
14:01:01 From Ines Papaleo : thank you  
14:01:02 From Carla Piperno-Jones : Thank you. Great ideas!

14:01:03 From Terri Dedischew : Thank you  
14:01:03 From Pannaga Prasad to All panelists : Thank you, very  
useful information  
14:01:16 From Amelia Miller to All panelists : Thank you, very  
informative  
14:01:17 From Juanita Bergman : Thank you!  
14:01:17 From PLA Webinars : Virtual Platform Possibilities -  
Providing Digital Skilling Resources for Patrons:  
<http://www.ala.org/pla/education/onlinelearning/webinars/possibilities>

All upcoming PLA webinars:  
<http://www.ala.org/pla/education/onlinelearning/webinars>