

12:58:35 From PLA Webinars : Welcome, attendees! If you wish to share anything in the chat or have a question, please make sure to send it to "All panelists and attendees" so your colleagues can all see it. Thanks!But if you need technical assistance, then contact me by clicking the Q&A icon and sending me a message in that window instead.

12:58:58 From Tina Jazaeridezfully to All panelists : Thanks good morning

12:59:01 From Chelsea Graham to All panelists : Sounds good, thank you

12:59:07 From Mary Ann Rohn to All panelists : ok

12:59:22 From amy crowe : afternoon!

12:59:35 From Jennifer Moffet : I assume most libraries are closed, just checking how many have kept their drop boxes open for returns?

12:59:35 From Danielle Wallace : Good afternoon!

12:59:36 From sandy lindquist : Hello

12:59:38 From Nancy Schultz to All panelists : Hello

12:59:39 From sarah ravipinto to All panelists : Good afternoon!

12:59:39 From John Newcomer : Hello all

12:59:39 From Jennifer ONeill to All panelists : good afternoon!

12:59:42 From Deborah Matthews to All panelists : Hi everyone!

12:59:45 From Ana Chapman to All panelists : Good afternoon

12:59:45 From Emerald Culmer-Royster to All panelists : Hey!

12:59:47 From Katarina Gillis to All panelists : Hello!

12:59:47 From Elinor Brumbaugh to All panelists : Hello!

12:59:47 From Zachary Marcotte to All panelists : Hello, everyone.

12:59:49 From Katherine Villavicencio to All panelists : Howdy howdy!

12:59:49 From Kathryn Tipton to All panelists : Hello!

12:59:49 From Felecia Warren to All panelists : Good afternoon!

12:59:49 From Helen Azarian : Greetings!

12:59:51 From Ericka Butler to All panelists : Hello

12:59:52 From Jenifer Phillips to All panelists : Hello

12:59:54 From Susan Paredes : Good afternoon all greetings

12:59:55 From Stacey Shapiro : Hello

12:59:56 From Jennifer Moore (Smyrna Public Library) : Good afternoon!

12:59:56 From Mahogany Skillings : Hello all!

12:59:56 From Francisco Miranda to All panelists : Good afternoon everyone!

12:59:56 From Matt Kirschner to All panelists : Hello everyone!

12:59:56 From Alice Baptiste : we taped ours closed.

12:59:57 From Emily Dowie to All panelists : hi

12:59:58 From Anneliese Finke : Our drop box is not open

12:59:58 From Christina Shields to All panelists : Hello! From Noblesville, IN

13:00:00 From Kacper Jarecki to All panelists : hi

13:00:00 From Mickel Paris to All panelists : Closed all bookdrops

13:00:02 From Melissa Renner to All panelists : Good afternoon from Elkhart, Indiana

13:00:03 From Karen Gresham to All panelists : Hello.

13:00:04 From deborahsavage to All panelists : Hello

13:00:04 From Bianca Hernandez : Hi everyone!!!

13:00:05 From Pamela McLaughlin to All panelists : Hello. Our drop boxes are closed for the duration

13:00:06 From Darla Komora to All panelists : Hello!
13:00:08 From Crystal Logan-Syrewicze : Our book drops have been closed shut since March 13th I think
13:00:10 From Karrie Waarala : Hi Jennifer, We have closed and locked our drop box.
13:00:11 From Emerald Culmer-Royster : Hello!
13:00:11 From Stella Nahapetian to All panelists : Hi Stella Nahapetian is here
13:00:11 From Morya Morrone to All panelists : Hello, Morya from LAPL here
13:00:11 From Olga Bell to All panelists : Happy Thursday!
13:00:12 From Alex Anaya : Hi Everyone!; Our drop box is closed
13:00:14 From Rebecca Billings to All panelists : anyone know hold long this is?
13:00:16 From Kathryn Tipton to All panelists : Our drop box was closed a few days ago by order of the City.
13:00:16 From Amy Dawley : Hi everyone
13:00:17 From Tonia Kestner : Hello!
13:00:17 From Jim Sherod : Los Angeles Public Library has drop boxes closed, but no fines and extensions for due items
13:00:18 From Heather Castle : All nine of our branches have locked their book drops, with due dates of all material April 15th.
13:00:18 From Lizz Roberts : Hi all!
13:00:21 From Victoria Gutschenritter to All panelists : our drop boxes are open and checked at least once a day. we set aside the materials for 3 days.
13:00:22 From Aubrey Muscaro to All panelists : I'm watching from Connecticut. Ours is locked.
13:00:22 From Anna Binder-Camacho : Afternoon, all! Ours are closed as well and we extended all due dates to when we currently think we may reopen
13:00:23 From Joanna Gee to All panelists : Hello
13:00:24 From Colleen Smith to All panelists : Our book drop is locked and closed.
13:00:24 From Heather Martz : Hello!
13:00:27 From Nancy Mattoon to All panelists : Drop box locked.
13:00:27 From Carol Coffey : Hi, everyone. We've closed all our book drops.
13:00:28 From Bianca Hernandez to All panelists : Hi!!
13:00:29 From Melinda Sexton : Hello, our book drop is closed at Berlin Peck Library.
13:00:30 From Jennifer Lapcevic to All panelists : We're afraid if we lock ours people will just pile them on the ground...
13:00:34 From Cherie Sanderson to All panelists : Hello from Boulder Junction, Wisconsin. Our book drop is still open but we're a small community and are not getting that many returns with extended due dates
13:00:37 From Emily DiGiulio to All panelists : Hi everyone!!
13:00:38 From Sandra Harrell to All panelists : Hi !
13:00:39 From Sandra Kobos : Hello, our drop box is closed.
13:00:39 From Natalie Niziolek to All panelists : We are asking patrons not continue to enjoy their items but the book drops are technically open. I figured that people would probably try to return

stuff anyway and better they can put it somewhere rather than on the ground next to the book drop

13:00:42 From Julie Chiello to All panelists : we are still providing curbside service and book drop open

13:00:48 From Marissa Richardson to All panelists : Hello Everyone!

13:00:52 From Natalie Niziolek to All panelists : I mean... DO continue to enjoy items. :(

13:00:53 From Julie Sisson to All panelists : Hello everyone!

13:00:55 From sarah sewell to All panelists : Hello from Arkansas!

13:00:59 From Sheamah Meredith to All panelists : Hello

13:01:01 From Jeanmarie Embler to All panelists : Hello from Parsippany, NJ

13:01:02 From Allen Wurtzinger : Ours is open and a staff will check it every few days and cleans each book with gloves.

13:01:07 From Victoria Kowanetz : Hello everyone. Hope everyone is well.

13:01:08 From Renee Robinson to All panelists : hello ! Our book drops are closed !

13:01:08 From Linda Smith to All panelists : Hi everyone! Our bookdrop is closed at the Purchase Free Library, NY

13:01:20 From Marissa Richardson to All panelists : My supervisor was not able to register for this. Is there a way I can get a recording to send to her?

13:01:21 From Donna Speakman : Hello All! Working from home. Our bookdrop is closed.

13:01:23 From Kelly Raddatz to All panelists : dropboxes are closed at our library

13:01:24 From Stephanie Lien : LA County our book drops are still open

13:01:29 From Elizabeth Brown : Hello all

13:01:31 From Kellee Forkenbrock to All panelists : Hi from North Liberty Library and our outside drop box is open.

13:01:32 From Ragini Chaturvedi : Hello Everyone..Good Afternoon

13:01:33 From Olga Bell to All panelists : So is ours in West Nyack

13:01:37 From Nancy M Nau : Hello

13:01:37 From Rosalind Kutler : Hello, materoals are extended through 6/30/2020, so bookdrops are not open.

13:01:40 From Melissa Bailey : Good morning everyone! Our drop box is open, but we are encouraging people to stay home and keep their materials. We extended everyone's due dates to May 4 across the board.

13:01:42 From Jennifer Lautzenheiser to All panelists : Hi all. We have a variety of situations. Most are open and are checked periodically with preventative actions.

13:01:42 From Jeffrey Bergeron to All panelists : Our remote drops are closed but our main outside drop is open. We have discouraged patrons from returning while we're closed.

13:01:49 From sarah sewell : Greetings from Central Arkansas!

13:01:50 From Amber Allen : Hello everyone!

13:01:50 From Bobbie Wrinkle to All panelists : WFH Good Afternoon

13:01:53 From Sarah Brooks to All panelists : Hello

13:01:55 From Jade Crisp : Our drop box was closed on Monday the 17th.

13:01:58 From Amanda Birro to All panelists : Hello from NY
13:01:59 From Dr Salwa Elmeawad to All panelists : Hello all
13:02:05 From Karen Zeibak to All panelists : Hello from Connecticut!
13:02:08 From Laurie Reese to All panelists : Greetings from Los Angeles!
13:02:12 From Maria Pregler to All panelists : Hello from Antigo, WI. Our drop boxes are open, but all materials were extended to May 5th.
13:02:12 From Ragini Chaturvedi : Hello Everyone...Good Afternoon
13:02:15 From KFSUWI to All panelists : greetings from Pembroke, Ga
13:02:16 From Elizabeth Brown : Our drop box will close after today at 5pm
13:02:18 From Jesse Alverson to All panelists : Hello from Lexington, Ohio
13:02:19 From Amanda Birro : Hello from NY!
13:02:19 From Nancy Ward to All panelists : our Dropbox is open and our ceo is the only staff in the building
13:02:20 From Lizz Roberts : Buildings and returns are closed, phone lines open 1-5pm each day.
13:02:24 From Aaron Pickett to All panelists : All of our book returns are closed and we extended all books due since Jan 1st (so including overdue ones) until 4/15
13:02:30 From Janet Tapia : Hello! LAPL, our book drop is closed
13:02:35 From Jorge Valle : Good Morning from California la city bookdrops are closed
13:02:36 From James Vallejos : Denver Public Library has closed and locked our return boxes and branches are all closed.
13:02:36 From Kathryn Tipton : Our drop box was closed on Monday and due dates extended to June 1.
13:02:48 From Kate Morgan to All panelists : Hello from Washington, King County Library System!
13:02:50 From Jo Shepherd : Drop boxes are closed, due dates extended til mid April for now. Hi from Saskatchewan!
13:02:50 From Mary Fury to All panelists : Ours drop boxes are closed, too.
13:02:52 From Heawon Paick : Good Morning, everyone!!
13:02:58 From Aleah Hill to All panelists : Hello from Sheboygan, Wisconsin. We started working from home this week. Our book drop has been closed since last week. Due dates have been extended to we have been telling people to just keep a hold of their items.
13:02:59 From Josh Murray to All panelists : Our drop box remains open and items are set aside for 3 days before checking materials in.
13:03:01 From Martha Kapelewski to All panelists : Good afternoon. Hope everyone is well today.
13:03:04 From Larra Clark : Hello everyone!!
13:03:07 From Paula Lindsay : Our Libraries are all closed and we have all just received the news that we are laid off. Thankful to have wages and benefits at least for a little while longer thanks to our union.
13:03:10 From Jennifer Lautzenheiser : Hi all. We have a variety of situations. Most are open and are checked periodically with preventative actions.
13:03:12 From Alvin Shipley : Hello from Tampa!

13:03:13 From William Bermeo to All panelists : hi
13:03:13 From Ericka Butler : Hello
13:03:14 From Maribeth Shafer to All panelists : We are encouraging all our libraries to lock the dropbox and discontinue curbside service
13:03:16 From Prudence Michael : Hi all.
13:03:17 From Brooke Heads to All panelists : Hello Everyone! Sending love from Los Angeles!
13:03:20 From Francisco Miranda to All panelists : The Field Library in Peekskill, NY is currently closed. I believe our drop box is closed as well. We are asking our patrons to hold on to their materials. No overdue fines will be charged.
13:03:23 From Susan Dickson : Hello from St. Petersburg!
13:03:23 From Lisa Gresham : Hi Everyone! From Whatcom County Library System in WA.
13:03:24 From Michelle Frasier : greetings all
13:03:24 From Michelle Sharp : Hi from Indiana!
13:03:25 From Nancy Ward : I am from Pelham Public Library in Ontario Canada
13:03:26 From Matthew Baiocchi : Woo! Saskatchewan! Go Riders! :)
13:03:29 From Christy Chandler to All panelists : Hi from Nashville
13:03:29 From Caroline Simpson to All panelists : Hi from Raleigh, NC!
13:03:30 From Axel Fust to All panelists : Hello from Kansas!
13:03:30 From Sara Ramezani to All panelists : hi from Huntington WV
13:03:31 From julissa garcia : hello all
13:03:32 From Cindy Fong to All panelists : Hiii 🤝
13:03:33 From Laura Hoefener to All panelists : Hello from Florida!
13:03:34 From Andie to All panelists : hi all!
13:03:35 From Jessica Borchetta : Libraries in northern Virginia are closed. Our library in Falls Church is closing to drop when it fills to let sit for several days before emptying.
13:03:38 From Robin Walden : Hello from Tennessee!
13:03:39 From Jenifer Phillips : Middletown Free Library in Media, PA
13:03:40 From Renee Robinson : hello from Pittsburgh: Carnegie Library of Pittsburgh
13:03:40 From Jessica Levy : Hi from LAPL in Los Angeles!
13:03:41 From Karen Ter-Sarkisian : Hello all.
13:03:42 From Christina Hinds : Hello from Moose Jaw, SK Canada. Our book drop box is still open and we have extended due dates to the end of April.
13:03:42 From Janet Hawley : Hello from Akron, Indiana!
13:03:42 From Kelly Tanksley to All panelists : Hello All, we have our bookdrop's are open, but are encouraging everyone to stay home and keep their books. We have extended due dates and are not charging fines
13:03:42 From Lisa Williams : Hello, from Moline, IL from our "home office." Our due dates for our entire catalog consortia are extended through May 1.
13:03:43 From Shellene Rice : Hi from L.A.
13:03:43 From Emily Jones : Hi all!

13:03:44 From Lisa Lockheart to All panelists : Hello from Rock Island Public Library. We are closed through April 8 by governor order. Staff working from home, bookdrops closed. Due dates extended to May 1, as are all card expirations.

13:03:44 From Lizz Roberts : Whatcom County Library System, WA - all buildings and returns are closed, actively answering phones and chat 1-5 p.m. daily.

13:03:44 From Kacper Jarecki : hi from new York. let's go Knicks!

13:03:46 From Karen Gresham : Hello!!

13:03:46 From Rosanne North-Jack to All panelists : Good morning! Prince William County Public Libraries in Northern Virginia have suspended curbside pickup of items but are still doing phone service and allowing returns at 4 of our 11 branches

13:03:47 From Louisa Whitfield-Smith to All panelists : Hi from Mississippi

13:03:50 From liz : hi

13:03:50 From Sally Thomas to All panelists : Greetings from Hayward, California!

13:03:51 From Wenny Wallace to All panelists : hello from Hayward

13:03:53 From Ana Chapman : Hello from Queens Public Library in NYC

13:03:56 From Katie Murphy : hello from Sandy Oregon

13:03:56 From Mary Fury to All panelists : West Virginia - Roane County

13:03:56 From Mary Ann Rohn : Mary Ann From Niles-Maine Library IL

13:03:58 From Austin Duffy to All panelists : Hello from White Plains, New York

13:03:59 From Kristin Starnes to All panelists : Greetings from Corvallis-Benton County Public Library in Oregon!

13:04:01 From Bianca Hernandez : Hi from LAPL

13:04:03 From Caroline Simpson : Hi from Raleigh NC!

13:04:04 From Kelly Raddatz : Hello from Wisconsin

13:04:05 From Katarina Gillis : hello from Rhode Island!

13:04:11 From Liz Garcia : Liz from Glendale AZ

13:04:12 From Corinda Humphrey to All panelists : Hi from Long Beach/ LAPL

13:04:13 From Heidi Weisel : Hello from Oregon!

13:04:17 From Deborah Feanny : Hello

13:04:17 From Barbara Walters : Hello from Wenatchee, WA

13:04:17 From shirin yazdi to All panelists : Hi all

13:04:17 From Amanda Charles : Hi! Amanda from Los Angeles Public Library

13:04:19 From Julie Bradford : hello from Northwest Indiana!

13:04:19 From Centennial Clogston : Centi from Kansas!

13:04:20 From Rachael Ries : Hello from Vancouver WA usa

13:04:21 From Mary Ann Rohn : Go Library!

13:04:21 From Lisa Williams : We are closed and providing e resources, social media posts and responding to email

13:04:21 From Laurie Reese : Hello from Los Angeles

13:04:22 From Michelle Jeske to All panelists : Hello everyone from Denver!

13:04:22 From Katey Noel to All panelists : Howdy from Oregon!

13:04:22 From Leslie Tedder to All panelists : Hello from Pope County, Arkansas!

13:04:23 From Teri Markson to All panelists : Hi all from Los Angeles Public Library

13:04:23 From Lisa Shirley : Hi, from Tarrytown, NY

13:04:23 From Aaron Pickett : Hello from NJ

13:04:24 From Susan Paredes : hello from QPL- Kew Gardens Hills Branch - NY, Queens :) hope everyone is safe wish you best

13:04:28 From Rachel Zukowski to All panelists : Hi From Washington, DC

13:04:29 From Stuart Horowitz : Hi - from Huntington, NY

13:04:30 From Susan Lipsy to All panelists : Sue Lipsy Newark Delaware

13:04:31 From Jen Taggart : Hello from Michigan

13:04:36 From Olga Bell : Hi from West Nyack, NY

13:04:36 From Jackie Matthews to All panelists : Hi from Louisville, KY

13:04:36 From Saleena Davidson : Hi from Monmouth Junction NJ

13:04:39 From April Ingram to All panelists : Hello, from LAPL

13:04:39 From Linda Smith to All panelists : Hi from Purchase NY

13:04:39 From Lori McKeen to All panelists : Hi from St. Clairsville Ohio

13:04:40 From Phoebe Guiot to All panelists : Hello from Los Angeles Public Library

13:04:40 From Susan McCormack to All panelists : Hello from Ossining, NY. Our drop boxes are closed and we have extended due dates; no fines.

13:04:41 From Pamela McLaughlin : Hey, I used to work for Pat. Hi!

13:04:41 From Amber Allen : Also, our dropbox is closed and we are located in Laurens County, Georgia! :)

13:04:42 From Eva Quintana to All panelists : Hello from Vancouver, British Columbia!

13:04:43 From ivan padilla to All panelists : Hello from Hayward California!

13:04:44 From Haley Shaw : Hello from Cincinnati, OH!

13:04:45 From Crystal Logan-Syrewicze : Hello from Grand Rapids MI

13:04:46 From Bennett Rankin : Hi from Los Angeles Public Library as well!

13:04:47 From Terri Foster : Hello from Meyersdale, PA

13:04:49 From June Zhou to All panelists : Hello from San Diego County Library

13:04:52 From Lizz Roberts : Hi, from Whatcom County Library System, WA

13:04:52 From Lyndsey Runyan : Hello from Multnomah County/ Portland Oregon

13:04:53 From Matt Kirschner to All panelists : hi Saleena!

13:04:55 From Lisa Lockheart : Staff are checking email, issuing ecards, posting and responding to social media.

13:04:55 From Heather Castle : Hello from NW Indiana

13:04:59 From Maxine Resler to All panelists : hello from Bloomfield, Indiana

13:05:01 From Kelly Tanksley to All panelists : Hello from Martinsburg, WV

13:05:01 From Melanee Barash to All panelists : Hello from Santa Cruz Public Libraries/Santa Cruz, CA.

13:05:06 From Eileen Topitzer to All panelists : Hi, from Cheshire Public Library, CT
13:05:07 From Judy Schewe : Naples, NY
13:05:12 From Barbara Walters : Woohoo - our very own Patty Ross! Hello Patty!!
13:05:12 From Emily Cannaverde : Hello from Blue Ridge, Georgia!
13:05:18 From Deborah Brewer : Hi from Bellingham, Washington
13:05:20 From Diane Johnson : Diane Center Sandwich, NH
13:05:20 From Francisco Miranda : Hello everyone, from Peekskill, NY
13:05:20 From Pamela Johnson : Hi from Brentwood, TN. Our library is closed to the public but some staff are working daily. Book drop is open but all items have been renewed.
13:05:22 From Veronica Garcia to All panelists : Hello Veronica from Los Angeles public library
13:05:23 From George May : Hello from LA County Library
13:05:23 From Yesianne Ramirez : Hello from Madison Public Library, Wisconsin
13:05:24 From Amaris Papadopoulos : Hello from New Port Richey, Florida!
13:05:24 From Paula Lindsay : Pweu-ullup! :)))
13:05:24 From Loren Spector : Hello! Another one from Los Angeles..
13:05:25 From Maxine Resler : Hello from Bloomfield Indiana
13:05:26 From Ruth Shafer : Hello from White Salmon, Washington
13:05:27 From Pamela Bowles : Hello from Austin, TX
13:05:27 From Darla Komora : Hi all! DarlA from Mansfield, Ohio
13:05:29 From Deb Sica to All panelists : Alameda County (SF Bay Area) here... wishing you all serenity in the new normal
13:05:33 From Rosella Garcia : Hello everyone! Rosella Garcia, Indiana
13:05:33 From Alex Anaya : Hi from Burnaby, BC
13:05:34 From Lisa Murray to All panelists : Hello from Cardington, Ohio
13:05:39 From Deborah Matthews : Hello!
13:05:40 From Colleen Law-Tefft to All panelists : Hello from Sherburne NY
13:05:42 From Gabriel Rogers to All panelists : Hello All!
13:05:43 From Lizz Roberts : Pew-AL-up
13:05:44 From Tonia Kestner : Hey Jeanne or Michelle are you here?
13:05:44 From Jesse Alverson to All panelists : Hi Darla!
13:05:44 From Karen Christiansen : We are closed to the public. Our drop boxes are open. We have one staff member working in house 8-5 to handle the drop box, mail, etc. I am offering phone reference 10-5 M-F.
13:05:45 From Elizabeth Tracton : Hi from LAPL
13:05:48 From Eva Mitnick : And another hello from LAPL!
13:05:50 From Judith Jones to All panelists : Hi all Hello from LAPL
13:05:50 From Kumkum Bhandari to All panelists : Hello everyone. From Burlington, Ontario, Canada
13:05:54 From Laura Smith : Hello from Harris County Public Library in Houston, TX
13:05:56 From Sandra Harrell to All panelists : Hello from Grant County KY
13:05:58 From Louisa Whitfield-Smith to All panelists : I have never been so grateful for my reference librarian training

13:06:02 From Stella Nahapetian : Morning Stella Nahapetian From: Los Angeles Public Library

13:06:04 From Jonatha Basye : Hello from Glenwood Public Library, Glenwood, IA

13:06:05 From Catherine Montazem : Hello from Long Island, New York.

13:06:09 From Sarah Moore : Hello to all from los angeles

13:06:11 From Francisco Miranda : The Field Library in Peekskill, NY is currently closed. Our dropbox is closed as well. We are asking our patrons to hold on to their items. No overdue fines will be charged.

13:06:14 From Paula Lindsay : Do the Puyallup!

13:06:17 From Jonathon Most : Jonathon Most, LAPL

13:06:18 From Tina Dolcetti to All panelists : hello from Moose Jaw, Saskatchewan!

13:06:20 From Emily Lopez to All panelists : Hello from Los Angeles Public Library

13:06:25 From Glory Okeagu : Hello to all

13:06:26 From Marlene Mantakounis to All panelists : Hello from Delaware!

13:06:26 From Mara Alpert : And yet another hello from LAPL!

13:06:31 From Jennifer Czajka to All panelists : Hello Larra!

13:06:31 From Theresa Wagner to All panelists : Hi from Charleston, SC

13:06:32 From Asif Khan to All panelists : Hello from Los Angeles and LAPL

13:06:34 From Yesenia Velasquez to All panelists : Yesenia Velasquez, NYPL

13:06:35 From Emily DiGiulio : So glad to be here with you all! Hello from Vermont!

13:06:37 From Sabrina Taylor : Yes, I can hear you just fine.

13:06:44 From Shania Key to All panelists : Hello from Shell Lake, Wisconsin!

13:06:45 From Dr Salwa Elmeawad to All panelists : Hello everyone from QPL Dr. Salwa Elmeawad Bay Terrace CL

13:06:50 From Josh Murray to All panelists : Hello from LA County Library

13:06:52 From Estel Porras : Good Day! From Orland, CA

13:06:59 From Joan Skowronski : Hello from Hillsborough County PL in Tampa, FL>

13:07:01 From sandy lindquist : marinette, wi

13:07:04 From Nancy M Nau : We are 100% closed, including returns. Due dates extended to mid-May

13:07:06 From LaTrisha Milton to All panelists : Hello from Enoch Pratt Free Library in Baltimore

13:07:08 From Maria Saillant to All panelists : Maria from Rhode Isk

13:07:18 From Danielle Lee : Hello from Pasco County, Florida!

13:07:18 From Susannah Violino : Hello from Connecticut!

13:07:19 From Larra Clark :

https://docs.google.com/spreadsheets/d/1vG21vqjeWUyqQNin7QzAoxUBg2UM08mCgGQ_rhnX21I/edit?fbclid=IwAR0YK6q1WVoP8b_NwFym6LStGY-16CS0zAn9ZvvRGbpXBjxpObYo_4L_QN0#gid=0

13:07:25 From Cheryl Nessman to All panelists : Hello from Sheboygan Wisconsin

13:07:26 From Elizabeth Cascione : Hello from LAPL

13:07:28 From Kysh Clemons to All panelists : Greetings from Atlanta! Fulton County Library System. Our branches are completely closed.

13:07:32 From Diana Dillinger : Hello from St. Petersburg, FL. Main library and branches are all closed as well as our bookdrops.

13:07:35 From Yanira Sidon : hello from California

13:07:37 From Emily Lopez : Hello from Los Angeles Public Library

13:07:50 From Lori McKeen : Hi from St. Clairsville Ohio

13:07:53 From Annemarie KD : Hello from the City of Hayward, CA Public Library system1

13:07:55 From Annemarie KD : *!

13:08:06 From Julianna Robbins : Good morning from Long Beach, CA

13:08:16 From Nancy Allen to All panelists : Hello from St. Petersburg Public Library, Florida

13:08:26 From Barbara Jorgenson : Hello from Vancouver, WA

13:08:31 From Marie Burnley to All panelists : Hartsville Tn

13:08:42 From Mary Fury to All panelists : My connection here at home was bad. I used the phone to hear.

13:08:45 From Betsy King : Hello from SLPL, St. Louis, Missouri. At this time we are closed through April 22.

13:08:46 From Jen Woo to All panelists : Hello, from El Cerrito, CA. 🌻

13:09:00 From Mari Ayala : Hello from Marple Library. We are closed through April 9.

13:09:18 From Jeanmarie Embler : We are absolutely working from home in Parsippany, NJ

13:09:18 From Heather Johnson : can we have the link to the survey?

13:09:21 From Marie Burnley to All panelists : Closed to the Public / curbside service/ must call in ahead. Hartsville Tn

13:09:26 From Donna Speakman : I work for New Castle County Delaware Public Libraries. Our libraries are closed to the public. This week we have been taking turns working in the building with the bookdrops sealed shut since 3/20. Starting next week no one will be in the building. So far we do not have an exact date of re-opening.

13:09:28 From Andie to All panelists : hi all... Marple Library!

13:09:36 From Tyler Johnson : Everett Public Library, Everett WA. We are closed until at least April 9th with no staff allowed in the building.

13:09:52 From Teresa MATTHEWS : Metropolitan (OK City County) closed until April 15.

13:09:54 From Laura Hoefener to All panelists : Broward County Libraries in Florida are closed, but our book drops are open. All staff are still reporting to work.

13:10:00 From polly Cipparrone to All panelists : hi from SDCL San Diego!

13:10:06 From Maria Saillant to All panelists : West Warwick Public Library

13:10:14 From Maria Saillant to All panelists : Rhode Island

13:10:22 From Patty Collins to All panelists : Greetings from the Central Kansas Library System in Great Bend. Our office and the Great Bend Public Library are closed until May 26.

13:10:26 From Angela Maycock : Link to survey referenced by Larra, <http://www.ala.org/pla/issues/covid-19/surveyoverview>

13:10:48 From Caroline Simpson : Thanks for sharing the link!

13:10:52 From Jennifer Lautzenheiser : I absolutely love the anticipation on recovery!

13:10:53 From Patricia Yannarella : Hello from Florence Kentucky

13:10:54 From Laura Keyes-Kaplafka to All panelists : I would appreciate some comments from the Panelists regarding dealing with Boards. (I'm a small public library district in central Illinois, 13 employees including myself). My Board has suggested various things, including we lay off all staff "because it's easier to get Unemployment benefits now", that I start "mandatory furloughs" with staff if this closure "persists." They just have no concept that laying people off in a small community would be disasterous (sp?) PR. And our little library does NOT need that right now.

13:10:57 From Lisa Shirley : Warner Library in Tarrytown, NY is completely closed. No bookdrop. As of now we are closed until March 31, but it seems likely we will stay closed longer.

13:11:28 From Rosalind Kutler : Wrapping up week2 of remote working. Returning public calls, massive ebook collection development.

13:12:10 From Rebecca Schnizler to All panelists : Henrico County Public Library. all body's closed,including book drops, until further notice

13:12:11 From Nancy Ward to All panelists : I am front desk staff is anyone like me working from home and what tasks are you doing?

13:13:11 From Maribeth Shafer to All panelists : We determined to close our library regional system on Sunday, March 15 after the state closed all public school buildings.

13:13:16 From Tina Dolcetti to All panelists : working from home and trying to do teen and kids programs as well as wifi initiatives

13:13:31 From Estel Porras : We physically closed as of last Wednesday, by order of Governor Newsome

13:13:32 From Tina Jazaeridezfully : We closed our LAPL library services starting March 13, 2020

13:13:34 From Angela Maycock : Thank you for the questions so far, Nancy and Laura! We encourage everyone to share your questions here in the chat and we will have our speakers address them toward the end

13:13:46 From amy crowe : we had a ton of sick people already coming in so that kinda pushed us to close

13:13:57 From Lisa Gresham : We really need guidance on when it is safe to handle materials and what safety measures staff should be taking. We'd like to offer curbside holds pickup, but are looking for official guidelines - either from ALA/PLA or CDC or local health governance - to guide us in developing safe handling procedures.

13:14:21 From Tina Jazaeridezfully : We offer emedias services but our bookdrop and obviously are library has been closed till furthur notice.

13:14:25 From Krista Roberts to All panelists : I work for LA County Public Library. We are "closed", but several of our libraries, including mine, have our lobbies open to allow people to come in and pick up their holds and have been advertising it to encourage the to do so. We are working some days at home and some days at the library and we are still accepting returns in our drop boxes.

13:14:32 From Kirsten Pearson : The schools closing pushed our closing too.

13:14:37 From amy crowe : with schools being closed till April 24th we are just kinda going week by week right now.

13:14:48 From Michele Robinson : Will libraries sanitize the books and other materials before reopening?

13:14:51 From Diane Gurman : Question for group & panelists: what do you think about libraries that are diverting print budgets for the rest of the fiscal year to e-resources? (for closed libraries)

13:15:17 From Axel Fust to All panelists : Are there guidelines for how long items returned need to be set aside before they are "safe" to handle? I've heard between 48 hours and 17 days for the virus surviving on surfaces

13:15:21 From Lisa Shirley : How are people doing phone reference without using personal numbers?

13:15:22 From Francisco Miranda : The Field Library is currently closed until April 13th. We are located in Westchester County, New York (which has among the highest number of COVID-19 infections in NY)

13:15:24 From Michele Robinson : LAPL just said we will do that - just eresources

13:15:25 From Linda Smith : We closed our doors to the public the evening of 3/13, since the school district closed. I was still working in the library to do admin work. After Cuomo started the 100% pause I started working from home. Were closed until further notice.

13:15:33 From Francisco Miranda : All Westchester County Libraries are closed.

13:15:34 From Terri Foster : There were no cases in our area, but the state shut down all libraries to the public on Mar. 13, and we were told to shut down completely Mar. 19. I can only go in once a week to check the building and get anything I need for essential remote operations.

13:15:38 From Amanda Birro : how are we going to sanitize/clean the books without damaging them? we can't exactly wipe down every page. hard covers are easy to clean but paperbacks not so much

13:15:40 From Rebecca Schnizler : Henrico County PL Richmond VA Closed beginning March 16, indefinitely. All book drops are closed. All staff working from home and all bldgs are closed to everyone

13:15:46 From Amanda Birro : if anyone has any tips for cleaning books, please share

13:15:47 From Sasha Hoffman : I'm with Montgomery County PL in Maryland. We've been closed for week and a half. Now closed another 4 (till April 24th) and our book drops have been closed for about a few days. We're all "teleworking"

13:15:57 From Melanee Barash to All panelists : All branches of the Santa Cruz Public Libraries closed on 3/17. Book drops are locked. We are working hard on creating and informing the community of online resources.

13:16:00 From Christina Hinds : We closed out library to the public on Tuesday March 17 as directed by our city. Staff were told to not come into work as of Monday March 23.. There has been no indication as to when we will reopen.

13:16:02 From Ragini Chaturvedi : Hello From Monmouth County Library System, NJ

13:16:03 From Elizabeth Brown : We have been putting all our returns into a bed bug oven in hopes to get rid of virus but not sure if it works or not?

13:16:07 From Francisco Miranda : Digital services are available to our patrons such as Overdrive, Kanopy and Hoopla

13:16:07 From Rebecca Schnizler : The first few days managers went and emptied book drops but now they are closed

13:16:22 From Alice Baptiste : is it suggested that returned books be quarantined for 48 hours before being individually wiped and then checked in for reshelving

13:16:29 From Annemarie KD : well said! these times are highlighting the strength of cooperation and interdependence over competition!

13:16:34 From Rebecca Schnizler : digital services available, online Storytime and perhaps book clubs

13:16:35 From Sarah Scott : I'm curious whether any libraries are ramping up work on digital equity. With the closure of our buildings, I am concerned about the many patrons who rely on the library for computer and internet access.

13:16:51 From Kysh Clemons to All panelists : Fulton County closed on the 13th. No reopening date has been provided by the county. Those who can are teleworking. I went in to empty the book return yesterday. The system has emailed patrons asking them not to return items. There will be no fines on items.

13:17:03 From Tina Jazaeridezfully : We are teleworking from home and an idea is interesting that every morning we have hangout meet its a cool app since we all get to see each other at least before we all start our teleworking its cool

13:17:03 From Victoria Kowanetz : Queens Public Library closed March 16th. Book drops are closed. Now we're trying to implement virtual programming for our customers

13:17:11 From Thea Hart : I'm also concerned about digital equity and curious how folks are addressing that.

13:17:21 From Kathleen Kelly to All panelists : In Worcester County Md we are closed until 3/30/2020.

13:17:24 From Jo Shepherd : @SarahScott totally agree!!! We have a lot of work to do on this problem!

13:17:28 From Betsy King : We closed to the public March 16. Staff reported to work March 17, but all SLPL libraries (16) have been closed since then. Originally it was through April 4 but our mayor has enacted a stay-at-home mandate through April 22.

13:17:36 From Terri Foster : OH, someone said they were putting items in a bed bug oven. DONT!!!!!! That will ruin your books. The advisory I've received is to quarantine books for 3 days, and the virus will die on its own!

13:17:45 From Deborah Brewer : agree with Thea Hart's comment

13:17:52 From Lisa Shirley : We gave several of our wifi hotspots to people with no internet and the ones who had them checked out don't have to return them until we open with no fines.

13:17:56 From Darla Komora : closed to the public the same day the schools closed, on March 17. Mansfield/Richland a County Public Library of Mansfield, Ohio.

13:17:57 From Kelly Raddatz : Last day was 3/1. WI Safer at Home "ends" 4/24. Town and the library director decided to close. 1st week we went into the closed library, book drops closed and have remained closed. On 2nd week working remotely.

13:18:04 From Terri Foster : Handle books with gloves when you first take them in.

13:18:05 From Francisco Miranda : The Field Library is also engaging our community through social media by offering online resources and links to virtual tours of museums, zoos and parks.

13:18:20 From Mary Fury to All panelists : We knew the President was asking for social distancing and staying home if possible. On March 16th, we limited 5 people at one time in the library. There was a sanitizing station that must be used and then a staff member directed them. Computer use was limited to 15 minutes unless it was for school or work. I had a board meeting that day and the board and I decided to close effective March 17th and to re-evaluate the first week of April. That first week the staff worked until Friday and then I decided not to have them come in. We taped off the drop boxes at the 3 libraries. I have been back at the main library 5 times since the 17th.

13:18:21 From Melanie Pentecost to All panelists : The New England Journal of Medicine says the length of time the virus can sustain itself is: "The study found that the virus is viable for up to 72 hours on plastics, 48 hours on stainless steel, 24 hours on cardboard, and 4 hours on copper. It is also detectable in the air for three hours."

13:18:23 From Carol Munroe to All panelists : My understanding is that bedbug ovens also don't get hot enough to make a significant difference.

13:18:24 From Louisa Whitfield-Smith : For those asking about materials handling: Per a study conducted by the National Institutes of Health, CDC, UCLA and Princeton University scientists in The New England Journal of Medicine released on March 17th, coronavirus was detectable for up to 24 hours on cardboard and 72 hours on plastic. (Will link in a second). Something I'm seeing in our state is people beginning to quarantining returned materials for 72 hours before handling to save wipes and cleaning supplies. Staff who move the materials to quarantine should absolutely still practice best hand hygiene practices

13:18:24 From Rebecca Schnizler : totally applaud the proactive nature of Ohio governor

13:18:26 From Kelly Raddatz : correction 3/14 for last day

13:18:29 From Alice Baptiste : doing virtual storytime is a big hit

13:18:40 From Rebecca Ryan : NYPL closed before the schools did, which was kind of surprising.

13:18:45 From Laura Keyes-Kaplafka : @Terri Foster is correct - virus will die on its own. Or, spray plastic book & media covers with Virex (sp?) Maybe Virux?

13:18:50 From Louisa Whitfield-Smith : Here's a link to a summary of the study on the NIH web site: <https://www.nih.gov/news-events/news-releases/new-coronavirus-stable-hours-surfaces>

13:18:50 From Laura Keyes-Kaplafka : It's a commercial cleaner

13:18:52 From Katie Murphy : Since recent information says that the virus can live up to 72 hours on surfaces, from now on when we empty the bookdrop, are wearing gloves, then placing all returned items in a bin labeled with the day of their return. We will check in the bins 3 days after the day of the week they are labeled with.

13:19:01 From Rosalind Kutler : Digital services are available through Library. Local companies offering free hotspots for 90 days. City is reaching out to people who are homeless or marginally housed to provide hotspots.

13:19:02 From Francisco Miranda : An applause to NY Governor Andrew Cuomo. He has been a proactive leader.

13:19:02 From Sarah Mitchell : We created a website to help put all our resources in one place: <https://www.kcplfromhome.org/>

13:19:05 From Louisa Whitfield-Smith : Cardboard is 24 hours for those still receiving packages

13:19:10 From Kristen Martinez to All panelists : For access: <https://corporate.comcast.com/covid-19>

13:19:12 From Jesse Kelley to All panelists : Hi Alice are you all doing facebook live events for storytimes or recording them and releasing them on youtube? Would love to hear some ideas.

13:19:16 From Rosanne North-Jack : Virginia closed all schools for the remainder of the year.

13:19:17 From Jeanmarie Embler : We have created a YouTube channel and will begin to post 2-4 minute videos from our presenters/programs. Our Children's Librarians are doing story time, crafts and yoga for kids on our Facebook page. We are continuing to send information to the school virtual back pack.

13:19:32 From Kristen Martinez : For access: <https://corporate.comcast.com/covid-19>

13:19:45 From Diane Gurman : Also agree with Thea Hart & Sarah Scott re digital divide concerns.

13:19:54 From Jesse Kelley to All panelists : Thanks for sharing Jean Marie

13:19:54 From Jeanmarie Embler : Roseanne, That is a smart move!

13:19:57 From Felecia Warren : My child's school will not reopen till 5/5/2020.

13:20:13 From Maribeth Shafer to All panelists : I believe there was a CD report that the virus could like on surfaces longer than 72 hours.

13:20:17 From Rosanne North-Jack : *Some daycares are still open. My son's is but they're a non-profit.

13:20:26 From Betsy King : We are posting storytime videos and book talks on our Facebook page.

13:20:38 From Jenifer Phillips : I wonder if we will see permanent changes to library service from this?

13:20:45 From Rosanne North-Jack : We just shut down curbside service after a week as of yesterday.

13:20:45 From Louisa Whitfield-Smith : I am really hoping that we will see some interesting work around phone services and programming and libraries to help address digital divide issues

13:20:50 From Lisa Shirley : Tarrytown isn't allowed to make any purchases except health-related supplies.

13:20:59 From Katie Murphy : Is anyone finding a way to get books, magazines or dvd's to people who don't have access to online resources?

13:21:02 From Donna Speakman : NCC Delaware has public wifi that people can access from the parking lots. We have a link that any one with a Delaware residence/address can sign up for a online library card that will allow them access to ebooks, emagazines, eaudiobooks, and other eservices. Once we do re-open, then the patrons can continue using their ecard or have it updated to a physical card where they can check out physical materials in addition to the eservices that they have been using while we are closed.

13:21:17 From Tina Jazaeridezfully : We have funds for emedia

13:21:21 From Kristen Martinez : Our wifi also remains accessible outside the buildings

13:21:21 From Jennifer Lautzenheiser : We reworked our website to highlight our current services, new processes and credible information resources. <http://biblib.org/>

13:21:22 From Jennifer Czajka to All panelists : Can those referencing online program offerings include links?

13:21:25 From Amber Allen : There are a large variety of free resources that can be accessed by patrons too, for libraries with lower budgets that can't funnel or move funds to digital purchases!

13:21:36 From Sarah Scott : @Rosalind Kutler, what library are you with? I'm glad to hear that your city and local companies are doing that!

13:21:46 From Jim Sherod : LAPL Children's Librarians are putting story times on social media to help families in this "Safer at Home" time. There are also prerecorded story times that are broadcast on the City cable.

13:21:49 From Amber Allen : And Scribd is offering 30 days free without credit card info, too. E-books, audiobooks, magazines, sheet music, PDFs of things, etc etc

13:21:54 From Jo Shepherd : We were able to do a small scale project - book packs for those without resources at home. You can see the post on our library's page. <https://www.facebook.com/ReginaPublicLibrary/>

13:21:56 From Stephanie Lien : Our library has a lobby so we have that area open with customer holds and other resources but no interaction with the public. If they have questions they can call library staff in the building

13:21:58 From Mary Fury to All panelists : Last week if they were out, we fixed up packets with snacks, free book, activity sheets, bookmarks, friendly web sites. They were either for children or adults. We left them on the outside on the bench. We did over 265 packets and all but 3 adult are gone. This week it is just fun things to do on the web each day on the FB of each library. Our governor mandated stay at home.

13:21:59 From amy crowe : our lobby are is closed but we are still putting books, audio books, and movies that are deleted out side for our patrons.

13:22:08 From Tina Jazaeridezfully : we have ebooks magazines, all online so it is very nice to offer that to our patrons

13:22:12 From Emily Cannaverde : We closed our library system (4 branches) on March 17th. We have closed our drop box as of yesterday because our city is under Shelter in Place and in a State of Emergency. We are going to be closed at least until mid April. The WiFi has been left on so patrons can use it from the parking lot.

13:22:19 From Theresa Wagner to All panelists : is anyone else doing remote call centers? How are you doing it? my library is having issues with remote equipment

13:22:27 From amy crowe : we also still have our free wifi

13:22:28 From Terri Foster : We're putting lots of info COVID-19 information on our website, Facebook page, and Twitter feed. Can't do much streaming because we can't go into library, home internet is unreliable.

13:22:47 From Emily Dowie : I'm a teen librarian and I'm filming book talks, doing virtual reference, and also doing google hangouts every Friday

13:22:51 From Nancy Ward to All panelists : Amber what free resources are there could you elaborate? Here in Ontario we had some

trouble with the rules regarding publishers but have to check if that's resolved here too

13:22:55 From Jeanmarie Embler : We are highlighting on our Website all the virtual tours people can take. I do worry for our shut ins and I would love some suggestions on how they are handling this.

13:23:02 From Lorena Neal : I will be hosting my monthly Sci-Fi/Fantasy book group via Zoom next week!

13:23:08 From Tiffany Harkleroad to All panelists : we did an online pet parade and it was fun but attendance was small

13:23:11 From Jesse Kelley : Are many of you offering curbside pick up for holds?

13:23:24 From Terri Foster : Our district, state, and system provide our electronic resources. We don't have the tech expertise at our little library to really add anything to those offerings ourself.

13:23:35 From Louisa Whitfield-Smith : Emily I love the google hangouts idea

13:23:50 From Darla Komora : Mansfield/Richland Public Library is extended due dates to April 16. we increased our Hoopla limit from 10 to 12 items on March 23. Today my manager emailed professionals to encourage them to create blogs for our website. The blogs will be proofread by the managers. Before we closed on March 17.

13:23:50 From Pamela McLaughlin : No curbside here: We were thinking of it, but our county health dept advised against it.

13:23:57 From Somnath Konduru to All panelists : WA was first state with cases I think, why waited so long to close the lib, schools?

13:23:59 From Teresa MATTHEWS : We have resource pages including calendar of online events (like storytime, kids yoga, etc being offered by our vendors) We also set up a Beanstack online reading challenge for our users. Our Special Collections is collecting stories and art and journal entries from our customers to collect into a archive of this time.

13:24:04 From Kirsten Pearson : Same with our thinking on curbside - it's not safe.

13:24:08 From Francisco Miranda : No curbside service in Peekskill.

13:24:08 From Tina Jazaeridezfully : Our manager from downtown suggested bascamp

13:24:09 From Jesse Kelley : That's interesting Pamela. Thanks

13:24:13 From Elizabeth Brown : We will stop curbside after 5pm today

13:24:26 From Anneliese Finke : We are not doing curbside pickup, we don't want to encourage people to be going out/circulating materials

13:24:26 From Jackie Matthews : No curbside in Louisivlle, KY

13:24:35 From Heawon Paick : @Jesse Kelley, Los Angeles PL does not offer curbside hold pick up since we are completely closed.

13:24:35 From Leslie Tedder : We are still offering curbside pickup as well as storytimes and programs over Facebook live.

13:24:38 From Caroline Simpson : no pick-up in Wake County (Raleigh) NC

13:24:43 From Kirsten Pearson : We're still doing physical book purchasing too.

13:24:44 From Terri Foster : Our archivist is preparing a project for people to submit material about weathering this pandemic, essays, photos, videos, audio files, to archive in our local history department.

13:24:44 From Tina Jazaeridezfully : no curbside in LAPL

13:24:46 From Tiffany Harkleroad to All panelists : I fear people are getting inundated in these early days; in two weeks they will really need new, fresh opportunities, and libraries will be uniquely positioned to go the distance with programming

13:24:53 From Colleen Smith to All panelists : No curbside for us in Burnt Hills, NY

13:24:53 From Lisa Williams : We beta tested curbside pickup with holds last week before the IL Gov's stay at home order

13:24:56 From Emily Dowie : thanks Louisa, it's worked really well

13:24:56 From sandy lindquist : No curbside om Marinette, WI

13:24:58 From Lisa Shirley : Tarrytown is asking for poems and artwork to put up on our webpage and then when it is open we will create a chapbook and have a reading, if we have enough response.

13:24:58 From Rebecca Schnizler : @paulalindsay So sorry that your system has laid off employees. where are you located?

13:25:01 From Beth Borene : We're still buying physical materials too

13:25:04 From Jim Sherod : LAPL is shifting funding to emedia to meet the demand (not ordering physical items now).

13:25:04 From Deborah Matthews : We have used Google Hangouts and Basecamp at LAPL

13:25:05 From Francisco Miranda : @ Terri Foster, that sounds like a great idea!

13:25:09 From Amber Allen : Anyone have ideas for online programs for teens and adults? I've seen tons of children's storytime and activities but not much for teens or adults?

13:25:15 From Tina Dolcetti : what about e-picture book options?

13:25:21 From Anne Rappe-Epperson to All panelists : Our difficulty is our counties are not doing online banking and we have difficulty making sure we have enough money. Right now we aren't trying to order anything

13:25:30 From Theresa Wagner to All panelists : no curbside. Charleston, SC we kept bok drops open for about a week

13:25:32 From Louisa Whitfield-Smith : Emily, how did you get the word out?

13:25:36 From Tiffany Harkleroad to All panelists : Tina, contact Tumblebooks

13:25:42 From Jenifer Phillips : @amber allen We created a Twitch account for teen and new adult gamers.

13:25:45 From Nicole PUNCHES : Heard about adulting 101 videos

13:25:49 From Lisa Williams : Tumblebooks offering free picture e books

13:25:52 From Terri Foster : Our Board is still paying us all, through the current closure date until April 6. NOT sure what happens if/when date is extended.

13:25:55 From Francisco Miranda : For adults, the Field Library has provided links to virtual tours of museums, zoos, historic sites and parks

13:25:56 From Laura Keyes-Kaplafka : @Amber Allen - Dunlap Public Library (IL) is doing book talks for tweens.

13:25:57 From Tina Dolcetti : amber allen, email tdolcetti@moosejawlibrary.ca as we are doing this

13:25:58 From Sarah Scott : @Tina Dolcetti, are you familiar with BookFlix Video Storybooks? They offer animated children's books with text and narration.

13:26:02 From Stacey Shapiro : Right, my friends in CA libraries are being called in as childcare workers

13:26:03 From Jackie Matthews : We have been posting craft directions for things that can be done with materials around the house for adults. We are going to start filming some of those, too

13:26:04 From Lisa Williams : Also may be some on the Internet Archives Free Emergency collection

13:26:05 From Louisa Whitfield-Smith : I attended a book club on Zoom last night to scout it for the libraries we serve, and it worked great

13:26:09 From Alicia Rodriguez : We are meeting through google hangouts and our principal librarian has offered scheduled google hangouts individually. We also have hangouts to go over any assignments we are working on for example grants or manuals

13:26:19 From Leslie Tedder : Our teen services team is considering doing things like DnD games over the internet, readings from Neil Gaiman books, etc

13:26:22 From Terri Foster : So many of our rural patrons don't have internet or digital skills, our remote outreach is limited.

13:26:30 From Tina Jazaeridezfully : Plus LAPL we may be asked to help out with the community for example homeless shelter, were on call from LAPL

13:26:31 From Mary Fahndrich : Some Madison Public Library (WI) staff are helping the City Clerk process a record number of absentee ballots in advance of the April 7 primary in WI

13:26:36 From Deborah Brewer : Will the archived version of this webinar have access to chat? thanks

13:26:40 From Jennifer Lautzenheiser : We regularly host a teen D&D group. We moved it online this week. Every regular participant showed up and was absolutely thrilled. It went way later than usual since we didn't have to shut down a physical space.

13:26:55 From Laverne Mann : Our first Adult Storytime- Supervisor reads Margaret Atwood Short story. Embedded on Adults from Home page-link to newest You Tube channel.

13:26:58 From Laverne Mann : <https://chplnj.org/foradultsfromhome>

13:26:59 From Terri Foster : I asked our tech to leave the Wi-Fi on, but he never said whether he did.

13:27:17 From Emily Dowie : I texted my core group of teens from my teen library council and teen book club and asked if they wanted to participate, if they did I sent them the link. you could also send the link to your teen email lists. I also created a promo video for our YouTube channel.

13:27:19 From Kristy Kemper Hodge to All panelists : We're hoping to create a virtual escape room to offer for all ages, but especially for teens/tweens

13:27:24 From Terri Foster : We share our tech with most of the county.

13:27:29 From Sara Ryan : Seconding the request for the chat to be included along with the archived webinar

13:27:45 From Jim Sherod : All City library workers are part of a "Disaster Service Worker" program that is set up for redeployment of the

workforce during Citywide disasters. Right now participation is on a volunteer basis, but everyone who works for the City knows that they may be serving in different City Departments as the need arises.

13:27:48 From Alicia Rodriguez : Yesterday we assisted with our California Department of Aging and called seniors to ask if they needed assistance. It was very rewarding to do that. And everyone I spoke with was thankful we were checking in on them.

13:27:48 From Rosanne North-Jack : The schools in our county are taking care of food distribution.

13:27:51 From Yesianne Ramirez : At Madison Public Library we are developing Racial Equity Discussions for our staff to provide training opportunities with paid work hours

13:28:05 From Jesse Kelley : We're in talks with an art instructor to come in and film a beginning art program. Still in the planning phase though.

13:28:09 From Austin Duffy : Are any librarians here being furloughed while their libraries are closed?

13:28:12 From Kirsten Pearson : I agree that the best thing libraries can do is back off physical offerings.

13:28:12 From Alvin Shipley : Tampa-Hillsborough County, FL website is emphasizing Tumble books for kids and electronic resources i.e.; ebooks, Flipster, Hoopla, and, of course, Overdrive.

13:28:17 From Francisco Miranda : The Peekskill School District is providing meals to its students and an emergency daycare center opened up today.

13:28:19 From Louisa Whitfield-Smith : @Laverne Mann- I love that!

13:28:28 From Heidi Harrison : I'm starting some Kahoot Trivia games for teens and Adults. the Kahoot format lends itself well to social media engagement.

13:28:28 From Jennifer Lautzenheiser : I love this point of checking our passion. At some point we can do more harm than good.

13:28:35 From Amber Allen : @Jennifer Phillips ooooo, good idea! And thank you everyone for the adulting 101 and other ideas! I have been looking into doing book talks and book "trailers" and trying that into book clubs possibly. And those virtual tours are a good idea for adults!

13:28:40 From Emily Dowie : that sounds really interest @Yesianne

13:28:42 From Allen Wurtzinger : We are doing work from home and still being paid for the time being. Hopefully that contintues.

13:28:48 From Jenifer Phillips : Kahoot is awesome!

13:28:52 From Sarah Vanderheyden : Can you talk more about the 3D printed masks??

13:28:59 From Alice Baptiste : Library workers are so kind. Hard not to reach out for others.

13:29:14 From Donna Speakman : NCC Delaware part-time staff has not worked since 3/17. However, they are still being paid for any missed hours at least thru 4/19.

13:29:17 From Terri Foster : Some of us are working at home during the shutdown, but some have no home internet and no projects that can be done at home.

13:29:21 From Sarah Vanderheyden : Please provide files and filament requirements. I would love to 3D print some.

13:29:21 From Jim Sherod : ecard registrations in 3/6-312 were 740 for LAPL, but for 3/13-3/19 it jumped to 2,386.

13:29:28 From Laverne Mann : Great engagement with photos of staff using library resources at home...people love seeing us & our pets 🐱🐶
<https://www.facebook.com/CHPLNJ>

13:29:39 From Francisco Miranda : All Field Library staff will be paid for the time the library is closed.

13:29:44 From Darla Komora : we stopped programs to follow Governor Dewine's order to stop meeting in groups of 100, on March 11. Our library has over 150 staff in nine locations. While closed, our IT and Maintenance Staff are remodeling the Adult/Teen and Audiovisual workspaces. The remodeling as already scheduled before the closure. A new room for our "Library of Things" is also being designed by Maintenance and IT Staff.

13:29:46 From Rosanne North-Jack : What online platform is everyone doing D&D games on?

13:29:59 From Alessandra Affinito : roll 20 is great

13:30:05 From Christina Shields to All panelists :
https://www.cnn.com/2020/03/23/us/coronavirus-3d-printed-medical-supplies-trnd/index.html?fbclid=IwAR2bU8Hp3_4THskaQ8oq9AXq25sFF5ZJTexgR4tYDk3866YpEFKcUX0Dpp8

13:30:08 From Barbara Walters : Are any of your locations being asked to turn off your WiFi (by City officials) due to people congregating?

13:30:14 From Leslie Tedder : We are going to donate our nitrile gloves and N95's from our archival department to our first responders

13:30:23 From Olga Bell : Emily or anyone - What are "Google Hangouts?"

13:30:36 From Elena Feiza : doing online virtual book club using Zoom or Google Hangouts Meet

13:30:36 From Lisa Shirley : Tarrytown part-timers have not worked since March 16 and are not being paid as far as I know. Though the Village was discussing paying them. Instead they were encouraged to apply immediately for unemployment.

13:30:38 From Rebecca Ryan : I second roll20. I'm a member of a weekly D&D group outside of work, and that's what we use now for our game.

13:30:49 From Loren Spector : free video conferencing through Google

13:31:00 From Estel Porras : Leslie, good on you!

13:31:08 From Janet scherer : In Suffolk County, New York, all the libraries have partnered with Stony Brook University and Hospital to print components of maskd to then be assembled at the university. this was handled centrally thought our system. All our printers are being shipped to the system location for a "printing farm."

13:31:08 From Jo Shepherd : @Olga Bell Google Hangouts is an easy to use Google app (use on your pc or phone) to chat or do video calls.

13:31:13 From Judy Schewe : Digital Library Cards from OverDrive

13:31:14 From Mahogany Skillings : Roll 20 yes

13:31:22 From Rosanne North-Jack : Thank you!

13:31:23 From Anna Binder-Camacho : Olga, google hangouts is a way for people to chat (and videochat) through google. if you want to check it out, go to hangouts.google.com

13:31:25 From Jim Sherod : LAPL made the decision to turn off Public WiFi last week when libraries were closed to the public. It was felt to be in line with our Mayor's encouragement for social distancing.

13:31:28 From Terri Foster : Our whole consortium has extended due dates and patron card expiration dates so no fines, and people can use our ebook collection.

13:31:31 From Rosalind Kutler : Our Spanish Speaking staff are sought after for Food Distribution and Core Services.

13:31:34 From Jennifer Lautzenheiser : @Rosanne North-Jack we used Twitch because that was the one our group was most familiar with. All other programs go through either social media or Google Hangouts.

13:31:39 From Michele Spatz : NNLM Is offering a free DEI professional development series for library staff:
<https://nmlm.gov/classes/DEI>

13:31:40 From Julie Acteson to All panelists : Doing a big campaign across all major broadcast in Seattle, radio, social and digital; reminding residents that we are here for them and to visit us online <https://www.youtube.com/watch?v=-XSAJHkelWc>

13:31:44 From Yesianne Ramirez : I am planning an Anime Discussion Group on Zoom

13:31:48 From Melanie Pentecost : Olga, they're found on a contact list in your gmail with a little word bubble and quote marks. Clicking it would open a hangout.

13:31:54 From Paula Lindsay : Can I just say how comforting this is to hear of our shared "new abnormal." Thank you for sharing.

13:32:03 From Emily Dowie : it's a great video conferencing app that I've been using to connect with my teens and they have gmails by they use google classroom

13:32:04 From Rosanne North-Jack : Thank you Jennifer!

13:32:04 From Alicia Rodriguez : Olga, Google Hangouts is a video or call app you can access through your google where you access the drive there are icons and one is google hangouts

13:32:06 From Rebecca Schnizler : @Elizabeth Brown, what is a bed bug oven?

13:32:07 From Mary Fury to All panelists : So true, it changed hourly at first. Now, with the stay at home, are focused is just providing interesting, fun and educational sites...live cams, exploring national parks, ebooks, storytime from youtube, math games, and so forth.

13:32:13 From Theresa Wagner to All panelists : how are you answering calls? staff still in the buildings?

13:32:16 From Kirsten Pearson : This is all so weird - it's nice to have that acknowledged.

13:32:16 From Rosalind Kutler : And our Literacy Arm (Project Read) continues food distribution to its participants.

13:32:24 From Somnath Konduru : WA has first case in January is what I read

13:32:26 From Martha Kapelewski to All panelists : In my library, the Athens-Clarke County Library in Georgia, we are offering digital library cards to those who may not have a library card, for them to access all our digital services. Once the library is opened again, they can come up and pick-up their physical card so they can use it as usual.

13:32:31 From Tina Dolcetti : @rebecca schnizler it looks like a tent

13:32:37 From Austin Duffy : A lot of library books haven't circulated in years. You could lend those out curbside but few people want them.

13:32:46 From Terri Foster : I made a web page with RELIABLE sources of COVID-19 information -- CDC, PA Health Dept., Mayo Clinic, Johns Hopkins . . . etc.

13:33:03 From Rosalind Kutler : O

13:33:03 From morgan mcmillian to All panelists : Good point about offering free stuff, I have wondered about that too

13:33:15 From Michele Robinson : could you please share the reliable source with us?

13:33:34 From Wenny Wallace to All panelists : Hayward, CA: some of our staff work at our city hall call center

13:33:44 From Jade Crisp : I've been sending out a 3x weekly newsletter with information and resources. I usually only send them once a month, but the patrons have said they really appreciate these newsletters. You can see some of them on our Facebook page at www.facebook.com/rivervalleylibrary

13:33:45 From Mahogany Skillings : Newsguard is free right now

13:33:45 From Elizabeth Brown : Bed bug oven is basically a big insulated oven that reaches 120 degrees and kills bed bugs the idea is that it will also get rid of the virus but i was wonderig if others have any info on if it works or not?

13:33:46 From Jennifer Lautzenheiser : How are we addressing the technology gap for our students who don't have internet access to participate in elearning? We've removed our password for WiFi and offer it 24/7. I wish we could do more.

13:33:53 From Cheryl Nessman : I missed what someone did with bed bug cooker, please repost :)

13:33:55 From Kirsten Pearson : The fake Johns Hopkins site was a malware issue too, right?

13:33:58 From Tina Jazaeridezfully : lynda.com site is good but only 30 days is free trail but it has good training people can do online.

13:34:08 From Deborah Niblick to All panelists : We created a consumer health resource guide with a COVID-19 tab with information that can be trusted including local resources.

13:34:09 From Rosanne North-Jack : How are people engaging teen patrons and teen volunteers? Looking for suggestions for my new Teen Librarian.

13:34:16 From Elizabeth Brown : Bed bug oven is basically a big insulated oven that reaches 120 degrees and kills bed bugs the idea is that it will also get rid of the virus but i was wonderig if others have any info on if it works or not?

13:34:16 From Jim Sherod : LAPL has a very robust COVID-19 info posting on the main page of www.lapl.org

13:34:16 From Sarah Scott : @Jennifer Lautzenheis, I have the same concern.

13:34:17 From Rosalind Kutler : Posting best sites for local and appropriate - Where to get help - Food/Shelter; Mortgage/Rent and health info.

13:34:21 From Rosanne North-Jack : Our library has a subscription to Lynda.com

13:34:36 From Cheryl Nessman : Oh--OK, thanks.

13:34:36 From Emerald Culmer-Royster : And how can libraries help the patrons who do not have tech devices during this?

13:34:43 From Alicia Rodriguez : LAPL has a lynda.com supscription

13:34:48 From Elizabeth Brown : we have been putting our returns into the bed bug oven in hopes of killing the virus?

13:34:50 From Mari Ayala to All panelists : `Would you be willing to discuss what you are doing, and what you are hearing from other libraries, regarding keeping your staff on the payroll? I hope for all the part time employees at public libraries most are continuing to get paid:)

13:35:00 From Aaron Pickett : We are asking teens to send us quarantine journals about their experiences while they are isolated and giving them community service hours for that.

13:35:08 From Rosalind Kutler : The Citizen Science Month resources are excellent and free for April digital activities.

13:35:23 From Sarah Scott : I'm seeing several others who have digital equity concerns. Can PLA do a webinar on this issue?

13:35:26 From Rosanne North-Jack : Thanks Aaron

13:35:40 From Melissa Renner : Big Library Read's current title is Funny You Don't Look Autistic - good book discussion idea <https://biglibraryread.com/current-title/>

13:35:45 From Nicole Punches : Some libraries are offering calling services- like calling senior patrons or offering call in service where the librarian will read over the phone.

13:35:45 From Louisa Whitfield-Smith : I third the request for digital equity webinar

13:35:46 From Amanda Birro : ooh I like the quarantine journal idea for teens

13:35:53 From Michele Spatz : As a medical librarian, thank you for bringing forward the importance of vetting and pointing the public to evidence-based health information. Also, your local public health dept and County public health dept will have important COVID-19 information.

13:35:55 From Martha Kapelewski to All panelists : Dynamic and chaotic is a great way to describe what is happening.

13:35:57 From Alicia Rodriguez : I've been in contact with partnerships I've met through outreach and have sent information they share through their facebook page. Almost everyone has a smartphone and is on facebook

13:35:58 From Rosanne North-Jack : We're having them write book reviews

13:36:07 From Louisa Whitfield-Smith : Nicole Punches, do you know the names of any of those libraries doing calling services?

13:36:11 From Stacey Shapiro : I've also subscribed to the Johns Hopkins COVID 19 newsletter

13:36:15 From Pa Ja Yang : Hi all. Can anyone please shed light on ways your library has or strives to combat racism towards Asian Americans amidst COVID-19?

13:36:46 From Elizabeth Olesh : Some of our people have more to do than others, but no one is being penalized for this. Everyone in my library is being paid.

13:36:47 From Stacey Shapiro : @Pa Ja, I'm recommending books by Asian authors

13:36:48 From Rosalind Kutler : And vetting all information the way Michele does medical information.

13:36:49 From Estel Porras : I'm looking for other webinars, as we get credit for that, since we are in a shelter in place, and cannot go into the library. Thanks in advance!

13:36:57 From Elena Feiza : has anyone found a good way to digital RA/reference?

13:37:00 From Darla Komora : Mansfield/Richland County Public Library offers 211 services continuously with the closure (the 211 office is closed, but the lines are open 24/7). We post COVID information on our website. We have a Google Doc open fo start to use as a daily blog.blog

13:37:18 From Stacey Shapiro : My library is going to start using Tidio

13:37:24 From Sarah Scott : @Elena Feiza, my library uses QuestionPoint (in the process of transitioning to SpringShare since they got acquired).

13:37:26 From Jo Shepherd : Second the request for a webinar on assisting customers who struggle with the digital divide, both for now and for future events.

13:37:29 From Tina Jazaeridezfully : overdrive and libby are great apps for libraries through LAPL

13:37:34 From Yesianne Ramirez : The Meadowridge Branch for Madison Public Library we have schedule a zoom check up meeting to allow people to meet and catch up with each other, ask questions with work time paid

13:37:43 From Maria Lee to All panelists : M. Lee is present

13:37:45 From Nicole PUNCHES : No, I am sorry- It was a library in Italy talking about it.

13:37:45 From Louisa Whitfield-Smith : Pa Ja- I do not know, and I will find out. I'm adding your question to our statewide COVID-19 library survey

13:37:50 From Louisa Whitfield-Smith : Thank you so much for asking it

13:37:52 From Amber Allen : It is heartwarming to see the sharing of ideas here, although the discussion of pay during this time can be a bit disheartening

13:38:01 From Emerald Culmer-Royster : As a Messenger Clerk, in the library, there is still an untalked "class" structure

13:38:09 From Pa Ja Yang : Thank you, Stacy and Louisa.

13:38:12 From Kirsten Pearson : I'm grateful that our staff is being paid at this time.

13:38:14 From Mary Fury : The board and I agreed to pay our staff until we go back.

13:38:14 From Rebecca Schnizler : agreed @amberallen

13:38:18 From Emerald Culmer-Royster : silent "class" structure*

13:38:26 From Sara Ryan : Thanks so much for making that point about library staff haves & have nots, it's important.

13:38:29 From Rosalind Kutler : And if you don't hear from your manager, check in with her/him.

13:38:30 From Julie Sisson : Everett WA pages are working from home.

13:38:42 From Rosanne North-Jack : FT and PT employees are being added to an Essential Workers list to help assist at another county agency unless they are on approved leave.

13:38:49 From Louisa Whitfield-Smith : Pa Ja, my email is lwhitfieldsmith@mlc.lib.ms.us if you want to continue to talk about this. Thank you again for asking your question

13:38:49 From Tina Jazaeridezfully : I am a messenger clerk luckily they let us work from home looking at online training so that helps us

13:38:56 From Rosanne North-Jack : Meaning we could be called but we have to come in and help even if we're already teleworking

13:38:57 From Kirsten Pearson : PT staff is being paid an average of their regularly scheduled hours.

13:38:59 From Jen Taggart : Good resource on captioning here:
<https://tinachildress.wordpress.com/2020/03/22/how-to-caption-your-videos/>

13:38:59 From Beth Borene : @Julie Sisson - how are your pages working from home?

13:39:00 From Francisco Miranda : A Westchester County group provided a Coronavirus Misinformation webinar. Here are the slides from their presentation:
http://www.lwvw.org/files/coronavirus_infodemic_presentation_march_24_2020.pdf

13:39:12 From Heather Castle : Our library system is looking into buying cell phones for 5 staff member for phone reference. Patrons will call main branch and leave message. Librarian will listen to message, through email, then return call to patron. This is just in planning stages.

13:39:21 From Kristy Kemper Hodge to All panelists : Julie Sisson, what are the pages doing from home, please?

13:39:22 From Pa Ja Yang : Louisa, got it! Thank you.

13:39:25 From Jennifer Lautzenheiser : We are able to pay all staff during the physical closure. When/if we reopen with diminished service levels, people will be paid for time worked instead of scheduled. That's in compliance with our emergency closure policies.

13:39:26 From Julianna Robbins : Thanks @jen taggart was just looking for that info!

13:39:34 From Richard Kraus : Too soon to see the future clearly now, but what will public libraries need to consider for the impact of this current crisis on budgets and planning for the next fiscal year?

13:39:52 From Susan McCormack : We are using Zoom Phone in Ossining, NY to staff calls remotely from home without phone numbers showing.

13:39:58 From Darla Komora : As of today all she staff will be payed to April 6, our first tentative return date. The date will probably be extended, in light of the COVID19 situation.

13:39:59 From Alicia Rodriguez : our mc's "library pages" are being encouraged to take webinars and other training that our training office has offered.

13:40:02 From Axel Fust : thankfully my library is allowing us to work from home from provided devices. Pages are using ipads to check email and are doing webinars like this, book reviews, podcasts, and reading development books

13:40:05 From Amber Allen : We have been having daily meetings with most of the full-time staff, and we are working on having meetings with ALL of the staff just to lessen the loneliness and help to get us all on the same page. Our Director wanted to "see" us all to keep us all in the loop, and socialize with each other some during this stressful time.

13:40:12 From Amber Allen : We use Google Hangouts!

13:40:12 From Louisa Whitfield-Smith : I am very grateful that last week Mississippi passed expedited legislation giving counties, municipalities, and government subdivisions (so all the way public libraries in our state are funded) the ability to send all staff- exempt and nonexempt- home with full pay and no leave required

13:40:13 From Tina Jazaeridezfully : I think all of us should dress nice and put makeup on just feel that everything will get better and if we work from home we will feel happy about yourself.

13:40:16 From Estel Porras : I feel that we're essential, unfortunately our city manager doesn't feel the same. 😊

13:40:26 From Tyler Johnson : @Beth Borene -- I also work for Everett Public Library. Our pages are doing things like professional training & checking in with supervisors about what they are working on. We are providing a lengthy Ryan Dowd homelessness training series that all staff (including pages) are completing from home.

13:40:28 From Rosanne North-Jack : I'm having Outlook and skype meetings with my staff.

13:40:31 From Susan McCormack : Ossining also lent all workers devices so they can work from home - all staff FT and PT

13:40:34 From Yesianne Ramirez to All panelists : @alicia Madison Public Library is doing the same

13:40:44 From Alicia Rodriguez : Our LAPL admin had a survey before our shut down to ask if staff needed a laptop or had wifi access.

13:40:44 From Genny Carter : @Richard We've already had one library in our region that has been asked to cut next year's budget 3% - like all county departments .

13:40:47 From Emily Cannaverde : I'm so thankful for all these comments with ideas of things that we can do for our community that everyone is sharing. We are a very rural, small library. We already struggled with social media and programming, and now it's taking some major brainstorming to get through this!

13:40:56 From Julie Sisson : We pages are doing a variety of online trainings, like the Librarian's Guide to Homelessness and lots of other great ways to improve our skills.

13:40:58 From Brenda Gonzalez to All panelists : Has anyone brought up any virtual literacy services for patrons?

13:40:58 From Rosanne North-Jack : Thinking ahead, how do you think this will impact Summer Reading? Has anyone thought ahead to Summer Reading? We're moving forward with the original plan but won't be able to promote in the schools now that everyone is closed.

13:41:00 From Emerald Culmer-Royster : Not everyone has a home situation where makeup and dressing nice is ideal right now. But great idea, nonetheless

13:41:31 From Yesianne Ramirez : @alicia Madison Public Library is doing the same

13:42:04 From Sarah Scott : At my library, Microsoft Teams has been enabled for all staff. However, we are being asked to use our own devices to work from home and being paid administrative leave for any authorized hours that we are unable to work during the closure.

13:42:16 From Rebecca Schnizler : @louisa Whitfield-Smith, that's wonderful news to know you will be paid

13:42:17 From Kristy Kemper Hodge to All panelists : Thanks, Julie! Our circ staff are still reporting in, while our librarians are remotng in...not very equitable, so looking for ideas!

13:42:21 From Jeanmarie Embler : As of now our staff is being paid, keeping track of all our worktime. Our Director is working so hard, she has our back!

13:42:23 From Rosalind Kutler : Redwood City Public Library also distributed laptops and hotspots to employees who needed them to work remotely.

13:42:26 From Beth Borene : So some pages are working from home...cool. Are circulation workers also working from home? Our PT staff are currently on paid furlough, but we don't know for how long, so I'm interested in this option...

13:42:28 From Estel Porras : As far as I've heard, our schools will not be going back for the rest of the year.

13:42:40 From Francisco Miranda : @ Susan from Ossining, what kind of remote work is the F/T and P/T staff working on?

13:42:48 From Lorena Neal : Here's a site for Racial Equity and Social Justice resources during COVID - good for immediate staff learning and community aid, as well as future planning:
<https://www.racialequitytools.org/fundamentals/resource-lists/resources-addressing-covid-19-with-racial-equity-lens>

13:43:02 From Emily Dowie : thank you Lorena

13:43:03 From Rosalind Kutler : Many of our paraprofessionals are working remotely; we work as a team.

13:43:21 From Sarah Scott : @Lorena Neal, thanks for sharing.

13:43:21 From Axel Fust : I'm a circulation clerk and am able to work from home at this time thankfully. I'm taking webinars and curating book lists. Also reading leadership books. Like "dream Teams" by shane snow

13:43:28 From Susan McCormack : We have to work that out with our supervisor. Today's webinar is something that was approved for me.

13:43:35 From Jennifer Czajka to All panelists : @roseanne-north-jack - We offer our summer reading challenge on Beanstack as well as paper so thankfully it will be able to be delivered digitally even if our services or building use is impacted into summer.

13:43:40 From Terri Foster : This is great chat but overwhelming along with the webinar presentation. Will there be a recording/chat transcript available?

13:43:52 From Jen Woo to All panelists : How are libraries addressing the issue of racism towards Asian folxs, both patrons and staff? @Lorena 👍

13:43:52 From Jennifer Morrow : LAPL Circulation staff: We are also telecommuting and doing training and working on things related to our jobs.

13:44:08 From Jennifer Czajka to All panelists : Would also love the chat transcript post-webinar.

13:44:14 From Estel Porras : Will the chat comments be included in the full transcript.?

13:44:24 From Francisco Miranda : @ Susan at Ossining, I see. Thank you. I asked since some of the work that deals with Evergreen might be difficult to do from home since we would need to ask IT to give us remote access to Evergreen and VDI.

13:44:31 From Emily Dowie : there's a group I started through RCLS called RCLS coalition for library workers of color and we just met virtually today and talked about how we're coping with crisis

13:44:32 From Axel Fust : We're using a google doc to keep track of our work through the day as a way to leave a paper trail of all we're doing from home. We also are going to have weekly check ins with our supervisors

13:44:43 From Estel Porras : So we can have access to the sites
13:44:49 From Louisa Whitfield-Smith : If anyone else is interested
in the executive order and expedited legislation that empowers
Mississippi libraries to send all staff home with full pay to look at as
something to advocate for with your state, my email is
lwhitfieldsmith@mlc.lib.ms.us.
13:45:09 From Louisa Whitfield-Smith : Richard, the Mississippi
Library Commission is absolutely thinking about and working on the budget
impacts for libraries for next fiscal year
13:45:25 From Susan McCormack : In addition to PD, we can do book
lists, book reviews, create videos, story times and other digital
resources.
13:45:30 From Yesianne Ramirez : Madison Public Library is paying
part time people for now, some are being asked to help with absentee
ballots at the Clerks Office since primary elections are going to happen
soon in Wisconsin
13:45:34 From Alicia Rodriguez : We're talking about our communities
but also let's not forget ourselves. Especially those who have never
worked from home. Our directors and direct seniors have offered many
ideas and have been encouraging us. Our senior sends us uplifting quotes
and pictures. She has suggested journaling. We also have a system
basecamp where we are sharing pet photos, ideas of what we are doing to
destress and self care.
13:45:39 From Jim Sherod : LAPL staff are mostly all telecommuting
now. They are doing a lot of training courses and development of skills,
planning ahead for story times and programming, and even honing their
language skills such as Spanish for public service. I have a couple
librarians that are cataloging Japanese materials from home via Worldcat.
13:45:41 From Dr Salwa Elmeawad to All panelists : WebJunction
Course Catalog. where library specific courses and webinar recordings are
available free to all library workers and volunteers.
<https://learn.webjunction.org>
13:45:55 From Jennifer Czajka to All panelists : @lisashirley
@teresamatthews @terifoster - I'd love to connect with each of your
library about the collections you're doing to preserve a local history of
this moment. Our Exhibit Coordinator and Genealogy librarian and working
to launch this type of collection in Arlington Heights, IL ASAP.
13:46:12 From Celeste Steward : Hi, someone mentioned calling your
senior library users to check in--can you elaborate on how well that was
received?
13:46:19 From Mari Ayala : Thanks both for speaking honestly about
what paying of staff looks like. I have colleagues in neighboring
libraries that have to work equivalent hours from home as what they
previously worked in a physical library. Can anyone speak to that? Is
work from home still expected to look EXACTLY as it did before? Would
love your feedback.
13:46:36 From Rebecca Schnizler : @beth borene I'm in circ in
Richmond VA. Our gov closed schools thru the year. All staff, even pt
circ, are doing development at home or webinars, refreshing knowledge of
circ manual etc
13:46:43 From Darla Komora : I am the part-time Audiovisual
Librarian at MRCPL. At this time, we closely follow Ohio's governor and
Public Health

13:46:47 From Somnath Konduru : Scientists say we may get a 2nd wave in Fall

13:47:05 From Teri Markson to All panelists : Most LAPL staff is using their own devices to telecommute

13:47:10 From Tina Jazaeridezfully : what does that mean 2nd wave in fall

13:47:15 From Tina Dolcetti : What about children and adults with intellectual disabilities?

13:47:27 From Axel Fust : @mari we are expected to work our total hours but we don't have to work 8-5 We have some wiggle room to handle family and pets and stuff. We do have some limits like we have to work between 6 am and 10pm on weekdays stuff like that

13:47:27 From Angela Maycock : Everyone attending today will receive access to both the webinar recording and the chat transcript!

13:47:28 From Louisa Whitfield-Smith : I really love how the Mississippi Library Commission is handling work from home. All staff are paid full salary, full stop. Those of us deemed essential are working from home. For all time we work from home, we receive comp time. In addition, we are strongly discouraged from working more than necessary hours.

13:47:33 From Darla Komora : official's orders concerning health safety practices.

13:47:34 From Jeanmarie Embler : Somnath, I agree with that. This is not going to just sweep through and be gone.

13:47:35 From Mary Fury : My staff have set hours. So it is easy for me to pay them twice a month.

13:47:50 From Cheryl Nessman : We came up with some work-from-home options for staff without internet access: Work from home options that do not require internet (work to be assigned by manager):Hand write reviews for books and movies that can later be entered into ChiliFreshAssist with weeding and other spreadsheets that can be mailed to the staff's home addressMend books (pickup redbox filled with books & necessary materials)Go through non-archived photographs of Mead Library and name people and events (pickup photos from library)Crafty? Write up a proposal for an Imaginarium program, including example of finished project

13:48:17 From Amber Allen : This is the second webinar on this topic that I have listened to and I would heartily recommend that everyone listen to the ALA webinar that also covered this topic! And concerning whether work should be the EXACT same amount of hours. Our Director is being absolutely amazing and extremely flexible. I will link to the archived webinar for those who are members and want to listen! :)

13:48:18 From Kirsten Pearson : Our staff is allowed to be flexible. Many of their jobs cannot be done from home in its entirety, so our director is being flexible with expectations

13:48:19 From Somnath Konduru : Should this virus go away, there is a possibility for it to come back in Fall, that's what is called 2nd wave

13:48:22 From Jim Sherod : 1917 pandemic was bad first season, but roared back in 1918 and was even worse. Let's hope we'll have a vaccine available to fight off the "2nd wave."

13:48:23 From Estel Porras : @Angela Maycock, great!

13:48:28 From Pamela McLaughlin : Patty's comment about equipment - I think most of our staff who can work from home are using their own laptops/desktops. Our library said that a supervisor would meet people

without equipment at the library and checkout a laptop and mobile hotspot if necessary

13:49:00 From Louisa Whitfield-Smith : Thanks, Amber!

13:49:05 From Christina Shields to All panelists : more time will be devoted to sanitizing toys and children's stations etc. and less time for planning programs due to this is my fear

13:49:22 From Jane Dobija : Could you speak about serving patrons who are on the underprivileged side of the digital divide?

13:49:24 From Ashleigh Grayson to All panelists : only I think this is the second wave

13:49:25 From Yesianne Ramirez : How do you prepare for the possibility of drastic demographic changes after COVID-19?

13:49:32 From Emerald Culmer-Royster : As a part-time MC for LAPL, I do really appreciate being included in this transition

13:49:34 From Amber Allen : Libraries and COVID-19 Managing Stress and Strategies

<https://alapublishing.webex.com/recording-service/sites/alapublishing/recording/71af3c666df243e3b38186e214f3cf54>

13:49:35 From Jenifer Phillips : @Mari Ayala If staff are expected to work from home for the same hours, how is the library addressing the technology involved? If staff is using their own technology and they are sharing it with kids that may have virtual classwork, that should be taken into consideration. If the same hours are expected then the library should supply the equipment like a laptop.

13:49:42 From Kirsten Pearson : Our director understands that this is uncharted territory and we cannot expect it be like a weather closure or something of that nature.

13:49:47 From Somnath Konduru : 2nd wave of flu that came back in 1918 is what killed millions is my understanding

13:49:57 From Beth Borene : @Amber Allen - were the chats available in the ALA webinar recording? I didn't see them...?

13:50:04 From Somnath Konduru : f*flu

13:50:07 From Emerald Culmer-Royster : This is also excellent for the discussion forums for the SJSU iSchool program I am currently in

13:50:15 From Amber Allen : An Italian librarian, one from Washington, a Mental Health professional, and an expert on Mindfulness all spoke and I would really recommend listening to it!

13:50:16 From Nicole Panches : I had to click on the icon, but the did show up in the ALA webinar for me

13:50:27 From Nicole Panches : the archived version, I mean

13:50:32 From Christina Shields to All panelists : patrons will be more wary of germs and microbes for a long time probably, will likely ask us more about what was sanitized etc.

13:50:33 From Beth Borene : Ah yeah. I did listen to that. :)

13:50:50 From Yesianne Ramirez : @Amber I hear that one, it was really interesting

13:50:55 From Alicia Rodriguez : @Amber it was a great discussion.

13:50:56 From Emerald Culmer-Royster : Related to self care, use Insight Timer and the Calm app!

13:51:05 From Beth Borene : Especially the King County librarian!

13:51:26 From Beth Edwards : We are allowing people to obtain a temporary library card # and PIN # from our website to access our on-line services. www.mmrls.lib.ms.us

13:51:30 From Alicia Rodriguez : @Beth yes she is amazing!

13:51:37 From Mari Ayala : @jeniferphillips, thank you for that perspective:) That's a good question. I don't think it's fair. But I was hoping to hear what different libraries feel.

13:52:02 From Amber Allen : These webinars are wonderful resources for ideas and to reassure all of us that we are not alone! And they are also very heart-wrenching honestly. As this begins in the United States it is sobering to think about how it may continue to spread!

13:52:08 From Tina Jazaeridezfully : thanks

13:52:17 From Alice Baptiste : We are also offering a temporary card and pin for access.

13:52:17 From Tina Jazaeridezfully : we all rock here

13:52:18 From Francisco Miranda : The Field Library needs to look into online library card registration for patrons. It's a service that we do not provide.

13:52:26 From Alicia Rodriguez : Our LAPL system recently extended the e-card to our county. It was only for Los Angeles city. Our City Librarian announced that yesterday.

13:52:36 From Alice Baptiste : Tina, you better believe it! We rock!

13:52:41 From Julianna Robbins : Hey @Alicia Rodriguez!

13:52:47 From Stephanie Lien : LA County Library also now provides ecards

13:52:48 From Axel Fust : Does anyone have a way to give State library cards online?

13:52:51 From Darla Komora : For the current pandemic, I believe it will last two years, similar to the 1918 pandemic. We are learning as we go through this crisis. I believe people will use our electronic resources as the new norm. Our Learning Lab staff assist customers with resumes and education . As the "Library of Things" Librarian we will provide nontraditional items for our customers to borrow.

13:52:53 From Beth Borene : We are also offering online library cards, but you need a DE address to get one.

13:52:54 From Alicia Rodriguez : Hi @Julianna!

13:52:56 From Francisco Miranda : I applaud the Tarrytown-Warner Library for providing online library card registration.

13:53:02 From Lisa Shirley : We are allowing people to apply for a card online and all cards with less \$25 in fines that might expire are extended to May.

13:53:24 From Lisa Shirley : @Francisco Thanks.

13:53:29 From Tiffany Harkleroad to All panelists : hi @alice!!!!

13:53:42 From Beth Edwards : we have suspended all fines during this period

13:53:48 From Amber Allen : We are working on creating access to "Digital Access Cards" and we should have that implemented hopefully this week or next week!

13:53:59 From Tiffany Harkleroad : hi Alice!!!!

13:54:02 From Tina Jazaeridezfully : in spring LAPL offering waive of all fines exceptions is lost items

13:54:03 From Francisco Miranda : @ Lisa, You're welcome! Hey, I'm just as much a Warner staff member as I am a Peekskill staff member :)

13:54:03 From Aaron Pickett : We are allowing patrons to register for library cards online - we are emailing them their permanent number so they can access all of our ebook resources and place holds and we will physically mail them to patrons when we reopen. We are also automatically

renewing cards about to expire and lifting all blocks so that patrons can access all of our online materials

13:54:07 From Beth Borene : Yes, same in Delaware. All fines suspended and due dates moved.

13:54:15 From Donna Speakman : Beth Borene, I attended that one online last friday. It was recorded and made available. If you are the Beth Borene at NCC DE, I can email you the link. Yes you do need a DE address for our ecards.

13:54:22 From Rosanne North-Jack : We've suspended late fees for the duration we're closed and are allowing people to renew cards online and sign up for a Digital Library Card to only access our digital resources (online)

13:54:29 From Beth Edwards : yes - our due dates moved to 5/4/2020 at this time!

13:54:45 From Sally Thomas : Hello @Julianna and @Alicia!

13:54:46 From Beth Borene : Hey Donna - yes, I have seen it. Thanks, though!

13:54:50 From Christina Hinds : Agree with what was said we are in the community business and most likely will be once we reopen. I applaud those who are also helping out in their community at this time. Their stories are really heart warming and wonderful to hear.

13:54:59 From Julianna Robbins : Hey @Sally Thomas - great to see CA folks here.

13:55:00 From Sara Ryan : Fine-free becoming more the norm once libraries reopen would be a positive change.

13:55:00 From Tina Jazaeridezfully : all our fines will be waived and backdate of books once we reopen I heard may open end of April LAPL libraries

13:55:02 From Sabrina Taylor : We are offering e-cards and we are waiving fines.

13:55:07 From Linda Smith : @Franciso Purchase and Harrison are offering online registration too

13:55:09 From Stuart Horowitz : Budget vote cancelled for this year. All expenditures for next fiscal year (July 1) will remain at current levels.

13:55:10 From Alicia Rodriguez : Hi @Sally!

13:55:25 From Emily DiGiulio : We also moved our due dates and letting patrons know that we won't worry about overdue while we're closed

13:55:25 From Victoria Gutschenritter : Maybe more libraries will no longer charge fines since many suspended them now.

13:55:30 From Sabrina Taylor : We are also advertising on our website that Wi-Fi is available on library property.

13:55:38 From Melissa Renner : I'm hoping that lower utility and overhead bills will save us a bit of \$

13:55:38 From Somnath Konduru : 60 minutes Australia version on virus pandemic did a great episode couple of weeks ago, Dr. Gabriel Leung is a medical doctor and scientist worth listening to, he went thru SARS in Hongkong.

13:55:39 From Francisco Miranda : @ Linda Smith, that's great! This is definitely something I will bring up at Field when we return

13:55:40 From Louisa Whitfield-Smith : Stuart, thanks for sharing that

13:55:43 From Rosanne North-Jack : Our fines contribute to our county's budget so even in this climate I doubt we'd get rid of them altogether.

13:56:18 From Lisa Williams : Thanks for the Kiwanis reference!

13:56:20 From Victoria Gutschenritter to All panelists : It is very distracting having the chat going with the speakers. I think the chat should occur after the presentations since we can't concentrate on the speakers.

13:56:23 From Francisco Miranda : @Rosanne, that's unfortunate. Given the situation there are many who may not be able to afford the fines.

13:56:31 From Beth Edwards : we have a big banner on the outside of our library building letting people know that we have wi-fi

13:56:35 From Melissa Renner : We can't sustain Hoopla in the best of times

13:56:36 From Rosanne North-Jack : Fines are suspended while we're closed, to clarify.

13:56:37 From Donna Speakman : We will be offering fine free returns for a while once we do re-open. It has been posted on websites and at our sealed bookdrops for patrons to keep their materials and they will not be charged fines.

13:56:49 From Lisa Williams : Hoopla sustainability is a concern. We've been focused more on building our Overdrive consortia collection

13:57:01 From Francisco Miranda : @Rosanne, ah ok. I misread your statement. My apologies

13:57:06 From Linda Smith : @franciso up to 10 people are allowed to sign on to VDI remotely per lib according to the last IT email

13:57:11 From Somnath Konduru : National Emergency Library I believe is free for checkouts

13:57:16 From Austin Duffy : Will people come back to print items after this?

13:57:16 From Susan McCormack : Ossining allows patrons to read away their fines. \$2 for every 20 minutes spent reading in the library. They have to "check in"

13:57:25 From Laurie Reese : Thank you so very much for this fine, fine webinar.

13:57:27 From Melanee Barash : Santa Cruz Public Libraries has waived all overdue fines while we are closed and sheltered in place. We have also boosted our e resources and have made it easier for folks to obtain a library card online, regardless of fines on their accounts.

13:57:29 From Felecia Warren : lapl starting 3/31/2020 will no longer charge fines.

13:57:29 From Cheryl Nessman : Has anyone thought about how they will deal with the deluge of returns we'll all be facing, as far as staffing goes?

13:57:39 From Louisa Whitfield-Smith : thank you, Larra!

13:57:40 From Mary Ann Rohn : Beanstack

13:57:45 From Stacey Shapiro : We already had Beanstack set up so we're doing a digital challenge

13:57:46 From Julianna Robbins : One of the coolest things I've seen is Long Beach elementary teachers driving making a parade through their school neighborhood with signs that say "we miss you" for students.

13:57:48 From Linda Smith : Susan I'm going to email you about that, I like that idea

13:57:49 From Stacey Shapiro : Yeah same, Beanstack
13:57:52 From Rosanne North-Jack : We do Beanstack too!
13:57:56 From Alicia Rodriguez : @Felicia Hi Fee Fee! Miss you!
13:58:02 From Beth Borene : Beanstack here too!
13:58:05 From Rosalind Kutler : Beanstack will help with online
storytime.
13:58:05 From Beth Edwards : great question on how to handle returns
when we re-open
13:58:06 From Francisco Miranda : @Linda Smith, thank you. I assume
we have to provide IT our home IP address so they can give us access
13:58:09 From Heather Castle : Our system has all ready said we are
delaying summer reading to fall or winter. All paid performers are being
canceled or rescheduled.
13:58:13 From Laura Jones : This has been an amazing resource -
thank you Pat, Patty, Larra and PLA
13:58:22 From Mary Ann Rohn : Go Niles-Maine Il Beanstack is our
favorite we have a great Kids Librarian running it
13:58:23 From Renee Zurn : We're doing a special Beanstack program
now related to being closed.
13:58:23 From Terri Foster : I have our children's programmer
preparing material, but with the idea that it can be broken up into
segments when services resume, if we can't do it in the summer as usual.
13:58:24 From Teri Markson to All panelists : LAPL uses Beanstack
as well, might be worth talking to them about summer
13:58:26 From Larra Clark : Please respond to PLA survey!!
<http://www.ala.org/pla/issues/covid-19/surveyoverview>
13:58:31 From Heather Johnson : will this last into summer?
13:58:32 From Felecia Warren : Hi! @alicia, miss u more
13:58:34 From Donna Speakman : Beanstack is available for adult
summer reading also.
13:58:36 From Rosalind Kutler : Our YS team is ceating new reading
lists.
13:58:37 From Julianna Robbins : We're going to talk about online
author visits, panel talks, book clubs, etc for our #BookToAction series
and moving that to summer 2020
13:58:45 From Mary Ann Rohn : good question
13:58:47 From Stacey Shapiro : ALA is already cancelled during the
summer
13:58:49 From Darla Komora : We reduced our fines to 20 cents a day
. Our customers were happy with the reduction. Previously audiovisual
materials (over 50% of circulation
13:58:51 From Echo Galbraith Allen : Many of the children in our
area do not have access to online resources. How do they get access to
reading material?
13:58:52 From Stacey Shapiro : I have a feeling it will be a lot
longer
13:58:55 From Linda Smith : @franciso yup, but it was a simple
process. i have a stack of card and have been registering some patrons
and helping out with pins
13:59:03 From Morya Morrone : LAPL has been using Beanstack
13:59:08 From Francisco Miranda : @Linda Smith, that's great!
13:59:19 From Roger Carswell to All panelists : Some have asked
about safety of handling books, etc. If you could find definitive
information for one of the upcoming webinars, that would be most welcome.

From what I have been able to find, if you dig a little deeper, the threat is very low or maybe nonexistent. This is due to how quickly virus degrades (even when still detectable), as well as not having the viral load necessary for infection. But some definitive word would be great.

13:59:20 From Darla Komora : was \$1.00 per day.

13:59:22 From Barbara Cohen to All panelists : Thank you so much for mentioning this. I don't think all libraries on the same page.

13:59:24 From Erica Silverman to All panelists : I'm continuing my Life Story Writing program as an online meeting. Anyone else doing this? Would love to exchange tips.

13:59:30 From Rosalind Kutler : eBook vendors are organizing some excellent author talks while we gear up. Also CA Center for the Book.

13:59:36 From Rebecca Schnizler : @beth Edwards what a great idea for the wi-fi banner

13:59:38 From Julianna Robbins : Hey Roz!

13:59:44 From Veronica Garcia : thank you for sharing your experiences

13:59:50 From Paul Hawkins : Thanks very much to the panelists for taking time to share your thoughtful experiences and perspectives.

13:59:53 From Rosalind Kutler : Hi, Julianna.

13:59:53 From Alice Baptiste : People will always come back to print items. Parents will always want picture books for kids on their laps. Older patrons dislike electronic media and want to relax with a book. And here we are to provide this.

13:59:58 From Kelly Raddatz : thank you!

13:59:58 From Bianca Hernandez : Thank you!!

13:59:59 From Jim Sherod : LAPL is very fortunate to have the resources for Hoopla, Lynda.com, Gale Resources, Learning Express, Universal Class, etc. Also very impressed with our administration's preparation to put plans into effect quickly during this crisis. A lot of forethought prepared our system well - as well as a flurry of meetings as the situation changed and they coordinated with the Mayor and the Governor's directives. They had a telecommuting process lined up far in advance, for instance.

14:00:01 From Jennifer Moffet to All panelists : Thank you!

14:00:02 From Michele Spatz : Really valuable webinar. Thank you!!!

14:00:03 From andrea warkentin to All panelists : Thank you!

14:00:03 From Alicia Rodriguez : Thank you @Rosalind! Yes California center for the book!

14:00:04 From Erica Silverman to All panelists : Thank you for the excellent webinar!

14:00:04 From Cheryl Nessman : Yes, thank you!!!

14:00:05 From Genny Carter : Thank you!!

14:00:05 From Kathryn Ross : Thank you!

14:00:07 From Lisa Shirley : Thanks to everyone for the webinar and chat.

14:00:08 From Julie Sisson : Thank you all

14:00:08 From Emily DiGiulio : Thank you all so much!

14:00:09 From Kelly Karr : Thank you to all the presenters!

14:00:09 From Linda Smith : One good thing that will come out of this is that admins will see that we don't need to be tethered to our desks 24/7

14:00:10 From Michele Robinson : Thank you!

14:00:10 From Beth Borene : Very helpful. Thanks!
14:00:11 From Victoria James : Thank you!
14:00:12 From Mahogany Skillings : Thank you!
14:00:13 From Nancy Ward to All panelists : thanks so much
14:00:14 From Katrina Hohlfeld : Thank you!
14:00:14 From Emerald Culmer-Royster : As stated before, the virus creates the timeline, not our current sitting president
14:00:16 From Shellene Rice to All panelists : thank you so much to the presenters!!
14:00:16 From Tiffany Harkleroad : excellent webinar
14:00:16 From Rosalind Kutler : Hi Michele
14:00:17 From Javier Ramirez : Thank you
14:00:17 From Francisco Miranda : That's a good point, when reopen we may not be able to have programs right away
14:00:18 From Kathryn Tipton : Thank you so much!
14:00:19 From Jen Taggart : Thank you so much!
14:00:20 From Eishu Ito : Thank you Presenters
14:00:20 From Melissa Bailey : Thank you!
14:00:21 From Sarah McLean-Plunkett to All panelists : Thank you!
14:00:22 From Kumkum Bhandari to All panelists : Thanks a ton.
Great session.
14:00:23 From Barbara Cohen : I hope that this can be strickly examined
14:00:24 From Carmela Fiore to All panelists : thank you, excellent webinar
14:00:24 From Heather Martz : Thanks!
14:00:24 From Yu Ting Lin to All panelists : Thank you!
14:00:25 From George May : Thank you!
14:00:25 From Morya Morrone : Thanks I saw some great ideas from many of you
14:00:27 From Alicia Rodriguez : Thank you! Stay Strong!
14:00:28 From Linda Smith : Thanks everyone, be safe!!
14:00:29 From Jesse Kelley : Great, thanks for this webinar!
14:00:30 From Heawon Paick : Thank you!!!
14:00:30 From Julianna Robbins : Wonderful job PLA and panelists.
14:00:31 From Rebecca Schnizler : Thank you!!! will do survey
14:00:31 From Emily Dowie : thank you so much!
14:00:32 From Krista Roberts to All panelists : Thank you, great info
14:00:33 From Jennifer Lautzenheiser : Thanks! Stay well.
14:00:33 From Loren Spector : Thank you
14:00:34 From Jo Shepherd : Take care everyone!
14:00:35 From Colleen Law-Tefft to All panelists : Thank you!
Good information :)
14:00:35 From Emerald Culmer-Royster : Thank you!
14:00:36 From Lisa Williams : Thanks, PLA
14:00:36 From Mary Fury : This has been wonderful. Thank you!
14:00:37 From Mari Ayala : Thank you, everyone. I appreciate the answers and Patrick and Patty for your insights.
14:00:37 From Phoebe Guiot : Thanks!!
14:00:37 From Amber Allen : Thank you all very much! It was lovely to hear from the panelists and to interest with everyone. :)
14:00:37 From Rosalind Kutler : Thanks and be well.

14:00:37 From Sarah Brooks to All panelists : Thank you for this great webinar...great discussions in chat and webcast

14:00:37 From Veronica Gomez to All panelists : Thank you!

14:00:37 From Melissa Renner : Thank you

14:00:38 From Kelly Tanksley to All panelists : This was a great webinar. thank you all for examining all that is happening and the future.

14:00:39 From Rebecca Schnizler : stay well

14:00:39 From Maxine Resler : thank you. great ideas.

14:00:39 From Elizabeth Brown : Thanks everyone

14:00:40 From Stacey Shapiro : Thank you

14:00:40 From Estel Porras : Thanks so much! Everybody stay safe out there

14:00:40 From Francisco Miranda : Thank you for a wonderful webinar!

14:00:40 From Aaron Pickett : Thanks y'all!

14:00:41 From Pa Ja Yang : Thank you

14:00:41 From Heather Castle : Thank you.

14:00:41 From Sally Thomas : Thank you very much!

14:00:42 From Josh Murray to All panelists : Thank you.

14:00:42 From Maria Lee to All panelists : Thank you!

14:00:43 From Maria Usi : Thanks for the chat.

14:00:43 From Betsy King to All panelists : Thank you.

14:00:43 From Eishu Ito : Everyone take care.

14:00:45 From Patty Collins to All panelists : Thank you.

14:00:45 From Kysh Clemons to All panelists : Very good discussion. Be safe.

14:00:45 From Tina Jazaeridezfully : thank you

14:00:45 From Cynthia Hohl : Thank You

14:00:45 From Amanda Charles : Thank you!

14:00:45 From Axel Fust : thank you so much

14:00:45 From Robin Walden to All panelists : Thank you!

14:00:45 From Sarah Scott : Thanks for offering this webinar (and making it free!)

14:00:45 From Donna Speakman : Thank You

14:00:45 From Alvin Shipley : Thank you!

14:00:46 From brook granda to All panelists : thank you

14:00:46 From Kelli Ham to All panelists : will you be able to share the chat? I'm on a phone and can't capture it. Oh, just heard-thanks!!

14:00:46 From Melissa Kuzma : Thanks everyone! Be well.

14:00:46 From Deborah Matthews : Thanks!

14:00:46 From Michelle Morehouse to All panelists : Thank you.

14:00:46 From Roberto Rivera to All panelists : thank you

14:00:46 From Judy Schewe : thanks

14:00:46 From Michele Fenton : Thank you!

14:00:47 From Kristy Kemper Hodge to All panelists : TY ake care

14:00:47 From Stephanie Lien : Thank you!

14:00:48 From Kristen Martinez : Thank you!

14:00:49 From sarah ravipinto to All panelists : Thank you!

14:00:49 From amy crowe : thank you

14:00:49 From Anne Murphy to All panelists : Thank you all!

14:00:50 From Ana Chapman : BE WELL

14:00:50 From Valerie Bell Bell to All panelists : thank you

14:00:50 From Caroline Simpson : Good luck everyone!

14:00:51 From morgan mcmillian to All panelists : thank you, super helpful webinar!

14:00:51 From Olga Bell : Thank you

14:00:51 From Elinor Brumbaugh : Thank you to everyone for all of your thoughtful perspectives on what's happening! Much appreciated!

14:00:52 From Alex Anaya : Thank you!

14:00:52 From Nancy Schultz : Thank you very much for this.

14:00:52 From Gabriel Rogers : This was a wonderful webinar. Thank you.

14:00:53 From Zoila Martell : Thank you all

14:00:53 From Mara Alpert : Thanks for a great presentation.

14:00:54 From Darla Komora : Thank you!

14:00:54 From Anna Binder-Camacho : thank you, take care!

14:00:55 From Victoria Kowanetz : Thank you

14:00:55 From Felecia Warren : Thank you! Excellent webinar my 1st and was great. stay safe everyone.

14:00:55 From Martha Kapelewski to All panelists : Thank you .

14:00:55 From Janet Bogenschultz : Thank you!