

12:49:27 From Jane Feyl : jane, from Fort Wayne, Indiana. Thanks for this webinar. I really need it

12:49:56 From Jane Feyl : will chat be included with the recording?

12:50:07 From Somnath Konduru to All panelists : Hi - Is it too early for the chat to appear to the right of the screen

12:50:18 From PLA Webinars : Welcome, everyone! When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

12:51:00 From Paula Keith : Hello from Georgetown, KY

12:52:01 From Guillermo Rodriguez to All panelists : Hello from Ossining, NY

12:52:12 From Darla Komora : Hi from Mansfield, Ohio. This webinar is needed by staff and the public! Thanks!

12:52:21 From PLA Webinars : Tell us where you're joining from today! Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thank

12:52:29 From Emily Carta : Hello from Harwich, Massachusetts! Thank you for this webinar.

12:52:31 From Victoria Kowanetz : Hello everyone from Queens, NY!

12:52:32 From Kelli Miller : Hello from Platteville, WI! Nice and sunny today!

12:52:42 From Lisa Jones : Hi from Baltimore, MD!

12:52:52 From Alan Bernstein to All panelists : Hello from Maywood, NJ

12:52:55 From Shauna Scholl : Hello from Long Island, NY!

12:52:58 From Elizabeth Burns to All panelists : Greetings from the Jersey Shore!

12:52:58 From Scott Christie : Hello from Queens, NY!

12:53:02 From Courtney Allen to All panelists : Hi from southeastern MA!

12:53:05 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thank

12:53:19 From Elizabeth Burns : Greetings from the Jersey Shore

12:53:21 From Erin Lightsey : Hello from Raleigh, NC!

12:53:28 From Cynthia Hohl : Greetings from Kansas City

12:53:29 From marose to All panelists : Hi from New York City

12:53:32 From Jennifer Walker : Good afternoon from Grand Prairie TX!

12:53:41 From Patrick Fazari : Hamilton, Ontario!

12:53:43 From Andrea Legg : Hello from northeast Ohio!

12:53:47 From Rio Aucena : Hello from New Rochelle, NY!

12:53:50 From Loraine MCGahee to All panelists : Hello from Shawnee, Kansas!!

12:53:52 From Nida Pholananta to All panelists : Greetings from Los Angeles, CA

12:53:52 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

12:53:53 From Jeanne Czarnecki : Good morning from Santa Cruz, CA

12:53:55 From Dana Serfozo : Hello from Stockton, CA

12:53:55 From Corinna Manion : Hello from Durango, CO

12:53:55 From Michele Miller to All panelists : Hello from Painesville, Ohio.

12:53:57 From Victoria Kowanetz : Hi Rio!!!!
12:54:00 From Patti Meyer to All panelists : Webster, WI spring is almost here!
12:54:06 From Rio Aucena : Hey Victoria!!
12:54:07 From Barbara Morse to All panelists : Hi from Connecticut
12:54:30 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!
12:54:34 From Gretchen Elm : Hello from Athens, GA!
12:54:41 From Lara Lakari : Hello from NE Wisconsin
12:54:54 From Heather Castle : Greeting from NW Indiana.
12:55:04 From Melissa Malcolm : Hello from Lapeer, MI. Cool and cloudy here.
12:55:22 From Tina Hatch : Hello all from Milford, MI
12:55:32 From Stacy Lienemann : Hello from southern Minnesota.
12:55:38 From Tracy McPeck : Hello from Stafford, Virginia
12:55:39 From Alex Anaya : Hello from Burnaby, BC!
12:55:41 From Vincent Nguyen to All panelists : Hello from Massachusetts
12:55:44 From Jennifer Johnson-Spence to All panelists : Hi from north rural Texas
12:55:46 From Dawn Mendel to All panelists : Hello from Colorado - cold and lots of snow here!
12:55:48 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!
12:56:03 From Alan Bernstein : Hello from Maywood, NJ
12:56:11 From Ruth Jiu to All panelists : Hello from Austin, TX!
12:56:16 From Jennifer Chang to All panelists : Hi! Greetings from brotherly love City of Philadelphia
12:56:18 From Dawn Mendel : Hello, from Colorado cold and lots of snow here!
12:56:22 From Deborah Peters to All panelists : Hello from NYC!
12:56:25 From Vincent Nguyen : Hello again from Massachusetts
12:56:29 From Cynthia Becker to All panelists : Hello from Bradley Beach, NJ
12:56:29 From Beth Smilack : Hi All! Greetings from Southern Illinois. Question for you ... are all your states under Shelter at Home Orders and are there any plans to reopen May 1st?
12:56:33 From Melissa Brechon to All panelists : Hello from St. Paul, MN
12:56:36 From Jeffrey Hamilton to All panelists : Hello from sunny Raleigh NC
12:56:39 From Joan Skowronski : Hello from Tampa, Florida. Cloudy and rainy in the Sunshine State- but we really need the rain!
12:56:46 From Kysh Clemons : Hello from Atlanta, Georgia!
12:56:50 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!
12:56:52 From Robin Walden : Hello from Brentwood, TN
12:56:52 From Elizabeth vonTauffkirchen : Yes to Shelter at home and no to May 1
12:56:57 From Maribeth Shafer to All panelists : Yellow from Kansas!

12:56:58 From Cynthia Webber : Greetings from Monkton, MD
12:57:01 From Amy Lilien-Harper to All panelists : Hello from Connecticut. Its is cold here at the moment, but clear. There were baby flurries early this morning though.
12:57:02 From Brian James to All panelists : Hello from Kingston NY
12:57:04 From Victoria Kowanetz : Gov Cuomo just said they are extending our shutdown here in NY until May 15th
12:57:04 From Vincent Nguyen : As of now, we will open on May 4th but highly will extend to maybe even June, or July
12:57:12 From Brigid Day to All panelists : Hello from Middle TN. Mother nature is throwing out numbers like a Powerball drawing lately!
12:57:13 From Vicky Schmarr : From Vicky Greetings from central Ohio! Statewide shelter-at-home order in Ohio.
12:57:16 From Guillermo Rodriguez : Hello again from Westchester NY sunny today!
12:57:20 From Vincent Nguyen : Massachusetts, as of now, until may 4th
12:57:22 From julia wagner to All panelists : hello from Salt Spring Island, BC
12:57:24 From Shauna Scholl : NY still on Pause until May 15
12:57:24 From Lisa Gresham : Greetings from Bellingham, WA. We are sheltering at home at least until May 4th.
12:57:28 From karin nelson to All panelists : Hello from Chicagoland, IL
12:57:39 From Laura Jones : Hello from rural Indiana!
12:57:41 From Heather Castle : No date for reopening yet. When do, no public at first in building offering curbside holds pick up.
12:57:44 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!
12:58:05 From Darla Komora : Mansfield, Ohio's public library will open up on May 4th to staff only. Staff will work half of their hours. We will have curbside service, when we are open to the public.
12:58:08 From karin nelson : calming music :)
12:58:20 From Brigid Day : Hello from Middle TN. Mother nature is throwing out numbers like a Powerball drawing lately!
12:58:21 From julia wagner to All panelists : no reopen date set here yet.
12:58:24 From Alyssa Tabor : Hello from Christian County Missouri!
12:58:29 From Dina Brasseur : Hello from Acushnet, MA!
12:58:30 From Cindy Fesemyer : Greetings from Madison, WI. We are Safer at Home until April 27 (at least).
12:58:33 From Peter Dean to All panelists : Hello from the Ridgeland Public Library in Mississippi! Thanks for doing this webinar.
12:58:34 From Julia Cuddahy : Hello from New Jersey!
12:58:40 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!
12:58:40 From June Zhou : Hello from San Diego County Library
12:58:41 From Alyssa Tabor : We are closed until further notice right now.
12:58:41 From Matt Kirschner : Hello from NJ!
12:58:42 From Rick Ryan Palang : Greetings from NY

12:58:43 From Kelli Miller : Hi Cindy!
12:58:44 From Janet Makoujy : Greetings from Orange County, NY
12:58:44 From Tam Moore : Hello from Raleigh, NC
12:58:46 From Julianna Robbins : Good morning from Long Beach, CA!
12:58:48 From Darla Evans to All panelists : Greetings from
Louisville OH
12:58:53 From karin nelson : We are closed until april 30 at least
12:58:54 From Cindy Maxey to All panelists : greetings from snowy
Cleveland OH
12:58:58 From Elna Reggie to All panelists : Hello from Baltimore,
MD!
12:58:59 From Laura Deneen : Hi from Cumberland Maryland
12:58:59 From Cindy Fesemyer : Hi Kelli!
12:58:59 From Patricia Coleman : Hello from sunny and cold South
Bend, IN. We're expecting our governor's order to be extended from the
current April 20 date.
12:59:00 From Cindy Thronburg to All panelists : Hello from ND!
12:59:00 From Maribeth Fisher : Hello from Scotch Plains, NJ (WFH
until at least May 15)
12:59:01 From Marion Scichilone to All panelists : Hi from Seattle
Public Library!
12:59:04 From Tracy McPeck : Could someone tell us what this music
is? It's lovely!
12:59:04 From Mari Martin to All panelists : Greetings from
Gloucester, MA! :)
12:59:05 From Abbie Anderson to All panelists : Greetings from
Bothell, WA!
12:59:07 From PLA Webinars : Remember, everyone, to send your chat
messages to "All panelists and attendees" instead of the default "All
panelists." Thanks!
12:59:07 From Christina Thuraiatnam : Hello from Wooster, OH
12:59:10 From ERIN WILLSON to All panelists : Greetings from
Dundas, Ontario!
12:59:12 From Vincent Nguyen : I do love the music
12:59:16 From Kristen Newcomb : Hello from Illinois. Representing
Westmont and Berwyn Libraries.
12:59:25 From Dori Olivos : Hello from Northern Ohio
12:59:27 From Betsy King : Hello from St. Louis. We also have no set
date and will likely reopen in stages.
12:59:29 From Abbie Anderson : Oops! Thanks for the reminder re:
"All panelists and attendees"
12:59:30 From Julie Sisson : Good morning from Everett, WA
12:59:30 From Pamela Lamberger : Greetings from Fishers, IN - it's
rather brisk outside here!
12:59:32 From Tracy McPeck : We're closed and working from home
through at least June 10, unless the Virginia governor lifts the stay-at-
home order.
12:59:33 From Cindy Maxey to All panelists : agreed about the
lovely music!
12:59:34 From Elna Reggie : Hello from Baltimore, MD!
12:59:37 From Abbie Anderson : Greetings from Bothell, WA
12:59:38 From Heather Martz : Hello from Fayetteville, GA
12:59:39 From Susan Dickson : Hello from St. Petersburg FL!

12:59:40 From Otter Bowman to All panelists : Hi from Columbia, MO. We are closed indefinitely; no programming until July at earliest.

12:59:41 From Stefanie Blankenship : Hello from Little Rhode Island!

12:59:42 From Peter Dean : Hello from the Ridgeland Public Library in Mississippi! Thanks for doing this webinar.

12:59:48 From Sacha Timmons : Hi from Eagle Idaho. Extended until April 30.

12:59:49 From Martha Kapelewski to All panelists : Hello from Athens, Georgia.

12:59:53 From ERIN WILLSON : Hello from Dundas, Ontario! Hope you are all safe and well

12:59:54 From Bonnie Ray to All panelists : Hi, from Purcell, Oklahoma!

12:59:54 From Shayna Ross to All panelists : Hello from Pittsburgh, PA

12:59:54 From Cynthia McCarthy to All panelists : Hello from San Mateo, California!

12:59:54 From Marion Scichilone : Hi from Seattle Public Library! Take care everyone. WFH till at least May 4.

13:00:00 From Suzanne Mills : Hello from Oregon City. Working from home until further notice. All services are virtual.

13:00:00 From Mari Martin : Greetings from Gloucester, MA! :)

13:00:05 From Beth Edwards : Hello from Louisville, MS!

13:00:07 From Christine Moore to All panelists : Hello from Huntington Beach Public Library...well sort of...I am working from home!

13:00:09 From John Pecoraro : Hello from Manhattan, KS

13:00:11 From Tyler Johnson : Hello from Everett, WA

13:00:15 From Cynthia McCarthy : Greetings from California!

13:00:15 From Serena Enger to All panelists : Greetings from San Francisco.

13:00:21 From lila saab to All panelists : Hello from Oakville , Ontario Canada. Working from home.

13:00:23 From Nannette Troyan : Hi from Wheling WV!

13:00:26 From Peggy Johansen to All panelists : Hello from Wurtsboro, NY!

13:00:40 From Cory Sesko : Hello from Vernon Library, Lincolnshire, IL

13:00:43 From Victoria James : Hello from the New York Public Library!

13:00:45 From Kaity Hsiu : Hi from Tuckahoe NY

13:00:48 From Allison Robbins : Hello from Ossining, NY!

13:00:53 From John Klima to All panelists : Hello from home in Waukesha, WI

13:00:59 From Janet Green to All panelists : Hello from Mamaroneck, NY!

13:01:01 From Danielle Wallace : Hello from Baltimore, MD.

13:01:05 From Lisa Bankert : Hi all from Syracuse, NY - where it's SNOWING!!

13:01:11 From Lyndsey Runyan to All panelists : Hello from Multnomah County Library in Portland OR

13:01:13 From John Klima : (this time for everyone) Hello from home in Waukesha, WI

13:01:14 From Heidi Fowler to All panelists : Hi from Grafton MA

13:01:14 From Janet Green : Hello from Mamaroneck, NY!

13:01:26 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:01:27 From Maura Monte to All panelists : Hello from New Jersey

13:01:28 From Kip Roberson to All panelists : Hello from La Grande, OR

13:01:33 From Carol Lopez : Hello from Newburgh, NY

13:01:35 From Elinor Brumbaugh to All panelists : Hello from Flagstaff, AZ!

13:01:35 From Rose Barcal : Hello from La Vista, NE

13:01:39 From Beth Borene : Hello from Delaware!

13:01:45 From Joan Skowronski : No word on when we'll open libraries in Hillsborough County, FL but we're definitely closed to the public until May 1. Sigh...

13:01:46 From Emily Lopez : Hello from Los Angeles Public Library

13:01:49 From Shayna Ross : Hello from Pittsburgh, PA

13:01:52 From Susannah Violino : Hello from Norwalk Public Library in Norwalk, CT

13:01:52 From Emily Cannaverde : Hello from North GA!

13:01:59 From Julia Bernal : Hello from Santa Cruz, CA

13:02:00 From Christine Barbera : Chris Barbera from the Hubbardston Public Library, Massachusetts

13:02:01 From Martha Matthews : Hello from Mason, OH!

13:02:02 From Lyndsey Runyan : Hello from Multnomah County Library in Portland OR

13:02:05 From Jean Bosch to All panelists : Hello from Norwalk, Iowa

13:02:05 From Arlene Caruso : Hello from Newtown Square, PA!

13:02:05 From Julia Anne Lanter to All panelists : Hello from Exeter, NH

13:02:09 From Terri Foster : Hello, everyone. I'm working from home in Meyersdale, PA.

13:02:13 From Dulce M Juarbe to All panelists : Hello, Dulce M. Juarbe from Eastchester NY

13:02:13 From Kathleen Ryczek : Hello from Streamwood, IL!

13:02:16 From Glory Okeagu to All panelists : Hello from Abuja

13:02:16 From Mahogany Skillings : Hello from Columbia SC

13:02:22 From Ann Larson to All panelists : Hello from Hayward WI

13:02:25 From Andra Steele to All panelists : Hello from Oakville, Ontario, Canada!

13:02:25 From Otter Bowman : Hi, from Columbia MO. Closed indefinitely, no in-person programming til July at earliest.

13:02:25 From Andrea San Andres : Hello from Burlingame, CA!

13:02:26 From Emily Appleton : hello from LA

13:02:31 From Colleen Law-Tefft : Hello from Sherburne NY

13:02:35 From Tricia Jones to All panelists : Hello from Thomasville, GA

13:02:35 From JILL WELLS to All panelists : Hello from Pioneer Library System in OK!

13:02:37 From Sheila Ward to All panelists : Hello from Cincinnati OH

13:02:38 From PLA Webinars : When using this chat window, please send your messages to "All panelists and attendees" (rather than the default "All panelists" only). Thanks!

13:02:38 From Philip Boulton : Hello from Santa Cruz, CA!
13:02:41 From Nicole Wandolowski : Hello from Michigan.
13:02:41 From Susan Terrone to All panelists : Hello from North Jersey!
13:02:41 From Pamela Lamberger : Hi PA I grew up in Pittsburgh!
13:02:41 From Wendy Allard to All panelists : Hello from the Mississippi Gulf Coast (Pass Christian, MS).
13:02:47 From Korin Rosenkrans to All panelists : Hello from Hackettstown NJ. Home of M&Ms!
13:02:47 From Brian James : Hello from Kingston, NY
13:02:48 From kandace caulfield to All panelists : Hi Kandace from Eagle, Idaho :)
13:02:53 From Eunice Johnson Rogers : Hello from Birmingham Al
13:02:54 From Martha Kapelewski : Hello from Georgia.
13:02:55 From Heather Scruggs : Hello from south Mississippi
13:02:55 From Sheila Ward : Hello from Cincinnati, OH
13:02:55 From Maria Saillant to All panelists : Bonjour from RI
13:02:56 From Rene Bue to All panelists : Hello! Rene from Hedberg Public Library in Janesville, WI
13:02:56 From Barbara Morse : Hi from New Britain, CT.
13:02:56 From Elinor Brumbaugh : Hello from Flagstaff, AZ!
13:02:59 From Antonio Forte : Hello from Yonkers NY! Hope all are healthy and safe.
13:03:03 From Gail Sheldon : Hello from Montgomery, Alabama!
13:03:05 From Julia Bernal : Hi Phil!
13:03:06 From Laura Smith : Hello from Harris County, Texas
13:03:07 From Joanna Cox to All panelists : Fuquay-Varina, NC
13:03:09 From Sandra Haase : From Sandy Haase - Brown Deer Library in Brown Deer Wisconsin
13:03:09 From Bea Echeverria to All panelists : hi, this is Bea from the Evanston Public Library, IL!
13:03:10 From Serena Enger : Greetings from San Francisco.
13:03:10 From Kevin Hildreth to All panelists : Hello from Santa Cruz.
13:03:11 From Nicole Preston to All panelists : Hi from Denville, NJ
13:03:15 From Sheena Johnson to All panelists : Hello from Princeton, WV!
13:03:16 From Janet Pereira : Hello from Collier County Fl
13:03:17 From Philip Boulton : Hi Julia :)
13:03:18 From Jonatha Basye to All panelists : Hello from Iowa!
13:03:20 From Gretchen Elm : Hi Martita!
13:03:23 From PLA Webinars : If you need technical assistance, then contact me in the Q&A window. Thanks!
13:03:23 From Rebecca Schnizler to All panelists : hello from Richmond, Virginia
13:03:25 From Cynthia McCarthy : Hi, Serena!
13:03:35 From Martha Kapelewski : Hi Gretchen!
13:03:41 From Lauren Smiley : Greetings from Delaware! Hi, Beth! :)
13:03:48 From Vincent Nguyen : Can you all see my name in the chat room?
13:03:53 From Elizabeth Brown : Hello from Mayfield Ky
13:03:55 From Theresa McCarty : Hi from Lexington, KY
13:03:57 From Maura Monte : Hello from MaysLanding, New Jersey

13:03:59 From Katrina Hohlfeld : yes Vincent
13:04:01 From Serena Enger : Hi Cynthia! Hope you are well.
13:04:01 From Vincent Nguyen : ty
13:04:07 From Jeremy Davies : Hello from San Diego, CA!
13:04:24 From sarah sewell : hello from central Arkansas
13:04:27 From Laura Neri to All panelists : Hello from Paso
Robles, CA
13:04:37 From Terri Foster : Hello, Mays Landing! I was just there
over Thanksgiving!
13:04:45 From PLA Webinars : When using this chat window, please
send your messages to "All panelists and attendees" (rather than the
default "All panelists" only). Thanks!
13:05:07 From Sandra Hopkins : Hello from Virginia Beach Public
Library
13:05:10 From Judith Macaluso : Hello--Judy Macaluso Ocean County
Library, NJ
13:05:27 From Korin Rosenkrans : Hello from Hackettstown NJ. Home
of M&Ms!
13:05:38 From Andrea Lam : Hi from sunny Burnaby, British Columbia!
^ ^
13:06:01 From Anisha Huffman : Hello from New York Public Library
13:06:04 From Brigid Day : GoVols, Marcellus!
13:06:22 From Kip Roberson to All panelists : Hey, MT!
13:06:25 From Desmond Hunnighen to All panelists : Hello from the
New York Public Library
13:06:27 From Marcellus Turner to All panelists : GoVOLS!
13:06:29 From Anne Crawford to All panelists : Hello from the
Ponte Vedra Beach Branch Library, south of Jacksonville Beach, Florida.
13:06:41 From Susan Terrone to All panelists : Hello from Lake
Hiawatha Library - Annette & Sue
13:07:03 From Anne Crawford : Sorry - didn't send this to the
attendees! Hello from the Ponte Vedra Beach Branch Library, south of
Jacksonville Beach, Florida.
13:07:03 From Karen Christiansen to All panelists : Hi from Paso
Robles, CA
13:07:31 From PLA Webinars : Remember, everyone, to send your chat
messages to "All panelists and attendees" instead of the default "All
panelists." Thanks!
13:07:41 From Anne Crawford : Anyone else finding this time
incredibly stressful? Just me?
13:07:43 From Susan Terrone : Hello from Lake Hiawatha Library NJ -
Annette & Sue
13:07:44 From Beryl Shea : Hello from Harney County Library in
Oregon!
13:08:01 From Glory Okeagu : Hello from Nigeria
13:08:02 From Cynthia McCarthy : @Anne Crawford, it's not just you!
13:08:04 From Ann Larson : Hello from Hayward, WI
13:08:14 From Korin Rosenkrans : Hi Sue and Annette!!!
13:08:18 From Jenny Santomauro to All panelists : Hello from
Gloucester, MA! And yes Anne, very stressful! It's not just you!
13:08:23 From Abbie Anderson : Greetings, Nigeria!
13:08:32 From PLA Webinars : Remember, everyone, to send your chat
messages to "All panelists and attendees" instead of the default "All
panelists." Thanks!

13:08:46 From Melissa Fournier : Hello from the Bigelow Library, Clinton MA- Stay happy and healthy to you all.

13:09:17 From Nancy M Nau : Hello from Rochester, NY

13:09:37 From Louisa Whitfield-Smith to All panelists : Hi from Jackson, MS, and the Mississippi Library Commission

13:09:47 From Anne Crawford : Our Library just got thrown a curveball with having to now offer curbside service, trying to plan summer reading in a whole new way, and then there's digital schooling. Just whoa.

13:09:53 From Dori Eisenstat : hi from Rochester, NY also :)

13:10:14 From Christine Weidman : Hi from Rochester, NY

13:10:15 From Abbie Anderson : Anne Crawford "having" to now offer curbside service? Who sez?

13:10:30 From Abbie Anderson : Or just the general situation we're all in?

13:10:50 From Sarah Bishopp Velez : Hello from a very snowy Rochester, NY!

13:10:53 From Anne Crawford : An upset patron who contacted a Commissioner who turned it over to our new County Administrator who gave it to our Library's Director's boss and now has filtered down to us.

13:10:58 From Louisa Whitfield-Smith to All panelists : Also, I encourage y'all to consider changing your language about libraries being closed. Consider this language instead: "While our buildings may be closed, our libraries are open and providing essential services to our communities"

13:11:01 From Peggy Johansen : I want to wear a dinosaur costume if we offer curbside service like one library did!

13:11:08 From Abbie Anderson : Oh, geez, @Anne Crawford, sympathies!!

13:11:18 From Louisa Whitfield-Smith to All panelists : Libraries are our staff not our buildings

13:11:20 From Elizabeth Brown : what is everyone doing for national library week... we are going to mail a give away of a container of candy and we have been taking pictures of it from all sides for people to guess the number of candy inside and posting it to social media.

13:11:22 From Beth Borene : Lol. Did a library do that too? I thought it was a bookstore. But it was great!

13:11:25 From Susan Terrone : I like that idea Peggy!

13:11:27 From Anne Crawford : I am worried because I don't want to expose our staff or patrons to COVID-19.

13:11:41 From Anne Crawford : We are doing a lot of Virtual Programming including for National Library Week.

13:11:49 From Abbie Anderson : Exactly, Anne. Heartfelt sympathies.

13:11:51 From Jeff Balch : Hi Nancy, Dori, Christine & others - Greetings from a former Rochester guy (now in Chicago). - Jeff

13:11:59 From Anne Crawford : My daughter and I did "Great Family Read-Alouds" together. And thank you Abbie!

13:12:03 From April Lammers : We are planning to steal the Quaranzine idea. :)

13:12:08 From Louisa Whitfield-Smith : Also, I encourage y'all to consider changing your language about libraries being closed. Consider this language instead: "While our buildings may be closed, our libraries are open and providing essential services to our communities"

13:12:19 From Christine Moore : At Huntington Beach we are asking for Quarantine Haiku!

13:12:20 From Louisa Whitfield-Smith : Libraries are our staff not our buildings

13:12:23 From Brigid Day : We are the main place for Red Cross to hold emergency drives.

13:12:24 From Bea Echeverria to All panelists : Evanston's Library is the city's emergency room, too!

13:12:27 From Beth Edwards : We are looking at using Beanstack for our Summer Library Programming.

13:12:29 From Abbie Anderson : Nice, Louisa, and so true!!

13:12:31 From Terri Foster : In PA the state prohibited curbside delivery once the building closed to the public, even before the stay-at-home order.

13:12:36 From Julianna Robbins to All panelists : Hey Christine. Great idea.

13:12:49 From Anne Crawford : If you go to our Library's Facebook page, you can see all of our virtual programming, with or without an account: www.facebook.com/sjcpls/

13:12:52 From Dori Eisenstat : Hi jeff - I love Chicago. I used to live in central IL

13:13:05 From Anne Crawford : Florida is crazy. LOL

13:13:16 From Terri Foster : Our archivist is soliciting people's thoughts to document the pandemic time.

13:13:33 From Anne Crawford : Our governor wants to send kids back to school next month. I'm glad to talk with others so I feel a little more sane!

13:13:48 From Terri Foster : We can't do streaming events because our home internet connections tend to be unreliable.

13:13:54 From Julianna Robbins to All panelists : @Anne Crawford, what state are you in?

13:14:02 From Beth Edwards : we are offering lots of virtual programming, puppet shows, teen programs, etc. on our library's Facebook page

13:14:15 From Terri Foster : We've been looking at Beanstacks for summer reading.

13:14:23 From Amelia Rodriguez : It is BookBytes or Book Bites?

13:14:30 From Vincent Nguyen : I like your shirt, looks very nice.

13:14:45 From Brigid Day : I have heard Beanstack isn't able to onboard for summer. check into it ASAP.

13:14:48 From Anne Crawford : Online Storytimes, KIDs' Programs, Adult Presentations, and "A Book Before Bedtime", M - F. What do you think of Beanstacks? We have issues with running a platform off our website as it's a County website and then you have to involve Legal.

13:14:51 From Alan Bernstein : We are looking to bring our Conversational ESL classes virtual in the next week or so

13:14:54 From Sandra Hopkins : Hi Terri, We have been using Beansatck for Summer Reading Challenge for a few years now.

13:15:13 From Angela Maycock to All panelists : Questions for our presenters? Please share them here -- we will have plenty of time for Q&A at the end!

13:15:22 From Terri Foster : I wish we had the technology & internet to do real online programming.

13:15:23 From Angela Maycock : Questions for our presenters? Please share them here -- we will have plenty of time for Q&A at the end!

13:15:31 From Danielle Wallace : We are not allowed in our buildings at all. I wish I could at least go in and get my hands on our collection.

13:15:39 From Beth Edwards : Brigid, what do you mean that Beanstack isn't able to onboard for SLP?

13:15:41 From Laura Keyes-Kaplawka : Reader Zone is still available for a SRP app - and they're less expensive than Beanstack

13:15:46 From Terri Foster : We are putting stuff on our website & social media as our internet connections permit.

13:15:48 From Anne Crawford : For those having trouble streaming, can you do what I am doing (and others) and prerecord and then upload it to Facebook instead of doing Facebook Live?

13:15:54 From Emily Appleton : Its safer to not be in the buildings.

13:16:08 From Janet Makoujy : Hard to do virtual storytimes when all of your materials are locked in your building and you can't get access to them!

13:16:13 From Terri Foster : My husband tried uploading his Easter sermon. It took hours. Very slow connection.

13:16:22 From Elizabeth Brown : I know there was a deadline for signing up for beanstack for the summer but not sure if it was this week or next

13:16:31 From Vincent Nguyen : Anything Library, thank you for lending ILL items to us via OCLC.

13:16:32 From Laura Deneen : I love all the Panelists energy!

13:16:37 From Emily Appleton : Janet, there are very innovative ways people are doing storytime using digital books, white board, etc

13:16:41 From Peggy Johansen : YAY, NY Tough

13:16:48 From Terri Foster : I agree with the person who says it's hard with materials locked in library. I have no children's books at home, no craft materials.

13:17:09 From Dhariyah Luqman to All panelists : same here

13:17:12 From Gail Sheldon : Alabama has so many issues with broadband coverage and many people do not have devices. We are looking at more offline ideas.

13:17:25 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:17:26 From John Klima : Beanstack deadline was yesterday :(

13:17:26 From Amy Lilien-Harper : I'm doing zoom Zentangle classes.

13:17:30 From Cynthia McCarthy : We are able to come into our library in three-hours shifts we sign up for. No curbside, however; local county health officer pretty stern about SIP.

13:17:34 From Sarah Scott : Question for panelists: how can frontline staff influence library leadership to pursue digital equity initiatives at this time? With our buildings closed, how can we continue to provide services for our most vulnerable community members, many of whom do not have internet access outside of our libraries?

13:17:38 From Anne Crawford : I took a webinar earlier this week that featured Menti, Kahoot, and Prezi and one other. Have you used any?

13:17:53 From Abbie Anderson : Broadband is the key. This crisis may be the impetus we need nationally to consider reliable high-speed internet access a public utility (like rural electrification a century ago)

13:17:53 From Janet Green : Kahoot is great! I'm planning on using it via zoom

13:17:54 From Elizabeth Brown : Thanks amy!

13:17:54 From Cindy Maxey : would love to hear about more offline programs and services. We are using internet extensively but have people in community without internet

13:18:00 From Emily Appleton : Zentangle, oragami, crafts using recycling like toilet paper tubes

13:18:02 From Emily Appleton : there are a lot of options

13:18:06 From Emily Appleton : without craft supplies

13:18:06 From Anne Crawford : How do you do that, Janet? That sounds cool!

13:18:07 From Terri Foster : Beanstacks had a deadline for starting in June, but we always do our program later -- they said that might be possible. I think our county system administrator got the request in by deadline.

13:18:29 From Janet Green : Anne- I am going to share my screen for the game and the attendees will log in with a pin on their phones

13:18:37 From Lauren Smiley : Toilet paper tube crafts might be triggering right now, ha!

13:18:37 From Terri Foster : Many, many people in our area are not online, or only dial-up

13:18:38 From Janet Green : so they can talk but I can also mute them

13:18:46 From Lauren Smiley : Only partly kidding about that

13:18:52 From Anne Crawford : Nice! And such good information from all the attendees.

13:19:02 From ERIN WILLSON : Friendly calls started today. We also need better video equipment!

13:19:04 From Julianna Robbins to All panelists : In CA all schools are closed at least through the Summer. We are getting together as a state to talk about book clubs & book discussions online, poetry online, connections both high and low tech etc.

13:19:10 From Christine Moore : Question: We all want our patrons to return but how do we keep our staff safe after we reopen?

13:19:15 From Abbie Anderson : @Terri Foster, such an important point!! Where I live in the Seattle area, it's easy to assume that "everyone" has Internet, and it's just not so.

13:19:26 From Alan Bernstein : Have done digital crafts using toilet paper rolls, prescription bottles and also will be starting our Adult Game Night next week

13:19:31 From Rick Ryan Palang : Our library is doing the same calling elderly to check on them, especially those who don't have or use on line services much.

13:19:35 From Laura Deneen : hi!

13:19:45 From Michelle Jeske to All panelists : Hi Kelvin, Pam and Marcellus - and Mary and Angela - thank you!

13:19:51 From Abbie Anderson : Technically, MT, it started in Kirkland (KCLS "territory", not SPL) ;)

13:20:09 From Mary Fahndrich : What does the 'call-out' for older population look like at Anythink libraries? Are you just calling those enrolled in a home service/homebound program?

13:20:09 From Julianna Robbins to All panelists : I like adaptation better than innovation. Good point Marcellus.

13:20:12 From Danielle Wallace : @Abbie, the same goes for Baltimore County. We are really seeing how many people do not have Internet access or devices to connect.

13:20:20 From Brigid Day : share ideas! not steal! :)

13:20:27 From Anne Crawford : We're trying to brainstorm for different contingencies of being open. I think everything's going to look different for a long while.

13:20:31 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:20:47 From Rene Bue to All panelists : I would love to know more about calling the elderly. We have been trying to figure out a way we can continue to connect with that population. Anyone who is doing that, please feel free to e-mail me at rbue@hedbergpubliclibrary.org. Thank you!

13:21:19 From Louisa Whitfield-Smith : love all these ideas from Marcellus Turner

13:21:24 From Trudy Jorgensen-Price : We are in the process of writing contingency plans for different phases of being reopened based on how many people can be allowed in the building, etc

13:21:29 From Julianna Robbins : Yes, great points Marcellus!

13:21:33 From Tam Moore : Is that just for kids or adults too?

13:21:43 From Somnath Konduru : Anyone using YouTube instead of Zoom

13:22:05 From Anita Baumann : Sharing an idea that came up from another meeting I attended - not practical if you're a large city library, but for smaller areas... Arrange a lib staff 'drive and honk' through the neighborhoods with some kind of signs to remind folks that the library is still here and will be throughout the duration (and beyond!)

13:22:08 From Sarah Scott : Have any libraries set up their employees to be able to answer phone calls from home? Like a distributed call center?

13:22:08 From Cindy Maxey : We are using both YouTube and Zoom

13:22:37 From Rene Bue to All panelists : @Sarah Scott Yes, we are doing that.

13:22:37 From Louisa Whitfield-Smith : Matt de la Pena's daily letters for parents and kids are great too

13:22:38 From Heather Scruggs : I have been looking into using Cisco WebEx. I've heard that Zoom is not secure.

13:22:38 From Terri Foster : I do a weekly newspaper column for the library. I promote what online services we have for those who can connect.

13:22:41 From Beth Edwards : I can check library phone messages from my home.

13:22:43 From Kristy Kemper Hodge : GoToMeeting and YouTube here in Oregon - not permitted by our city to use Zoom

13:22:44 From Cindy Maxey : we are offering phone reference in limited hours through Jabber app

13:22:45 From Annie King : Shrewsbury MA here. We can't take calls at home, but we can call in and get voicemails and answer those from home.

13:22:47 From April Lammers : We are sending all of our calls to email and having staff respond to that throughout the week. We also have a city call center that is mostly staffed by library staff.

13:22:48 From Beth Smilack : Is anyone using Google Forms for their SRP logging rather than Beanstack or one of those programs? If so, can you share some forms or ideas with me?

13:22:50 From Lisa Gresham : Whatcom County Library System has employees set up to answer calls at home using Skype for business

13:22:59 From Amy Lilien-Harper : We tried livestreaming on YouTube for storytimes, but our connections ended up being too weak. Way too much buffering. Half of my first storytime was lost.

13:23:00 From Darla Komora : Our 211 librarians work from home now.

13:23:02 From Trudy Jorgensen-Price : My library got author/illustrator/publisher permissions and we were able to put up a story stroll in the windows so that patrons can walk around the building and read the story and post the picture they draw to social media and tag the library

13:23:03 From Michelle Jeske to All panelists : Marcellus, how do you determine which kids/families to call for homework help and stories or they sign up somehow?

13:23:03 From Terri Foster : I check library voicemail and email from home. We also get through Facebook messenger.

13:23:04 From Sheila Ward : Twitter, IG, YouTube, FB, ALA, PLA, OHIONET just to name a few

13:23:05 From Anneliese Finke : We don't exactly answer phone calls, we receive voicemails and then make outgoing calls back using Zoom Phone

13:23:05 From Guillermo Rodriguez : we are using Zoom to answer patrons' calls

13:23:08 From Brigid Day : a lot of libraries are sharing online escape games. I LOVE that people share their work

13:23:16 From Somnath Konduru : In the news: Zoom has security problems

13:23:17 From Lisa Salyers : I totally agree with this philosophy! KUDOS!

13:23:17 From Korin Rosenkrans : We have staff who check out voicemail everyday and respond to patrons.

13:23:39 From Terri Foster : I added a page to our website dedicated to resources for this coronavirus time.

13:23:43 From Julianna Robbins : Yes yes yes! Great book.

13:23:58 From Jess Witkins : What was that TED speaker's name?

13:23:58 From Cherilyn Fiory to All panelists : Yes, Sarah. The Upper Dublin Library in PA is routing calls through our main number to individual librarians at their homes on a set remote reference schedule.

13:24:05 From Kristy Kemper Hodge : and book title again, please?

13:24:09 From Emily Appleton : Priya Parker

13:24:09 From Trudy Jorgensen-Price : We are working on getting email reference and librarian by appointment one-on-one webex appointments

13:24:12 From Darla Komora : A Learning Lab librarian works with library patron/students online from home.

13:24:12 From Lisa Eribez to All panelists : Who is the author?

13:24:13 From ERIN WILLSON : setting up Freshdesk to start receiving customer calls at home

13:24:18 From Emily Appleton : the art of gathering is the book

13:24:19 From Julianna Robbins : Sign up for Priya's newsletter. It is amazing.

13:24:20 From Cindy Maxey : I don't think Zoom is any less safe than Facebook

13:24:23 From Louisa Whitfield-Smith : Re: Alabama question. Some ideas I really love for lower internet connectivity staff and service population: 1) Dial in book club! 2) Dial in jam session; 3) postcard campaign, mail out to all your patrons with the best phone line to reach library staff at with both information and entertainment questions (and just to have someone to talk to); 4) phone check ins on vulnerable or socially isolated patrons

13:24:24 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:24:40 From Irene Benvenuti :
https://www.ted.com/talks/priya_parker_how_to_create_meaningful_connections_while_apart

13:24:44 From Louisa Whitfield-Smith : I really like Jabber

13:24:49 From Julianna Robbins : Great ideas Louisa!

13:24:57 From Peggy Johansen : We're having a car 80th Bday Parade this Sunday at 5:00 for a book club member.

13:25:11 From Janet Makoujy : Invite your seniors to a virtual tea party. Everyone sit down with a cup of tea and shares stories and what kinds of cookies they are eating with their tea!

13:25:36 From Louisa Whitfield-Smith : Peggy, I love that

13:25:40 From Elinor Brumbaugh : Thank you for the link to that TED talk, Irene!

13:25:47 From Erin Livingston : Doesn't cold calling patrons to check on them raise privacy concerns?

13:25:50 From Alyssa Tabor : We have cancelled all programs and meeting room reservations through August 31st.

13:25:57 From Otter Bowman : Birthday car parades are great fun

13:26:02 From Darla Komora : Our managerial staff has had leadership meetings.

13:26:05 From Laura Bandoch : How would anyone clean the touch-screen self check out? Won't Lysol or Clorox wipes ruin the screen?

13:26:08 From Julianna Robbins : Alyssa, what state are you in? Hearing that from others in CA too.

13:26:10 From Heather Scruggs : I wonder the same thing, Erin.

13:26:13 From Joy McIntire : Good point about cleaning!

13:26:13 From Louisa Whitfield-Smith : also now that I've gotten started, I love the idea of having a dial in knitting circle- basic an old fashioned party line to keep each other company while you craft

13:26:14 From Otter Bowman : good question, Erin

13:26:19 From Martha Kapelewski : Good to know Target is doing that! Thank you.

13:26:22 From Lisa Eribez : Big concern! sanitizing library

13:26:24 From Laura Deneen : Great Point!

13:26:30 From Louisa Whitfield-Smith : Agreed Marcellus- essential services like grocery stores have so much to teach us

13:26:38 From Darla Komora : We wiped off the touch screen with Purel.

13:26:40 From April Lammers : We have virtual weekly rotating craft night and coloring night.

13:26:53 From Louisa Whitfield-Smith : Love that April

13:27:10 From Laura Keyes-Kaplafka : I'm happy to pass along some adult/family virtual program options that have come across my desk. Email me: Director@Dunlaplibrary.org

13:27:11 From Dori Eisenstat : That's a very good point that the public service that libraries provide is functionally very similar to other customer service businesses

13:27:37 From Sarah Scott : Great question

13:27:39 From Kristy Kemper Hodge : Yes! the spaciness is real

13:27:45 From Somnath Konduru : How are you using Youtube?

13:28:06 From Ann Larson : Big concern for us is equity... the school in the area is not on any virtual school. They have had to pass our paper packets before the school closed. One thought we had was to have a program on the radio.

13:28:21 From Cindy Maxey : youtube channel: posting storytimes, poetry readings, presentations

13:28:23 From Abbie Anderson : Yes, @Sarah, KCLS has a fabulous cohort of our paraprofessionals who got trained to do online chat from home with QuestionPoint. We got a lot of support from librarians across the US and UK while we were getting up & running with it, and now we're returning the favor!

13:28:23 From Terri Foster : Someone on the chat expressed privacy concern about cold-calling patrons. I wondered about that, too. The caller ID would be my home number, not the library.

13:28:30 From Anne Crawford : I agree with what our speaker, Pam, is saying - we have to take care of our team so they can take care of our patrons.

13:29:10 From John Klima : WI safer at home order just got extended from April 24 to May 26

13:29:12 From Emily Appleton : I am doing virtual dungeons and dragons with my teens

13:29:15 From April Lammers : You can use *67 to block your phone number

13:29:16 From Korin Rosenkrans : if you use *67 before putting in the phone number it should hide your phone number

13:29:19 From Paula Keith : We are at home but the staff still has some work-at-home expectations: webinars, book reviews etc. There are some managers at the library for a few hours Mon. thru Fri. and staff is allowed to go in during these hours.

13:29:21 From Terri Foster : We're promoting online activities from our county library. Their staff has access to better internet.

13:29:23 From Kristy Kemper Hodge : @emily, how are you doing D&D?

13:29:25 From Sarah Pardi : Dialing *67 before calling a number will show a "blocked" number

13:29:33 From Alyssa Tabor : I am in Missouri. Both Christian County (my system) and Springfield-Greene County (our neighboring system) have made this decision.

13:29:33 From Trina Camping : Yep, *67

13:29:45 From ERIN WILLSON : All programs at HPL cancelled until Jan 1, 2021

13:29:47 From Sandra Hopkins : Our stay at home order in VA is thru June 10

13:29:51 From Amanda Cadenhead : We are doing welfare check calls to seniors in the area. We can only do it from a City phone, and we identify ourselves as City staff. Very positive responses

13:29:52 From April Lammers : Wow Erin!
13:29:54 From ERIN WILLSON : online programming only
13:29:56 From Abbie Anderson : Good for VA!
13:30:04 From Terri Foster : We did a Paycheck Protection Program loan so we could keep paying staff. Folks are doing minor tasks and trainings as their circumstances permit.
13:30:07 From Dori Eisenstat : its easy to get a free google voice number that links to your phone... the caller id will show the google voice number. its a great solution.
13:30:16 From Andrea Lam : I'm super curious to see if there plans to keep any or all of these initiatives up after SIP because some libraries haven't done these modes of engagement before. There's a rush to connect and engage with sharing content, but is it sustainable?
13:30:16 From Heather Scruggs : I use google voice also
13:30:18 From Emily Appleton : @kristy great question. We are learning as we go but we are using zoom/hangouts and using a virtual dice roller. There are free campaigns online and online rules books that we are using since we don't have the physical guides
13:30:21 From Sarah Scott : <3
13:30:21 From Nannette Troyan : I've noticed that most of the patrons that I've tried tp call from home using *67 have calls blocked from callers using *67:(
13:30:26 From Anisha Huffman : In my branch we have virtual weekly staff meetings. This is a great way for us to checking in with one another. We have been out of the branch since March 14th.
13:30:26 From Terri Foster : We can't be in our building, so no access to calling from "official" phone.
13:30:26 From Peggy Johansen : Prayer Works!
13:30:29 From Emily Appleton : its a little chaotic but we are learning as we go along
13:30:34 From Angela Maycock : Pam, quit making me cry!
13:30:34 From Lauren Smiley : Beautiful thoughts, Pam!
13:30:40 From Nydya Mora : Google Voice is a great resource
13:30:43 From Somnath Konduru : so you record and post in Youtube. I see some people do live sessions in Youtube. And Youtbe is secure than zoom
13:30:43 From Paula Keith : We are doing a lot of online programs, including a Facebook Live once a week. We are also posting book reviews and other ideas of interest from the staff.
13:30:55 From Susan Terrone : praying for my co-workers every day - Annette
13:31:10 From ERIN WILLSON : So true Pam!
13:31:15 From Alyssa Tabor : Thanks for sharing about the prayers! I am praying as well.
13:31:18 From Abbie Anderson : @Anisha, we're doing multiple weekly staff meetings and checkins--for branch teams, for classification teams (Info teams, Ops temas), for our region of branches
13:31:20 From Sarah Scott : I'm curious from a managerial perspective, how will you evaluate your employees' performance during this time? What about newer employees who are still in their probationary periods? Not everyone has access to the same tools and resources to be able to do their jobs from home...
13:31:35 From Emily Appleton : Thats a good point Marcellus, now isn't the time to radically change thing

13:31:44 From Abbie Anderson : System-wide we also have 2 weekly "Support and Connect" sessions, which have been ***maaaarvelous***

13:32:12 From Beth Smilack : Does using *67 add a cost to the call?

13:32:16 From Brian James : Anyone else feel as though they are being pressured to "do everything" and "do it immediately"? We're doing a ton of online stuff, but it's not possible to do everything

13:32:22 From Sarah Scott : Yes, Brian

13:32:26 From Emily Appleton : Yes Brian

13:32:28 From Anne Crawford : Yes to Brian!

13:32:29 From Heather Scruggs : no,Beth

13:32:30 From Michelle Jeske to All panelists : We do a daily all staff communication email and then we record on a phone line for those without technology and/or Internet - really shows digital divide even among staff.

13:32:32 From Kristen Martinez to All panelists : Yes Brian

13:32:32 From Jess Witkins : Yes, Brian

13:32:35 From Courtney Allen : Brian, I'm with you there!

13:32:37 From Andra Steele to All panelists : Yes, Brian

13:32:38 From Alyssa Tabor : Yes! I feel this too.

13:32:46 From Anne Crawford : Especially with respect to unreasonable patrons/administration.

13:33:02 From Michelle Jeske to All panelists : I did an all staff recorded video that went out earlier this week and the response was overwhelming. People want to "see" their leaders right now

13:33:12 From Alyssa Tabor : I don't feel it from my administration, but from the library world in general right now

13:33:17 From Dori Eisenstat : Yes Brian. I also think if this goes on much longer, (which it will), people are going to stert getting burnt out of online interactions. I know I am already.

13:33:18 From Anne Crawford : I wonder how they might feel if they had to be in our place and potentially put themselves at risk. There are still folks out there who still think this thing is overblown/a hoax. It's nuts.

13:33:18 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:33:19 From April Lammers : We have started Friday staff salons where staff can share what they've learned through webinars and classes over the week. People can also share creative things their working on and just connect.

13:33:19 From Amanda Cadenhead : Yes, Brian, I am trying to set up summer programming and wanting to do virtual adult programs, but haven't been able to so far.

13:33:30 From April Lammers : ugh they're

13:33:34 From Anne Crawford : Not Library Administration, but rather County Administration/County Commissioners.

13:33:54 From Glory Okeagu : Love your idea April

13:34:08 From Jonatha Basye : I love that you coin your staff members!! AF spouse here!!

13:34:11 From Darla Komora : Our manager has given our department staff work to do from home and has asked us to keep a record of the hours. Examples of assignments are given to staff according to each of their responsibilities and are blogs, passport training, and employee training from Niche Academy.

13:34:17 From Anne Crawford : Amanda, can I help?
13:34:26 From Kristy Kemper Hodge : @erin, thank you!
13:34:46 From Anne Crawford : I have been using an iPad and recording that way and then our staff helps with uploading it to our Library's Facebook page. We create an event on our Library's website.
13:34:46 From Sydney Buffington : THAT WAS MY WORK PHONE RINGTONE I JUMPED HAAAAHA
13:34:51 From Terri Foster : Alyssa, I agree. My Board is super supportive, but everything I see from the library community makes me feel like I'm not doing enough. We just don't have the tools and structure for a lot of programming from home, and we are ordered to stay home.
13:35:02 From Kristy Kemper Hodge : @terri, yes!
13:35:08 From Brooke Heads to All panelists : Haha, that it my work phone ring tone too
13:35:11 From Kristy Kemper Hodge : hard not to compare right now and feel like you;re falling short
13:35:11 From Guillermo Rodriguez : What a great point Kelvin!!
13:35:13 From Brian James : @Dori, I agree.
13:35:22 From Anne Crawford : It's stressful feeling like we're having to fight to justify libraries in the middle of all of this.
13:35:27 From Catherine Lucas : We shared a YouTube presentation by Brene Brown on vulnerability in smaller groups and then discussion. There was great response.
13:35:30 From Cynthia Webber : Our branch has transferred our book club, photography club and writers' group to a virtual format. It has gone very well, and the participants are so appreciative of the opportunity to stay connected.
13:35:38 From Amanda Cadenhead : @anne Crawford, were you responding to me? acadenhead@burlesonlibrary.com
13:35:40 From Beth Edwards : I totally agree, Catherine!
13:35:54 From Anne Crawford : Yes, I was, in an attempt to be helpful. :)
13:35:56 From Terri Foster : I share a lot of things on Facebook and Twitter from other folks that I think will be helpful for folks.
13:36:09 From Patti Meyer to All panelists : I just found out in Wisconsin we can do curbside pickup starting April 26
13:36:13 From Peggy Johansen : If I do go out I ALWAYS see at least one person who says when are you opening. I want kids books! Or I want (adult) books!
13:36:14 From Rio Aucena : We'll have to increase more virtual programming for sure!
13:36:14 From Terri Foster : Some of our folks who don't have a computer at home have a smartphone and follow Facebook.
13:36:19 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!
13:36:23 From Maribeth Shafer : We have been looking at a phased opening. Moving from just staff in the building. Then curbside. Then limit patrons in the building. Then full service
13:36:26 From Anne Crawford : I love Librarians! You guys are the best! 17 years in Libraries and you can always trust librarians to tell it like it is and be there for one another.
13:36:27 From Kristy Kemper Hodge : @cynthia, what tools are you using for online photo and writing clubs, please?

13:36:33 From Martha Kapelewski : I see a lot of clear plastic/glass barriers between customer service individuals and patrons, services.

13:36:41 From Jennifer Franz : Some libraries are doing so much online because they're being pressured to from above. Let's all give ourselves a break and know we're all doing the best we can.

13:36:53 From Anne Crawford : Hear hear!

13:36:54 From Lisa Salyers : plexiglass! YES!

13:36:55 From Laverne Mann to All panelists : Amazon has plexiglass for sale for service desks - different sizes

13:36:57 From Martha Kapelewski : plexiglass! that's the word I was thinking about!

13:36:58 From Dina Brasseur : Yes! Amen Jennifer Franz!

13:36:58 From Julianna Robbins to All panelists : Yes, thanks for this Kelvin!

13:37:00 From Stephanie S : Someone mentioned how to do D&D (Dungeons and Dragons). Our library in DE is utilizing Roll20.net to do it online. We are offering it on Tuesdays at 7pm and Fridays at 3pm.

13:37:02 From karin nelson : we are using ms teams as a way for staff to connect to each other about non work related activities they are doing. Builds support & camaraderie.

13:37:10 From Alyssa Tabor : I think we need to give ourselves and each other some grace.

13:37:12 From Paula Keith : Part of what will be different for me will be collection budgeting. Some of my current budget has been used for the additional ebooks which were purchased.

13:37:13 From Julie Sisson : I hope we get plexiglass

13:37:15 From Abbie Anderson : MS Teams at KCLS, too

13:37:17 From Anne Crawford : How does MS Teams works?

13:37:20 From Anne Crawford : *work

13:37:22 From Alyssa Tabor : We can do what we can do and that is enough right now!

13:37:22 From Terri Foster : When we reopen, we'll probably have to close down some computers in order to keep people 6 feet apart.

13:37:25 From Patti Meyer to All panelists : what about patrons who just want to use the Internet and library computers?

13:37:28 From Louisa Whitfield-Smith : Agreed, Kelvin. And space the new computers too!

13:37:32 From Katrina Hohlfeld : Same here, Paula

13:37:42 From Louisa Whitfield-Smith : Yes, Terri, that's what Mississippi libraries are looking at too

13:37:47 From Sarah Scott : I think it's extremely important for public libraries to commit to digital equity right now. We need leaders to speak out, raise consciousness, build coalitions, share information and resources, and start developing and implementing new solutions.

13:37:53 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:37:56 From Abbie Anderson : Staff are totally owning MS Teams: I'm hugely impressed with the collaborative projects they are starting for their own peer training and mutual support during Work from Home.

13:37:58 From Rio Aucena : We've ordered mobile flexi-glass and we will also be staggering computer patron use to every other seat.

13:37:59 From Darla Komora : Our library has a "Library of Things" which lends power tools, musical instruments, and more. Of course, we will have to sanitize the items upon check-in.

13:38:23 From Julianna Robbins : Will libraries maybe offer special senior hours?

13:38:26 From Dori Eisenstat : In one of my libraries space is a huge issue. We don't have ANY extra. Not sure how we can space people out.

13:38:37 From Tricia Jones : Our director has us doing training webinars and each day one of us does the virtual story time.

13:38:49 From Terri Foster : Our governor says when things open, we'll need staff to monitor how many people come in. Well, a lot of shifts, we only have one person working!

13:38:55 From Linda Hoffman to All panelists : Can you list your website for "Anything, Everywhere?"

13:39:03 From Abbie Anderson : @Darla, we all should probably do "sequestering" first; sanitizing might not be as necessary if we have the space and means to quarantine the items, which will keep staff much safer!

13:39:06 From Louisa Whitfield-Smith : Julianna, I LOVE that idea. Hadn't heard that

13:39:11 From Maribeth Shafer : We have cancelled all inperson programming until August

13:39:22 From Ursula Juarez-Wall to All panelists : We have canceled some SR programs and some of our vendors are doing virtual programs which will be shared by all of our branches.

13:39:39 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:39:40 From Kendall Culbertson : We have too, Maribeth

13:40:00 From Alyssa Tabor : We have too.

13:40:05 From Terri Foster : I figure if no one has been in the building for 6 or 8 weeks, sanitizing isn't going to be a real issue until people and books start coming in. Then "quarantine" the books for a few days before handling and shelving.

13:40:05 From Abbie Anderson : Reservations of our meeting rooms have been cancelled through the end of 2020. yup. We may be moving furniture in there to limit people in the buildings when we phase in opening our buildings, and we just can't encourage gatherings.

13:40:11 From Cory Sesko : I'm really glad this chat will be shared later! So many great thoughts, solutions and ideas to consider and share more fully with staff and other community members.

13:40:29 From Guillermo Rodriguez : great idea Cory

13:40:31 From Arlene Caruso : Tom Fay is the best!

13:40:33 From Anne Crawford : Oh wow...I hadn't even thought of our meeting room groups. Maybe we can help teach them how to use Zoom and such!

13:40:46 From PLA Webinars : We'll definitely include a chat transcript with the archived recording of the webinar.

13:40:55 From Darla Komora : @ Abbie, we plan on setting books and DVDs aside for three days, but power tools have metal surfaces and plastic containers, so I believe more attention should be made to sanitizing.

13:41:06 From Sarah Scott : And what about all the people we aren't reaching online?

13:41:16 From Terri Foster : Our county library system added RB digital unlimited access to thousands of magazines. I'm promoting that very heavily!

13:41:17 From Abbie Anderson : @Darla, of course you're right.

13:41:19 From Brigid Day : AMEN!! PREACH!!

13:41:21 From Trudy Jorgensen-Price : We are considering modified hours so that we have more time before patrons come in to clean and sanitize... and shelve. We don't want to have shelving going on while patrons are in the stacks to accommodate social distancing

13:41:23 From Cynthia Webber : We're using the Enterprise version of Zoom for our meetings. For Photog. Club, there is a weekly photo challenge and the participants share their images with each other.

13:41:46 From Sarah Scott : We need to empower staff at all levels to pursue projects of varying scopes.

13:42:00 From Corinna Manion to All panelists : It's wonderful that all of the panelists are so focused on supporting their staff and that staff are still working and being paid. I am concerned we're not hearing enough from library staff who are not working/not being paid/etc. That is the most heartbreaking part of this for me. Am I the only one working for a system where a large number of our people are not working right now? Does PLA have stats on this? Are there compiled resources for advocating for these folks?

13:42:03 From Marion Scichilone : Yes, Tom is great. He and MT and many others at SPL are all doing AWESOME work and have been very available for staff.

13:42:08 From Anne Crawford : What is the Enterprise version of Zoom?

13:42:17 From Darla Komora : We haven't actually discussed how to sanitize the tools. I would feel better if we did. The volume of the tools is not as vast a task as the books and DVDs!

13:42:24 From Abbie Anderson : @Trudy: YES. We'll need to limit open hours, limit numbers of people in buildings, and be strategic about which buildings to open as well as about how to use spaces in our buildings.

13:42:59 From Somnath Konduru : I guess Zoom is easy for patrons to connect to than other tools, but what about patron privacy and security?

13:43:01 From Laverne Mann :
<https://www.uschamber.com/coronavirus/implementing-national-return-to-work-plan>

13:43:04 From Louisa Whitfield-Smith : Here in Mississippi we're beginning to look at setting up our meeting rooms as convener suites with quality bandwidth, high quality cameras, enough seats on our video conferencing and teleconferencing seats for groups to use to convene digital or phone meetings (including setting up time for training for first time digital meeting conveners). Also, these are great for virtual job interviews and online classes

13:43:16 From Hella Rumschlag : Our library has extended wifi to the parking lot.

13:43:39 From Chaunacey Dunklee : @Laverne Thank you!!

13:43:45 From Lisa Blue : Open just for me, darn it!

13:43:57 From Darla Komora : Our library has extended wifi to the parking lot also!

13:44:01 From Abbie Anderson : lol, @Lisa

13:44:09 From Serena Enger : Media outlets today are reporting on the participation of San Francisco librarians being trained to work with UCSF Medical Center and Public Health as contact tracers along with other DSW workers. <https://sfmayor.org/article/san-francisco-launches-innovative-contact-tracing-program-strengthen-coronavirus-response>

13:44:15 From Sarah Scott : The Brookings Institute did a great webinar on what's being done to address the growing US digital divide: <https://www.youtube.com/watch?v=wNLUxQNWeA>

13:44:19 From Beth Borene : Our libraries have also boosted wifi out into the parking lot

13:44:20 From Stephanie S : Same added hotspots to library parking lots in DE

13:44:22 From Cynthia Webber : I think it's a corporate/business version.

13:44:22 From Patricia Coleman : good luck finding hotspots to buy

13:44:45 From Andrea Lam : @Sarah We're partnering with some local community agencies and hearing of vulnerable people who don't need library services, but need healthcare resources and food.

13:44:48 From Sarah Scott : Anyone who wants to collaborate on digital equity, feel free to email me: shscott@kcls.org

13:45:10 From Abbie Anderson : The great wifi debate! In some locations people will safely use wifi from inside their cars; in others, wifi encourages gatherings of people coming close to the building to sit on benches, possibly access any power outlets, etc.

13:45:18 From Louisa Whitfield-Smith : Thank you, Sarah

13:45:22 From Terri Foster : Our wifi is reachable outside now. But our grounds are small, and no parking lot. If many people use it at once, there's no social distancing!

13:45:31 From Sarah Scott : Some places are putting Wi-Fi hotspots on public school buses and putting them in communities.

13:45:41 From Catherine Lucas : Is anyone looking at delivery, similar to take out, through a third party vendor? <https://www.washingtonpost.com/news/volokh-conspiracy/wp/2016/02/08/why-dont-public-libraries-deliver/>

13:45:56 From Abbie Anderson : @Sarah Scott, I heard about that, hotspots on school buses for mobile internet and reaching remote communities

13:46:09 From Paula Keith : We were going to keep our internet on for longer hours for our parking lot usage but the police dept. asked us not to because their staff is short handed. we often have loitering in the parking lot after hours, which causes many issues.

13:46:38 From Abbie Anderson : @Paula, *yes*. Security issues re: wifi outside!

13:46:45 From Ann Larson : I wish we could to hotspots. We are lacking the infrastructure :(

13:46:47 From Sarah Scott : Jessica Rosenworcel, Commissioner of the Federal Communications Commission, is on board for public libraries and schools to use the E-rate program to lend out hotspots.

13:46:48 From Erin Livingston : All of our hotspots are out, either to patrons or staff. None left to be purchased in the area.

13:47:35 From Catherine Lucas : Mary, will you also be sharing the participant comments with us when the presentation is emailed?

13:47:50 From Sarah Scott : The National Digital Inclusion Alliance is doing great work too.
<https://www.startup.digitalinclusion.org/index.html>

13:47:52 From Kristy Kemper Hodge : I think the privacy concerns arise from making cold calls to users when we may not have done that in the past?

13:47:58 From PLA Webinars : We'll definitely include a chat transcript with the archived recording of the webinar, Catherine. Thanks for asking!

13:48:14 From Catherine Lucas : Thanks so much!

13:48:16 From Laverne Mann : Yes agree Kristy- especially libraries choosing to call only 'seniors'

13:48:22 From Ursula Juarez-Wall to All panelists : Thank you.

13:48:38 From Laverne Mann : We also have 30K cardholders in a town of 70K so we just can't do it

13:48:56 From Elizabeth vonTauffkirchen : We're reaching out to every patron with no email address on file, regardless of age.

13:49:10 From Kristy Kemper Hodge : How are they receiving that?

13:49:21 From Kristy Kemper Hodge : Do people welcome the calls?

13:49:23 From HEATHER JOHNSON to All panelists : I too would like to hear a response about the legality of calling patrons and accessing information through databases to do this.

13:49:25 From Leann Lehner : Is delivering technology to one person because they asked for it equitable?

13:49:26 From Terri Foster : I just think calling everyone is really going beyond the role of library and into the realm of social worker. Maybe that sounds harsh, but I don't think people expect nor particularly welcome that from us.

13:49:28 From Elizabeth vonTauffkirchen : They've been grateful and happy to hear from us.

13:49:28 From Sarah Scott : Are libraries looking at using a variety of communication channels to reach people? Print, mailings, phone, text message, TV, radio...

13:49:33 From PLA Webinars : Remember, everyone, to send your chat messages to "All panelists and attendees" instead of the default "All panelists." Thanks!

13:49:48 From Kristy Kemper Hodge : Good Point!!!!

13:49:52 From Ann Larson : We are looking at radio.

13:49:54 From Kirsten Pearson : Terri, I agree - sometimes we're straying.

13:49:57 From Kristy Kemper Hodge : library staff need support, too

13:50:00 From Paula Keith : We have some staff at work everyday to answer the phone and answer questions.

13:50:05 From Megan Anderson : Are you expecting staff to do that from their personal phones?

13:50:15 From Susan Terrone : I've called severed seniors who are alone and they were so happy to hear from me - Annette

13:50:26 From Susan Terrone : *several

13:50:34 From Martha Kapelewski : that's a great way of putting it, Mary!

13:50:53 From Terri Foster : My husband is a pastor, so I really can't tie up our phone with a dial-a-thon to patrons.

13:51:07 From Diana Lennon : Our phones are covered by staff on Zoom phone lines (so none of their personal info shows)

13:51:12 From HEATHER JOHNSON : I too would like to hear a response about the legality of calling patrons and accessing information through databases to do this.

13:51:16 From ERIN WILLSON : I think those are conversations that we would be having with customers anyway so not really above and beyond - always feel a bit like a social worker veryday

13:51:22 From ERIN WILLSON : everyday

13:51:29 From Janet Green : Heather me too!

13:51:33 From Louisa Whitfield-Smith : Amen, Pam

13:51:34 From Sarah Scott : Depending on your phone system, you might be able to have people take their desk phones home.

13:51:34 From Andra Steele to All panelists : I agree with you, Terri.

13:51:44 From Theresa McCarty : Are you paying part-timers?

13:52:00 From Alyssa Tabor : My system is paying everyone right now.

13:52:06 From Rio Aucena : Our remote telephone system is set up so it will display the library phone number even though a personal phone number may be used.

13:52:09 From Kirsten Pearson : We are also paying everyone too.

13:52:09 From Somnath Konduru : Zoom phone lines?

13:52:13 From Stephanie S : We are paying our part-timers based on the last schedule they worked the week we closed but they aren't

13:52:13 From lila saab : Pam ...excellent!

13:52:15 From Beth Edwards : We are paying the person who cleans our library, even though we are closed.

13:52:16 From Terri Foster : We are paying part timers. Keeping our payroll up is part of the conditions for the paycheck protection loan.

13:52:16 From Laverne Mann : As a patorn -I welcome an email from my library but would not want phone call

13:52:17 From Cindy Maxey : I think the legality depends on state and local laws. In Ohio, sving lives takes priority over library privacy

13:52:28 From Nannette Troyan : @Theresa Our library is paying full and part time - whatever they would normally get paid

13:52:29 From Kysh Clemons : Everyone is being paid in Fulton County (GA)

13:52:30 From Diana Lennon : yes, paying part-timers. They're answering phone, doing projects etc w/ limited hours

13:52:33 From Jennifer Wertkin : Thank you for that leadership. More of that is needed, Pam

13:52:37 From Stephanie S : Part-timers are being paid but not working from unlike our full timers in DE

13:52:39 From Abbie Anderson : KCLS is paying everybody right now, with some boundaries around what you are allowed to do to get paid without using accrued leave.

13:52:44 From Janet : Our library district is paying part timers who are working from home or in the closed building 3.5 hours a day.

13:52:45 From Ann Larson : Thanks Pam!

13:52:50 From Darla Komora : Out library has radio, online news sites, and television ads. Our Main library is in a mid-sized town with branches in suburban and rural settings.

13:52:53 From Maribeth Shafer : That is a very good way to put it, Pam. Have a work plan that everyone is aware of. Give permission for selfcare

13:52:55 From Anisha Huffman : we are not working from home; we are trying to do our work from home.

13:52:58 From Sarah Scott : Some part time staff depend on sub hours to supplement their authorized hours and have lost that source of income.

13:53:19 From Kirsten Pearson : Good point Anisha

13:53:33 From Anisha Huffman : thank you

13:53:38 From Abbie Anderson : Yes, Sarah, it's so distressing for those PT staff who work so hard to manage their sub hrs, and count on that income for their budget.

13:53:44 From Alyssa Tabor : Our supervisors and admin have been unbelievable. So thankful for them.

13:53:55 From Rio Aucena : We have been asked to do more continuing education be it webinars, learning Spanish, or other skills.

13:53:56 From Rose Barcal : From city administration, all library part-timers were furloughed as of April 1st.

13:54:02 From Loraine Mcgahee : I work PT and have been furloughed here at JCL. HAPPY National Librarian Day!

13:54:05 From Heather Martz : I work part time in 2 libraries. One is continuing hours and pay. The other has reduced part time hours, and we'll be laid off a the end of next week

13:54:10 From Hella Rumschlag : Part-timer here - yes, being paid. We have been assigned a list of training tutorials and encouraged to take advantage of webinars, like this one:-). It's a great time to focus on professional development and learn something new.

13:54:28 From Rick Ryan Palang : Yea the management at my place is really nice and I appreciate them helping us part timers.

13:54:31 From Kristy Kemper Hodge : WOWZA, FL! that's a lot all at once

13:54:40 From Erin Livingston : All our staff are being paid, but I don't know how that's being determined for part-time staff.

13:54:51 From Kirsten Pearson : Our pt people who can work, are - but pages and mail clerk, etc. aren't. They are getting paid though.

13:55:01 From Diana Lennon : Agree HellaR. PTers doing lot of prof dev, learning...

13:55:04 From Laura Deneen : We are all getting paid it's amazing

13:55:08 From Peggy Johansen : It must be nice to have a quiet buiding and getting a lot done there....

13:55:10 From Angel Suhrstedt to All panelists : in our system we have HT staff being paid for scheduled hours - for most that's 20 hours/week

13:55:15 From Kirsten Pearson : PT staff is making the average of their weekly hours.

13:55:43 From Serena Enger : Would be interesting to know how library workers are being used as their city or county's disaster workers.

13:55:51 From Peggy Johansen : New York State is closed tight

13:55:56 From Brigid Day : Wonder what ILS y'all are moving to? :)

13:55:57 From Sarah Scott : I'm worried about the patrons who are heavy users of our buildings. We have patrons who live in their cars and have camped in the library parking lot. We serve a lot of homeless patrons. When we reopen, it's going to be a big challenge to meet community needs.

13:56:05 From Sandi Williams : Part-timers at Paso Robles City Library are getting paid and communicated with - we feel appreciated. We

are working from home, holding virtual story times, attending webinars and training, even helping other city departments.

13:56:10 From Terri Foster to All panelists : I wish I could work in my library building. I don't know why working alone in the building is any more coronavirus risk than being home with family.

13:56:19 From Kristy Kemper Hodge : @Sarah, yes, balance will be a challenge

13:56:24 From Janet : Everyone at our library district is working from home or 3-5 in the building, rotating on different projects. Staff are working on many new projects, making videos, learning new things!

13:56:24 From Christine Moore : Many of our staff are working in the EOC call Center and many of our librarians are doing research for different city teams

13:56:28 From Darla Komora : Currently, all staff is paid at home, except Maintenance and IT staff who are remodeling two departments (in place before the COVID 19 crisis). I just got an email today that staff will report to work on May 4 to work half of their regularly scheduled hours; however, they will be paid for their normal hours. Of course, we will observe social distancing. I imagine that scheduling us half of our hours will make social distancing easier.

13:56:34 From Cory Sesko : This webinar is really hitting all the key concerns - and doing a great job focusing on what may be the most vital contribution COVID may have on communities and the world at large - going forward. How to Care - really care about one another, and its far reaching impact both personally and professionally. What can it look like as the norm. Not as isolated cases. I know, easier said than done in light of inequities.

13:56:37 From Jason Raquinio : we're supporting our community services group and bagging groceries for the needy

13:56:37 From Hella Rumschlag : I should add that we are also being encouraged to volunteer in our community, whether in person delivering groceries or making masks or transcribing online.

13:56:45 From Dianamarie Trombetta to All panelists : we are all doing webinars and making phone calls from home while our county here in NY is basically in lock down

13:57:03 From Terri Foster to All panelists : It would be much simpler to be allowed to work in building, even just me. I'd have a good internet connection, library phone, access to all our computerized records and ILS.

13:57:17 From Mari Martin : Great idea, Hella.

13:57:30 From Andrea Lam : @Serena We have been taking some shifts at the the municipality's Covid call centre. We answer all kinds of questions from people concerned about neighbours having house parties, reporting a missed trash pick up, or business licences.

13:57:32 From Laura Deneen : Yesss digital use is way up!!

13:57:41 From Janet : Our director has been very supportive, and encouraging -- saying we will be better on the other side of the pandemic.

13:58:00 From Kirsten Pearson : Staff support and flexibility is crucial.

13:58:02 From Abbie Anderson : I read that San Francisco PL staff are helping with contact tracing!

13:58:30 From Sandra Hopkins : We offer library card sign ups over the phone for residents so they can use digital services now. We have had a lot of sign ups!

13:58:30 From Laura Deneen : thanks!!

13:58:41 From Beth Edwards : Thanks - great webinar!

13:58:45 From Amber to All panelists : Thank You. !!!

13:58:48 From Sarah Scott : My library has 3D printers that we are hoping to activate to meet community needs in some way.

13:59:00 From Alan Bernstein : good webinar

13:59:00 From Julia Cuddahy : Thank you very much for your insight!

13:59:00 From Heidi Fowler : Thank you.

13:59:01 From Terri Foster to All panelists : We have remote sign-up for our online resources, but people aren't taking us up on it.

13:59:01 From Mia Clowes : We have an online application!

13:59:03 From Mari Martin : Thank you! I look forward to reading this chat!

13:59:03 From Heather Martz : Thank you all!

13:59:03 From HEATHER JOHNSON : Anyone using 24 hour library service products? Lockers, kiosks, etc? Looking to purchase them?

13:59:04 From Laura Deneen : Everyone be safe!!

13:59:04 From Kris Springer : Thanks so much!

13:59:05 From Kristy Kemper Hodge : Thank you, all!

13:59:05 From Janet Green : Thank you!!

13:59:05 From Eileen McDonnell to All panelists : Thank you!

13:59:05 From Elizabeth Brown : Thanks everyone!

13:59:07 From Darla Komora : I have realized that we can use this crisis to emphasize to staff and library customers, that library customers have used wonderful digital services during this difficult time!

13:59:09 From Julia Anne Lanter : Thanks panelist

13:59:11 From Joy McIntire : Thank you!

13:59:12 From Maribeth Shafer : Thank you!

13:59:13 From Anne Crawford : Thank you!

13:59:13 From Andrea Lam : Totally! Thank you!!!

13:59:14 From Otter Bowman : Thank you

13:59:15 From Scott Christie : Thank you!!

13:59:16 From Kysh Clemons : Great info. Yes inspired.

13:59:16 From Kristiana Weseloh : Thank you!

13:59:17 From Sandra Hopkins : I love all the ideas and creativity coming out of this situation

13:59:18 From Diana Lennon : Great! Thank you!

13:59:18 From Judy Schewe : Thanks so much!

13:59:18 From Cindy Maxey : Excellent webinar! thank you

13:59:18 From Jonatha Basye : Thank you!!

13:59:18 From Ann Larson : Thank you!

13:59:18 From Mahogany Skillings : Thank you all!

13:59:19 From Lynn Hutchins to All panelists : Thank you so much.

13:59:19 From Shayna Ross : Thank you!

13:59:20 From Melissa Baker : Thank you for all the information!

13:59:20 From Dina Brasseur : Thank you, PLA! This was great!

13:59:21 From Janet : We are also using 3D printers to make face shields for health care workers!

13:59:22 From Peggy Johansen : Chats recorded too?

13:59:22 From Sarah Scott : This was great. Thank you to all the presenters and attendees!

13:59:23 From Robin Walden : Thank you so much!!!

13:59:24 From Lisa Gresham : Thank you for all the ideas and inspiration!

13:59:25 From Elna Reggie : Thank you, wonderful presenters and very informative!

13:59:26 From ERIN WILLSON : thanks all!!

13:59:26 From Jeremy Davies : Thank you so much! Very refreshing and informative.

13:59:26 From Wendy Allard to All panelists : Great webinar! Thanks to the presenters-awesome and awe inspiring.

13:59:27 From Janet Torsney : Thank you. Great webinar!

13:59:27 From Maria Saillant to All panelists : Ty

13:59:28 From Eileen McDonnell : Thank you!

13:59:29 From Jennifer Franz : Thank you to all our panelists!!!

13:59:29 From Paula Keith : Thanks so much.

13:59:31 From Glory Okeagu : Thank you. Enjoyed it.

13:59:32 From Darla Komora : Thank you all!

13:59:32 From Missy Miller : Thank you, lots of great ideas and things to think about.

13:59:33 From Elisa Manabat : Great Webinar! Thank you everyone!

13:59:34 From Kevin Hildreth : Thank you, everyone. This has been very informative.

13:59:35 From Cory Sesko : Excellent webinar! Thank you.

13:59:36 From Rio Aucena : Thank you!

13:59:37 From Katrina Hohlfield : Thanks!

13:59:37 From Colleen Law-Tefft : Thank you - always great information!

13:59:37 From Victoria James : Thank you!

13:59:38 From Julie Bradford to All panelists : thank you very much! uplifting!

13:59:38 From Lynn Hutchins : Great webinar! Thanks!

13:59:38 From Peter Dean : Thank you all! This was a great webinar!

13:59:39 From Susan Terrone : Thank you all!

13:59:39 From Elinor Brumbaugh : Thank you all for the information! Stay safe out there everyone!

13:59:40 From Janice White : Thank you!

13:59:40 From Philip Boulton : Thank you

13:59:41 From Victoria Kowanetz : Thank you so much. Be safe everyone!

13:59:41 From Guillermo Rodriguez : Thank you to the panelist, it was a great panel!!

13:59:42 From Janet : Great webinar -- thank you!

13:59:44 From Kandace Caulfield to All panelists : Great!

13:59:44 From Anisha Huffman : Thank You. This was very informative and helpful. Thank You to the panelist

13:59:45 From Martha Kapelewski to All panelists : Thank you, so much for your words and time. This makes more important the value of individuals, our humanity, and what we can do for each other; to realize what is truly important, and the re-affirmation that a world without libraries and librarians would be very grim indeed. Thank you.

13:59:46 From Laura Deneen : Bye

13:59:46 From Cynthia McCarthy : Thank you!

13:59:47 From Jungwon DeVone to All panelists : Thank you
13:59:48 From Peggy Johansen : Great info...thanks! Nice
collaboration.
13:59:49 From Lisa Blue : THank you~
13:59:50 From Julia Bernal : Thank you. Be well, everyone. Take
care.
13:59:50 From Lisa Jones : Thank You!
13:59:52 From Elena Bascope to All panelists : great conversation!
13:59:52 From Rachel Cook : Thank you!
13:59:52 From karin nelson : thank you
13:59:52 From Cynthia Hohl : Thank you!
13:59:52 From Janet Pereira : thank you
13:59:52 From Hella Rumschlag : Great ideas! Thanks to the panel and
to the attendees who shared!
13:59:52 From Andra Steele to All panelists : Thanks so much!
13:59:52 From Terri Foster to All panelists : Thank you! It's
good to see everyone is struggling with this like I am, and various
views.
13:59:52 From Jennifer Miller to All panelists : Thank you!
13:59:54 From Susan Hoffman to All panelists : Thank you
13:59:55 From Samantha Stevens : Thank you!
13:59:55 From Rick Ryan Palang : Stay safe all
13:59:55 From Alyssa Tabor : Thank you!
13:59:59 From Tracy McPeck : Thanks so much!
14:00:01 From katrina Watson to All panelists : Thank you
14:00:01 From Kelli Miller : Thanks!
14:00:01 From Dhariyah Luqman : Thank you
14:00:01 From Abbie Anderson : Take care, everybody!!!
14:00:01 From Janet Pereira : this was a very good webinar
14:00:03 From Louisa Whitfield-Smith :
<https://www.youtube.com/channel/UCQ3sc0r86d2-cZ-NngizHRA> for remote work
webinar Friday at 2 pm CDT
14:00:03 From Heather Smith : Thank you!
14:00:04 From Alex Anaya : Thank you!
14:00:04 From Pedro Orellana : Thank you
14:00:05 From Alexandra Rowland : Thanks!
14:00:08 From Martha Kapelewski : Thank you, and bye.
14:00:09 From Louisa Whitfield-Smith : Thank you, great panel!
14:00:10 From Sandra Hopkins : It was great to hear from all of the
speakers. Thank you so much. I think the public appreciates libraries
even more now!
14:00:12 From Deborah Peters to All panelists : Thank you!
14:00:18 From Olivia Mo to All panelists : Thanks!!
14:00:20 From Patty Napier to All panelists : Thank you!
14:00:21 From Ursula Juarez-Wall to All panelists : thank you.
14:00:23 From lila saab : leant a lot..thanks !
14:00:26 From Julie Bradford : fabulous!
14:00:35 From Wenny Wallace to All panelists : Tlthank you all so
much stay well.
14:00:35 From julia wagner to All panelists : thank you all!