**COVID Conversations Chat Log July 28, 2020**

Jared Leadbetter: Like regular breathing

Caroline @ Thomaston Public Library: And better at protecting everyone else.

Katherine Webber: Sorry, @Deb. Which deadline is coming up? I missed the first part of this.

Heidi Libby: Our library is open for curbside pickup only and we are putting off opening because when the 3 other librarians started working with me again, we decided to weed the collection, so we are anticipating opening in September. Curbside is going well, and our patronage is very happy that I was able to get the information I needed from LibraryWorld to put our catalog online. So, things are going well here at Davis.

Nick Perry: I had the same issue with the form. Keep saying to enter an email address even though I did.

Lisa Shaw: [interlibrary.loan@maine.gov](mailto:interlibrary.loan@maine.gov)

Pam Dunning: We had our first non-compliant person in Wiscasset. Staff asked nicely for him to use the hand sanitizer. He told her to @#!$ Off and left like the coward he obviously is. Actually, surprised that it took almost two months before it happened. Everyone else has been so nice and helpful.

Laurie Carpenter: I also had an issue with the form.

Beth Auburn Library: You have to use the Covid form.

Amy Levine: An FYI--with the exception of new titles, Rockland's adult non-fiction is temporarily unavailable; the shelves are wrapped while plaster repairs are happening

Deborah Clark: [deborah.clark@maine.gov](mailto:deborah.clark@maine.gov)

Pam Dunning: Has anyone else had a patron issue and what did you do. I am considering him being expelled for. life.

Pam Dunning: The policy says to expel him

Lisa Shaw: Document, document, document!

BPL Director: What happened? Can Pam tell us?

Harper Chance: Can you do suspensions of different lengths?

Harper Chance: Thank you for looking for alternatives to the police.

Harper Chance: Give him a printed copy of the policy with the rule he is breaking highlighted. Explain to him the issue and why his behavior was not acceptable. Tell him he will have to leave for the day (for a week? for whatever time you need) and then will be welcome to return after that time is up. If it happens again, the suspension will be longer. Explain it to him so he understands WHY. Make sure your policies are very clear,

Harper Chance: Most of the time when people explode out of the blue like that it is not actually about whatever we have done. It is the cumulation of other issues in their lives that have been building up and it was just the last thing they could stand.

Harper Chance: No, exactly, it doesn't justify abusing your staff, but it is usually not actually personal.

Harper Chance: YES.

Debbie: Our budget passed last night--25% cuts for all town departments

Pam Dunning: Worried about the fundraisers that are not happening. No used Book sale and Bands for Books party. That is approximately $6500 in revenue.

Debbie: yes, Hampden

Amy Levine: Departments were asked to come back with a 0% increase budget; Council made a few more, but fairly minor, all things considered, cuts. Next year will probably be worse.

Rose, Walker ML, she/her/hers: Westbrook's FY2021 budget was given final approval in June and runs July 1, 2020 - June 30, 2021. We are a City department and the City made significant cuts across the board. Nine positions were eliminated City-wide including one at the library. Materials and services remained flat.

Laurie Carpenter: Our budget passed in June. No Town department was allowed to fill open positions until 2021 - the library lost 1part position, otherwise all budget lines were left as they were for 2019-20.

Debbie: Someone randomly sent my $100 last week. She's happy to have curbside. I'm keeping all the "thank you" emails from folks.

Amy Levine: Coming in at 0% meant we eliminated Sunday hours (paid for by support groups, but went to general revenue instead)- of course hours are reduced anyway at the moment

Caroline @ Thomaston Public Library: We let all of our newspaper and magazine subscriptions lapse and will renew when this is all over.

Pam Dunning: Moving away from more magazines as they are not being used as often. Other than that, purchasing as normal. Is anyone still purchasing STEM kits to lend? Those were getting popular in Wiscasset.

Harper Chance: Is there any way to encourage cities and municipalities to shift some funding for materials into funding to retain staff? How can we convince non-library folks that the people and not just the materials are a significant part of what makes the library functional and useful for the community?

Debbie: Blackstone just bought RB digital

Deborah Lavoie: Yes, I am looking into more ebooks in case we go back into remote learning. I am not sure if there will be as many ebook platforms who will make their titles available to us and they did last spring. We may also have to look at delivering physical books on the lunch buses if we go back into remote learning.

Debbie: Since we're just doing curb-side we're doing a TON of reader's advisory

Melanie Taylor Coombs: Overdrive purchased RBD.

Debbie: I knew someone did

Melanie Taylor Coombs: Blackstone is offering Workman

Caroline @ Thomaston Public Library: Even after we reopened to the public, we've still got more people than ever asking for reader's advisory

Heidi Libby: Patrons are very happy when we have chosen books for them before they even call.

Melanie Taylor Coombs: Our model is books by mail, which has been amazingly successful.

Harper Chance: Same here -- it definitely feels a bit like a revival of RA, which I felt like I was doing less and less prior to COVID

Amy Levine: PCs

Caroline @ Thomaston Public Library: We're doing take-home projects for kids for our summer program, which has been crazy popular

Debbie: Parents of young kids love curbside, they want it to continue

Katherine Webber: A place to print things! Few people have a printer at home anymore.

Janet Wilson: I am having a hard time figuring out what to have our children's librarian do if we continue not to have children's programming. For the summer, we put up story walks and she has been creating some activity kits to accompany them. But I am not sure what to have her do during the school year.

Pam Dunning: SO many people have appreciated being able to come in as they selected books by browsing. We just quarantine anything they touch.

Quint: where is reading advisory offered

Debbie: On the phone

Katherine Webber: @Pam What is your method for pulling things they touch? do you have carts for them to place items on?

Melanie Taylor Coombs: We created a google form that allows people to ask

Mary Anne Libby: RA via email, phone, fb msg

David Weare: Over the phone.

Harper Chance: Depends on where they contact us -- phone, email, but also sometimes when folks message or comment on Facebook or Instagram

Pam Dunning: Touch the book Table the book. We collect them at the end of the day and add them to the quarantine carts.

Debbie: We have lockers (purchased with MPLF) and people really like that and we'll keep them for afterhours

Melanie Taylor Coombs: Two popular things, social media trivia and virtual knitting

Debbie: Whoo! Hoo!

Katherine Webber: We do have patrons who just want us to pull 3 random books by a particular author or in a particular genre, that can be fun

Debbie: can't unmute, remember the 25% cut

Caroline @ Thomaston Public Library: Small town here, so a bunch of my patrons just ask me to pick stuff out for them

Debbie: Orono also got lockers

Harper Chance: Oof the privacy concerns on the drones though

Rose, Walker ML, she/her/hers: https://www.cbsnews.com/news/librarian-uses-drone-to-deliver-books-to-kids-stuck-at-home-due-to-coronavirus/

Pam Dunning: Several people have asked us to just “choose something for me. You know what I like.”

Samantha Cote: @Janet-- reader's advisory, book lists, storytimes following publisher rules, weeding... those are a few of the things I've done as a children's librarian since the pandemic started.

Jared Leadbetter: I suppose I am

ybalie: @Janet--get in touch with the schools, and offer book talks etc,

Lisa Shaw: the is the Cultural Building [housing maine State Library] in Augusta

Samantha Cote: @Janet W I did virtual classroom visits as well (participating in their Zoom classes and talking about what they wanted--a tour of the library, a Bicentennial themed storytime, etc)

ybalie: You've all been wonderful throughout this whole rigamarole

Lisa Shaw: (207) 217-1565

Heidi Libby: Thank you two for having this meeting today. It helps me to feel connected throughout this ordeal.

Amy Levine: Thank you all!

Jared Leadbetter: Zoom library libations!

Caroline @ Thomaston Public Library: You all are awesome!

Rose, Walker ML, she/her/hers: Very much appreciated all!

Cheryl H: Thank you all.

ybalie: Thank you all, and congratulations Janet!

C. Smith: thank you

Caroline @ Thomaston Public Library: Thank you!

Harper Chance: Thank you all! Great meeting.

Heidi Libby: Yes, but next week is a REALM meeting

Mary-Lou Boucouvalas: Thank you all!

Nancy Petersons: Thanks!