

What We're Doing Now at EPL:

To Help our Patrons:

- Ask a Librarian text, chat and phone service is available during all previously open hours (9-9 M-F, 9-5 S, 1-5 Sunday)
- We're also working on video reference service. This should be coming soon.
- Online library card registration is available to all residents who don't have a card. Residents can apply online and staff will verify their address and send them a library card number, which they can use to access online materials. The card will expire when the Library re-opens and they can come in and get a physical card.
- All overdue fines are waived on materials that are checked out now.
- The Library's Social Services Specialist is available by phone or email M-F from 9:00 AM – 4:00 PM to consult with patrons during this difficult time.
- Online materials checkout limits have been increased.

Digital Library of Illinois • OverDrive • Libby

- Checkout limit increased to 10*
- Hold limit increased to 10*

Hoopla

- Plays increased to 15 per month*
- New: *Bonus Borrows!* Materials that don't count against your credits. [View list here.](#)

cloudLibrary

- Checkout limit increased to 10*

Creativebug

- All restrictions have been lifted until May 1. You are able to access Creativebug even if your EPL card expires or has fines.

Kanopy

- Plays increased to 15 per month*
- New: Credit-free movies. View the list on the Kanopy home page when logged in.

Freegal

- Increased to unlimited streaming*

To Entertain our Patrons:

- EPL @ Home was launched the first week the Library closed. Patrons can enjoy programming from the comfort of their homes.
 - What We're Enjoying Wednesdays: Staff recommendations for reading, watching, listening and playing - on Library's YouTube station.
 - New Skills Saturday: each week staff will teach patrons new skills like – how to sew on a button, put together a budget, make bread or re-grow vegetables.
 - We are also bringing many of the programs that were originally scheduled to be presented at the Library to our patrons online. Lord of The Rings Trivia, which was going to be at the Red Arrow Tap Room was held online last week. We have several programs scheduled this week and next week.
 - Staff is also holding online game nights, video game tournaments, storytimes, read a louds, and technology classes, craft classes and more.
 - Look for online book discussions and book sharing programs, with patron participation, to be debuting soon.
- Online resources:
 - Hoopla, Kanopy – music and movies for adults and kids
 - Libby, Overdrive, Hoopla and The Cloud – books and audio books for adults and kids
 - Tumblebooks, Bookflix, Truflix – Kids' books
 - Flipster and RB Digital – online magazines
 - ArtistWorks – music and art lessons
 - Tutor.Com – tutoring, resume, interviewing
 - Creativebug – crafting classes
 - Transparent Language – language learning
 - Lynda.com – technology classes
 - Databases – newspapers, business information, job hunting, company information, encyclopedias and so much more

To Help the Community:

- 3D Printed face shields – Sarah van der Heyden is printing parts and assembling face shields for Elmhurst Hospital.
- Friendly Connections:
 - Snail Mail – patrons are encouraged to send a friendly note or drawing to residents at Lexington Place.
 - Chalk the Walk – residents are encouraged to provide a friendly message, joke or drawing with chalk on their walkway.

- EPL is promoting the Census 2020 count and is available via talk, chat or email to answer questions regarding the census.
- EPL is participating in Elmhurst Initiative #ElmhurstStaysHome
- We are also providing links on our website to trusted agencies with information about the COVID – 19 virus: CDC, WHO

Staff Working from Home:

- Planning for a new advisory service called Media Match: staff members will provide personalized service to patrons giving recommendations on what to read, watch and listen to. This is an expansion of reader's advisory services.
- Planning a subscription box model service for quick materials pickup
- Working on a virtual meeting room model
- Attending webinars, and meetings with other libraries remotely
- Compiling reports
- Producing online content and managing programs
- Updating the website and managing social media
- Preparing the next issue of Fine Print
- Paying invoices and working with vendors
- Updating the catalog with digital materials content
- Ordering materials
- Providing reference service to patrons
- Providing social service interactions with patrons
- Participating in HR related webinars and providing information to staff about HR related issues
- Managing building systems and vendors
- Planning for the reopening of the Library
- Providing links to library related learning opportunities for staff to do at home
- Attending virtual meetings with other community organizations
- And much more..

Opening Meeting Notes

1. Soft Opening

- We will implement a soft opening for staff once the shelter-in-place order is lifted
- All full-time staff will be at work in the Library
- Circulation staff will shelve items that are in the Library right now
- Kids' staff will rearrange furniture to prepare for social distancing
- ADS staff will rearrange furniture to prepare for social distancing
- B&G staff will rearrange lobby furniture
- Hours that staff will work during the staff soft opening are TBD

2. Materials that are checked out right now

- 46,433 items are checked out right now
- The large meeting room will be used to quarantine returned items
- The quarantine period will last for one week
- Patrons will return items to bins placed in the west entrance area
- **Will C.** will look at our current bin stockpile and will look into ordering more bins, **Update: we have 100 cardboard bins ready for returns plus bins from Kids', B&G is readying the large meeting room for returns.**
- **Sam** will work on a return schedule for patrons
- The Kossmann Room will be used for items that have already been quarantined and do not fit on shelves
- We may implement a marketing campaign to encourage patrons to check out more items when they are in the Library to help flow of returned materials

3. Cleaning the building

- Building is being cleaned on a regular basis now
- The building has been mostly unoccupied, so it should be disinfected
- **Will** is looking into more cleaning products, wipes for ongoing cleaning
- We may implement a cleaning routine – hourly wipe downs if we have cleaning materials
- Patrons will be responsible for cleaning the computers they use and other shared equipment
- Makery, Kids' and ADS will figure out cleaning procedures for their shared equipment
- **Will** may bring back paper towels for hand drying in the bathrooms

4. Personal Protective Equipment for Staff and Social Distancing for Patrons

- **Will** is ordering 8 splash guards: 3 for Circulation, 3 for ADS, 2 for Kids – **Update: We have received 9 splash guards**
- Gloves will be available for staff with the understanding that they do not necessarily protect against the transmission of the virus and once the stash on hand is gone, we may not be able to get anymore
- We may implement regular hand washing intervals
- We have some masks and will make them available to staff however, staff are encouraged to bring in their own mask
- There was discussion about whether we would require patrons to have masks on in the building – we will wait for more information from the Government regarding this
- We will post information about appropriate social distancing
- Patrons will monitor their own social distancing on the elevator
- Large programs are not being planned
- Middle self-check will be shut down
- Circulation desk will operate every other checkout station at the desk
- Consider special hours for special populations

5. Programming

- Online programming is the only sure thing right now
- Meeting rooms will be reserved for materials quarantine and overflow thru the summer
- Large programs are cancelled
- **Gloria** will be planning almost all online programming and may hold popups if it is safe
- **Jez** will plan a hybrid model of programming, which includes online programming and streaming programming
- **Jez** will meet with programmers next week
- **Rita P.** said that we need to develop a unified message about programming
- **Rita A.** will not book any meeting rooms for outside groups thru the summer
- Exhibits: summer illustrator exhibit will take place, **MB** will talk to other participating libraries about the Culinary Curiosity Exhibit. **Update: Culinary Curiosity Exhibit as been postponed until fall of 2021.**
- Advisory initiative will be implemented
- Fine Print will be produced but will be different
- Maybe less pages
- Different content
- Maybe a different schedule
- All TBD

6. Receiving and Processing New Materials

- New materials are not being delivered now
- **Kathy** will let vendors know when we are soft open for staff
- Materials will be processed and available as is possible
- **Marcy** reported that we will be placed in a queue for delivery as all other libraries are in the same situation
- Holds will processed as is possible

7. Things to be thinking about

- What are the new things we are doing now will continue, what new things might be implemented
- Online programming
- Online library card signup
- Working from home – if so, then policy will be developed about expectations for working from home
- Delivery
- Curbside pickup
- Reduced hours
- Temporarily discontinuing use of canvas bags

8. New Services for a New Environment

- Subscription Box Service - **Mary Beth** and **Kristin** will give more details
- Makery Kits – for home crafting

