

By: Timothy Baird
Dept. Adult Services
Subject: Monthly Report – March 2020
Date: April 7, 2020

Administrative

- Attended Complete the Count Committee meetings co-chaired by Director Kenney
- Attended Covid-19 meetings, one in person one via Conference Call, with other City Departments to map out a plan for providing City Services and to monitor the well-being of staff.
- Attended two meetings on how to provide service from within the Library building after the decision was made to be closed to the public. Created a procedure and schedule for handling telephone and text reference.
- Attended a meeting on how to provide services from home once the decision was made to close the Library building to all.
- Attended daily meetings to work with Administration and other Dept Heads on providing virtual services to our public.
- Created a procedure and schedule for providing reference services from home. This consists of telephone, text and email service. Kept track of usage of each of these services.
- Worked with staff to transition to virtual programming using the Zoom application and helped fill the April calendar of events.
- Checked in with Adult Service Staff daily for health updates and to provide Library updates.

Staff Activities - *Thanks to librarians Sharon Rothman, Mariel Perez, Kristen Thornton-De Stafeno, Kristy Bauman and Austin Duffy who contributed to this report.*

- Librarian Rothman has been regularly working the text/phone reference service; she created a list of virtual activities and services provided by the museums that are part of our Museum Pass Program.
- Librarian Thornton-De Stafeno has continued to publish the weekly Library e-newsletter as well as the Youth Services weekly newsletter. She was instrumental in getting the Virtual Calendar completed and published for staff and patrons to view. She has also been working with other City agencies to create materials advertising virtual services available throughout the City.
- Librarian Perez worked on updating the Spanish website with Systems Staff Cambillo and Trove Librarian Canuelas. The goal was to make the Spanish reflect all of the available e-resources and also to update all links to English Classes, Census, and Citizenship. Perez regularly works the text/phone reference service; she volunteered to answer any questions from Spanish speaking patrons via text or phone
- Librarian Bauman has been regularly working the text/phone reference service; she was part of the team that scheduled all of the virtual April programs; Bauman created a blog post of Comedies available thru Kanopy, a movie streaming resource available to Library patrons; provided 1-1 virtual assistance to patrons needing e-book help. Bauman was recruited to be a Zoom Tech Host for April Virtual Programs.
- Librarian Duffy has been regularly working the text/phone reference service. He reached out to all Homebound patrons letting them know the program was on temporary hiatus. Duffy has been providing 1-1 virtual assistance to patrons needing ebook help.

Professional Development: Staff have been encourage to attend webinars, courses, trainings during this stay at home time. Here are some of things staff have been doing:

- Full and PT Staff attended Zoom training provided by Media Specialist Olney. They are now familiar with the meeting and webinar features associated with this product.
- Librarian Rothman attended an ALA CODES virtual meeting. She attended a Westchester Library Association virtual meeting. She attended a SCORE workshop "Social Distancing Tips for Building Digital Relationships with Your Customers. PLA Webinar "Providing Virtual Services". Ingram's Summer 2020 Book Buzz. RUSA Virtual Video "Connecting Patrons at a Distance".
- Librarian Perez worked with our presenters to put together these virtual programs: Spanish for Beginners, Spanish Conversation Group, Understanding Alzheimer's & Dementia. She attended a webinar on Coronavirus Misinformation.
- Librarian Thornton- De Stafeno fit an InDesign 2020 training via Lynda.com into her busy marketing schedule.
- Librarian Bauman spent much of the month working thru edX classes.
- Librarian Duffy attended the following webinars: The Art of Scanning; Introduction to Digitization; Managing and Analyzing Data in Excel 2010; Working With Dates and Times in Excel 2010; Public Libraries Respond to COVID-19: the Current Landscape.
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