# MHLS Director Briefing

COVID-19 | May 22, 2020

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# Today

- **Announcements**
  - NY Forward Update
  - Reporting Reopening Plans
  - Restarting MHLS Delivery & Holds System
  - New Guidance from CDC
  - Curbside Procedure Examples
  - Answers to Frequently asked Questions about Restarting
  - Mobile App Survey Results
- **Sierra Instructions for Restart Activities**

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https://www.businessexpress.ny.gov/app/nyforward

# Let Us Know:

1. **Spreadsheet to share current thinking county-by-county** available on MHLS COVID-19 Resources Page: https://midhudson.org/covid19/
2. **Online form to *officially*** let us know when you are starting up curbside
   - Level of service
   - Start date
     - Please note: We will need you to submit a ticket to TechSupport@midhudson.org at least 1 business day before this date

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# MHLS Services

- **MHLS Delivery and System-wide Holds**
  - When 44 of 66 members libraries – a super majority - have begun in-person, physical service (i.e. curbside or re-opening of facilities)
  - Local holds are possible now

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# New CDC Transmission Guidance

## The virus spreads easily between people

How easily a virus spreads from person-to-person can vary. Some viruses are highly contagious, like measles, while other viruses do not spread as easily. Another factor is whether the spread is sustained, which means it goes from person-to-person without stopping.

**The virus that causes COVID-19 is spreading very easily and sustainably between people.** Information from the ongoing COVID-19 pandemic suggest that this virus is spreading more efficiently than influenza, but not as efficiently as measles, which is highly contagious.

## The virus does not spread easily in other ways

COVID-19 is a new disease and we are still learning about how it spreads. It may be possible for COVID-19 to spread in other ways, but these are not thought to be the main ways the virus spreads.

- **From touching surfaces or objects.** It may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes. This is not thought to be the main way the virus spreads, but we are still learning more about this virus.
- **From animals to people**. At this time, the risk of COVID-19 spreading from animals to people is considered to be low. Learn about COVID-19 and pets and other animals.
- **From people to animals.** It appears that the virus that causes COVID-19 can spread from people to animals in some situations. CDC is aware of a small number of pets worldwide, including cats and dogs, reported to be infected with the virus that causes COVID-19, mostly after close contact with people with COVID-19. Learn what you should do if you have pets.

Source: https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/how-covid-spreads.html

# New: Curbside Procedure Examples

**Now available on MHLS COVID-19 Resources Page:** https://midhudson.org/covid19/

- Curbside Services, Pikes Peak Library District
- Curbside pickup service, Hennepin County Library
- List of Sources for Lockers, Danbury, CT Library
- Curbside Pickup, Rochester Public Library, NY
- Curbside Pickup, Onondaga County Public Libraries, NY
- Allen County Library Public Library, IN
- Rochester Public Library, MN
- Sacramento Public Library, CA
- State of Rhode Island Office of Library & Information Services, RI

# Answers to Frequently Asked Questions

- **Recording & Slides** from May 21st "Restart Guidance for Library Directors" session available
- Coming Soon: **PDF of answers** to frequently asked questions
- Next Up: "**Trustee Roles & Responsibilities During Restarting Library Services**" on Wednesday, May 27th – registration still open

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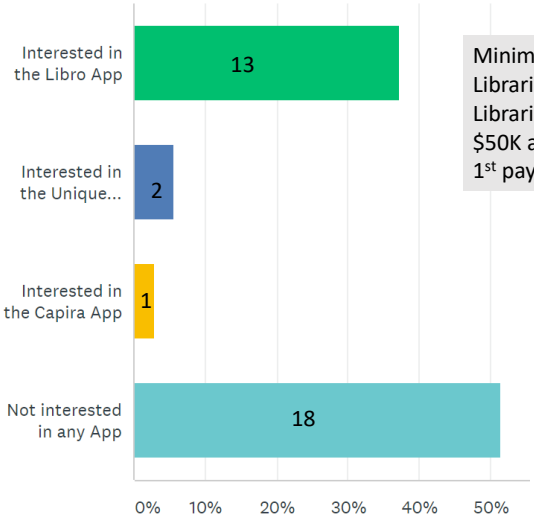
# Mobile App Survey Results




Minimum 20 libraries at $1,500 each annually
Libraries 21-30 cost $1,200 each annually
Libraries 31-40 cost $800 each annually
$50K all libraries annually
1st payment at established 50% with adjusted 2nd payment

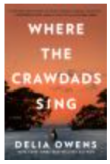
| ANSWER CHOICES | RESPONSES |
|---|---|
| Under $800 | 58.06% |
| $800-$1000 | 29.03% |
| $1000-$1500 | 6.45% |
| $1500-$2000 | 0.00% |
| $2000-$2500 | 0.00% |

## What you need to know!

- Patrons cannot place holds in Encore
- Staff are blocked from placing holds
- Your library is closed
- External paging is turned off
- The items on your holdshelf are safe through 6/30/2020
- Your items are not due until 6/30/2020

# Patrons cannot place holds.

The “Request it” button has been removed

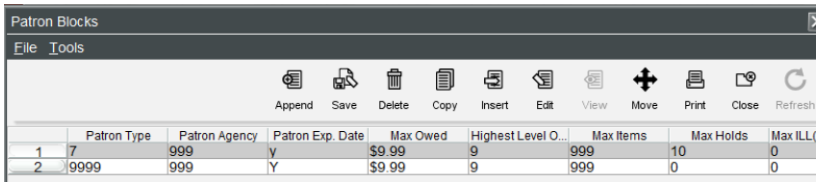


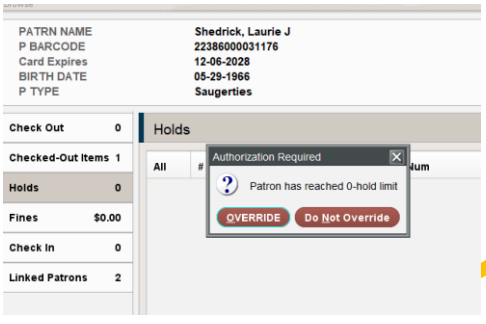

**Where the crawdads sing / Delia Owens**
Owens, Delia.
Book | 2018
Available at Adriance Adult (BROWSING FIC Owe) plus 5+ more
see all
3 holds on first copy returned of 151 copies

Additional actions:

# Staff are Blocked from holds

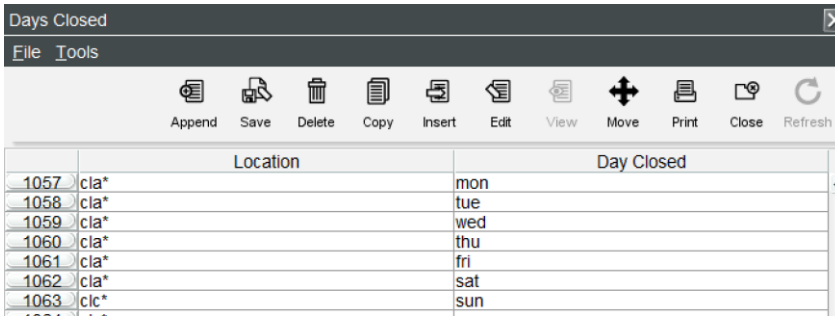
Patron Blocks set to “0” holds



# Your library is closed.

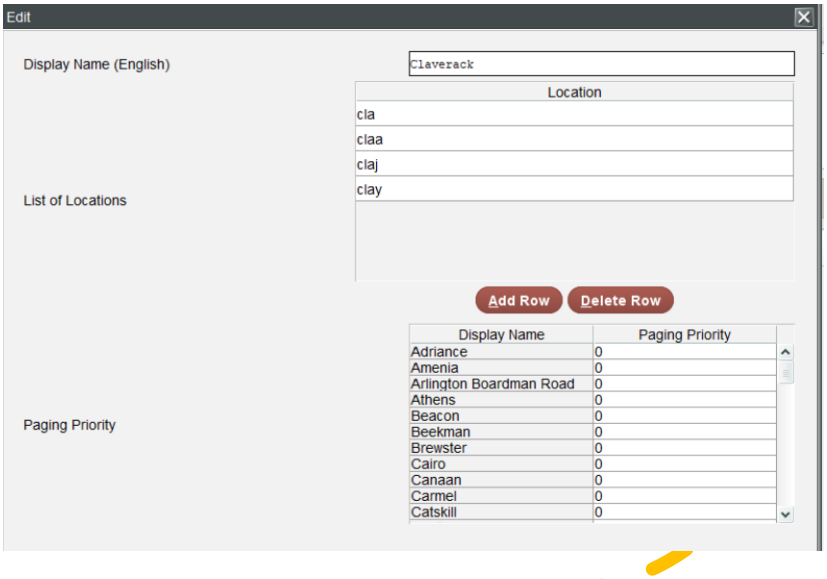
To open we need to update your closed dates and remove generic closure




| | Location | Day Closed |
|---|---|---|
| 1057 | cla* | mon |
| 1058 | cla* | tue |
| 1059 | cla* | wed |
| 1060 | cla* | thu |
| 1061 | cla* | fri |
| 1062 | cla* | sat |
| 1063 | clc* | sun |

# External paging is turned off

Paging order in Sierra is set to the pickup location only.



## The items on your holdshelf are safe through 6/30

- We run a weekly update on Fridays to ensure the extensions are in place for items you are processing.
- The update will catch the items within the last 7 days
- Notices cannot be changed, so if you are not open you should not send pickup notices.

## Your items are not due until 6/30/2020

- Any items that were checked out after March 1 will not be due until 6/30/2020
- We are updating this weekly
- If you begin opperations we can eliminate your library  from the updates.

# Do review the Sierra reopening documentation

## Sierra: Reopening your library after COVID-19 (May 22, 2020)

Our process for reopening libraries after the COVID-19 closures will consist of several measures applied globally by MHLS staff, followed best practices, applied in each of our member libraries, to build towards our normal operating levels.

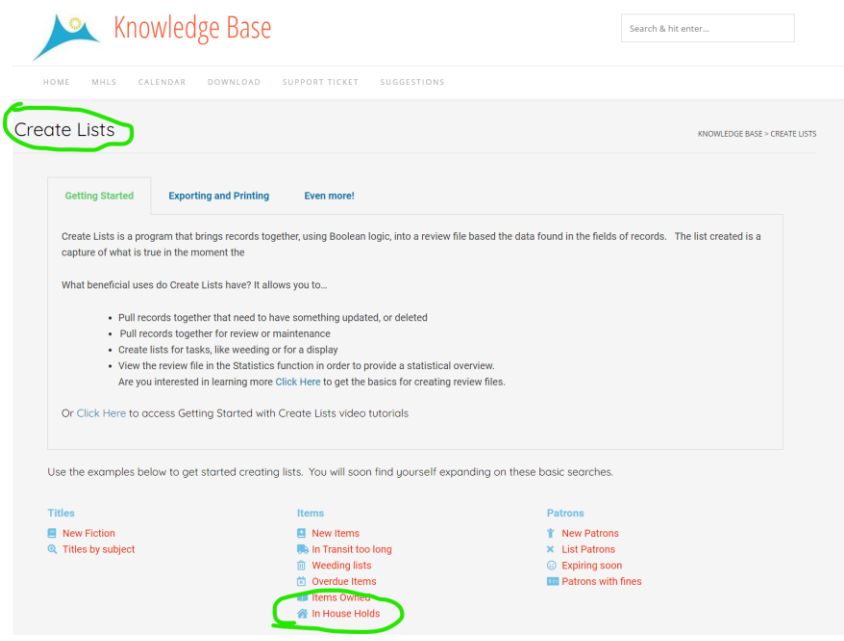
### Staff Only – No In-Person, Physical Services - No Delivery

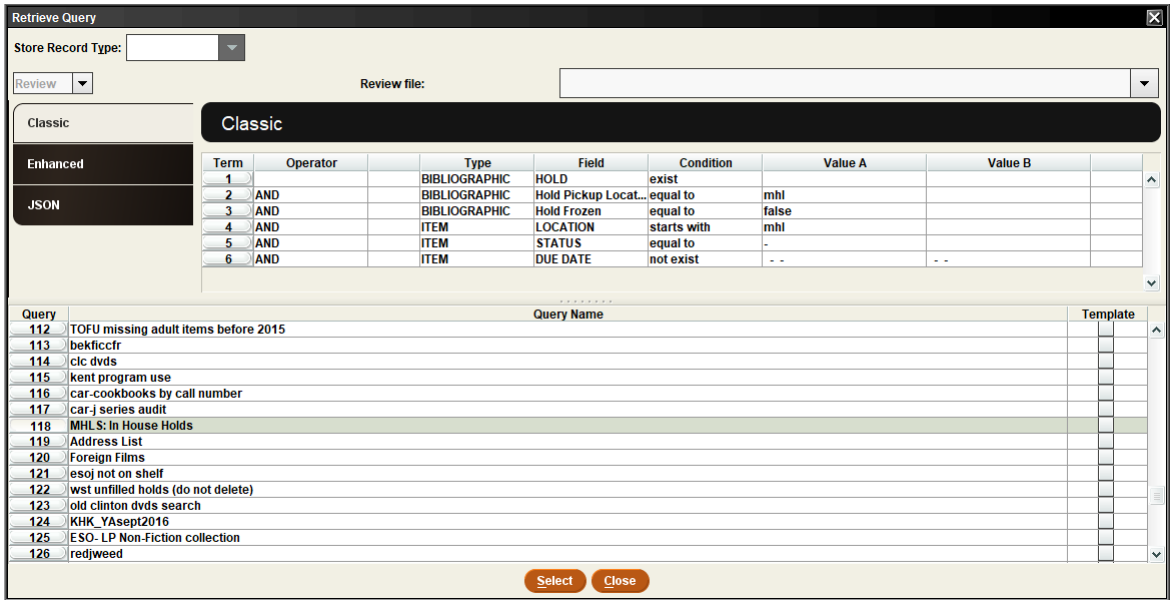
Once staff return to the building; they will be able to process the items returned to the building and any items that are waiting in delivery bins to be processed.

| | |
|---|---|
| **MHLS Will**<br><br>Some activity happens prior to and during soft opening. | • Update Encore messaging with date for future service restoration<br>• All items that had a due date of 3/1/2020 through 6/30/2020 are now due on 6/30/2020<br>• All items on the holdshelf on have been extended through 6/30/2020. MHLS will maintain the extension for new items being put on the holdshelf through 6/30/2020.<br>• Days closed table has been updated to close all libraries.<br>• A code for waiving fines for COVID-19 is in place as a payment type in Sierra<br>• MHLS has edited the text message to alert patrons to check the library website<br>• All items borrowed thru MHLS ILL have been extended by supplying libraries to May 29th. The due dates will be extended again and again as the Governor extends the deadline. |
| **Libraries Do** | • Review your dates in the days closed table and update if there are changes. You complete the online days closed form if you would like MHLS to edit the table on your behalf.<br>• The library will need to determine if they will waive fines during the closure. If |

## Managing a local hold- easy as 1,2,3

1. Run the saved create list #101, editing it to include your location.
   Instructions linked on KB https://kb.midhudson.org/generating-an-in-house-holds-list/
2. Place holds as you normally do at the **Title Level**
3. Run title level hold notices to net the new holds that staff have place


Knowledge Base
Search & hit enter...
HOME
MHLS
CALENDAR
DOWNLOAD
SUPPORT TICKET
SUGGESTIONS
Create Lists
KNOWLEDGE BASE > CREATE LISTS
Getting Started
Exporting and Printing
Even more!
Create Lists is a program that brings records together, using Boolean logic, into a review file based the data found in the fields of records. The list created is a capture of what is true in the moment the
What beneficial uses do Create Lists have? It allows you to...
Pull records together that need to have something updated, or deleted
Pull records together for review or maintenance
Create lists for tasks, like weeding or for a display
View the review file in the Statistics function in order to provide a statistical overview.
Are you interested in learning more Click Here to get the basics for creating review files.
Or Click Here to access Getting Started with Create Lists video tutorials
Use the examples below to get started creating lists. You will soon find yourself expanding on these basic searches.
Titles
New Fiction
Titles by subject
Items
New Items
In Transit too long
Weeding lists
Overdue Items
Items Owned
In House Holds
Patrons
New Patrons
List Patrons
Expiring soon
Patrons with fines


Retrieve Query
Store Record Type:
Review
Review file:
Classic
Enhanced
JSON
Classic
Term | Operator | | Type | Field | Condition | Value A | Value B
1 | | | BIBLIOGRAPHIC | HOLD | exist | |
2 | AND | | BIBLIOGRAPHIC | Hold Pickup Locat... | equal to | mhl |
3 | AND | | BIBLIOGRAPHIC | Hold Frozen | equal to | false |
4 | AND | | ITEM | LOCATION | starts with | mhl |
5 | AND | | ITEM | STATUS | equal to | - |
6 | AND | | ITEM | DUE DATE | not exist | - - | - -
Query | Query Name | Template
112 TOFU missing adult items before 2015
113 bekficcfr
114 clc dvds
115 kent program use
116 car-cookbooks by call number
117 car-j series audit
118 MHLS: In House Holds
119 Address List
120 Foreign Films
121 esoj not on shelf
122 wst unfilled holds (do not delete)
123 old clinton dvds search
124 KHK_YAsept2016
125 ESO- LP Non-Fiction collection
126 redjweed
Select
Close

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