

Services the Springfield City Library is offering to the public while closed

Reference, Information, and Referral

- Pulling together lists of critical, educational, and entertaining community-based services and resources that adults and families can access in person and online during this time
- Compiling and promoting lists of links to [reputable sources of information about COVID-19](#)
- Answering phone calls, emails, and social media comments and questions from the public
 - People are asking questions such as “are you open?” “what do I do with my library books?” “will there be fines?” “what books do I have checked out right now?” “how can I stream movies?” “how do I set up the ebook app on my phone?” “can you help me find ebooks on the app?” (clerk walked patrons through the process) “where can I send a fax?” “can you help me place reserves on library materials that are checked out?” “can you find the phone number for these businesses?” “how can I get tax assistance? (librarian directed the 90-year-old caller to assistance and informed her that the deadline had been extended) “I have a new iPad; how do I use it?” (librarian walked the 89-year-old through the set-up and is giving structured one-on-one lessons on everything she can do with it; they will continue emailing each other to practice that other skills) “can you suggest books to read until the U.S. History Book Club can meet again?” “how can I get a copy of *Tom Sawyer* to read with my grandson?” (The latter turned into an hourlong call in which the librarian helped the grandmother through the steps to download an app to her phone, how to find books (including *Tom Sawyer!*), and all the other resources available within the app such as audio books, DVDs, e-books and CDs that she would not have had otherwise.)
- Helping people set up accounts in Mango, a language-learning online program and app offering over 60 languages including English as a Second Language for speakers of 17 languages
- Responding to requests for articles and obituaries found in our microfilm collections; we find the articles and use our microfilm readers to convert them to e-mailable documents

Recommending Books, Movies, and Music

- Promoting our electronic resources such as e-books, streaming movies and music, and audiobooks, available to the public remotely through apps or websites such as Overdrive & Libby, Kanopy, and Hoopla
 - For example, Hoopla, which offers a huge collection of eBooks, eAudiobooks, eComics, streaming music, movies, and television has seen the largest monthly number of new users since July 2014 (with almost a week to go in the month), and we’re on track to see the largest number of Hoopla borrows ever. We have

adjusted our materials budget to shift some funds from physical books to digital books and other formats in order to satisfy the public's needs

- Selecting one book that we would have reviewed in person for the book group, purchasing an Overdrive eBook and eAudio edition of it, and adding a short review to the weekly newsletter, with a note saying that it's the book group pick of the week. This way, book group members can virtually "pass around" the digital version of titles they would normally have shared in print
- Using our weekly Wowbrary e-newsletter to promote the "Your Next Great Story" advisory service to get lists of electronic materials. Added a section to the newsletter promoting Overdrive digital eBook service and its "available now" function

Technology

- Keeping our WiFi on 24/7 .
- Helping phone callers troubleshoot accessing digital library services on their devices
- Helping phone callers update their library card registration status, keeping them eligible to borrow digital materials

Programming for Adults and Children

- Creating and sending an email newsletter to library patrons with STEM-based projects that inspire learning through play for children and their families at home (STEM = Science, Technology, Engineering, and Math)
- Creating videos of storytime read-alouds and crafts to share with families, in English and in Spanish. This includes researching copyright rules and which publishers are suspending those rules during this time
- Offering a virtual Escape Room, so that families can participate virtually in puzzles and mystery solving
- Exploring using Zoom, Skype, email, or conference calls to continue some book discussion groups meetings
- Keeping in touch with regular book discussion group members via email, even just to check in

Collection Development and Catalog Clean-up

- Shifting funds from print to digital books and media to ensure we are actively building collections in demand with patrons while they cannot get their hands on a physical item. Added lots of the most popular titles for kids and teens
- Continuing to build order lists for books, movies, and music so that patrons will have fresh materials available to borrow when we reopen
- Checking and resolving the status of books, DVDs, magazines, and other materials that have been flagged by our online catalog so they are available to the public when we reopen

Community Engagement

- Answering social media questions and comments from the public
- Promoting filling out the U.S. Census
- Participating in a Spanish language video interview to highlight our available library services during this time of building closure
- Sharing timely updates on grants, unemployment insurance, and small business loans through social media
- Researching and sharing opportunities to donate or receive donations in this time of need

Keeping Our Skills Sharp

- Compiling a list of online training and webinars, including offerings from EAP, to enhance professional skills.
- Working on policy revision while maintaining social distancing protocols, using shared files and conference calls