

President's Message

Greetings MO Library Association Membership,

We are in a new world. I must say that these first three months of 2020 have been challenging for many reasons. But, we will persevere and continue to serve our communities and the world at large.

Librarians all over the U.S. are working diligently to connect their users to resources, providing normalcy, self-care, and enrichment to all those sheltering at home. I have seen an amazing display of ingenuity from my peers and colleagues.

My own library is supporting students and faculty as they move to online classes with Zoom instruction, chat reference, and lots of tutorials. From virtual storytimes streaming at KCPL and Mid-Continent, to shared resources lists from academics, to curbside delivery and emergency meals, libraries continue to show that they are the heart of their communities. Kudos to all of you! We are in this together, and we'll make it through!

Since many of us are working from home and reporting on our productivity, I charged the Continuing Education Committee and YSCI to create some resource lists supporting remote work. The lists are available in Google Docs using the links below:

Working from Home: <https://tinyurl.com/wewt982>

YSCI Working from Home: <https://tinyurl.com/vehhog7>

MLA also plans to fast track **Access and Innovation grants**, if libraries have pressing needs for technology or resources during this time. Just reach out if you are interested!

MLA can also offer the **virtual meeting** platform GoToMeeting to the membership. If any MLA members need help with virtual meetings, please contact Meredith McCarthy for assistance: meredith.mccarthy@molib.org

As always, feel free to reach out if you have any questions or concerns! Your membership organization is here to support you in all aspects of library life!

Be safe and stay well!

Cynthia Dudenhoffer

MO Library Association President 2020

mlapresident@molib.org



Ed. Note: The teachers and staff of several local elementary schools decided to do something for their students at home this past week. They decorated their cars with “we love you” signs, and drove through their neighborhoods, honking, waving, and calling out during their Parades of Encouragement. Some children returned the favor with their own signs.

This bonus issue asked MLA members to share what they were doing at their libraries. We had no idea how you would respond, but planned to share whatever we received to spark ideas, questions, and contact with one another.

These updates were accurate when sent. Of course, we know that circumstances can change daily (!). Also, please drop us a line if you found this helpful.

We may not be “honking our own horns” here, but you can see some ways our libraries are loving on their patrons, schools, and communities.

And this bonus has a bonus! See the end for some of the recent information for libraries that is being publicized.

MO INFO Subcommittee



Rolling Hills Library Andrew and Buchanan Counties in Northwest Missouri

Our library closed March 19-31, and also likely April 1-15. We are:

- Offering Curbside Pickup service at both branches, in Savannah and St. Joseph, MO.
- Added E-Cards, for people to apply online for by phone for a digital-only library account.
- Running a Facebook ad in 30 mile radius for E-Cards to reach non-cardholders.
- Looking to add Facebook Live storytimes, e-mail blasts about online resources, and other remote marketing activities.
- Staff are being paid for regular hours but only asked to work half or less of their schedules.
- Curbside Pickup restricted to 10-6 Monday-Saturday.

Michelle Mears mmears@rhcl.org

Springfield-Greene County Libraries

What are ways we are assisting your patrons right now? Here's what we are doing:

By maintaining IT and Web Development support from home or in-office, and keeping a skeleton crew in several departments working from home or office, we:

- Published a “libraries closed” alert on the top of our home page and linked to a blog on our Press Page that outlines services suspended, services maintained such as all online functions, and answers to common questions such as “fines won't accrue on ‘overdue’ books until the libraries reopen.
- Published a special COVID-19 Library Newsletter that repurposed some of that information, beginning with this headline and intro. (See mockup, right):

"Will I Have Overdue Fines When the Library Reopens?" and Other Answers to Your Important Concerns

First, let us say "We miss you."

All of the Springfield-Greene County Library branches, Mobile Library and 24-hour Library Express West kiosk remain closed through March 31. Staff isn't here and neither are you, and that makes us sad.

Over recent days we have fielded questions from concerned library users, so we have put together some answers to common questions for you. A full list of library closure tips is available at <https://thelibrary.org/blogs/article.cfm?aid=5972...>

- After fielding numerous Facebook questions and phone calls from patrons feeling desperate to get books – “I don’t want to read a book on my phone!” – the Library and Friends of the Library gathered up books donated for the spring book sale and placed several in each of the Little Free Libraries in the Springfield-Greene County area. Each one included a bookmark we quickly made saying the book was donated by the Friends, and if they enjoyed the author, come see all the other titles at the Library when it reopens. We sent out a press release about the move, and a radio and a TV station are doing stories about it.
- Provided a link from the home page rotating promo to a blog featuring some of the more popular or useful online services such as TumbleBooks, Lynda.com, Hoopla, etc.
- Our Library Facebook page is providing links to our online services as well as links to the many author posts for kids and education services offering things to do.
- Early Literacy Specialist Stephanie Smallwood has written a blog about TumbleBooks, which will be posted on the Racing to Read web page and Facebook.
- The Library created the ability to register for library cards online, knowing there would be a demand for our online resources. We also enabled people to renew their expired library cards online.
- We put more money toward the purchase of Hoopla service, so more people will be able to take advantage of the service during the pandemic.
- ProQuest has extended its Ancestry Library Edition for remote users, since patrons cannot use this in-library service while the buildings are closed.
- Hotspots will not be disabled on their due date, and patrons may continue using the Hotspot through April 1.
- Patrons may place items on hold through thelibrary.org/catalog – except MOBIUS and Interlibrary Loan. They will receive notification when the Library reopens and items are available.
- Continued sending a Library column and a This Week in Ozarks’ History compilation, which are regular features, to the *Springfield News-Leader* to keep readers updated on where to go for Library news and online books and entertainment.
- Continued sending targeted emails to identified interest groups of patrons, pointing out the online sites that fall into their specific interests such as history, genealogy, travel, health, etc.

Kathleen O’Dell, kathleeno@tehlibrary.org

You’ve Done It Now!

Whatever it was, others would like to know about it. Why not share it in the next issue of this newsletter? *MO INFO* is produced by the Publications Committee. The MO INFO Subcommittee are responsible for collecting, editing, and publishing this newsletter six times each year. It is a great location to share what is happening at your library with other members. Publish your news, events, successes, and resources here!

Submission Guidelines

MO INFO is published six times each year: January, March, May, July, September, and November 15th. Submission deadlines are the 15th of the preceding months, submitted by email to the committee at moinfonews@gmail.com (include MO INFO in the subject line).

To facilitate the production process, please follow the submission suggestions below. Article format should be:

- Microsoft Word document
- Include desired headline and your contact email and role in MLA
- Include digital photos (with captions) and graphics with your articles as desired

Missouri River Regional Library Jefferson City

After Missouri River Regional Library made the decision to close, administration, management, and the programming committee met to discuss ways to continue to provide services to our communities while also keeping our staff safe. It was decided that MRRL would stay open for one day after the decision was voted on by our Board to allow members of the community to check out materials for the foreseeable future. In one day, we checked out 8,535 items. In a normal week in February we checked out around 11,000 items!

Besides advertising our eBooks, eAudiobooks, and digital resources as well as tutorials, MRRL will also be offering digital programming for the duration of our buildings being closed. Before the staff left the building, we recorded several installments of our story time to share on social media. We also set up a virtual meeting space for book clubs and teen groups to continue to meet. Depending on how long the social distancing is recommended, we are planning to evaluate other programming options, like virtual presentations or speakers over zoom, DIY and craft videos, and a space for our gaming groups.

Natalie Newville newvillen@mrrl.org

Trails Regional Library Warrensburg

At Trails Regional Library we are trying to creatively promote the library with the limited staff and resources we still have available. Right now, only administrative staff are working remotely. Here what we're doing.

- Increasing the item limit on Hoopla from 4 to 10
- Email blasts highlighting digital resources
- Social media reminders about digital resources
- Targeting all patrons with homeschool-specific resources from TumbleBooks and Hoopla
- Created a [Google Form](#) for temporary "ecards" to expire on June 1. Our thought is to have patrons come in to get a physical card and sign up for SRP at the same time. We will be doing email blasts for those who sign up to remind them in late May.
- Developing ideas for to-go craft packets in the event of no in-person Summer Reading (still in the very initial stages)
- Used Beanstack's [Spring Into Reading](#) template to make a virtual spring reading program. We are marketing that heavily to social media and educators.
- Administrators are making the rounds weekly to check on buildings but no other staff are in the facilities.

Sara Evans evanss@trailslibrary.org @TrailsRegional

UMSL (University of Missouri-St. Louis) Libraries

UMSL Libraries is providing regularly scheduled Reference Desk staffing using Chat and Zoom to respond to student, faculty, and staff information needs.

- UMSL Libraries staff are utilizing Microsoft Teams to get work done behind the scenes. Teams is also being used to communicate within each assigned team, rather than using email – which has been pinging non-stop for two weeks!
- The Public Services Team is meeting in Zoom once a week, at the same time, in order to check in – concerning any issues, updates, etc.
- Before shutting down the physical libraries, we met to brainstorm work that could be done at home, and discovered there is plenty of it!
- Librarians are creating tutorials to place on the Libraries' YouTube channel, relative to library instruction.

Karen Robinson robinsonkar@umsl.edu

AND some other library resources recently published:

Amigos Library Systems

- Amigos Library Services is offering 3 months of [SimplyE](#) access at no charge. Amigos will, with the library's help, configure SimplyE access for the library. Library patrons will have 3 months of SimplyE use from the date the app is live. At the end of this time, the library may continue access at normal pricing or discontinue the service. To find out more, complete a [SimplyE Library Implementation Form](#) and email to simplye@amigos.org with "SimplyE Offer" in the subject line. In the form, asterisks denote required information. You may need to contact your e-content or ILS vendors. For questions, you may also contact simplye@amigos.org and include "SimplyE Offer" in the subject line.
- Recordings and Resource Guides for "Know and Go: Don't Stand So Close to Me - Strategies you need right now to respond to COVID-19 in your face-to-face and remote work spaces" are now available for [Thursday, March 19, 2020](#) and [Friday, March 20, 2020](#). To view a recording, select the "Watch on the web instead" button when prompted. Course instructors Erin Gray and Jodie Borgerding have compiled a [folder of shareable resources](#), including
 - COVID19 and Libraries Resource Guide
 - ADA Transcripts in English
 - ADA Transcripts in Spanish
 - Q&A Transcripts

MOREnet

- Basic REAL member libraries can request one free Zoom Pro account to use through June 30, 2020. For more information, contact orders@more.net.
- REAL member libraries that would like to schedule a virtual in-service training to be delivered via Zoom or to request a specific, available topic be added to our open Training Schedule in the coming weeks for delivery via Zoom, please email training@more.net. While not all topics can be delivered online, they are trying to be flexible.

Also:

- The Institute of Museum and Library Services is offering "Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections" with Dr. David Berendes and Dr. Catherine Rasberry from the Centers for Disease Control providing an overview of the CDC's guidance for community settings and environmental disinfection, and a discussion of how libraries, archives, and museums can help mitigate COVID-19 when working with paper-based, circulating, and other types of collections. The presentation will be followed by a question and answer period. The webinar will be **Monday, March 30, 2020**, from 12-1 CT. You can [register here](#).
- For publishers' copyright policies regarding online storytimes, as related to COVID-19, see this [School Library Journal article](#) which is being updated as publishers announce policy adaptations. The Association of American Publishers also [has information](#) about steps publishers are taking. (Scroll past Education Publishing to Trade/Consumer to find some of the main children's publishing houses information.)
- The Families and Medical Leave Act (FMLA) and newly-enacted FFCRA (Families First Coronavirus Response ACT) cover COVID-19 related leave. FFCRA doesn't begin until April 1 and is intended to help small business fund paid leave for employee's health needs or that of their family members. See this [U.S. Department of Labor information](#). The Missouri Department of Labor has information that relates directly to [COVID-19 for businesses and workers](#), that continues to be updated.
- EPA has created a list of [disinfectants](#) for use against COVID-19. Note: Being on the list, does not mean that the product is endorsed by the EPA. Also, here are CDC guidelines on [cleaning and disinfecting](#).



The Missouri Library Association, Columbia, MO, est. 1900, is the Missouri State Chapter of the American Library Association, Chicago, IL.

MO INFO

Newsletter of the Missouri Library Association

MO INFO (ISSN 0884-2205) is published six times/year (January 15th, March 15th, May 15th, July 15th, September 15th, and November 15th). We can be reached at moinfonews@gmail.com.

You can find this and back issues of MO INFO on the MLA membership webpage: molib.org/mo-info-newsletter.

The newsletter is put together by MO INFO Subcommittee of the MLA Media and Publications Committee:

Ken Satterfield, Chair (2019-2020)

Nicole Walsh, Assistant Co-Chair (2019-2020)

Editors:

Rene Burress, Baily Compton, Hong Li, Erin Niederberger, Jason Phinney, Allison Rand, and Rachel Sievering

2020 MLA Executive Board

President (2020)

Cindy Dudenhoffer
Director of Information Resources and Assessment
Central Methodist University
660-248-6292 mlapresident@amigos.org

President-Elect (2020)

Cindy Thompson
Associate Dean of Services and Resources
UMKC University Libraries
cindy@molib.org

Past President (2019-2020)

Erin Gray
Library Services and Technology
Trainer/AskAcademic Coordinator
Amigos Library Services
gray@amigos.org

Secretary (2020) and Member-at-Large (2020-2021)

Shannon Midyett
Assistant Director
Poplar Bluff Municipal Library
shannon@poplarbluff.org

Treasurer (2020) and Member-at-Large (2019-2020)

Steve Campbell
Director
Scenic Regional Library
swcampbell@scenicregional.org

Treasurer-Elect (2020) and Member-at-Large (2020-2021)

Katie Hill
Director
Cape Girardeau Public Library
katie@capelibrary.org

Membership Committee Chair (2020) and Member-at-Large (2020-2021)

Otter Bowman
Library Outreach
Daniel Boone Regional Library
otter@molib.org

Member-at-Large (2019-2020)

Meredith McCarthy
Branch Manager of the Arnold Branch
Jefferson County Library
636-296-2204 meredith.mccarthy@molib.org

Member-at-Large (2019-2020)

Anna Strackeljahn
Head of Collection Management
St. Louis Public Library
astrackeljahn@slpl.org

ALA Councilor (July 1, 2019-June 30, 2022)

Margaret Conroy
Executive Director
Daniel Boone Regional Library
mconroy@dbrl.org