



NEWS & Notes

PEACE LIBRARY SYSTEM'S QUARTERLY NEWSLETTER

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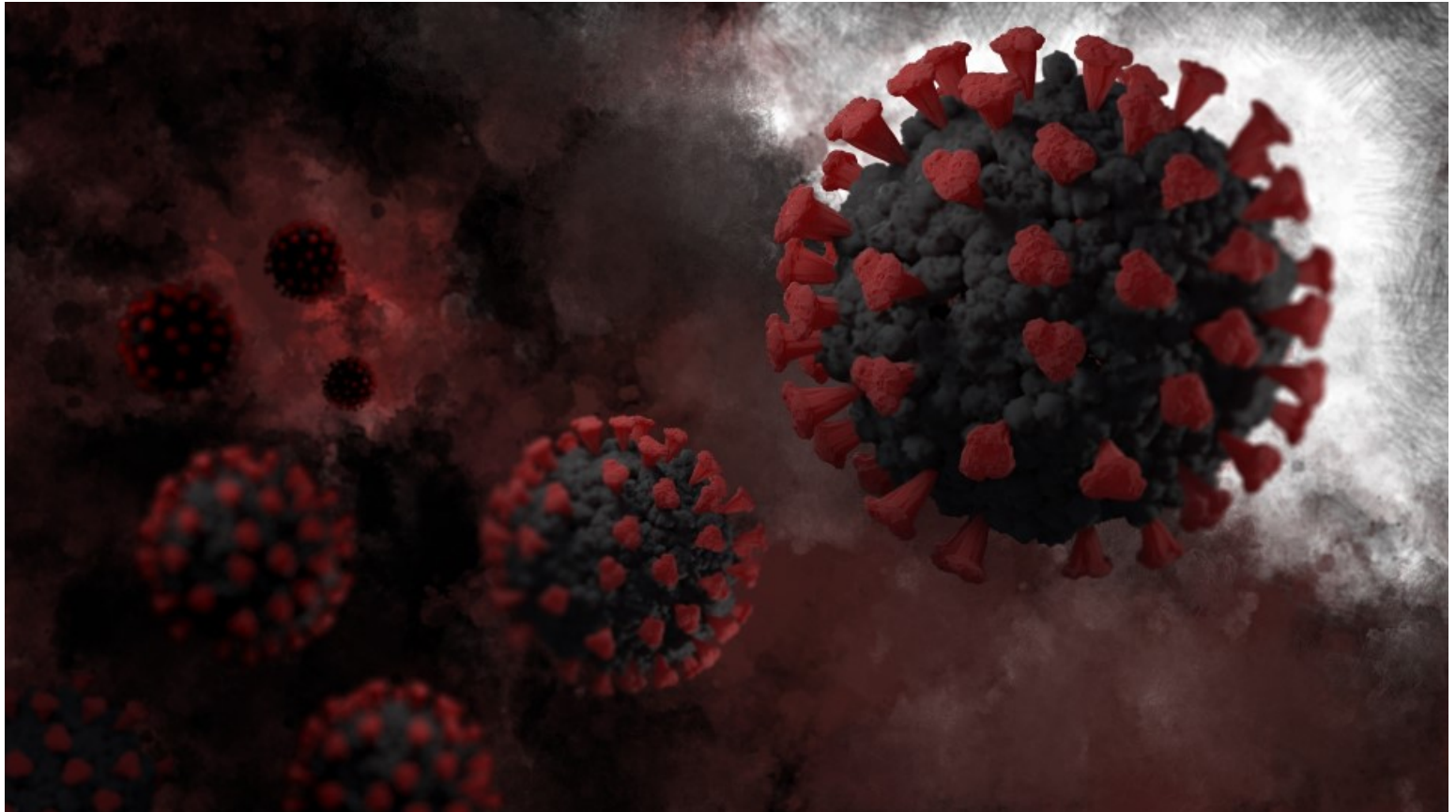
Libraries In a Time of Pandemic

It hasn't been the spring we were all looking forward to, has it?

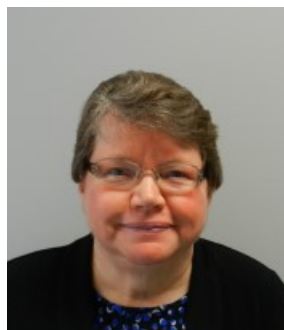
As of the date of publication (23 May 2020), all libraries in the province of Alberta remain closed under public health orders due to the spread of COVID-19. It has been a stressful two months since libraries were made to close, but that doesn't mean the work has ended—we've all been keeping busy behind the scenes.

We are going to dedicate this special issue of News & Notes to addressing COVID-19. We'll update you on the work we've been doing at PLS headquarters to keep operations going; we'll share updates from libraries in the region on how they've been coping with the crisis and finding new and innovative ways to reach their communities; and we'll provide tips for new ideas to try and resources to share.

Stay safe and healthy, everybody.



>> From the Director



Linda Duplessis

Peace Library System Supports Libraries in a Time of Pandemic

Public libraries are closed to the public and school libraries have no students. But Peace Library System (PLS) is continuing to support libraries as much as possible. When libraries were closed on March 17, the following actions were quickly put in place:

- ⇒ ramp up virtual services to assist people who were self-isolating or out of work
- ⇒ increase purchases of eBooks and eAudiobooks
- ⇒ change item due dates and patron renewal dates
- ⇒ set up free online memberships for new patrons to access eResources
- ⇒ increase online training options for library staff
- ⇒ stay in touch with member libraries

Where school staff are in place, many have been in touch with PLS staff about ordering new materials or with other questions. Thirty-eight of our member public libraries have all or some staff on-site and are trying to find ways to help patrons. Several are offering curbside service in their communities.

To maintain service, we currently have 10 people on-site at PLS headquarters and six working from home. It's certainly not "business as usual" and some services are done a little differently because we are unable to visit libraries in person and staff are working from home.

Despite this, PLS staff have been able to:

- provide consultant support
- answer emails and phone calls to assist libraries
- ramp up social media posts (with increased traffic)
- provide online training for library staff
- order eBooks and eAudiobooks
- set up free temporary memberships to access eResources
- promote online resources
- send orders to vendors
- receive freight and enter new items in Polaris
- catalogue items and box them up for delivery
- provide IT support
- inventory the PLS collections
- clean up the Polaris database
- meet via virtual meetings, including a Coffee Chat with libraries

- plan for modified (and safe) delivery services beginning May 5, 2020
- begin planning to help libraries prepare for re-opening in a safe, consistent way

Our goal is to support and assist member libraries in as many ways as possible as they strive to offer services in a very difficult environment.

Once the COVID-19 restrictions are lifted, libraries will be an important element in getting back to the "new normal". PLS will be with you as you move into this uncharted territory.

Impact on Library Events and Meetings

We've missed seeing you at in-person meetings!

We cancelled the Library Managers' Council Meeting, Public Library Meeting and spring Advisory Committee meetings, and provincial meetings and conferences have been cancelled or postponed, including the Alberta Library Conference, the TRAC Advisory Council Meeting, and the TAL Board Meeting.

The annual Summer Reading Program has moved to a virtual program. Sadly, the fall Rural Libraries Conference has been cancelled. We will partner with other library systems to offer a virtual conference.

We hope that consulting visits and IT support visits can resume in the fall. If at all possible, we would like to hold an in-person meeting for public library managers in the fall.

Libraries Across the Region

While libraries are closed to the public, library boards are approaching service delivery in different ways in different communities. Some have retained staff on-site, some are working from home (WFH) and some are doing a mix. A few small libraries have completely closed with no staff on hand.

Services offered by on-site staff: 23

Services offered by on-site staff and WFH: 15

Services offered by staff WFH: 3

No service (ABC, AFL, AHYM, APPP, ARLM): 5

Libraries offering curbside service: 14

There have been two library manager lay-offs in libraries that we are aware of.

New Library Users

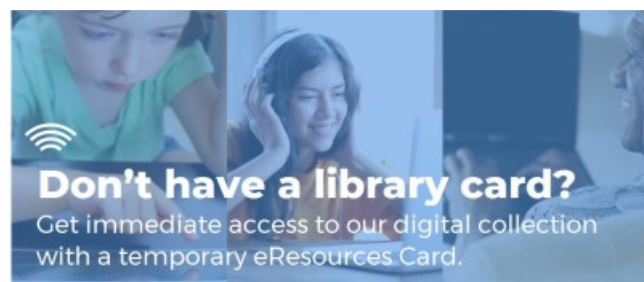
The Get a Library Card page on the PLS website allows people in the region to request a free temporary eResource card. The registration is done by PLS staff or by local library staff. Grande Prairie Public Library instituted its own very successful online patron registration program.

| | |
|--------------------|---|
| March 23-29: | 52 |
| March 30-April 26: | 83 |
| April 27-May 10: | 37 |
| Total | 172 new Get a Library Card registrations |

Grande Prairie Public Library: 286 new patron registrations

Total new Peace Region patrons: 458

Linda Duplessis
Director



With our digital collection, your library is always open. Access hundreds of **free** online resources 24/7 including e-books, e-magazines, audiobooks, databases, and more.



Sign up! To sign up for a temporary eResources card or for more info, visit peace.librarysystem.ab.ca/Get-A-Library-Card

PLS Quick Facts as of May 14, 2020

- ✓ 38 public libraries have some or all staff on site.
- ✓ 14 of those libraries are offering curbside service.
- ✓ 3 libraries have no staff on site and are working from home.
- ✓ 5 libraries are closed with no service (Brownvale, Flatbush, Hythe, Paddle Prairie, Rainbow Lake).
- ✓ 458 new patrons have signed up for a temporary eResources card.
- ✓ Social media engagement is up 650%.
- ✓ PLS, GPPL and other member libraries have allocated over \$71,000 to the purchase of eBooks and eAudiobooks.
- ✓ From the end of February to the end of March, eResource usage increased:
 - Consumer Reports - 178%
 - Niche Academy (tutorials for patrons) - 801%
 - Overdrive eBooks - 34%
 - Solaro (homework help) - 916%
- ✓ The Public Library Services Branch (PLSB) has been holding regular teleconferences with library systems and larger libraries.
- ✓ The PLSB has distributed three useful Public Library Pandemic Response documents to Alberta libraries:

Frequently Asked Questions

Library Board Governance During the COVID-19 Outbreak

Plan of Service During the COVID-19 Outbreak

- ✓ The 2020 Summer Reading Program will be virtual, with many Alberta libraries sharing their online programming ideas.
- ✓ Alberta Municipal Affairs has distributed half of the operating grants for libraries and library systems, with the remainder to follow in the fall.

>> Tech Services Updates



Janet Ayles

With everything going on, let me assure you that Technical Services is fully staffed with a mix of people working at home as well as in the office. All staff are available by email if you have any questions or require assistance.

Ordering

Did you know that the great thing about ordering with PLS is that it can be done from anywhere? So, whether you are working in the library or from the comfort of your couch, you can still shop for your library.

Our ordering tools are still the same, so you're all familiar with the processes.

Title Source 360 is an ordering platform provided by Baker & Taylor. Log in to TS360 at <https://ts360.baker-taylor.com/>. Information about the platform can be found on the [PLS website](#). If you are having trouble logging in or have forgotten your credentials, please reach out to PLS staff for assistance.



We are still taking orders from the usual catalogues/programs that we send out to library staff.

Also, feel free to fill out the [order form](#) on our website for those items that don't quite fit into the other ordering tools.

Of course, sometimes you need to order things other than items for your collection. Need spine labels, barcodes, or other [supplies](#)? We can help you with that as well.

Please reach out with any questions that you have.

Cataloguing

With ordering continuing normally and new items arriving on our shelves, we are happy to say that our cataloguers are hard at work getting your items catalogued and ready to send out to you. Our cataloguing staff are split between working in the office and at home, but we're still cataloguing and getting items ready to be delivered to you at your library.

Delivery

Delivery services have been hard hit by the COVID-19 pandemic. As libraries started closing, the Public Library Services Branch announced that Government Courier should no longer be used to deliver items effective March 17. Items already in transit would be delivered, but no more would be accepted by Government Courier. In light of these changes, PLS suspended the van run on March 20.

At the request of library staff still working in libraries, we started allowing contactless pick-up of new items on April 3. More requests led to us introducing a modified van run with contactless delivery beginning May 5. PLS is not delivering every week as the volume of new items and any ILLs we have just doesn't warrant it, but we're keeping an eye on volume and delivering as needed.

If you would like your items, both new and ILLs, sent to your library, please let us know. We'll get them to you either by van or by mail.



Request Manager and Your Library

When libraries closed down in March, everyone's request manager was suspended. Any requests already on a library's request manager stayed that way, but any new requests stayed active, waiting for somewhere to go. This was the only option when nothing was moving amongst our libraries or between TRAC systems.

However, now things are starting to move between some PLS libraries. As well, more and more libraries are opening for curbside service.

So, if you are one of those libraries engaging in one or the other, would you like to turn your request manager back on? If yes, are you willing to fill holds for PLS libraries or all TRAC libraries? Email me and let me know.

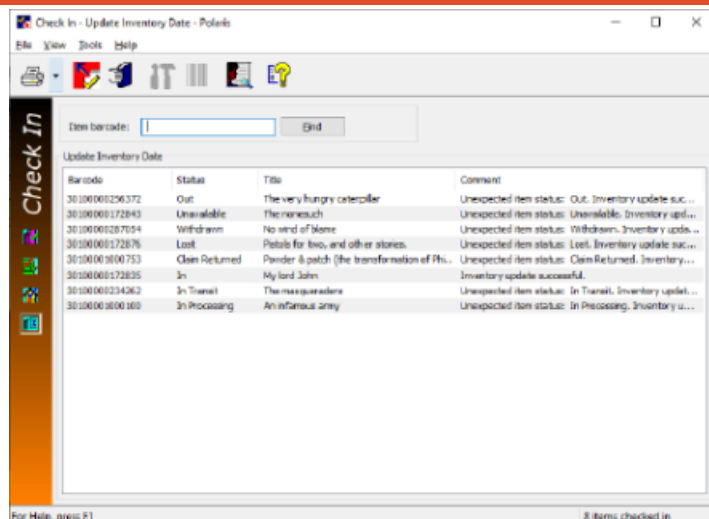
>> Tech Services Updates

Inventorying Your Collection

If your library is closed, this is a perfect time to do an inventory of your collection. PLS does have an inventory computer to lend, however, there is only one of them. Fortunately, there is a way to carry out inventory without our fancy equipment. All you need is you (perhaps other staff members – just make sure you adhere to social distancing!), access to Polaris, a barcode scanner, and some time.

Inventory instructions can be found on the PLS website under the Training Toolkit.

Janet Ayles
IT and Technical Services Manager



>> Publication Delays

If you're wondering what's the hold up on some of the book releases you've been expecting, COVID-19 has led publishers to push back publication of some of their higher-profile titles of the spring and summer until retail begins to return to normal. This means that the publishing calendar for 2020 is going to look a little confusing! Here, we've highlighted some of the adjusted release dates for titles you and your patrons might be anticipating.

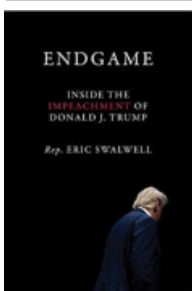
For more info, please visit these articles:

- [COVID-19 pandemic lockdown delays publications of Canadian books](#)
- [They Were Meant to Be the Season's Big Books. Then the Virus Struck.](#)
- [Book Releases Delayed Due to COVID-19 Pandemic](#)



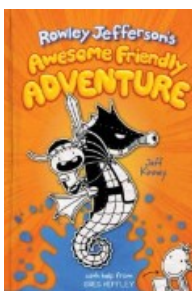
Girl, Serpent, Thorn by Melissa Bashardoust

Original release: May 12, 2020
New release: July 7, 2020



Endgame: Inside the Impeachment of Donald J. Trump by Eric Swalwell

Original release: April 7, 2020
New release: August 4, 2020



Rowley Jefferson's Awesome Friendly Adventure by Jeff Kinney
Original release: April 7, 2020
New release: August 4, 2020



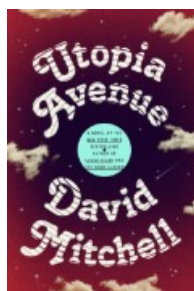
The Paris Library by Janet Skeslien Charles

Original release: June 2, 2020
New release: February 2, 2021



No Rules Rules: Netflix and the Culture of Reinvention by Erin Meyer and Reed Hastings

Original release: May 12, 2020
New release: September 8, 2020



Utopia Avenue by David Mitchell

Original release: June 2, 2020
New release: July 14, 2020

>> eResource Promotion

While local libraries are closed, we are still able to offer eResources to all PLS patrons. These can be accessed from home, 24/7, with the patron's library card barcode and PIN. For those patrons who are open to trying out digital content, this is a fantastic learning opportunity for them to discover everything we have to offer with our eResource collection.

A cheat sheet listing what patrons can access through our eResources can be found [here](#), while a complete list of eResources can be found [here](#). These include:

eBooks and eAudiobooks

- OverDrive
- cloudLibrary
- Read Alberta eBooks
- RBDigital

eMagazines

- RBDigital

eNewspapers

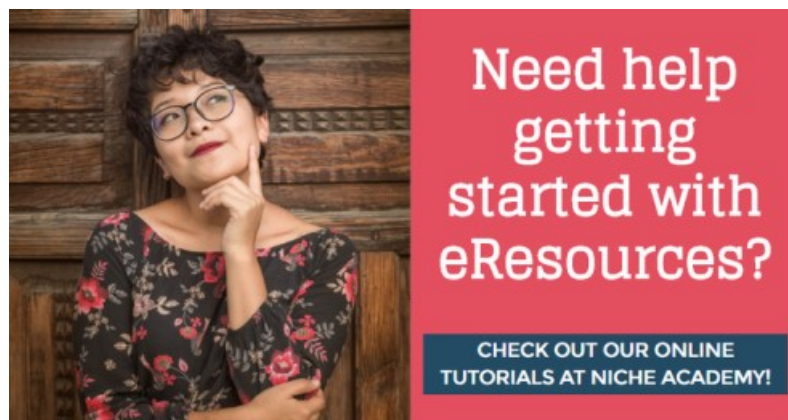
- PressReader

Early Literacy

- TumbleBooks
- World Book: Early World of Learning

Homework Help

- Solaro
- World Book Online



If you want to direct your patrons to helpful tutorials to teach them how to use our eResources, or if you're brand-new to using our eResources yourself, don't forget that we have access to a great catalogue of video tutorials through Niche Academy that will make learning eResources a breeze!

- [Patron site](#)
- [Staff site](#)

We are also grateful to our eResource vendors for generously opening up access at this time of crisis. Some of these include:

- Access to Ancestry Library Edition has been temporarily expanded to library cardholders working remotely, courtesy of ProQuest and its partner Ancestry
- PressReader has agreed to extend remote access for users
- TumbleBooks has offered us four free resources for the duration of library closures: RomanceBookCloud, AudioBookCloud, TeenBookCloud, and TumbleMath
- NewspaperARCHIVE, which offers historic news archives, is temporarily available for PLS patrons

There's a wealth of free digital content that has been newly made available during this crisis. Check out [PLS social media](#) for links!

>> eResource Usage

by Linda Duplessis

PLS has allocated \$35,000 to the purchase of eBooks and eAudiobooks up to mid-May. More may be added as a result of savings in other areas. With a \$30,000 allocation from GPPL and commitments from the libraries in Bonanza, Kinuso, La Glace, McLennan, Nampa, Peace River, Sexsmith, Slave Lake and Valleyview, the total regional allocation for eBooks and eAudiobooks was \$71,300. That does not include increased purchasing by our TRAC partners.

And usage of many digital resources has definitely increased! There were notable increases in the usage of Niche Academy and Solaro between February and March. This is not surprising as patrons and staff were learning new programs in Niche Academy and families needed homework help as their kids were schooling at home. There were no dramatic increases between March and April, but those of Niche Academy (staff) and Transparent Languages jumped. Many eResources, including Consumer Reports, Lynda.com and OverDrive showed a steady increase. And some free resources from TumbleBooks really took off!

Here are the highlights between February and the end of April.

| eResource | February Usage | March Usage | Increase February to March | April Usage | Increase March to April |
|---------------------------------------|----------------|-------------|----------------------------|-------------|-------------------------|
| Ancestry: Library Edition (genealogy) | 543 | 690 | 27% | 579 | - |
| Cloud Library | 476 | 676 | 42% | 943 | 39% |
| Consumer Reports | 85 | 236 | 178% | 228 | - |
| Lynda.com | 627 | 935 | 49% | 1,429 | 53% |
| Niche Academy (tutorials) - patrons | 66 | 595 | 801% | 419 | - |
| Niche Academy (tutorials) - staff | 3 | 229 | 753% | 927 | 305% |
| OverDrive | 9,067 | 9,918 | 34% | 11,605 | 17% |
| PressReader eNewspapers | 937 | 1,343 | 43% | 1,144 | - |
| RBDigital Audio | 100 | 201 | 101% | 74 | - |
| RBDigital eMagazines | 1,088 | 1,334 | 23% | 1,349 | - |
| Solaro (homework help) | 31 | 315 | 916% | 127 | - |
| Transparent Languages | 606 | 474 | - | 1,602 | 238% |
| TumbleBook Library | 957 | 734 | - | 424 | - |
| | | | | | |
| Free Resources | | | | | |
| AudioBook Cloud | n/a | 52,120 | n/a | 91,206 | 75% |
| Romance Book Cloud | n/a | 7,918 | n/a | 17,013 | 115% |
| Teen Book Cloud | n/a | 29,614 | n/a | 82,634 | 193% |
| TumbleMath | n/a | 52,763 | n/a | 155,219 | 194% |

>> Innovative Service Delivery

The age of COVID-19 has seen some surprising upsides, and one of these has been the opportunity for libraries to develop new ways to reach their communities while their facilities are closed to the public. People need reading material, and people need human connection, now more than ever. But how do library staff achieve this without putting themselves or their patrons at risk of spreading the virus? In our region and across North America, we have increasingly seen libraries rise to the challenge and introduce new methods of service delivery that might change the face of the profession well into the future.

One method for serving patrons is curbside delivery. That is, making requested books available for pickup outside the library facility on tables or carts. This obviously has to be done with a great deal of planning and careful consideration, because there is still a lack of scientific consensus over how long COVID-19 can survive on surfaces like books and other library materials, and the last thing any of us want to do is spread the virus in our communities, so careful thought has to be given to quarantining and/or sanitizing materials that are lent out. In early May, Peace Library System released a document with some best practices and recommendations for how to safely and responsibly perform curbside services if libraries and their boards wish to do so. For a copy of this document, [visit our website](#).

But curbside delivery only allows patrons access to your local physical holdings. This is also a great opportunity to put on a real promotional push for the wealth of eResources that your patrons can access for free with their library card; check out the previous pages for a refresher on what we offer and what you can market.

Another method of service delivery is to do programming online. This is not a perfect model; in many of our communities, internet access is limited, especially in the most rural parts of the region. So not everyone will be able to take advantage of online offerings. But for those who can, it's a great way to keep in touch with your regular library attendees who come every week for activities like story times and crafting.

Many of these virtual programs can be pre-recorded ahead of time and posted on a regular schedule. For instance, have your staff record their story times and songs and rhymes—or even invite local heroes like your mayor or fire chief to record themselves reading stories—and post the videos on a YouTube account or on your Facebook page. Have staff make a video of a step-by-step craft or

baking or science experiment using common supplies that can easily be found at home. Informational programs on topics like local history or genealogy also lend themselves well to pre-recorded presentations. Or if you have a local yoga instructor, invite them to do an online program for the library—we could all do with a little more calm and mindfulness these days!

There are also ways to easily host live programs, like via Facebook Live or Zoom. These are great for more interactive programs, where you can see and reply to comments and questions live. Zoom or other web meeting platforms are great for programs like book clubs, where everyone can take their turn reacting to the latest shared read—this could be an eBook like *Moon of the Crusted Snow* which is available this summer for simultaneous borrowing on OverDrive. Or try hosting a trivia night or a gaming club once a week online! You can also do one-on-one programming like tutoring support or technology remote assistance via live video.

Your social media platforms also lend themselves well to passive programming. Invite patrons to take a selfie with their favourite book, or complete a colouring sheet, or make the best creation they can out of Lego or other blocks around the house, and ask them to reply with their accomplishments to a post on Facebook to be considered for a prize.

All that said, you don't have to get too techy to reach your patrons. All you have to do is pick up the phone! For those of our libraries that are still staffed during their typical open hours, you can still answer the phone and help with reference or informational questions and direct patrons to appropriate resources. But you can go beyond that, too, and actually use your phones for programming! Jefferson County Public Library in the US hosts a program by phone that is an interactive conference call with up to 100 participants—a great way for homebound or isolated patrons to feel connected. Other libraries in the US have been hosting Dial-A-Story phone lines, where young patrons can call in and listen to a recording of a short story being read to them. For more, check out [this article](#).

Finally, as you'll see on the following page, readers' advisory can be performed virtually in a number of different ways.

Just because we can't have patrons in our physical libraries doesn't mean we can't still provide library service for them. Let's get creative and see what we can achieve!

>> Virtual Readers' Advisory



Samantha Mercer

With your physical doors closed, patrons can no longer wander and browse the stacks like before...but you can help them by providing reading recommendations online!

How? We've got a few suggestions.

LibraryAware has tons of existing templates for book flyers for you to play with and share online. You can go in and change the design to what you think will appeal more to your community and switch out the books as you think necessary. If you can't find a template that works, you can create one from scratch!

Peace Library System's social media accounts are sharing a new readers' advisory graphic every week day to highlight books available on our eResource platforms. You are welcome (and encouraged!) to share these posts to your own library Facebook page.

Interact with your patrons online! Post on your Facebook asking what people are reading and comment back and have a conversation. Invite them to ask for recommendations, and make use of tools like NoveList to find books they might like. (Take a look at Grande Prairie Public Library's Facebook to see that in action).

Host social media live videos or live chats! Even before COVID-19, libraries have been dedicating certain hours to going live on their social media to answer questions from their patrons or to provide book recommendations.

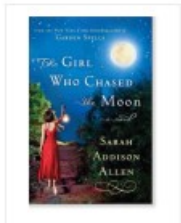
Highlight staff and/or board member reads! The beauty of small towns is how everyone seems to know each other, so I am sure some people would be excited to hear what you're reading. The personal touch is always appreciated!



Quarantine Reads: Cozy and Gentle Stories

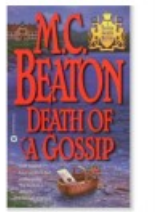
Document Type: Recommended Reads

Description: We're all at home right now so why not read something to make you feel extra cozy?



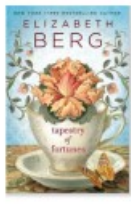
The girl who chased the moon
(May 2009)
By: Allen, Sarah Addison

Popularity: ★★★★★



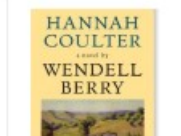
Death of a gossip
(Jan 1985)
By: Beaton, M. C., 1936-2019

Popularity: ★★★★★

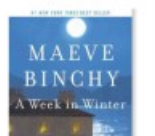


Tapestry of fortunes
(Apr 2013)
By: Berg, Elizabeth

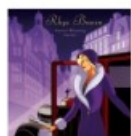
Popularity: ★★★★★



HANNAH COULTER
a novel by
WENDELL BERRY



MAEVE BINCHY
A Week in Winter



THE GIRL ON THE TRAIN
a novel by
RACHEL WATSON

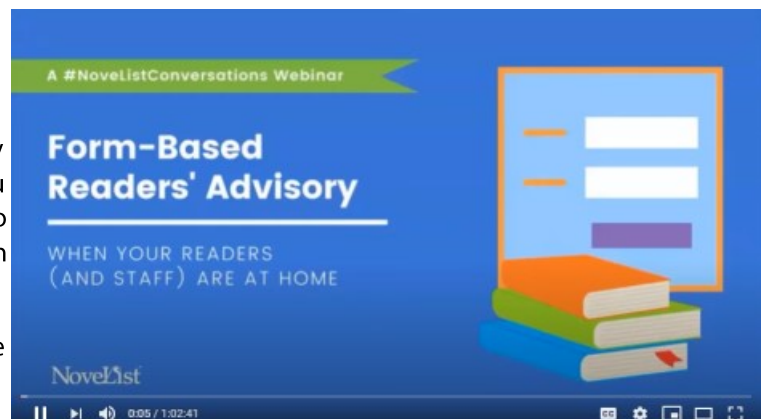
Finally, NoveList recently hosted "Form-Based Readers' Advisory When Your Readers (and Staff) are at Home!" which may give you some more ideas. Your websites have the capacity to create forms, so you can set up a page on your website inviting patrons to send in their recommendation requests—just ask Janet or Emma how.

If you'd like to figure out how you might make this work, access the webinar recording [here!](#)

Figuring out reading recommendations for your patrons can seem like a big task to take on, especially for those who are not already avid readers or who are short on time, but it really doesn't have to be! None of us can know every book in the world, so be aware of the tools you have and do your best.

Available through PLS eResources, NoveList is a database of reading recommendations available for patrons and staff to use! It's the ideal tool for matching readers to books they will love. There is a kid-friendly version (NoveList K-8) and a version with no age restrictions (NoveList Plus). You can explore genres and topics, check out their recommended reading lists, or you can search an exact title or author and find a list of readalikes.

If you need help using NoveList, you can access a tutorial on [Niche Academy!](#)



>> Debunking COVID-19 Misinformation

Public libraries are trusted institutions in our communities. We're known as sources of reliable, accurate information. So it makes sense that your patrons are going to turn to library staff at this time to get a better understanding of the current pandemic and how it might affect their lives.

We aren't public health professionals, and we can't give anyone health advice. But we *can* direct people to solid sources of accurate information and make sure that misinformation or "fake news" doesn't proliferate throughout our communities.

This article will share some of the best and most trustworthy sources of information as well as sites that debunk bad information. You can direct your patrons to these sources... or just read up yourself if you're curious.

The first source provides an Alberta-focused lens on the crisis. [COVID-19 info for Albertans](#) is a page hosted by the Government of Alberta that contains:

- up-to-date information on cases in Alberta, including stats on active and recovered cases and where spread is taking place
- tips for helping to prevent the spread of the virus
- the latest restrictions on gatherings and businesses
- what the symptoms of the virus are and how to get tested if you think you've been exposed
- how to access financial and mental health supports
- information on government services changes like licenses and registrations and the courts

This site also has posters available for you to download and print to encourage your community to respect physical distancing and to combat the spread of the virus.



The Canadian federal government has also created [a page for COVID-19 resources and information](#) that you and your patrons may find helpful. Their site has links to portals through which individuals can apply for the Canada Emergency Response Benefit (CERB) and employers can apply for the Canadian Emergency Wage Subsidy (CEWS), so this is a helpful link to have on hand if you get questions about either financial support program.

Other helpful information found on this page include:

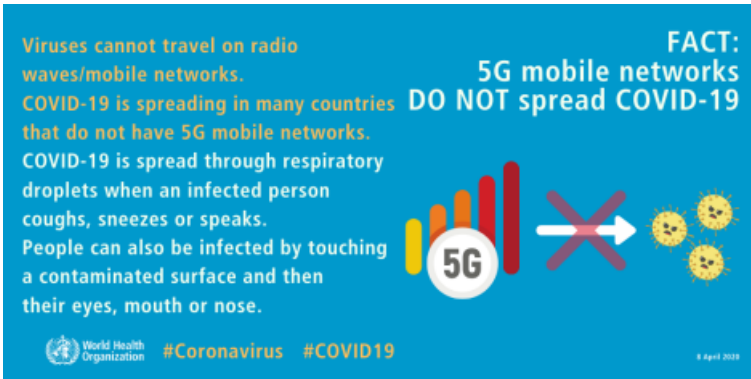
- updates on the current situation across Canada
- the latest travel advisories and restrictions, including restrictions on the Canada/US border
- awareness resources and fact sheets, many in multiple languages, that can be downloaded and shared on social media or posted publically



The [Coronavirus disease \(COVID-19\) Pandemic](#) site from the World Health Organization is one of the best sources of information on how the virus is spreading worldwide, with rolling updates on confirmed cases and deaths in all countries throughout the world and regular situation reports.

One of the most helpful pages on the WHO's COVID-19 site is their [advice for the public](#). This page includes:

- tips on when and how to wear masks appropriately, including instructional videos and graphics
- instructions for how to protect yourself and others from getting sick
- helpful guides for those who are caring for COVID-19 patients at home
- "myth buster" graphics that you can download and post on social media to debunk misinformation



We encourage you to explore the above three websites from the provincial government, the federal government, and the WHO in depth, as they provide lots of helpful guidance and resources.

But there are still many more sources on COVID-19 for you and your patrons to find good information and weed out the bad information.

The [COVID19MisInfo Portal](#) is a project from the Ryerson Social Media Lab that tracks debunked coronavirus claims and their spread on social media platforms like Facebook, and has a curated collection of some of the best COVID-19 explainer content from around the web. In particular, check out their real-time dashboards that track false claims and how fast and wide they can spread on social media; and their list of the twelve most common

types of COVID-19 claims that spread online.



The University of Toronto has created a [COVID-19 \(2019 Novel Coronavirus\) Information Guide](#) as a gateway to reliable resources for your many COVID-19 questions. Libraries that are making use of their makerspace materials to create personal protective equipment will find their page on [Making Personal Protective Equipment, Medical Devices & Supplies](#), which includes standards, specifications, and templates, to be helpful. They also have a [Myths & Misinformation](#) page with answers to frequently asked questions about the virus and its spread.

Snopes.com, always a favourite source for debunking misinformation, has a new [Coronavirus Collection: Fact-Checking COVID-19](#). FactCheck.org has also been covering the pandemic extensively and has created a [guide to their Coronavirus coverage](#).

It's important to remember that if the pandemic is overwhelming for us, as adults, it's even more bewildering and scary to kids. There are a number of good sources online to help explain COVID-19 to kids; here are a few to check out:

- [Information for young kids and students from the Government of Alberta](#)
- [COVID-19 resources for parents and children from the Government of Canada](#)
- [Helping Children Cope With Changes Resulting From COVID-19 from the National Association of School Psychologists](#)

One of the challenges of the COVID-19 pandemic is that we are also simultaneously juggling an "infodemic", as the WHO has called it—an overwhelming tide of information and misinformation. We know that sorting out the good information from the bad isn't easy, so while the resources linked here are just the tip of the iceberg, we hope you'll find them helpful as you navigate the current crisis.

>> From Grande Prairie Public Library

by Theresa Rawe, Teen Services Librarian, Grande Prairie Public Library

Tackling COVID-19 at GPPL

If you told staff at Grande Prairie Public Library at the beginning of March that by May our work would drastically change, I don't think we would have believed you! Our top priority during the era of COVID-19 has been ensuring that we are able to safely and effectively provide our patrons with the services they need. Overall, we have been able to quickly adapt to the ever-changing demands of a world impacted by COVID-19.

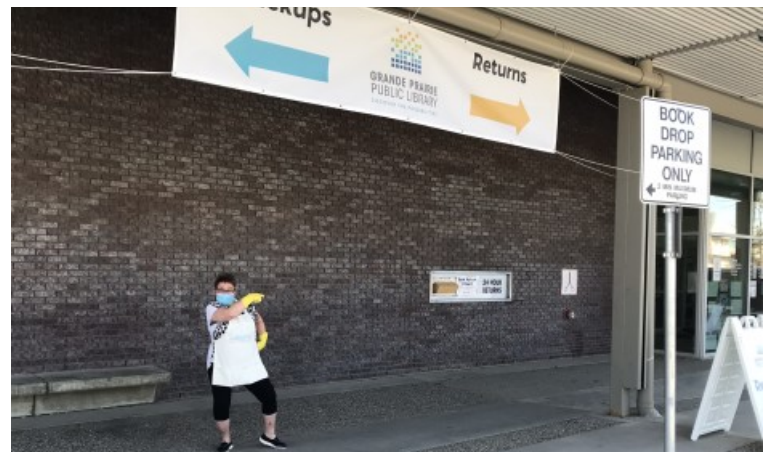
We began organizing curbside pick-up for our patrons on March 17 – our first day back after libraries were closed to the public. Our first curbside pickup took place the next day. As of May 13, we have arranged over 1,674 curbside pick-ups! At first, we placed our curbside pickup items on a mobile bookcase just outside of our shipping/receiving doors and items would be placed on the shelf at the time arranged by the patron.



However, in May we introduced curbside printing alongside curbside pickups. Patrons can email us the documents they would like printed and pick them up once they are ready. The introduction of curbside printing required us to change our curbside pickup procedures. Now, patrons park in a numbered stall and call the Library when they arrive to pick up their materials. Once their information has been confirmed, a staff member brings them their materials and places them in the back seat or trunk of their vehicle.



In response to patrons looking to return library materials, we began to slowly accept returns from our patrons after carefully researching safety procedures. Our book drop has been closed and since April 8, we have been accepting material returns on a table outside of our front doors, supervised by staff to ensure everything is going smoothly. We quarantine materials for 3 days before checking them in, and that quarantine will remain in effect when we make our next change to returns: re-opening our book drop on May 19, which will give patrons more flexibility to return their materials.



We have also adapted and created an engaging mix of active and passive virtual content and programming for our patrons. Our programs have ranged from book clubs and Death Cafes to Dungeons & Dragons sessions and Salsa Socials. Furthermore, we are maintaining a strong presence on social media, which has now become the primary way for patrons to "visit" GPPL. An unintended consequence of virtual programming is that it has opened up our programming to more participants. Months ago, our escape rooms and paint nights would have had long waitlists,

but now, with virtual programming, all interested patrons can participate in an escape room or paint night from the comfort of their own homes, on their own schedule.

We've also taken advantage of the incredible popularity of Nintendo's video game Animal Crossing. At set times, our patrons can visit us virtually on Booklandia Island, where they can dig for treasure our staff members have pre-buried, and trade flowers with other players.



Ensuring a strong presence on social media has also proved to be a great way for GPPL to maintain a connection with our patrons. We

have encouraged our patrons to re-create book covers with items around the house in a contest, held a Teen Social Distancing Challenge, and created fierce competition as we asked our patrons to vote for the greatest children's book. We have also teamed up with the Grande Prairie Palliative Care Society to collect recordings from community members reading stories and poems for seniors who have been in isolation.

So, while this pandemic has caused a great deal of difficulty and anxiety, it has also helped our staff members to explore new ways of serving our patrons – something that will serve us well with whatever our new "normal" is. Libraries are rising up to the challenge and continuing to be there for people in new and adapted ways.



Here's what our libraries have been up to while they've been closed to the public! Remember, you can send your own photos and articles at any time to estewart@peacelibrarysystem.ab.ca and they will be included in the next newsletter. We'd love to hear from you!

We have reached out to the community in a couple of different ways.

We have a weekly Lego challenge every Thursday on Facebook, where we post the building prompt, and then staff and patrons send in what they have created.

On Wednesdays, we post a miniature version of an I SPY shelf, made with whatever collection I have at hand, and the sheets of items to look for. I know we have grandparents sharing it with grandchildren, and adults messaging the page late in the evening for hints.

Finally, we have been sending newsletters through Canada Post to our patrons and community members who may not have the resources to keep up with our online activities.

—Submitted by Vivianne Gayton, Grimshaw Municipal Library

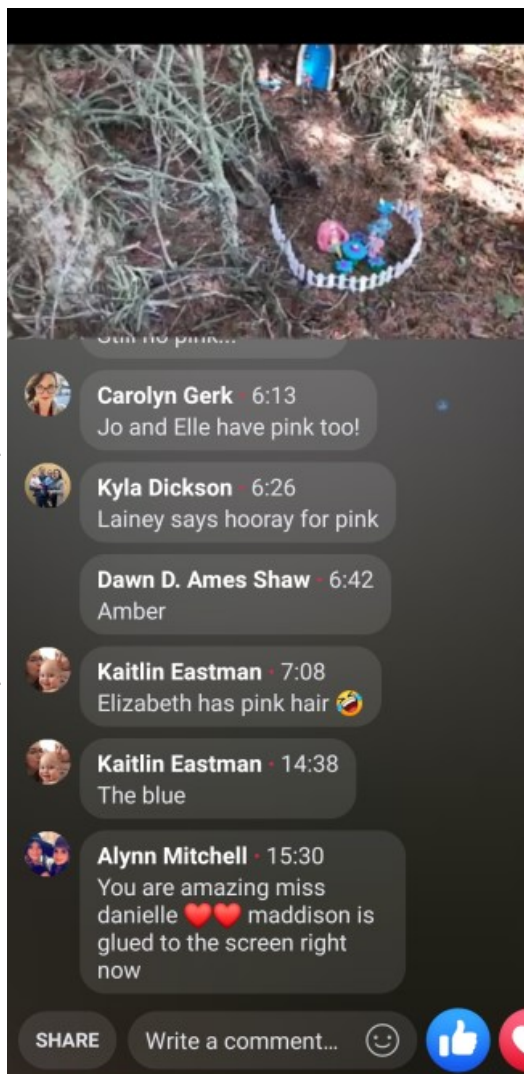


What's the Word from the
Grimshaw Municipal Library

"We put a great deal of effort into providing a welcoming space, and being the living room of the community, so this is a challenge for our library. Thank you for being patient as we find new ways of being Open to Everyone."

Linda Chelmer, Library Manager

What Happened to the Camping Cash Calendar?

[illegible]

More than eBooks!

eResources Available with a Library Card

Assembly Library Alliance
 eResources available to all Illinois Civic Library members. Includes eBooks, audiobooks, and digital research, census, maps, and natural resources databases and more. Access to this resource has been temporarily expanded to library members of the Assembly Library Alliance of 170 affiliated and 20 partner Assembly libraries.

About World Facts
 World Facts is a comprehensive database of information from nearly every country in the world. Includes statistics, geography, or the people of that country and more.

Quick
 Interview only with all provincial and territorial governments, and a few federal and state-level bodies, including a number of agencies, and much more being introduced.

Consumer Reports
 Consumer Reports is a leading authority on product quality and reliability. In addition to helping consumers make informed decisions about products, the organization also provides more than 600 product through independent testing. This is the only resource on the web that provides the information you need for your purchase and the information you need for your purchase.

Encyclopedia of the World
 The Encyclopedia of the World is a comprehensive database of information from nearly every country in the world. Includes statistics, geography, or the people of that country and more.

Quick
 Interview only with all provincial and territorial governments, and a few federal and state-level bodies, including a number of agencies, and much more being introduced.

What to Do Word Search

H K V Y G M N R S J T X A E
 W O R S I U B P A I N T I N G
 P O I C I O N I F I C A T I O N
 U N T I O C M Z A N P P E R
 D I S K E T Z T W D J L U Y O
 D R N K N E R H O U S E R I D
 L A O G A D O W N W A R D S
 E L O W P E X E R C I S E S
 H I M R K E P O S T L O Q Q Z A
 P S A N L G H R G A D L I N
 G O N T A T A O W N E R S
 L N R I N L E T T E R S G K
 S V P H O R C A T A M F H C

BOOK CLEAN CRAFT
DIARY LUGGAGE
ENTERTAINMENT LISTEN MUSIC
EXERCISES PUZZLE PUZZLE
FEEDBACK LETTERS
FLUZZY DISCUSSION
GOING TELEPHONE
HYSTING

Little Learners

A program for the youngest learners of the alphabet.

Little Learners
 Little Learners is a program for the youngest learners of the alphabet. It is a program for the youngest learners of the alphabet. It is a program for the youngest learners of the alphabet.

Friday 10 a.m. to 2 p.m.
 For ages 0-5 yrs
 Free admission
 Registration: 606-252-1234

North Branch Update

North Branch Update is a program for the youngest learners of the alphabet. It is a program for the youngest learners of the alphabet. It is a program for the youngest learners of the alphabet.

HOW TO CONTACT US

2500 S. Greenview, A/E, 100 000
 Phone: 708-333-4333 Fax: 708-333-4333
 Email: info@glennville.org
 Website: www.glennville.org
 Address: 2500 S. Greenview, A/E, 100 000
 Phone: 708-333-4333 Fax: 708-333-4333
 Email: info@glennville.org
 Website: www.glennville.org

Hines Creek Municipal Library

It's been a busy time here in Hines Creek Library. Inventory has been done and now all the fixing up and placing books in their proper location is just about complete.

I have had the opportunity to take advantage of many of the webinars that have been presented, which have proven to be great for me as I am still relatively new to the library world. Many things learned and I have discovered many things to learn yet!

I will be following all the protocols and restarting curbside delivery mid-May. So looking forward to when we can be open to have patrons visit us once again.

—Submitted by Denise Wiseman, Hines Creek Municipal Library

Bibliothèque de St. Isidore

Here at Bibliothèque de St. Isidore we kept busy for the first month and a half. As I am the only employee, I was very busy with all the duties! I started with a massive clean up of the library from top to bottom!, from the floors to all the shelves, to the toys and every little thing I found!

We initially did some curbside pickup as we are a small library so it's easy to keep track of everything. I did some programming in preparation for the reopening to public. I also followed many webinars that were sometimes useful, sometimes not related to my specific condition of a French-only library. But I did learn! I also did all the translations in French for our website, and just need to upload the content.

For now I just come to pickup the mail, sort items in our bin, and read my emails... As everything is done I am home until phase2! Can't wait to be there, we are so ready to welcome back our members!

—Submitted by Anick Déchène, Bibliothèque de St. Isidore

Fairview Public Library

Fairview Public Library has been busy over the course of the last several months. Staff took the opportunity to re-organize the storage room in the basement. We had a flood in the fall and didn't have access to it until late February. We also decided to have our annual washing of shelves and we decided to weed our collection once again. We are 95 % finished cleaning.

I took the time to re-order some popular books, order new ones and re-organize some genres.

I also cleaned my office, went through files and purged and shredded.

We decided to re-open the curbside pick up portion of our lending service. The first few days have been brisk. We are hoping for it to pick up with the nice weather it may slow down, but we still want to continue to offer the service to our patrons.

We continue to assist patrons who need our help with downloading e-resources etc.

We are looking forward to re-opening and connecting with our patrons. We miss them so much.

—Submitted by Chris Burkholder, Fairview Public Library

Smith Community Library

Here at the Smith Community Library I have been very busy for a few reasons. First of all we are getting new flooring soon and of course there has been a lot of shuffling around the collection. I also took this time to do weeding which was very much needed and there was a huge pile of donations that I have catalogued and are ready to put on the shelves (as soon as I can find them with all the shuffling around).

One new experience for me has been making and generating videos for our young listeners from story time to show them how to make crafts. I have been using this time of closure to do a whole lot of catch up but I am looking forward to putting the library back together and welcoming our patrons back in.

—Submitted by Ruth Reay, Smith Community Library

More from around the *System*...

Rotary Club of Slave Lake Municipal Library

During the first two weeks of closure, we came up with a work-from-home plan for everyone so the Board could see what we were planning and that everyone had sufficient work to keep them busy. As of April 6th, the board gave permission for staff to enter the library to work, as long as sanitization and social distancing rules were being followed. Currently, we have 2-3 staff on site Monday – Friday, 8:30 am – 4:00 pm. They work on cleaning, weeding, sanitization, and other projects that are assigned. We started curbside pick-up and delivery on May 12th. Initially we focused on getting the material that has been sitting on the holds cart out to people. Now that this is complete, we will be moving to only curbside pick-up next week (no delivery unless needed). Staff has also been focusing on taking in a lot of professional development, which is fantastic!

Our programming is now all on-line. The regular programming consists of: online storytime; Saturday Crafternoon; Kids Vids; Jr. Reads; writer's group; and on-line book club. Other special programming includes: wine and paint nights; trivia nights; community story riders; and "Nailed It" competitions with library staff. We are going to be starting to offer Craft Kits. Patrons will watch an on-line craft tutorial, then they can come and get the supplies needed to make the craft from the library using the same system as the curbside pick-up.

Megan and Suzi are looking into starting Slave Lake Library Animal Crossing using GPPL's advice and guidance. Staff are also looking into having interactive activities that can be posted on the front window (i.e. word finds, crosswords).

Everything should be up-to-date on the website if anyone wants to know details or they can contact me with any questions.

—Submitted by Kendra McRee, Rotary Club of Slave Lake Municipal Library

Shannon Municipal Library

The Shannon Library is currently offering curbside pickup on Tuesday, Wednesday and Thursday from 11:00 a.m. to 5:00 p.m. The book drop is used for ALL returning books and books are removed using gloves and masks. These are placed in the hallway on an isolation table until the following Tuesday, when we sign in and shelve the whole works. This gives the returned books a minimum of three days in isolation. Books are on a book cart outside the front door for arranged time and are wrapped in opaque bags with a disclaimer note and their last name.

The last two weeks of March saw other staff in various combinations of self-isolation, self quarantine, and juggling out-of-school kids. All four staff were given temporary lay off as of April 1, leaving me all alone with a three day work week and the library telephone directed to my cell number. Although we provided curbside the first week of closing, the Library Board decided to cease offering the service as people were not respecting the fact that the library was CLOSED! That combined with lack of staffing meant that it had become unmanageable. This decision was reviewed at their April 21 meeting and curbside services resumed the following week based on a better informed and planned approach. It has been interesting in making decisions during this time. I say one thing and the phone rings and I have to change my decision again. I was so very thankful to have a Library Board that was responsive and supportive throughout these past months.

Most of my work through that time was fixing memberships by updating or waiving fines, giving telephone tutorials on Libby and Lynda.com, and of course explaining the new (for that particular day) library normal. Library online registration through the website was better used than I was expecting.

May brought the return of some casual staff hours and one part-time staff member is back to work as of May 12. This means that some pretty cool projects are actually getting completed. Certain collections are being weeded, assessed, moved into storage and sometimes having new copies reordered of old favorites. It is a real pleasure to become re-acquainted with books on the shelves.

I am still only "working" three days a week, but I can see the need to add in hours with the very beginnings of resource sharing. My feeling is that phase two and the return of more staff will bring another level of library interaction. Gayle and I are practicing social distancing and I often hear her yell "Plague!" as a reminder to keep my distance. All of the work that used to happen behind the circulation desk has now been moved to stations around the library. I will probably recommend that the stacks be closed to the public if the Board chooses to re-open in phase two. as the library is too small for effective social distancing.

—Submitted by Sheryl Pelletier, Shannon Municipal Library

High Prairie Municipal Library

We've only been back in the building since April 20th so I've included our storage room declutter project (before and after). We now have labelled containers for all our stuff which is so much easier to find things.

We also had our floors waxed! Now we are on to inventory. We have opened our book drop as well to start receiving books. I have included a picture of a quarantine example of returns that can't be touched for 3 days.

—Submitted by Tracy Ireland, High Prairie Municipal Library



Menno-Simons Community Library

I have started my job as the Library Manager at the beginning of April and it is a busy time for me. Not a day goes by when there isn't something new to learn or a new thing to figure out!

We are located inside the school and serve both the school and the public. Since it is the school's building we need to adhere to their rules about many things. Immediately there was an advisory that nothing comes in and nothing goes out. The school librarian and I worked together to clean and disinfect our workstations after every use and isolate and clean all toys.

For about a week I had no access to the library as the Janitors took the opportunity to wax the floors and so I worked from home, and took time to learn proper procedures, take tutorials, and read a lot of the material PLS has online and I am grateful for that. I started creating a newsletter outlining all the library options patrons have to keep reading and how to get a temporary library card. I posted it at our store and on our school and library doors. The store is the hub of our Community and will reach a lot of people.

Now that I am back in the library, some reorganizing needed to be done after the renovations were completed last year and we moved into this renewed library space, so I've been tackling that task; it helps me familiarize myself with what we have and where they are actually located.

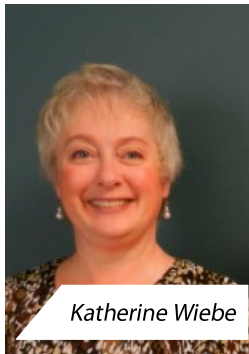
I have been given permission to bring books into the building that have been dropped off at the store. We put them in the gym to quarantine them for at least 3 days before we bring them into the library where they will be signed back in and shelved. I do sanitize the desk and the areas I touch frequently and we still have the janitor do daily cleanings as the library is also used by some of the remaining school staff.

I have been receiving ILL and will be notifying patrons for pick-up once we have established the proper curbside procedures.

My current projects are our annual fundraiser and a new newsletter. I also signed up for the virtual Summer Reading Club and am excited to see what we can come up with there. I have a couple unlaidd eggs in my basket of ideas to increase patron interaction. So far it has been a blast working here and I can't wait to see what the future brings.

—Submitted by Bettina Worrall, Menno-Simons Community Library

>> Summertime! Yay!



Katherine Wiebe

This year, your Summer Reading Club will be an event like no other! A vast array of virtual Summer Reading Club resources is about to launch in June!

TD-Summer Reading Club

We now have 34 member libraries signed-up to participate in the Virtual TD-Summer Reading Club, which promises fun and engaging activities for everyone, including ages 6-12, kids with print disabilities, as well as preschoolers and their families.



The virtual Club will revolve around the Kids' Website, which launches June 15th at www.tdsummerreadingclub.ca.

Kids can: create an online notebook; read eBooks; vote in the Battle of the Books; review books; participate in weekly trivia; write stories; read and write jokes; read an original web comic by Kean Soo; view author/illustrator readings and workshops; print colouring sheets; and find the perfect book!

Alberta Libraries Virtual Summer Reading Club

Alberta library systems and libraries have collaborated to create resources to supplement each week of your virtual TD-Summer Reading Club – these resources will launch June 8th to our libraries. Please watch for the many resources to share out to your community, including pre-recorded activities, crafts, and celebrity guests; a resource package for library staff, and a downloadable/printable package for your patrons.

Save the Date!

Wednesday, June 10th, from 1:00-3:00 p.m. please join us for a free live webinar to showcase the virtual Summer Reading Club and resources. In this live webinar, learn all about using the TD Summer Reading Club site and how to deliver a virtual or distance SRC using the Alberta Libraries resources developed for this year's theme of Game On. Laina Kelly of Yellowhead Regional Library will host the webinar for all of TRAC. Register now using [this link](#) and then you will be emailed another link for the actual webinar. The webinar will be recorded and available on YRL's YouTube channel.

Peace Library System Teen and Adult Programming

To make sure there is something for everyone this summer, PLS has created a Reading Bingo! Look for it to launch on June 15th - there's a chance to win a prize!

Sync Audiobooks for Teens

SYNC is a free summer audiobook program for teens 13+ that gives away two complete audiobooks a week - pairs of high interest titles, based on weekly themes. The program launched April 30 and the final week will be July 23-29. SYNC 2020 uses Sora, the student reading app from OverDrive. Go to www.audiobooksync.com and check out the FAQs and Toolkit to get started.

For more help, visit Samm's videos on Niche Academy [for staff](#) and [for patrons](#).

The Consulting Department wishes everyone an amazing and creative summer!

—from Katherine, Emma, Samm, and Barb



News & Notes

News & Notes is your quarterly professional guide to news, services and connection with the staff at PLS.

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Peace Library System acknowledges Treaty 8 territory as well as the Métis Nation of Alberta. Peace Library System libraries are located on territory that provided a travelling route and home to many Indigenous peoples.