



Member Update: COVID-19 and
Reopening Plans
May 18, 2020

Virtual Meeting Guidelines

- Attendees are automatically muted.
 - Use the Q&A feature to ask questions for PrairieCat.
 - Use the chat to share feedback and responses.
 - Meeting is recorded and posted later.
 - [Register in L2](#) to access recording.
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- Information and PowerPoint posted on PrairieCat website:
<https://support.prairiecat.info/coronavirus>

Meeting Agenda



- Brief RAILS Update
- Curbside Services
- System Wide Reopening
- Member Sharing
- Questions

RAILS Delivery

Delivery Survey:

<https://www.surveymonkey.com/r/TYBXGTV>

- RAILS is conducting a survey of all member libraries (academic, public, school, and special) to determine their plans for reopening and when/how libraries will be equipped to receive delivery.
- Open now through May 21



RAILS Deals and Discounts

New Discounts available for many products including those most in demand in the current environment, including:

- Curbside Service Assistance: Unique Curbside Communicator and ConverSight LIBRO Curbside PickUp
- Virtual Summer Reading Platform: READsquared
- PPE Supplier: Team One
- <https://www.railslibraries.info/deals>

RAILS New Upcoming Trainings and Webinars

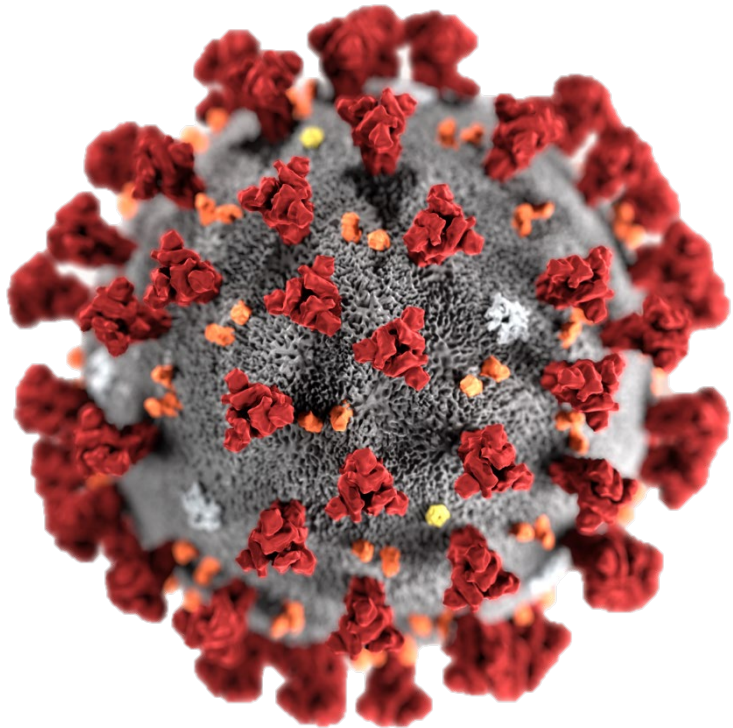
- Employer Q&A (HR Source) – May 20: 1:30pm
- Legal Issues of Staff Reductions (HR Source) – May 21: 10am
- Returning to Work (HR Source) – May 21: 1:30pm
- <https://www.railslibraries.info/events/ce>

RAILS Updates

- Update your [library closing information](#) as your plans change.
- Continue to monitor the [RAILS COVID-19 page](#) updates



Covid-19 and PrairieCat Support



PrairieCat cannot give medical or legal advice. Decision-making at an individual library should always be done in consultation with a medical or legal professional.

[PrairieCat Notice on System Use](#) (5/1/20)

Reopening Factors

- Governor's Stay-at-Home Order set to expire May 30
- Governor's [Restore Illinois](#) five phase reopening plan
 - PrairieCat libraries spread across 2 regions
- RAILS delivery status
- Official materials handling guidelines
 - IMLS/OCLC/Battelle partnership [Reopening Archives, Libraries and Museums \(REALM\)](#)
- Sierra system capabilities
- Member library needs (136 members: 100 Publics, 32 Schools, 4 Academic/Special)

PrairieCat Reopening Phases



- Curbside Service under the Stay-at-Home Order (prior 5/30)
 - Sierra system “off”
- System Wide Reopening – majority of libraries reopening (post 5/30)
 - Sierra system “on”
 - Phases then dependent upon RAILS Delivery

Curbside Service



14 PrairieCat members offering curbside service as of 5/18

5 more libraries offering curbside by 6/8

Most with limited hours
Ex. M/W/F 10 am – 2 pm

Curbside Service

- [PrairieCat Curbside Service FAQ](#) (Updated 5/14/2020)
- [RAILS Guidelines for Libraries Considering Curbside Service and/or Phased Reopening](#) (Updated 5/13/20)

To reopen for curbside service:

PrairieCat needs **3 business days** to make changes.

Must submit [help desk ticket](#) including:

- Primary contact person for coordination, please include a phone number that is continually monitored
- Expected opening date
- Days your library will be open
- Hours your library will be open
- Specify services providing (curbside service only, book drop, etc)
- If you want PrairieCat to run paging lists for your library or if you prefer to do that yourself (more information in [Curbside Service FAQ](#))
- Indicate if you want to change the maximum number of items and maximum number of holds that patrons are allowed at this time (this can be adjusted by patron type).

Curbside Service – Capira Mobile App

- Curbside pickup functionality in mobile app.
<https://www.capiratech.com/curbside-pickup>
- Cost: additional \$400/year - annual cost in addition to the base app cost
- Email Carolyn.Coulter@railslibraries.info to add Curbside
- New Members: Sign up for the mobile app will reopen later in the year.



Any questions on Curbside Service



Safety & Materials Handling



- Workplace Safety
 - [IDPH guidance on workplace safety](#)
 - [WHO advice and graphics for download](#)
 - [CDC print and social media resources](#)

PPE and Social Distancing Practices

- Obtaining PPE on the [RAILS website](#)
- Set up Amazon Business account through PrairieCat portal – contact Carolyn Coulter

Safety & Materials Handling

Quarantining Materials

- It seems a 7 day quarantine would be prudent based on current information (recommendations range from 72 hours to 7 days).
- Do NOT use RAILS Delivery bins to quarantine materials
- Check-in: Backdate and use fine free circulation login

Reminders

Hold pick-up dates: Hold pickup dates have been extended to **June 12, 2020**.

Due Dates: PrairieCat extended due dates to **June 26, 2020**.

Patron Expiration Dates: All patron cards that would have expired during March, April, and May have been renewed to **July 1, 2020**. A note has been added in the patron record.

Notices: All paging lists, overdue, and bill notices have been turned off as of March 16, 2020 until further notice.

Patron Purge: This has been postponed until further notice.

PrairieCat System Wide Reopening



- System wide changes were made March 17 when the majority of libraries closed.
- Post May 30 AND when the majority of libraries reopen, system wide changes will be made to restore functionality.

System Wide Reopening – Phases

PHASE 1: No RAILS delivery

PHASE 2: RAILS delivery is operational to some, but not all PrairieCat libraries.

PHASE 3: RAILS Delivery is operational to all PrairieCat libraries.

Reopening – Library Actions

PrairieCat needs **3 business days** to make changes.

Must submit [help desk ticket](#) including:

- Primary contact person for coordination, please include a phone number that is continually monitored
- Expected opening date
- Days your library will be open
- Hours your library will be open
- Specify services providing (curbside service only, book drop, etc)
- Indicate if you want to change the maximum number of items and maximum number of holds that patrons are allowed at this time (this can be adjusted by patron type).

Reopening – PrairieCat Actions

- Update days closed calendar as needed.
- Restore access to allow materials to circulate.
- Allow patrons and staff to place holds.
- Restart the paging lists.
- Turn on notices as well as text and phone notices.

Paging Lists

Paging lists will be turned back on.

Process paging lists for your library's pickup location **ONLY**.

It is up to each library whether or not to fill holds for non-local patrons.

PHASE 1: If delivery has not yet resumed, holds on the paging lists for other locations cannot be filled.

PHASE 2 and 3: Even if delivery has resumed, we must wait for notice from RAILS to process ILL holds.

Hold

Patrons will be able to place holds in Encore.

Please notify your patrons holds may be significantly delayed.

Current Notice in Encore:

“Holds requests and pickup is limited at this time. Please visit your local library's webpage for more information and to access online resources.”

Notices

Holds, Overdue, Bill and Reminder notices will be turned on as well as text and phone notices for holds.

Circulation

Override

Staff may need to override in some circumstances, such as when circulation limits are reached due to quarantined materials or fines being charged in some cases.

Example: Patron returned 5 DVD items that are now in quarantine and haven't been checked in yet and wants to checkout 5 more DVDs.

Fines

PrairieCat staff have created "fine free" circulation logins for each circulating member library.

Open a help desk ticket to request your library's login and password.

Strongly recommend using this login.

Member Sharing



Image from Coquitlam Public Library (British Columbia)

Any questions?

