

09:54:42 From Nicole Overbeck : nope :)

09:55:04 From Jeanne Williamson : I'm good.

09:55:56 From Jeanne Williamson : Not using video today.

09:56:35 From Jeanne Williamson : Yup, you guys look great! :)

09:58:10 From Desiree Bongers : Hi!

10:00:55 From Kelly Nelson : Good morning ,everyone! Amanda and I are going to be passive participants, listening in, as the library is open right now.

10:10:05 From Jeanne Williamson : Can they identify themselves, please

10:12:09 From Paul Ninneman : In Marquette county, we have roughly doubling in cases every week for the past month

10:15:32 From Holly Selwitschka : We announced our changes but are also trying to keep transitions stealthy too.

10:24:52 From Andrea Klapper : It is definitely stressful for staff, no matter how big/small our library or communities are :(

10:25:43 From deb sadowski : I agree, does anyone have advise on helping staff to handle the stress.

10:27:33 From Jeanne Williamson : If anyone on the staff is uncomfortable coming in, they can stay home, but not be paid. If that happens, I will be covering their hours. So far, both clerks are okay with it. One is more concerned as cases increase in Waushara County.

10:27:46 From Andrea Klapper : By only letting patrons in from 11 to 4, it gives us time before and after to do other things and either gear up for it or wind down from it. That helps a bit.

10:28:32 From Andrea Klapper : We have been doing what Sandy does also! People really like it.

10:28:44 From Jeanne Williamson : We're using Literature-Map with patrons

10:34:26 From Nicole Overbeck : I thought the homelessness training had some good tips on dealing with difficult situations and operating from a place of empathy while enforcing rules that translate fairly well in this high stress times.

10:34:47 From Keetra Baker : I'd like to share a couple links to courses we have available through Gale:

Stress Management
<https://education.gale.com/l-winnefox/online-courses/certificate-stress-management/?tab=detail>
and
Mindfulness
<https://education.gale.com/l-winnefox/online-courses/certificate-mindfulness/?tab=detail>

Both of which might be helpful for any staff (or patrons) having difficulty dealing with our current situation.

10:35:02 From Heather Wegner : our staff and I (there are only 3 of us so we are barebones staff already) are stressed about losing hours. I am meeting with library board tonight

10:36:41 From Christy Ross : Sorry I'm late. I'm in, I see the screen, but I'm not getting any audio.

10:37:11 From Heather Wegner : I will look into that Grant

10:37:32 From Heather Wegner : Christy, I just dialed in via phone

10:38:27 From Andrea Klapper : And my board didn't want us to be alone during "patron hours" so we are trying to keep 2 staff during those hours

10:39:49 From Gretchen Raab : My understanding is that the Grant is limited to those with expenditures under \$500,000. Just an FYI to larger libraries.

10:39:58 From Christy Ross : I got it, thanks.

10:40:00 From Joy Schwarz : This morning I added these short videos to the Extranet's COVID-19 page:

- Tips for Dealing With Angry Patrons When Your Library Reopens — when patrons have trouble accepting new rules (6 minutes)
- Unpleasant Conversations (During a Pandemic) — (9 minutes)
- Communication Tips (While Wearing a Mask) — (8 minutes)

10:40:59 From Jeanne Williamson : AM I the only one who feels overwhelmed by the number of emails and online meetings?

10:41:52 From Paul Ninneman : There has been a lot of emails yeah haha, definitely more than what I'm used to

10:41:58 From Sandy Zuehlke : I have been reporting the hours that I spend at home just going through email

10:42:03 From Paul Ninneman : Feel bad when I miss one

10:43:00 From Sandy Zuehlke : I agree I love being able to hear eveyones voices

10:43:49 From Linda Alsum-O'Donovan : I am grateful for the meetings and emails. Starting in this position during this time is a particular challenge.

10:46:36 From Paul Ninneman : Agreed, many unknown unknowns for me to tackle

10:46:57 From Andrea Klapper : We are tracking so many more statistics now

10:47:31 From Andrea Klapper : To try and back up what we are doing that people don't see

10:48:41 From Jeanne Williamson : We realize that this will be "years" but some board & patrons think this will be done soon. That causes stress.

10:49:23 From Sandy Zuehlke : I worked hours in our Library since the second week we were closed, and most of my emails are read at home.

10:50:09 From Joy Schwarz : <https://extranet.winnefox.org/COVID-19>

10:50:15 From Chris Kalupa : While home, I asked our staff to keep a log of what they did and I did as well. I shared that with our administrator. She was amazed how we filled our time after making a comment prior to working from home of how we were going to fill our time. I have also been sharing with our library board and administrator all of the positive comments we have received from patrons and their appreciation of our service efforts. This really showed the value of staff and the library during this unprecedented time.

10:50:30 From Jeanne Williamson : I am hearing that we are "over-reacting" to what's happening. But I was also told that many have stopped watching the news - too depressing.

10:53:19 From Chris Kalupa : To help staff, I made a list of talking points for negative comments made by patrons. We have actually had very little push back on our policies.

10:55:55 From Nicole Overbeck : I have seen a few new faces, I think from beanstack use and online promotion. And if it helps anyone when we opened it started slowly with visits but now we are getting so many more people.

10:55:56 From Andrea Klapper : Great idea Chris! I am going to do that for staff too!

10:57:16 From deb sadowski : We have a lot of disadvantaged in our community. Many people do not even have cars. So when we did curbside we had them ring a doorbell on the table.

10:58:23 From Jeanne Williamson : I started calling while we were closed and continued to through the gradual reopening. Many made books requests ("you know what I like") - still calling many who are unwilling to come out.

10:59:02 From Christy Ross : we mailed a letter to all our regular kids. said we miss you and made a challenge for a free Culver's ice cream. we didn't get a large response in return, but it was a way to stay connected to our regulars.

10:59:22 From Sandy Zuehlke : We are trying to do everything we can do to inform our patrons. FB, Web site, and posting in different places around town. But we found word of mouth has been the biggest difference. We also have a flyer for summer reading program, that a business in town is handing out.

11:01:09 From Sandy Zuehlke : We also along with curbside offered home delivery, from the beginning

11:01:13 From Gretchen Raab : We are using our book bike for a YMCA group of children. Works well -- outside, easy to distance, etc.

11:01:25 From Paul Ninneman : As an aside, our patron visits are half even of what March's numbers were. We did not see a resurgence of people coming in after we reopened June 15; as some may expect

11:04:56 From Nicole Overbeck : it is larger for sure

11:07:25 From Sandy Zuehlke : I'm pretty lucky my board has let us open as we

feel is the safest way for us.

11:08:25 From Gretchen Raab : I am sorry -- I have to leave. I'm scheduled to "greet" now. Thank you! Take care all.

11:08:36 From Jeanne Williamson : I've had the most adults ever sign up, probably that is because they are the ones coming in and we have 2 great incentives. 3 families.

11:09:08 From Clairellyn Sommersmith : Bye Gretchen. Thank you for joining us

11:09:11 From Nicole Overbeck : Summer Reading was a slow build too but now it is taking off. Beanstack is definitely a learning curve and the website part is pretty good but the app is very nonintuitive. We are doing both online and paper

11:09:39 From deb sadowski : I have also had a huge amount of adults sign up. Beanstack was hard for me because I don't have a children's library so I had to figured it out myself.

11:10:14 From Linda Alsum-O'Donovan : We are doing a bingo program and the incentives are starting to increase interest with both children and adults. Still less than other years. We are hoping it will turn out well.

11:11:02 From Sandy Zuehlke : 19 participants in Beanstack and over 3,000 hours read! We know now what we need to do next year.

11:11:33 From Sandy Zuehlke : not the best but is some thing

11:12:17 From Nicole Overbeck : We did a couple of scavenger hunts around town that was good

11:12:40 From Heather Wegner : We have a lot less children signed up this year...even though we gave out over 300 flyers at the brown bag program--less than 100 children signed up

11:13:26 From Sandy Zuehlke : we really can't judge this year because it is so different

11:13:52 From deb sadowski : Riddle of the day is huge on our facebook page

11:15:16 From Christy Ross : we felt our storytime trailed off...we're going to be holding another Facebook live event -starting next week for the next 5 weeks - family feud program.

11:15:36 From Heather Wegner : We are still doing online stories every week and also craft instruction videos (these are new for us). Do we know when they will make us take down the stories on our Facebook page?

11:15:49 From Nicole Overbeck : Wow awesome

11:17:43 From Paul Ninneman : we've had no virtual programming as of yet, Beanstack will be our first foray into that realm. I intend to make an "internet Literacy" Presentation and post that to the Facebook close to the end of the month to see how that goes

11:21:52 From Sandy Zuehlke : Our book club will start meeting on August 2, and they are meeting in the park. Our art group has stopped, totally, mainly because the person that runs the meeting is extremely germ

11:22:12 From Sandy Zuehlke : yes

11:22:57 From Nicole Overbeck : We are doing outdoor programming and are going to try one in the building next week with sign up and distancing.

11:23:50 From Joy Schwarz : Book Club meetings can be held via Winnefox's Zoom account.

11:27:33 From Desiree Bongers : Ripon is having a limited book sale two afternoons a week for two weeks starting next Wednesday.

11:28:36 From Nicole Overbeck : I have to go to. Thank you everyone. Have a great day.

11:28:48 From Joy Schwarz : Webinar tomorrow on the topic of book donations / book sales during the pandemic:
[https://us02web.zoom.us/meeting/register/tZEsc-2rqjkhHNbizhWYgKVgRzYHRplJXxMa?timezone_id=America%2FChicago](https://us02web.zoom.us/join/https://us02web.zoom.us/meeting/register/tZEsc-2rqjkhHNbizhWYgKVgRzYHRplJXxMa?timezone_id=America%2FChicago)

11:30:12 From Chris Kalupa : We have been putting a "free" cart outside our door. It is mostly items we would have thrown away and would most likely have not have sold in our book sale.

11:32:53 From Sandy Zuehlke : Karla, can you send me those graphs?

11:33:09 From Karla Smith : OK.

11:33:12 From Sandy Zuehlke : I have a board meeting tonight

11:33:57 From deb sadowski : I would like the graphs as well.

11:34:15 From Karla Smith : I'll send graphs out to all.

11:34:28 From deb sadowski : doodle poll time

11:34:35 From Sandy Zuehlke : I think it would be nice to have one on some sort of regular basis

11:34:42 From Ruth Percey : agree

11:34:43 From Chris Kalupa : I would vote yes - nice to hear from everyone and hearing ideas.

11:34:44 From Lori Burgess : Me too

11:35:06 From Linda Alsum-O'Donovan : helpful for me too

11:35:22 From Lori Burgess : Monthly is good

11:36:22 From Sandy Zuehlke : Karla, will you have a Zoom meeting for
ALWALS

11:36:44 From Clairellyn Sommersmith : Sandy, we are not having an
All-WALS

11:37:09 From Julie Stobbe : bye all