

NHLA Technical Services Ad Hoc Committee Meeting  
October 23, 2020  
Meeting conducted via GoTo Meeting

Attendees: Caroline Allen (Nashua Public Library), Angela Brown (Chair, Amherst Town Library), Mandy Darah (Nashua Public Library), Jessica DeLangie (Derry Public Library), Kevin French (GMILCS, Inc.), Margaret Gleeson (Nashua Public Library), Beth Kendall (Exeter Public Library), Edmund Lowe (Nashua Public Library), Anne Murphy (Bedford Public Library), Jo-Ann Roy (Tracy Memorial Library, New London), Martha Simmons (Hooksett Public Library), Holly Sullivan (Nashua Public Library)

- What has everyone done since COVID hit? How has it affected you personally and your department?
  - Exeter: Undergoing renovations, open for browsing, stringent cleaning procedures for surfaces, materials, and staff equipment. The public has been abiding by guidelines.
  - Bedford: Partially open for browsing with cleaning & shelving hours in between. Hours more limited than previously, and no seating other than for using computers. Contact-free service ongoing. There's a feeling of comfort in the library that patrons are back "home" when coming in for browsing.
  - Derry: Have morning appointments available, and also open for non-appointment browsing. Public has been compliant. Omnibots enable staff to talk through closed doors to patrons, very helpful and patrons - especially children - enjoy the robots.
  - Amherst: Staff anticipated resistance to public wearing masks, but it's been fine.
  - Hooksett: Porch Pickup (contact-free pickup) ongoing and also with browsing during all other hours for Hooksett cardholders only right now while cases have risen post-school opening. Break from browsing for lunches from 12-2 because staffing is lower.
- Is anyone using YouTube to do tutorials and how-to's?
  - Amherst: Created short videos on how to sign up for a card online, put a book on hold, etc. right away after building closed.
  - Hooksett: Used Facebook for short tech how-to videos and programming
  - Nashua: Using Facebook a lot
- How are you dealing with in-person tech help?
  - Exeter: Normally would do tech help in person and miss the one-on-one with patrons. Using the phone more now which can be more difficult. Patrons use wireless printing via HP smart app with their HP printers.
  - Derry: Maintaining 6ft distance with patrons is hard so makes in-person tech help a challenge. Beth suggested using a long pointer to point to things on patrons' devices.
  - Bedford: One difficulty is that devices are so small that it makes seeing what is on the screen from a distance difficult. Plexiglass at the desk makes it harder to hear especially with masks.
  - Amherst: Suggests using a shield in addition to a mask when working one-on-one. Patrons use Princh app for wireless printing.
  - Hooksett: Also has Princh app and use video meetings for tech help.
- Are you experiencing challenges with supervising Technical Services staff due to any changes in schedules and work locations in the building? Has anyone changed their workflow at all?
  - Amherst: Pages are not working, so that created a backlog that circulation staff has had to adjust into their workflows. Just now starting to go back to how things were in terms of working with materials more rather than exclusively working on cataloging at home. Have

- had to buy more multiple copies to keep up with holds which have somewhat increased due to quarantining delays.
- New London: Used to have volunteers do processing, but now have B&T do it before they arrive which is working well.
  - Bedford: Everything with circulation of materials has been happening in different areas than normal, but Technical Services workflow has been fairly unaffected.
  - Derry: Staff has been back in the library for a while so Technical Services in normal operations. Jessica did change some collection development decisions based on browsers not being in (discoverability factor not there) but that's changing as well now with browsers returning.
- Is anyone quarantining new materials before processing them?
    - Amherst: Quarantine returned materials for seven days, but not currently quarantining new materials, however considering it.
    - Hooksett: Quarantine returns for three days, but no longer quarantining incoming boxes. Have procedures to limit contaminating materials with anything outside of the boxes while unpacking them. Patrons have begun anticipating new items again so unlikely to return to quarantining incoming materials unless the virus worsens greatly.
    - Derry: There is such a backlog on processing that they are essentially quarantined by the time they are ready to be opened.
    - Nashua: Was quarantining incoming materials, but have stopped doing so. It is hard to wait to open boxes of new books coming in.
  - REALM study on active virus on materials
    - Still inconclusive if the virus is infectious or not based on different stacking configurations of materials. The best thing to remind Technical Services staff is wear a mask and have good hand hygiene.
  - What do we envision of the group going forward? Listserv?
    - Angela started a Google group, based on the NHLA ITS group who share articles and post questions in a Google group, so we can add questions to that. If you have any other ideas please share them.
    - Possible topics and presentations for future: RDA, linked data, professional development, and vendor information.
  - Meeting frequency and agenda
    - Send Angela what you think about how frequently the committee should meet.
    - Fridays at 10 a.m. is reported to work for all current attendees. Angela will send out a survey via email to determine our next meeting time, to be conducted via GoTo Meeting again.