

## DEPT UPDATE & INSTRUCTIONS FOR NEW SERVICES

Sean Gilmartin <sgilmartin@rlalibrary.org>

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To: Aleece Michalak <amichalak@rlalibrary.org>; Julie Bachinger <jbachinger@rlalibrary.org>; Christi Robin <crobin@rlalibrary.org>; Denise Zajkowski <dzajkowski@rlalibrary.org>; Gloria Quezada <gquezada@rlalibrary.org>; Kelly Glaser <kglaser@rlalibrary.org>; Yolanda Prado <yprado@rlalibrary.org>

Cc: Marina Stevens <mstevens@rlalibrary.org>

### Schedule

- Please see separate email.

### Phone/Text Reference

- The Library is now offering both phone and text reference options for patrons. All phone reference is as it always has been. The text reference is available through Google Voice, which John set up.  
\*see attached sheet
- When we start our reference shift in-building we'll need to log into **voice.google.com**.
- **Login:** roundlakelibrarychat@gmail.com
- **Password:** \*\*\*\*\*
- **Phone number:** 224-338-9586
- This is very similar to when we did previous chat reference. The difference is patrons can text our Google number and we can respond via browser, tablet, or phone (though it's probably easiest from the browser). Our messages will appear as text messages to the patron.
- New messages will pup up on the left hand side.
- We are treating this the same way as before except this time YS will be the primary contact people. Please do your best to answer all questions and feel free to send links if necessary.
- It's OK to say, "I don't have that answer right now. Can we get back to you shortly?"
  - You can then contact the appropriate person and follow up later; the chat window/box will still be available.

### Curbside Pick-Up

- If a patron calls for hold items we can place them as usual. We can now place ILL holds so patrons are no longer limited to just Round Lake items. Place them as usual in Polaris and inform the patron that they will be contacted to schedule curbside pickup. We will **not** be pulling regular hold items for patrons. Place holds and usual and Circ Clerks will take it from there.

### Explore More Bags

- We will be offering hold bags to patrons soon - these will be called *Explore More* bags!
- The start date will depend on when Eugenia is able to have the form added to our website. Patrons can fill out the form themselves or if we receive a phone call, for example, we can fill out the form via the website for them. All requests should go through the online form so we have a record.
- If a patron calls YS and wants us to fill out the form for them (but it's only for AS items) please transfer them to AS.

## How it will work

- Patrons can, themselves, fill out the form on the website. It will ask for contact information, info about the people involved, and interests, etc.
- This info will be submitted into a Google form that will then notify the YS email (Sean, Aleece, Julie, Christi, Denise, Kelly, Yolanda, Gloria).
  - My thought is we take turns fulfilling requests based on who is in the building at the time.  
*We can discuss this more later.*
- **If the requests are for adults only:** forward the info to AS. You're part is done.
- **If the requests are for YS only or YS/AS:** we will notify AS of their portion and the time frame (we have 7 days to get the bag ready for the patron). We will pull items as necessary and check w/ AS (only if they're involved). Whoever is last to finish pulling items will contact the patron.
- We are only pulling items that are currently available in our department, meaning we are not placing holds on materials. If patrons request specific titles that are on shelf (like the 3rd Harry Potter book) we can pull it but it's not a requirement or guarantee. We want to make sure patrons are aware Explore More bags are for staff to curate items based on what's available. Please inform patrons that specific item requests should be placed as holds.
  - Example: Patron wants "newest Elephant & Piggy book" and "Princess Elena books". We can certainly pull Elena books but we cannot guarantee the "newest" E&P book(s), so we would pull a couple of what's on shelf.
- Once the website is ready to go we can screen-share or do something similar if necessary.
- When the bag is curated we will check out the items to their account, print off a receipt, and place them in a paper bag - just like curbside bags.

## Curbside Pickup

- Patrons are currently placing curbside pickup for holds via the program calendar. They can click on the title just as if it was a program and choose their specific date/time.
- **EXPLORE MORE bags are different** - we will schedule the pickup time for them. When emailing or calling the patron we do not need to use Demco; instead, you may schedule a pickup time over the phone/via email and write that date/time on the bag itself.
- Please write **EXPLORE MORE** on the bag in sharpie to distinguish it from regular hold bags.
- When the bag is completed please place it on the table next to the desk (where I've been sitting). This will now be our staging area.
- Each morning, whoever is scheduled, please get situated and then bring whatever bags may be there and ready upstairs to the pickup table in the foyer.
  - Example: if it's Friday 9/4 and there are two bags schedule **that day** for pickup - bring them upstairs. If there is nothing for that day, but others for different days, leave them be.

## **Work-Related Texts**

- Unless it is an emergency please do not text me regarding work issues. All questions, comments, concerns should be emailed to me or asked in Teams. If it is a true emergency (you need to leave work early, you can't make your shift, etc.) please call me. I know that we all work weird schedules w/ only going into the building at specific times but in order (for me) to separate work and personal, I will no longer be talking about work in texts. Of course, if you've emailed me and I've not gotten back to you feel free to shoot me a heads up but if it is the weekend (and I'm not in the building, for example) I won't respond until Monday. I urge everybody to consider doing something similar so we all have some sort of schedule that allows for turning work "OFF".

I know this is, as always, A LOT of information! We should definitely find a time this week to have a dept meeting. I will likely send out a Doodle Poll to figure out when it's best for us all to chat.

Sean Gilmartin, MLIS  
Head of Youth Services  
Round Lake Area Public Library District  
906 Hart Road  
Round Lake, IL 60073  
Phone: (847) 546-7060 ext. 120  
Email: [sgilmartin@rlalibrary.org](mailto:sgilmartin@rlalibrary.org)  
URL: <http://www.rlalibrary.org>