

11:59:04 From Heather Norton to Everyone:
Missouri

11:59:09 From Erin Cody to Everyone:
Texas

11:59:11 From Emily Smith to Everyone:
South Carolina

11:59:13 From Colleen Burns to Host and Panelists:
Hi from Sudbury, Ontario, Canada

11:59:15 From Melissa Potter to Everyone:
California

11:59:15 From Richard Reilly to Everyone:
Good afternoon, I'm from Stuart, Florida

11:59:16 From Robin Cogdill to Everyone:
Tennessee

11:59:17 From Tracy Happe to Everyone:
Pennsylvania

11:59:20 From Julie Wiant to Everyone:
Pennsylvania

11:59:21 From Yvette Couser to Everyone:
New Hampshire

11:59:22 From Angela Reynolds – AVRIL to Everyone:
Nova Scotia. Not warm!

11:59:22 From Valarie Massulik to Everyone:
Central NY

11:59:23 From William Mallory to Everyone:
San Diego, CA

11:59:23 From Melanie Reaveley to Everyone:
British Columbia

11:59:23 From Sarah Diaz to Everyone:
Texas

11:59:24 From CHRISTINE Weis to Everyone:
Hawaii

11:59:25 From Amanda Travis to Everyone:
New York

11:59:25 From LaShawn Jones to Everyone:
Indiana

11:59:25 From Jennifer Jenness to Host and Panelists:
North Dakota

11:59:25 From Leah Burch to Everyone:
Washington State

11:59:26 From LaTanya Burno to Everyone:
Pennsylvania

11:59:27 From Alexandra Torregrossa to Everyone:
Hello, everyone!

11:59:27 From Thomas Delor to Everyone:
Michigan!

11:59:28 From Abrar Alkusaimi to Everyone:
North Carolina

11:59:29 From Akshata Dhareshwar to Everyone:
Hi from New Jersey

11:59:30 From Ayman Bustanji to Everyone:
Dubai

11:59:31 From Margaret Petty to Everyone:
Tennessee

11:59:32 From Aaron Brown to Everyone:
Georgia

11:59:33 From Frances Recio to Everyone:
Hello from Muleshoe, TX!

11:59:34 From Lakisha Smalls to Everyone:
South Carolina

11:59:35 From Susan Greenwood to Everyone:
Iowa

11:59:35 From Meldon Jenkins-Jones to Everyone:
Virginia

11:59:36 From Tami Masenhimer to Everyone:
Washington State. Not warm at all today!

11:59:36 From Jennifer Coupé to Everyone:
Hello from British Columbia!

11:59:38 From Christy Comeaux to Everyone:
Louisiana!

11:59:39 From Marsha Richmond to Everyone:
Hi from Southern Oregon!

11:59:40 From Ayman Bustanji to Everyone:
Thank u

11:59:40 From Victoria Swinney to Host and Panelists:
Oklahoma

11:59:41 From Annette Greenway to Everyone:
Hello from South Carolina

11:59:42 From Carrie Weaver to Everyone:
PITTSBURGH, PA

11:59:42 From Rachel Hanson to Everyone:
Greetings from Colorado

11:59:42 From Nichole Williams to Everyone:
North Carolina

11:59:46 From Lynn Piotrowicz to Everyone:
New Hampshire

11:59:46 From Rosanne Couston to Everyone:
Hello from hot sunny Tucson, Arizona!

11:59:47 From Inga Kersevice to Everyone:
London

11:59:48 From Samantha Bouwers to Everyone:
Iowa

11:59:49 From Kysh Clemons to Everyone:
Greetings from Atlanta, GA

11:59:49 From Ashley Barton to Everyone:
Washington

11:59:52 From Paul Hawkins to Everyone:
Kansas

11:59:54 From Amy Bain to Everyone:
Hello from New Hampshire

11:59:54 From Judy Fachko to Everyone:
Buffalo, NY

11:59:56 From Celene Thomas to Everyone:
Washington!

11:59:56 From Circe McKenney to Everyone:
Hi from upstate New York!

11:59:58 From Jennifer Goodson to Everyone:
Arkansas

11:59:59 From Renee Brumett to Everyone:
Missouri!

12:00:06 From Inga Kersevice to Everyone:
London

12:00:07 From Jesse Maddox to Host and Panelists:
Kansas

12:00:07 From Samantha Wilcox to Everyone:
Georgia

12:00:07 From Kendra Parson to Everyone:
MD

12:00:13 From Martha Olver to Everyone:
massachusetts

12:00:16 From Inga Kersevice to Everyone:
Yes

12:00:20 From Felicia Turner to Everyone:
Houston, TX

12:00:22 From Kara Cleveland to Everyone:
Indiana

12:00:23 From Geni Flowers to Everyone:
Beaufort SC

12:00:23 From Bridgette Whitt to Everyone:
TN

12:00:26 From Leanne Myggland-Carter to Host and Panelists:
Spruce Grove Canada

12:00:31 From Maggie Rusch to Everyone:
hey from NY!

12:00:31 From Mary Ryan to Everyone:
Illinois

12:00:38 From Elizabeth Van Ness to Host and Panelists:
Collinsville, CT

12:00:50 From Monica Struck to Everyone:
North Dakota

12:01:06 From Mary Russell to Everyone:
Hi from New Hampshire

12:01:17 From Syntychia Kendrick-Samuel to Everyone:
Hello from New York

12:01:37 From Elizabeth Solon to Everyone:
Another hello from NH!

12:01:38 From Sarah Waddell to Everyone:
Hi from Boise State University in Idaho.

12:01:47 From Lisa Smith to Everyone:
Denver, CO

12:01:53 From Lanette Strickland to Everyone:
Hello from Tennessee!

12:01:56 From Kelsey Dexter to Everyone:
Hello from California!

12:02:48 From Ayman Bustanji to Everyone:
Yes please .. good to have certificate

12:03:04 From Matt Lubbers-Moore to Everyone:
Certificate for me as well! Thanks

12:03:20 From Kelly Corrado to Host and Panelists:
Certificate please, thank you.

12:04:07 From Alexandra Torregrossa to Everyone:
The certificates from the Niche Blog do not indicate the length of the webinar.

12:04:11 From Milly Dole to Everyone:
Kia ora Molly!

12:04:14 From Julie Edwards to Everyone:
If you'd like a certificate for this webinar, visit <https://www.nicheacademy.com/blog> early next week, find this recording, sign in with a username and password of your choice, click through it, and you will be able to download a certificate!

12:04:15 From Aaron Wimer to Everyone:
Hello from Charleston!

12:04:24 From Heather Norton to Everyone:
like your headsit

12:04:30 From Julie Edwards to Everyone:
You can also email webinar@nicheacademy.com for a certificate!

12:04:47 From Julie Edwards to Everyone:
I will be sending out the recording and slides in a few days. You can also find them on our blog at <https://www.nicheacademy.com/blog> in a few days!

12:07:17 From Nicole Williams to Everyone:
Didn't work at all

12:07:29 From Kelsey Dexter to Everyone:
Curbside

12:07:35 From Kelly Cox to Host and Panelists:
wasn't employed at all

12:07:36 From Victoria Swinney to Everyone:
work from home mid-March to mid-June

12:07:37 From Enola Romano to Everyone:
yes

12:07:37 From Kysh Clemons to Everyone:
We went back to the branch in June 2020 and started curbside in July

12:07:37 From Thomas Delor to Everyone:
I did not have a job at all until August, and then joined the library team to help reopen it for fall.

12:07:39 From SHERILYN GORDON to Everyone:
As a branch manager, I was required to be in building, even when the library was closed due to covid. My employees worked from home before being furloughed

12:07:40 From Robin Cogdill to Everyone:
We closed for six weeks but started curbside service. Then we opened up with social distancing, masks, etc.

12:07:42 From sylvie szafranski to Everyone:
our libraries were serving the public at the door (hold pick up) and supporting phone services, providing online options etc.

12:07:43 From Maggie Rusch to Everyone:
after a few months of working from home, we did go back into the building but kept it closed to the public. we did curbside pickup.

12:07:45 From Jennifer Davidson to Host and Panelists:
no public in the building for 2 months, did curbside

12:07:54 From Nydia McCorcle to Everyone:
worked a special project with a team to travel to all the branches to complete this project while the branches were closed to the public.

12:07:55 From Tracy Happe to Everyone:
We were from home for a few months, then laid off, and then came back in to library with no patrons for a very long time.

12:07:59 From Heather Norton to Everyone:
we started doing virtual storytime

12:08:00 From Matt Lubbers-Moore to Everyone:
Laid off and then when I could work it was frontline

12:08:00 From Rick Balsamello to Everyone:
I worked in the building with no other staff or patrons there.

12:08:04 From Ashley Barton to Everyone:
After closed for a few weeks and then worked in the library with no public access

12:08:07 From Martha Olver to Everyone:
from march 16ish to the beginning of june I wasn't working, but I was getting paid; after that I was back in the library, but we weren't open to the public

12:08:10 From Kelly Cox to Host and Panelists:
Our Library Did do curbside service

12:10:29 From Julie Edwards to Everyone:
Feel free to put any questions for Molly in the Q&A

12:10:56 From Bridgette Whitt to Everyone:
Getting management buy-in is the hardest when they prefer all employees face to face regardless of duties.

12:12:04 From Joseph Dudley to Everyone:
Since February my position has become 100% remote.

12:12:35 From Alexandra Torregrossa to Everyone:
@joseph. May I ask what your position is?

12:12:45 From Anne Heidemann to Everyone:
there are some! I know a web services librarian, for instance, who can work 100% remotely

12:12:59 From Betty Ong to Host and Panelists:
Difficult for full time staff but part time, on call, or adjuncts would not be eligible regardless

12:13:47 From Nicole Williams to Everyone:

Joseph what library are you with?

12:14:29 From Martha Olver to Everyone:
cataloging is really hard to do remotely

12:15:06 From Devon Olson to Everyone:
I'm an embedded medical librarian at a public university and my admins are oddly vague about policy, I'm mostly remote but can go in whenever. YET every time when I go in the faculty ask if I'm "back". So there's still that disconnect about what we do and have been doing and how that's affected by being in an open office

12:15:08 From Elizabeth Mamo to Everyone:
I am from a health system library serving multiple hospitals. Our collections are entirely online. We did have a physical space but lost it and are now 100% virtual.

12:15:16 From Mary Russell to Everyone:
We have found that cataloging is a very good task for part-time remote work

12:15:19 From Joseph Dudley to Everyone:
I am with the Bryant & Stratton College Library. All of our library services are now transitioning to remote only.

12:16:19 From Heather Norton to Everyone:
Any public libraries have remote positions currently?

12:16:19 From Maggie Rusch to Everyone:
i'm in charge of all the adult programs, newsletter, and social media.....so most of my job was easy to do from home. I was actually the last one to come back to the building, simply because I was one more person who didn't need to.

12:16:54 From Mary Ryan to Everyone:
Our graphic designer works remotely and comes in for important meetings.

12:17:03 From Jesse Maddox to Host and Panelists:
We have a telecommuting policy and some of our positions are hybrid, but none of our positions are full-time remote.

12:18:04 From Michael Cerbo to Everyone:
Managing staff conflicts on those who can and those who cannot work remotely is difficult.

12:18:36 From Jesse Maddox to Host and Panelists:
All telecommuting decisions are based on the work of the position, not the person.

12:19:31 From Rebecca Reznik-Zellen to Everyone:
+1 Michael

12:24:17 From Mary Russell to Everyone:
We set the guideline that if an item would circ to a patron then it can go home with the cataloging staff to work on. We don't have long term remote workers, we have a couple days per week that each person works remote

12:26:54 From Martha Olver to Everyone:
can the chat be saved?

12:27:14 From Julie Edwards to Everyone:
Yes - I will save the chat and send the transcript with the recording in a few days

12:27:33 From Martha Olver to Everyone:
thanks

12:30:29 From Terri Daly to Host and Panelists:
If someone works from home and gets injured, is this workers compensation?

12:31:19 From sylvie szafranski to Everyone:
this is great. you cover all the main points, thank you!

12:31:51 From Nicole Williams to Everyone:
does anyone who have staff working remotely have an example of a schedule for remote workers. I am interested in real life examples.

12:32:05 From Julia Venetis to Everyone:
How do you address fairness? We have some staff who can work remotely quite easily. But the folks who need to be sure doors are open and closed, how do we help them?

12:32:48 From Aaron Wimer to Everyone:
+1 Julia

12:32:49 From Julie Edwards to Everyone:
Feel free to drop any questions in the Q&A box!

12:32:49 From Celene Thomas to Everyone:
@Nicole, our Administrative Staff do. They get 1 day a week on their normal schedule working from home.

12:32:53 From Dania Bocanegra to Everyone:
I see a few are doing part-time remote workers. Is this working? How do you create these schedules?

12:33:25 From sylvie szafranski to Everyone:
this* could be done from home so why can't I do it? when this is not something we would ever want to do at all at the library

12:33:38 From Sam Nielson to Everyone:
We have catalogers working from home. They are mostly working with MARC for electronic sources.

12:33:54 From Jesse Maddox to Host and Panelists:
We have it built into our policy that employees have to be in the library at least one day per week. Most employees who telecommute are here at least two days per week if not more.

12:34:13 From Mary Ryan to Everyone:
One staff member has a regular day where they work from home to record content for social media.

12:34:37 From Heather Norton to Everyone:
will the questions be captured and send out?

12:34:44 From sylvie szafranski to Everyone:
I was talking about staff thinking up ideas of things that can be done at home but that may stray far from the current priorities we have (like I could stay home and spend a year looking for typos in the catalog)

12:34:51 From Bridgette Whitt to Everyone:
Our cataloging librarian took materials home to original catalog. She would finish those then come back and get more etc.

12:34:57 From Julie Edwards to Everyone:
I'll save the chat and send the transcript with the recording and slides.

12:34:57 From Kelly Jacobsma to Host and Panelists:

We call that our Ad-hoc Work From Home Policy.

12:35:13 From Jesse Maddox to Host and Panelists:

We have a plan that the employee, supervisor and human resources signs. It indicates the days and hours the employee will be working in the library and working from home.

12:35:15 From Ayman Bustanji to Everyone:

I have been doing cataloging remotely even before Covid

12:35:16 From Mary Graves to Host and Panelists:

How do you deal with requests to do that scenario (go to the doctor appt then finish working from home), where supervisors continue to urge you to just use sick time?

12:35:17 From Nicole Williams to Everyone:

Thank you. I am the HR/DEI Specialist at my library

12:35:32 From Elizabeth Solon to Everyone:

I always have a list of professional development webinars that people can access from home if they need to work remotely - those apply to all employees no matter what their position.

12:36:06 From Mary Russell to Everyone:

Part time remote work has been very successful for our Tech Services dept. Each person works from home 2 days a week -- they choose the days and the hours, but they have to have it on our shared calendar 24-hours ahead of time. They each submit a daily plan (not detailed -- 3 hours on project X, 2 hours on project Y) via email to their supervisor, also 24-hours ahead, and a report at the end of the work day whether the plan was accomplished, or if other stuff got done instead.

12:36:47 From Jesse Maddox to Host and Panelists:

I agree that trust is huge.

12:37:14 From Jesse Maddox to Host and Panelists:

It should be about whether or not the final product of the work is getting done and what the performance objectives are.

12:37:23 From Jennifer Goodson to Everyone:

Library director here. We allow one day of remote work here and there for staff who want/need it. It is very dependent on responsibilities. If I have a staff member ask to work remotely and I'm not sure whether it is a good match for their responsibilities, I ask them to let me know how they would spend their time. Sometimes staff can "save up" certain responsibilities to work on remotely if they know a few days ahead of time that they have a remote day schedule.

12:37:34 From Patty Hector to Everyone:

<https://getpocket.com/explore/item/larping-your-job> a phrase my partner uses to describe the way we try and show evidence that LOOK, OVER HERE, I AM WORKING. ('LARP'= Live Action Role Playing).

12:38:50 From Jesse Maddox to Host and Panelists:

Our telecommuting plans state that it is not indefinite and can change at any time.

12:39:06 From Maggie Rusch to Everyone:

when we were working from home, we just had to submit a weekly

report of what we did that week. for me personally, that was fine. I didn't feel like I was being watched like a hawk, and wasn't trusted, and wasn't being micro-managed. I was able to just do my work, and get it done.

12:39:10 From Renee Brumett to Everyone:

I try to think about how I monitor their work/productivity when they're in the office. Most of us aren't standing over staff shoulders making sure they are productive 100% of the time. I don't want to put more burden on remote staff making them "prove" what they are doing than we do with in-office staff.

12:39:19 From Jesse Maddox to Host and Panelists:

The team environment piece is why we still require at least one day per week in the library.

12:41:35 From Jesse Maddox to Host and Panelists:

We also feel that since we serve our community and the public it is really important for our staff to be here in the library to continue to see what we are doing on site with programming and other things going on in the library to better serve our customers.

12:41:47 From Melanie Reaveley to Everyone:

Yes it's something for management to consider in remote work, if they didn't have mechanisms to measure outputs when everyone worked in the office. So why be so concerned and suddenly distrust staff when we all had to work from home?

12:43:32 From sylvie szafranski to Everyone:

thanks for the thought of offering alternative. we have so little staff we currently really try to focus on high priorities with their time

12:43:39 From Terri Daly to Host and Panelists:

So, are we just looking for work that people can do at home? Or are there REALLY tasks that need to be done and as a result can be done at home?

12:44:31 From Terri Daly to Host and Panelists:

I could probably come up with a whole list of things I "could" do, but it may not be directly related to the mission of the library.

12:44:58 From Jesse Maddox to Everyone:

I've made several comments, but just realized that I was only responded to panelists. Sorry!

12:45:40 From Elizabeth Van Ness to Everyone:

Good points!

12:47:06 From Mary Russell to Everyone:

We do our meetings using our online platform (MS Teams) with staff at their computers (remote or in the building) and that works really well -- we started it to socially distance, but it turns out to work better for us most of the time anyway.

12:47:26 From Julia Venetis to Everyone:

I've recently lobbied for front desk staff to be allowed one remote day per week this summer if they so choose. It is slightly challenging for the remaining front desk staff, but this is offset by the morale boost in all staff who feel that their work/life balance is being acknowledged also. Especially in light of gasoline prices. For

those who have less everyday tasks that translate to remote work, we are having them identify some professional development webinars they can do. It is working this summer! It may not be able to continue into the fall when classes are back in session, but for now, it is!

12:48:12 From Cheryl Livengood to Everyone:

There are webinars on customer service, social justice, homelessness, etc. that anyone can do from home or there are on-line courses through Gale, Universal, Niche, etc, that people can do or different staff members can do zoom presentations on different topics and on and on so there is always plenty to do!

12:48:15 From Mary Ryan to Everyone:

graphic design

12:48:32 From Patty Hector to Everyone:

Our system admin for Sirsi is completely remote

12:48:36 From Stephanie Bonestell to Everyone:

Marketing and Communications

12:48:50 From Stephanie Weiss to Everyone:

@ Julie - what are the front desk staff doing when remote?

12:48:55 From Sharon Ladenson to Everyone:

Another source on remote work for folks to consider reviewing is the book Out of Office: <https://tinyurl.com/yc6fbsyx> . It's well-researched and contains important messages for folks at all levels of organizations about cultivating and supporting conditions necessary for flexible, meaningful, and engaging work.

12:49:06 From Elizabeth Van Ness to Everyone:

So true, it has been a great opportunity for staff development.

12:49:39 From sylvie szafranski to Everyone:

just phone answering and returning voice mail can keep a lot of people occupied

12:49:49 From sylvie szafranski to Everyone:

*occupied

12:50:16 From Kara Cleveland to Everyone:

<https://blog.library.in.gov/working-from-home-here-are-some-ideas-for-librarians/>

12:50:35 From Jesse Maddox to Everyone:

Our Librarians, marketing & communications, finance, cataloging professionals, etc. Most are hybrid, but they are doing it every week.

12:51:26 From Margaret Petty to Everyone:

I am an assistant director and I do a lot of grant work and I can do that type of thing from home... sometimes better than at work because there's less interruptions when you have deadlines coming up!

12:51:41 From Leah Burch to Everyone:

If you run any book clubs, working remotely would be a great time to catch up on those books

12:51:41 From Kara Cleveland to Everyone:

https://continuinged.isl.in.gov/wp-content/uploads/2020/04/Working_from_home_ideas_2020.pdf

12:52:17 From Elizabeth Van Ness to Everyone:

It has been very important to me to have some quiet time at home to creatively plan programs and book discussions.

12:52:31 From Anita Baumann to Host and Panelists:

Molly – Your headset is the BOMB! Thanks so much for this presentation :-)

12:52:32 From Margaret Petty to Everyone:

So true! :)

12:53:53 From Anu Singla to Everyone:

Could you put the book's name again on the chat please

12:54:01 From Kelly Jacobsma to Everyone:

Our IT department has created an In/Out board which interacts with Google Calendar so everyone can see if someone is in the office or remote, available or busy.

12:54:34 From Anu Singla to Everyone:

Thanks!

12:54:38 From Julie Edwards to Everyone:

<https://www.amazon.com/Working-Remotely-Practical-Librarians-Guides/dp/1538156113>

12:54:55 From Ashley Martin to Everyone:

love the QR codes!!!

12:55:01 From Anu Singla to Everyone:

Thanks Julie!

12:55:35 From Ashley Martin to Everyone:

i'm the computer analyst for 2 county libraries and try to facilitate after mgmt. has signed off on remote working

12:55:43 From Felicia Turner to Everyone:

Thank you! Quite informative.

12:55:54 From Michael Cerbo to Everyone:

Great job

12:55:54 From Bridgette Whitt to Everyone:

Thank you! Definitely going to buy your book for our library.

12:55:54 From Elizabeth Van Ness to Everyone:

Thank you

12:55:56 From Jesse Maddox to Everyone:

Thank you!

12:55:56 From Whitney Berriman to Everyone:

Thank you!

12:55:59 From Melanie Reaveley to Everyone:

Thank you!

12:55:59 From Mary Ryan to Everyone:

Thank you very much!

12:55:59 From Alexandra Torregrossa to Everyone:

Thank you for the presentation!

12:56:00 From Caroline Anderson-Gronow to Everyone:

Thank you!

12:56:02 From Kelly Corrado to Host and Panelists:

Thank you Molly!

12:56:03 From Tami Masenhimer to Everyone:

Thank you!

12:56:03 From Bryan Kvet to Everyone:

Thank you, Molly!

12:56:04 From Circe McKenney to Everyone:
Thanks!

12:56:05 From Erin Cody to Everyone:
Thank you!

12:56:05 From k w to Everyone:
Awesome job! Thank you!

12:56:05 From Nichole Williams to Everyone:
Thank you!

12:56:07 From Alba Lang to Everyone:
Would you please send the recording.. I joined late.

12:56:07 From sylvie szafranski to Everyone:
thanks so much

12:56:07 From Tim Snow to Everyone:
Thank you!

12:56:08 From Brent Cooper to Everyone:
Thank you!

12:56:08 From Molly Virello to Everyone:
Thank you all, so much.

12:56:09 From Akshata Dhareshwar to Everyone:
Thank you Molly, Julie, all!

12:56:09 From Sarah Diaz to Everyone:
Thank you!

12:56:11 From Annette Greenway to Everyone:
Thank you!

12:56:12 From Teresa Myers to Everyone:
Thanks!

12:56:12 From Diane Yeoman to Everyone:
Thanks!

12:56:13 From Kysh Clemons to Everyone:
Very informative. Thank you. Great ideas from presenters and participants.

12:56:13 From Anu Singla to Everyone:
Thank you! very infromative

12:56:16 From Martha Olver to Everyone:
thanks for all this - the tips, etc

12:56:18 From Christy Comeaux to Everyone:
Thank you!!!

12:56:19 From Joseph Dudley to Everyone:
Thank you!

12:56:19 From Adam Di Filippe to Everyone:
Thanks!

12:56:20 From Heidi Urbina to Everyone:
Thank you!!

12:56:23 From LaTanya Burno to Everyone:
Thank you!

12:56:25 From Dania Bocanegra to Everyone:
Thank you!

12:56:27 From Kara Cleveland to Everyone:
Thank you!

12:56:28 From Cheryl Slater to Everyone:
Thank you

12:56:29 From Sheila Evans to Everyone:
Wonderful -- thank you!

12:56:31 From Mary Ryan to Everyone:
Have a great day!