Resuming Library Services
By Linda Knupp, Director

In two short months, our libraries and communities have changed irrevocably. We are now managing through a time of uncertainty that we have never experienced before. COVID-19 has not only impacted our lives and communities, but also library operations for the foreseeable future.

While the doors of libraries across the nation were closed, libraries continued to offer services including access to digital content, Wi-Fi access from parking lots or bookmobile stations, e-card options, curb-side book delivery, and more social media engagement than ever before with virtual programs and instruction for patrons who also had to remain at home.

What will the rest of 2020 look like for library services? It will depend on the course of the virus and the ability of the best scientific minds to develop a vaccine and implement testing and best practices in the weeks and months ahead. It is also up to us to understand the impact in our communities, pay attention to credible information and adjust as the situation requires.

Upon resuming services, maintaining the safety for patrons and staff is our first priority, with adequate cleaning supplies and protective gear, such as masks and gloves when needed. To return to the library, patrons must be confident that the library is taking steps to ensure their safety with recommended practices for social distancing, cleaning, and managing employee health.

Patron confidence can also be enhanced if they know the library is providing new services or a service in a different way, such as curb-side delivery of physical items, the ability to get a library card over the phone or email, an increased number of items available in digital collections, a limited number of attendees at a program, etc.

What can be done differently in the space you have? This is a good time to weed unused items from the collection to make room for seating so Wi-Fi users can maintain appropriate distancing, or more children can be in an area for activity. We may need to reorganize space to allow for barriers, signage or direction to manage traffic or limitations. Since cleaning schedules should increase, clean up clutter and non-essential objects to make cleaning easier.

Keep patrons informed of your plans, including any changes in activities, anticipated dates to resume specific services, new ways you are providing services and the steps the library is taking to assure their safety as much as possible. Use signage, social media and your website.
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**COVER STORY CONTINUED**

In the weeks and months ahead, review critical policies with your board on emergency closings, leave time, work at home options and patron conduct.

What do you think will change in your library? Libraries quickly developed plans for new curb-side services. Librarians have become adept in meeting over ZOOM, saving travel time and allowing for some excellent presentations and conversations which include more people than face-to-face meetings have in the past. Virtual presentations to local clubs and organizations have extended the ability to present information about library resources and reach a wider audience than ever before.

**ANNOUNCEMENTS**

**Need cleaning supplies?**

NCKLS is stocking up cleaning and sanitizing supplies for libraries. If you need supplies, contact Carol Barta at cbarta@nckls.org.

**Book Fair handouts**

Check out the NCKLS website to find the handouts from the 2020 Book Fair. Recording links from the afternoon session are available for on-demand viewing.

**GRANT OPPORTUNITY**

Humanities Kansas is now accepting applications for CARES Act emergency funds to assist Kansas cultural non-profit organizations in need of general operating support during the COVID-19 crisis.

The Humanities Kansas CARES Act relief grants will support salaries, rent, and utilities for non-profit organizations whose core programs are centered in the humanities.

- Applicants must be nonprofit organizations located in Kansas and whose primary work is in the humanities.
- Maximum award amounts depend on an organization’s annual budget and range from $10,000 - $20,000.
- Applications must be submitted through the Humanities Kansas online grants process from May 13 through June 12, 2020.

Guidelines and the application can be found at humanitieskansas.org.

For more information about CARES Act grants, please contact Sarah Bishop, sarah@humanitieskansas.org.
SPOTLIGHT ON: HOMELESSNESS TRAINING

By Krystal Cooper

I recall a scenario quite vividly from my first year in college. There was a student in my chemistry group who was rarely in class; when he was, he looked weary and worn. One of the days he was in class, he asked the professor a question. The professor responded and suggested he needed to come to class more often because these questions were often answered. The student slammed his hands on the desk and shouted that he didn’t “need this s***!” My professor looked confused and helpless as the student stormed out of the room never to come back. At the time, I’d just picked up one of my first books by Ruby Payne who happens to discuss unwritten rules of social classes. Being young and presumptuous, I was certain that I knew what had happened in that miscommunication.

While Payne’s work is useful, enough so that Dowd mentions her work in his Librarian’s Guide to Homelessness trainings, Dowd expands on her work with further research and personal experiences. In working with other bodies of literature, Dowd illustrates how his trainings can be applicable in multiple situations. For instance, in understanding homelessness, its relationship to trauma, and how that affects the brain, one can also better understand teenagers. Additionally, many concepts that Dowd teaches are applicable to anyone. For example, pennies in a cup, is a useful tool for any interaction that might be difficult. The importance of this training for any librarian, or anyone else that works with the public, are perfectly summed up in Dowd’s own words, “If you can learn how to compassionately and effectively manage their problematic behavior you can apply those same tools...to the other 90% of the homeless population, and teenagers...and everybody else.”

COVID-19 RESOURCES

Latest information from Kansas https://covid.ks.gov/


Latest information from the CDC: https://www.cdc.gov/
DATABASE SPOTLIGHT

The State Library of Kansas provides more than 60 online databases to all Kansans. These resources are available at http://kslib.info.

Ferguson’s Career Center is a solution for nearly everyone who attends a high school, college, or public library. It is broken down into 3 areas.

1. **Explore Industries and Careers** - Included in this section is information on over 140 career fields. Descriptions include what the job consists of and other careers in the field. Interest assessments and informative videos about each career are included.

2. **Plan Your Education** - Learn about 11,000 colleges and universities. Get information on nursing programs, graduate programs, and technical school programs. Included also is a directory of financial aid resources, and a college planning guide.

3. **Launch Your Career** – Tips for preparing for interviews, writing cover letters, and information on finding and keeping a job. There is expert advice from human resource directors and career counselors. Highlights—careers targeting women, people with disabilities, as well as information on summer internships.

There is so much included in this database! Once training resumes again, look for New Resources from the State Library, Part 1 and Part 2 sessions with LaDonna Clark.

YOUTH SERVICES NEWS

Searching for STEM programming options this summer?

https://kansasdiscovery.org/libraries/
https://exploration.org/programs/ (contact: Nicole.Johnson@exploration.org)
https://www.greenbush.org/329/Spring-Break-and-Summer-Camps

Reminder that any recordings containing copyrighted materials need to be removed from your digital sites by June 30, 2020.

Check out the CSLP website to find programming ideas and Summer Food Service Program information. https://www.cslpreads.org/

Summer Reading Evaluation Numbers due on August 31. These numbers are used to support the LSTA grant that provides NCKLS libraries with CSLP membership, manuals, materials and the summer workshop. The evaluation numbers can be submitted on the NCKLS website. Questions? Contact Sandy Wilkerson.
The revised rotating book van calendar will be on the NCKLS website soon. I will begin delivering books on June 1st. Another staff member will be at your location dropping off boxes. You will be asked during this time to pack the NCKLS rotating books. The switching will be done curbside for now. The plan is to do two rotations this way, and then we will reassess the service. Please store the boxes that are left at your library and use them for the NCKLS books. I will be in contact soon to let you know the dates for the box drop off and your next rotating book delivery. See you soon! Denise Coon

**BOOK VAN NEWS**

**BANDWIDTH THOUGHTS**

By Duane Mayer

Ever wonder why there are 2 numbers in the speed of your internet, such as 25x5, and which of the numbers is the most important? In the past, the first number or download speed, has been the most important number, as this is the speed that information is obtained by you from other sources. This includes loading web pages, viewing videos, or downloading files.

The second number, usually quite a bit smaller, is the upload speed. This controls how fast data can be loaded back onto the Internet from your computer. This would include files that are being shared or sound and video that is sent out (Zoom meetings). Typically the need for upload speed is not nearly as great. With Covid 19 however, this need has changed. A typical family with school-age children may have suddenly had 3 to 4 video conferences taking place at the same time, putting a strain on the home Internet upload speed.

Libraries are no different. You may now have multiple staff members on video conferences as well as patrons. Some Internet providers have automatically boosted upload speeds at no cost to the customer during this pandemic. Others will boost the speed at the request of the customer. When things return to “normal”, customers may have to pay an additional amount to have upload speeds the same as download speeds. This is called a symmetrical connection.

Contact NCKLS IT staff to discuss your bandwidth and if your current speed is meeting the needs of your library. These are all things to think about for the next eRate cycle.
Hour of the Assassin by Matthew Quirk:
A Top-notch Thriller

By Marcy Allen

Nick Averose is a highly effective crime-stopper. A former Secret Service agent, he now contracts out as a “red-teamer,” that is, he checks the personal security precautions for high-ranking officials. Why is he good at his job? Because he has trained himself to think like an assassin, considering all the different ways he could approach a target. So far, this has proven to be a very successful career.

Now, though, Nick is in deadly peril. While he was to approach the former CIA director, Malcolm Widener, in the man’s own home, and then advise him of weaknesses in his system security, someone has set Nick up. While Nick was still speaking to Widener, someone killed a security guard, lured Nick away from Widener with a decoy, and used Nick’s own knife to assassinate Widener. Suddenly, our would-be protector is looking very much like a killer.

Nick finds himself a fugitive. When he sneaks back to his office, he finds that all communications with the firm that hired him have disappeared. Not only that, but he discovers a trail of threatening emails that he supposedly sent to the now-dead Malcolm Widener. While Nick could go to the authorities, it seems there’s a solid case against him. So, he must rely on his own past training and the help of a few close friends to find who is really behind this brutal murder.

Written in brief, action-filled chapters, this thriller is an exciting cat-and-mouse game that involves old secrets and lethal maneuverings by those in the highest spheres of political power. You’ll find yourself racing to the next chapter to see what Nick’s next desperate step will be.