

ARRT Book Club Study

July 16, 2020

Virtual Discussion held via Zoom

Leadership Topic

Led by Allyson Coan

Notes by Elizabeth Hopkins

13 participants

Leadership Topic: *RA Services After We Re-Open: How are libraries serving and connecting patrons in the hybrid digital/physical model? Consider book clubs, displays, curbside pickup, etc. Please bring success stories or learning opportunities so we can all learn from each other.*

*Note- a transcript of our chat can be found [here](#).

-We briefly discussed virtual book club attendance and the need to choose hoopla titles if book group members live in different library districts.

Is anyone back working with patrons?

- Limited services but we are open to the public. Reservation only for computers. Lots of displays up. Encouraging a browse and go experience. We also have a form for patrons to fill out and receive a personalized list of suggestions.
- We're back as well. Acrylic barriers at the desks. No programming. Home Delivery is back on.
- Home Delivery patrons are so grateful.
- Before Home Delivery was back up and running, our HD coordinator called all of our patrons just to touch base and assure them we would resume service ASAP. This meant the world to them as many were quarantined to their rooms and were missing social interaction.

How are you incorporating RA in this new landscape?

- Home Delivery is RA for us, it's probably the pure form of RA.
- Online form for book match, we've had to advertise and only suggest digital materials. Difficult because many of our patrons don't have internet access.
- Promotional is a huge challenge. We took down all of our take-aways (bookmarks, flyers).

How do we let patrons know about the new books that came out in March?

- BYOB Book Chats. We meet (virtually) and just share what we're reading. Lots of patron interaction.

- We've lost RA conversations at the desks and in the stacks, but there are RA opportunities with curbside pickup.
- We also have form-based RA on our website. At times it's hard to keep up with...sometimes it's a 5 day turnaround.
- We put all of our displays on our social media. We include a link to the displayed books via our catalog so patrons can place holds for curbside. Our Teen Book Boxes have also been popular. They come with a hand-picked reading suggestion and some small treats (candy, stickers, etc.)
- We've updated the frequency of our book list emails. The open and click rates have stayed high.

What RA skills should library students be focused on right now?

- More focus on sure bets and knowing genre because you're losing the RA interview/conversation. Also building a greater RA presence online.
- The core of RA won't go away but how we present is different.
- The back list! Know it. Higher wait times on popular materials due to quarantine.