

### Comments from SAG Meeting

- I love seeing my colleagues face-to-face (well, eye-to-eye). :-)
- Will love to see everyone; will miss grilled cheese sandwiches for lunch.
- Saying good morning to our circulation desk staff in Ellis!
- Minus: the half hour extra sleep I will no longer get
- Seeing our students!
- Plus: Seeing co-workers and having a real desk instead of working on a card table.
- I loved seeing the results of the first windows project. It's really beautiful.
- Having an office to work in!
- It will be fun and interesting to "bump" into people again.
- Seeing the botanical gardens around Ellis.
- getting back to "normal"
- plus: back to having 2 monitors...maybe
- Campus is lovely!
- It has been fun even this week seeing people who have been working from home come back
- minus: harder to grab lunch
- Minus: Not being able to wear leggings and sweatpants most days.
- no barking dogs
- Minus: Health Concerns. Plus: Co-workers.

### Pandemic Memories

"I am wildly impressed by all the staff who continued to work on-site, or continued to help provide access to so many materials from off-site. The patrons I heard from indicated that access continued with barely a hiccup. I'm still just in awe of our amazing colleagues.

I'm also very grateful to Rhonda, Joe, Nav, and others who have kept us up to date on technology and well-prepared to shift to online-only instruction and reference service. I had four instruction sessions scheduled for the day after lockdown, but taking them all online was not a problem.

It goes without saying that life would have been a disaster without the constant support and care of LTS and others who kept us all functioning online.

I will always be thankful for the flexibility that allowed me to work from home and care for my family during this time. I also really enjoyed getting glimpses of my colleagues' homes, children and pets via Zoom. Thanks for sharing! I got to do more cooking and baking, which was a lot of fun. I also learned that John Henry makes a really, really good tres leches cake. We need to schedule a cake exchange as soon as convenient. 😊 Or maybe after some of us have worked off our pandemic pounds...."

"For the first time since we've lived in Columbia, I feel like I know the rhythm of the neighborhood. I know what time the neighbors walk their dogs, what time the retired couple down the street goes for a walk. I discovered a lady down the street is part of an artists' group and they gather to paint and sketch in a nearby park regularly. We shared tips with neighbors like where to buy yeast when it seemed every store was out. I had my work area on the sun porch, and I saw so many different types of birds that I started keeping a list.

Regarding work, I realized that I can probably get rid of most of the paper files I have in my office. There were a few times I ventured into Ellis to get a file, but mostly I didn't miss what I couldn't access. If I haven't needed it in 14 months, it can go.

Instruction sessions were challenging. Teaching English 1000 over Zoom isn't the same as in-person, but I was impressed by the ability of the instructors to get the students involved in the sessions. The sounds of dogs barking, cats making sudden appearances on camera, these little surprises always made people smile, and a couple of students would always comment in the chat area, messages like *Aww* or *I miss my dog*. Those moments bring a bit of bonding time, a little engagement.

I really missed seeing my colleagues, but I think we did a pretty good job of keeping up with each other. I ran into Anne Barker on Monday as we were both heading out of the parking garage, and I realized I hadn't seen her in 14 months, yet it didn't seem like that long ago. Weird."

"Taking home only the most essential files for WFH made me realize maybe I can downsize the amount of paper documents I keep."

"My favorite memory is the Zoom webinar we had with a trainer living in a small apartment in LA with a new puppy. She put away all the puppy's toys beforehand except she forgot about the squeaky one. She finally had to stop the session to take the toy away. It was hilarious."

**"How I handled the tasks of 2.5 FTE by myself during the first month**, with a laptop (swamped, overwhelmed) -- with lots of daily handwritten notes, color-coded; survey work every morning, prioritize, follow-up, look for alternate route for each detour (have not written so many notes the previous 4 years combined than this past year)

#### **How I delegated the tasks of our unit and managed during the last 13+ months WFH**

- weekly meet with supervisor, weekly zoom meet/ Team call/ email communication with staff; with discussion & feedback (one call was dropped seven times in a meeting)
- Implemented the tasks division laid out in Jan 2020 & explained to staff, re-aligned tasks & created training remotely for additional part-time employee assigned in Dec. 2020
- Learned from the problems, found ways to improve workflow to cope with the constantly hanging landscape

#### **Challenges of using a laptop and a second monitor of different size (15.5" & 22"), plus the work computer with no mic or camera, to train new staff**

- There are 2 sets of icons at the bottom of the laptop & second monitor. In addition, I am seeing another set of icons on the second monitor showing the icons on my work computer via VPN. What should I select for zoom? Very confusing indeed.
- My work computer has no mic or camera. How do I train staff to use the software which is on our work computer? Through Team call, I talked & walked my staff through each training, using the software we both have on our work computer without screen sharing. BTW, since searching is interactive, one had to keep toggle back-n-forth screen share after each search. Very cumbersome indeed. I ended up with raspy throat after each session with all the talking.

- Want to see endless cascading screens & heard your voice echoed on your computer? -- tried sharing the wrong screen during Zoom. You definitely will get that result
- Both screens are black. What do I do? Both screens are white, and the keyboard is not working. I have not learned the ports so well on a computer.
- Without a printer, information needed later has to be written down or noted electronically – you can see your penmanship is affected by your daily mood.

It's Feb. 2021. It's been almost a year since the pandemic. How do we **get back about 200 overdue books** checked out in 2019 that were due in 2020? I learned that some ILL books delivered to the curbside may not have been checked out! Any problem to deal with – We handled it with a lot of manual tracking, emailing, running reports; delegated tasks to staff to work on. Thanks to all those who helped with this situation.

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The work, daunting and crashing down at times, is nothing compared to the pain, anger, confusion, helplessness and sadness of the loss of someone dear during this bitter, dark, lonely time. The first time being affected by death and dying so deeply, so close, in so many ways!

Lessons to remind yourself: Treasure each moment you have with someone you care about. Live one day at a time. Learn to let go."

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"My favorite memory of working from home is watching birds out our sliding glass door. All I had to do was turn my head to see them, as I worked in the living room. Their beautiful colors and antics made my day so much more pleasant. The company of the cat and dog also helped.

I liked working at home because I would get up more frequently and move about. Perhaps just throwing a load into the washer. In my office, I tend to only get up to go to the bathroom. I even eat lunch at my desk."

"I will remember all the Zoom meetings. So many! But it did really help to see co-workers faces, even on my computer screen. I will remember the various office set ups (including trying to share an office with my husband) until I found the one that worked best for me, which ended up being a card table set up in my bedroom. I will remember all the times one of my sons would come into my "office" and say, "Are you in a meeting?" I will also remember all of the extra time I got to spend with my teenage sons during the pandemic. I was sad for all of the things they missed, but I was glad to have some quality family time with them."

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