



EPISODE 1

# *COVID-19: How to Prepare Your Library for the Unexpected*



Eric Keith  
Chief Marketing Officer



*Welcome to All*

Bill Davison, CEO

- SD Customers and Non-Customers Alike – Welcome All!
- Today we're modeling Social Distancing. Please forgive any technical glitches & production quality.
- We are not COVID-19 experts!
- Tumultuous times – we want share resources we've seen among our customers and on the Internet.

*Welcome!*



WE'RE MAKING THIS A SERIES.

EPISODE 2

# *Library Best Practices & Strategies for Adapting to a COVID-19 World*

Date: Wednesday, March 25th


Time: 1 PM ET



Eric Keith  
Chief Marketing Officer



Robert Storer  
Director of Marketing



*Have you found success with  
messaging, programs, or  
outreach?*



@SirsiDynix

## 1. *Your Library & Covid-19*

- General COVID-19 Resources
- Things You Can Do Now
- Library Industry Resources

## 2. *Keep Your ILS Adaptable*

- Tips for Horizon
- Tips for Symphony



Ken Bonney  
Horizon Guru



Wade Bills  
Symphony Guru

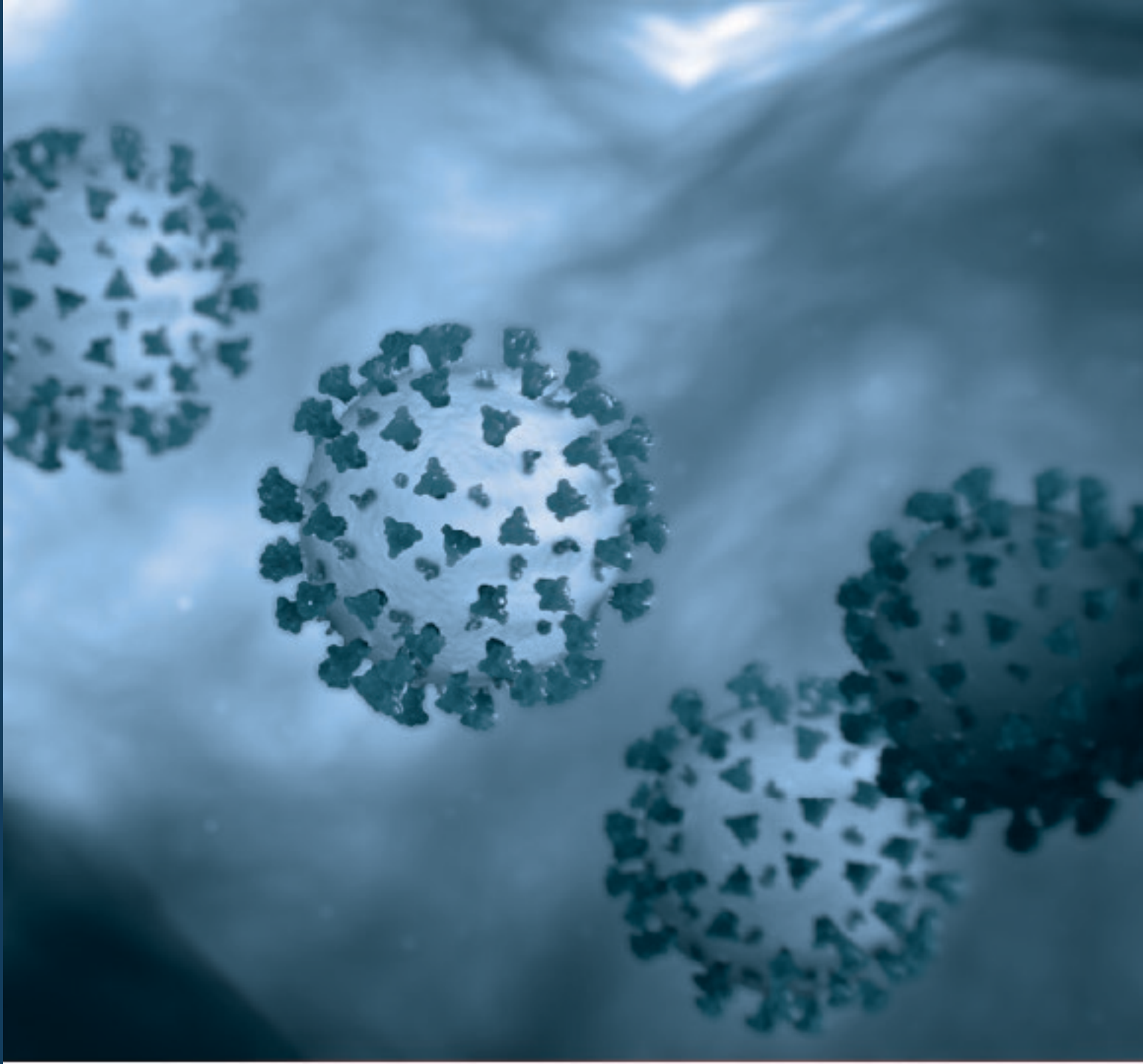
# Agenda

*All resources will be available after the webinar at:*  
**SirsiDynix.com/Covid-19-Resources**

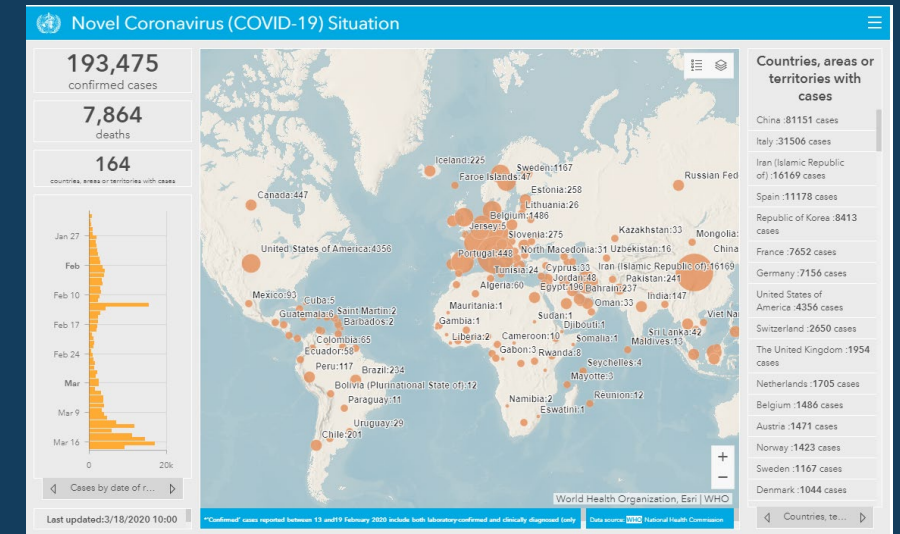




# *General Resources*



- CDC COVID-19  
<https://www.cdc.gov/coronavirus/2019-nCoV/index.html>
- National Institute of Health  
<https://www.nih.gov/health-information/coronavirus>
- Maps
  - ESRI ARCGIS  
<https://coronavirus-resources.esri.com/>
  - New York Times  
<https://www.nytimes.com/interactive/2020/world/coronavirus-maps.html>
- Visualization of effects of social isolation  
<https://www.washingtonpost.com/graphics/2020/world/corona-simulator/>



## General Resources

Things that helped us keep up





# *Things You Can Do Now*

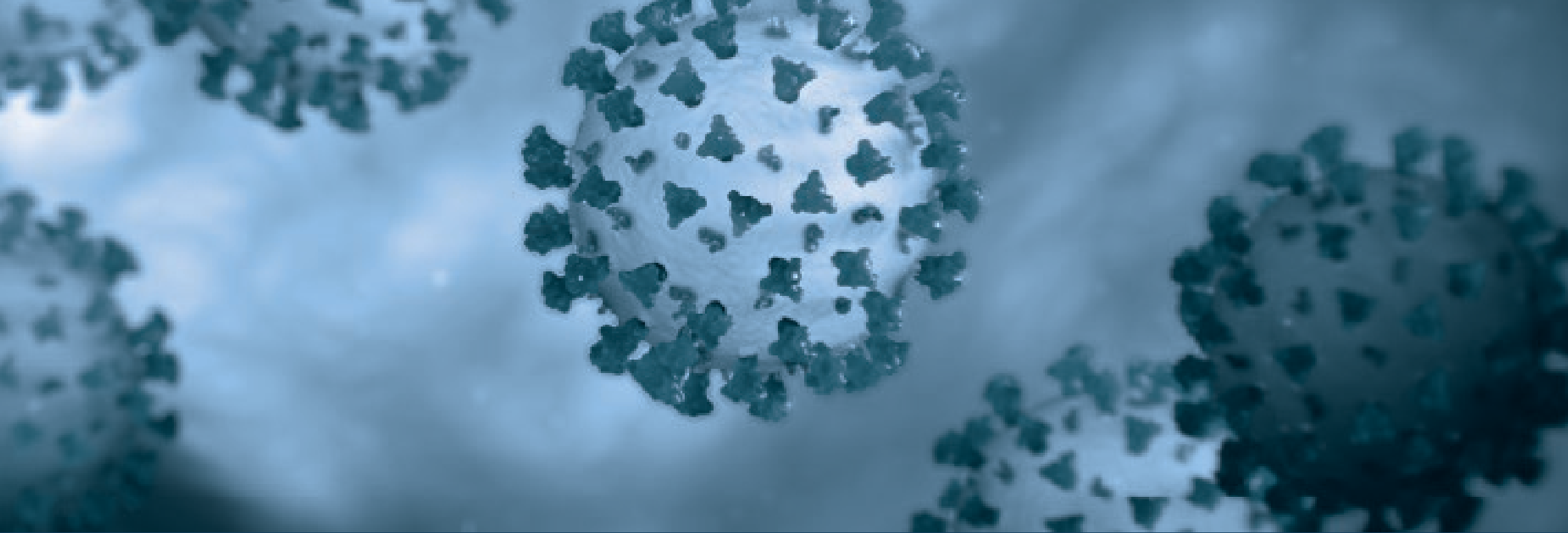
- Keep Communicating
- Be a reliable source
- Publishing resources for your community and via digital outreach



# Things You Can Do Now

- Promote your digital content
- Pursue digital programming
- Promote your Reference Tracking System if you have one





# *Library Specific Resources*

For COVID-19



- Announcement Information Provided by United States' Public Libraries  
[https://drive.google.com/file/d/1vjCWdoKwCcnTZQqCgpS\\_Aj-giVdV6HqJ/view?usp=sharing](https://drive.google.com/file/d/1vjCWdoKwCcnTZQqCgpS_Aj-giVdV6HqJ/view?usp=sharing)
  - Some potential best practices for libraries in keeping the public informed about the evolution and spread of the virus.

## *Libraries & Covid-19*



- COVID-19 Resources for Higher Education and Academic Libraries

<https://sr.ithaka.org/our-work/covid-19/>

- Resources, Survey, and Survey Results

- Survey Results of Academic Libraries

<https://www.libraryjournal.com/?detailStory=lisa-janicke-hinchliffe-christine-wolff-eisenberg-discuss-academic-library-response-to-covid-19>

*Libraries & Covid-19*





## *Tips for Working Remote*

<https://superlibrarymarketing.com/2020/03/16/workfromhome/>

## *Tips for Self-Care During a Crisis Video*

<https://www.youtube.com/watch?v=7AzCyg9WcvM>





SirsiDynix® Support Center **2.0**

FOR CUSTOMERS OF SIRSIDYNIX

# *Preparing for Library Closure Guide*

Support Center Guides for Symphony & Horizon

# *ILS Tips & Tricks for Our Current Challenges*

Symphony & Horizon



Wade Bills  
Symphony Guru



Ken Bonney  
Horizon Guru



Wade Bills  
Symphony Guru

*KEEP YOUR ILS ADAPTABLE*

# *Tips for Symphony*

# Support

## Email

---

Support@SirsiDynix.com

## Phone

---

### Argentina

800-444-4946

### Colombia

01800 518 1700

### Peru

0800 54801

### Australia

1800-258-818

### España

900 971 850

### Singapore

800 101 2659

### Canada (English)

(800) 284-3969

### France

0800 906 580

### Switzerland

0800 562 730

### Canada (French)

(800) 884-9330

### Deutschland / Luxembourg

0800 182 2216

### Taiwan

0080 112 7310

### Chile

800 800 041

### Ireland

1800 947 154

### United Kingdom

0800 016 3147

### China (Northern)

10 800 140 1767

### Mexico

001800 514 0946

### United States

(800) 284-3969

### China (Southern)

10 800 140 1639

### New Zealand

0800 451 416

### Venezuela

0800 102 9644



Ken Bonney  
Horizon Guru

*KEEP YOUR ILS ADAPTABLE*

# *Tips for Horizon*

# Support

## Email

---

Support@SirsiDynix.com

## Phone

---

### Argentina

800-444-4946

### Colombia

01800 518 1700

### Peru

0800 54801

### Australia

1800-258-818

### España

900 971 850

### Singapore

800 101 2659

### Canada (English)

(800) 284-3969

### France

0800 906 580

### Switzerland

0800 562 730

### Canada (French)

(800) 884-9330

### Deutschland / Luxembourg

0800 182 2216

### Taiwan

0080 112 7310

### Chile

800 800 041

### Ireland

1800 947 154

### United Kingdom

0800 016 3147

### China (Northern)

10 800 140 1767

### Mexico

001800 514 0946

### United States

(800) 284-3969

### China (Southern)

10 800 140 1639

### New Zealand

0800 451 416


### Venezuela

0800 102 9644



*TODAY'S RESOURCES CAN BE FOUND AT:*

[SirsiDynix.com/Covid-19-Resources](https://SirsiDynix.com/Covid-19-Resources)



*Have you found success with  
messaging, programs, or  
outreach?*



@SirsiDynix