

Services of the Artesia Public Library as of October 2020

Compiled by Erin Loveland, Library Supervisor

KEY

Red Highlighted Services - Services we are currently NOT offering

Green Highlighted Services - Services we were not offering pre-COVID closure

White Highlighted Services - Services we are still offering, even if modified

Library Service	Offered Pre-COVID	Offered During Closure	Notes on Service	Would we provide the service if we opened our doors today?
Access to Physical Items	Yes	Yes	Patrons request titles via our catalog or by calling and pick up via curbside. Stacks are closed for browsing.	
Adult Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Ancestry.com	Yes	No	Remote access is not available with our IT configuration. We tried to find a solution, but it would not work. Patrons could access it via our Wi-Fi outside.	Yes
Book Clubs	Yes	Yes	Kitch Lit is still meeting remotely every month via Zoom. Noon Book Discussion has suspended their meetings. We have also started online Facebook groups for people to discuss titles they are currently reading.	
Children Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Code Club	Yes	Yes	We spoke with Prenda to allow access to the coding database/platform from outside the library. Now kids/teens can practice coding from home.	
Community Center	Yes	No		No
Community Partnership	Yes	Yes	We partnered with other organizations for our modified Summer Reading program to record behind the scenes at fire department, police department, Ocotillo Performing Arts Center, a local farm and museum	
Community Programs	Yes	Yes	Providing scavenger hunts and Bingos to encourage patrons to explore the community and to get outside	
Computer Access	Yes	No	Could Provide Computer Reservations	Yes
Contests	No	Yes	To promote engagement we host contests for patrons to win prizes (i.e. grow the biggest squash (supplies provided by library), coding contests, etc.)	

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Curbside Services	No	Yes	Patrons can pick up items requested and craft/program kits via curbside pickup Tuesday to Saturday - 11am to 4pm	
Database Access	Yes	Yes	Sending out passwords and login information instead of giving it out in person	
Daycare Outreach	Yes	Yes	We are providing library books and craft kits to daycares instead of having them come to the library	
Digital Library Cards	No	Yes	Patrons can get digital cards to access our digital resources and check out one physical book from our collection. Sent out info to the schools so that each student could get a card as well.	
eBooks / eAudio books	Yes	Yes	Increased our digital collection	
Family Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Faxing	Yes	Yes	Provide faxing resources via our website where patrons can fax using their phone, tablet or computer	
Genealogy Reference	Yes	Yes	We are still conducting obituary and other genealogy research for patrons via the phone/email.	
Homebound	Yes	Yes	Contactless now	
Interlibrary Loans	Yes	Yes	Resumed in August	
Legal / Miscellaneous forms	Yes	Yes	We only print directly blank forms, but patrons can print forms with personal info via Princh. We never stopped access to our legal form database	
Librarians Shop the Shelves	No	Yes	Personalized browsing by staff for patrons. Patrons fill out a Google form and we select titles that can be picked up via curbside	
Meeting/Conference/Study Rooms	Yes	No		No
Microfilm of archived newspapers	Yes	Yes	Instead of patrons conducting the research themselves, staff is conducting the research and emailing articles directly to the patrons.	

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Newspapers / Magazines	Physical/ Digital	Only Digital	Carlsbad, Roswell, ABQ plus several other USA and World newspapers available via NewsBank, popular magazines via RBdigital	
Outdoor Seating	No	Yes	Partnered with the schools to provide desks outside for children/patrons needing to use our Wi-Fi	
OverDrive eBook cards	No	Yes	Patrons may check out eBooks/eAudio Books using their mobile phone number, even if they do not have a library card	
Printing/Copying	Yes	Yes	Utilizing Princh (a remote pay and print from home service) patrons pick up print outs via curbside	
Readers' Advisory	Yes	Yes	Conduct via phone, text and email (see Librarians Shop the Shelves)	
Reference Services	Yes	Yes	Conducting reference transactions via phone/email/text instead of in person	
Senior Outreach	Yes	No		No
State Museum Pass	Yes	Yes	Only recently have historical sites reopened in the state	
Story Time Kits	No	Yes	We provide kits for families to keep that include rhythm sticks, bells, egg shakers, a scarf, hand puppet for babies, and craft supplies for preschool aged kits. Kits are for ages 0 up to age 5 and are free.	
Storytimes	Yes	Yes	Modified to online/virtual. Live storytimes for preschool via Zoom. Recorded storytimes on Facebook/YouTube. Baby Rhyme Time (Mother Goose on the Loose) started as a storytime but has changed to a Facebook group since we did not have participation	
Summer Reading Program	Yes	Yes	We had a drive thru for craft/STEM kits, prizes and reading logs. All programs were virtual via Facebook/YouTube	
Tech support	Yes	Yes	Available via phone	
Teen Programs	Yes	Yes	Virtual programs and craft kits that can be picked up via curbside	
Wi-Fi	Yes	Yes	Password is posted on doors and Wi-Fi is on 24 hours a day	