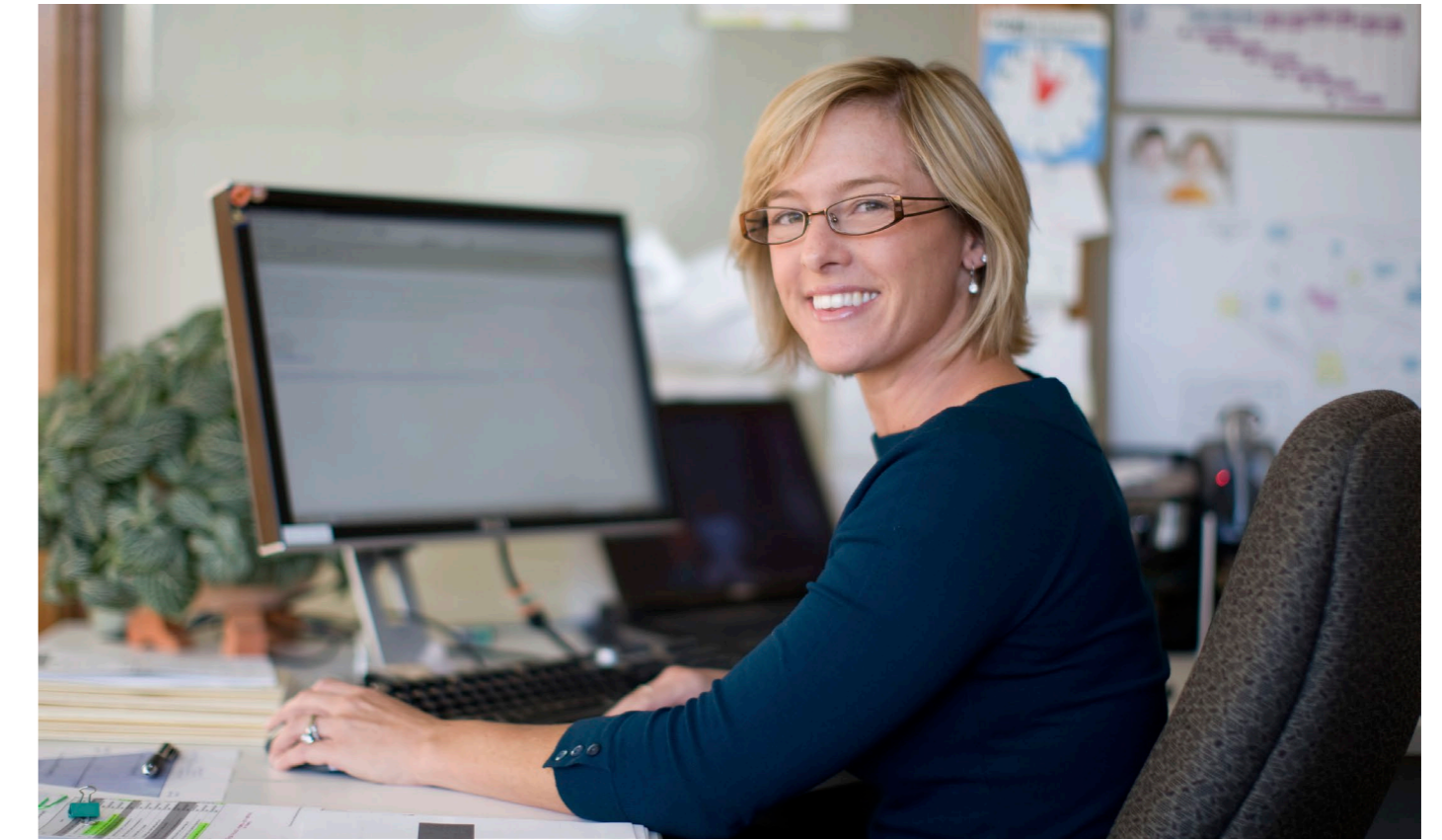
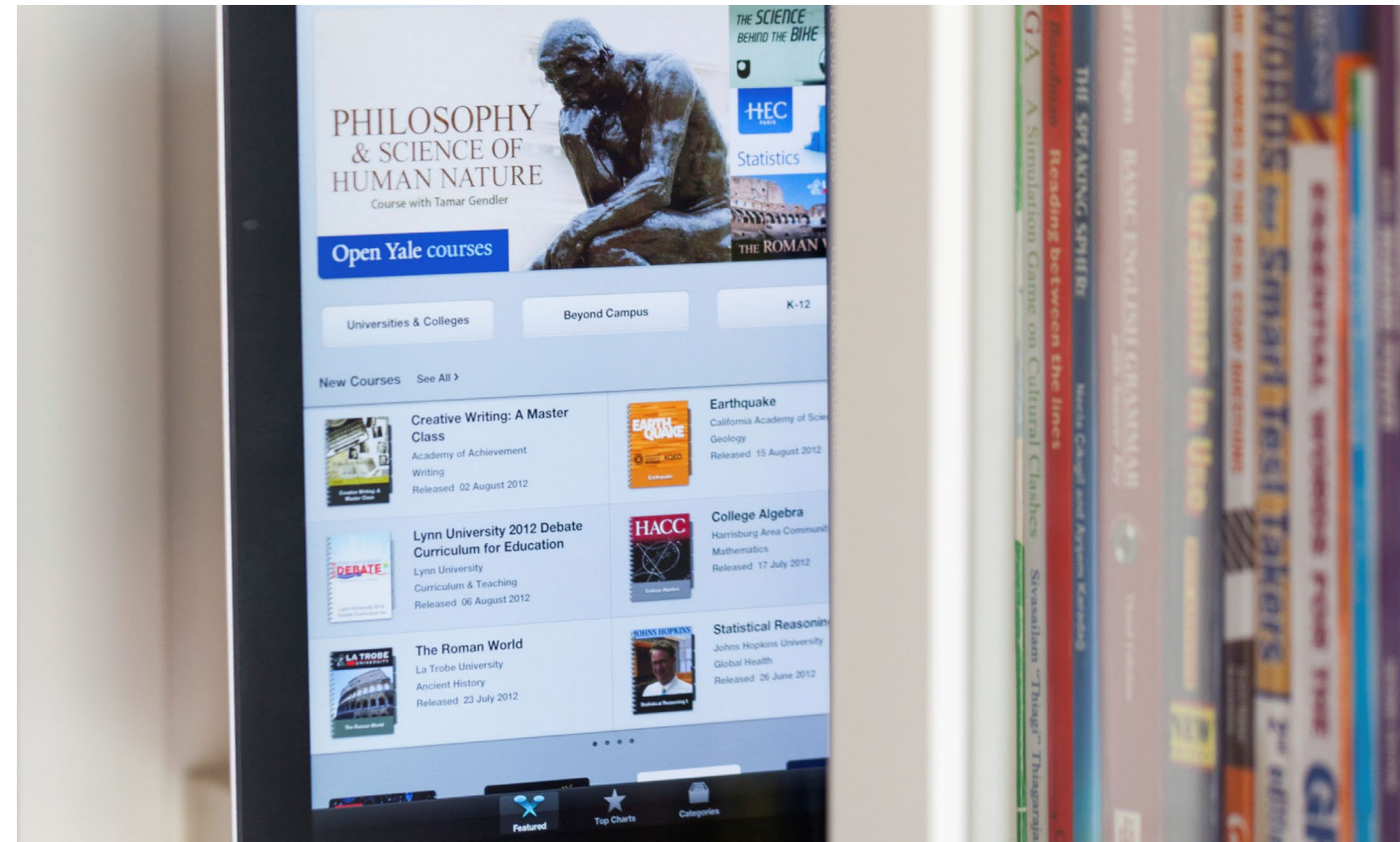


A Permanent Shift to Virtual Library Services

Kaiser Permanente NCAL Region

Eve Melton, MLIS, MIS, Regional Director Library Services



- Continued use of Ask A Librarian platform to share questions across NCAL Region
- New workflows allow for a more balanced workload
- Robust chat service for that personal touch

- Physical library spaces closed with Title 22 flex - new repository built to streamline delivery
- Single current print book collection to supplement online collection
- Internal communications/marketing to help raise awareness of services and communicate library closures

- “Book a Librarian” tool allows patron self-scheduling of online training sessions and leverage Librarian expertise
- MS Teams used for collaboration, screensharing with team/patrons, trainings