

Library Report to the City Council – September 2020



Bold360 Agent is a live chat program that will allow library patrons to engage in a virtual chat with librarians through a chat window deployed on our library's website. Customers will be able to access that chat window and initiate a chat by clicking the chat button that will be visible directly on the library's site, regardless of whether a customer accesses the site via a mobile device or their desktop. This solution will allow library staff to help customers find information, reserve books, write a resume, or learn about upcoming programming without in-person engagement. Chat is a quick and easy way for customers and librarians to engage at any time; however, chat is especially relevant during the COVID pandemic as it can ensure patrons are still getting the customer service they're used to while reducing health risks associated with face-to-face interactions.

Protect and Disinfect Kits

The State Library is providing Protect and Disinfect Kits at no cost to Iowa public libraries from federal Coronavirus Aid, Relief, and Economic Security (CARES) Act funding that was allotted to the State Library to assist libraries in responding to the coronavirus pandemic.

The kits contain:

- 56-quart clear storage bin with lid
- 3-ply surgical masks, box of 50 (2 boxes)
- Nitrile gloves, large, box of 100 (1 box)
- All-purpose cleaner, 32oz bottle (2 bottles)
- Paper towels (2 rolls) / Hand Sanitizer, 8oz. bottle (6 bottles)
- Bleach, 32oz bottle (1 bottle) / Wypall wipes, 56 per pack (1 pack)



Grainger, the supply vendor, has a master contract with the state of Iowa which allows libraries to purchase additional PPE, sanitizing products, and other supplies at the state contracted rate.