

After the Library Board closed the Library to protect the community based on recommendations from the CDC & VDH, the Powhatan County Public Library Team quickly began working to pivot traditional library service to an online model. While the Library continues to explore more ways to provide service in a safe manner, the following are some of the first steps we've taken to provide resources and information to Powhatan residents during the pandemic:

- The Library continues to follow our mission to offer literacy-based resources, including providing information targeted to parents and caregivers of young children. Weekly **early literacy tips** are posted on Facebook. **Storytime with Ms. Caroline** has resumed during its regular weekly timeslots via Facebook Live.
- **Ms. Brooke's Teen Tuesday Group is using Discord** to conduct their weekly meetings. The TTG provides young adults with a creative outlet and an opportunity to safely socialize during the stay at home order.
- **Google Voice** was implemented to route calls from the main library phone line to library staff. Last week, we received a kind voice message from one of our patrons, Mrs. Quinn, who wanted to let us know "what a great staff you have; everyone is so lovely and helpful; and I miss the Library."
- **Chat service** is now available on the [Library homepage](#). This feature enables Library staff to provide real-time, chat-based online reference service to patrons.
- The Library team continues to respond to [online requests for library cards](#) and [new title requests](#) for our e-book collection.
- Powhatan County Public Library collaborated on a project with County HR to develop the [Powhatan County COVID-19 Resource Guide](#) for employees and their families.
- The Library also prepared a [COVID-19 Resource Guide for Adults 65+](#).
- To help fill the potential socialization and information void for adults, particularly those 65+, Powhatan County Public Library staff members are contacting patrons by phone to offer support and personalized assistance with navigating information. As a trusted source for important information, the Library continues to follow its mission with a new outreach program called Comfort Calls. **Comfort Calls are a way for the Library to ensure that those who may have limited or no internet access are aware of important resources available to them during this time.** Library Administrative Coordinator Fran McCreight who oversees the group making the calls explains, "Our library patrons are the heart of what we do. Comfort calls are the perfect way to connect with them since we are unable to have our face-to-face time together. We want each patron to know that they are thought of and that we care."
- The week of 4/20 is **National Library Week**. On Tuesday, which was National Library Workers Day, the PCPL Team posted a short [video to celebrate](#) featuring our home offices, including our four-legged co-workers.