• Prevention/Flattening the Curve
  o All libraries responded to this need by closing their physical buildings in order to not further spread the disease

• Digital Connectivity
  o Libraries leaving the wifi on so it can be accessed from parking lots, even when the building is closed
  o Some libraries have been able to circulate mobile wifi hotspots
  o Technology assistance
  o Digital library card registration
    ▪ 51% of PrairieCat libraries offered this as a new service during COVID-19 (Member update 04/15)

• Business Economic Stability
  o Information and reference support for small businesses impacted by closures and changes in practice
  o Aggregating and sharing information about local businesses that remain open

• Communication
  o General community forums about the constantly changing needs to the community during COVID-19
    ▪ Civic Lab Chat: Misinformation about COVID-19 (Skokie Public Library)
  o COVID-19 Story collection (Arlington Heights)

• Individual/Family Financial Stability
  o Resources and assistance in filing for unemployment
  o Job seeking assistance
    ▪ Resume help over the phone (Addison Public Library)
  o Bill payment informational resource assistance
  o Offering virtual programming on estate planning (Morton Public Library)

• Food/Nutrition
  o Meal distribution to those in need
  o Food pantries outside the building (Woodstock Public Library)

• Education and Childcare
  o Early literacy resources
    ▪ Family Storytime Kit – DIY stories and songs (Plainfield Library)
  o Access to e-learning resources and classes for all ages
  o Move to online learning
    ▪ Academic librarians move to asynchronous instruction (Oakton Community College)
    ▪ Instruction for how students applying to college can prepare for virtual college visits (Elmhurst Public Library)

• Medical/Behavioral Health
  o 3D printing face shields for first responders
  o Libraries collecting PPE in book drops (south suburbs)
  o Blood drives in the building (Princeton Public Library – Julie Wayland)

• Participatory Governance
  o Quick pivot to include broadcast board meetings and responsiveness to community concerns
  o Census promotion through virtual storytimes and social media
  o Virtual town halls