



Courier/ILL Newsletter | October 2, 2020

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**Sept. Courier
Stats are due by
October 5**

MALA Update

Holiday reminder

Monday, October 12 is Columbus Day, which is not a courier holiday, but some of you observe it as a library holiday and are closed; ditto for Veteran's Day, on November 11. **If you are not open, and cannot receive courier deliveries on either of these days, you must notify MALA via our online web form.** An email is good, but we do encourage you to use the online web form to report additional closures for your library. If you know your library's Thanksgiving and Christmas holiday schedule, you can tell us now if you are closed on days OTHER than our regular courier holidays.

Courier news comes via Constant Contact email – someone from your library MUST subscribe and read!

The most efficient method of reaching all the MALA Get Connected courier participants is through bulk messaging. MALA uses Constant Contact as its primary communication tool regarding courier delivery. *At least one staff member at each library must be designated to receive MALA announcements by email, and cannot opt out of receiving Constant Contact messaging.* MALA adds the director and ILL contact information listed in the annual courier agreement form to the Constant Contact courier messaging list. The email account for at least one designated staff member needs to remain active, and any changes/updates to the designated contacts should be reported to MALA as soon as possible. The designated staff member should open and read Constant Contact emails when they arrive. Our open rate for these messages only averages about 50%, and has fallen below that in some months. Please review your local practices in regards to MALA courier communication, and let us know if you have any questions.

You're Invited to the Monthly Courier Meet & Greet

Where: Online

When: Second Wednesday of each month

Time: 2:30 p.m.

Why: To meet and see your smiling face!

We will also talk about tips and ideas for improving service and coping with this crazy time.

Dress: Strictly informal. Shoes optional. Pets welcome.

RSVP: Email Linda Tarantino at linda.tarantino@mid-americalibraryalliance.org if you are interested.

Upcoming MALA Webinars

Turning the Page: Successful Book Clubs in the Post-Pandemic Era

Wednesday, October 14, 2020 ~ 10:00 to 11:00 AM

Library services have been tremendously challenged since COVID-19, and book clubs have been especially hard hit. Book clubs have always helped readers share their experiences while expanding their minds by encountering new people and new viewpoints.

Jenny Ellis, a longtime book club moderator and enthusiast, will explore the many ways book clubs can adapt to change and still provide a quality experience for participants.

[Register here](#)

Taking Care of Your Staff (and Yourself) During the COVID-19 Pandemic

Wednesday, October 21, 2020 ~ 10:00 to 11:00 AM

Managers in libraries of all sizes find themselves overwhelmed with challenges from the COVID-19 crisis. How can planning occur when the future is so uncertain? How do you make good decisions in an environment of constant change? And most importantly, how can you look after the well-being of your staff and patrons when you are struggling to care for yourself? We are all navigating through uncertain times created by the virus outbreak, the shutdown and the aftermath.

MLA Past President and Plaza Library Director April Roy tackles these tough questions and discusses the best strategies to help managers move forward with confidence and optimism.

[Register here](#)

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**Missouri Secretary of State
State Library**