

March 25th 2020 - Update

The **Ask A Librarian** service has been busy, with a noticeable increase in engagement from the community, asking questions and otherwise engaging with our librarians. A common topic when receiving questions is guidance in accessing all the great eBook and eAudiobook content. Staff have created an eBook tutorial to help our patrons access these, whether they contact us directly or simply find this themselves on our website. This tutorial can be accessed on our [eBooks](#) page in an easy to follow and [printable format](#).

I would also like to share that RCLS now has a live chat feature, providing instantaneous communication with our staff throughout the day. We have staff from around RCLS monitoring the chat platform, and so far has been a very popular service. You can find the chat feature on our homepage towards the bottom right, where you simply click, enter your name and begin chatting!

Currently, two of our locations have been providing online Storytime, Calimesa and Cathedral City. You can view these on their Facebook pages, [here](#) and [here](#). More branches will soon follow suit.

Updated parameters to allow instantaneous access to eResources for new library card registrants. Final testing underway. As a part of this access, new registrants will receive an email upon successful registration outlining what they can do with their new, digital library card. We have staff who will be monitoring incoming registrations and responding with this detailed email.

We have not lost sight of the fact that Census 2020 is quickly approaching, and will continue to promote that on the website and our various social media presence as well.

Look for an on-site video spot from the DOC to share these services with the public. The goal is to inform the public about the services that are still available despite the closure of the branches.

We will continue to refine the on-line presence to better serve our library patrons and Riverside County.

Thank you.

Suzanne Holland

