

MVLC

Fund: 7000-9506

The **Merrimack Valley Library Consortium** (MVLC) is a member-driven and member-governed library network serving 36 public libraries in the greater Merrimack Valley region of Massachusetts. We support the staff in our member libraries by supplying technology, training, and a policy framework that allows them to better serve their communities.

MVLC During the Pandemic

In response to the COVID-19 lockdown, MVLC extended card expiration dates, item due dates, and hold expiration dates to allow access to online resources. They waived or forgave fines for some libraries at their request based on individual needs and sent out email announcement notices to library patrons updating them on library closings.

The network updated each library's catalog pages of libraries with individual messages regarding services, suspended all notices such as hold pickup, pre-due courtesy, overdue, lost, account expiration and reactivity once a library services resumed, and customized hold notification notices through e-mail and text messages for hold pickup notification. In addition, MVLC created new additional overdue notices to remind patrons to return items since lost bills are still suspended, and maintained a list of libraries that were open for curbside, appointments, or allowing patrons into the building along with quarantine times for items.

MVLC invested \$357,382 into shared eBooks, audiobooks, and magazines collections. From March 1 st through August 31st, use of the eBooks collections increased over 42%.

