

CLAMS

Fund: 7000-9506

The **CLAMS library network** serves 35 libraries (38 locations) on **Cape Cod** and the Islands of **Martha's Vineyard** and **Nantucket**.

CLAMS During the Pandemic

Since March 2020, CLAMS has supported its member libraries in multiple ways in response to the COVID-19 pandemic. This included extending due dates for materials, waiving late fees, suspending overdue notices, and suspending lost item billing.

Library cards

The network opened up eCards to allow patrons without a library card to get one from home to use eBooks and other media available virtually. Behind the scenes, CLAMS manually updated eCards to assign a home library based on the address of the cardholder, and extended the use of the eCards from one month to six months, a policy that will continue.

In addition, library users whose cards had been blocked because of outstanding billed items had their blocks removed so they could use eBooks and other virtual library resources from home. Expiration dates for cards were also extended.

Holds never stopped

Even though libraries were closed at the beginning of the pandemic, CLAMS continued to allow users to place holds on items that would be fulfilled when libraries reopened and delivery resumed. CLAMS worked with the Massachusetts Library System (MLS) to provide statistics that helped prepare for the statewide delivery to resume.

Curbside

While buildings were closed, CLAMS worked with libraries to develop systems to fulfill requests within library buildings and added "Curbside" as an option for retrieving books that are on hold for library users.

Internet/Tech access

Working with member libraries, CLAMS provided remote access to staff to allow them to work remotely. For library users, new features were added to the CLAMS mobile app that allowed for no-contact self-checkout. New loan rules were created for hot spot and Chrome Book lending and a WiFi access list was created that provided library users with internet access while public computer use is suspended.

eBooks

CLAMS received \$44,170.27 in the LEA eContent grant which we used to purchase 1,198 shared content titles. This allowed 96,401 checkouts across networks. Overall, the network and our libraries spent a total of \$ 533,347.52 on eContent in the first six months of 2020, including LEA funds. This was a 46% increase in spending compared to the same time period last year. There has been a 33.4% increase in eContent checkouts.

