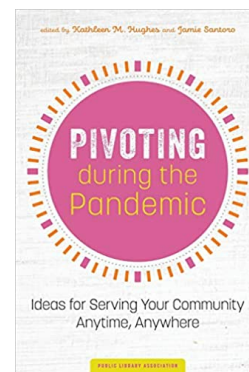**Book Review**

Pivoting During the Pandemic: Ideas for Serving Your Community Anytime, Anywhere.
by: Kathleen M. Hughes and Jamie Wirsbinski Santoro.
ALA Editions, 2021. 133 pages. $29.99 (paperback), ISBN 9780838949740

Reviewed by Mary Daniels, MLIS, Maitland Public Library

Pivoting During the Pandemic is a timely release from the Public Library Association focusing on how libraries and librarians altered both their service models and programming during the COVID-19 pandemic. This collection of twenty-two essays by public and academic librarians, as well as library experts and consultants, reflects on the adaptive nature of libraries in a time when nothing was certain, information from the federal government was scarce, and no instruction manual existed on how to proceed.

Though the majority of essays in this volume are pertinent to public libraries, some of the ideas are applicable to academic or special libraries as well, including how to conduct a thorough virtual reference interview, utilizing social media to its best advantage, and improving virtual accessibility for distance users. The connective thread between all the essays—and indeed, all types of libraries—is that libraries provide much-needed social interaction for their communities, and that social aspect was taken away during the pandemic. Members of the public still rely on their libraries for materials and even virtual programming, but the thing they missed most was social interaction. It's a sentiment familiar to most librarians who worked through the thick of the pandemic, and begs the question: how can we stay together apart?

The essays in this book seek to offer practical solutions to that question by highlighting a range of ideas, including virtual author talks, Zoom-based genealogy workshops, virtual fitness and wellness programs, delivery services for homebound patrons, online reference and readers' advisory, and more. Many of the program ideas include how-to guides for librarians hoping to replicate these COVID-safe programs, complete with challenges faced and troubleshooting tips. Programs range in intended audience age from seniors to preschoolers to college students and everyone in between.

Public library programming aside, other useful ideas were presented in the essays. Suzanne Wulf, head of digital services in the Niles-Maine District Library in Illinois, explained how her library's hotspot lending program became a lifeline for users during the pandemic. Luke Thompson from Evanston Public Library in Chicago detailed how his library circulated Chromebooks and developed job-search kits in order to continue bridging the digital divide during library closures. Another excellent point, made by Carrie Banks and Barbara Klipper, is the importance of maintaining and improving virtual accessibility, especially with increased use during the pandemic. As many librarians shifted to video-programming, accessibility features like closed captioning became more vital than ever. They also emphasized the importance of using platforms that are compatible with Adaptive Technology (luckily, Zoom, WebEx, and Google Meets are all compatible). In her essay entitled, "Never Let a Crisis Go to Waste: Removing Customer Barriers During COVID-19," Cordelia Anderson of Northbrook Public Library in Illinois highlighted how to improve accessibility for all users with ideas such as streamlining the library card application process, removing fines and fees, and ending account expirations to improve the patron experience and overall library use.

Pivoting During the Pandemic would make an excellent addition to any librarian's personal collection, or any library looking to expand their online, virtual, or non-traditional programming models. Though we can all hope that the worst of the pandemic is behind us, for many libraries, virtual or hybrid programming is here to stay. This is a perfect volume for library professionals seeking fresh ideas and detailed how-to guides on COVID-safe programming, and innovative ideas to improve the user experience across the library spectrum.