

SWAN Outreach Users Group Meeting

Friday, July 26th, 2019

9:30 a.m.-12:00 p.m.

RAILS Burr Ridge

1. Introductions
 - a. David (SCD)
 - b. Dana (SCD)
 - c. Carmen Higgins (WMS)
 - d. Mary Sharon (INS)
 - e. Diane (FRS)
2. SWAN Updates
 - a. Crystal is working on the template problem within the outreach module. Dana thanked her for pursuing the problem and working on a solution
3. Background of your Outreach/Homebound program
 - a. How long have you had an Outreach program at your Library?
 - i. WMS- the homebound program has been around for 15-20 years, but the Outreach department has been running for 10 years.
 - ii. INS- has been doing outreach for 30 years.
 - iii. FRS- the department is brand new.
 - iv. SCD: they have had the Outreach department going for 40 years; and they are oldest in state of Illinois.
 - b. How many outreach patrons does your Library currently serve?
 - i. FRS- has about 30 patrons from one facility; and 5-6 individuals from throughout the community.
 - ii. INS- has about 15 individuals that they serve and 4 institutions.
 - iii. SCD- they serve 250 homebound patrons, 10 facilities and are adding 2 more next year.
 - iv. WMS: serves 5 facilities and has about 30-35 people that they deliver materials to.
 - c. How many senior facilities/schools does your Library currently serve?
 - i. FRS- also serves schools they will do book talks throughout the year and will checkout materials as well. A teacher can request books, and teachers are eligible for library cards. They will also do book talks and bring books to pre-schools.

1. INS- the Children department works with schools They do off site storytimes.
 - ii. WMS- working with schools directly depends on the Children's Department Manager. The current person who visits schools does a story time and a craft. They have a form on their website, and the school can put in a request to have children's librarian visit. They do not check out materials to students on these visits. They have school accounts and the media specialist oversees the card and they decide who gets the materials. Those cards are just part of the regular circulation and not part of the outreach module, similar to businesses and agencies.
 - iii. SCD- they do pre-school outreach and go out into the community. They volunteer in the community, hospitals, and work with inmates; however, they have a heavy focus on the senior population.
- d. What type of school and business, or restricted use cards does your library support which are considered part of Outreach services?
- i. WMS has school cards and the media department head has access.
 - ii. FRS, WMS handle business needs. SCD just started doing this.
 - iii. FRS does cards for homeless, but she is not sure how it works.
 - iv. SCD get library cards if they are part of the transitional program. SCD takes book swaps to this facility.
- e. What are your primary duties in Outreach Services?
- i. WMS- oversees art gallery, and programs. Reaches out to local businesses, seniors. They have book swap at the train station, others do put their own stuff there. Senior facility place will come and pickup boxes of large print items.
 - ii. SCD: partner with homeless shelter and they have a program where they lend to people who work and pay a stipend for rent so they have a residence at Lazzurise house. They do book swaps throughout the community and they withdrawn items. They put them in doctor's office, and the public can take them. They have 42 of them and Dana and David refill them. They have a book shelves people will put items there. But mostly they have book bins and the library fills them. They put stickers on the items and say, "take me home" and it is branded. They do around 30 programs. They build presentations based on requests. Their programs are 30-45 minutes long. They do shorter programs for the memory facilities.
 - iii. FRS: Coordinates parade and country market, senior programs. They had a little library and the library was donating until the resident decided to just take it over.

- iv. INS: delivering materials coordination. They will send a few books a week to facilities that would like it. They split their time within outreach and the Adult Services Department.
- 4. How does your Library currently use the SirsiDynix Symphony Outreach Module?
 - a. FRS: does not use the module but are interested in using it.
 - b. INS: does not use the module but are interested in it.
 - c. SCD: They would like to start using the module to better track where they must go. They would like to start using it to keep track of the patrons that are using talking books. Dana gets the material for the patron and gives it them. These patrons are already in the OUTREACH module. When SCD started they had 72 patrons. Because of outreach module SCD can now devote time to programming. SCD uses big pictures, screen projector, uses databases, hotspot – established programs with props. Grab and go engagement kits HOW CAN WE CAPTURE AND SHARE THIS STUFF, 30-45 minute programs, 20 minutes for sever memory care
 - d. WMS: Use the module and do use interests.
- 5. What do you want the SirsiDynix Symphony Outreach Module to do for your Library?
 - a. School Outreach
 - b. Talking Books
 - c. Bookdrop Locations
- 6. TRAINING: How to use BLUEcloud Analytics to assist in your Outreach Services program
 - a. Sharing Your Library's Community Outreach Initiatives!
 - i. SCD: Antique program: Beach Theme; They also have a 3-part program for seniors about musicals.
 - ii. WMS: partnering up with an assisted living to become a dementia friendly library. Trying to expand outreach with businesses. Businesses are not taking advantage of the services that libraries offer.
 - iii. FRS: Pony show Angel Hooves Healing Hearts. They were inside the library and they are therapy ponies.
<https://www.facebook.com/HealingHoovesInc/> They have a social worker part time who works there and does some outreach stuff and runs book discussions, mental health first aid training. They have referred people to her that need referrals to other organizations. Chamber meetings have been held there and a librarian will work with the group and present on a database. They did a story time at the Country Market. They have teacher accounts and have special cards for schools. She has special cards for facilities

7. Upcoming 2019 Meetings

8. Friday, November 15 from 9:30 a.m.-12:00 p.m. – RAILS Burr Ridge