



SWAN Public Services Users Group: Notes

Thursday, February 20, 2020, 1:30-4:00 PM
RAILS Burr Ridge

Facilitators:

1. Crystal Vela, UX Consultant, SWAN
2. Tara Wood, UX Manager, SWAN

Agenda/Notes:

I. Welcome and introductions

Tara opened the meeting and spoke about how User Groups are facilitated by members. Welcome to the first meeting we have 2 more meetings for the rest of the year.

- a. **Glen Ellyn**- Success- No longer asking for a patron name when getting them on computers. Failure, elderly patron came in with new phone and they couldn't help her with every aspect of setting up her new phone.
- b. **Westmont**- Success- Guest passes are now free instead of the dollar charge. Failure- In order to have fines forgiven, they created a scavenger hunt of sorts, they had a card and patron had to visit a different area of the library and they would earn money towards their fine. Patrons did not like this and were not interested in discovering new areas of the library.
- c. **Downers Grove**- Success & Failure are the same, the restricted use cards for homeless patrons. Negative was a recent card holder was upset that they were acknowledging people by names and so they are trying to change their perspective.
- d. **Wood Dale** Success- Fine free! Failure patrons complaining about patrons about refreshments and hygiene issues with a family.
- e. **Woodridge**- Success- The re-organization of book discussion groups has been working out great. Failure- The game dispenser is always breaking.
- f. **National University** - Success getting staff library cards. Failures- vendor pitch wasn't attended by anyone other than library staff.
- g. **Prairie State**- Success: Fine free has broken down barriers; also, printer stations were moved and alleviated traffic. Failure- Adult Education students couldn't get cards

because they didn't have student ID numbers and although it was not the libraries fault, it did hinder their experience. They didn't communicate the printer change well so students were not able to find them easily.

- h. **Elmwood Park**-Success- Changed their system, so patrons with blocked cards can still use their computers. Failure-Readers Advisory interaction didn't go very well when the library didn't have anything in the building for the patron to check out on a very specific subject.
- i. **Villa Park**- Success- Patron requested the wrong part of an item and they were able to help patron get the correct part. Failure- construction project has some failures including face out DVD's instead of spine out, patrons are not very happy with that and it is taking staff time to educate patrons on why the change is better.
- j. **Alsip**- Failure- they have new copy machine that isn't user friendly. Success- Harry Potter Program for Adults!
- k. **Itasca**- Success- They got their board to approve the implementation of auto renewals. Failure- He thought this was a personal failure not a library one but shared that he accidentally hung up on someone for the first time!
- l. **Lansing**- Success- Going Fine Free. Failure-the removal of phones at the reference desk coupled with the answering service will answer questions.
- m. **South Holland**- Failure- they can't get patrons to use databases. They have dropped a lot of databases due to lack of use. Success-Some staff have started doing DIY classes and dancing classes are well attended.

II. Discussion of goals for this group

- a. What are the issues would you like this group to discuss?
 - i. Fine Free- Funding (how will you stay open?) vs Returning Items (just give the stuff back) - **0**
 - ii. Breaking Silos- bridge the gap between Circ and Ref -**12**
 - iii. Self Service Machines- game dispensers, self-checks - **0**
 - iv. Library cards Renewals – How to get to YES! (online renewals) -**1**
 - v. Online Patron Registration -**3**
 - vi. Patterns in Service Failures- stress points, barriers to service - **12**
 - vii. Services for transient population - **5**
 - viii. Database usage/relevancy: need, marketing, usability - **8**
 - ix. Blocks- The Why, Who, What - **4**
 - x. Physical Space & Service (quiet spaces, desk locations, collection locations, office locations, study rooms) - **7**
 - xi. Trends- old and new -**6**
 - xii. Patron device help-service models appointments separate desks, copiers, computers - **1**
 - xiii. Extra Services-passports, notary, tax help, voter registration, census- **5**
 - xiv. Cross training/ Roaming Reference - **1**
 - xv. Readers Advisory- how people are trained or not, tools that they use? -**3**
 - xvi. Phone & Chat-help/reference - **1**
 - xvii. Local Book Club Services - **0**

- xviii. Serving patrons with Disabilities - **2**
- xix. Programming
 - 1. Teen and Middle School - **0**
 - 2. Reading - **3**
 - 3. Intergenerational programs - **2**
 - 4. After hours - **1**
- xx. In-service ideas - **7**
- xxi. Outreach/ home delivery programs - **0**
- b. What are issues not being addressed in other SWAN membership meetings?
 - i. Creating Customized Customer Service Experiences
 - 1. ie: RA book list in books for patrons
 - ii. The need for online meetings, there was a need expressed and they would like to see this group meet online as well.
- III. Establish Chair and co-chair for the group
 - a. Debbie Walsh- National University of Health Sciences
 - b. Sue Pajor- Alsip Marionette Park Public Library District
- IV. Dot Vote activity: (Plan future meeting topics)
 - a. Tara explained the use of the dots for the prioritizing activity. The leading topics were Breaking Silos- bridge the gap between Circ and Reference and Patterns in Service Failures- stress points, barriers to service, both topics led the activity with 12 votes each. The rest of the votes were tallied and are noted above.
- V. Next Meeting

Thursday, May 21, 2020 1:30-4:00 (RAILS Burr Ridge)-[Register on L2](#)

Attendees:

1. Nick Ayala (Itasca Community Library)
2. Marcy Biala (Westmont Public Library)
3. Chis Buetow (South Holland Public Library)
4. Carolyn Ciesla (Prairie State College)
5. Anna Demitraszek (Wood Dale Public Library)
6. Susan DeRonne (Glen Ellyn Public Library)
7. Patricia Higgins (Lansing Public Library)
8. Jean Jansen (Villa Park Public Library)
9. Jori Karum (Woodridge Public Library)
10. Christine Lees (Downers Grove Public Library)
11. Mandy McGee (Elmwood Park Public Library)
12. Sue Pajor (Alsip-Merrionette Park Public Library District)
13. Dawn Sterning (Prairie State College Library)
14. Debbie Walsh (National University of Health Sciences)

SWAN staff in attendance:

1. Vickie Totton (SWAN)
2. Steven Schlewitt (SWAN)