

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Circulation Users 2020_04_15 11_08.rtf

terry (to Everyone): 9:24 AM: hi everyone from Crestwood. I don't have a mic.

terry (to Everyone): 9:26 AM: see it

SWAN Libraries (to Everyone): 9:28 AM: thank you Terry

Helen (to Everyone): 9:29 AM: I'm here :-)

Juan (to Everyone): 9:29 AM: Im here too :)

Vickie (SWAN) Totton (to Everyone): 9:29 AM: I'm here too

Victoria-RFS (to Everyone): 9:29 AM: Hi everybody!

Vickie (SWAN) Totton (to Everyone): 9:30 AM: lurking in the background

Vickie (SWAN) Totton (to Everyone): 9:30 AM: I'll answer questions too

Samantha (to Everyone): 9:30 AM: Also lurking, but I'm here for questions!

Catherine Nemesnyik (to Everyone): 9:35 AM: The Fireside Chats are the best! Everyone should try to attend. Thank you so much for having them!

SWAN Libraries (to Everyone): 9:37 AM:

<https://support.swanlibraries.net/covid-19/fireside-chats>

Dawne - SWAN (to Everyone): 9:38 AM: News post just posted - <https://support.swanlibraries.net/news/2020-04/70459> will send SWANcom linking to this in a few minutes

SWAN Libraries (to Everyone): 9:38 AM: sure

https://support.swanlibraries.net/sites/default/files/meeting/20_04_15/66865/agenda2020-04-15.pdf

Dawne - SWAN (to Everyone): 9:41 AM: great idea Peggy!

Debbie Sheehan (to Everyone): 9:41 AM: I'm wondering about checking out to a quarantine user. Staff would need to check them in twice. We are planning to just physically move them to quarantine and then check them in only once after quarantine

Julie L (to Everyone): 9:42 AM: I think we will not be using the quarantine user. Instead we will be leaving the items checked out to current user until the quarantine period is over.

Victoria-RFS (to Everyone): 9:42 AM: same

Cheryl Pawlak (to Everyone): 9:42 AM: same at DGPL

Sue Ross (to Everyone): 9:42 AM: I agree ewith Debbie. We are planning to quarantine immediately after bookdrop.

Catherine Nemesnyik (to Everyone): 9:43 AM: same at BSD2

Theresa Lang (to Everyone): 9:43 AM: we thought of that, but if we leave items not checked in, then we will get lots of call from members

Sue Feddersen (to Everyone): 9:43 AM: That is our plan as well, to minizimize contact with the items

Mary Malach (to Everyone): 9:43 AM: I agree with Debbie and Julie. That is our plan also.

Jane (to Everyone): 9:43 AM: We're doing the same

Christine (to Everyone): 9:44 AM: I do think it is a good idea but at BDD, we're hoping to limit contact with materials as much as possible

Theresa Lang (to Everyone): 9:44 AM: Yes, that's why I like the mobile circ option - does that prevent having to click the "override" pop-ups

Laura Sonnek (to Everyone): 9:44 AM: It was our plan to wait to check in items as well at Flossmoor.

Victoria-RFS (to Everyone): 9:45 AM: We've got a great convo going on the COVID-19 page

Betsy Webster (to Everyone): 9:52 AM: When I go to the page to sign up for a SWAN log in, it takes me to a page that requires a log in

Betsy Webster (to Everyone): 9:53 AM: The one that was just shown

Betsy Webster (to Everyone): 9:53 AM: Ok thanks, I'll try that

Debbie Sheehan (to Everyone): 9:53 AM: Indian Prairie is not doing home delivery while we are closed

terry (to Everyone): 9:53 AM: no

Jessica (to Everyone): 9:54 AM: No

Nathan Hare (to Everyone): 9:54 AM: We are not at OLS

Laura (to Everyone): 9:54 AM: Steger No

Karen (to Everyone): 9:54 AM: no

Victoria-RFS (to Everyone): 9:54 AM: No

Sue Feddersen (to Everyone): 9:54 AM: No

Laura Sonnek (to Everyone): 9:54 AM: flossmoor is not as well

Lucas McKeever (to Everyone): 9:54 AM: Not at Elmwood Park Public Library

Christine (to Everyone): 9:54 AM: Bloomingdale-No

prs (to Everyone): 9:54 AM: WPL no

Mary Ann Pyrzynski (to Everyone): 9:54 AM: Tinley Park No

Liz~Chicago Ridge (to Everyone): 9:54 AM: No

Rebecca Bartlett (to Everyone): 9:54 AM: LGS is not, but we did have a patron suggest it!

Stephanie DeYoung (to Everyone): 9:54 AM: no

Sharon Shroyer - Riverside (to Everyone): 9:54 AM: no

Yuli (to Everyone): 9:54 AM: No at RGS

Michelle Hoffmann (to Everyone): 9:54 AM: No at Villa Park

Jasmina (to Everyone): 9:54 AM: no

Mary Malach (to Everyone): 9:54 AM: No, we are not.

Christine (to Everyone): 9:55 AM: We felt it really wasn't in the spirit of the order

Debbie Walsh (to Everyone): 9:55 AM: NUHS is actually opened to students, faculty and staff - patrons are coming to us - we would not do home delivery under normal circumstances.

Betsy Webster (to Everyone): 9:55 AM: No at North Riverside

Laura (to Everyone): 9:55 AM: Like Juan said I don't think anyone knows exactly how to handle materials. How can you guarantee a patron you might not be a carrier of the virus.

Marla @ MTS (to Everyone): 9:55 AM: we have several patrons who have no access to internet or e resources. thank you.

Emily Foster - Itasca (to Everyone): 9:55 AM: sadly no

Rebecca Bartlett (to Everyone): 9:55 AM: Interfaith Community Partners has also stopped our Homebound service (LGS)

Marla @ MTS (to Everyone): 9:56 AM: exactly...

Victoria-RFS (to Everyone): 9:57 AM: no

Victoria-RFS (to Everyone): 9:57 AM: We consider checking in everything as phase one

Rebecca Bartlett (to Everyone): 9:57 AM: We're considering curbside pickup, not home delivery (LGS)

Laura Sonnek (to Everyone): 9:57 AM: maybe curbside pick up first

Christine (to Everyone): 9:57 AM: We think our first phase may be curbside and/or delivery

Lucas McKeever (to Everyone): 9:57 AM: possibly home delivery, but mostly discussing curbside pickup

Debbie Sheehan (to Everyone): 9:57 AM: No - I think curbside pickup will be

Emily Foster - Itasca (to Everyone): 9:57 AM: curbside pickup I think

Marla @ MTS (to Everyone): 9:57 AM: MTS will probably be doing some sort of drive up pick up

Karen (to Everyone): 9:57 AM: curbside would probably be PHS first phase

Sue Feddersen (to Everyone): 9:57 AM: Not sure about home delivery about curbside pickup

Sarah Marshall (to Everyone): 9:57 AM: Check in and curbside

Teri W. -GHPLD (to Everyone): 9:57 AM: No, that won't be for Green Hills. Possible Curbside or Hold pickup only.

Kathy Semrick TCD (to Everyone): 9:57 AM: No. Checkins, and holds first. We are considering curbside as first phase

Theresa Lang (to Everyone): 9:57 AM: GEPL has delivered books from our book sale inventory to a retirement village - but these are items we don't want or expect back

Mary Malach (to Everyone): 9:57 AM: We will probably offer curbside pickup.

Theresa Lang (to Everyone): 9:58 AM: first phase checking in and drive-up check-outs

Victoria-RFS (to Everyone): 9:58 AM: That is a lovely idea Theresa

terry (to Everyone): 9:58 AM: If holds are the first thing, would this be

just local, or is this delivered?

Jane (to Everyone): 9:58 AM: checking in hold shelf, curbside pickup - not open to public at first

Liz~Chicago Ridge (to Everyone): 9:58 AM: Yes

Mary Ann Pyrzynski (to Everyone): 9:59 AM: yes

Victoria-RFS (to Everyone): 9:59 AM: If you look on the swan fireside chat delivery would be suspended ideally

Betsy Webster (to Everyone): 9:59 AM: If we're talking about holds, would RAILS be doing pickups and deliveries?

Theresa Lang (to Everyone): 9:59 AM: can we limit holds to just the local collection

Betsy Webster (to Everyone): 10:00 AM: Excellent

Stephanie DeYoung (to Everyone): 10:02 AM: At the time we closed, Batavia was the hold pickup location for SCD. How will this be impacted?

Theresa Lang (to Everyone): 10:02 AM: yes

Theresa Lang (to Everyone): 10:04 AM: Sorry can you clarify, can a non-SWAN recip from Wheaton no longer place a hold that can be filled while these rules are in place?

Theresa Lang (to Everyone): 10:05 AM: ok, thank you - just wanted to double check, as we're surrounded by non-SWAN libraries

terry (to Everyone): 10:05 AM: can we hold an item for RB patron on a special card for RB holds only?

Stephanie DeYoung (to Everyone): 10:06 AM: At the time we closed, Batavia was the hold pickup location for SCD. Does this mean that St. Charles patrons cannot pick up their holds at Batavia?

Stephanie DeYoung (to Everyone): 10:07 AM: Thank you!

Jane (to Everyone): 10:08 AM: For the items that expired on the holds shelf, can we just put the hold back on for the patron?

Lucas McKeever (to Everyone): 10:10 AM: If patrons are only able to place holds on their end for materials at their home library, are we going to default enterprise to limiting search results to patron home libraries as well? Or is that a library by library setting/preference?

Betsy Webster (to Everyone): 10:12 AM: This is all very helpful, thanks

Jane (to Everyone): 10:12 AM: Today's explanation was much better. Thanks.

Rebecca Bartlett (to Everyone): 10:13 AM: Are SWAN and RAILS going to coordinate re-starting delivery so we know when we can start transiting items back to their home libraries, or to holds at other libraries?

Theresa Lang (to Everyone): 10:14 AM: it will depend on how long this phase might be in place - and then there is already items we are blocked from placing holds on (new items)

Lucas McKeever (to Everyone): 10:16 AM: Certainly. Thank you!

terry (to Everyone): 10:16 AM: leave all libraries, and just deflect libraries barcode number

Dawne - SWAN (to Everyone): 10:19 AM: Terry - we wish that was possible, but it is determined based on library and hold rules when placing holds. I we have no ability to check barcodes.

terry (to Everyone): 10:20 AM: ok, thank you

Jane (to Everyone): 10:21 AM: I viewed that too - it was quite helpful <<https://www.ims.gov/webinars/mitigating-covid-19-when-managing-paper-based-circulating-and-other-types-collections>>

Sarah Marshall (to Everyone): 10:22 AM: We are doing 3 days as well

Sarah Marshall (to Everyone): 10:22 AM: To be safe

Victoria-RFS (to Everyone): 10:22 AM: Wait and see. I have a doc working on common themes I am seeing. It seems to be 3 days is the safer option

Christine (to Everyone): 10:23 AM: Based on current information-BDD is going with a 72 hour quarantine of all materials, unless new information comes out.

Liz~Chicago Ridge (to Everyone): 10:23 AM: I concur with Jane. The Mitigating Covid~19 was very useful.

Julie L (to Everyone): 10:23 AM: CDC recommends 1 day for paper products and 2-3 days for the plastic stuff.

Laura Sonnek (to Everyone): 10:23 AM: Laura-FMS We are leaning

towards quarantining at least 3 days and not disinfecting as those supplies are in short supply.

Jessica (to Everyone): 10:23 AM: Waiting to hear what the experts all say. The other webinar was good, but he seemed to think it was only 24 hours. Curious to hear other thoughts.

Catherine Nemesnyik (to Everyone): 10:23 AM: We started the discussion, but are waiting to hear the recommended time frame based on the material type--paper vs. plastic, etc...

Jane (to Everyone): 10:23 AM: This webinar and the Northeast Conservation also recommended 72 hours

Jasmina (to Everyone): 10:23 AM: Jasmina--we're doing 3 days as well at this point

Mary Ann Pyrzynski (to Everyone): 10:23 AM: Tiinley Park will be using the three days. We plan on placing items in our meeting room on tables that will be dated.

Teri W. -GHPLD (to Everyone): 10:24 AM: 3-days...Is it safe to leave the quarantine materials in the same room as your materials handling and processing room?

Jane (to Everyone): 10:24 AM: We are boxing them up and putting them in a study room

Christine (to Everyone): 10:24 AM: We're going to use our meeting room but I read that if you couldn't have items alone, they should go in garbage bags

Rebecca Bartlett (to Everyone): 10:24 AM: I think we're going to keep them in a separate room (LGS)

Sarah Marshall (to Everyone): 10:24 AM: We are starting in the meeting room

Sue Feddersen (to Everyone): 10:24 AM: At this time our plan is three days. We plan to line up carts in our meeting room with ready dates.

Mary Malach (to Everyone): 10:24 AM: We have designated a meeting room as a quarantine room.

Christine (to Everyone): 10:24 AM: I'll see if I can find the link

terry (to Everyone): 10:25 AM: as long as the materials don't touch

Jessica (to Everyone): 10:25 AM: Itmes will continue to come in for months etc. How many months will you follow the quarantine procedures?

Dawne - SWAN (to Everyone): 10:25 AM: We would like a universal time recommendation and not have to worry about making decisions based on paper vs plastic. It is sounding like 3 days until we find out more is a good measure.

Victoria-RFS (to Everyone): 10:25 AM: We don't have enough carts. How are people organizing them? boxes (paper or plastic)

Catherine Nemesnyik (to Everyone): 10:25 AM: We are looking at purchasing some large plastic tubs that we can date.

Debbie Sheehan (to Everyone): 10:26 AM: My thought was to use tables in our meeting room. Date the table, We don't have enough bins and carts.

Victoria-RFS (to Everyone): 10:26 AM: Also, not checking out kits that are too hard to clean

Jane (to Everyone): 10:26 AM: I agree

Christine (to Everyone): 10:26 AM: Same, Bloomingdale is removing kits, games, and puzzles from circulation for a while

Sue Feddersen (to Everyone): 10:26 AM: our handyman is currently building temporary carts for us to use

terry (to Everyone): 10:26 AM: paper 3 day, but putting in plastic bins may be longer

Christine (to Everyone): 10:26 AM: Also, Bloomingdale is purchasing large rubbermaid containers for overflow materials if we need it

Dawne - SWAN (to Everyone): 10:27 AM: yes - good idea on the rubbermaid containers too

Julie L (to Everyone): 10:27 AM: do you guys think it necessary to pull books on cd from circulation because of the number of pieces that are needed to be cleaned?

Debbie Sheehan (to Everyone): 10:27 AM: Do the items need to be boxed up? Or can they just sit on tables for 3 days?

Teri W. -GHPLD (to Everyone): 10:28 AM: Thank you!

Christine (to Everyone): 10:28 AM: I did see a recommendation that materials should be put in garbage bags if they could not be separated from the main floor or workspaces

Sue Ross (to Everyone): 10:28 AM: Sue

Dawne - SWAN (to Everyone): 10:29 AM: Are people going to clean? Isn't that the point of quarantine - just let time work

Sue Ross (to Everyone): 10:30 AM: We plan on rubbermaid containers, only because can't be mixed up daily as far as dates

Rebecca Bartlett (to Everyone): 10:30 AM: I think there are items that can't be cleaned or disinfected, paperback books and magazines for example.

Martyn, OPPL (to Everyone): 10:30 AM: I think you could leave them on tables but I would recommend having as few people as possible handling those items, so limiting the number of staff with access to rooms/tables/areas where quarantined material is stored

Betsy Webster (to Everyone): 10:30 AM: Are we talking about quarantining just materials that will be initially coming back, or are people planning on doing that for all materials coming in going forward?

Victoria-RFS (to Everyone): 10:31 AM: good point Martyn

Julie L (to Everyone): 10:31 AM: yes, Dawne, but staff are still worried about new checkouts and what's happening at the homes of those patrons....

Dawne - SWAN (to Everyone): 10:31 AM: all material going forward Betsy until this crisis is over

Christine (to Everyone): 10:31 AM: We will likely be doing the quarantine for a long time, it's going to be the new normal

Victoria-RFS (to Everyone): 10:31 AM: I think all materials and yes cleaning them since we all know people sneeze on he items

Betsy Webster (to Everyone): 10:31 AM: Thanks Dawne

Martyn, OPPL (to Everyone): 10:31 AM: we plan to quarantine everything that comes in

Betsy Webster (to Everyone): 10:32 AM: Then back-date the checkins?

Kathy Semrick TCD (to Everyone): 10:32 AM: I feel this way too

Victoria-RFS (to Everyone): 10:32 AM: I agree

Julie L (to Everyone): 10:32 AM: certainly don't want this to become "normal"!!

Sue Feddersen (to Everyone): 10:32 AM: We anticipate these new procedures will last for quite some time.

Kathy Semrick TCD (to Everyone): 10:32 AM: Too late, sadly.

Patty Dybala-St.Charles (to Everyone): 10:32 AM: I also watched the webinar recording, it sounded like it is more difficult for the virus to transfer from paper than something like a door knob

Teri W. -GHPLD (to Everyone): 10:33 AM: With quarantine being the new normal, Do you think the Quarantine User account might be beneficial.

Victoria-RFS (to Everyone): 10:33 AM: I think we have to talk about cleaning work stations, self check outs

Kathy Semrick TCD (to Everyone): 10:33 AM: Paper and cloth virus doesn't live long

Jane (to Everyone): 10:33 AM: is anyone planning on limiting the numbers of items allowed to be checked out at one time?

Kathy Semrick TCD (to Everyone): 10:34 AM: We are planning on limiting number of items cko

Julie L (to Everyone): 10:34 AM: why?

Jessica (to Everyone): 10:34 AM: No, but if we start with curbside you might want to.

Jasmina (to Everyone): 10:34 AM: Jasmina- not at this time

Jane (to Everyone): 10:34 AM: Since we will be quarantining materials

Kathy Semrick TCD (to Everyone): 10:35 AM: Definitely space consideration

Christine (to Everyone): 10:35 AM: Bloomingdale is not considering a limit at this time. The worst will be the mass returns after we reopen and those items are already checked out.

Sue Feddersen (to Everyone): 10:36 AM: Maybe for the first month or two after we open. I am hoping that things will slow down after the great majority has been returned.

Victoria-RFS (to Everyone): 10:36 AM: agreed

Martyn, OPPL (to Everyone): 10:36 AM: We plan to potentially limit hours when we begin to reopen, we also plan to leave Dole and Maze closed initially. So we probably won't limit check outs but the limited hours will lessen checkouts

Vickie (SWAN) Totton (to Everyone): 10:37 AM: would it help to have a count of material currently checked out from your library?

Sue Feddersen (to Everyone): 10:37 AM: Bensenville is planning to limit hours as well.

Mary Malach (to Everyone): 10:37 AM: Yes

Debbie Sheehan (to Everyone): 10:37 AM: We are

Jessica (to Everyone): 10:37 AM: What hours will you be open?

Christine (to Everyone): 10:37 AM: Bloomingdale yes

Marla @ MTS (to Everyone): 10:37 AM: MTS is throwing that idea around

Sue Feddersen (to Everyone): 10:38 AM: Yes Vicky, a count of items currently checked out would be great!

Lucas McKeever (to Everyone): 10:38 AM: We are considering that. We are also considering a staffing model that divides our staff into groups so that if someone on staff tests positive, our hope would be that our entire staff will not need to self-isolate

Betsy Webster (to Everyone): 10:38 AM: I worry that limiting hours will create a situation where more people are in the library, thus making social distancing more difficult.

Lucas McKeever (to Everyone): 10:38 AM: only the group they are part of

Laura Sonnek (to Everyone): 10:38 AM: it's really going to depend on state and federal guidelines - laura-FMS

Martyn, OPPL (to Everyone): 10:38 AM: When the public will be allowed in, we're planning for something like 11-7 with limited service

Dawne - SWAN (to Everyone): 10:38 AM: curbside, closed stacks - we need to get a handle on timeline and hours of what these things mean

Christine (to Everyone): 10:39 AM: We haven't formulated a solid plan yet but we are thinking limited hours for curbside at first, then perhaps limited hours open to the public

Jasmina (to Everyone): 10:39 AM: SCPLD is considering that too

Brittany (to Everyone): 10:39 AM: we are also thinking of having limited hours for curbside when we open

Vickie (SWAN) Totton (to Everyone): 10:40 AM: I'll work on that report and deliver to all library generic email accounts. This may help you plan on how much room you will need for quarantine right away

Karen (to Everyone): 10:40 AM: that will be a big help Vickie

Dawne - SWAN (to Everyone): 10:40 AM: will staff continue to WFH, with some onsite hours - so a collaborative on/off-site model?

Kathy Semrick TCD (to Everyone): 10:40 AM: Thank you Vickie. That would be great.

prs (to Everyone): 10:40 AM: Thanks, Vickie!

Mary Malach (to Everyone): 10:40 AM: Thank you, Vickie!

Debbie Sheehan (to Everyone): 10:41 AM: I think we're good

Christine (to Everyone): 10:41 AM: Agreed, we covered that pretty well

Liz~Chicago Ridge (to Everyone): 10:41 AM: We can move on.

Victoria-RFS (to Everyone): 10:41 AM: agreed

Dawne - SWAN (to Everyone): 10:42 AM: Saint Paul plan is nicely communicated here - <https://sppl.org/contactless/>

Karen (to Everyone): 10:42 AM: heck the forum. a good example is there from St Paul Library

Liz~Chicago Ridge (to Everyone): 10:42 AM: I liked the plan laid out in the fireside chat.

Debbie Sheehan (to Everyone): 10:42 AM: We're still discussing this. I really liked the idea of brown bags

Julie L (to Everyone): 10:43 AM: still in planning stages - checkout Dawne's model from fireside chat

Karen (to Everyone): 10:43 AM: contactless. patron shows card through window and has trunk open

Victoria-RFS (to Everyone): 10:43 AM: possibly. I want to make it clear that we won't take any items from the windows

Rebecca Bartlett (to Everyone): 10:43 AM: I think we'll have to make it voluntary for staff to take on this task - we will try to make it contact-free

as much as possible (LGS)

Victoria-RFS (to Everyone): 10:44 AM: and that it has to be contactless

Aaron Skog - Exec Dir SWAN (to Everyone): 10:44 AM: I have done some curbside food pickup where they bring it out and place the bag on the car rooftop.

Debbie Sheehan (to Everyone): 10:44 AM: I agree with Karen. We will be providing staff with gloves and masks - so I'm hoping staff will be ok

Liz~Chicago Ridge (to Everyone): 10:44 AM: I think as long as it is no-contact...my staff will be fine with it.

Emily Foster - Itasca (to Everyone): 10:44 AM: yes, contactless will be fine

Emily Foster - Itasca (to Everyone): 10:44 AM: I like the car rooftop idea!

Aaron Skog - Exec Dir SWAN (to Everyone): 10:44 AM: Some people don't know how to pop their trunk. Or it is packed with stuff.

Brittany (to Everyone): 10:45 AM: I want to have two designated spots that have signs. I don't want staff having to wander around

Brittany (to Everyone): 10:45 AM: simliar to Target

Christine (to Everyone): 10:45 AM: We will number spots and when the patron calls, we'll get the number

Karen (to Everyone): 10:45 AM: we have 2 out in front with physical signs designating hours and phone number

Karen (to Everyone): 10:45 AM: they call when they arrive

Vickie (SWAN) Totton (to Everyone): 10:45 AM: Has anyone thought abut how to handle curbside pickup for patrons without cars?

Dawne - SWAN (to Everyone): 10:45 AM: anyone considering other places in the community? or just library?

Sue Feddersen (to Everyone): 10:45 AM: We are thinking having specific hours for curbside. There would be one staff member who is designated on curbside. We are thinking of purchasing a cell phone for only that staff member to use during those hours. When the patron arrives they will need to text that number to let us know they are here. This is all still in the planning stages

Aaron Skog - Exec Dir SWAN (to Everyone): 10:46 AM: I can see a need for signs. Maybe 5 gallon buckets with a sign placed in them.

Betsy Webster (to Everyone): 10:46 AM: What if curbside patrons also have returns? How do we get the items for them?

Betsy Webster (to Everyone): 10:46 AM: From

Victoria-RFS (to Everyone): 10:46 AM: we would tell them to returns in the bookdrops

Christine (to Everyone): 10:46 AM: We will only accept returns in the bookdrop

Helen (to Everyone): 10:46 AM: My local market has sandwich boards at curbside with text or call directions.

Betsy Webster (to Everyone): 10:46 AM: Our bookdrop is walk-up

Julie L (to Everyone): 10:47 AM: we are

Sarah Marshall (to Everyone): 10:47 AM: Yes!

Claudia Corzine (to Everyone): 10:47 AM: FPS will

Karen (to Everyone): 10:47 AM: yes

Sarah Marshall (to Everyone): 10:47 AM: We are researching now

Mary Malach (to Everyone): 10:47 AM: Yes, we have ordered them.

Brittany (to Everyone): 10:47 AM: yes

Sharon Shroyer - Riverside (to Everyone): 10:47 AM: we are

Jane (to Everyone): 10:47 AM: yes

Debbie Sheehan (to Everyone): 10:47 AM: We are

Michelle Hoffmann (to Everyone): 10:47 AM: villa park yes

Kathy Semrick TCD (to Everyone): 10:47 AM: yes

Liz~Chicago Ridge (to Everyone): 10:47 AM: Chicago Ridge is.

Stephanie DeYoung (to Everyone): 10:47 AM: Yes, we ordered them

Sue Feddersen (to Everyone): 10:47 AM: We are working on that also

Mary Ann Pyrzynski (to Everyone): 10:48 AM: Yes, we have them now at Tinley Park. Our maintenance staff made and installed them

Jessica (to Everyone): 10:48 AM: Where are you ordering them from?

Martyn, OPPL (to Everyone): 10:48 AM: Our facilities manager is installing plexiglass at the service desks but I have no idea what that will look like!

Dawne - SWAN (to Everyone): 10:48 AM: for this "stuff" needed, we want to prepare a list of things needed and work with our partners, like RAILS and ISL to see about procurement

Liz~Chicago Ridge (to Everyone): 10:48 AM: Chicago Ridge is ordering from Race City Steel.

Debbie Sheehan (to Everyone): 10:49 AM:

<https://www.shoppopdisplays.com/12849/portable-clear-u-shape-sneeze-guard-with-access-hole-ships-flat-28h-x-304w-x-12d.html?gclid=Cj0KCQjwybD0BRDyARIsACyS8mtU-8iXTHcfylvDc0IVhZDkYw54vTsayp4wB97tOO-WAjMX_O2LMSQaAnxMEALw_wcB>

Here's where we ordered from

Liz~Chicago Ridge (to Everyone): 10:49 AM: Not at CRS.

Juan (to Everyone): 10:49 AM: Thanks Debbie

Marla @ MTS (to Everyone): 10:50 AM: that's a great idea

Mary Malach (to Everyone): 10:50 AM: We haven't discussed that.

Victoria-RFS (to Everyone): 10:50 AM: wasn't planning on it

Dawne - SWAN (to Everyone): 10:51 AM: go ahead Crystal

Vickie (SWAN) Totton (to Everyone): 10:54 AM:

<https://support.swanlibraries.net/documentation/67324>

Dawne - SWAN (to Everyone): 10:54 AM: nope - you got it

Betsy Webster (to Everyone): 10:55 AM: Please do this again soon! It's been very helpful.

Judy Bloecks (to Everyone): 10:56 AM: thank you, it's been helpful and informative

Jasmina (to Everyone): 10:56 AM: Thank you.

Kathy Semrick TCD (to Everyone): 10:56 AM: This has been extremely helpful. There is so much info out there.

Dawne - SWAN (to Everyone): 10:56 AM: Peggy & Juan & Crystal - would you guys be willing to do these Circ Users meeting monthly for the next couple of months? This is great to hear from everyone.

Michelle Hoffmann (to Everyone): 10:56 AM: Thanks so much!

Karen (to Everyone): 10:56 AM: Will libraries be pulling items off the

shelf for patrons during curbside or will the items being picked up just be from holdshelf?

Kathy Semrick TCD (to Everyone): 10:57 AM: yes

Claudia Corzine (to Everyone): 10:57 AM: monthly would be great!

Jasmina (to Everyone): 10:57 AM: That would be great

Jessica (to Everyone): 10:57 AM: Thank you. Monthly would be great. This is helpful!

Lucas McKeever (to Everyone): 10:57 AM: Thank you all for coordinating!

Betsy Webster (to Everyone): 10:57 AM: That would be great

Sharon Shroyer - Riverside (to Everyone): 10:57 AM: I'd like that

Jane (to Everyone): 10:57 AM: agree

Laura Sonnek (to Everyone): 10:57 AM: That would be great!

Liz~Chicago Ridge (to Everyone): 10:57 AM: Another question is how to have patrons socially distance while in the library.

Dawne - SWAN (to Everyone): 10:58 AM: well said Juan!

Martyn, OPPL (to Everyone): 10:58 AM: This has been great and informative, thank you Peggy, Juan and SWAN.

Martyn, OPPL (to Everyone): 10:58 AM: weel said Juan, agreed!

Sarah Marshall (to Everyone): 10:58 AM: Thank you for that reminder, Juan!

Lizet Perez (to Everyone): 10:58 AM: Thank you. Monthly would be great. This is helpful!

Mary Ann Pyrzynski (to Everyone): 10:58 AM: I agree Juan!

Kay (to Everyone): 10:58 AM: agree

Martyn, OPPL (to Everyone): 10:58 AM: Agreed Peggy!

Julie L (to Everyone): 10:58 AM: totally agree, Peg!!!

prs (to Everyone): 10:58 AM: Absolutely!

Liz~Chicago Ridge (to Everyone): 10:58 AM: Working in the library. YES!

Debbie Walsh (to Everyone): 10:59 AM: Frustrating, too - there is so much we take for granted that you just can't do from home

Christine (to Everyone): 10:59 AM: Agreed, I've been having burnout

issues. I feel pressure to be available all the time.

Marla @ MTS (to Everyone): 10:59 AM: me too

Debbie Walsh (to Everyone): 10:59 AM: SWAN expo

Dawne - SWAN (to Everyone): 10:59 AM: yes ! I'll get link

Samantha (to Everyone): 10:59 AM: compassion fatigue

Christine (to Everyone): 10:59 AM: It's self-imposed pressure, but pressure just the same

Linda@bellwood (to Everyone): 10:59 AM: Are you all using google cloud to take calls from the public? What about your phone provider? Have you arranged for patrons to call in?

Sarah Marshall (to Everyone): 11:00 AM: RAILS also has two half hour webinars next week regarding mindfulness and meditation

Dawne - SWAN (to Everyone): 11:00 AM:

<https://www.librarylearning.info/tags/?SWANxWebSeries>

Dawne - SWAN (to Everyone): 11:00 AM:

<https://www.librarylearning.info/events/?eventID=31240>

Dawne - SWAN (to Everyone): 11:00 AM: Amy Franco

Martyn, OPPL (to Everyone): 11:01 AM: The thing that I love about this group is that it's always been a great place for ideas and support, the delivery method may have changed but the camaraderie and collaboration is the same!

Dawne - SWAN (to Everyone): 11:01 AM: and sad

Victoria-RFS (to Everyone): 11:01 AM: yes peggy! me too

Teri W. -GHPLD (to Everyone): 11:02 AM: Peggy, I couldn't agree with you more!

Linda@bellwood (to Everyone): 11:02 AM: Yes, Peggy that's correct

Victoria-RFS (to Everyone): 11:03 AM: We have chat hours

Victoria-RFS (to Everyone): 11:03 AM: We use Library H3lp

Lucas McKeever (to Everyone): 11:04 AM: Our phone system actually utilizes our internet at the library, so we are able to download an app and use a headset from our home computers to access our work phones

Linda@bellwood (to Everyone): 11:04 AM: Thanks Peggy. Thanks Steven

Claudia Corzine (to Everyone): 11:04 AM: Our adult serv team is answering calls 11-5 m-f with Google Voice

Aaron Skog - Exec Dir SWAN (to Everyone): 11:04 AM: Grasshopper is what SWAN uses, and RingCentral is another suggestion.

Christine (to Everyone): 11:05 AM: Thanks everyone!

Sarah Marshall (to Everyone): 11:05 AM: Thank you!!

Kay (to Everyone): 11:06 AM: Thank you

Jane (to Everyone): 11:06 AM: Thank you! Stay well.

Dana Kraszczyński (to Everyone): 11:06 AM: Thank you everybody!

Karen (to Everyone): 11:06 AM: Thanks so much. Everyone stay well

Mary Malach (to Everyone): 11:06 AM: Thank you!

Lucas McKeever (to Everyone): 11:06 AM: Thank you Peggy, Juan, and everyone at SWAN!

Claudia Corzine (to Everyone): 11:06 AM: Keep up the great work everyone!

Victoria-RFS (to Everyone): 11:06 AM: Thank you all!

Michelle Hoffmann (to Everyone): 11:06 AM: thanks everyone, stay safe and healthy

Martyn, OPPL (to Everyone): 11:07 AM: Thanks everyone!

Marla @ MTS (to Everyone): 11:07 AM: great turn out today.

Aaron Skog - Exec Dir SWAN (to Everyone): 11:07 AM: Thank you everyone!

Lizet Perez (to Everyone): 11:07 AM: Thanks so much. Everyone stay well

Debbie Sheehan (to Everyone): 11:07 AM: thank you!

Dawne - SWAN (to Everyone): 11:07 AM: thanks and see you online!

Donna Powers (to Everyone): 11:07 AM: Thanks!

Hayley Rightnowar (to Everyone): 11:07 AM: Thank you!

Sue Feddersen (to Everyone): 11:07 AM: Thank you

Debbie Walsh (to Everyone): 11:07 AM: Thank you, bye!

Sharon Shroyer - Riverside (to Everyone): 11:07 AM: thanks

Liz~Chicago Ridge (to Everyone): 11:07 AM: Thank you.

Emily (to Everyone): 11:07 AM: thank you

Mary Ann Pyrzynski (to Everyone): 11:07 AM: Thank you!