



SWAN RFID User's Meeting

GoToMeeting: <https://global.gotomeeting.com/join/657025677>

April 23, 2020 10 AM

Meeting Notes

1. Call to Order and Welcome
2. Introductions
3. Discussion of Reopening Procedures
 - a. What does reopening look like/mean?
 - i. Sanitation of materials was discussed. Optimally, materials should quarantine for 72 hours.
 - ii. UV light options and cleaners were discussed, but are believed to be less effective than time.
 - b. Leveraging RFID systems to aid in discharging materials
 - i. Use of self-check systems as staff check-in stations was discussed
 - ii. Only 25% of materials checked out are not from home library, discussion of handling those exceptions
 1. Discussion of AMH considerations for exceptions bins
 2. Best solution with AMH is to quarantine FIRST, wait 72 hours, then process through AMH
 3. AMH will become staff-only tool, no patron access
 - iii. Discussion of RAILS delivery, timeline of materials returning
 - iv. Discussion of curbside pickup and delivery of other library materials
 - v. Discussion of SWAN formal plan to be presented at next Fireside Chat
 - vi. Discussion of curbside

1. Question of deactivating tags since they will not be used – most libraries just leaving as-is

4. The “New Normal”

a. Self-check vs. staffed circulation desk

- i. Some libraries intend to promote self-checkout
 1. Consideration that staff are always helping patrons to use them
 2. There is a learning curve for patrons using self-checkout
 3. Team viewer is not an option to assist patrons at self-checkout
- ii. Preference among the group seems to lean toward using self-checkout
 1. Some self-checkouts will be moved to accommodate
- iii. Focus is on curbside, most libs not thinking about open to public yet
- iv. Relocation of self-check systems to aid in traffic management/social distancing
- v. Discussion of how security gates may be impacted
 1. Most remain bolted in-place
- vi. Further discussion of drive-up/curbside
 1. Will materials be checked out beforehand?
 - a. Yes, per SWAN recommendation, they should be checked when prepped for patron

5. SWAN Forums

6. Open Discussion

- a. Discussion of fine free and how materials/overdues will display on accounts
 - i. Additional communication will be incorporated into notices