



SWAN Users: Outreach Users Group Notes

Friday, July 24, 2020, 9:30 AM – 12:00 PM
Virtual

Chairs:

- Lynda Spraner Chair, Saint Charles Public Library

- I. Welcome and introductions
- II. Outreach Library re-opening services, what's your library doing?

Lynda and Chris shared that St. Charles is mailing items and programming materials and calling outreach patrons in nursing facilities. Mary from Indian Prairie could not attend, but she shared a written update. Indian Prairie is currently conducting homebound services for 12 patrons, and 2 institutions on a biweekly basis

- III. Search Interests
 - a. Search Strings

<https://support.swanlibraries.net/node/66845>

When its working, search interests allows you to make your selections in under an hour. Heavy Outreach Module users had trouble previously with the system freezing. Crystal worked with SirsiDynix to resolve the issue. SirsiDynix found that complex boolean search strings would crash the system, and St. Charles was using several of these to generate their search interests. One topic per string (instead of a long boolean search string) is recommended to prevent the system from crashing until the 3.7.1 release, which should resolve this bug and allow you to build more complex strings.

- IV. Open Forum

Lynda shared that ABOS(Association of Bookmobile and Outreach Services) is now having a virtual conference. She reports that it is a wonderful way to meet with library colleagues working with seniors and children for outreach services. <https://abos-outreach.com/>

Crystal asked if outreach services expanded during the pandemic response. Lynda shared that at St. Charles, they were doling out holds in smaller increments. They had so many items out to begin with, and they didn't want to mail too many things because it is expensive, and the library wanted to maintain a balance of how many items were out of the library. They collaborated with Circulation, the

department largely coordinating the response, when something needed to be tweaked, like their 8-week due date. They are also trying to introduce e-books to patrons.

There was a discussion of RAILS networking groups. Lynda mentioned the Serving Patrons with Dementia Group lead by David Kelsey and Tina Williams.

<https://www.railslibraries.info/community/groups/serving-patrons-dementia-group>

Lynda followed up on the talking books discussion from the last meeting. They are using the BARD system, and it is working very well. Just a small cartridge can hold 25 books, so you only need to send new ones every 3 months or so.

V. Next Meeting

Friday, October 23rd, 2020, 9:30 AM – 12:00 PM (Virtual) - Register on L2

[\[https://www.librarylearning.info/events/?eventID=30282\]](https://www.librarylearning.info/events/?eventID=30282)