



# SWAN Public Services Users Notes

Friday, September 11th, 2020, 1:30 PM – 4:30 PM

- I. Welcome and introductions
- II. Establish chair and co-chair(s) for the group  
Jeri Cain, Susan Feddersen, and Jean Jansen volunteered to lead the next meeting.
- III. Discuss future of the group  
The participants discussed that there is a need for the group, and chatted about changing the name and working to gather more attendees for the next meeting.
- IV. Open forum  
The group discussed the topics that Jeri posted to the SWAN forums:  
<https://forums.swanlibraries.net/t/public-services-user-group-meeting-9-11/691>

These were the most popular topics from the first meeting.

- Breaking Silos- bridge the gap between Circ and Ref -12
- Patterns in Service Failures- stress points, barriers to service - 12
- Database usage/relevancy: need, marketing, usability – 8

Jeri is working on designing a new floater position that would rotate between the circulation and reference desks. Jasmina discussed St. Charles model. Staff have a set of core services all desks can perform - each service desk is able to create a library card, for example, or place a hold. Jasmina reports that it is working well. Jean also reported that Villa Park redesigned their service model as part of their building redesign and reopening in a way similar to St. Charles. Jasmina reports there is much less bouncing patrons back and forth, transferring phone calls and sending them to other desks. Now staff just do it and they're comfortable with the new model.

To keep the conversation going, members can post on the forums:  
<https://forums.swanlibraries.net/t/breaking-silos-providing-excellent-patron-service/695>

Jeri asked if there are processes in place to promote databases. The group discussed the potential to share these during patron registration, and more broadly how libraries share

information about their services – what avenues are successful. The group also discussed negative feedback to the “you saved \$x using your library” message on patron receipts – Crystal mentioned this would be a good topic to bring up at the next Circulation User Group

For the next meeting, a discussion of patron messaging would be helpful.

Crystal also shared the training scenarios that she has been working on.

Next Meeting: TBD

Attendees:

- Jeri Cain, Carol Stream Public Library
- Sue Feddersen, Bensenville Community Public Library
- Jean Jansen, Villa Park Public Library
- Jasmina Lapo, St. Charles Public Library
- Mary K. Tueth, Blue Island Public Library
- Teri Wilson, Green Hills Public Library
- Robin Hofstetter, SWAN
- Dawne Tortorella, SWAN
- Crystal Vela, SWAN
- Tara Wood, SWAN