



# SWANx19 Planning Group Meeting

Tuesday, April 2, 2019

2:00 p.m. – 4:30 p.m.

SWAN Headquarters 800 Quail Ridge Drive, Westmont, IL 60559  
Conference Room

## Agenda

1. Keynote Speaker
2. Breakout Session Topics & Ideas
  - a. Sessions from 2018 to Repeat
  - b. Submitted for 2019
  - c. Notes from February 26, 2019 Meeting
3. Vendor Sponsors
4. Conference Website
5. Assign Tasks

Library	Name
Bellwood Public Library	Linda DuPree, Head of Circulation
Frankfort Public Library District	Jessica Nawrocki, Head of Circulation
Downers Grove Public Library	Lauren Cantore Gonzalez, Computer Help Desk Supervisor
Blue Island Public Library	Mike Byrne, IT Manager
Downers Grove Public Library	Christine Lees, Head of Circulation
Tinley Park Public Library	Joy Anhalt, Technical Services Manager
SWAN	Aaron Skog, Executive Director
SWAN	Steven Schlewitt, Information Technology & Systems Support Manager
SWAN	Lauren Levaggi, User Experience Specialist
SWAN	Rudy Host, Systems Engineer, Information Technology
SWAN	Crystal Vela, Consultant, User Experience

# SWANx2018 Annual Conference Session List and Descriptions

## **Surviving the Public**

*Gene Ambaum, Keynote Speaker*

Tough customers got you down? Let us teach you how to stop worrying and learn to enjoy difficult people! In this 50 minute keynote we focus on the Unshelved approach to customer service: the customer is seldom right. Most customer service interactions can be enjoyable if you have the right frame of mind. Or, failing that, at least you can have the last laugh.

## **Employment Law Update and Trends in the Workplace**

*Kelly Hayden, Management Association*

With the #MeToo Hashtag, opioids in the workplace, employee leaves and requests for accommodations, how can you keep up? This session will discuss current employment law trends in the workplace, how to handle certain situations, what's happening with employment law and what you might expect in the future.

## **Harassment and Discrimination**

*Jim Griffin, Management Association*

With all of the recent high profile cases, the "MeToo" hashtag on social media and the rise in claims before administrative agencies, now more than ever, employers need to make sure that they are training their employees in the prevention of harassment. A professional, knowledgeable and experienced trainer who concentrates in the presentation of these types of programs is preferred. However, employers may not always have the time or budget to bring in an outside professional. If this is the case, what can an employer do to make sure its training program is the best that it can be? What topics should be covered? How can employers create an environment that is conducive to avoiding harassment, yet, encouraging employees to come forward in the event something happens? Jim Griffin, Employment Counsel for the Management Association, will discuss the elements of a good training program and how to create an atmosphere of respect in your workplace.

**Serving Those Experiencing Homelessness: Strategies for Library Staff**

*David Seleb (Oak Park PL), Christine Lees (Downers Grove PL), and Rob Simmons (Oak Park PL)*

The American Library Association's Declaration for the Right to Libraries proclaims that libraries are the great equalizer. We serve all, particularly the most vulnerable and the most marginalized in our communities. Learn from leaders at the Downers Grove and Oak Park Public Libraries how we are being intentional about serving those who experience homelessness, how we are supporting our staff members in that important work, and how you might begin or advance that work in your library.

**Pushing for Patron Privacy (Even when they don't want to be protected!)**

*Rudy Host (SWAN) and Molly Bitters (Eisenhower PL)*

Eisenhower Public Library walks you through the process of their Privacy Initiative to review best practices and refocus staff attention on discretion and the balance of privacy verses patron convenience. Topics include: the why behind the policy, discretion in staff communication, and how to make it easy for patrons while protecting them.

**The Chaos of Change: How to Stay Motivated During Times of Change**

*Lisa Knasiak (Hinsdale PL) and Brittany Smith (Westmont PL)*

Public libraries need to constantly adapt to the world around them in order to serve their communities. Change comes in many forms and can be as small as circulating a new collection to as large as a full-scale remodel. What also comes with change is stress! Whether you are an employee at the circulation desk or the director of the library, change affects everyone. This presentation will outline what change is, how to manage change, and tips and tricks to keep an organization motivated in changing times. Change does not have to be a negative word, as long as you have the right attitude!

**Patron-focus, Communication, Customer Service, Marketing**

*Tina Williams and Jenny Sulva, White Oak PLD*

How can you develop a robust Outreach Services model for your library? This presentation explains the importance of focusing on the patron's needs in developing services, the importance of communication and team work within the department and the library, how having a welcoming atmosphere with good customer service skills makes an impact, and discusses how to present marketing materials to patrons.

**Real Tiny Progress: How to Start Training Your Staff to Be A Little Bit More Culturally Competent**

*Izabel Gronski and Ang Romano, Oak Lawn PL*

Take the first step on your library's journey towards cultural competence, using this practical and realistic way to train staff in respectful speech to advance cultural competency at your library. Learn how one midsize library taught its staff to demonstrate cultural self-awareness, define cultural competency in a library context, identify microaggressions and verbalize respectful alternative phrases in order to provide excellent customer service for a rapidly diversifying community. Attendees will walk away with an adaptable lesson plan and lesson materials used in staff training.

**Reciprocal Borrowing: Behind the Curtain**

*Michelle Frisque and Laura Gorczyca Hanes, Chicago PL*

Panel discussion on reciprocal borrowing between SWAN and CPL.

**Illinois Monarch Project: Inspiring the Preservation and Protection of Monarch Butterflies**

*Andre Copeland, Brookfield Zoo*

Andre Copeland, Interpretive Services Manager at Brookfield Zoo, develops all educational programming including children's programs for the zoo. He is on the Illinois Monarch Project's steering committee and also serves as the project's Community Engagement Committee chairperson. He will be presenting on creating community pollinator gardens at your library, and developing nature programs and summer reading programs for children.

**A Day in the Life of a Circ Manager**

*SWAN Member Services and SWAN Circulation Advisory*

Come and visit with Circulation Managers to find new tips and tricks while on the front lines. Please bring your questions!

**Symphony Acquisitions: Tips and Tricks**

*Rebecca Bartlett, LaGrange PL*

Does your library use the Acquisitions module in Symphony? Do you know how to invoice a credit memo? Or group your funds by selector, type or age group? This session will address ordering, receiving, and invoicing in Symphony Acquisitions. We will discuss "hidden" features such as Fund Levels, reports for fiscal close, as well as special considerations for SWAN libraries. This session is geared towards existing Acquisitions libraries in SWAN, as well as libraries considering using the Acquisitions module in the future.

**SWAN's State of the Union**  
*Aaron Skog, SWAN*

Get caught up on all things SWAN—what has happened over the past year, and where we're headed in the year to come!

**Flying Fox Conservation Fund – Children's and Adult's Programs**  
*Scott Heinrichs, Flying Fox Conservation Fund*

We provide a hands on approach to learning about animals that is both fun and safe. Our programs are designed for children and adults to get a more detailed understanding about animal life, behaviour, and conservation through discussion and interaction with the animals and make perfect programs for libraries and their patrons. Our objective is to educate people about conservation and the diverse and unique world of animals. We bring the zoo to you! All learning programs can be tailored to different age groups so everyone will have fun learning and personally experiencing the animals. In SWAN's session, Steve the Sloth (and friends?) will make a guest appearance to demonstrate how fun and interactive these programs can be for your patrons!

**Design Thinking Workshop**  
*Michelle Frisque, Chicago PL*

Is your library in need of a makeover? As we move to technology rich environments, is your library space meeting the needs of students? By exploring design principles, we can plan a more effective space for our students and staff. Challenge yourself to "rethink library!"

**Targeting Autism: Providing Inclusive Learning Experiences**  
*Suzanne Schriar and Mary Pelich, Illinois State Library*

Based on the IMLS grant funded project "Targeting Autism: A Comprehensive Training & Education Program for Librarians," the focus of the session will include resources and best practices for providing inclusive learning experiences in the library. We will also discuss how libraries can collaborate with community stakeholders to better serve neurodiverse residents.

**IMRF Update: Your IMRF Benefits and How You Can Earn 7.5% with IMRF**  
*Paul Parise, IMRF*

Back by popular demand, our IMRF rep will cover the all essential information regarding your pension plan, future planning, and answer any questions that you might have.

**How to Prepare for Your Audit**

*Dan Berg and Krisztina Dommer, Sikich*

Preparing for your yearly audit? Join Sikich auditors Dan Berg and Krisztina Dommer as they guide you through tips and pointers for preparing for your yearly audit the right way, to ensure a smooth and pain-free process!

**Library Programs: Experimental Musical Instruments**

*Joe Rauen*

Musician Joe Rauen uses brooms, hockey sticks, tennis racquets, flower pots, plumbing and more to make truly one-of-a-kind musical instruments, which he's used to delight patrons of all ages in programs at many libraries around Chicagoland. He will perform his own music using various combinations of his unique musical instruments. Interspersed with the playing will be explanations of how the instruments were constructed and what inspired them. Rauen's performances are fun, funny, informal, and educational; they reflect a deep fascination with the musical instruments of the world and an admiration for the immense potential of everyday objects.

**Tech Services Isn't Scary: Working Across Departments to Fulfill Patron Needs**

*Victoria Akinde (Schaumburg PL) and Lindsay Braddy (Skokie PL)*

Are you a public services person who's a little scared of the tech services department at your library? Are you a tech services staff member who wants to convey the importance of your job to the library? We'll discuss strategies for collaboration and communication that can break down silos and ensure your patrons are able to get what they need.

**Large and in Charge! Large Scale Programming on a Dime**

*Nicole Handley, West Chicago PLD*

Have ever dreamed of having large, elaborate programming but don't have a large, elaborate budget? Worry no more! In this session you will learn tips and tricks on how to plan and execute haunted houses, Free Comic Book Day, carnivals, and more! Spoiler: cardboard is your friend!

**New to or Interested in SWAN? Here's Your Welcome Party!**

*Aaron Skog, SWAN*

Are you a new director in a SWAN library, or a staff member of one of our New 19 libraries? Join us for a fun welcome celebration as we go over what SWAN membership means, how our relationship works, services that we offer, how to get in touch with us, and more!

**Cataloging SOS**

*SWAN Bibliographic Services  
Staff and SWAN Cataloging  
Advisory*

A round table cataloging discussion with SWAN cataloging staff and library staff. Bring to the table your cataloging emergencies, oddities and special projects to discuss all things cataloging!

**Symphony Serial Control**

*Joy Anhalt, Tinley Park PL*

Not sure how Serials Control works? An overview of how to set-up a serial control record and check-in issues will be given.

## SWANx19 Session Ideas

**Sandra Leyva**

**Alsip-Merrionette Park Public Library  
District**

**sleyva2@alsiplibrary.info**

**Topic I Will Present**

I would like to present with my Technical Services Assistant, how we process "Library of Things." This presentation will have various points of view from the department managers on how this collection helps our community, how to circulate and how Technical Services follows through with processing. I feel like SWANx is a great opportunity to get front line staff, processing clerks and department managers who are interested on adding "Library of Things" to the collection. As the Head of Patron and Technical Services, I have the opportunity to discuss any challenges we face at circulation.

**Jori Daniels**

**Maywood Public Library District**

**jdaniels@gmail.com**

**Presentation Idea**

Reaching out to multilingual communities: A lot of libraries struggle with this and I know advertising and marketing could be difficult. Community Connecting: how to connect with local businesses? non-profits? park districts? schools? Online trolling/bullying: It's always been a problem but we do not have a lot of guidelines on how to address. Passports/Notary Services: I would feel free to be on a panel for this as our library has both. However, my understanding is that the Chicago Passport Agency is not accepting new agencies.

**Tori Alt**

**Homewood Public Library District**

**toria@homewoodlibrary.org**

**Topic I Will Present**

Hello, my name is Tori Alt and I've recently had a lot of success with our Open Shop hours for our makerspace, the Makery. The program is 2 hours and consists of bringing as much of our equipment out as possible, with no registration, patrons from all libraries are welcome, and I'm available to assist as needed. We currently offer assistance with the following: -VHS-DVD transfer, with DVDs provided by the Library.- 3 sewing machines, including a serger, scrap fabric, and projects of varying difficulty.- Cricut cutter, with limited materials provided like vinyl and paper.-Ellison Die-cut press and die collection.-3D printing, with \$.10/gram + \$1 service fee.-Poster printing, which costs \$2/linear foot.-Basic craft supplies for easy STEAM projects like a marble roller coaster, craft stick hydraulics, and Squishy Circuits.I've had a lot of people from different backgrounds come in for cosplay projects, exploration after attending kids programs like Hydraulics and Color Theory, finishing up projects from special sewing classes, and more. The reason I've been enjoying it so much recently, despite having had this event for the last 5 years in different

**Mike Bryne**

**Blue Island Public Library**

**mbyrne@blueislandlibrary.org**

**Presentation Idea**

Virtual Reality - Since it's still relatively new and a lot of people probably haven't seen it, it might be cool if somebody had an oculus/vive/hololens/whatever they'd want to bring, which we could set up to demo in a corner somewhere? I have only seen oculus but that technology is pretty cool if you haven't seen it, which I imagine a lot of librarians and directors haven't.

**Mike Bryne**

**Blue Island Public Library**  
**mbyrne@blueislandlibrary.org**

**Presentation Idea**

Interactive floor/wall projection - Would be really cool, but I have only ever had success with the demo version of something called lumoplay. The technology has been out for like 10 years, so you'd think there'd be all kinds of things to use... but I could never find any good free software for it, unless someone knows of something I don't.

**Mike Bryne**

**Blue Island Public Library**  
**mbyrne@blueislandlibrary.org**

**Presentation Idea**

Doing 3D scanning and printing of people - It might be cool if we had a booth/area where we could do 3d scans of people on the fly? I had some success a while back with just an old kinect v1 and a laptop, where generating a 3d model of someone would only take a few minutes with reconstructme or such. Actual printing on the other hand... maybe some library would have a really fast 3d printer they would want to bring? Or we could print them some time later. Scanning has a big 'wow' factor, usually at least until one finds out the actual print just comes out monochrome.

**Mike Bryne**

**Blue Island Public Library**  
**mbyrne@blueislandlibrary.org**

**Presentation Idea**

Fair/Zoo/Whatever - A general tech or maker fair or even petting zoo type display would be interesting? It'd be nice to have a 'hands on' type area with stuff. There is all the 3d printing, cnc routing, laser engraving, etc stuff out there that a lot of libraries might not have seen yet. There's also now the lots and lots of maker equipment, circulating kits, and 'Library of Things' items that might be cool to share. Although I'd concede this would possibly have to be a big collaborative effort between multiple libraries or even just a separate event.

**Mike Bryne**

**Blue Island Public Library**  
**mbyrne@blueislandlibrary.org**

**Presentation Idea**

Also sort of off topic but another funny thing I do sometimes at christmas is create full size cardboard cutouts of myself - basically just a plotter printout that is then sticky glued onto a big piece of cardboard and cut. We could possibly make a lifesize cutout of a swan member or celebrity author (not sure if there are any rules to the latter). It's a uh... conversation piece.

SWANx19 Session Ideas

**Mike Bryne**

**Blue Island Public Library**  
**mbyrne@blueislandlibrary.org**

**Presentation Idea**

I'd sort of like to see a general 'comparison/demo of different display software' or 'comparison of self check software' or web filtering, etc, etc. It is probably difficult for even one person to get access to a lot of different paid stuff though.

**Mike Bryne**

**Blue Island Public Library**  
**mbyrne@blueislandlibrary.org**

**Presentation Idea**

Pi/Arduino/soc things - I think it'd be cool to hear about any libraries using single board computers for interactive displays, door counters, signage, catalog computers, cameras, etc., which I imagine is being done out there... somewhere...



# SWANx19 Planning Group Meeting Notes

Tuesday, February 26, 2019

SWAN Headquarters

800 Quail Ridge Drive, Westmont, IL 60559

Conference Room

## Welcome and Introductions

Meeting started at 2:00 p.m.

Organization	Name	Present
Bellwood Public Library	Linda DuPree, Head of Circulation	
Frankfort Public Library District	Jessica Nawrocki, Head of Circulation	Yes
Downers Grove Public Library	Lauren Cantore Gonzalez, Computer Help Desk Supervisor	Yes
Blue Island Public Library	Mike Byrne, IT Manager	Yes
Downers Grove Public Library	Christine Lees, Head of Circulation	Yes
Tinley Park Public Library	Joy Anhalt, Technical Services Manager	Yes
SWAN	Aaron Skog, Executive Director	Yes
SWAN	Steven Schlewitt, Information Technology & Systems Support Manager	Yes
SWAN	Lauren Levaggi, User Experience Specialist	Yes
SWAN	Rudy Host, Systems Engineer, Information Technology	Yes
SWAN	Crystal Vela, Consultant, User Experience	Yes

## Timeline

The event is set for Friday, August 16, 2019. We would need to open registration in May 2019.

## Review of 2018 Conference Survey Feedback

Refer to the meeting packet.

## Advance Registration: How Did this Go?

This went well, and the group liked having it open in May 2019.

### **Day-Of Event: Any Observations?**

Room sizes for the event need some attention during planning.

The food line was a little hectic for 2018. SWAN will approach the MVCC staff about the box lunches, with the chips in another place. We can create signage on tall poles.

The food choice should be noted on the packet or name tag? A reminder as to what they ordered.

### **Sessions: Feedback**

See page 3 of the packet.

### **Vendors: Feedback**

The vendors were good to have at the event and their sponsorship was appreciated.

### **Theme Ideas for 2019 Event**

“Libraries change lives” from ALA national library week. We could borrow from this as marketing?

What are you doing to change your community?

We are bringing together a community of libraries, librarians, who work with their residents, schools, cities, and towns.

The event planning group is looking for topics on interesting ways you engage with the community you serve. This could be event programs, community outreach, technology-based tools, or collaboration with local school districts.

Showcase the technology also within libraries.

ILA has shown the library of things. How these are cataloged within these initiatives? What challenges did your library need overcome with a new initiative or service?

There are so many libraries doing amazing things, we should encourage the staff to share how they are

How libraries are working with non-profits or local governments. How do you work with the village more, the park districts?

“Libraries unite” was also suggested. The library as more of a community center.

Frankfort set up a volunteer group, with opportunities promoted.

Downers is collaborating a lot with the school district, making sure they are not overlapping, or suggesting.

Frankfort does book talks at the schools. Tinley is doing a lot of school visits, which included at one.

Pads group is working with Downers Grove Public Library, which includes from 7-9am a session to introduce. Christine Lees noted that DuPage Pads is a good group.

Any sessions to repeat? The panel on the restricted use card, Oak Park's work with the social worker.

David Lee King was suggested as a keynote. He is at Charrlott Mecklinburg (sp?). Check out his blog.

Ryan Dowd is the involved with librarians and the homeless. He is based in Aurora, and will speak. Emilio Estevez movie could be a tie in. They are touring together!

What have we invented, what is unique? For "back of the house" staff, who has created a home grown self-check? The ideas within libraries on how they have approached technology.

Berit Nelson could be speaker from SirsiDynix, but not necessarily talking about "the roadmap" but a more broad topic on trends.

"Innovative concepts" is what Steven Schlewitt shared a theme within this event. Things you may have been doing for a long time.

### **Branding and Marketing (standalone website?)**

Internally we have discussed if we should continue to promote. The Reaching Forward event.

### **Program guide vs. Mobile app**

The app could be the mobile version of the website. This would be supported by User Experience and SWAN IT staff.

### **Registration & Check In**

The vendor bingo helped get folks to speak to the vendors. There was the drawing for the prize helped, along with gift cards.

### **SWAN swag (tote, notebook, pens)**

For LACONI, the small notebook with a vinyl pocket, was popular. The pen should have a stylus to help promote the mobile app. Ask Joy for the quantity and pricing (500 for around \$1,000?), through Green Promoting (based in Hinsdale).

People like the pop-sockets, which connect to phones. The sleeves for library cards that attach to phones are also popular. Perhaps the vendors should also provide some swag!

One branded SWAN item would be the webcam covers (Rudy)!

### **Keynote Speaker and Breakout Session Topics/Speakers**

Young adult authors was suggested.

Local authors: Julie Heisey (based in Tinley) author of paperback mysteries.

Christin Higgins (romance) was a lunch event with Downers Grove.

Andersons Bookstore has a lot of different connections.

Elizabeth Berg (Oak Park resident) could be a speaker.

DuPage Regional Office of Education (keynote or a session) was suggested by Pierre Gregoire.

Lisa See (local author?) suggested by Frankfort.

Chance the Rapper was suggested by Crystal Vela.

Other community partnerships, such as the Museum Pass.

The plagiarism ongoing with Nora Roberts (sp?) could be an interesting speaker and topic. The blog posts on the industry are very interesting.

Housing Forward from Oak Park could be approached.

Will Selman is the DuPage Pads director.

Laura Vanderkam has a novel coming out, but also speaks on the topic of time management. This could be tied.

### **Suggested sessions**

RAILS delivery overview and the security within the CTL/CTS service. The tour that was done was viewed as very important to the circulation staff.

The "stump the chumps" from two years priors was good, but last year it seemed like they needed more direction. Or it has run out of gas!

Interest in more software presented that can assist circulation.

Panel on cataloging best practices was an opportunity to come together.

What is available or possible with what SWAN offers?

The Symphony Outreach was noted as a possible topic for overview.

### **Potential Sponsors and Vendors**

Do we want to open it up with vendors demonstrating new technology?

We could have someone come out from Microsoft and talk about licensing or costs for libraries.

Cheryl Pawlek (DGS) has a son that works for Microsoft ☺

Unique Management could provide an overview of new services.

TBS has a good presence in SWAN libraries.

## SWANx19 Sponsors Being Approached

Sponsor	Contact	Email
Bibliotheca	Dustin Lamm	d.lamm@bibliotheca.com
Dominican University	Kate Marek	kmarek@dom.edu
EBSCO	Bill Schufreider	bschufreider@EBSCO.COM
Envisionware	John C. Dexter	jdexter@envisionware.com
HR Source	Christopher Schneider	Cschneider@hrsource.org
OCLC	Don Litner	litnerd@oclc.org
SirsiDynix	Justin Swain	Justin.Swain@sirsidynix.com
Today's Business Solutions	Vivienne Porter	vporter@singlecard.com
Unique Management Services	Josh Neisler	JNeisler@uniquelibrary.com
RAILS	Mary Witt	mary.witt@railslibraries.info