

# SWAN Fireside Chat



April 7, 2020

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## Topics

- Online Patron Registration – Update
- Forum participants keep on growing!
- Due Date extension (Wed, June 3, 2020)
- Fine Free discussions
- What about reopening – let's talk about plans
- eResources Update
- EBSCO Group Purchase – select your databases
- SWAN eXpo 2020 Web Series

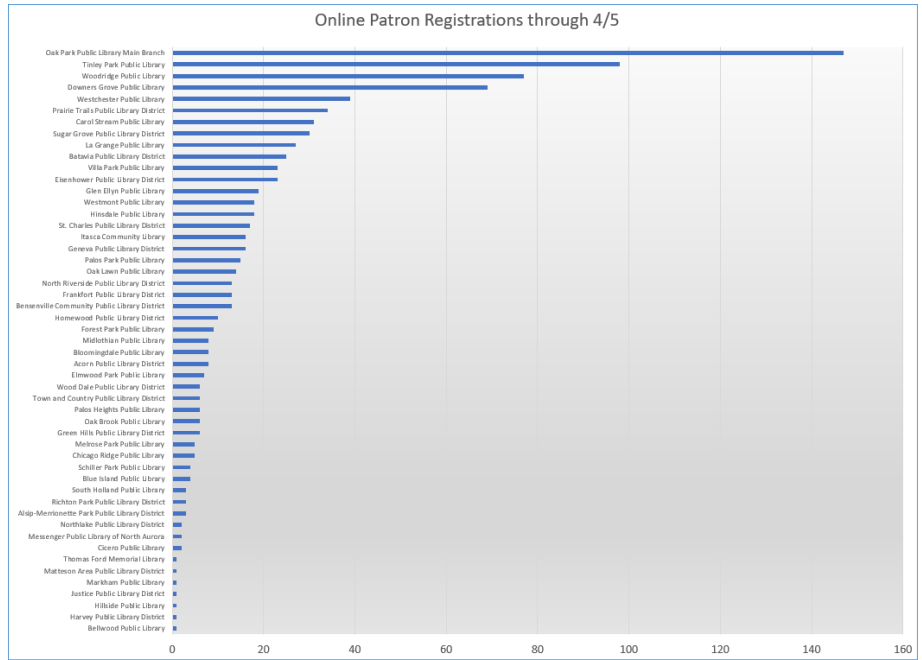
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# Online Patron Registration As of 4/6

51 Libraries participating

1,062 patron accounts created



# SWAN Community Forums

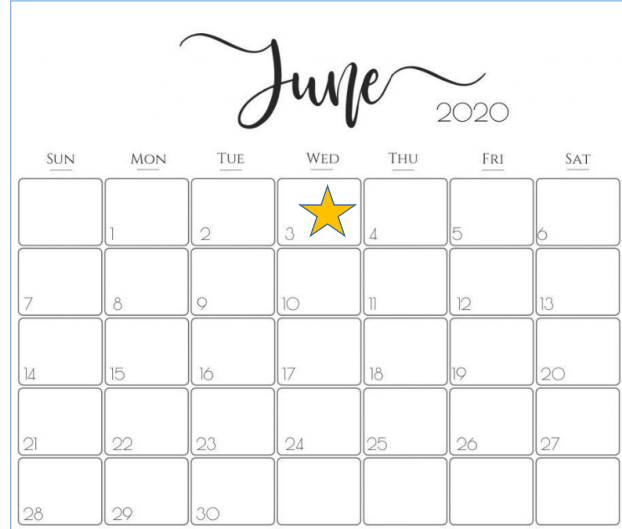
- 30 users added since last week!
- Noelle has an emoji prize coming for staying on top of the partner network this week!



Week MAR 29 - APR 5		filter by username					
216 users	Received	Given	Topics	Replies	Viewed	Read	Visits
noelle Noelle McDonough	0	0	0	0	12	37	2
SWAN-Vickie Vickie Totton	0	3	0	0	8	22	3
gkalinka George Kalinka	0	0	0	1	4	19	2
SWAN-Aaron Aaron Skog Executive Director	0	1	0	0	8	19	4
RFS-Victoria Victoria	0	1	0	0	5	17	1
Hubbell Hubbell Hinkhouse	0	0	0	0	9	17	3
ndejonghe Natalie DeJonghe	0	0	0	0	4	16	2

## Due Dates Extended

- June 3, 2020
- Wednesday provides a small buffer (anticipate opening end of May)



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## Fine Free Discussions

- Working with libraries during closures to plan fine free strategy
- Updates to configuration options under development

Resources:

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

Fine Free Panel Discussion (February 19, 2020)

<https://support.swanlibraries.net/tutorial/67434>

Current SWAN Fine Free Libraries					
Code	Library	All or Local	Overdue Threshold (Block)	Bill Threshold (Block)	Fine Free Since
BDD	Bloomington	All	50	\$7.00	December 2019
BRS	Broadview	Local	No	\$5.01	June 2017
BWS	Bellwood	Local	No	\$10.00	April 2017
ESS	Eisenhower	Local	5	\$10.00	April 2016
GED	Glen Ellyn	All	5	\$10.00	January 2020
LGS	La Grange	All	4	\$10.00	September 2019
LSS	Lansing	Local	20	\$5.00	May 2018
OES OPS OZS	Oak Park	All	4	\$50.00	June 2017
RFS	River Forest	All	4	\$10.00	April 2019
WCS	Westchester	All	4	\$10.00	February 2020
WDD	Wood Dale	All	2500	\$5.00	2016

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## Reopening Plans & Discussion

Visit the SWAN Community Forums to discuss these topics with our community.

Working on unified plan across SWAN (by end of April, extend as necessary)

### Considerations & Concerns:

- Health recommendations drive decisions – where are we getting those directives?
- What does reopening mean? How will libraries prep spaces, materials, staff?
- Gradual movement toward “normal” resource sharing (e.g. allow current items on hold shelf to be picked up, resume local holds after x days, process incoming material (delivery only), restart ILL/pick-up)
- What are recommendations for material processing and how will that impact staffing and procedures?
- Are libraries considering home delivery or curbside pick-up – what does that mean in terms of system support?

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## eResources Update

### Ancestry.com

<https://support.swanlibraries.net/news/2020-04/69415>

OverDrive, B&T, Hoopla, RB Digital contact salesperson and ask to update authentication support card rule to remove blocks

<https://support.swanlibraries.net/node/68548>

Sales and access to new collections

The screenshot shows the SWAN Library Services website interface. At the top left is the SWAN Library Services logo (EST. 1971). To the right is a 'MENU' button. Below the logo is a search bar with the text 'Search site ...' and a magnifying glass icon. To the right of the search bar is a green button labeled 'Online Catalog'. Below this is a breadcrumb trail: 'SWAN Libraries > Ancestry'. The main content area is titled 'Ancestry Login' and contains a form with the label 'Library Card Number:' and a text input field containing the number '21180'. Below the input field is a black button labeled 'SUBMIT'.

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## EBSCO Group Purchase – Public Libraries

- Select your optional databases by April 30th
- Additional information on databases available from [EBSCO flyer](#), linked in the webform for database selection.
- SWAN Article Search and EBSCO Discovery Service for Reference Support (April 22 9:30-11) Register on L2  
<https://www.librarylearning.info/events/?eventID=30592>

Please select four of the databases listed below.\*

- Upgrade to Academic Search Complete\*
- Upgrade to MasterFile Complete\*
- Upgrade to Business Source Complete\*
- Biography Reference Bank\*
- Education Research Complete\*
- Hobbies and Crafts Reference Center
- Home Improvement Reference Center
- Legal Information Reference Center
- Literary Reference Center Plus\*
- Newspaper Source Plus\*
- Poetry & Short Story Reference Center
- Public Library eBook Collection
- Read It!
- Religion & Philosophy Collection
- Small Business Reference Center
- Small Engine Repair Reference Center
- Vocational & Career Collection
- Core Collections Set


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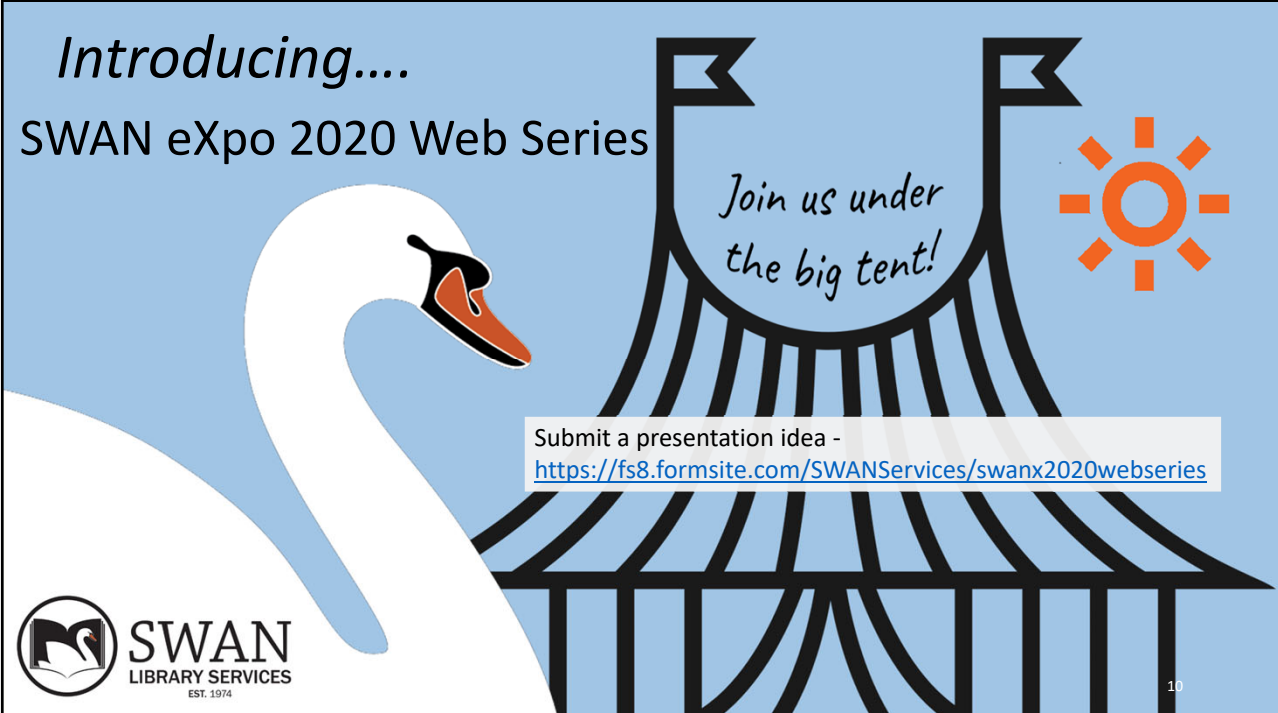
*Introducing....*  
SWAN eXpo 2020 Web Series

Join us under the big tent!

Submit a presentation idea -  
<https://fs8.formsite.com/SWANServices/swanx2020webseries>



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LIBRARY SERVICES  
EST. 1974



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## Unique Chat Services



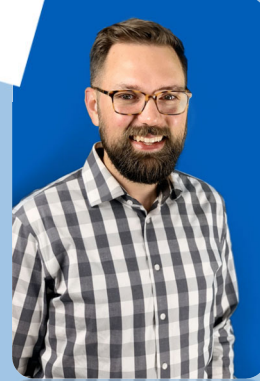
Recording available:

<https://support.swanlibraries.net/tutorial/69848>



### Agenda

- Why Chat?
- Examples of live chat on real Library Websites
- Types of Questions from Patrons
- Increasing Patron Engagement
- How Unique can Help
- References
- Questions



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## Security & Patron Privacy Tips



### Agenda

Join Steven Schlewitt and Rudy Host of SWAN as they moderate a discussion on security and patron privacy in our changing service model. They will suggest strategies for ensuring patron information is securely transferred, as well as provide tips of heightening awareness related to scams and security vulnerabilities.



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# Coping with Compassion Fatigue



## Agenda

Libraries are increasingly adding social services to their workload, but many library workers do not have the training or support that is expected for social workers or mental health experts. If you ever feel worn out at work, overwhelmed, or preoccupied with someone you're trying to help, come to this workshop to assess your own personal level of compassion fatigue and learn self-care methods to help you cope.



Amy Franco, Adult Department Assistant Director  
Glen Ellyn Public Library



# Questions & Follow-up

Send questions to our online ticketing system at [help@swanlibraries.net](mailto:help@swanlibraries.net)

Visit the SWAN Support Site for access to recorded sessions.  
<https://support.swanlibraries.net>

Submit a request for additional training topics.  
Help > Request Forms > Request Training or Consultation

Check the SWAN training calendar for upcoming trainings. If you don't see what you're looking for, request a training or an onsite consultation for an in depth review of your library's work processes.

Name \*

Email address

Library

I'd like to request... \*  
 Training  
 Consultation

Training details  
 Describe what you topics you would like to learn about.



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