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## Topics

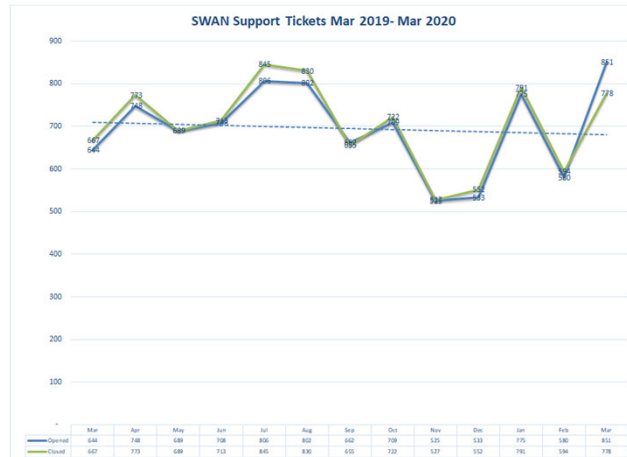
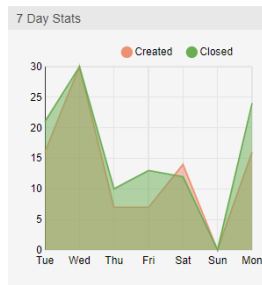
- Action Update
- What does reopening look like?
- Fine Free discussions
- eResources Update
- SWAN eXpo 2020 Web Series

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## Help ticket tracking

- Yes, it does feel like a roller coaster
- As of April 13<sup>th</sup>, 61 tickets remain open



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- Due Dates updated to 6/3/2020 (some exceptions apply)
- Patron expiration dates updated to 7/4/2020 for those who would have expired 1/1/2020 – 6/30/2020
  - Consider updating expiration date to NEVER – submit a help ticket for consultation
- Holds suspended until 5/1/2020 – need to make a decision soon on how long to extend these suspensions.

# TAKE ACTION



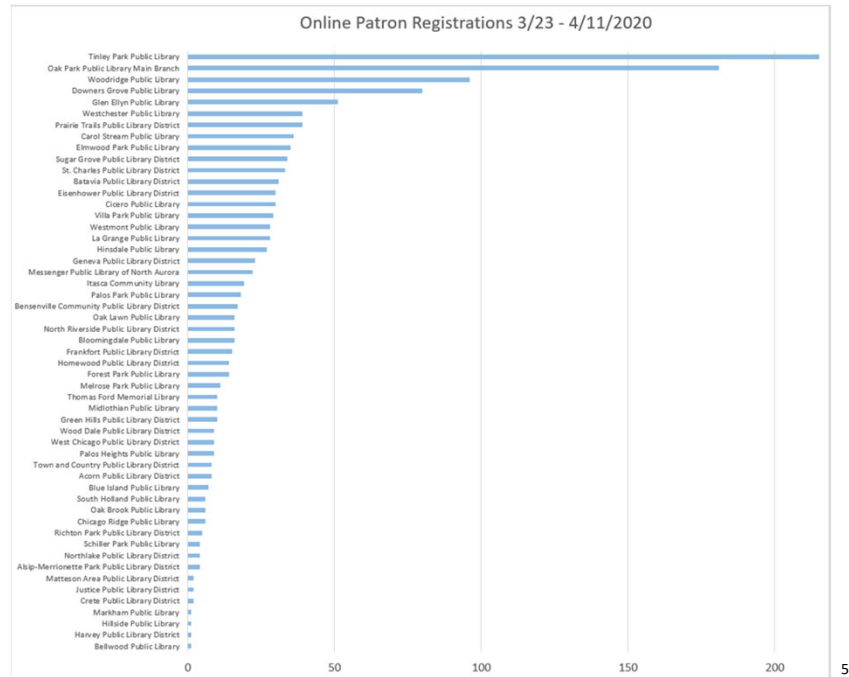
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# Online Patron Registrations as of 4/11

60 Libraries participating

1,368 patron accounts created



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The answer to decision FATIGUE?

Limit Decisions – Let’s make them together

*In a crisis like this, burnout can emerge because of something different – what experts call ‘decision fatigue’*

BBC - <https://www.bbc.com/worklife/article/20200330-covid-19-how-to-learn-a-new-skill-in-coronavirus-quarantine>

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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:

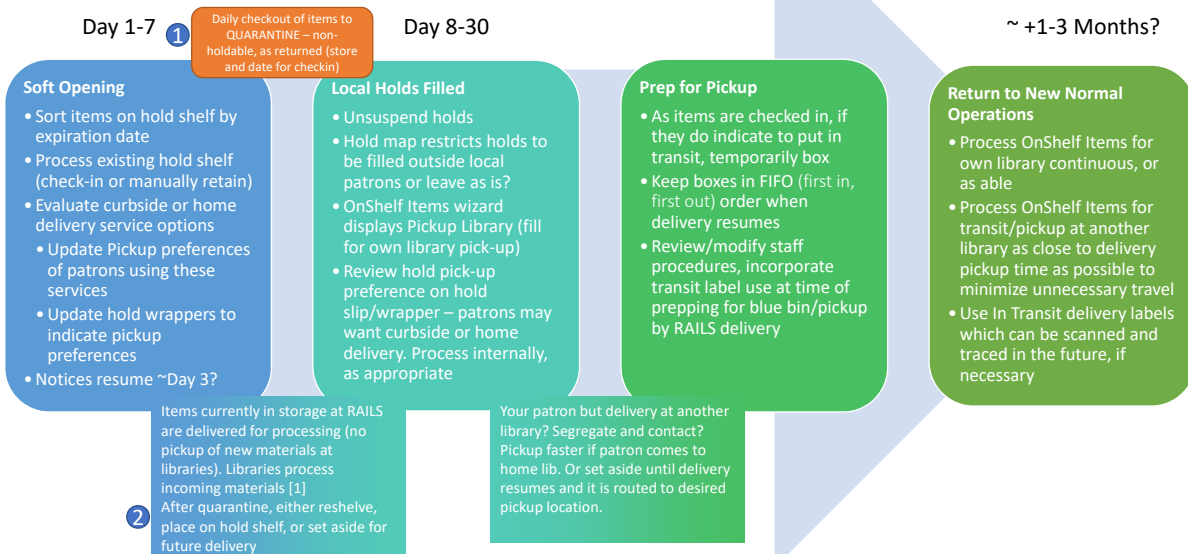
- Health recommendations drive decisions – where are we getting those directives?
- What does reopening mean? How will libraries prep spaces, materials, staff?
- Gradual movement toward “normal” resource sharing (e.g. allow current items on hold shelf to be picked up, resume local holds after x days, 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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## Draft Plan of Reopening Timeline/Holds Processing – for discussion

Note – material processing guidelines for safety need to be incorporated into this plan, but guidelines are pending as of 4/14/2020



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## What should we be asking?

- Considering curbside service? Will you be offering this at the library and/or elsewhere in the community?
- Anticipated hours of operation?
- Number of staff on site vs remote?
- Do you have a plan to share?
- Should we research a texting service?
- What supplies will be needed? How will you procure those? Should SWAN help procure face shields, paper bags & other supplies?
- How are decisions made on reopening and potential closings in the future?

We will compile a survey to collect member concerns and thoughts related to reopening.



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## Curbside Service: What Does This Mean?

- SWAN role with supplies, bulk purchaser: paper bags, face shields, etc.
- SWAN researching texting service for library curbside service
- RAILS role in recommendations on disinfecting materials
- SWAN considering hiding/shadowing some collections within the catalog, e.g. puppets, board games, etc. present real issues for disinfecting

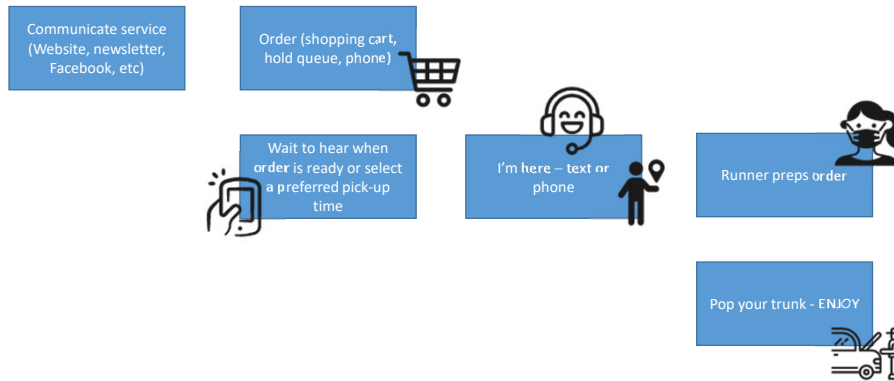


<https://www.mprnews.org/story/2020/04/12/minnesota-libraries-offer-contactless-curbside-pickup-to-serve-readers>

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## Burgers, beer, books – keep the process familiar



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## SWAN Community Forums

- 96 users added since we opened up the forums to all
- Check your Spam for invites
- Victoria is our conversation-starter of the week. Emoji prize coming!



SWAN Community Forums								
Week APR 5 - APR 12		filter by username						
224 users		Received	Given	Topics	Replies	Viewed	Read	Visits
R	RFS-Victoria Victoria	4	4	0	5	7	17	3
	SWAN-Tara Tara Wood	4	0	1	3	4	8	4
D	dhintz Dana Hintz	3	0	1	2	5	9	2
	SWAN-Aaron Aaron Skog Executive Director	3	5	0	1	6	18	6
J	jlbardo Julie Lombardo	1	0	0	1	5	7	1
B	BIS_myrne Mike Byrne	1	0	0	0	0	0	0
J	jjenkins Jane Jenkins	1	0	0	1	1	4	1

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## Fine Free Discussions

SWAN's Fine Free Strategy is an opt-in program. If your library chooses to opt-in:

- No fines are charged for any material that is checked out at your library.
- Library cards will be blocked when an item checked out at your library becomes 14 days overdue. When items are checked in, that block is immediately removed.
- All overdue material is automatically billed at 42 days overdue.

Resources:

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

Fine Free Panel Discussion (February 19, 2020)

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



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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>

As of April 13<sup>th</sup>, 24 libraries have completed their selections.

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

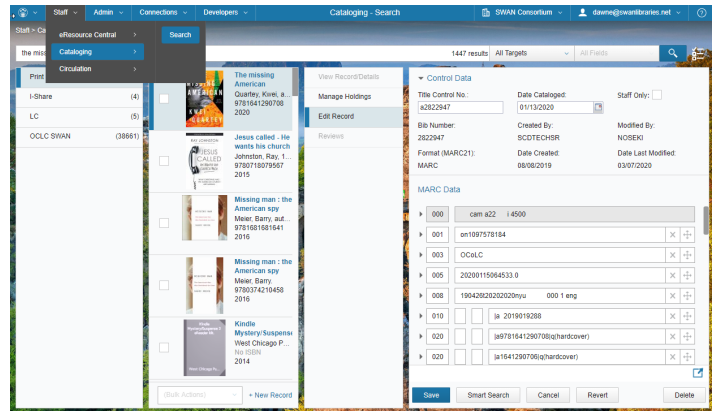
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## Cataloging Call to Action

- Reviewing cleanup lists for Cataloging Libraries to assist
- Automating daily processing to maintain catalog
- Expanding targeted use of BLUEcloud Cataloging



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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>

The graphic features a large white swan on the left, a stylized black and white tent in the center, and an orange sun on the right. The background is light blue.

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## Fine Free Planning & Discussion



### Agenda

Join Dawne, Vickie, and Crystal in a review of the SWAN configuration to facilitate a unified approach to implementing fine free in SWAN. We will review configuration and circulation rules, statistics, and fine forgiveness when implementing. Many libraries were interested in pursuing fine free policies earlier this year; COVID-19 has only added to this interest level and now is a great time to prepare and implement.

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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



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## 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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