SWAN Fireside Chat

April 14, 2020

Topics

• Action Update
• What does reopening look like?
• Fine Free discussions
• eResources Update
• SWAN eXpo 2020 Web Series
Help ticket tracking

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

- 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.
Online Patron Registrations as of 4/11

60 Libraries participating

1,368 patron accounts created

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’

Reopening Plans & Discussion

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?

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

<table>
<thead>
<tr>
<th>Day 1-7</th>
<th>Day 8-30</th>
<th>~ +1-3 Months?</th>
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<tbody>
<tr>
<td><strong>Soft Opening</strong></td>
<td><strong>Local Holds Filled</strong></td>
<td><strong>Prep for Pickup</strong></td>
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<tr>
<td>• Sort items on hold shelf by expiration date</td>
<td>• Unsuspend holds</td>
<td>• As items are checked in, if they do indicate to put in transit, temporarily box</td>
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<tr>
<td>• Process existing hold shelf (check-in or manually retain)</td>
<td>• Hold map restricts holds to be filled outside local patrons or leave as is?</td>
<td>• Keep boxes in FIFO (first in, first out) order when delivery resumes</td>
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<tr>
<td>• Evaluate curbside or home delivery service options</td>
<td>• OnShelf Items wizard displays Pickup Library (fill for own library pick-up)</td>
<td>• Review/modify staff procedures, incorporate transit label use at time of prepping for blue bin/pickup by RAIS delivery</td>
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<td>• Update Pickup preferences of patrons using these services</td>
<td>• Review hold pick-up preference on hold slip/wrapper – patrons may want curbside or home delivery, Process internally, as appropriate</td>
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<tr>
<td>• Update hold wrappers to indicate pickup preferences</td>
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<td><strong>Return to New Normal Operations</strong></td>
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<td>• Notices resume ~Day 3?</td>
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<td>• Process OnShelf Items for own library continuous, or as able</td>
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<td>• Process OnShelf Items for transit/pickup at another library as close to delivery pickup time as possible to minimize unnecessary travel</td>
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<td>• Use In Transit delivery labels which can be scanned and traced in the future, if necessary</td>
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Items currently in storage at RAIS are delivered for processing (no pickup of new materials at libraries). Libraries process incoming materials [1]
After quarantine, either reshelve, place on hold shelf, or set aside for future delivery.
Your patron but delivery at another library? Segregate and contact? Pickup faster if patron comes to home lib. Or set aside until delivery resumes and it is routed to desired pickup location.
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 make on reopening and potential closings in the future?

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

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

Burgers, beer, books – keep the process familiar

Communicate service (Website, newsletter, Facebook, etc)

Order (shopping cart, hold queue, phone)

Wait to hear when order is ready or select a preferred pick-up time

I'm here — take or phone

Runner preps order

Pop your trunk - ENJOY

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!
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

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 13th, 24 libraries have completed their selections.
Cataloging Call to Action

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

Introducing.... SWAN eXpo 2020 Web Series

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

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.
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

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