

SWAN Fireside Chat



April 21, 2020

1

Topics

- Action Recap
- Fine Free for Now FF4NOW option
- Cataloging update
- Non-resident discussion
- Library consortia meeting recap
- Library plans
- Library staff PPE
- eResources Update
- SWAN eXpo 2020 Web Series

Snapshot:
Items due 6/3/2020

Checkout Library	Checkout Due Date	Number of Checkouts
Oak Park Public Library Main Branch	2020-06-03	47,490
Downers Grove Public Library	2020-06-03	41,183
St. Charles Public Library District	2020-06-03	32,773
Glen Ellyn Public Library	2020-06-03	29,118
Tinley Park Public Library	2020-06-03	28,336
Batavia Public Library District	2020-06-03	26,787
Indian Prairie Public Library District	2020-06-03	24,050
Geneva Public Library District	2020-06-03	23,657
Oak Lawn Public Library	2020-06-03	20,396
Woodridge Public Library	2020-06-03	20,257
Carol Stream Public Library	2020-06-03	15,516
Hinsdale Public Library	2020-06-03	14,919
La Grange Public Library	2020-06-03	14,992
Frankfort Public Library District	2020-06-03	13,612
Eisenhower Public Library District	2020-06-03	13,476
Villa Park Public Library	2020-06-03	12,426
Berwyn Public Library	2020-06-03	12,039
Thomas Ford Memorial Library	2020-06-03	11,679
Brookfield Public Library	2020-06-03	11,517
Messenger Public Library of North Aurora	2020-06-03	10,675
River Forest Public Library	2020-06-03	10,290
Westmont Public Library	2020-06-03	9,679
Bloomington Public Library	2020-06-03	9,617
Oak Park Public Library Maze Branch	2020-06-03	9,213
La Grange Park Public Library District	2020-06-03	8,881
Homewood Public Library District	2020-06-03	8,852
Green Hills Public Library District	2020-06-03	8,013
Elmwood Park Public Library	2020-06-03	7,713
Alsip-Herriette Park Public Library District	2020-06-03	7,165
Riverside Public Library	2020-06-03	7,013
West Chicago Public Library District	2020-06-03	6,366
Town and Country Public Library District	2020-06-03	6,299
Lansing Public Library	2020-06-03	6,043
Cicero Public Library	2020-06-03	5,989
Palos Heights Public Library	2020-06-03	5,647
Flossmoor Public Library	2020-06-03	5,610
Westchester Public Library	2020-06-03	5,282
Prairie Trails Public Library District	2020-06-03	5,002
Forest Park Public Library	2020-06-03	4,958
Crete Public Library District	2020-06-03	4,852
Wood Dale Public Library District	2020-06-03	4,801
Northlake Public Library District	2020-06-03	4,570

2

2

Action Recap

- [NEW] Holds with an expiration date of March 16 – September 6, updated to September 7, 2020.
- [NEW] OCLC Supplier Status (No) Updated, through 7/1/2020
- Due Dates extended to 6/3/2020 (Public Libraries)
- Patron record expiration dates updated to 7/4/2020 (for any user accounts expiring between 1/1/2020-6/30/2020)
- Days Closed through April 30, 2020
- Notices, billing, collection – all suspended

3

3

Important Decisions Pending

1. Holds currently suspended until 5/1/2020 – when to extend and for how long?
2. If service becomes local only, changes will need to be made to:
 - Remove Pick-up anywhere option from Enterprise
 - Consider changing all pick-up locations to patron's home library
 - Restrict holds to home library only

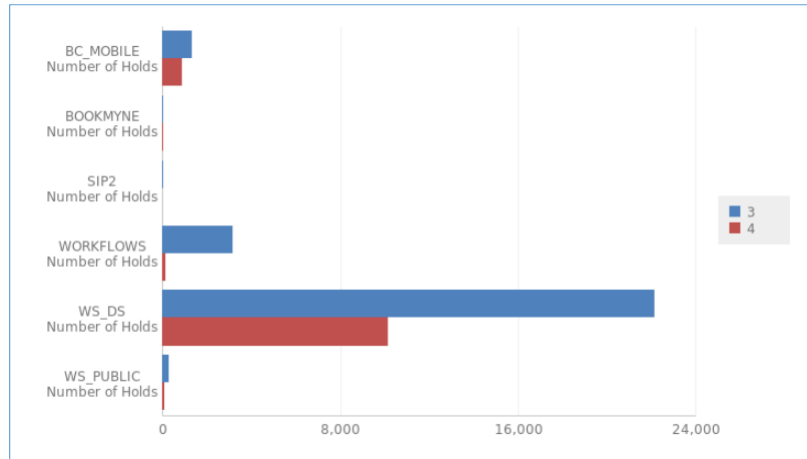
4

4

Are people still placing holds?

Yep!

Hold Client	Hold Created Month	3	4	Total
BC_MOBILE	Number of Holds	1,314	869	2,183
BOOKMYNE	Number of Holds	44	10	54
SIP2	Number of Holds	15		15
WORKFLOWS	Number of Holds	3,156	135	3,291
WS_DS	Number of Holds	22,156	10,131	32,287
WS_PUBLIC	Number of Holds	290	93	383
Total	Number of H	26,975	11,238	38,213



5

5

Fine Free for Now – “FF4NOW”

- Libraries have expressed a temporary fine free rule during phased reopening.
- Existing Fine Free libraries could continue their existing practice and loan rules.
- Temporary rule for libraries:
 - Same circulation rule regardless of item checked out (library staff will be selecting/processing all items during limited service)
 - 3 weeks, 0 fines, 0 grace period, 0 renewals (3W0F0G0R)
 - Any requests for renewal can be handled via phone call and library staff assistance, no automatic renewals

6

6

BLUEcloud Cataloging

View recording –

<https://support.swanlibraries.net/tutorial/70842>

Recommendations:

- Review training resources
- Determine your ideal use case(s)
- Evaluate whether these can be accomplished in BLUEcloud Cataloging in full or in part
- Send a ticket to SWAN for login access

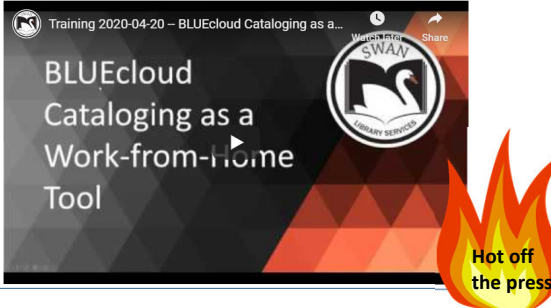
Added by Scott Brandwein (04/20/2020 - 17:09), last updated by Scott Brandwein (04/20/2020 - 17:09)

With libraries closed and technical services staff working off-site, BLUEcloud Cataloging may be a useful tool for accessing and performing limited bibliographic and item functions in the SWAN database, especially for those who do not have VPN access from home. Join us for a brief showcase of the tool and discussion of how a couple of our member catalogers have been using it.

SWAN will be providing expanding access to BLUEcloud Cataloging for interested member libraries after this session. We will also present a couple of useful self-training resources to help make a decision if the tool is right for you.

Recorded by: Scott Brandwein, Bibliographic Services Manager

Date Recorded: April 20, 2020



7

Non-Resident Discussion

4/10 – RAILS received email from Illinois State Library legal stating

“counsel has advised that given the current situation and measures to address the pandemic, a flexible interpretation of the nonresident rules should be applied.”

SWAN Online Patron Registration tool:

- Adheres to COPPA legal requirements
- Verifies ZIP codes within library service area

Online Patron Registration continue to grow. 1,951 since March 23rd. Averaging about 70/day for the past week.
See BLUEcloud Analytics > Users > Count Users Reports > Count Online Cards Created by Date

Libraries are responsible for reviewing their vendor agreements in terms of legal access to content/resources.

8

8

Library Consortia Meeting Recap

- Common themes and solutions – in concert with our colleagues' thinking
- Decisions made at the consortium level & planning together
- Resources shared:
 - [A Phase Reopening Plan for Libraries](#), John Thill
 - [Public Health Principles for a Phased Reopening: Guidance for Governors](#), John Hopkins Bloomberg School of Public Health
 - [Mitigating COVID-19 When Managing Paper-Based, Circulating, and Other Types of Collections](#), IMLS
- Participants: Alaska, Arizona, Florida, Illinois, Massachusetts, Minnesota, New Jersey, New York, Ohio, Wisconsin
Australia (SAPLN), SirsiDynix

9

9

In the News...

Directors of the Park Ridge, Niles-Maine, Morton Grove, Skokie and Lincolnwood Libraries said the plans they are developing include such measures as:

- Outside pick-ups and drop-offs of requested materials
- Limits on the number of patrons allowed inside libraries at any one time
- Fewer pieces of furniture
- New screening between patrons and staff
- Cancellation of on-site programs

"It may not be the same way that it was for a long time, if ever," said Heidi Smith, director of the Park Ridge Public Library

Suburban libraries are preparing major changes before they eventually reopen: 'It may not be the same way that it was'



10

10

Waiting for Illinois Update...

The State of Wisconsin has extended the "stay at home" order until May 26, 2020

The new order includes minor changes allowing certain activities to start up again:

- **public libraries can provide curbside pickup of books**
- golf courses can open with more spread out tee times
- non-essential businesses will be allowed to do deliveries, mailings and curbside pick-up
- arts and crafts stores can do curb-side pick-up for materials used to make masks or PPE
- aesthetic lawn care or construction is allowed as long as it's done by one person

Source, Emergency Order #28 updated 4/16/20

<https://www.wisconsinlibraries.org/assets/2020-04-16%20Safer%20at%20Home%20extension%20FAQ.pdf>

11

11

Library Plans

We don't know what reopening looks like – what do you think?

Complete our online survey -

<https://fs8.formsite.com/SWANServices/covid-19-reopening>

Share your plans. We will post your plans for colleagues.

Join the SWAN Community Forums!

If the Governor's stay-at-home order is revised to allow limited service, does your library expect to offer any of the following services? [check all you are considering] *

- Home Delivery
- Curbside Pickup
- Limited Public Computer Use
- Notary or other services (e.g. passports)
- Patron pickup or self-check in the lobby
- Other
-

Do you currently have staff entering your library building? *

- Yes
- No

If staff are entering your building now, what tasks are they performing?

- Building Maintenance Checks
- Accounting/Bookkeeping/Payroll
- Emptying Book Drop
- Other
-

In a phased reopening where staff are allowed in the building, what is the maximum number of staff you will have in the building at one time.

Using the following scale, how concerned are you about patron safety in regard to providing library material in a situation such as curbside pick-up or home delivery? *

- Biggest concern I have about reopening
- Very concerned
- Concerned
- Comparable concern related to going to grocery store
- Not overly concerned

Using the following scale, how concerned are you about staff safety in regard to patron interaction through curbside pick-up or home delivery? *

12

12

Recommendations from NEDCC

COVID-19 and Collection Care, RAILS webinar -
<https://www.railslibraries.info/events/181331>

- 72-hour quarantine
- Separate quarantine space
 - Store in bags or bins – date for quarantining – don't touch between start and end of quarantine
 - Co-locate on carts or shelving away from staff areas is acceptable
- Quarantine receiving orders – keep in box, store for 3 days
- Staff handling quarantine materials should use gloves
 - Dispose immediately
 - Other staff processes should use hand washing, not gloves
- Don't clean material, recommended cleaning products will damage items; time is the best safety product
- Clean with disinfectant/wipes hard surfaces, work surfaces, door handles

13

13

Staff PPE

- Likely all staff will need to wear masks to protect colleagues
- Wash clothing after each shift; virus is not easily passed through soft porous surfaces
- Continuous surface cleaning – create checklist and responsibility chart
- Gloves only for those working in quarantine process
- Face guards, workstation shields when dealing directly with public
- ORGANIZATION – don't handle until date stamp

14

14

Procurement of PPE and Supplies

SWAN Board supports facilitating procurement and distribution for our libraries

- Supplies & PPE being researched:
 - Grocery bags for curbside/delivery
 - Face Shields – for staff working curbside, providing safe patron interaction
 - Masks
 - Gloves – for staff processing book drop, moving items into quarantine; regular staff functions rely on hand washing
 - Hand sanitizer
 - Portable sinks?
 - Service point/station protective shields

Which of the following supplies and personal protective equipment does your library need? If you know of a supplier, please share contact information. *

	Need	Nice to have	Have, want more	Have plenty	Supplier reference
Grocery bags for curbside	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Masks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Face guards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Workstation guards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Gloves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Hand sanitizer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
Portable sinks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

If you have a supplier reference, please share that information in the survey.

15

15

SWAN Community Forums

- 67 users added in the past week
- Check your Spam for invites
- Aaron and Jesse both get emojis – most hearts given and received



Week APR 13 - APR 20 ▾

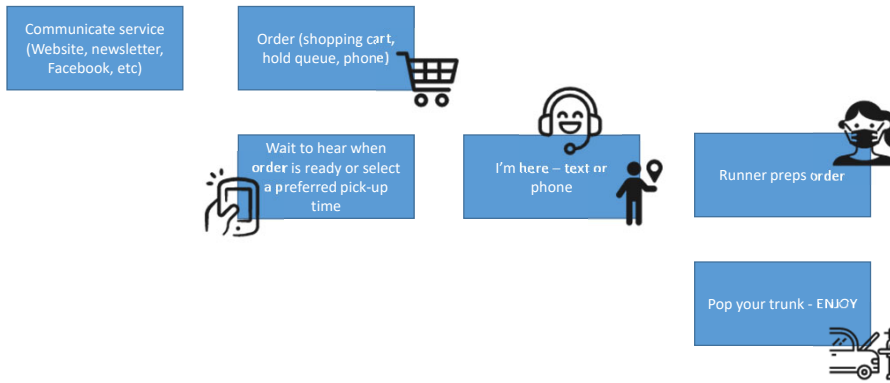
291 users

	Received	Given	Topics	Replies	Viewed	Read	Visits
SWAN-Aaron Aaron Skog Executive Director	6	3	1	0	12	43	7
RFS-Victoria Victoria	5	3	0	2	5	33	3
PHS-Jesse Jesse Blazek	5	6	0	3	8	33	4

16

16

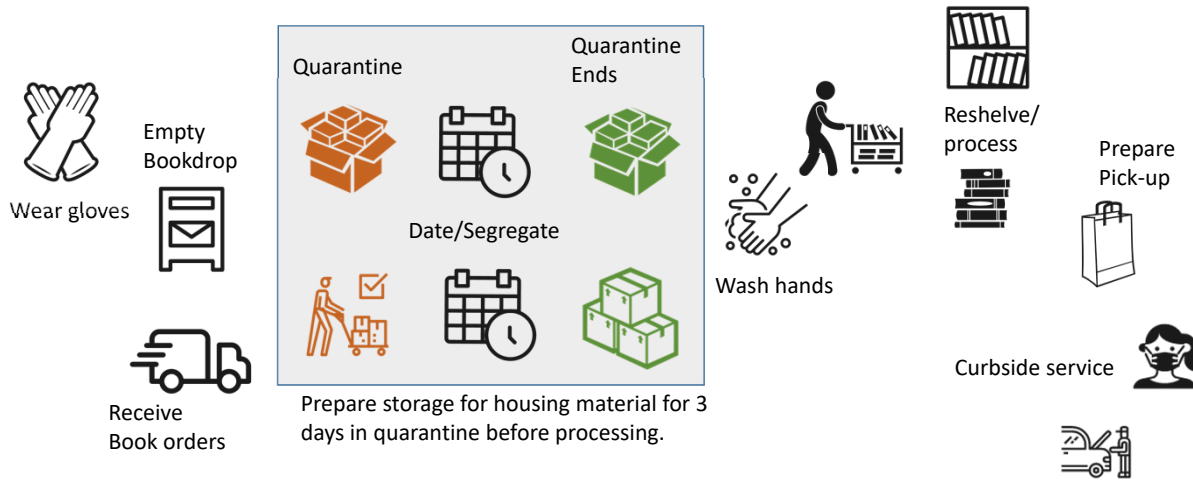
Last week reminder – patron experience



17

17

Handling Material - staff experience



18

18

Enterprise – local service model

Considerations for limited access to collections/curbside support

1. Messaging and link to local instructions
2. Scope search local
3. Encourage patrons to look for on shelf items

The screenshot shows the Eisenhower Public Library District website. At the top, there is a navigation bar with 'Log In', 'My Account', 'My Lists', 'Library Information', 'English', and 'Help'. A blue banner at the top states: 'Curbside pickup is available in limited capacity. Request and pickup of items from other libraries is not available until further notice. If you have a card at another library, please contact your library about their curbside pickup services. Learn more.' Below this is a search bar with 'Eisenhower Public Library Dis' selected in the dropdown, 'All Fields' in the dropdown, and 'master and margarita' in the search field. A magnifying glass icon is to the right. Below the search bar is an 'Advanced Search' section with tabs for 'Books, eBooks, & Media' and 'Articles'. The search results show '14 Results Found' and '1 2' for pagination. The first result is 'The master and Margarita' by Bulgakov, Michael, 1891-1940 author. It is a 1st Evergreen ed., published in 1957, in paperback format. It is currently 'On Shelf' at Eisenhower Public Library District. A table below shows the call number 'YA BULGAKOV, M. (CLASSIC)', the location 'Eisenhower Public Library District Young Adult Stacks', and the type 'Paperback'. Three yellow circles with numbers 1, 2, and 3 are overlaid on the screenshot: circle 1 is on the search bar, circle 2 is on the search dropdown, and circle 3 is on the 'On Shelf' status.

19

19

eResources Update

Ancestry online access extended through May 31st

The screenshot shows the Ancestry login page on the SWAN Libraries website. The page title is 'SWAN Libraries > Ancestry'. Below the title is the heading 'Ancestry Login'. There is a text input field labeled 'Library Card Number:' with a magnifying glass icon to the right. Below the input field is a black 'SUBMIT' button.

20

20

eResources Update

- Database selections are due **April 30th**
- See your options and complete the form on the SWAN Support Site: <https://support.swanlibraries.net/news/2020-04/69763>
- Thanks to these 39 libraries who have responded as of April 20th

Acorn Public Library District	Indian Prairie Public Library District
Batavia Public Library District	Justice Public Library District
Bedford Park Public Library District	LaGrange Park Public Library District
Bellwood Public Library	Lansing Public Library
Berkeley Public Library	Markham Public Library
Bloomington Public Library	North Riverside Public Library District
Bridgeview Public Library	Northlake Public Library District
Broadview Public Library District	Oak Park Public Library
Calumet City Public Library	Palos Heights Public Library
Clarendon Hills Public Library	Palos Park Public Library
Crestwood Public Library District	River Forest Public Library
Crete Public Library District	River Grove Public Library District
Downers Grove Public Library	Riverside Public Library
Evergreen Park Public Library	Schiller Park Public Library
Flossmoor Public Library	South Holland Public Library
Frankfort Public Library District	Steger-South Chicago Heights Public Library District
Franklin Park Public Library District	Tinley Park Public Library
Geneva Public Library District	Town and Country Public Library District
Green Hills Public Library District	Westchester Public Library
	Westmont Public Library


21

21

Introducing....
SWAN eXpo 2020 Web Series

Join us under the big tent!

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



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22

22

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.



23

23

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



24

24

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

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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25