SWAN Committee of the Whole Meeting: Library Directors & Administrators

April 29, 2020

Meeting Agenda

1. Recap on SWAN COVID-19 Response
   • Online Firesides
   • SWAN Community Forums
   • Online Patron Registration
   • System Changes

2. Library Reopening Survey Results
   • Director Concerns
   • Supplies Identified

3. Library Reopening Plan Overview

4. SWAN’s Reopening Plan (Exhibit pgs. 2-9)

5. Preparation & Coordination of Library Services
   • Curbside
   • Library Delivery to Patron’s at Home

6. Communication to the Public
   • Safety of shared materials
   • Promotion of added services, e.g. curbside
   • SWAN patron site information on contactless pickup & how materials are processed
SWAN Response to COVID-19 Pandemic

- Weekly “fireside chats” each Tuesday 11 a.m.
- Action Recap
  - Holds suspended
  - Due dates extended to 6/3
  - Patron expiration dates extended or set to NEVER
  - Online Patron Registration: now 60 libraries
  - OCLC supplier status “no” until 7/1
- SWAN Community Forums

- eResources updates
- SWAN eXpo 2020 Web Series
- Fine-Free-for-Now “FF4NOW” option
- Cataloging database maintenance

Are people still placing holds?

Yes, but dwindling!

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Online Patron Registration

- Online Patron Registration continue to grow
- 2,320 since March 23rd
- Averaging about 70 per day
- See BLUEcloud Analytics > Users > Count Users Reports > Count Online Cards Created by Date
SWAN Community Forums

- Expanding use of Community Forums: 330 users
- Invitations sent to all SWAN directors Friday 4/24
- Access to all categories plus a private “Directors Forum”
- Start your own topics
- Notifications & reply via email

Non-Resident Discussion

RAILS received from Illinois State Library legal stating (shared Apr 10th via the Directors Only email list)

“...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

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

• Online meeting Tuesday, April 21st Participants: Alaska, Arizona, Florida, Illinois, Massachusetts, Minnesota, New Jersey, New York, Ohio, Wisconsin, Australia (SAPLN), & SirsiDynix staff
• Common themes & 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

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’
Reopening Survey

Results as of April 27th

Survey Results (53 responses)

Does your library have a plan (draft or approved) for reopening? 68% Yes

Who did you work with in developing the plan?

- Library Board: 27
- Library Staff: 22
- Other SWAN Library Directors: 12
- Local Government: 12
- Local School Districts: 5
- Local/County Health Agencies: 4
- In collaboration with: 7
- Other Library Organizations: 12

150 responses in 53 results
Limited Services expected to provide

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?

![Bar chart showing the expected services]

Are staff currently entering the building?

What tasks are they performing?

![Bar and pie charts showing the tasks performed by staff]

Concern offering curbside/home delivery

Patron safety in curbside/home delivery

- Very concerned: 24
- Concerned: 8
- Comparable concern related: 10
- Not overly concerned: 2

Staff safety in curbside/home delivery

- Very concerned: 23
- Concerned: 8
- Comparable concern related: 8
- Not overly concerned: 1

Concern in work environment

Staff safety handling library material

- Very concerned: 20
- Concerned: 12
- Comparable concern related: 6
- Not overly concerned: 5

Staff maintaining social distance in workplace

- Very concerned: 15
- Concerned: 14
- Comparable concern related: 8
- Not overly concerned: 2
Procurement of PPE and Supplies

https://support.swanlibraries.net/documentation/71395

People need grocery bags for curbside packaging...

• Volume pricing is not sufficient for deep discounts
• Limited in shipment location per order
• SWAN can provide links for direct ordering/delivery
• Price per bag varies greatly based on handle options

While many have some masks,

• Need for more
• Likely to be a continual need
• References shared for suppliers
PPE – Face Guards/Shields

Many libraries may be supplying their own.

- SWAN can provide for those wanting/need

PPE – Workstation Guards

In addition to supplier references, Bob Serafino, Facilities Manager, Tinley Park has shared schematic for sneeze guards.

PPE – Face Guards/Shields

5) gloves

6) hand sanitizer
PPE – Portable Sinks

Not as many libraries need or want these, but supplier references available for those who do.

Self-Contained, Instant Hot Water

- Portable, On Wheels
- Locking Cabinet
- Instant Hot Water
- 110V, 20A Circuit
- No Cross Contamination
- 5 Gallon Fresh Water
- 6 Gallon Waste Water
- All Metal Bottom
- NSF Certified

SWAN Reopening Plan: 5 Phases
Phase 1: Library Facilities Closed to the Public

Phase 1: The Illinois order defined public libraries as “non-essential” which solely meant that library services could be provided virtually while the facilities remained closed.

• This has been our operating assumption for the past 6 weeks
• Recent guidance from RAILS’ attorney has Under the current Stay at Home Order that expires on April 30, 2020, libraries are authorized to determine for themselves what government functions are essential.
• The modified Stay at Home Order text has not been provided yet, so information is limited.
• This modified order will likely move SWAN to Phase 2 of its Reopening Plan.
• RAILS delivery will not operate until further notice

SWAN Library Services Platform Functions: Phase 1

• Days Closed for libraries are set for future date associated with the shelter-in-place order
• Holds can be placed by patrons but are suspended through a scheduled task that runs hourly
• Enterprise banners are posted for each library with custom messaging
• Patron notifications and billing via email, text, telephony, and print are suspended
• Due dates are extended to a single fixed date for all member libraries
• Card expirations are extended to a single fixed date or libraries can update to NEVER
• OCLC Supplier status in WorldShare ILL is updated to a non-supplier status
• Patrons with a status of either delinquent or blocked who owe less than $100 have their status changed to OK through a nightly scripted task.
• Extend restrictions on non-resident zip codes in Online Patron Registration, upon request by library (library acknowledges responsibility in vendor agreements)
• Libraries with Automated Material Handlers, consider back dating check-in date

Phase 2: Library Facilities Open for Limited Staff-Provided Services

Phase 2 Summary: RAILS Delivery service remains suspended in this phase & libraries are providing services in these likely forms

• Curbside pickup of requested available items via online holds
• Library staff deliver requested materials to patrons at home
• Drop off/Return of materials via book drops
• Automated material handlers in libraries are functional
• Some materials processing in Technical Services, while staff practice social distancing
• Service to local residents only; no services to reciprocal borrowers or interlibrary loan (either within SWAN or outside of the consortium)

Phase 2: SWAN Library Services

• Use system features to avoid handling of money/credit cards
• Fines free discharge of materials
• Refer patrons to online credit card payment
• Fine-Free-for-New service
• Shadow collections
• Holds management config changes to support local-only holds
• Enterprise banners updated
• Enterprise catalog default is set to home library
• Receipts, hold wrappers are modified for curbside and/or home delivery
• Bills waived upon request by library (SWAN criteria)
What does curbside look like?

These photos were shared from a library in British Columbia, as well as one of our own SWAN libraries.

- Quarantine
- Process
  - Pull Items
  - Checkout
  - Bag
  - Notify patron
- Determine how to facilitate pickup

Phase 3: Library Facilities Open for Limited Patron Services

Phase 3 Summary: RAILS Delivery service remains suspended in this phase & libraries are providing services in these likely forms

- Library staff are checking out only locally available materials
- Self-check system may be online, physically distanced
- Curbside pickup of requested available items via online holds
- Library staff deliver requested materials to patrons at home
- Drop off/Return of materials via book drops
- Automated material handlers in libraries are functional
- Limited computer use, by reservation, computers physically distanced
- Limited access to open stacks
- Metered number of patrons in library at a time
- Technical Services in full operation, while staff practice social distancing

Phase 3: SWAN Library Services

- Mirrors phase 2
- Reintroduce
  - Holds notification
  - Hold slip & hold wrapper
Phase 4: Library Facilities Open & Majority of Library Services are Reintroduced

Phase 4 Summary: RAILS Delivery service is active in this phase & libraries are providing services in these likely forms.

- Library staff are checking out local and transited materials
- Self-check systems are online, physically distanced
- Curbside pickup of requested available items via online holds
- Library staff deliver requested materials to patrons at home
- Drop off/Return of materials via book drops
- Automated material handlers in libraries are functional
- Limited computer use, by reservation, computers physically distanced
- Library staff pull items to fulfill holds at other SWAN libraries, put in transit

Phase 4: SWAN Library Services Platform Functions

- Holds Management system configuration returns to resource sharing model, while allowing libraries to remain processing “local only”, as desired/appropriate
  - Holds processing returns to availability throughout consortium
  - Holds notifications return to normal
- Days Closed schedule returns to normal practice
- Notices, billing, collection reports return to normal schedules
- Circulation rules return to normal processing (no system-wide extensions)
- Patron blocks and limits are put back in place
- Ongoing renewal of patron cards as monthly process
- Extension of non-resident zip codes in Online Patron Registration removed
- Enterprise customizations made for local/digital preference return to full catalog searching
- OCLC Supplier status in WorldShare ILL is updated to a supplier status, upon request by library

Phase 5: Libraries Return to 100% Pandemic Free Services

Phase 5 Summary: Return to Pre-Pandemic

- RAILS Delivery service is active in this phase.
- Libraries are providing services offered pre-pandemic (along with some new ones adopted along the way).
- Return to service/programs offered in January 2020
- Expansion and continuation of services introduced during pandemic:
  - Expanded e-content offerings
  - Virtual programming (e.g. online book clubs)
  - Curbside service
- If continuing home delivery, migrate service into Outreach Services model

SWAN System, Support, Employees: Phase 5

- While Phase 5 represents an expansion of patron services and staff work within the library, especially in terms of programming, SWAN services will mirror those of Phase 4.
Communication to the Public

Safety of shared materials
Promotion of added services, e.g. curbside
SWAN patron site information on contactless pickup & how materials are processed

- Are libraries getting these questions now?
- What will you say to patrons about material in curbside?
- Role of SWAN within public communication?