



SWAN Committee of the Whole Meeting Administrators & Directors

Wednesday, April 29, 2020

10:00 a.m. – 12:00 p.m.

Online Meeting: video & audio

<https://global.gotomeeting.com/join/425511645>

Attend by phone: (571) 317-3112 Access Code: 425-511-645

Agenda

1. Recap on SWAN COVID-19 Response
 - a. Online Firesides
 - b. SWAN Community Forums
 - c. Online Patron Registration
 - d. System Changes
2. Library Reopening Survey Results
 - a. Director Concerns
 - b. Supplies Identified
3. Library Reopening Plan Overview
4. SWAN's Reopening Plan (Exhibit pgs. 2- 9)
5. Preparation & Coordination of Library Services
 - a. Curbside
 - b. Library Delivery to Patron's at Home
6. Communication to the Public
 - a. Safety of shared materials
 - b. Promotion of added services, e.g. curbside
 - c. SWAN patron site information on contactless pickup & how materials are processed

SWAN Reopening Plan

April 27, 2020

Introduction

This plan is to ensure member libraries understand the various services SWAN will provide within the defined phases of the COVID-19 pandemic. SWAN member libraries are located in four counties Cook DuPage, Kane, and Will and should those counties change the defined context below, it is possible that some member libraries will operate in a different phase from those in another county. SWAN defines the county as where the library institution is headquartered.

Member libraries are expected to follow SWAN's plan. Reintroducing services in a different phase of the plan prematurely will be strongly discouraged. This plan will serve as a basis for allowing or disallowing a requested service by a member library.

In all phases, library administration must evaluate safety for staff and patrons. Offering any service which requires staff to be onsite, handle material, or engage with patrons requires:

- Sufficient Personal Protective Equipment (PPE) to safely offer services
- Training in use of PPE
- Completion of training in workflow processes to minimize physical contact, provided by SWAN, including:
 - Material Quarantine
 - Curbside and Home Delivery Services
 - Delivery Handling
- Staffing reassignment to account for social distancing stressing minimal contact with material and people
- Local plan for phased reopening

Our libraries are committed to service, and during these times, all our efforts need to be focused on **Safety First**, as the highest level of service.

Ongoing Services

These services will be available throughout all phases of this plan.

- Search & Discovery, My Account, eBook checkout
- E-content integration within the SWAN library services platform
- Online Patron Registration
- Bibliographic database enhancement and extension of work-from-home technical services
- Consultation on policy, site renovation, fine free implementation
- Ongoing membership meetings
- Continued development and delivery of professional development and training
- On-call SWAN support staff are scheduled for weekday evening and weekend business hours

Phase 1: Library Facilities Closed to the Public

Anticipated Date: dependent on local and state assessment of risk.

Context: Stay-at-home order is in effect through state and local authorities.

Summary: The Illinois order defined public libraries as “non-essential” which solely meant that library services could be provided virtually while the facilities remained closed. Libraries are essential services in the broader narrative of the social good, but within a global pandemic the very nature of libraries facilities as a gathering place for local citizens and library employees is a major health risk.

SWAN discourages any library from attempting to break the shelter-in-place order via its library services platform. Libraries may have limited staff enter physical spaces to maintain physical plant and perform critical payroll/accounting functions; all other staff functions are encouraged to adopt a work-from-home model.

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

SWAN Support: Phase 1

- SWAN will act as a centralized purchaser of an agreed upon common list of supplies for member libraries that will be billed on set per unit cost.
- SWAN will develop and train, in consultation with members, recommended staff workflow processing including:
 - **Processing Course 1 - Material Quarantine**
 - 72-hour quarantine period
 - Material return processing
 - Sort by item owning libraries for items requiring transit
 - New orders/delivery processing
 - Handling recommendations (gloves, hand washing)
 - Automated material handlers (AMH) recommendations
 - Where possible, quarantine before processing

- If not possible, create specific staffing work pattern to minimize contact in handling area

SWAN Employees: Phase 1

Staff are 100% work from home. All SWAN operations can be provided within the 100% work from home arrangement. SWAN headquarters is available as a location for single staff use for specific purposes such as a package delivery location. SWAN payroll can be completed 100% remotely, however, SWAN's accounting service through RAILS (ending June 30, 2020) requires in-person exchanges of printed checks and actual check signing by the Executive Director.

SWAN will provide virtual services to the membership:

- User group meetings 100% online
- Library staff training and consultation 100% online
- Governance meetings 100% online
- SWAN library support 100% online

Transition from Phase 1 (libraries closed and following stay-at-home order) to Phase 2 (offering limited curbside service) requires staff training and a guaranteed supply of PPE deemed essential for staff.

[RAILS Guidelines for Libraries Considering Curbside Service and/or Phased Reopening](#) outlines considerations before implementing or reopening any services. SWAN's Reopening Plan defines a phased approach to reopening where readiness is assessed at each phase.

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

Anticipated Date: dependent on local and state assessment of risk.

Context: Stay-at-home order is modified by state and local authorities which allow some library staff to function if the definition of essential or non-essential services is modified. Library PPE supply needs are sufficient within safety recommendations for public and staff. Staff need to follow recommended quarantining and handling of material. Avoid contact with money/credit cards directly from patrons.

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)

Approximately 670,000 items are checked out which would have been due during closures. All Due Dates have been extended to 6/3/2020. Roughly 25% of the material checked out at a library is owned by another SWAN library. When patrons return items, they will be advised to return material to their home library.

- Non-owning library materials returned to checkout library, but not owned by library, will be checked in
 - Items will remain in storage (transit status) until they can be delivered to home library
- When processing check-ins, sort by owning library to facilitate direct delivery or special curbside swaps, if possible/desired

SWAN Library Services Platform Functions: Phase 2

- Continued from Phase 1:
 - Days Closed for libraries – libraries are considered open if offering limited service (Days Closed impacts selection of material for on-shelf items lists/Pick Lists)
 - 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
 - Libraries remaining closed (offering no limited services):
 - Patron notifications and billing via email, text, telephony, and print remain suspended
 - Due dates are extended to a single fixed date for all closed libraries
 - 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.
- Libraries offering limited services:
 - Use system features to avoid handling of money/credit cards
 - Fine Free Discharge of materials
 - Refer patrons to Enterprise for credit card self-payment
- [Fine Free for Now](#) service is provided to member libraries as an option
 - Fine Free for Now is a temporary circ rule with two options
 - 3 weeks, no renewals
 - 3 weeks, 2 renewals
 - No fines are accrued or assessed; block occurs if any item is 14 days overdue
 - Circulation rules for material already checked out cannot be modified
- Shadow collections upon request (e.g. board games, toys) on demand, upon request from libraries
- Holds Management configuration changes to support local-only holds
 - Existing holds in the system will remain active, but unfillable if the home library does not own a copy
 - New holds can be placed by home library patrons for only local copies
 - Pick-up anywhere options in Enterprise removed, pick-up at home library only
 - Existing hold pick-up location modified to match patron home library
 - Addition of user category options for pick-up preference for curbside and home delivery

- System configuration restricts Non-SWAN reciprocal borrowers from placing holds (including Chicago). Any services offered to non-local patrons will be at the discretion of the library and outside the automatic holds selection process.
- Enterprise banners are posted for each library with custom messaging regarding services available
- Enterprise catalog default is set to home library
- Enterprise and patron help website reflect library openings and consortium-wide procedures
- Receipts, hold wrappers are modified for curbside and/or home delivery services
- Bills waived, upon request by member library, based on criteria provided to SWAN

SWAN Support: Phase 2

- SWAN will act as a centralized purchaser of an agreed upon common list of supplies for member libraries that will be billed on set per unit cost.
- SWAN will develop and train, in consultation with members, recommended staff workflow processing including:
 - Continued from Phase 1:
 - ***Processing Course 1 - Material Quarantine***
 - ***Processing Course 2 - Curbside and home delivery services***
 - Minimal touch
 - Onshelf items list sorted by user; division of pick list amongst staff to facilitate minimal contact and social distancing
 - Staff pull and immediately check out to user; print checkout receipt for delivery/pick-up bag; email receipt, check SMS settings – send text message
 - Checkout immediately to the patron
 - Reduce number of times patron A goes to the library

SWAN Employees: Phase 2

Staff are 100% work from home. All SWAN operations can be provided within the 100% work from home arrangement. SWAN headquarters is available as a location for single staff use for specific purposes such as a package delivery location. SWAN payroll can be completed 100% remotely, however, SWAN's accounting service through RAILS (ending June 30, 2020) requires in-person exchanges of printed checks and actual check signing by the Executive Director.

SWAN will provide virtual services to the membership:

- User group meetings 100% online
- Library staff training and consultation 100% online
- Governance meetings 100% online
- SWAN library support 100% online

Phase 3: Library Facilities Open for Limited Patron Services

Anticipated Date: dependent on local and state assessment of risk.

Context: Stay-at-home order is less restrictive by state and local authorities which allow some library staff to function as non-essential employees, and limited access by patrons to physical locations. Physical distancing is still recommended, but COVID-19 infection risks are declining. Library PPE supply needs are predictable, and supplies are plentiful.

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

SWAN System, Support, Employees: Phase 3

While Phase 3 represents an expansion of patron services and staff work within the library, SWAN services will mirror those of Phase 2.

During Phase 3, libraries may elect to open hold shelves for patron pick-up. If holds shelves are provided, the following services will be reintroduced:

- Holds notification
- Hold slip and hold wrapper

Phase 4: Library Facilities Open & Majority of Library Services are Reintroduced

Anticipated Date: dependent on local and state assessment of risk.

Context: Stay-at-home order is modified by state and local authorities which allow some library staff to function as non-essential employees. Library self-checks, computer labs requiring SWAN user authentication is provided. Patrons are allowed into the building but will be limited in the movements and access to promote safety. Physical distancing is still recommended, but COVID-19 infection risks are declining. Library PPE supply needs are predictable, and supplies are plentiful.

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

SWAN Library Services Platform Functions: Phase 4

- 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

SWAN Support: Phase 4

- SWAN reduces role as a centralized purchaser, libraries have assumed ongoing responsibility for staff supplies.
- SWAN will develop and train, in consultation with members, recommended staff workflow processing including:
 - Continued from Phase 1:
 - ***Processing Course 1 - Material Quarantine***
 - Continued from Phase 2:

- **Processing Course 2 - Curbside and home delivery services**
- **Processing Course 3 - Delivery Handling**
 - Pre and post processing of materials sent/received in delivery to ensure quarantine period

SWAN Employees: staff are working from home or in the office based on a set number of staff in active social distancing.

SWAN will provide a blend of virtual and in-person services

- User group meetings online or in-person depending on need
- Library staff training online or in-person depending on need
- Governance meetings 100% online
- SWAN library support 100% online

Phase 5: Libraries Return to 100% Pandemic Free Services

Anticipated Date: dependent on local and state assessment of risk.

Context: Stay-at-home order is lifted by state and local authorities which allow library staff to return to pre-pandemic responsibilities, including in-person programming. While physical distancing may still be practiced and hand washing adopted as normal daily routines, services return to pre-pandemic operations. Depending on recommendations, material handling and quarantining practices may continue.

Summary: 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.