GoToWebinar Housekeeping

• Sorry, no chat
• All muted on entry
• Submit questions using the Questions panel
• Raise hands (we can unmute to discuss)
GoToWebinar Housekeeping

Your Participation
- Open and close your control panel
- Join audio:
  - Choose Mic & Speakers to use VoIP
  - Choose Telephone and dial using the information provided
- Submit questions and comments via the Questions panel
- Raise your hand to be unmuted

Topics
- SWAN Reopening Plan—Phases 1 & 2
- Action Recap
  - Report on Your Patrons’ Active Holds
- Planned Reopening
  - Taking care of items currently on hold shelf
  - Survey for Curbside/Fine Free options
  - Staff Preparedness Training
  - Sourcing PPE & Supplies
  - Training for Preparation, Quarantine, Curbside
- Extending Due Dates
- Holds Configuration – Enterprise
- Forums & Notification Settings
- SWAN eXpo 2020 Web Series
### Phase 1 vs Phase 2

<table>
<thead>
<tr>
<th>Phase 1</th>
<th>Phase 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Facilities Closed to the Public</td>
<td>Library Facilities Open for Limited Staff-Provided Services</td>
</tr>
<tr>
<td>ILL delivery between libraries suspended</td>
<td>ILL delivery between libraries suspended</td>
</tr>
<tr>
<td>Library facilities closed, virtual services</td>
<td>Library facility provides curbside, home delivery, open limited hours, PPE supplied to staff, virtual services</td>
</tr>
<tr>
<td>Days Closed set for libraries</td>
<td>Days Closed updated to limited days libraries open</td>
</tr>
<tr>
<td>Patrons can place requests but are suspended via automated script</td>
<td>Patrons can place requests but only on local library material; requests denied on other library collections</td>
</tr>
<tr>
<td>Patron notifications and billing via email, text, telephony, and print remain suspended</td>
<td>Same as phase 1</td>
</tr>
<tr>
<td>Due dates are extended to a single fixed date for all closed libraries</td>
<td>Due dates are extended per library based on reopening plan</td>
</tr>
<tr>
<td>Card expirations are extended to a single fixed date</td>
<td>Same as phase 1</td>
</tr>
<tr>
<td>OCLC set as non-supplier</td>
<td>Same as phase 1</td>
</tr>
<tr>
<td>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</td>
<td>Same as phase 1</td>
</tr>
</tbody>
</table>

### Action Recap

- **[NEW] Local Holds Only**
- **[NEW] Curbside Libraries**
  - Days Closed Updated ("open")
  - Hold unsuspended
- Holds suspended until June 8, 2020 (unless offering curbside)
- Due Dates extended to 6/3/2020 (Public Libraries)
  - Survey coming to allow extension, based on library specific requests
- Patron record expiration dates updated to 7/4/2020 (for any user accounts expiring between 1/1/2020-6/30/2020)
- Notices, billing, collection – all suspended
- Holds with an expiration date of March 16 – September 6, updated to September 7, 2020.
Your Patrons’ Active Holds

SWAN Reports > COVID-19 > Holds > Active Holds by User Library

• Use this report to assess need for purchase, verifying patron’s interest in remaining in the hold queue, alternate titles that may satisfy hold

Represents holds that will not be filled while local only holds configuration is in place.

Sharing Library Plans

https://forums.swanlibraries.net/t/reopening-considerations/397/28

https://support.swanlibraries.net/documentation/71031
Starting Curbside? Start with March hold shelf

- Do not print your pull list and process new holds until you finish clearing the March hold shelf completely
- Assess current hold shelf (do NOT checkin items)
  - Limit the number of staff handling material, split up the material by patron
- Contact patron to see if they still want the items
  - If yes, checkout to patron and schedule curbside
  - If no, checkin the item
    - Hold for local patron? Checkout and start next curbside cycle
    - Return to another library? Sort into owning library box, quarantine (no need to label)
    - Reshelve, if local item and no holds in line

Curbside (early survey results)


<table>
<thead>
<tr>
<th>Will your library be offering curbside?</th>
<th>Anticipated starting dated for curbside?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, 11</td>
<td>May 5: 1, May 12: 0, May 19: 0, May 26: 1, June 2: 0, June 9: 1, June 16: 0</td>
</tr>
<tr>
<td>No, 2</td>
<td>3 2 2 1 2 1 1</td>
</tr>
</tbody>
</table>
Fine Free for Now

Would you like to implement Fine Free for Now settings?

Want more details on how it works?
https://support.swanlibraries.net/documentation/70788

During these times of uncertainty, libraries are looking for ways to provide service to patrons without causing any financial distress. Closely mirroring SWAN’s Fine Free strategy, Fine Free for Now would assist libraries in going fine free during their staged opening process.

Of utmost concern is limiting handling of cash and credit cards by your staff during this time. Fine Free for Now eliminates most of these transactions from occurring, keeping patrons and staff safer.

Sourcing PPE & Supplies
https://support.swanlibraries.net/documentation/71395

- Resources shared from survey and COW discussion
- Survey results on support site
- SWAN has purchased face guards, considering hand sanitizer from TEAM ONE, will provide curbside pick-up of these supplies starting next week for member libraries

While several libraries have some masks, there is need for more. This is a need that will likely be continuous for the next year.

- SWAN did get pricing on disposable masks but volume requirements for substantial discount required purchasing in lots of a million.
- Many libraries are having staff and local volunteers make cloth masks for staff.

References/Suppliers:
High demand may affect availability.

- TEAM ONE [See RAILS Members deal, TEAM ONE PPE Products Price List]
- Custom Ink, $240 for 120 pack, $2/mask, washable
- Masks by Wholesale, disposable, ~$1.25 each
- Tablets, ~$3.50 ea depending on quantity, 100% cotton, washable
- Hedley & Bennett, $22/ea, washable, apron factory making masks, high-end, longer wear, will donate 1 to health care for each sold, fits masks available
Staff Preparedness Training

https://support.swanlibraries.net/documentation/71853

Three courses developed and available:

1. Preparing for Reopening
2. Material Quarantine
3. Curbside Pickup

Approximately 20 minutes total to complete all tutorials.

Extending Due Dates

Now that libraries are beginning to open with limited services, we will be opening up extension of due dates, per library request.

Look for a survey this week to submit requests to extend due dates.
Reminder – Curbside patron experience

1. Communicate service (Website, newsletter, Facebook, etc)
2. Order (shopping cart, hold queue, phone)
3. Wait to hear when order is ready or select a preferred pick-up time
4. Runner gets order
5. I’m here – text or phone
6. Runner gets your order
7. Pop your trunk – ENJOY

Just announced

• SWAN is working with UNIQUE to activate for all SWAN libraries wanted this service
• Looks for updates & availability
• SWAN will provide additional training/tutorial when available
Enterprise Messaging

Forums & Notification Settings

https://support.swanlibraries.net/node/71843

• Simplified categories, added tags
• Easier to set email notifications by category
• New documentation on the SWAN support site: Members > SWAN Community Forums
Forums & Notification Settings (cont.)

Introducing....
SWAN eXpo 2020 Web Series

Submit a presentation idea -
The mission of the Cataloging Maintenance Center (CMC) is to provide cataloging support to Illinois library system-member libraries. This support includes database cleanup, original or copy cataloging of eligible collections, providing cataloging training, assisting with general cataloging questions, and providing metadata consultation.

This session will be presented by Erin Rose, and Dr. Pamela Thomas.
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