

SWAN Fireside Chat

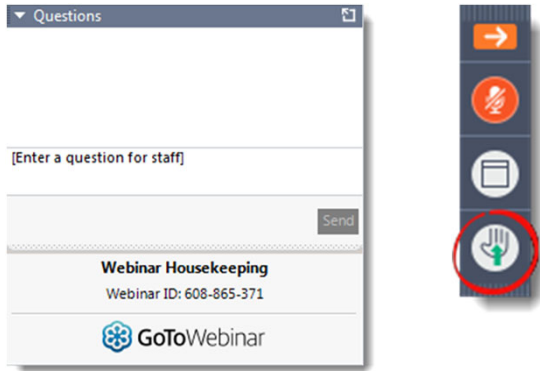


May 5, 2020

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GoToWebinar Housekeeping

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



The screenshot shows a 'Questions' panel on the left with a text input field containing '[Enter a question for staff]' and a 'Send' button. Below the input field, it displays 'Webinar Housekeeping' and 'Webinar ID: 608-865-371'. The GoToWebinar logo is at the bottom. On the right, a vertical toolbar contains icons for navigation, mute, chat, and a 'Raise Hand' icon, which is circled in red.

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GoToWebinar Housekeeping

Your Participation

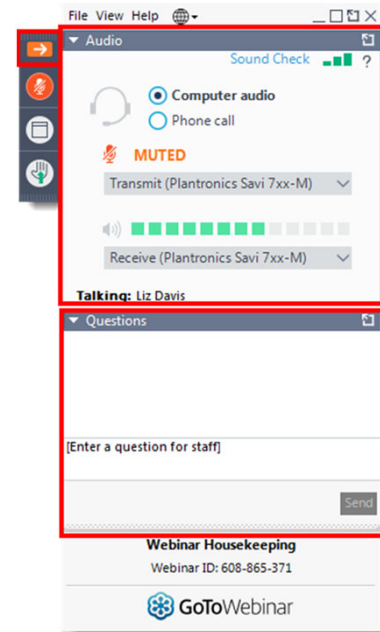
Open and close your control panel

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



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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

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

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Action Recap

- [NEW] Local Holds Only
- [NEW] Curbside Libraries
 - Days Closed Updated (“open”)
 - Hold unsuspending
- 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.

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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.

User Last Name	User First Name	User Address Email	User Phone Number	User Attribute Category10	User Barcode	Hold Created Date	Hold Suspension End Date	Hold Client	Catalog Flex id	Catalog Title	Catalog Author	Item Type Code
						2020-03-05	2020-06-08	WORKFLOWS	a2822684	American dirt /	Cummins, Jeanine	BOOK_NEW
						2020-01-24	2020-06-08	WORKFLOWS	a2822684	American dirt /	Cummins, Jeanine	BOOK_NEW
						2020-02-27	2020-06-08	WORKFLOWS	a2856242	The carnivore cookbook /	Emmrich, Maria	BOOK_NEW
						2020-04-30	2020-06-08	WS_DS	a2830448	A good neighborhood /	Fowler, Theresa	BOOK_NEW
						2020-03-15	2020-06-08	WS_DS	a2824988	The numbers game_a novel /	Steel, Danielle	BOOK_NEW
						2020-04-10	2020-06-08	WS_DS	a2824988	The numbers game_a novel /	Steel, Danielle	BOOK_NEW
						2020-01-25	2020-06-08	WS_DS	a2832923	The splendid and the vile_a saga of Churchill, family, and defiance during the blitz /	Larson, Erik	BOOK_NEW

Sharing Library Plans

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

<https://support.swanlibraries.net/documentation/71031>

Reopening considerations
COVID-19 Open Mic

SWAN-Aaron Executive Director 6d

Couple things: we posted a survey for libraries to complete on your reopening plans and within it you should express your interest in supplies such as paper bags and PPE (masks, gloves, etc.) <https://support.swanlibraries.net/news/2020-04/70868>

Also, based on the specificity of the topic of curbside service, I started a thread specific to that so we can share ideas on how it should function:

Curbside Service COVID-19

The reopening considerations has many libraries looking to have a curbside service. The ability to do curbside service is not something all SWAN libraries may be able or willing to do. That said, we should talk about what libraries are considering. What is everyone thinking for curbside? The Wisconsin order extending the stay-at-home-order to May 26th 8am does have specific language on public library curbside: b. Libraries. Public libraries shall remain closed for all in-person services, exce...

davidjseleb 1d

COVID-19 Oak Park Public Library Building Reopening: Phased Plan

SWAN LIBRARY SERVICES

COVID-19 Information

News Members Meetings & Trainings Documentation Help About

Home » COVID-19 Information » Reopening Plans

Reopening Plans COVID-19 Information

Added by Dawne Tortorella [04/21/2020 - 16:43], last updated by Dawne Tortorella [04/27/2020 - 14:11]

Managing Closures

All of us are struggling with reopening plans, timelines, and changes in procedures. SWAN is developing a reopening plan in response to member phased opening plans.

As we all develop our plans, please feel free to share your plan (in any draft stage). Submit your plan to help@swanlibraries.net and we will post on this page. If your plan is revised, submit those revisions and we will replace your plan with the latest draft.

Thanks for sharing!

SWAN's Reopening Plan is also posted on the page

- GHS - Green Hills Reopening Plan
- MDS - Midlothian Reopening Plan
- OPS - Oak Park Reopening Plan

Online Resources

- Fireside Chats
- Resources for Libraries
- Reopening Plans**

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

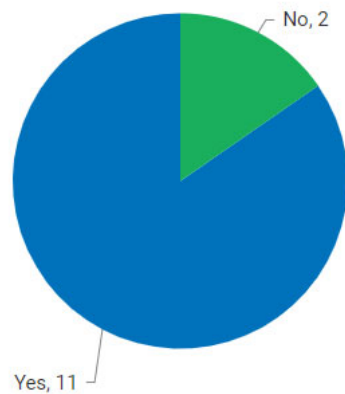
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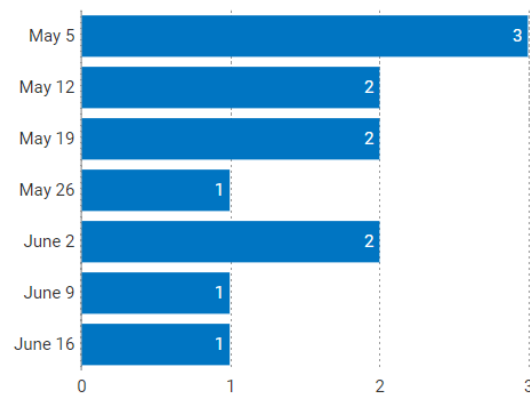
Curbside (early survey results)

<https://fs8.formsite.com/SWANServices/curbside-reopening/index.html>

Will your library be offering curbside?



Anticipated starting dated for curbside?

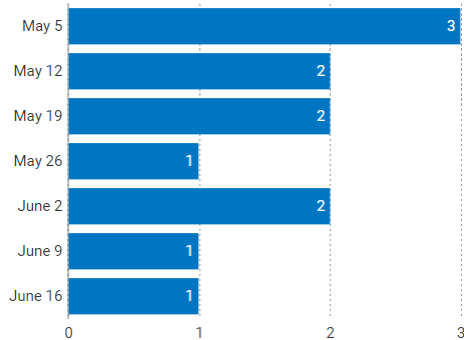


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Fine Free for Now

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.

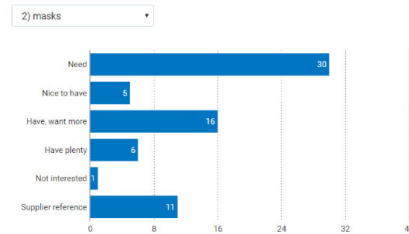
Of utmost concern is limiting handling of cash and credit cards by your staff during this time. Fine Free for Now eliminates most of those transactions from occurring, keeping patrons and staff safer.



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 Whizley, disposable, ~ \$1.25 each
- Tultex, ~\$3-5/ea depending on quantity, 100% cotton, washable
- Hedley & Bennet, \$22/ea, washable, apron factory making masks, high-end, longer wear, will donate 1 to health care for each sold, filters available

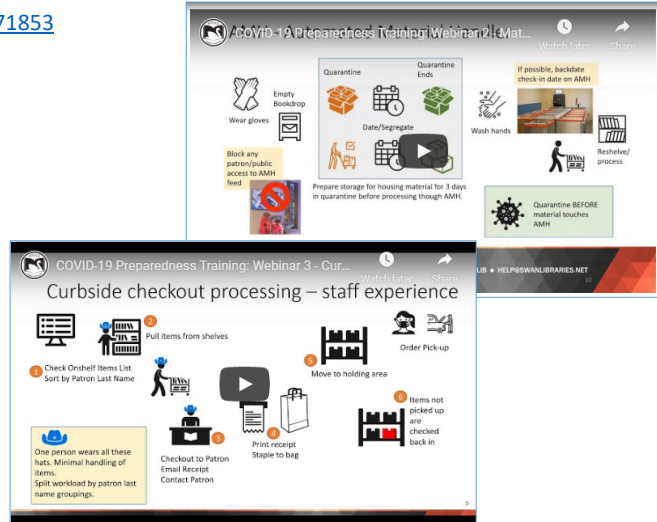
Staff Preparedness Training

<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.



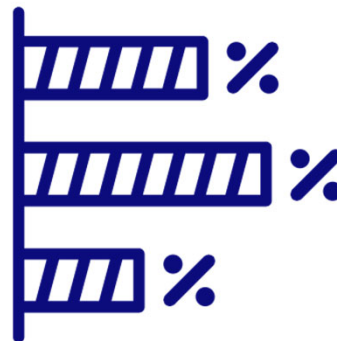
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Extending Due Dates

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.



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Reminder – Curbside patron experience



UNIQUE Curbside Communicator

UNIQUE Curbside Communicator

Safe & Efficient Curbside Communication Tool for Libraries

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

EISENHOWER PUBLIC LIBRARY DISTRICT
Serving the communities of Knoxville and Howard County

Sign Up Log In My Account My Lists Library Information English Help

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.](#)

Oak Park : the evolution of a village
Hold not allowed. Holds are allowed for titles at your home library only at this time, until delivery between libraries resumes.

OK

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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

How is COVID-19 affecting your library? Come here to discuss closures, procedures, and ideas to make the COVID-19 outbreak more manageable.

COVID-19 all tags Top Latest

Topic:

Library Material Return Dropoff Station Design Concept
covid-19

Sneeze Guards at Service Desks
covid-19

Curbside Service
covid-19

Reopening considerations
covid-19

Holds/Circulating Materials Initially
covid-19

All Updates
You will get notifications for all new topics posted in this category and all replies to each topic in this category.

Mentions & Post Count
You will get notifications if someone mentions your @name or replies to you, you will see a count of new posts in your Forums account.

New Topics
You will get notifications for new topics in this category but not replies to the topics.

Mentions
You will get notifications if someone mentions your @name or replies to you.

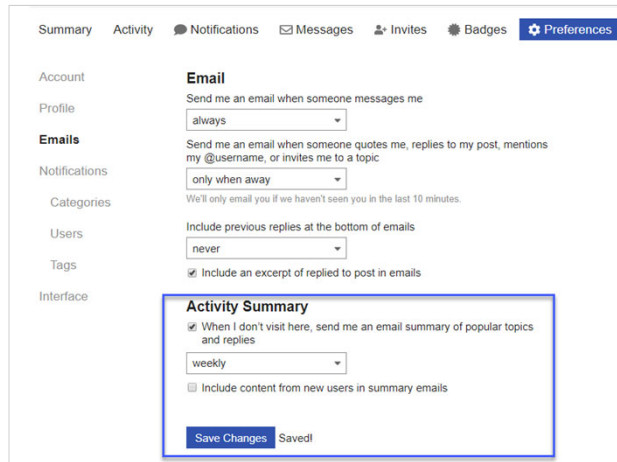
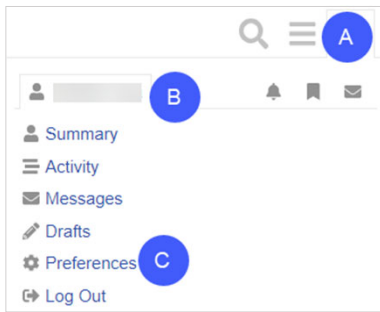
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Forums & Notification Settings(cont.)



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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The graphic features a white swan on the left, a blue tent with two flags in the center, and an orange sun icon on the right. The text is arranged to promote the SWAN eXpo 2020 Web Series, including a call to action to submit a presentation idea with a provided URL. The SWAN LIBRARY SERVICES logo is in the bottom left corner, and the number 20 is in the bottom right corner.

SWAN eXpo 2020 Web Series The Cataloging Maintenance Center (CMC): Let Us Help You Catalog Your Items



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.



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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



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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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