

# SWAN Fireside Chat



May 12, 2020

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## Topics

- Action Recap: Due Date Extension
- Illinois Governor's Plan
- Curbside Plans
  - Curbside Communicator
- Planned Reopening (Reminders/review/update)
  - Taking care of items currently on hold shelf
  - Survey for Curbside/Fine Free options
  - Staff Preparedness Training
  - Sourcing PPE & Supplies
- Staff returning to the building – processing items
- SWAN eXpo 2020 Web Series

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## Action Recap

- [NEW] Request webform for extending Due Dates
- [NEW] Some libraries open for Curbside
  - Days Closed Updated (“open”)
  - Hold unsuspending
- Local Holds Only
- Holds suspended until June 8, 2020 (unless offering curbside)
- Due Dates extended to at least 6/3/2020 (Public Libraries)
  - Library specific requests processed
- 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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## Restore Illinois: A Public Health Approach to Safely Reopen Our State

Phase 1 Rapid Spread	Phase 2 Flattening	Phase 3 Recovery	Phase 4 Revitalization	Phase 5 Illinois Restored
<p>Strict stay at home and social distancing guidelines are put in place, and only essential businesses remain open.</p> <p>Every region has experienced this phase once already and could return to it if mitigation efforts are unsuccessful.</p>	<p>Non-essential retail stores reopen for curb-side pickup and delivery.</p> <p>Illinoisans are directed to wear a face covering when outside the home and can begin enjoying additional outdoor activities like golf, boating &amp; fishing while practicing social distancing.</p>	<p>Manufacturing, office, retail, barbershops and salons can reopen to the public with capacity and other limits and safety precautions.</p> <p>Gatherings of 10 people or fewer are allowed.</p> <p>Face coverings and social distancing are the norm.</p>	<p>Gatherings of 50 people or fewer are allowed, restaurants and bars reopen, travel resumes, child care and schools reopen under guidance from the Illinois Dept of Public Health.</p> <p>Face coverings and social distancing are the norm.</p>	<p>The economy fully reopens with safety precautions continuing.</p> <p>Conventions, festivals and large events are permitted, and all businesses, schools and places of recreation can open with new safety guidance and procedures.</p>

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Phase 1: SWAN Reopening Plan	Phase 2: SWAN Reopening Plan
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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## Sharing Library Plans

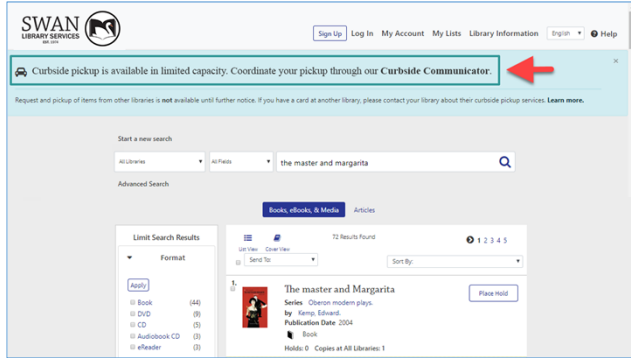
<https://forums.swanlibraries.net/t/reopening-considerations/397/28>

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

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# Curbside

- Curbside Communicator
- Resources from BIS, EVS

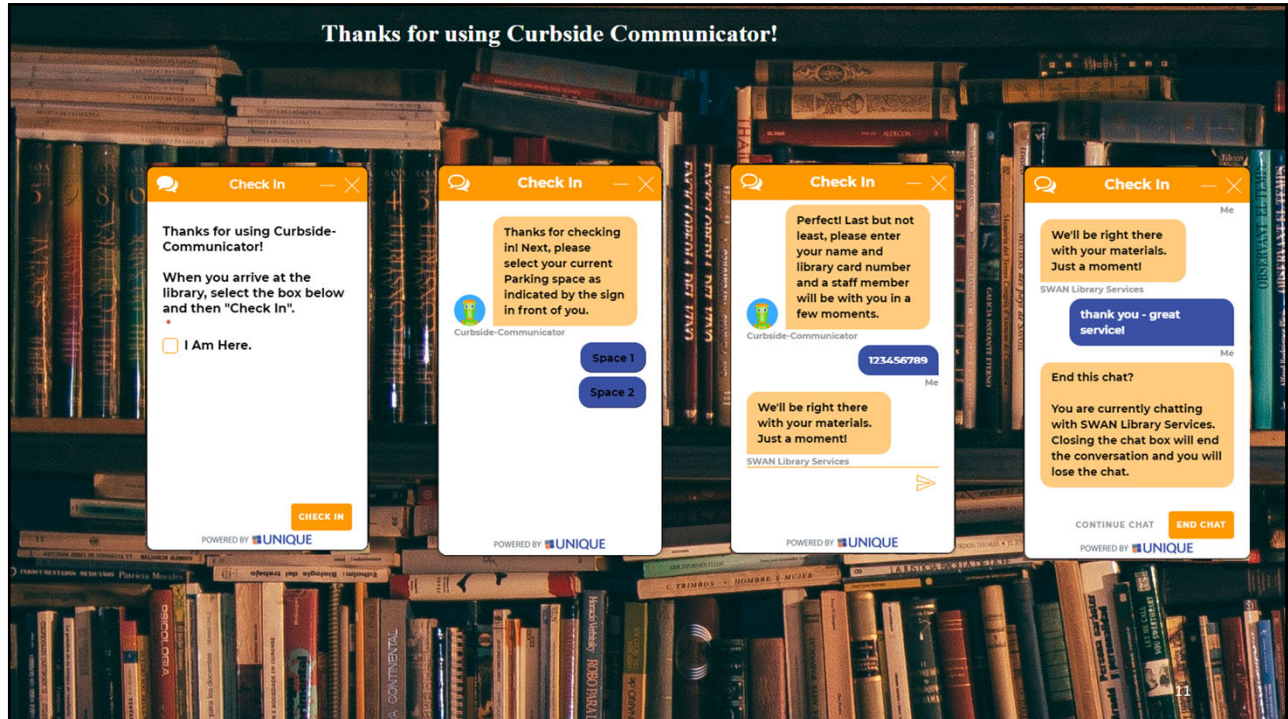


Evergreen Park and Blue Island were the first SWAN libraries to offer curbside service, starting Monday, May 11th. Evergreen Park's superhero library staff created a video that is fun and informative. Thanks for sharing!

Below the video files can be downloaded from Blue Island and Evergreen Park providing communication examples when developing curbside delivery.



- Blue Island - Contact-Free Curbside Pickup Service [pdf]
- Evergreen Park - Curbside Delivery Bag Tag [pdf]



# Curbside Communicator – Staff Interface

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## Curbside Cannon

When a Curbside Communicator just isn't enough

You can provide contact-free pickup AND great customer service

Introducing...


## CURBSIDE CANNON



Combining historical 19th century artillery knowledge with the modern needs of social distancing, the **CURBSIDE CANNON** helps everyone stay safe and use the library!

### IT'S AS EASY AS 1-2-3!

1. Ready the powder charge followed by the library items!
2. Aim at the patron's trunk!
3. Fire the cannon for the library items to be delivered to another satisfied patron!



**CURBSIDE CANNON delivers everything you lend!**  
 • DVDs • CDs • iPods/MP3 Players • Magazines • Museum Passes  
 • Laptops • Makerspace Kits • Cooking Pans • Button Makers •  
 COMING SOON: Human Library adapter!

Hear what real librarians are saying about **CURBSIDE CANNON**  
 "You're selling a what?" Donna Buchanan, North Lakes PL Director (WY)  
 "That sounds insane and dangerous!" Brad Polk, Mt Gregor PL Librarian (TN)  
 "Can I get it to match our branding?" Jessica Tyler, Flurry PL Director (FL)  
**YES YOU CAN, JESSICA!**

SUPPLIES ARE LIMITED! ORDER NOW

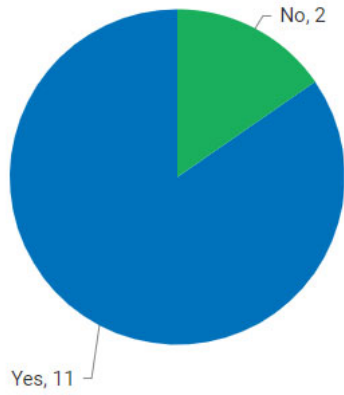
Curbside Cannon: Give Patrons Your Best Shot™

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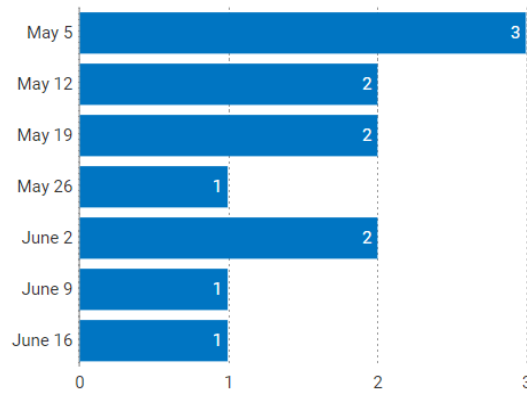
# Curbside (as of 5/4)

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

Will your library be offering curbside?



Anticipated starting dated for curbside?



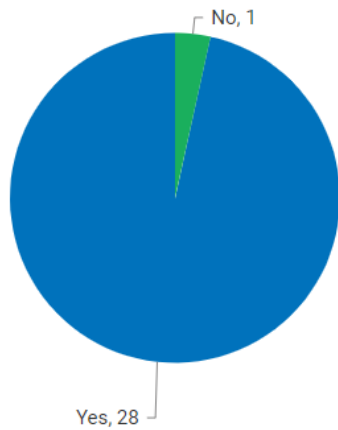
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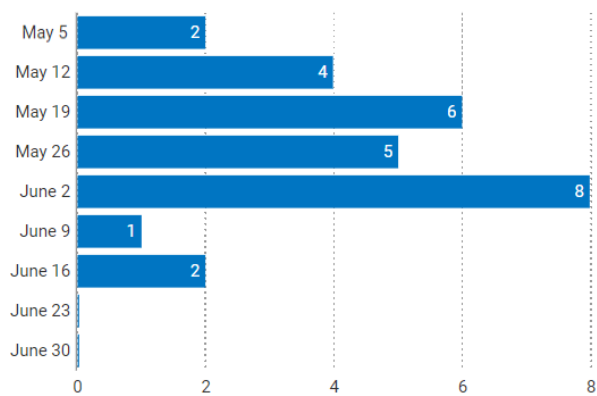
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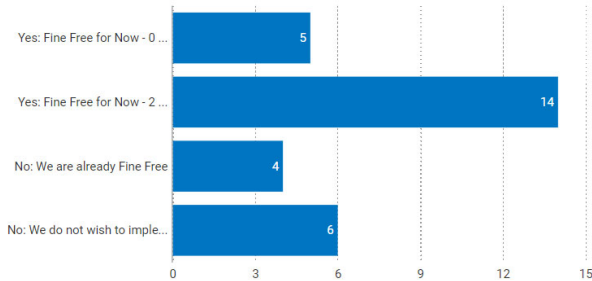
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## Fine Free for Now

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.



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## 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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## SWAN PPE Curbside

- Using SWAN as bulk-purchaser
- PPE ordered for SWAN library purchase
  - Liquid surface sanitizer
  - Hand gel
  - Masks
  - Gloves
  - Face shields
- Announcement next week!



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## Staff return – processing items

1. Check in items in bins that were delivered after you closed (holds are still suspended, nothing will trap)
  - Your items will route to be re-shelved
  - Other library's items will route to transit to the home library
    - Sort and box or place separately on shelves or tables for each individual library. Some libraries are arranging "drop and swap" curbside with neighboring libraries because only local items will fill holds
2. Process the items currently on your hold shelf for each patron - these items will be your "test run" for curbside
  - Contact the patron to see if they still want the items
    - If they still want the items
      - Check the items out to the patron
      - Bag the items
      - Staple the paper receipt to the bag
      - Arrange a date/time for the patron to pick them up
      - Set aside for pickup
    - If they no longer want the items
      - Check them in
3. Once your book-drops are open
  - Take the items directly to your designated quarantine area and mark them with the "all clear" date
  - Once you have items that are cleared to be checked in use the steps above
4. Onshelf Items with Holds will be populated the day before you chose to begin your curbside pickup.
  - Patron name and barcode have been added to the list.
  - Sort by patron before printing the list
  - Pull items from the shelves and keep them sorted by patron
  - Check the item(s) out to the first patron
  - Click the Email Current Checkout Receipt button (we have added wording to the receipt instructing the patron to contact the library to arrange a pickup date/time
    - If there is no email address in the patron's record you will need to call them to let them know the items are checked out and arrange a pickup date/time
  - Place the items in a bag and staple the paper receipt to the bag
  - Place the bag in your library's designated pickup area

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## Staff Return – Processing Items

### 1. Bins

Bins delivered prior to close

### 2. March Hold Shelf

Items that remain on hold shelf prior to close

### 3. Book Drop

Resume book drop processing

### 4. Curbside Processing

New process for Onshelf Item (cowboy hat)

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## 1. Bins delivered, not yet processed (while holds still suspended)

### Material “Clean”

Items that have been sitting in bins have satisfied quarantine – process

### Check In Items

Your items will route to be re-shelve

### “Route” to home library

Items that are not your items, will route to transit

- Sort and box or bag separately on shelves or tables for each individual library
- Pending resumption of delivery, some libraries may arrange “drop and swap” curbside with neighbors
- Consider drop-off to book drops that are open

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## 2. Process items currently on hold shelf (“test run” for curbside)

### Start with March shelf

Do not print your pull list and process new holds until you finish clearing the March hold shelf completely

### Assess

Assess current hold shelf (do NOT checkin items)

- Limit the number of staff handling material, split up the material by patron

### Contact

Contact patron to see if they still want the items

- If yes, checkout to patron and schedule curbside
- Follow curbside processing
- If no, checkin the item

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## 3. Resume book drop processing

### Empty

Take items directly to quarantine space

### Label & Track

Clearly organize and label with “all clear” date

### Check In

Check In items after “all clear” date – remember Quarantine Date Math from staff training

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# 4. Reopening (Curbside, home delivery)

<b>Onshelf Items</b>	Populated when holds are unsuspending and Days Closed updated. • Will populate local holds (your items, your patrons) only.
<b>Divide &amp; Conquer</b>	Sort OnShelf Item list by patron last name before printing • Assign to staff specific patrons • Pull items from shelf, keep sorted by patron • Check out items by patron
<b>Contact Patron</b>	Use "Email Current Checkout Receipt" (SMS or phone) • Wording added to receipt instructing patron to contact library for pickup
<b>Package Items</b>	Bag and segregate for pick up • Place items in bag & staple receipt to bag • Include any library-specific messaging • Place in designated area • Schedule pick up or monitor arrival with Curbside Communicator

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## Curbside checkout processing – staff experience



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## Until delivery resumes

FYI: 41,837 items are  
in transit since  
2/1/2020

Quarantine material before returning to  
home library

If desired, use existing means to return  
items to owning library

- “swap and drop” – curbside
- Return to open book drops

Local holds only processing means items  
not owned will not fulfill holds until the  
item returns home.




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*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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# SWAN eXpo 2020 Web Series Cataloging Genealogy Items



TRIPPLICATE UNITED STATES OF AMERICA  
DECLARATION OF INTENTION (Invalid for all purposes seven years after the date hereof) No. 4760

STATE OF ILLINOIS In the CIRCUIT Court  
COUNTY OF MADISON at MADISON COUNTY at BOWERSVILLE, ILL.

(1) My full, true, and correct name is Miss Junice Bree School of Art, Gibson, Madison, Illinois Student  
(2) I am 19 years old. I was born on April 17, 1903, at Bensen, England  
(3) My personal description is as follows: hair, Brown; eyes, Blue; color of skin, White; height, 5 feet 10 inches; weight, 140 lbs.; eyes, Blue; hair, Brown; eyes, Blue; color of skin, White; height, 5 feet 10 inches; weight, 140 lbs.; eyes, Blue; hair, Brown; eyes, Blue; color of skin, White; height, 5 feet 10 inches; weight, 140 lbs.  
(4) I was born in Great Britain  
(5) I was born in Great Britain

The CMC will explain what you may find in genealogical materials your library receives from local genealogists and will discuss what information should be in the bibliographic record to provide viable searching to the patron by taking a minimal genealogy record and enhancing it for searching, while also following RDA rules.

This session will be presented by Cheri Schuler-Faust, CMC Cataloger.

**CMC** CATALOGING MAINTENANCE CENTER  
Statewide Cataloging Support

U.S. DEPARTMENT OF JUSTICE  
IMMIGRATION AND NATURALIZATION SERVICE  
(Article 13-2a-10)

# SWAN eXpo 2020 Web Series Providing Virtual Outreach Services



Join the Outreach Services team, David Kelsey and Lynda Spraner, from the St. Charles Public Library in sharing virtual outreach services in this time of limited physical contact.

Knowing that our seniors and homebound patrons rely not only on the physical items shared by our libraries, but through programs and personal engagement, some creative solutions have allowed us to stay in touch and connected.



The outreach services department at St. Charles Public Library will receive the 2018 ASCLA Exceptional Service Award from the Association of Specialized and Cooperative Library Agencies. Pictured from left are Christine Stock, Lynda Spraner, David Kelsey, and Dana Venz. (Courtesy of St. Charles Public Library)

*Introducing....*  
**SWAN eXpo 2020 Web Series**

Summer Reading

School – Library Partnerships

Online Book Discussion Groups

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## Library Check List

- ✓ [Complete/Update Reopening Webform](#)
- ✓ SWAN will coordinate activation of Curbside Communicator (test and practice)
- ✓ Need Due Dates Extended? [Complete Webform](#)
- ✓ When your book drop is open, let us know (send in a support ticket)
- ✓ [Verify Curbside Info](#) is correct

### Curbside Information

Library	Curbside Pickup?	Curbside Communicator	Book Drop	Fine Free
Glen Ellyn Public Library	Yes Starts May 19, 2020			Fine Free
Westchester Public Library	Yes Starts May 19, 2020	Yes		Fine Free
Bloomington Public Library	Yes Starts May 19, 2020			Fine Free
LaGrange Park Public Library District	Yes Starts May 26, 2020			Fine Free
Geneva Public Library District	Yes Starts Jun 2, 2020	No		Fine Free for Now, 2 renewals
Acorn Public Library District	Yes Starts May 19, 2020			Fine Free for Now, 2 renewals
Palos Heights Public Library	Yes Starts May 26, 2020	Yes		Fine Free for Now, 2 renewals
Bedford Park Public Library District	Yes Starts Jun 2, 2020			Fine Free for Now, 2 renewals

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## Questions & Follow-up

Send questions to our online ticketing system at [help@swanlibraries.net](mailto: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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