

SWAN Fireside Chat




May 19, 2020

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Topics

- Action Recap: Due Date Extension, Reopenings
 - Customized Checkout Receipt
- Quarantine Recommendations
- Holds Processing (Local Holds)
- COVID Report Folder
- Coordinating 3rd Party Integrations
- Curbside Communicator
 - Integrated into BLUEcloud Mobile app
- Ordering PPE
- SWAN eXpo 2020 Web Series



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Action Recap

- [ALERT] June 15 digital-only cards will reach 90-day expiration date (discuss extending)
- [NEW] Enterprise ability for patrons to suspend holds re-enabled
- Work Order Form for extending Due Dates
- Work Order Form for Curbside
 - Days Closed Updated (“open”)
 - Holds unsuspended
- 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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Customized Checkout Receipt

- Submit a support ticket for customized wording, including instructions for pick-up
- Receipt should be emailed to patron when preparing curbside/drive-up materials

Default

From: ADS@notices.swanlibraries.net <ADS@notices.swanlibraries.net>
 Sent: Friday, May 1, 2020 5:43 PM
 To: Michael Szarmach <michael@swanlibraries.net>
 Subject: Checkout Receipt from Acorn Public Library District

SWS-TEST [SWSTESTWTF].
 While the library building is closed for browsing, we are offering limited service with pickup. The following requested item(s) have been checked out to your account. Please contact your library (see below) for pickup instructions.

Title	Author	Call Number	Item ID	Date Charged	Date Due
SWS inflatable swan		SWS SWAN 2	SWS SWAN 2	May 01 2020	Jun 01 2020

Please note that the list above may only include today's charges and not previously charged items. If you have any questions, please contact your library.
 Acorn Public Library District
 15624 South Central Avenue
 Oak Forest, IL 60452
 Ph. 708.687.3700
<https://catalog.swanlibraries.net/ams>

Customized

From: GED@notices.swanlibraries.net <GED@notices.swanlibraries.net>
 Sent: Friday, May 8, 2020 10:44 AM
 To: Michael Szarmach <michael@swanlibraries.net>
 Subject: Checkout Receipt from Glen Ellyn Public Library

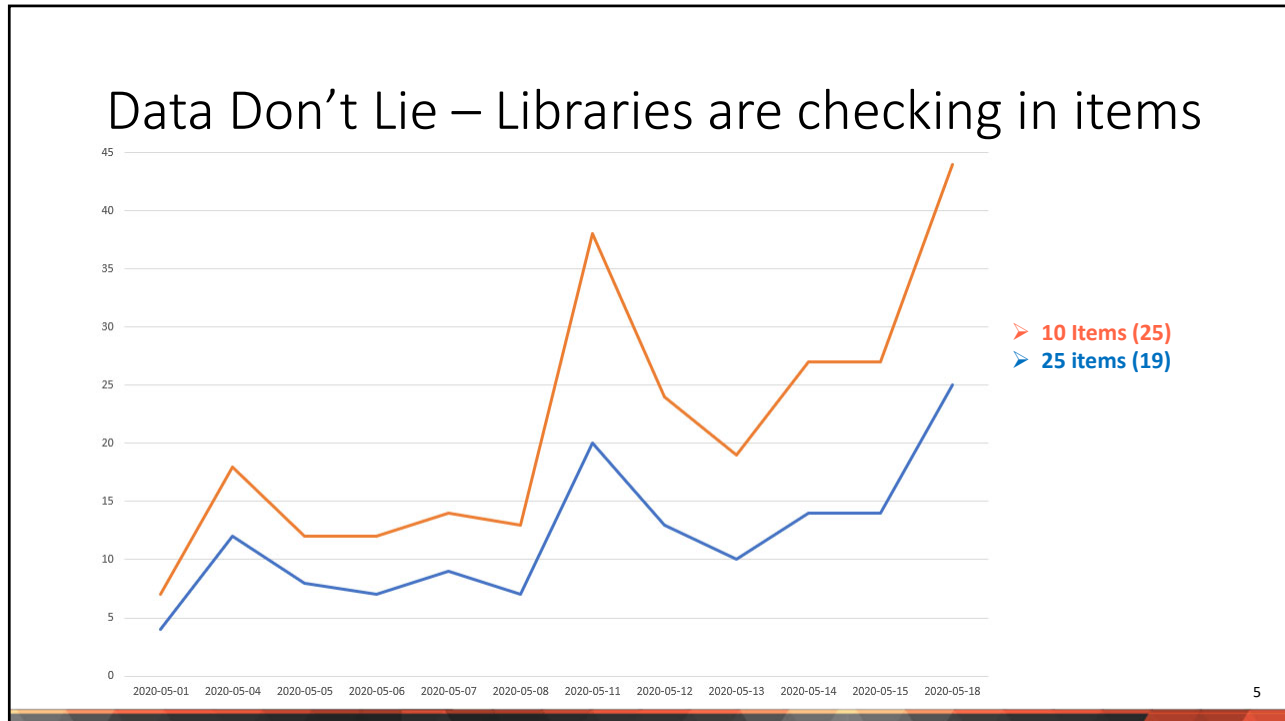
SWS-TEST [SWSTESTWTF].
 While the library building is closed for browsing, we are offering limited services at the Drive-up window. The following requested item(s) have been checked out to your account and are ready to be picked up. Please check our website for our modified hours.

Title	Author	Call Number	Item ID	Date Charged	Date Due
SWS inflatable swan		SWS SWAN 2	SWS SWAN 2	May 08 2020	Jun 01 2020

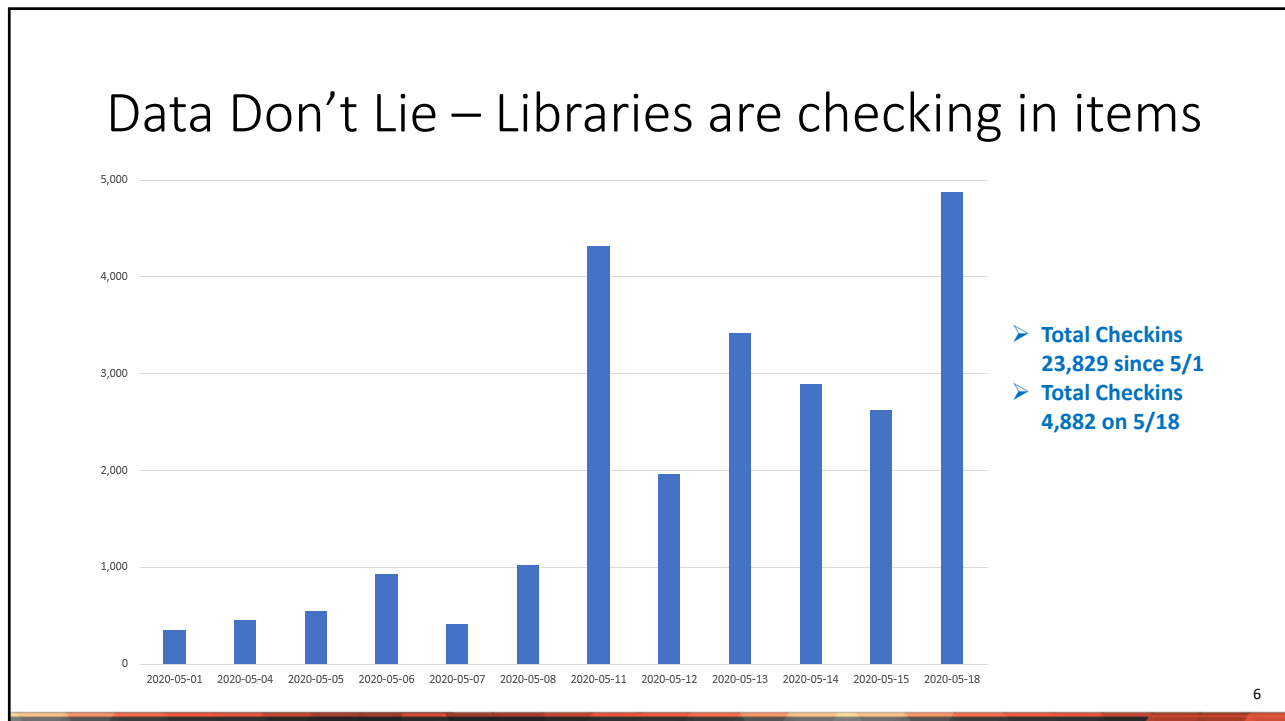
Please note that the list above may only include today's charges and not previously charged items. If you have any questions, please contact your library.
 Glen Ellyn Public Library
 400 Duane St.
 Glen Ellyn IL 60137
 Ph. 630.469.0879
<https://catalog.swanlibraries.net/ged>

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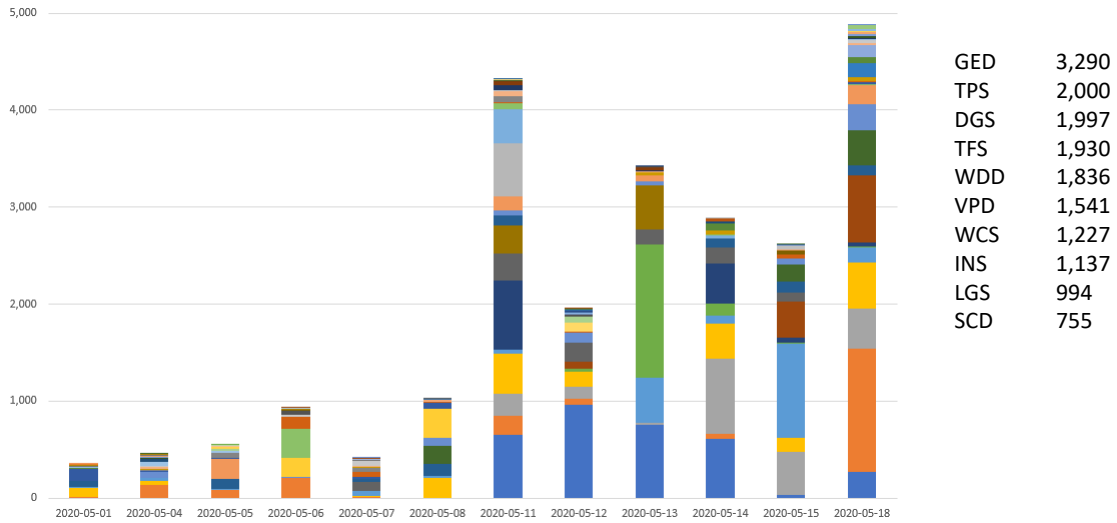


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Data Don't Lie – Libraries are checking in items



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Quarantine

See News Post 5/14

<https://support.swanlibraries.net/news/2020-05/72597>

Libraries should determine the quarantine time period that employees are comfortable with and at minimum 72 hours. Until there are revised recommendations from the CDC, we ask that libraries quarantine for a minimum of 72 hours. Some libraries will choose 7 days and that is a local decision SWAN can support. We will work to assist our libraries in managing your work processes based on your decisions and timeline.

The following news articles on quarantine within public libraries in the U.S. show that a 3 to 4 days quarantine is consistently recommended.

Michigan	72 hours (3 days)	Wayne County Public Library working to reopen, The Daily Record, May 12, 2020
South Carolina	72 hours (3 days)	Charleston County Public Library Announces Phased Reopening Plans after Closure Due to COVID-19 Pandemic, The Chronicle, May 12, 2020
Kansas	72 hours (3 days)	Barry-Lawrence Regional Library re-opening branch offices, The Monett Times, Wednesday, May 13, 2020
Ohio, Cuyahoga	72 hours (3 days)	Cuyahoga Co. Public Library Opening 13 Branches For Limited Service In June, ideastream, May 13, 2020
Ohio	3 - 4 days	Public Library Reopening Best Practices under COVID-19, Ohio Library Council, May 2, 2020
Georgia	4 days	Columbus area libraries to reopen in phases after coronavirus closure. Here's the plan., Ledger-Enquirer, April 24, 2020

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Holds Processing – Without Delivery

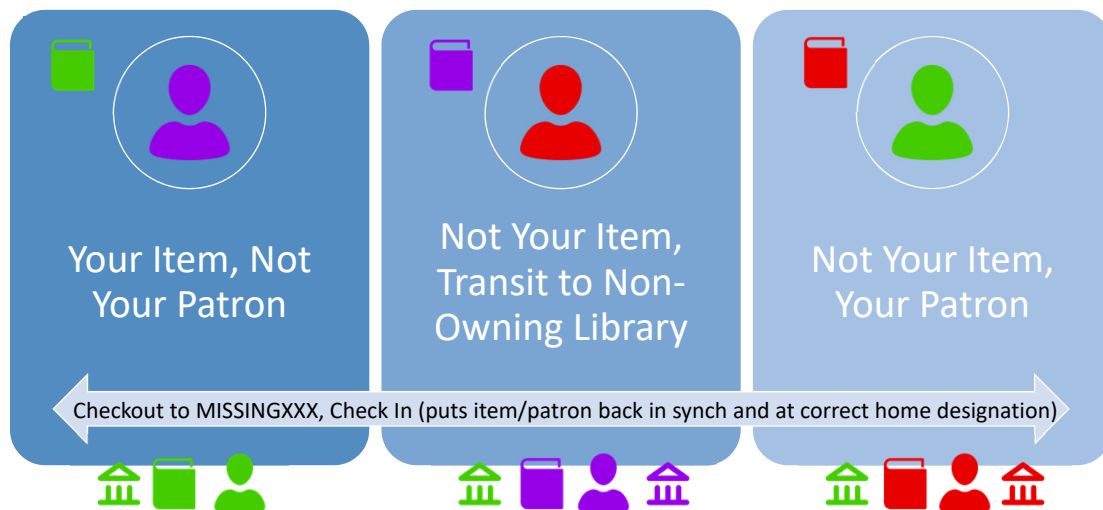
- Holds previously placed remain in queue, even if no local copies will fulfill hold
- New holds require title to be owned by home library
- Ongoing reports match patron library, home library, and station library (where hold was placed) to make sure local holds only are filled
- Reports are available to assist in identifying titles which your library does not own
- Local holds restrictions have been retained (updated end of last week)



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Potential Check-In Anomalies for Items Caught In Transit or Expired on Hold Shelf



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COVID-19 BLUEcloud Analytics Reports

SWAN Reports > COVID-19

- List Titles with Active Holds by Home Library – No Local Copy Owned
- List Items in Transit since 2/1/2020 (items in limbo)

BCA SWANLIBS > Shared Reports > SWAN Reports > COVID-19

<p>Holds Owner: SWANLIBSscheduler Modified: 4/28/20 1:37:42 PM</p>	<p>In Transit Owner: SWANLIBSdortorella Modified: 5/14/20 7:27:19 AM</p>
<p>Items Checked Out Owner: SWANLIBSdortorella Modified: 5/14/20 7:28:18 AM Items that were checked out when closures went into effect. Due dates were extended to 6/3/2020</p>	<p>Checkouts since March 1 - All SWAN Libraries Owner: SWANLIBSdortorella Modified: 5/14/20 7:28:18 AM</p>
<p>Checkouts since March 1 by Item Type - Select by library Owner: SWANLIBSdortorella Modified: 3/17/20 7:17:55 PM Select library to report circulation traffic since March 1st by item type</p>	<p>Patron Lookup Owner: SWANLIBSdortorella Modified: 4/28/20 1:21:40 PM</p>

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3rd Party Integrations

- ConverSight LIBRO – SWAN will not support ILS integration at this time, but Curbside Module can be licensed separately
 - Curbside scheduling
 - See RAILS Deals & Discounts Page (starts at \$2,250 for up to 10,000 active patrons)
- E-Content
 - If you are considering a new content source, please submit a help ticket early in the review process

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Curbside Communicator

- As of May 18th, Curbside Communicator is live for 11 participating libraries!
 - <https://support.swanlibraries.net/documentation/72168>
- Interested in using the tool for your patron communication? Let us know by opting-in when submitting your Opening Date & Services request form.
 - <https://fs8.formsite.com/SWANServices/curbside-reopening/index.html>
- Watch for a welcome email from Unique indicating your designated Curbside Communicator web address and SMS text number.
- Easy-to-access links can be included in:
 - Enterprise banner
 - BLUEcloud Mobile app
 - Email receipts
- Join us for the Getting to Know Curbside Communicator webinar on Wednesday, May 20th at 2PM.
 - <https://www.librarylearning.info/events/?eventID=31441>

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Curbside Communicator in BLUEcloud Mobile



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Getting to Know Curbside Communicator

Wednesday, May 20 2-3 PM

Join SWAN staff in a live demo and Q&A of Unique's Curbside Communicator tool.

Need marketing inspiration?
Search Google images:
curbside library



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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



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SWAN PPE Curbside

Order PPE Supplies from SWAN

SWAN now has a supply of personal protective equipment (PPE) for libraries to request and arrange for curbside pickup. The pick up days are Tuesday and Thursday 12-3pm. We are unable to ship any of these orders, and you will be able to schedule the pickup time at our Westmont headquarters within the online order form. Your library will be invoiced by SWAN after July 1st.

[Online PPE Order from SWAN](#)

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

- Complete supply order form
- Supply preferred date for pick-up & time
- Wait for confirmation from Ginny

SWAN Libraries - PPE Order Form

Supply of Personal Protective Equipment (PPE) for Curbside Pickup at SWAN

SWAN is acting as a group purchase for specific PPE supplies below. You can order the supplies and select a time for picking up your order at the SWAN headquarters at 800 Quail Ridge Drive, Westmont IL 60559.

Your Name: *

Your Library: *

Email: *

Phone: *

Enter the number of items you would like and click on the calculate button

<input type="text"/>	Face shields (\$6.50)
<input type="text"/>	Disinfectant 1 gallon (\$29.00)
<input type="text"/>	Pack of 5 Surgical masks (\$5.50)
<input type="text"/>	Box of 100 Nitril Large disposable gloves (\$7.50)
<input type="text"/>	ZEP Hand Sanitizer Gel 500ml bottle (\$12.00)

Current Total:
\$0.00

Your Pickup Day *

Tuesday, May 19 12-3pm


Thursday, May 21 12-3pm


Tuesday, May 26 12-3pm

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Your idea here!


SWAN eXpo 2020 Web Series





Submit a presentation idea -

<https://fs8.formsite.com/SWANServices/swanx2020webseries/index.html>



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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.



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SWAN eXpo 2020 Web Series

Using Collection HQ for Collection Development & Decision Making

DATA → KNOWLEDGE → ACTION

Join Ang Romano, Fiction and Reference Librarian, Oak Lawn Public Library for a demonstration and discussion on Collection HQ. Ang will share how Collection HQ helps in their collection analysis and development, including data-driven decision making.

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Library Check List

<https://support.swanlibraries.net/documentation/72662>

- ✓ [Opening Date & Services Request Form](#) - supply dates on offering Curbside/Home Delivery services, as well as interest in Curbside Communicator
- ✓ [Due Date Extension Request Form](#) - request due dates to be extended past June 3, indicate book drop opening dates
- ✓ [Online PPE Order Form](#) - SWAN can help with some supplies required for readiness in offering services

Curbside Information				
Library	Curbside Pickup?	Curbside Communicator	Book Drop	Fine Free
Glen Ellyn Public Library	Yes Starts May 19, 2020		Closed	Fine Free
Westchester Public Library	Yes Starts May 19, 2020	Yes Phone: 708.875.0799 https://widget.uniquelibrary.com/configs/SWAN/wcsc.html	May 20, 2020	Fine Free
Westmont Public Library	Yes Starts May 19, 2020	No	Open	Fine Free
River Forest Public Library	Yes Starts Jun 2, 2020	Yes	May 26, 2020	Fine Free
Hinsdale Public Library	Yes Starts May 19, 2020	No	Open	Fine Free
Bloomington Public Library	Yes Starts May 19, 2020	Yes	Closed	Fine Free
LaGrange Park Public Library District	Yes Starts May 26, 2020	No	Open	Fine Free

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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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