SWAN Fireside Chat

May 19, 2020

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
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
  • 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.

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
Data Don’t Lie – Libraries are checking in items

- 10 Items (25)
- 25 Items (19)

Total Checkins:
- 23,829 since 5/1
- 4,882 on 5/18
Quarantine
See News Post 5/14
https://support.swanlibraries.net/news/2020-05/14/52597

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.

<table>
<thead>
<tr>
<th>State</th>
<th>Quarantine Time</th>
<th>Source</th>
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<tbody>
<tr>
<td>Michigan</td>
<td>72 hours (3 days)</td>
<td>Wayne County Public Library working to reopen, The Daily Record, May 12, 2020</td>
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<tr>
<td>South Carolina</td>
<td>72 hours (3 days)</td>
<td>Charleston County Public Library announces phased reopening plans after closure due to COVID-19 pandemic, The Chronicle, May 12, 2020</td>
</tr>
<tr>
<td>Kansas</td>
<td>72 hours (3 days)</td>
<td>Barry-Lawrence Regional Library re-opening branch offices, The Monett Times, Wednesday, May 13, 2020</td>
</tr>
<tr>
<td>Ohio, Cuyahoga</td>
<td>72 hours (3 days)</td>
<td>Cuyahoga Co. Public Library Opening 15 Branches For Limited Service In June, Ideastream, May 15, 2020</td>
</tr>
<tr>
<td>Ohio</td>
<td>3-4 days</td>
<td>Public Library Reopening Best Practices under COVID-19, Ohio Library Council, May 2, 2020</td>
</tr>
<tr>
<td>Georgia</td>
<td>4 days</td>
<td>Columbus area libraries to reopen in phases after coronavirus closure. Here’s the plan., Ledger Enquirer, April 24, 2020</td>
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</tbody>
</table>
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)

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

- Your Item, Not Your Patron
- Not Your Item, Transit to Non-owning Library
- Not Your Item, Your Patron

Checkout to MISSINGXXX, Check In (puts item/patron back in synch and at correct home designation)
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)

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
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

Curbside Communicator in BLUEcloud Mobile

[Images of BLUEcloud Mobile interfaces showing the use of Curbside Communicator]
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
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 pick-up time at our Westmont headquarters within the online order form. Your library will be invoiced by SWAN after July 1st.

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

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

Your idea here!
SWAN eXpo 2020 Web Series

Submit a presentation idea -
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.

SWAN eXpo 2020 Web Series
Using Collection HQ for Collection Development & Decision Making

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.
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

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