

# SWAN Fireside Chat



May 26, 2020

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## Topics

- Action Recap: Digital Cards extended, Overdue, courtesy, auto-renewal notifications returning June 1
  - Customized Checkout Receipt
- Questions
  - Can we extend due dates based on item type
  - Is the \$100 limit block still in effect for digital access
- Timeline for restarting reports
- Curbside Communicator
  - Integrated into BLUEcloud Mobile app
- Reopening – Safety First
- By the numbers
- SWAN eXpo 2020 Web Series

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## Action Recap

- [ALERT] Overdue, courtesy, autorenewal notices set to restart June 1
- [NEW] Digital-only cards extended to August 31, 2020
- Local Holds Only (until delivery resumes)
- 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

- SWAN IT will work with libraries on customization as requests for services submitted
- 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 [SWSTESTWF].  
 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 [SWSTESTWF].  
 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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## Q: Can we extended due dates by item type?

A: Due date extensions can be arranged for all items.

Specific due date extension based on item types or other factors is not recommended.

If your library is concerned about volume of material returned based on a specific due date, we recommend the following:

1. Extend due dates further into the future for all items currently checked out
2. Communicate with patrons to return material at their convenience and that due dates have been extended
3. Request that material be returned via book drop when open, staff appropriately to ensure no overflow

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## Q: Is the \$100 limit for blocks still in effect?

A: Nightly a report is run to change any patron status of blocked, owing < \$100 to OK

Any WorkFlows action recalculates status, so the patron will again be blocked if record is accessed in WorkFlows

E-Content vendor settings determine if bill threshold is checked in addition to status

Consider extension of access to digital content:



1. Work with E-Content vendors to review and loosen blocking thresholds
2. OverDrive: login to Marketplace > Select Support > Authentication Support > Card Rule (use drop down)

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This ticket made us jump for joy.

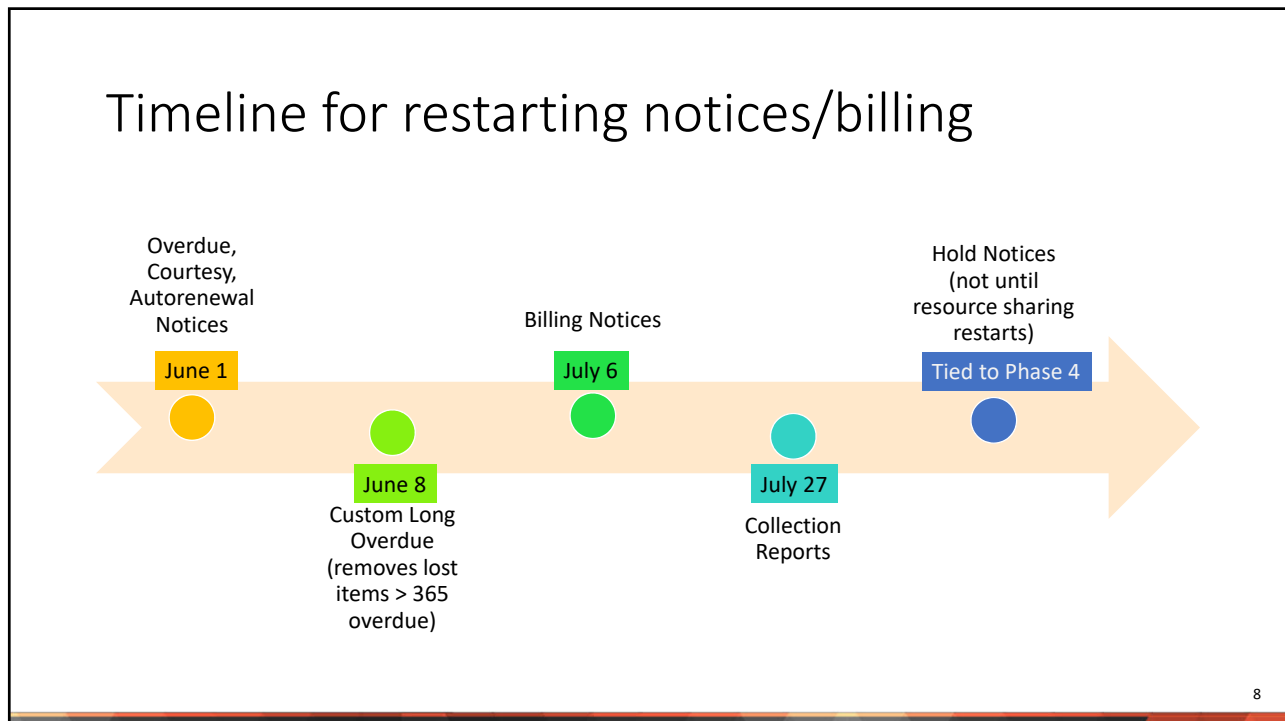
“As a thank you for all of SWAN's hard work, we would like to offer curbside services to SWAN employees.”

Notice we are all wearing our PJs

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## Curbside Communicator

- As of May 24th, Curbside Communicator is live for 30 SWAN libraries
- 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

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## Getting to Know Curbside Communicator

<https://support.swanlibraries.net/tutorial/73068>



Recorded by: Steven Schlewitt, SWAN IT & System Support Manager  
Date Recorded: May 20, 2020

Getting to Know Curbside Communicator PowerPoint Slides



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# Reopening – SWAN Member Spotlight: Elmwood Park Public Library

> COVID-19 Information

> Curbside Planning

Fireside Chats

Managing Closures

Online Resources

Personal Protective Equipment (PPE) & Supplies

Remote Work Accommodations

> Reopening Plans

**Member Spotlight:**  
Elmwood Park Public Library

Resources for Libraries

Staff Preparedness Training

### HOW DOES CURBSIDE HOLDS PICKUP WORK?



1

Place a hold either online or by phone

Online: [SWAN Online Catalog](#)

By Phone: Call us at 708.453.7645

Monday-Friday from 10 a.m. - 4 p.m. (Through Friday, May 22)

Monday-Friday from 10 a.m. - 6 p.m. (Closed for Memorial Day - Beginning Tuesday, May 26)

2

Wait for notification that your items are ready for pickup

Staff will call or email you when your materials are ready for pickup, and provide instructions.

Please do not come to the Library before you receive this notification, as your materials will not be ready.

3

Pick up your holds outside the Library building

**\*\*Please bring your library card and cell phone with you. If you do not have a cell phone, please call ahead and schedule a time to pick up your items.\*\***

**By car:** Find a marked parking space in front of the Library and follow the instructions posted there. If full, please use an overflow space in front of the Parks & Rec Center.

**By bike or foot:** Find a marked space for Walk-Up Holds Pickup Services on the east side of the building near the Avenue of Flags and follow the instructions posted there.

**\*\*Please make sure you wear a mask as required.\*\***

Please be respectful of our staff safety. Do not approach staff members when they drop off your items. Thank you.

# Illinois Department of Commerce & Economic Opportunity

**PHASE 3 BUSINESS TOOLKIT OFFICES**

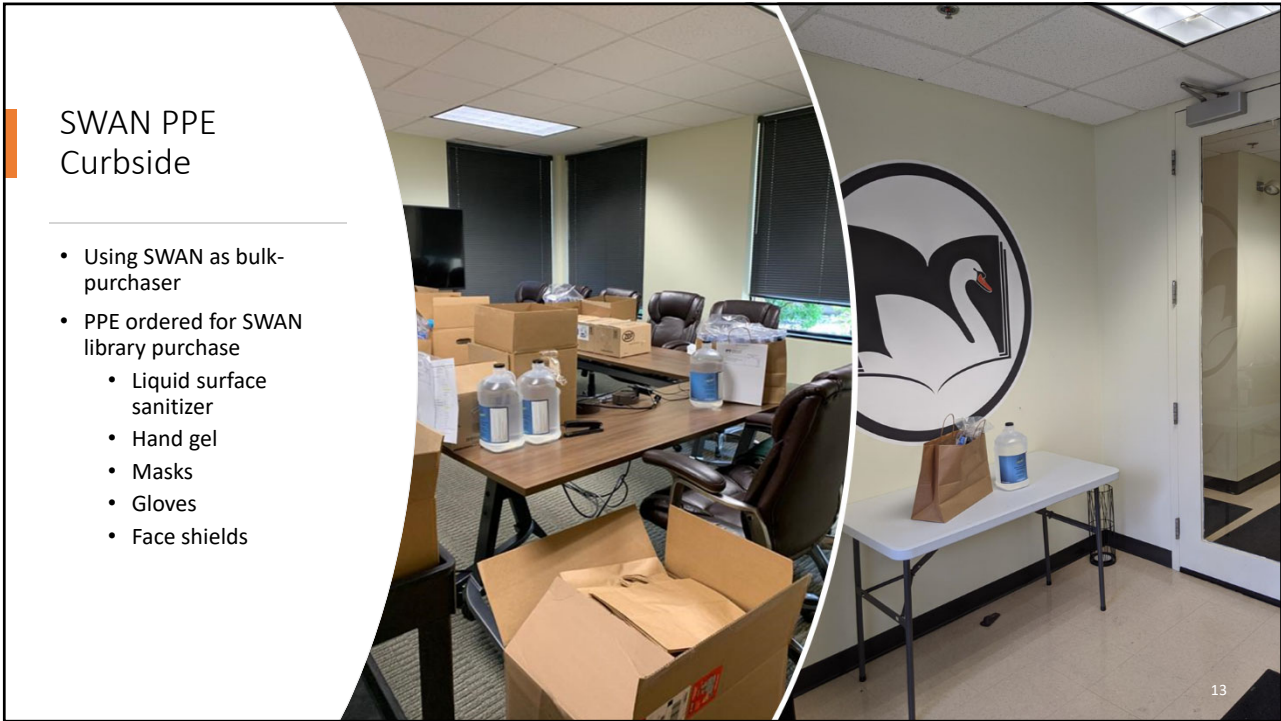
To prepare businesses and employers to implement the new safety guidelines and to bring many residents back to work, the State of Illinois has developed this business toolkit complete with signage, training checklists, and other resources to ensure business and activities are conducted in accordance with the latest and greatest public health recommendations.

Phase 3 guidelines span 10 main industry categories. Each set of guidelines includes a common set of guidelines that are expected and encouraged among all employers and activity types, as well as workplace and program-specific guidelines.

If you have other specific questions or comments about how Phase 3 affects your business or employees, please feel free to get in touch with DCEO.

For direct support, contact our Business Hotline Monday through Friday at 1-800-252-2923, or email at: [ceo.support@illinois.gov](mailto:ceo.support@illinois.gov)

<p><b>Introduction Letter,</b> Dr. Ezike, IDPH</p> <p><a href="#">download letter</a></p>	<p><b>Business Guidelines</b> Read the full guidelines for reopening and recommended best practices.</p> <p><a href="#">download guidelines</a></p>	<p><b>Industry Posters (Graphic)</b> Visual snapshot of key guidelines to print and post in public or employee areas.</p> <p><a href="#">download graphic posters</a></p>	<p><b>Need help?</b> Visit our website</p> <p><a href="#">visit website</a></p>
<p><b>Checklists for Businesses, Employee Training and Wellness Screening</b> Complete these before you reopen.</p>	<p><b>Industry Posters (Text)</b> Shortened guidelines to share and/or print and post in employee areas.</p>	<p><b>Industry Signage</b> A series of guideline, health and directional signage to print and post as needed in public or employee areas.</p>	<p><b>Social</b> A series of graphics for you to post on your social channels.</p>



## 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 (\$5.50)
<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

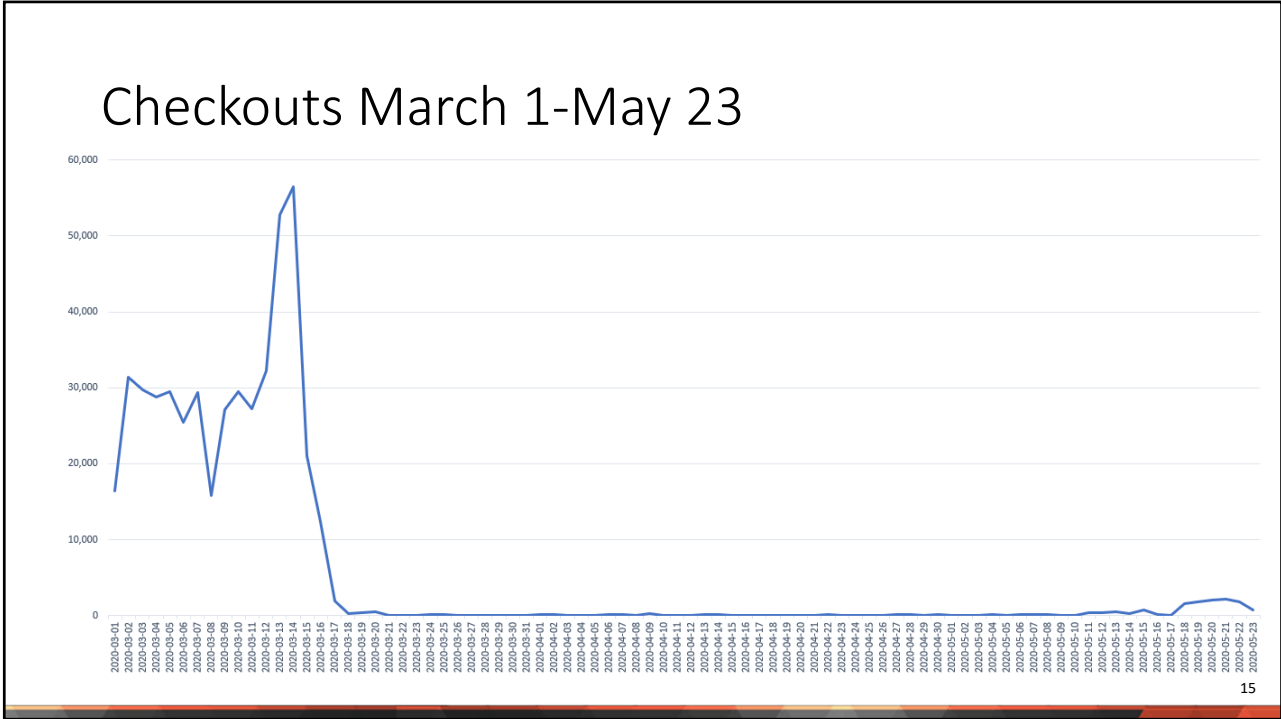
**Your Pickup Day \***

Tuesday, May 19 12-3pm

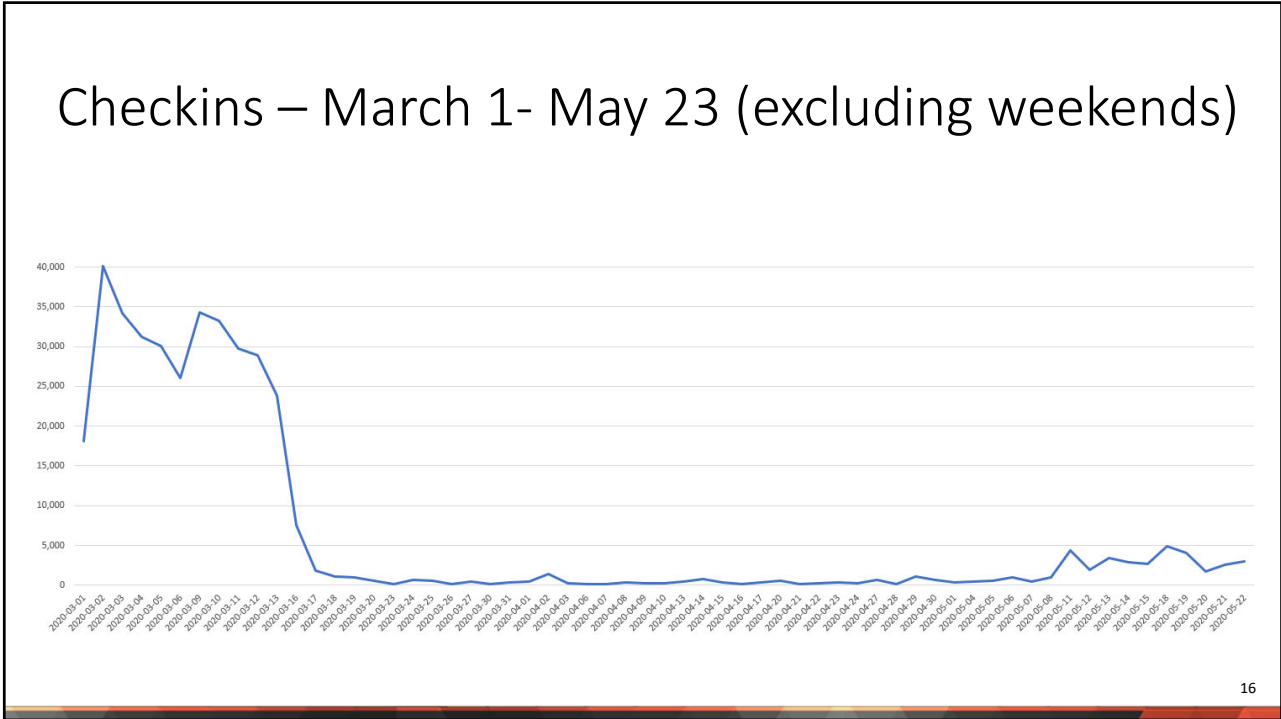
Thursday, May 21 12-3pm

Tuesday, May 26 12-3pm

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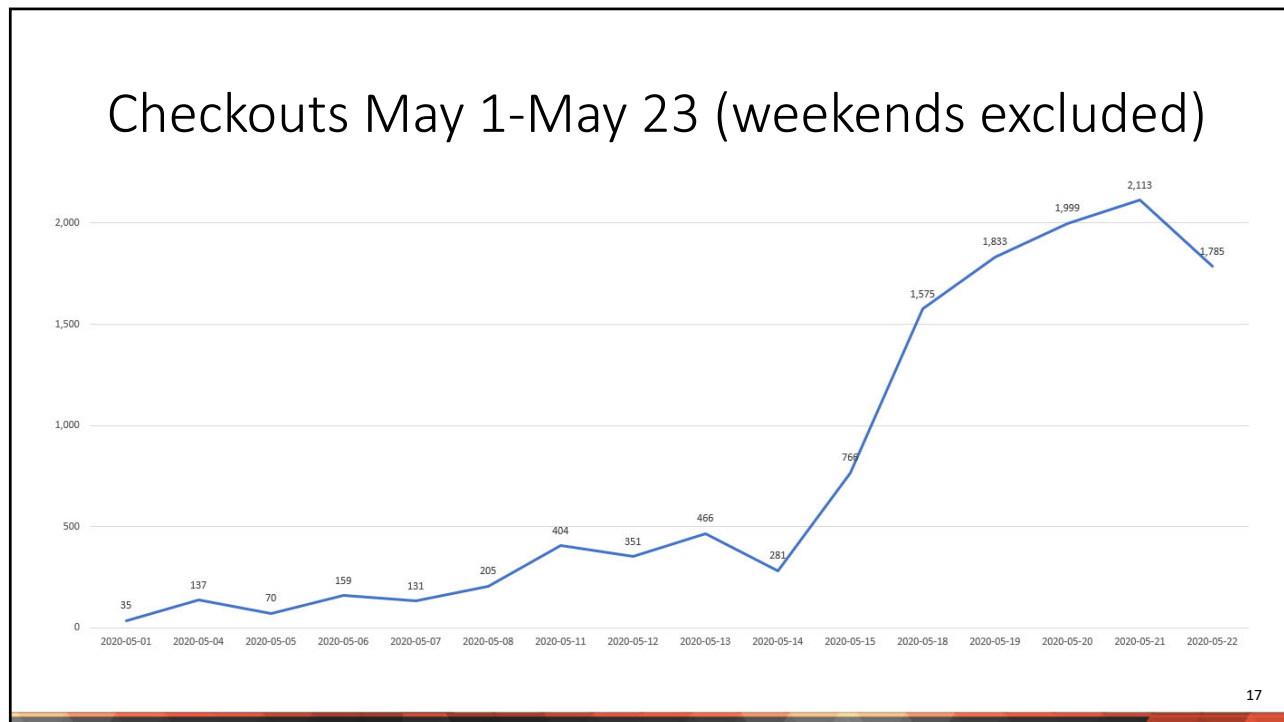


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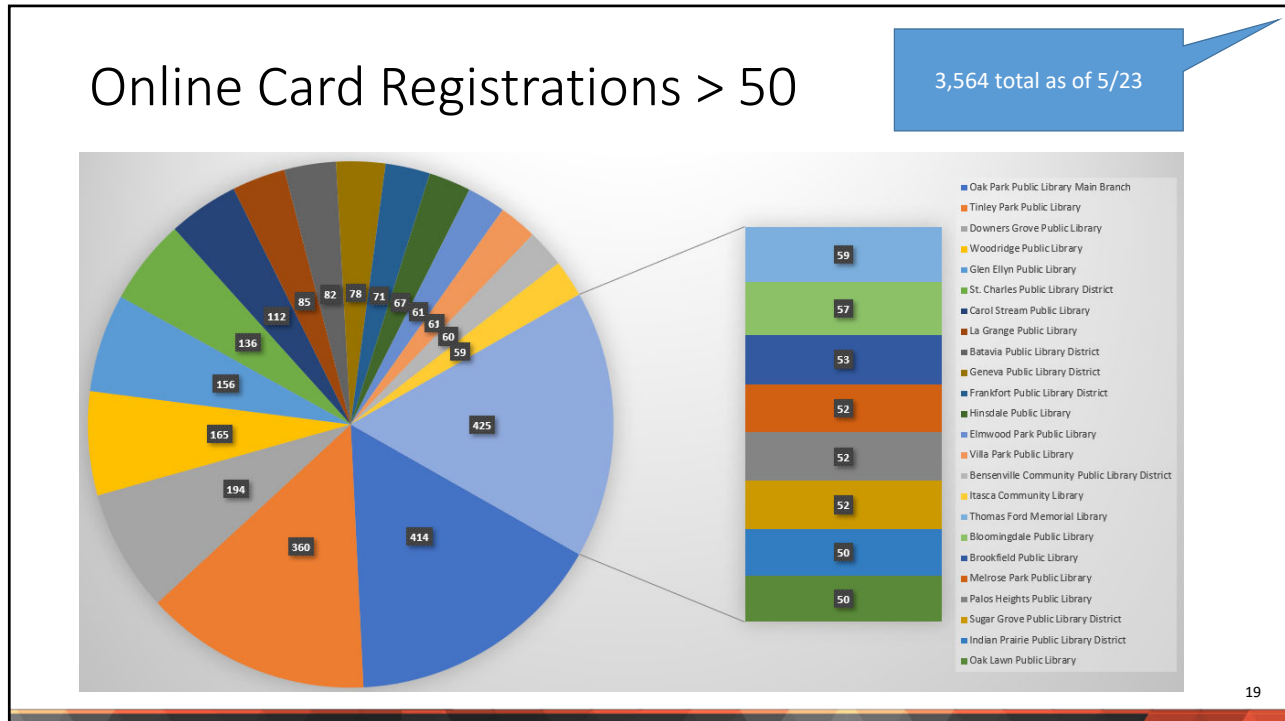




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## Your idea here!

### SWAN eXpo 2020 Web Series

Summer Reading

Online Book Discussion Groups

School – Library Partnerships

Submit a presentation idea -

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

# 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 Beck, Lynda Spraner, David Kelsey, Dana Hertz. (Courtesy of St. Charles Public Library)

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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 <a href="https://widget.uniquestlibrary.com/configs/SWAN/wcsc.html">https://widget.uniquestlibrary.com/configs/SWAN/wcsc.html</a>	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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Fireside Chats –  
moving to the  
Poolside

- June 9, 23  
(every other week)
- Will determine July

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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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