

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Quarterly Meetings_Directors _ Administrators_ 2020_06_04 11_34.rtf

Antonia McBride (to Everyone): 10:05 AM: Aye

Chris Sebuck (to Everyone): 10:05 AM: aye

Antonia McBride (to Everyone): 10:06 AM: Congratuations Jen! You will be great!!

Antonia McBride (to Everyone): 10:06 AM: Congratulations

Tiffany Verzani (to Everyone): 10:06 AM: Congratulations Jen and Ted. A great new addition and a proven excellent Board President.

Douglas Losey (to Everyone): 10:09 AM: Do you use face shields with face masks? I have found contradicting information.

Julie Milavec (to Everyone): 10:10 AM: Yes, you can. We have face shields for additional protection during curbside

Jennifer Cottrill (to Everyone): 10:10 AM: Could antiseptic wipes be added to the items that SWAN purchases in bulk for members? That has been the one thing that we are not having success with purchasing in a cost effective manner?

John DeYoung (to Everyone): 10:10 AM: How many libraries are opening up to patrons this month?

Laura Bartnik (to Everyone): 10:11 AM: Northlake has been approved for Amazon PPE

David J. Seleb (to Everyone): 10:11 AM: The Oak Park Library has been ordering through the Amazon PPE opportunity for some weeks now.

Chris Sebuck (to Everyone): 10:11 AM: Looking to open to Patrons in July

Leighton Shell (SFVPLD) (to Everyone): 10:11 AM: The gallon jugs supposedly can be used as both a hand sanitizer and a surface disinfectant.

Margaret Flanagan (to Everyone): 10:11 AM: The Melrose Park Library is open for computer use by appointment only, with restrictions.

Laura Bartnik (to Everyone): 10:11 AM: our business account rep

reached out to us to set it up

Emily Hoffman (to Everyone): 10:12 AM: Town & Country has also been doing Amazon ppe for several weeks

David J. Seleb (to Everyone): 10:12 AM: Jeremy Andrykowski would be happy to provide more information to anyone, as appropriate.

Chris Sebuck (to Everyone): 10:12 AM: Bridgeview - July with limited services

SWAN Libraries (to Everyone): 10:13 AM:

https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20Plans%20June%202020_0.pdf

Juanita Durkin (to Everyone): 10:13 AM: The gallon sanitizer that we got from SWAN on a paper shop towel has been working well for us, in place of sanitizing wipes. The shop towels last a lot longer than regular paper towels.

Jennifer Cottrill (to Everyone): 10:14 AM: I am proposing to MDS Board that we open for limited in-building service "no earlier than July 6." We will start with computer/fax/scanner/copier/printer by appointment only.

John DeYoung (to Everyone): 10:15 AM: So basically back to business as usual possibly after the 29th?

Juanita Durkin (to Everyone): 10:16 AM: @Leighton Yes I bought them at Menard's. Last time I checked they still had them, but it's been a week or so.

Chris Sebuck (to Everyone): 10:17 AM: Is 7 days now the gold standard? Has RAILS made any determination based on their study?

Jennifer Cottrill (to Everyone): 10:18 AM: Why would quarantining the incoming delivery bin be required if all libraries are consistently quarantining items for 7 days before placing them in delivery?

SWAN Libraries (to Everyone): 10:18 AM: the study will not be completed until likely August, RAILS is specifying 7 days before going into transit

Sarah Cottonaro (to Everyone): 10:18 AM: IMLS was spearheading the study, and I don't know that they reached a conclusion, but 7 days seems

to be the standard we're all agreeing upon atm

Chris Sebuck (to Everyone): 10:20 AM: Will quarantining continue after we move to Phase 5 or "no restriction" operation?

Susan Quinn (to Everyone): 10:20 AM: I agree with Ted and Jennifer.

Susan Quinn (to Everyone): 10:20 AM: But they are not reading them, just sorting with gloves and masks

Chris Sebuck (to Everyone): 10:20 AM: How long are items handled in sorting?

Jennifer Cottrill (to Everyone): 10:21 AM: Is RAILS giving advice on whether to quarantine the incoming deliveries?

Jane Jenkins (to Everyone): 10:21 AM: I am in agreement with Ted and Jennifer. Is everyone doing 7 days, we are doing 3 days

Jennifer Cottrill (to Everyone): 10:21 AM: I agree with Sue that sorting with gloves & masks is different from reading.

David J. Seleb (to Everyone): 10:21 AM: Oak Park intends to quarantine all our materials for seven days.

Juanita Durkin (to Everyone): 10:21 AM: We're doing 3 days, too.

Julie Milavec (to Everyone): 10:21 AM: rails member update this afternoon is the place to ask

Sarah Cottonaro (to Everyone): 10:21 AM: Alsip is doing 7 days

Emily Hoffman (to Everyone): 10:22 AM: Town & Country doing 7

Tim Jarzemsky (to Everyone): 10:22 AM: The Blue delivery bins are not to be used for quarantine correct ?

Chris Sebuck (to Everyone): 10:22 AM: I was thinking maybe 4 to split the difference between 3 and 7 days

Julie Milavec (to Everyone): 10:22 AM: 7 days at dgpl

Jennifer Cottrill (to Everyone): 10:22 AM: 7 days at MDS

Antonia McBride (to Everyone): 10:22 AM: How should quarantined items be checked in to avoid late fees? Back date due dates?

Tammy Sheedy (to Everyone): 10:22 AM: Berwyn is quarantining for 3 days

John DeYoung (to Everyone): 10:22 AM: It says Full delivery starting 6/29? So what does that mean? Our library really depends on this service

because we are a smaller library.

Tiffany Verzani (to Everyone): 10:22 AM: Is it possible we could all agree to some type of limit, like we have had with CPL in the past or your library may do with OCLC - only allow for 2 or 3 ILLs per card

Kimberly Coughran (to Everyone): 10:23 AM: 3 days at Brookfield

Catherine Nemesnyik (to Everyone): 10:23 AM: Right now we have the ILL books divided by library. Should we start adding the paper routing labels?

Marie Saeli (to Everyone): 10:23 AM: 4 days at Franklin Park

Susan Quinn (to Everyone): 10:23 AM: How is the driver handling materials different than our staff bagging items for our patrons for curbside checkout?

Chris Sebuck (to Everyone): 10:23 AM: I will take full delivery even if we are not "full service" since local items will be filling holds and we are a "net Lender". Also it will help logistically to see just what we will be dealing with on a daily basis.

Susan Westgate (to Everyone): 10:24 AM: 7 days at Carol Stream

Tiffany Verzani (to Everyone): 10:24 AM: It's a lot of PPE and Lysol is hard to find, but I would Lysol the bins, at least thinking of the handles which is where people wld likely be touching

Davis, G. Kevin (to Everyone): 10:24 AM: 7 Days at N. Aurora for now

Dawn Bussey (to Everyone): 10:24 AM: Glen Ellyn is quarantining all items 7 days in individual PODS in the parking lot

Leighton Shell (SFVPLD) (to Everyone): 10:25 AM: The RAILS memo says, "Libraries must not use RAILS' blue delivery containers to quarantine materials. Even though we have ordered additional containers, our supply is limited and will be depleted quickly. Libraries are asked not to stockpile blue containers and to release their surplus supply for the same reason. We want to ensure that there are enough containers for everyone."

Leighton Shell (SFVPLD) (to Everyone): 10:25 AM: 7 days at Stickney-Forest View.

Tim Jarzemsky (to Everyone): 10:25 AM: Is there a phased plan to eliminate or reduce the 7 days based on IDPH data or the Governors 5 steps ?

Douglas Losey (to Everyone): 10:25 AM: Will it be required that SWAN libraries use the transit label generator or can we continue to use the current handwritten labels?

Susan Quinn (to Everyone): 10:26 AM: I am attending

John DeYoung (to Everyone): 10:26 AM: Me too.

Dawn Bussey (to Everyone): 10:26 AM: I'm attending

Chris Sebuck (to Everyone): 10:26 AM: I am attending RAILS

Susan Westgate (to Everyone): 10:26 AM: Me too

Davis, G. Kevin (to Everyone): 10:26 AM: I am attending as well

Jennifer Cottrill (to Everyone): 10:26 AM: Not attending--I'm on curbside duty this afternoon, but I'm having my Circ Manager attend.

Catherine Nemesnyik (to Everyone): 10:26 AM: I'm attending, too.

Dawn Bussey (to Everyone): 10:27 AM: Yes, all they have posted so far is a literature review

David J. Seleb (to Everyone): 10:27 AM: A report just released outlines the study's methodology.

Chris Sebuck (to Everyone): 10:28 AM: Original recommendation was 3, then 7 then 14 days. It is very confusing as to know what to do for safety...

Tammy Sheedy (to Everyone): 10:35 AM: You are so right about that!

John DeYoung (to Everyone): 10:35 AM: That's what we do. Ask the patron to call when they get to the library and pop their trunk.

Leighton Shell (SFVPLD) (to Everyone): 10:37 AM: Are you doing masks and shields or just masks? (both westchester and river forest)

Fidencio (to Everyone): 10:37 AM: Westchester is doing masks and safety glasses

Sarah Cottonaro (to Everyone): 10:38 AM: Masks & shields for curbside

Tammy Sheedy (to Everyone): 10:38 AM: We use gloves, face shields and masks for curbside.

Douglas Losey (to Everyone): 10:39 AM: Hillside will start curbside on

Monday June 8th.

Susan Quinn (to Everyone): 10:41 AM: Leighton, we are not using shields, just masks and keeping a 6 foot distance from all patrons.

Jane Jenkins (to Everyone): 10:41 AM: Green Hills starts Doorside on Monday June 8th. We have had a positive response and have quite a few deliveries ready to go.

Dawn Bussey (to Everyone): 10:43 AM: yes, notices going out has definitely increased return volume

David J. Seleb (to Everyone): 10:43 AM: Oak Park will begin curbside delivery on Monday, June 15.

Jennifer Cottrill (to Everyone): 10:44 AM: We have masks and shields, but are only requiring masks for curbside because it is supposed to be contactless; however, staff who wish to use the extra protection of the shields have the option. Once we open for limited in-building service we will require the staff to either be behind a plexiglass desk shield or wearing a face shield when in the public space where patrons are.

Jennifer Cottrill (to Everyone): 10:44 AM: In addition to the cloth mask

Jennifer Cottrill (to Everyone): 10:45 AM: We are also not using gloves to deliver curbside but are requiring hand washing or sanitizing upon reentry of the building

Susan Quinn (to Everyone): 10:46 AM: Same with us Jennifer.

Colleen Waltman (to Everyone): 10:49 AM: Thanks for sharing, Julie. We have noticed the same thing with the curbside communicator "delay" and may just switch as well.

Douglas Losey (to Everyone): 10:49 AM: From my reading face shields prevent virus transmission though the eyes which are as vulnerable to infection as the mouth and nose.

Tiffany Verzani (to Everyone): 10:50 AM: Elmwood Park has walkie talkies, too. Just have to remember to be like a 70s CB radio buff and say "Over" or "10-4"

Jennifer Cottrill (to Everyone): 10:51 AM: I believe every 2 hours comes from IDPH

Julie Milavec (to Everyone): 10:54 AM: Forgot to say that we're adding

Saturday and Sunday curbside shifts on June 20.

Sarah Cottonaro (to Everyone): 10:54 AM: Alsip is also doing home delivery right now. It has been going well.

Tammy Sheedy (to Everyone): 10:55 AM: We are doing temperature checks per our City

Dawn Bussey (to Everyone): 10:56 AM: We have staff complete a health questionnaire each day no temperature checks.

Leighton Shell (SFVPLD) (to Everyone): 10:56 AM: Are libraries doing home delivery using bookmobiles/library vehicles or personal vehicles? Home delivery for everyone or just standard homebound patrons?

Margaret Flanagan (to Everyone): 10:57 AM: Can someone share their health questionnaire?

Jennifer Cottrill (to Everyone): 10:57 AM: We have a temperature self-check station with the posted HR source symptom checklist at our back door. We are requiring a self-check on the honor system. I have concerns, however, about the accuracy of our thermometer. Lots of staff have been saying it reads low, so I think they may lose confidence in the process.

Davis, G. Kevin (to Everyone): 10:57 AM: Any libraries doing temp checks by staff?

Leighton Shell (SFVPLD) (to Everyone): 10:58 AM: What about concerns about personal vehicles not being "quarantined" from family?

Douglas Losey (to Everyone): 10:58 AM: Those that have questionnaire could you post to the SWAN forum.

Davis, G. Kevin (to Everyone): 10:58 AM: For home delvivery any issues with patrons being or doing some weird stuff to staff? Just curious.

Juanita Durkin (to Everyone): 10:58 AM: We bought a touch-free thermometer and have been asking staff to take their own temperature at the start of each shift. They wear a clean glove each time they pick up the thermometer. They've been very cooperative about it.

Stacy Wittmann (to Everyone): 10:59 AM: Kevin, we have not had patrons doing anything untoward. We are emphasizing that it is unattended delivery so we call or text after we leave the delivery bag.

Chris Sebuck (to Everyone): 10:59 AM: not using personal vehicles because it is a liability I don't want to assume even with the driver insurance on file requirement

Davis, G. Kevin (to Everyone): 10:59 AM: Home delivery for staff using their cars are you give mileage reimbursement?

Colleen Waltman (to Everyone): 11:00 AM: Is it possible for us to alter/change the information they need to enter in the communicator?

Stacy Wittmann (to Everyone): 11:00 AM: Yes, we're giving mileage reimbursement.

Sarah Cottonaro (to Everyone): 11:00 AM: I am the only one delivering currently. I live in the District, so I'm not reimbursing myself.

Colleen Waltman (to Everyone): 11:02 AM: Perfect - thanks!

Colleen Waltman (to Everyone): 11:03 AM: Appreciate the work SWAN did to get this out - we are all figuring things out as we go. Thanks!

Margaret Flanagan (to Everyone): 11:06 AM: Melrose Park is allowing computer appointments

Julie Milavec (to Everyone): 11:07 AM: Nicki, do you have staff to help the people?

Juanita Durkin (to Everyone): 11:08 AM: No mic, but we plan to start letting them in by appointment on Monday the 8th. Our patrons are REALLY excited to be allowed back in.

Dawn Bussey (to Everyone): 11:08 AM: We started 2 computers with printers outside on tables yesterday 30 minutes 1st come 1st serve

Tammy Sheedy (to Everyone): 11:09 AM: Is anyone having age limits on appointments? We are thinking of restricting under 16

Margaret Flanagan (to Everyone): 11:09 AM: Melrose Park is restricting under 16

Margaret Flanagan (to Everyone): 11:10 AM: We will only help through chat

BRIDGET ROLAND-MARKHAM (to Everyone): 11:10 AM: Markham Library is open to the public as of June 1 with one hour of use. Our staff is divided into teams A and B working every other day.

Leighton Shell (SFVPLD) (to Everyone): 11:10 AM: Maybe 6/22

depending on if there is a spike or not. Maybe not until early July.

Douglas Losey (to Everyone): 11:11 AM: Our building has the original HVAC from 1973. I am concerned with only 5 staff members in the building. I don't see how we can safely open to the public with such bad air circulation. The temperature in the building can vary from 60's to 90 degrees.

Julie Milavec (to Everyone): 11:11 AM: how are you enforcing the 1 hour limit Bridget?

John DeYoung (to Everyone): 11:11 AM: We're hoping to do some sort of in person after the 4th of July.

Colleen Waltman (to Everyone): 11:12 AM: As we talk about reopening we are considering the challenges of appointments only, including allowing people to browse, which becomes more of a hybrid - some walk ins, some appointments, so are considering allowing entry but monitoring the number of people and the length of time. Anyone else considering this route? Orland Park is doing it and it seems to be working?

BRIDGET ROLAND-MARKHAM (to Everyone): 11:12 AM: We alert patron to the one hour rule and they are very understanding.

Tiffany Verzani (to Everyone): 11:12 AM: We ordered and received 20 new hotspots in addition to the 10 we have. Also just purchased 5 chromebooks for circulation w/ hot spots

Antonia McBride (to Everyone): 11:12 AM: Colleen, HPLD is thinking in the same terms...allowing limited entry and amount of time on the computer.

Julie Milavec (to Everyone): 11:13 AM: do you have a rule about unattended children Bridget?

Frank Murray (to Everyone): 11:13 AM: Tiffany, where did you get the hotspots?

Leighton Shell (SFVPLD) (to Everyone): 11:13 AM: Not necessarily an "opening" question but are any libraries doing GCFD free lunches and are you providing masks for kids who come?

BRIDGET ROLAND-MARKHAM (to Everyone): 11:14 AM: No rule

about unattended children but we haven't had any yet. Our youth room is limited to 10 people per hour.

Stacy Wittmann (to Everyone): 11:14 AM: We will be doing something similar to Tiffany - put together kits with hotspots and chromebooks or laptops. We were able to order additional hotspots as well.

Dawn Bussey (to Everyone): 11:14 AM: yes free lunch distribution starts on June 15 in our parking lot

BRIDGET ROLAND-MARKHAM (to Everyone): 11:15 AM: Xavier is no longer here, and I'm interim director. The board are preparing themselves to start searching.

Susan Westgate (to Everyone): 11:15 AM: We started curbside June 1. Masks, gloves and faceshields. pick-up hours are 12-6 m-f and 12-4 sat. Using curbside communicator. Using two teams of staff.

Jennifer Cottrill (to Everyone): 11:15 AM: @Leighton, no, we backed out of GCFD participation this year. We could find no way to do it with the limited number of staff we are having on site this year.

Tiffany Verzani (to Everyone): 11:16 AM: Are you able to copy/send these Q&As to all of us. I always find it hard to read them all and then remember them. Thank you.

Tiffany Verzani (to Everyone): 11:16 AM: Yes, us too, right after the 4th.

Julie Milavec (to Everyone): 11:17 AM: Planning for July 6 reopen to public

Tim Jarzemsky (to Everyone): 11:17 AM: how is the election for the 3 new members going ?

Ted Bodewes (to Everyone): 11:17 AM: Tim, they were all approved.

Leighton Shell (SFVPLD) (to Everyone): 11:18 AM: Our staff member directing it wrote, "Any child picking up a lunch needs to be wearing a mask or we will be flagged so I want to make sure we have masks if needed to give to a child looking for a lunch when we start serving next week."

Aaron Skog (to Everyone): 11:18 AM: I announced the approval of the 3! 72 yes votes, 0 no votes

Anna Wassenaar (to Everyone): 11:18 AM: BLue Island free lunch is also

grab and go, through GCFD

John DeYoung (to Everyone): 11:18 AM: Question: Are board meetings being met inside the library?

Julie Milavec (to Everyone): 11:19 AM: online board meetings through June at dgpl

Dawn Bussey (to Everyone): 11:19 AM: planning June online board meeting

Colleen Waltman (to Everyone): 11:20 AM: Thanks all!

Davis, G. Kevin (to Everyone): 11:20 AM: Aaron is not out of the woods yet ! :)

John DeYoung (to Everyone): 11:20 AM: Our board insists on having their meeting inside the library.

Leighton Shell (SFVPLD) (to Everyone): 11:20 AM: We are planning on a Zoom June meeting, but if any Trustee wants to attend in person they could with proper PPE and social distancing.

Antonia McBride (to Everyone): 11:21 AM: HPLD has conducted online meetings since April. If any Trustee wants to attend in person they could with proper PPE and social distancing.

Aaron Skog (to Everyone): 11:22 AM: Sorry about that! EBSCO deal is important too!

Jane Jenkins (to Everyone): 11:22 AM: My Board also likes to meet in the Library. They all wore masks.

Susan Westgate (to Everyone): 11:22 AM: We are planning on July 6 also for limited access to the building for patrons on a grab and go basis.

Leighton Shell (SFVPLD) (to Everyone): 11:25 AM: Thank you, Tara. I love free promotional materials and graphics. No marketing staf. :)

Tara (to Everyone): 11:25 AM: Hope they are helpful! We're excited to get these resources to your patrons

Juanita Durkin (to Everyone): 11:26 AM: Thanks, Robin! That's great!

Davis, G. Kevin (to Everyone): 11:26 AM: Welcome to new libraries that will be joining!

Frank Murray (to Everyone): 11:26 AM: Big thanks to SWAN for getting

us set up and ready for Curbside, Home Delivery, and getting Communicator up and running!

Antonia McBride (to Everyone): 11:26 AM: Aye

Jennifer Cottrill (to Everyone): 11:26 AM: Aye

Juanita Durkin (to Everyone): 11:26 AM: Aye

Jane Jenkins (to Everyone): 11:26 AM: Aye

Stacy Wittmann (to Everyone): 11:26 AM: Thanks everyone!