

SWAN ~~Fireside~~ Poolside Chat



June 9, 2020

1



SWAN Poolside Chat

June 9, 2020



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2

Topics

- Action Recap: Digital Cards extended (August 31, 2020)
 - Timeline for restarting reports
- RAILS Delivery Resumes
 - Processing Incoming Items (coordinating quarantine/delivery)
 - Restarting SWAN resource sharing
- Optional workflows
 - QUARANTINE in-house user (check-in before quarantine)
 - CURBSIDE in-house user (checkout after quarantine)
- Curbside Update
- EBSCO Update
- By the numbers
- SWAN eXpo 2020 Web Series

3

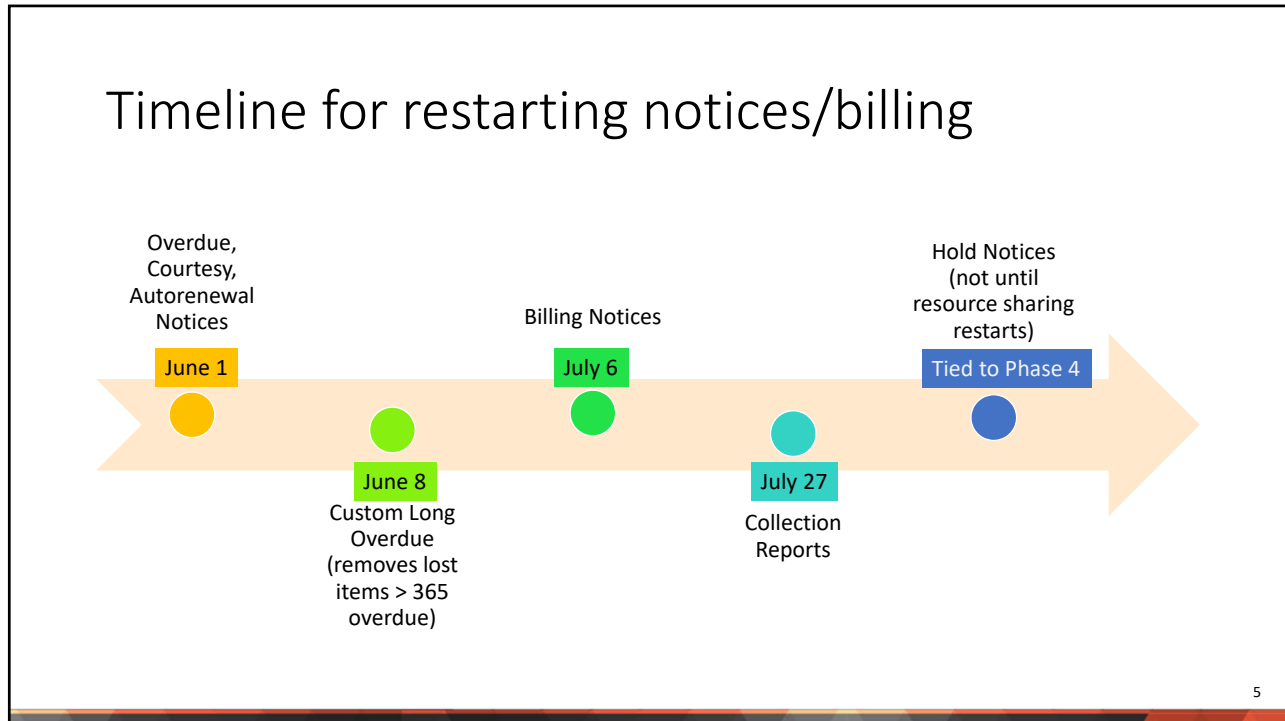
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Action Recap

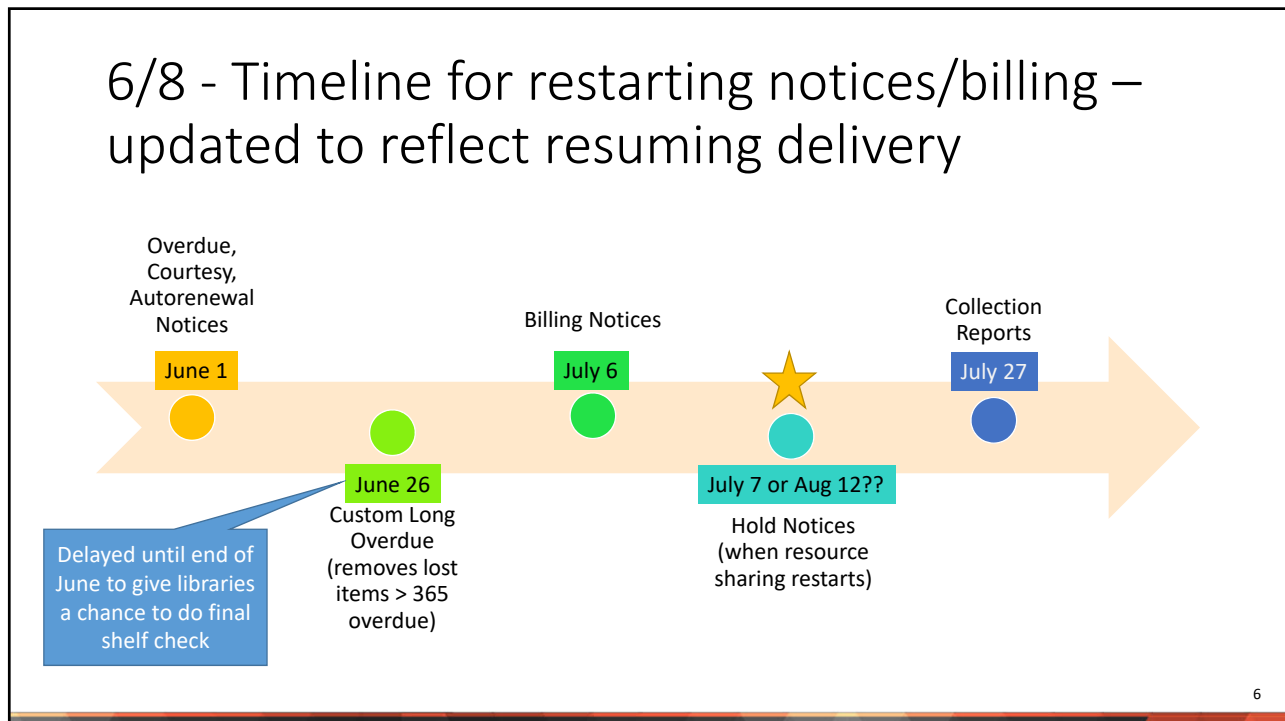
- [ALERT] Need to extend patron records with expiration dates between 1/1/2020-9/7/2020 -> 9/8/2020 (this will happen before end of June)
- [NEW] Suspended holds now active (previously extended to June 8)
- [NEW] Holds placed by CHICAGO_P & NONSWAN_RB profiles are suspended (process runs hourly)
- [NEW] Overdue notices started June 9
- [NEW] Courtesy, autorenewal notices started June 1
- [NEW] Digital-only cards extended to August 31, 2020
- Local Holds Only (until delivery resumes)
- ~~Patron record expiration dates updated to 7/4/2020 (for any user accounts expiring between 1/1/2020-6/30/2020)~~
- Holds with an expiration date of March 16 – September 6, updated to 9/7/2020

4

4




5



6

RAILS Delivery (June 18, June 25)

- CTL Delivery – prepare for pick-up on June 17th overnight delivery/pick-up will occur
- RAILS Delivery [xyD SWAN Libraries] must notify railsdelivery@railslibraries.info indicating you want your delivery/pick-up. Access to building required.
- Contactless delivery/pick-up
- **All items have been sorted by RAILS for return to owning library.** 



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7

RAILS Delivery Expectations

- All quarantining of items must occur at member libraries. RAILS is not able to quarantine items in their warehouses.
- All libraries are expected to quarantine materials for seven days before sending them through RAILS delivery.
- Libraries must not use RAILS' blue delivery containers to quarantine materials.
- Develop a procedure for emptying RAILS containers immediately so you can either return the empty containers to RAILS or use them for outgoing materials.

8

8

Resume Regular Delivery (June 29)

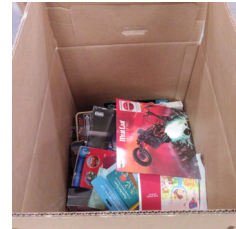
- Request additional delivery supplies, if needed (bins, labels)
- Develop procedures for contactless delivery/pickup
- If RAILS does not have key or alarm code, staff will need to be on site for delivery (especially June 18 and June 25)
- Contact railsdelivery@railibraries.info to indicate when normal delivery should resume (June 29 earliest) – send NOW (required at least one week in advance)

9

9

RAILS Resumes Regular Delivery June 29

Preferred	Acceptable – Single Destination	Acceptable – Sorting by RAILS
RAILS blue bins and labeled with usual method is preferred	Boxes that are at least 80% filled with items to a single destination can be filled, sealed, and clearly labeled with TO library delivery code. Clearly indicate “No Sorting Necessary – All for XYZ” Items within box do not need individual labeling.	If blue bins are not available, other boxes can be used. Clearly label every item in the box. Do not seal box. Indicate “Sorting Required – All items labeled” Every item is labeled.



10

10

Handling & Quarantining Items

<https://support.swanlibraries.net/documentation/74275>

- Local decisions on your quarantining process should be followed
- After patron use, quarantine at least 72 hours
- If considering incoming RAILS delivery as “clean”, wipe down bin before putting bin back in use

Scenario 2: Items are returned or delivered to your library via RAILS delivery

Quarantine recommended (see rationale)

- Re-shelve your item or trap the hold if the item is there to fulfill a hold.
- Decontaminate the delivery bins if you are immediately putting them back into circulation.

Pick List Scenario 1: Item is on your shelf for delivery to another library

Local decision

- Place the item in the delivery bins.

Pick List Scenario 2: Item is on your shelf for your patron

Local decision

- Follow your curbside or home delivery procedures

Rationale for this process

- This process assumes that library and delivery staff are using appropriate PPE and cleaning procedures when handling items, and therefore items handled by staff are “clean” and not at risk of contamination.
 - Your library may choose to quarantine all incoming materials regardless of the source.
 - See recommendations for staff PPE, disinfecting, and cleaning procedures.
 - It is never recommended to clean library materials-quarantining items is the best way to ensure the material is decontaminated without being damaged.
 - The REALM study methodology is testing items up to 6 days, so processing on the 7th day is assumed to be safe-see the REALM study methodology.

11

11

Quarantine Incoming RAILS Delivery

- Minimize handling of material as it enters quarantine.
- Empty delivery bin, wipe bin with disinfectant, reuse.
- Quarantine items received from delivery for 7 days.
- Check-in items once quarantine has expired.

Delivery
June 18

- Delivery Bin Received at the library

Quarantine
June 25

- Quarantine items for 7 days prior to staff touching them

Items Processed
June 25

- Check-in bins, transit action, place in bin for delivery pickup

Pickup Sorting
June 26-27th

- June 26 Pick up by Delivery
- June 27th Sorted and scheduled for next delivery

12

Items from RAILS Delivery considered "clean"

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- Your library may choose to quarantine all incoming materials regardless of source
- It is never recommended to clean library materials – quarantining items is the best way to ensure the material is decontaminated without being damaged.

Delivery

June 18

- Delivery Bin Received at the library

Quarantine

June 18

- Library chooses to not Quarantine for 7 days. Library considers items to be "clean".

Items Processed

June 18

- Check-in bins
- Clean Bin
- Follow transit action, place in bin for delivery pickup

13

2020 JUNE						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	Delivery	"Clean" - No Quarantine	20
21	22	23	24	25	Quarantine	27
28	29	30	1	2	3	4

14

14

7

Resuming SWAN Resource Sharing

Target Date: Tuesday, July 7th

Need to allow as many items as possible to return to home library for filling local holds.

Is this long enough to allow libraries to work through current extensive holds list for curbside processing?

Do we allow pick-up anywhere at the time or continue to serve only local patrons?

Hold maps will go back to pre-COVID configuration – are there additional item types you want to restrict to local holds only?

When should we resume hold pick-up notices?

During the session we had discussion about whether this should coincide with the Aug 12th extension of Executive Order [see full reference in Q&A log] Recognizing this need, the Secretary of State and the Illinois State Library filed an emergency rule effective May 7, 2020 to temporarily suspend resource sharing, reciprocal borrowing, and interlibrary loan requirements for library system membership in the Illinois Library System Act (23 Ill. Adm. Code 3030). Due to the extension of the Gubernatorial Disaster Proclamation.

My Account Messaging (can be confusing in a curbside world)

Title/Author	Status	Pickup at	Expires
Strangers on a train Highsmith, Patricia, 1921-1995. 813 H5374s 1974 31140001899159	Ready for pickup	SWAN Headquarters	6/8/21
Sunscream Pendleton, Don, 1927-1995. Mack Bolan 31140001684288	Pending	SWAN Headquarters	6/8/21
American dirt Cummins, Jeanine, CUM 31687003852818	Pending	SWAN Headquarters	3/17/21

Optional Workflows

If your library wants to use either of these in-house users, please submit a help ticket and a unique user for your library will be created

QUARANTINE in-house user

- Use to clear items off patron records
- Checkout to user when emptying book drops
- Quarantine items
- Check-in items post-quarantine

QUARANTINE items do not appear on holds list

CURBSIDE in-house user

- Use to remove hold pickup status
- Checkout to user when hold is trapped to remove My Account messaging that hold is ready for pickup
- Either reshelve or put in temporary location to wait for holds list

CURBSIDE items appear on holds list

17

17

Curbside

<https://support.swanlibraries.net/members/curbside-information>

- 74 libraries are offering curbside by the week of June 15th
- 55 libraries currently configured for Curbside Communicator
- If information is incorrect on our Curbside Information Directory, please submit a help ticket with corrections



18

18



EBSCO Group- Purchase Update

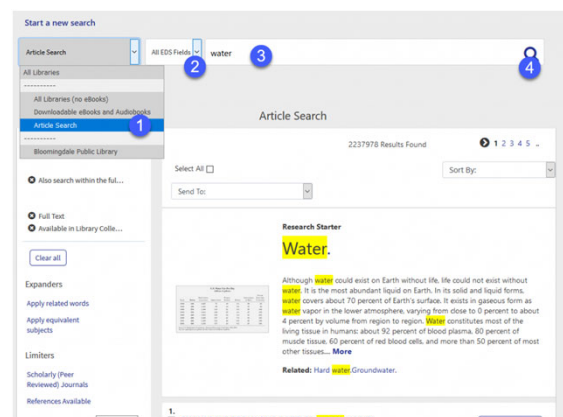
- All selections were sent to EBSCO on May 15th.
- SWAN will be receiving the links for the databases at the end of June and send those out after they are tested.
- Communication about credits to the libraries that had overlaps or gaps are complete. If you think you were to receive a credit and didn't hear from us about the credit, please submit a help ticket to help@swanlibraries.net
- If you are interested in adding new EBSCO databases such as Learning Express or Flipster, it's a good time to reach out to your salesperson as they have been offering some discounts for new subscriptions.

19

19

EBSCO Group-Purchase Article Search

- SWAN staff will manage and configure access to this content through OpenAthens authentication and from the catalog Article Search interface.
- All databases that were selected that can be added to Article Search will be live by July 1, 2020.



20

20

EBSCO Resources on the SWAN Support Site

- Documentation > E-Resources > SWAN EBSCO Databases
<https://support.swanlibraries.net/documentation/70949>
- Tutorials and training from EBSCO Connect listed by interface



What databases does my library have?

Starting in July, a list of your EBSCO database package and links will be available on the SWAN patron site, which you can share directly with your patrons or use to manage your own database directory for your patrons.

Tutorials and training

EBSCO Connect offers:

- Tutorials for specific databases.
- Live training via WebEx.

Article Search training presented by SWAN staff can be found in the Meetings and Training section of this support site.

Promotional materials

- EBSCO Connect provides a set of printable, social media, and other promotional material for individual databases.
- New databases graphic with text, 1200px by 630px (PNG) - sized for Facebook and web
- New databases graphic square with no text, 630px by 630px (PNG) - sized for Facebook, Twitter, Instagram, and web
- New databases graphic large with text (PNG) - sized for you to crop for your website
- New databases graphic large with no text (PNG) - sized for you to crop for your website



21

21

EBSCO Resources on the SWAN Support Site

Meetings & Trainings > Tutorials & Training Resources
(filter by Search & Discovery topic)

Training Recording: Article Search and EBSCO Discovery Service for Reference Support

This workshop will be presented by SWAN User Experience Team and will cover the basics of using Article Search within Enterprise for reference and research support. We will cover search tips, authentication requirements, how EBSCO Discovery Services (EDS) ...

Updated: 05/21/2020



22

22

Promotional Graphics Available

- EBSCO provides graphics on EBSCO Connect and you can find a link to those on the SWAN EBSCO Databases page of the Support Site
- SWAN created graphics can be found there as well.



Sized for social media banners



Sized for Facebook,
Twitter, Instagram



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23

23

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)

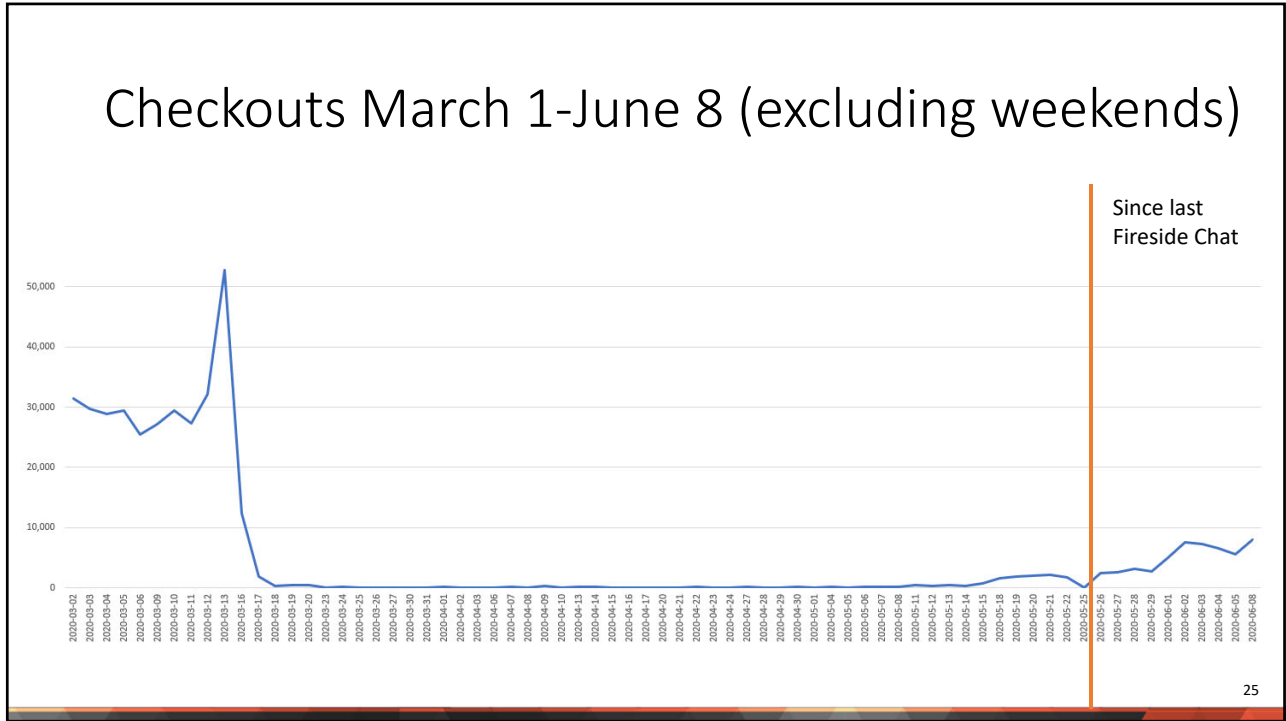
Current Total:

\$0.00

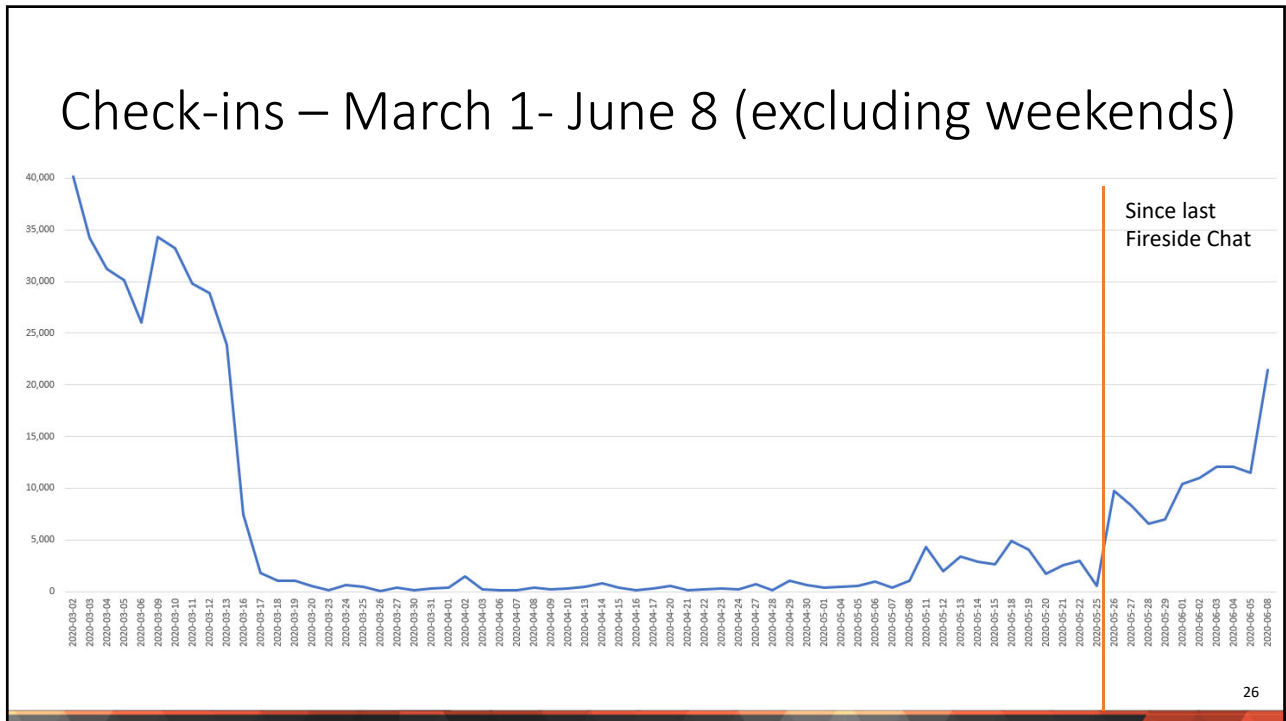
Your Pickup Day *

- Tuesday, May 19 12-3pm
 Thursday, May 21 12-3pm
 Tuesday, May 26 12-3pm

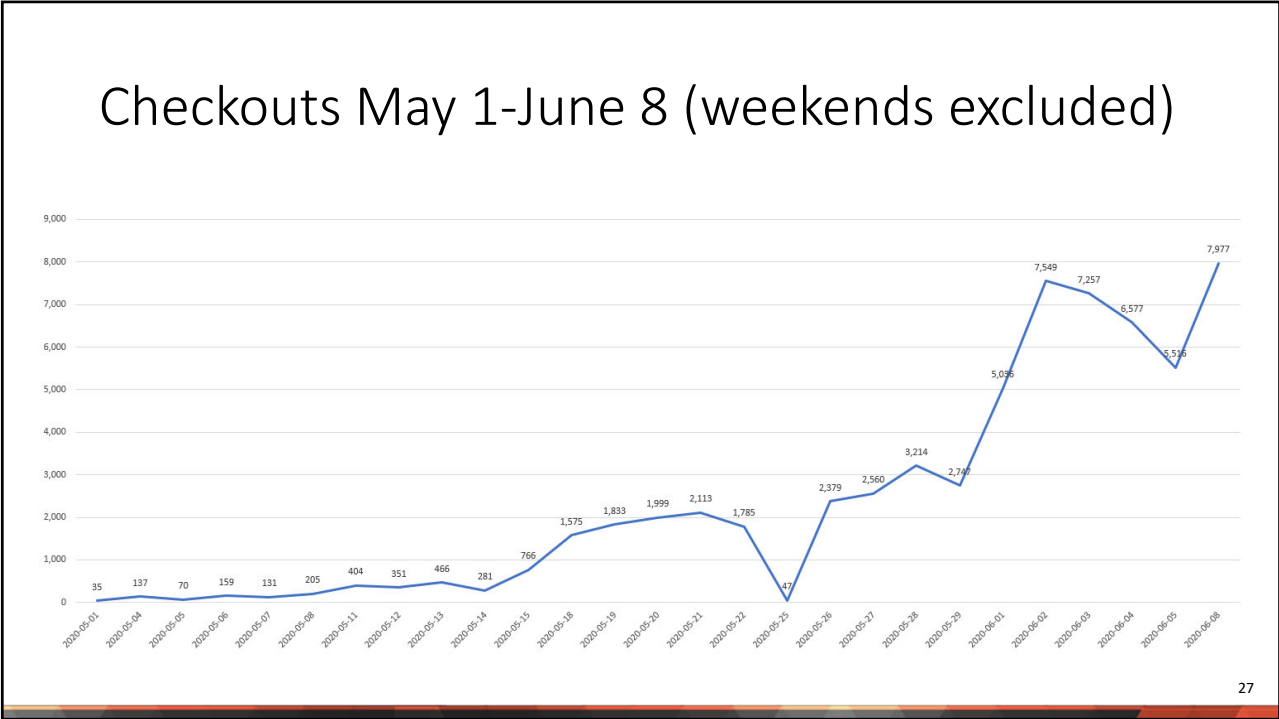
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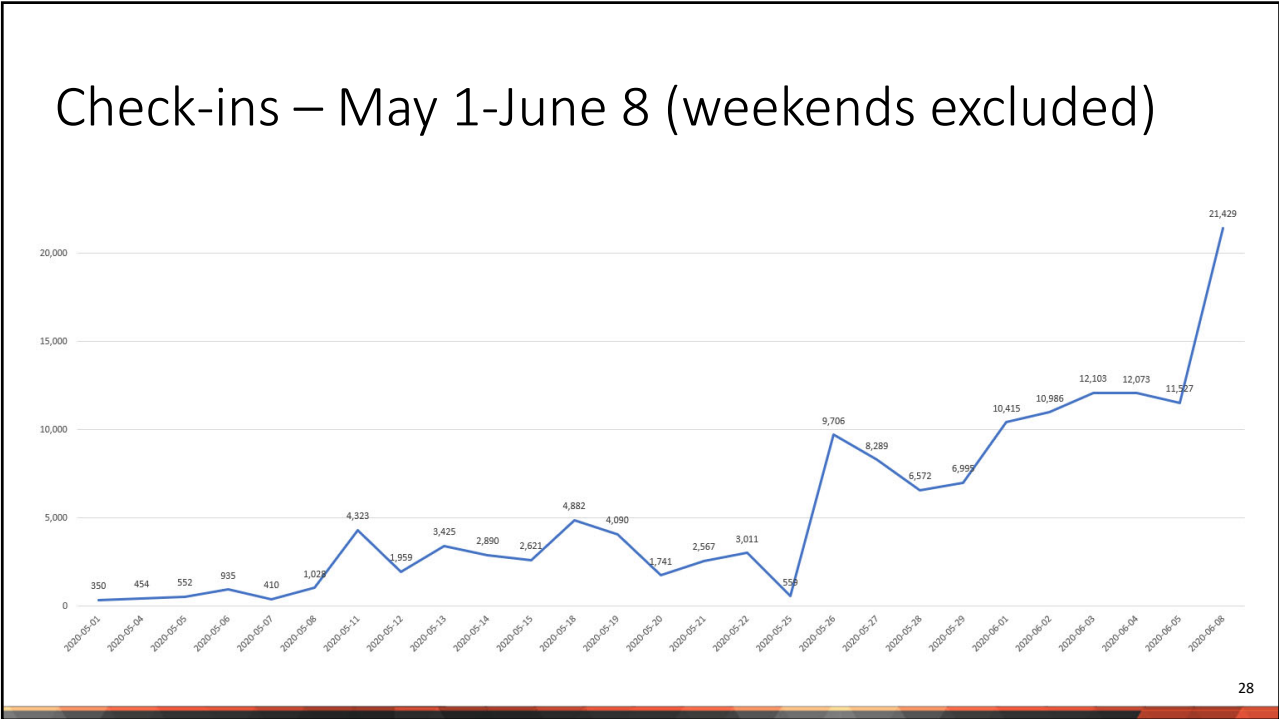
25



26




27



28


SWAN eXpo 2020 Web Series


Using Collection HQ for Collection Development & Decision Making



JUNE
15

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.






29


29

SWAN eXpo 2020 Web Series


Facilitating Virtual Book Clubs



JUNE
24



These days we're all learning on the fly. Pioneering new ways to meet our patrons where they are and in ways that were unimagined six months ago. This isn't always comfortable or easy but it's turning out that ingenuity and enthusiasm can, in many ways, make up for lack of experience. With that in mind, we need to get past the idea that we can't be authorities on a subject just because the format is suddenly so very different. Join Lauren Maxwell, Geneva Public Library, and Scott Brandwein, SWAN, for a discussion on facilitating and joining online book clubs. From selection to facilitation to technology, Lauren and Scott will share their experiences and encourage others to discuss how they are working in a virtual world to keep book clubs thriving.



30

30

Library Check List

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

- ✓ [Illinois Phase 3 Reopening Plans Request Form](#) – combined request form for indicating curbside, fine free for now, book drop opening, due date extensions
- ✓ [Online PPE Order Form](#) - SWAN can help with some supplies required for readiness in offering services

Library	Curbside Pickup?	Curbside Communicator	Book Drop	Fine Free
Acorn Public Library District	Yes Starts May 19, 2020	Yes Phone: 708.221.8878 https://widget.uniquelibrary.com/configs/SWAN/aplc.html	Open	Fine Free for Now, 2 renewals
Alsip-Merrionette Park Public Library District			Open	
Batavia Public Library District	Yes Starts Jun 9, 2020		Open	Fine Free for Now, 2 renewals
Bedford Park Public Library District	Yes Starts Jun 2, 2020	Yes Phone: 708.426.0011 https://widget.uniquelibrary.com/configs/SWAN/bdf.html	Open	Fine Free for Now, 2 renewals
Beecher Community Library District	Yes Starts Jun 15, 2020	No	Open	Fine Free for Now, 2 renewals
Bellwood Public Library			Open	Fine Free
Bensenville Community Public Library District	Yes Starts Jun 2, 2020	No	Open	Fine Free for Now, 2 renewals

31

31

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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32

32