SWAN Circulation Users Group 
Agenda

Wednesday, June 17, 2020 9:30 am - 12:00 pm 
Virtual Meeting

Register on L2 - https://www.librarylearning.info/events/?eventID=30244

Chairs:
- Peggy Tomzik, co-chair, Eisenhower Public Library
- Juan Estrada, co-chair, Lansing Public Library

I. Welcome and introductions

II. Reminders Regarding Delivery
   a. https://support.swanlibraries.net/news/2020-06/74789 Please make sure to follow the directions from SWAN/RAILS

III. Curbside Pickups
   A. For patrons who place holds on multiple holds on several days, do you put everything in one bag or several bags? – Victoria Muraiti, RFS
   B. We will begin using Curbside Communicator in July for curbside pickup. Does anyone have any tips or tricks for making the most of this product? – Peggy Tomzik, ESS

IV. ILL Resumption

V. A. What are everyone’s thoughts regarding the resumption of ILL? – Victoria Muraiti, RFS

VI. B. Resumption of resource sharing – when will it begin again and who makes this decision? – Liz Wald, CRS

VII. Reopening to the public. When are libraries planning to do this and how?
   a. Mask enforcement?
   b. Opening Library Building and how staff are being protected?
   c. Any limitations for patrons, checkouts, browsing aisles?

VIII. Patron/Staff questions
   a. Brainstorming questions/issues patrons will have as we reopen
      i. Make sure staff understand how summer reading, Geocaching, etc will be impacted by Covid 19
ii. PPE
iii. Do you have a place on your website, or print out, that can answer FAQ?
b. Dealing with patrons/staff who try to enforce rules
   ii. Deal with it like someone smoking close to the building or not wearing a seatbelt
       1. I am not driving this library until you wear your mask.
   iii. Lead by example
   iv. Try to deescalate