



# SWAN Circulation Users Group Agenda

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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
  - i. <https://www.nytimes.com/2020/05/15/us/coronavirus-masks-violence.html>
  - 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