

SWAN ~~Fireside~~ Poolside Chat



July 21, 2020

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SWAN Poolside Chat

July 21, 2020



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Topics

- Best news first!
 - EBSCO Update
 - Genre Facet added to Enterprise
- Action Recap:
 - Timeline review
 - Look to the future
- Library Services Updates
- Non-SWAN RBPs (resuming hold fulfillment)
- Patron Limits
- Manage Hold Shelf wizard (replaces Clean Hold Shelf Report)
- REALM Study Update
- QC Users Review (Quarantine & Curbside)
- L2 Update
- By the numbers

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Check Out
New Online Resources

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EBSCO Databases SWAN Group Purchase Update

<https://support.swanlibraries.net/tutorial/76697>

Recorded by: Robin Hofstetter, Electronic Resources Consultant, SWAN User Experience
Date Recorded: July 8, 2020

If you missed
the buzz....



- Print Slides - EBSCO Group Purchase [pdf]
- PowerPoint Slides - EBSCO Group Purchase [PPTX]
- Chat Log 2020-07-08 Session [pdf]

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EBSCO Databases - Resources

For Patrons

<https://swanlibraries.net/articles-databases/>

The screenshot shows the SWAN Libraries website interface. At the top, there is a search bar and a 'Online Catalog' button. Below the navigation bar, the 'Articles & Databases' section is displayed. It includes several options: 'Starting an Article Search', 'Limiting Results', 'Full Text', 'Save, Email, & Print Articles', and 'Databases'. The 'Databases' option is highlighted with a blue rectangular box.

For Staff

<https://support.swanlibraries.net/documentation/70949>

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.

You can view SWAN trainings on:

- Article Search and EBSCO Discovery Service for Reference Support
- EBSCO Group Purchase Database Update

Promotional materials

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Genre facet added to Enterprise

<https://support.swanlibraries.net/news/2020-07/77310>

Cataloging Advisory Group project

- Separates Genre from Subject facet
- Held in 655 field
- Primarily sourced from Library of Congress Genre/Form Terms

The screenshot displays a search interface for 'world war II'. On the left, a 'Limit Search Results' sidebar includes facets for Format, Fiction or Nonfiction, Library, Audience, Publication Date, and Language. The 'SWAN Genre' facet is expanded, showing a list of genres with counts and an 'Apply' button. The search results show three items:

1. World War II : a visual encyclopedia. by Ellis, Chris. 1937- Publication Date 1999. Book. Holds: 0 Copies at All Libraries: 2.
2. World War II : Submarine warfare. by TGG Direct (Firm) Publication Date 2012. DVD. Holds: 0 Copies at All Libraries: 1.
3. World War II : cumulative index. by Slovey, Christine. Publication Date 2000. Book. Holds: 0 Copies at All Libraries: 2.

On the right, a 'SWAN Genre' sidebar shows a list of genres with counts and checkboxes for selection. The 'Apply' button is visible at the top of this sidebar.

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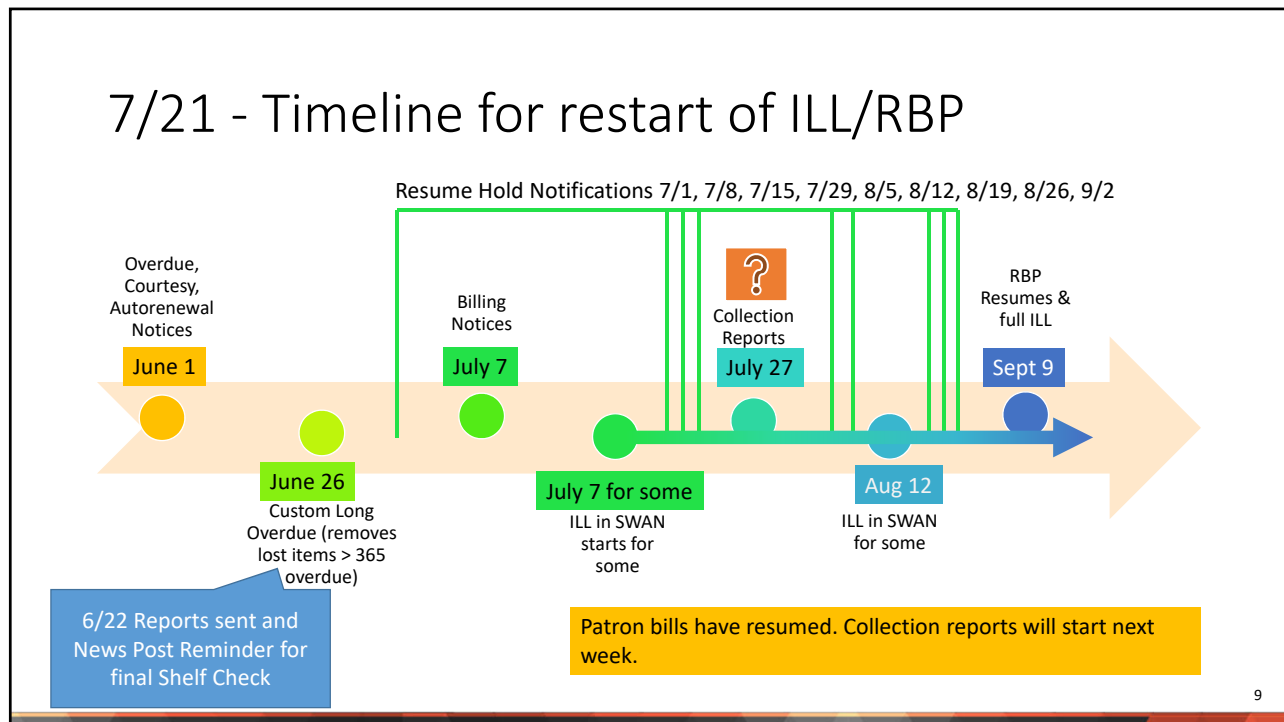
Action Recap & Reminders

- **[Ongoing] Local Holds Only (phased resumption starting 7/7)**
 - Holds placed by CHICAGO_P & NONSWAN_RB profiles will no longer be automatically suspended after 7/7 (local decision on whether to fill)
- **Clean Hold Shelf processing should follow new Manage Hold Shelf procedures**
- **1st Overdue notices now sent at 14-days overdue instead of 7 (will revisit in August)**
 - No print overdue notices (email, text, voice only)
- Patron records with expiration dates between 1/1/2020-9/7/2020 extended to 9/8/2020 (some libraries excluded specific profiles) [*Further extensions, by request, per library*]
- Online-only cards extended to August 31, 2020 [*Libraries can review/extend based as appropriate – see <https://support.swanlibraries.net/documentation/68769>*]
- Unfilled holds with an expiration date of March 16 – September 6, updated to 9/7/2020 [*Further extensions, by request, per library*]

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7/21 - Timeline for restart of ILL/RBP



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Looking to the future (September, Pre-holidays, start of 21?)

- Reset pick-up anywhere to pre-COVID settings
- Reset Enterprise catalog search scope to pre-COVID settings (now set to local catalog by default)
- Return to full resource sharing and pre-COVID circ/hold maps for all
- 1st Overdue notice sent at 7 days
- Keep Hold Pick-up Notices at 2 PM daily, run once a day (patrons can view online account in Enterprise or mobile app for more frequent updates)

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Library Service Status Updates

<https://support.swanlibraries.net/members/library-services-status>

1. Reopening/closing status
2. Curbside offerings
3. Patron communications & Enterprise
4. Circ policies and Fine free status
5. Resource sharing and delivery status

Library Services Status

As SWAN libraries reopen and offer additional services to their patrons, this page will serve as a resource to assist SWAN members in working with consortium colleagues and to inform SWAN staff of changes needed to accommodate library offerings.

Please review your library's listing carefully and inform SWAN staff of any necessary changes by submitting a [Library Status Update & Services Request Form](#). Please resubmit this form as your library updates any services. For example, if your library decides to stop curbside services, please submit a status update form to indicate this change. If your library is opening doors to patrons, this would also constitute a resubmission.

SWAN will be updating this listing as we respond to tickets, please give us 24-hours to reflect your requested changes on this page and in any necessary changes in our system.

Note: Reopening to the public does not assume restart of resource sharing throughout SWAN. Please confirm all data is complete and accurate in the table below so that SWAN can modify system configurations to match your library's reopening plans.

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Library Services Recap

<https://support.swanlibraries.net/members/library-services-status>

- 57 SWAN Libraries resumed resource sharing as of 7/21/2020
- 52 SWAN Libraries have building open to the public in some capacity
- 93 SWAN Libraries resumed delivery service

SWAN Code	Library	RAILS Delivery	Restart ILL Date	Open to Public	Book Drop	Curbside Pickup	Curbside Communicator	Fine Free
ADS	Acorn Public Library District	Yes	08/12/2020	Open 07/13/2020	Open	Yes	Yes	Fine Free for Now, 2 renewals
AMS	Alsip-Merrionette Park Public Library District	Yes			Open	Yes	No	
BLD	Batavia Public Library District	Yes			Open	Yes	No	Fine Free for Now, 2 renewals
BPS	Bedford Park Public Library District	Yes	07/07/2020		Open	Yes	Yes	Fine Free for Now, 2 renewals
BCS	Beecher Community Library District	Yes	07/07/2020		Open	Yes	No	Fine Free for Now, 2 renewals
BWS	Bellwood Public Library	Yes	07/07/2020	Closed 07/20/2020	Open	Yes	No	Fine Free
BVD	Bensenville Community Public Library	Yes	07/07/2020	Open 07/06/2020	Open	Yes	No	Fine Free for Now, 2

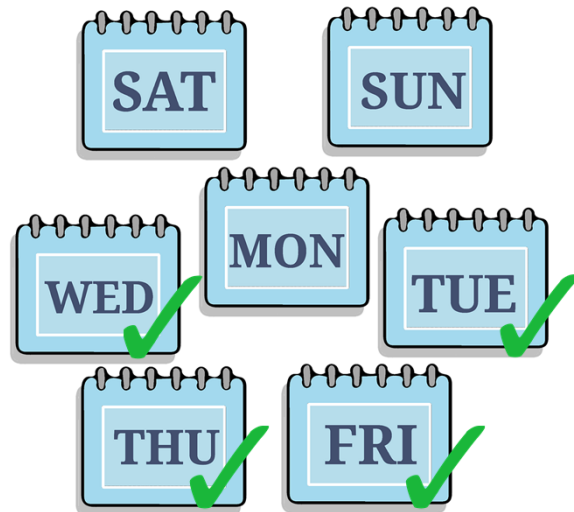
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Want to start resource sharing now?

With changes put in place to accommodate resource sharing reciprocity, we can activate your return to resource sharing whenever you are ready. (Changes made Mon-Thu, activated Tue-Fri)

No longer restricted to specific restart dates, but if we do not hear otherwise, we will use the dates previously indicated.



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Non SWAN Reciprocal Borrowers

Situation: Libraries reopening and offering resource sharing would like non-SWAN reciprocal borrowers (NONSWAN_RB and CHICAGO_P) to be able to place holds in Enterprise.

Solution: Add ILL_LIBS home library of these patrons to our SWS_ILL resource sharing reciprocity group.

Resulting Action: All libraries participating in resource sharing would then see holds for these patrons in their OnShelf Items List. These patrons would be able to place holds on items owned by any library (and allowed via hold map) in the resource sharing group (SWS_ILL).

PRO:

- Great for libraries who are ready to extend these services.

CON:

- Adds more overhead to identify/avoid these holds on the list for libraries not ready.
- When ILL_LIBS joins SWS_ILL group, there is no way to stop items from appearing on pull list that may be destined to a library not yet ready.

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Non SWAN Reciprocal Borrowers

Recommendation:

Add ILL_LIBS to resource sharing group SWS_ILL on August 24th to be active August 25th.

- This allows majority of libraries to return to resource sharing before filling these holds.
- ILL_LIBS patrons can continue to visit libraries, that have reopened to them, to checkout material until they are able to place holds.

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Patron Limits

Effective July 28th, we will no longer remove patron blocks due to fines/fees < \$100 if your library is open for service (curbside or open).

Consider:

- This was a temporary process to support digital-access to resources when libraries were closed.
- Any patron/staff action that reads the patron record resets the status/block.

What your library can do:

- Modify patron limits (extend fine/fee limits, overdue limits)
- For eResources – modify your patron status authentication/blocks

See

<https://support.swanlibraries.net/node/68548>

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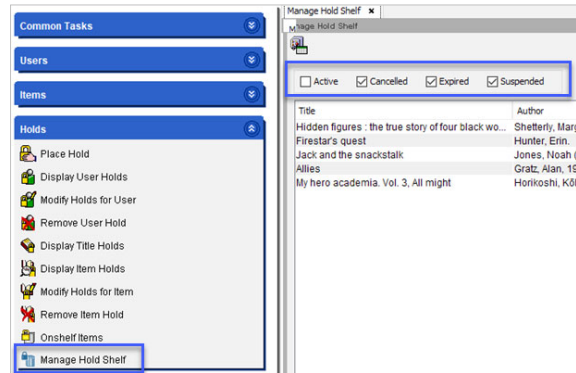
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Manage Hold Shelf wizard

<https://support.swanlibraries.net/documentation/77014>

- Lists items that can be pulled off hold shelf
- Replaces use of Clean Hold Shelf Report
- All items expired, suspended, or cancelled should be pulled from shelf
 - Check-in each item
 - Follow instructions on screen

Solves long standing problem of items moved to In Transit automatically which may be missing or more appropriately routed at time of check-in.



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REALM Study – Test 1 Results

LOQ = Limit of Quantification, not measurable but detected under microscope

Test 1 research tested:

1. Hardback book cover (buckram cloth)
2. Softback book cover
3. Plain paper pages inside a closed book
4. Plastic book covering (biaxially oriented polyester film)
5. DVD case

Results show that the SARS-CoV-2 virus was not detectable on the materials after three days of quarantine.

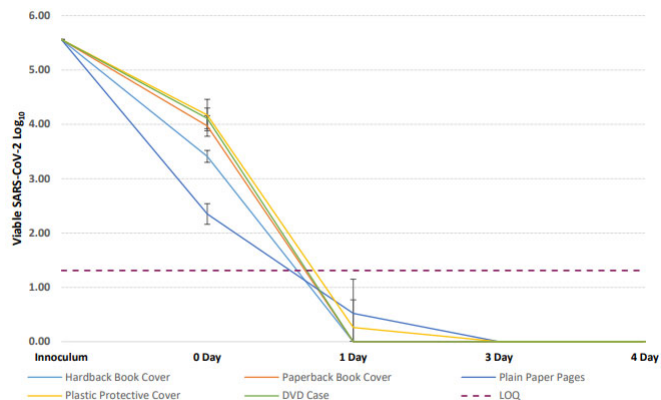


Figure 3. Natural attenuation of SARS-CoV-2 at days 1, 3, and 4 during test 1.2.

<https://www.webjunction.org/news/webjunction/test1-results.html>

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REALM Study – Test 2 Results

Test 1 research tested:

1. Braille paper pages*
2. Glossy paper pages**
3. Magazine pages**
4. Children's board book**
5. Archival folders***

Materials provided by:

*National Library Service for the Blind and Print Disabled, Library of Congress

** Columbus Metropolitan Library

***National Archives and Records Administrator

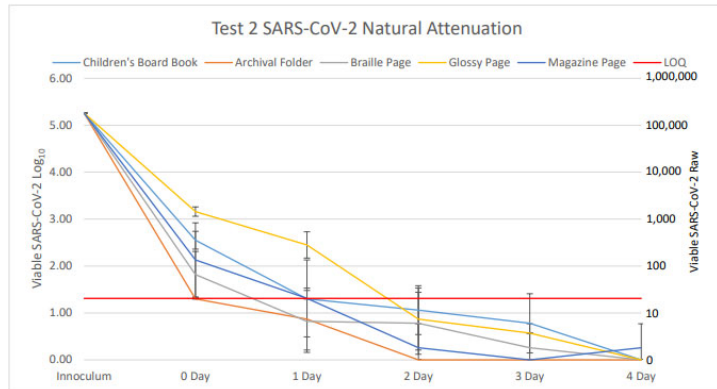


Figure 3. Test 2 attenuation of SARS-CoV-2 at days 1, 2, 3, and 4 ± 95% confidence interval. The [confidence intervals](#) are indicated by the black vertical bars for each test date and item.

<https://www.webjunction.org/news/webjunction/test2-results.html>

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REALM Study Update

SARS-CoV-2 present on these materials after two days of quarantine for archival folders and four days of quarantine for the book pages.

Compared to the results of Test 1, the results of Test 2 indicate that a longer quarantine time for these types of cellulose-based paper materials may be required to render SARS-CoV-2 undetectable.

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Optional Workflows Tools for Quality Control

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

Q - 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

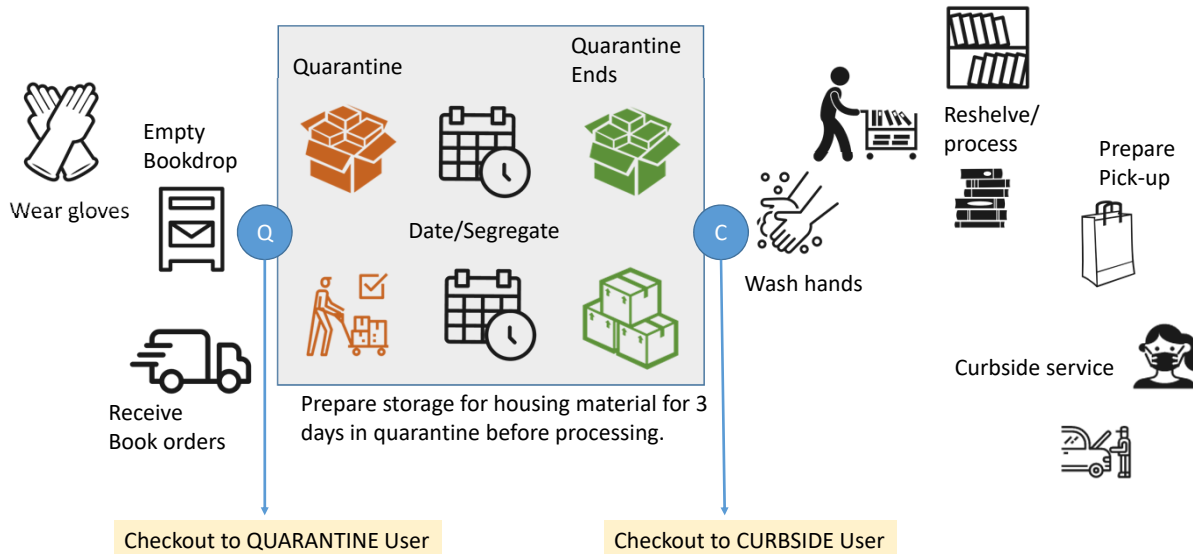
C - CURBSIDE in-house user

- 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~~

★ CURBSIDE items do NOT appear on holds list

Reminder - Handling Material - staff experience

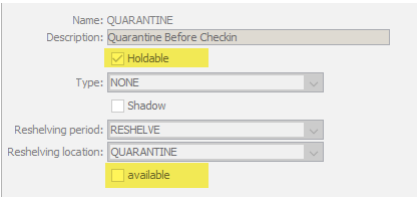


QUARANTINE User


Checkout to QUARANTINE User BEFORE quarantine

QUARANTINE items do not appear on holds list


Benefit: Immediately clears checkout from patron record.




Name: QUARANTINE
Description: Quarantine Before Checkin
 Holdable
Type: NONE
 Shadow
Reshelving period: RESHELVE
Reshelving location: QUARANTINE
 available




Wear gloves




Empty Bookdrop




Checkout to QUARANTINE User



Quarantine



Date/Segregate



Quarantine Ends

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CURBSIDE User

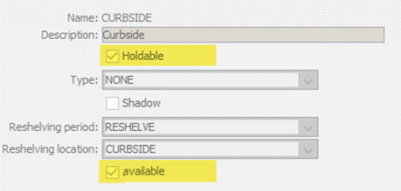
Checkout to CURBSIDE User AFTER quarantine

Segregate those CURBSIDE items for processing


Schedule around hold pick-up notifications (2 pm)

Benefit: Removes hold available status from patron record, allowing staff time to prep curbside.


CURBSIDE is holdable, but does not show up on Pull List. So, if you use, place on cart for further processing/check-in to trap hold.




Name: CURBSIDE
Description: Curbside
 Holdable
Type: NONE
 Shadow
Reshelving period: RESHELVE
Reshelving location: CURBSIDE
 available




Quarantine



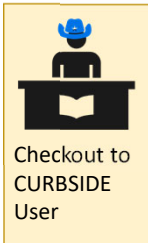
Date/Segregate




Wash hands




Quarantine Ends



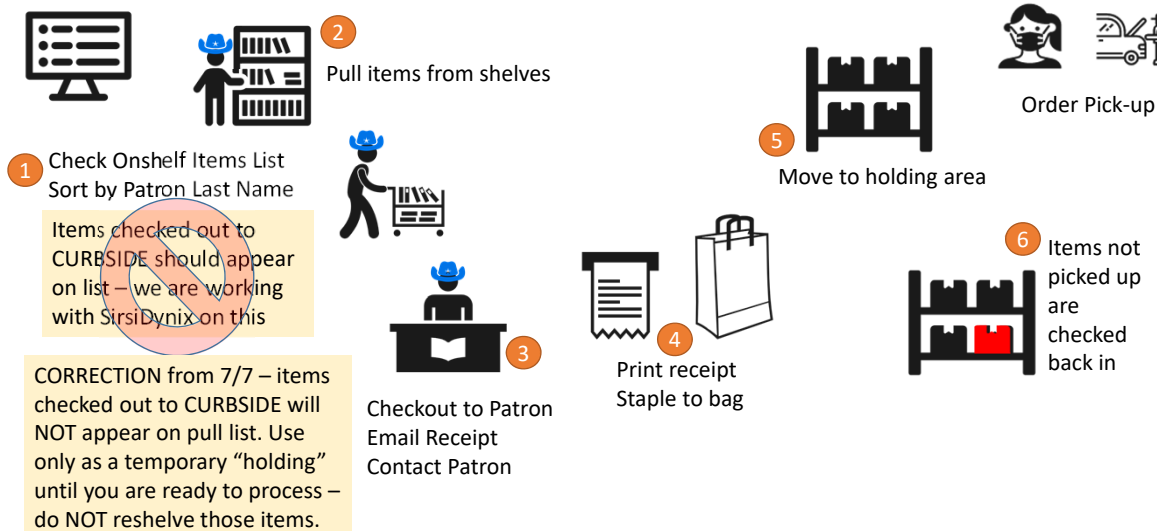
Checkout to CURBSIDE User





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Curbside checkout processing – staff experience



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L2 – RAILS Relaunch in mid-August

1. Library Administrators – verify library information and staff
2. Everyone
 - a. Update your L2 profile
 - b. Download My Events history (if you wish to retain)

LIBRARY LEARNING

Signed in as: SWAN Admin | Help | Sign Out

Search [] My Library

Tags | New Events | More feeds | Libraries

L2

A new L2 is coming soon ... Please log into your account and update your profile before July 31.

View Event Calendar
View Event List
My Events
Add To Learning Journal
My Profile
Find Libraries
Find Colleagues
Help & Support

Profile

SWAN

SWAN Admin
SWAN
help@swanlibraries.net
(Only you and administrators see phone numbers)

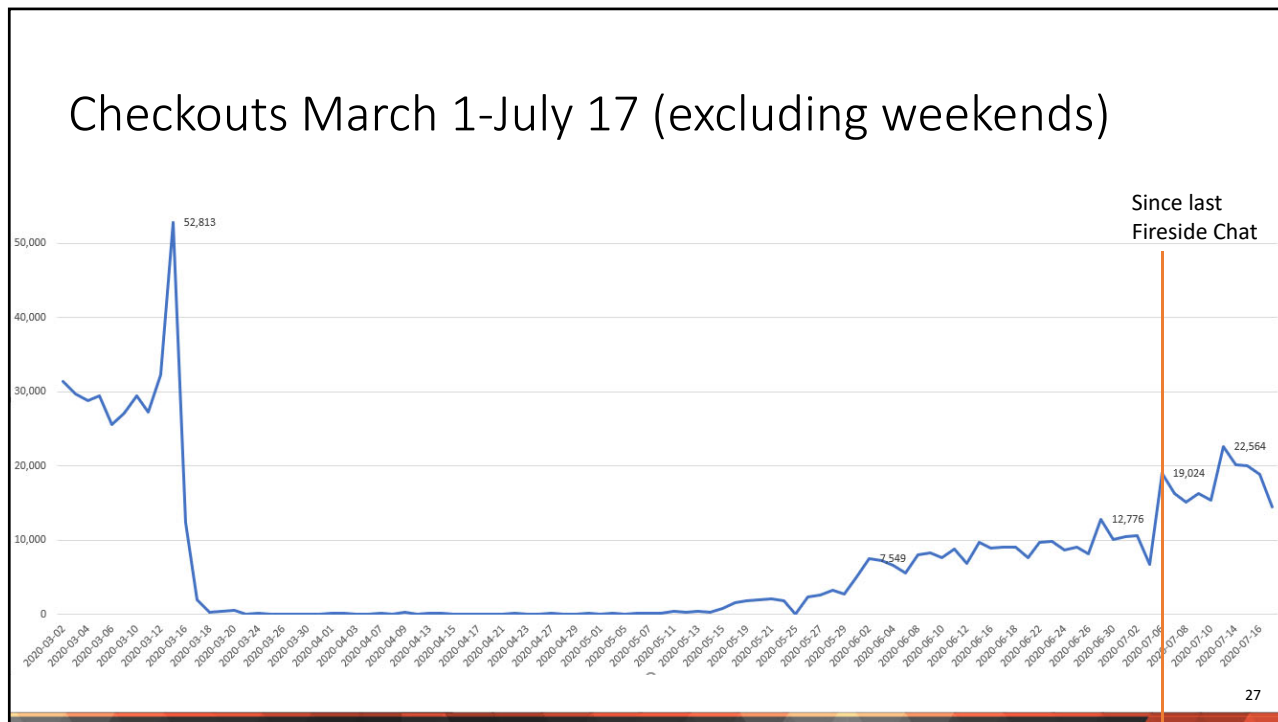
Emergency Phone:
630.326.7303 (Only you and administrators see this)
Receives Weekly CE News: Yes

Stats
Last Login: Today @10:41 AM
Upcoming Registrations: 0
Total Registrations: 16

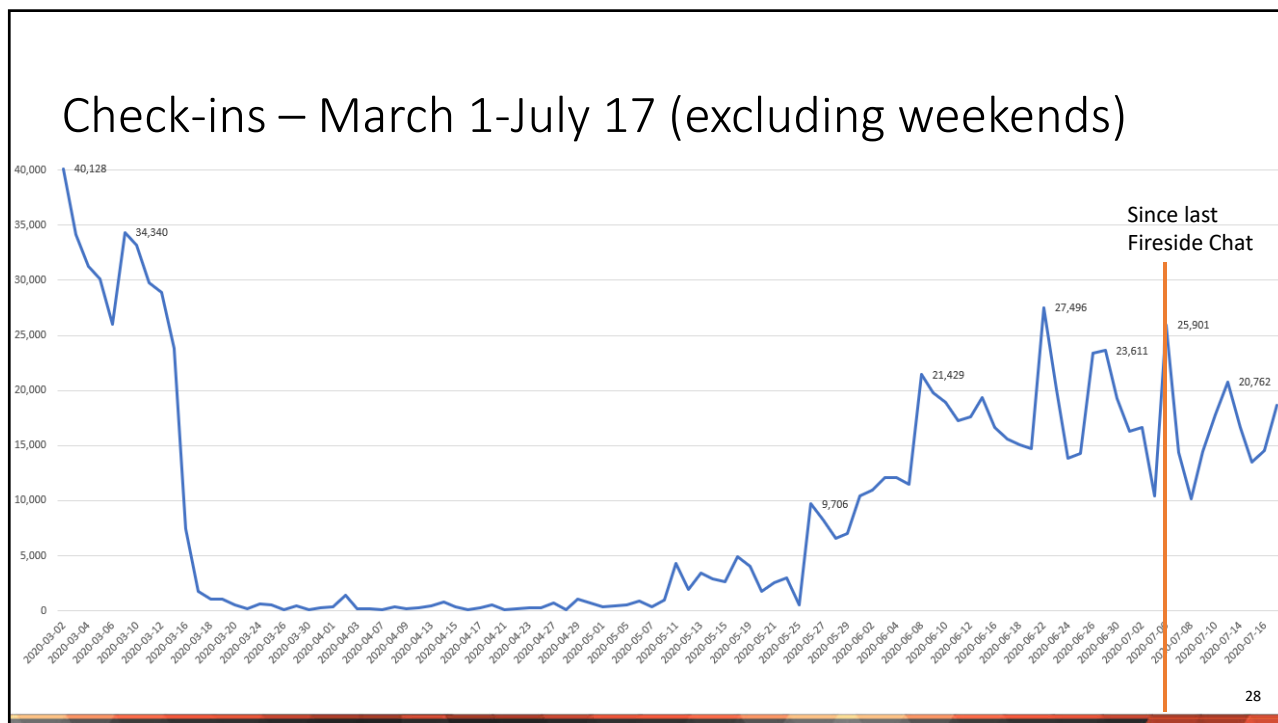
[a](#) > Edit profile
> Learning Report [b](#)

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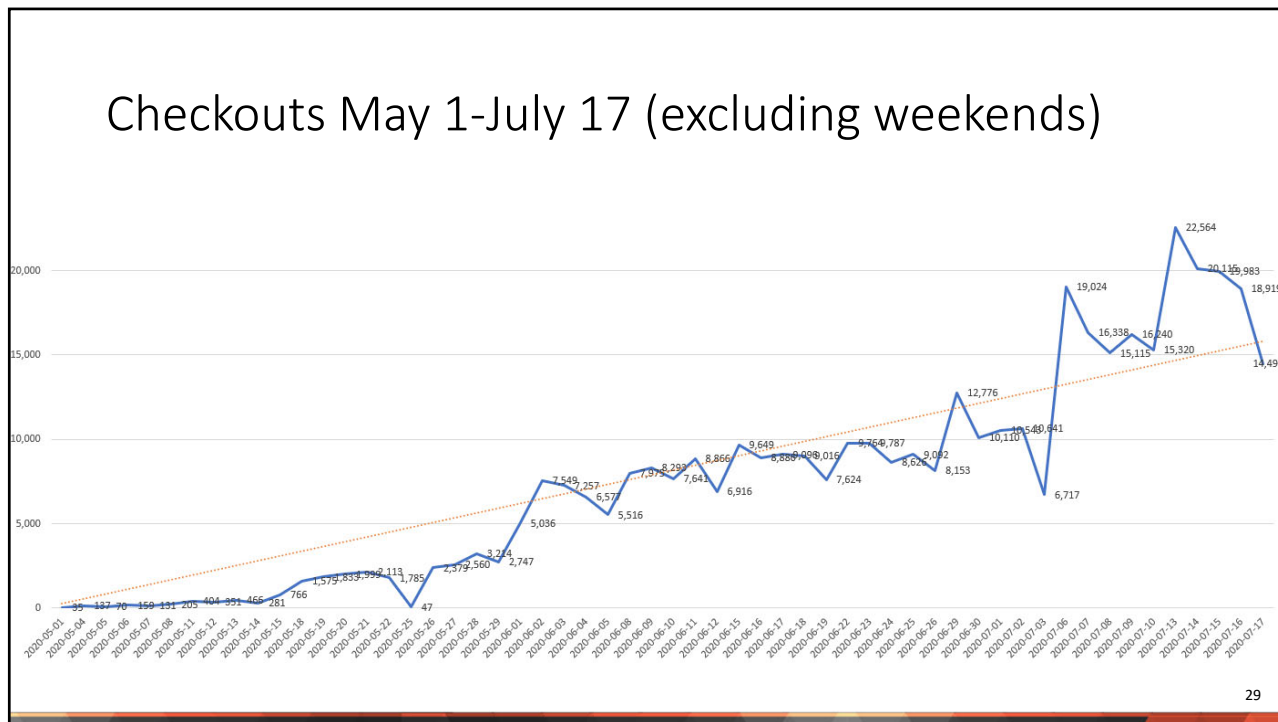
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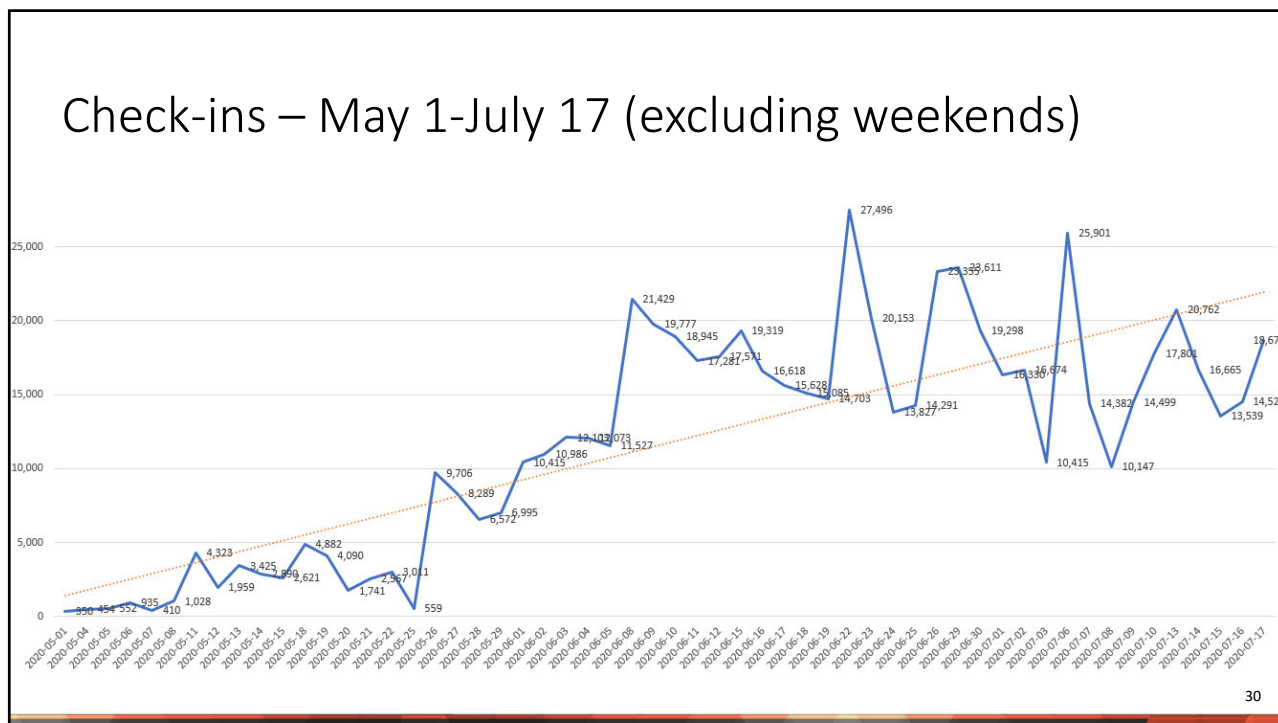
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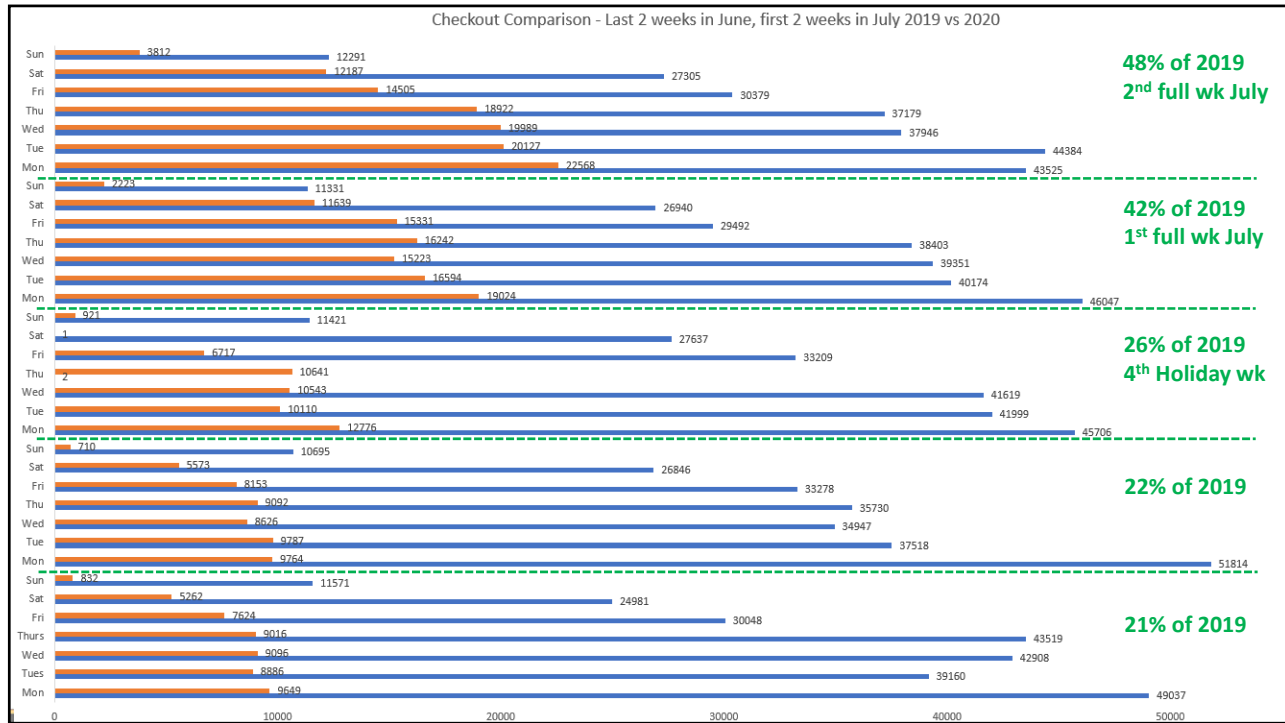
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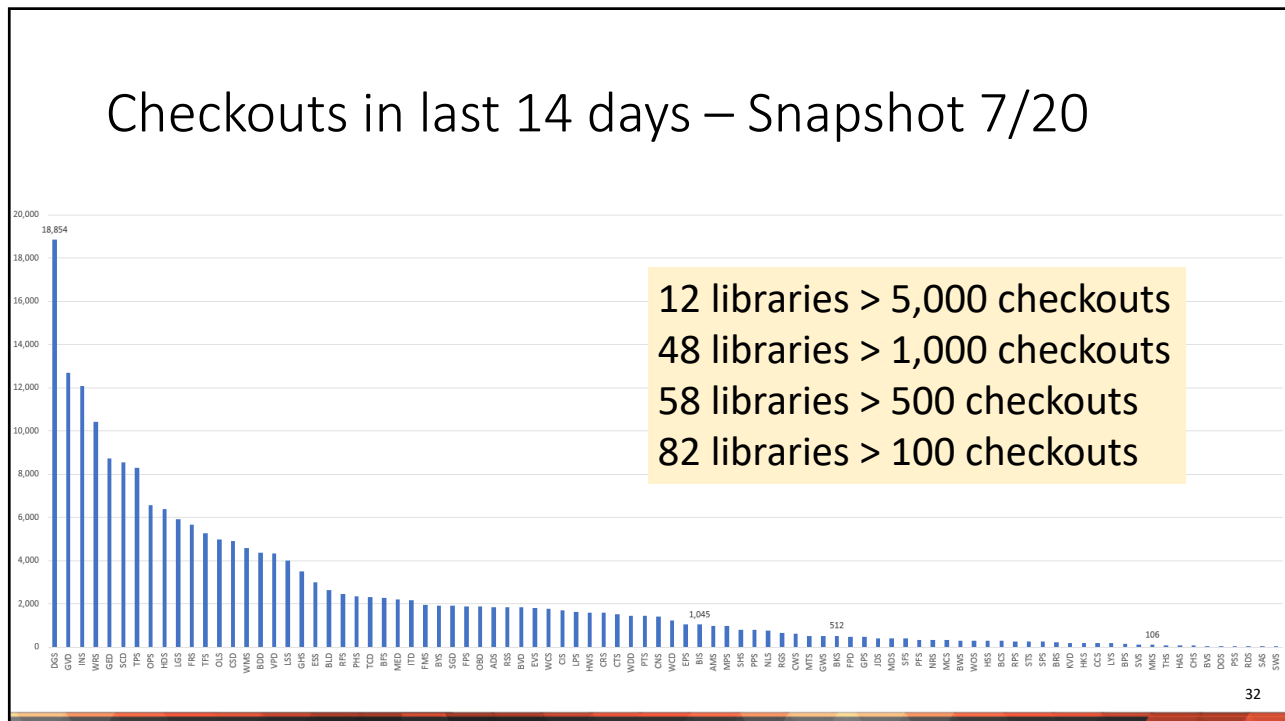
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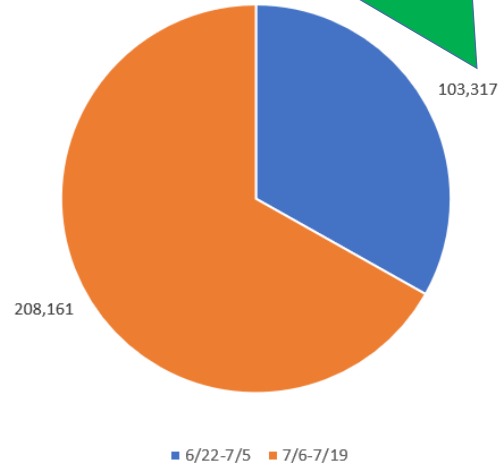
July 6 Reporting

5 libraries > 5,000 checkouts
 32 libraries > 1,000 checkouts
 51 libraries > 500 checkouts
 76 libraries > 100 checkouts

July 20 Reporting

12 libraries > 5,000 checkouts
 48 libraries > 1,000 checkouts
 58 libraries > 500 checkouts
 82 libraries > 100 checkouts

Circulation more than doubled in the last 2 weeks compared to the prior 2 week period. Yes, there was a holiday, but impressive still! And 491,775 checkouts since June 1.



Library Checklist

<https://support.swanlibraries.net/members/library-services-status>

- ✓ Review Library Services Status
- ✓ Complete Library Status Update & Services Request Form as services change (as often as needed)

Library Services Status

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BCS	Beecher Community Library District	Yes	07/07/2020		Open	Yes	No	Fine Free for Now, 2 renewals
BWS	Bellwood Public Library	Yes	07/07/2020	Closed 07/20/2020	Open	Yes	No	Fine Free
BVD	Bensenville Community Public Library	Yes	07/07/2020	Open 07/06/2020	Open	Yes	No	Fine Free for Now, 2

SWAN PPE supply program ending soon

SWAN PPE Supplies	Current Supply	Price
Face shields	51	\$6.50
Disinfectant sanitizer 1 gallon containers	13	\$29.00
Box of Surgical Masks CE/FDA Approved (10 per pack)	5	\$11.00
Box of Nitrile Lg Gloves (100 in box)	19	\$17.50
ZEP Hand Sanitizer Gel 500ml bottle	42	\$12.00

- SWAN will suspend this program
- Listing of remaining supplies
- Contactless pick-up at SWAN headquarters in Westmont
- Order online SWAN support site under COVID-19

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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 *
Mary Smith

Email address

Library

I'd like to request... *

Training
 Consultation

Training details
Describe what you topics you would like to learn about.

Submit



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