

SWAN Fireside Chat



September 29, 2020

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Agenda

- COVID-19 resource pages
 - Cashless Transaction Management
- REALM Study
- Opt-in return to service reminders:
 - Hold notifications
 - Unique Collections service
 - Pick-up Anywhere
 - Resource sharing
- Enterprise & Mobile App
 - Pick-up Anywhere
 - Search settings
 - Enterprise banners
 - BLUEcloud Mobile Admin
 - Hours
 - Messaging
- Resource sharing:
 - Manage Hold Shelf review
 - 7-day quarantine for delivery
 - OCLC ILL deflection (out-of-state)

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COVID-19 Resources

- Reorganized for relevant content access
- COVID-19 banner removed on support site
- See Help > COVID19

Documentation	Help	About
Help Desk		TOOLS
Using Help Desk		Request Forms
Known Issues		Patron Lookup Tools
SirsiDynix Help		Transit Label Generator
COVID19		Patron Email Status
		Library Closings

Home > COVID-19 Information

COVID-19 Information

Print Download PDF

As we move into a more steady service model within our consortium, any changes required for local closings or service changes, should be reported to SWAN, as outlined below.

Updating service status

Please refer to the [Library Services Listing](#) to verify your library's service status. Any change in status or service should be submitted through the [Library Status Update & Services Request Form](#).

Reopening/expanding services

As libraries modify services, system configuration changes will be made to facilitate your decisions. Please verify your library's listing in the [COVID-19 Phase 4 Reopening: Library Listing](#) and use this resource page as you coordinate services and resource sharing within SWAN.

Planning on offering curbside: The [Library Services Listing](#) provides a list of libraries offering curbside services. Any change in status or service should be submitted through the [Library Status Update & Services Request Form](#).

Emergency closings

If you need to close your library, system configurations need to be made to facilitate your closings. Any change in status or service should be submitted through the [Library Status Update & Services Request Form](#).

1. Inform SWAN of your closing dates so we can remove your library from resource sharing.
2. Update your Days Closed in Symphony Workflows.
3. Inform RAILS Delivery of your closing dates so they can stop delivery.
4. Update your library's closings on the RAILS website.

Current state recap

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Current State Recap

- 7-day quarantine required for items going in delivery
- Fine free block based on days overdue is 21 days (normally 14)
- Fine accrual delayed for 7 days to match quarantine
- 1st overdue notice sent at 14 days; 2nd at 21 days
- Hold pick-up notices run once a day at 2 PM

Notice wording changes for COVID-19 are outlined on the [Patron Notices & Notifications](#) page.

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Cashless Transaction Management

- Minimize cash handling
- Bill for service/for-sale items through WorkFlows
- Patrons can pay online via credit card if your library supports ProPay

Title	Item ID	Reason	Owes	Billed	Date »	Note
A bookshop in Berlin : ...	31403003370409	OVERDUE	\$0.10	\$0.10	2/16/2020	
		FOR SALE	\$1.25	\$1.25	7/30/2020	Book bag
		FAX	\$1.00	\$1.00	7/30/2020	Sent to 555-1212 on 7/30, 2 pages
		PRINTING	\$2.30	\$2.30	9/26/2020	Research article printed for pick-up

Personal Information Checkouts Holds **Fines**

Current Fines/Blocks

Current Fines/Blocks: 4
Total Due : \$4.65

Select All

Pay	Title/Explanation	Reason	Amount
<input checked="" type="checkbox"/>	A bookshop in Berlin : the rediscovered memoir of one woman's harrowing escape from the Nazis 31403003370409	Overdue materials	\$0.10
<input checked="" type="checkbox"/>	Fax/Scan		\$1.00
<input checked="" type="checkbox"/>	Fee for library goods or services		\$1.25
<input checked="" type="checkbox"/>	Printing		\$2.30
Total Selected			\$4.65

Select All

Note: Minimum online payment is \$1.00

Pay Library via Credit Card

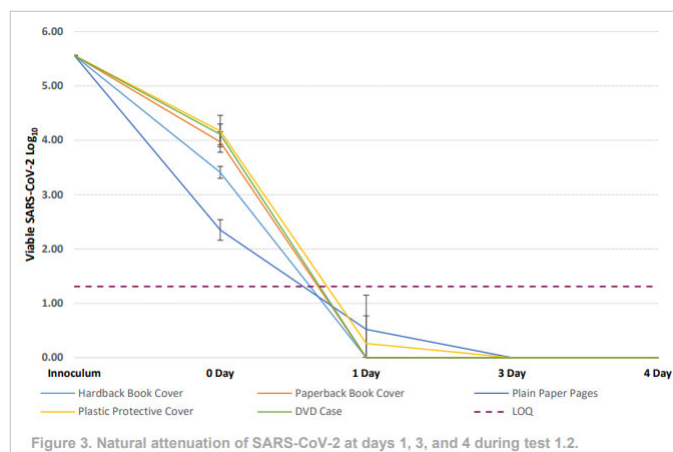
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REALM Study Round 1

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

After one day of attenuation, there was no recoverable virus (below LOD) for the hardback book cover, the paperback book cover, or the DVD case. By day three, all five tested material surfaces resulted in no recoverable virus.



June 22, 2020 – 3 Day quarantine appeared feasible based on Round 1 Test Results

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REALM Study Round 2

1. Braille paper pages
2. Glossy paper pages from a coffee table book
3. Magazine pages
4. Children's board book
5. Archival folders

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

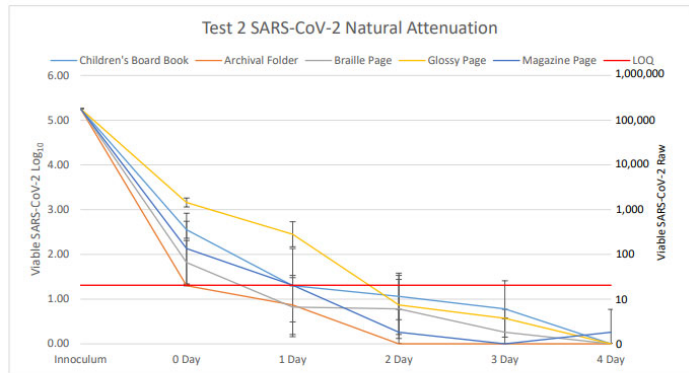


Figure 3. Test 2 attenuation of SARS-CoV-2 at days 1, 2, 3, and 4 \pm 95% confidence interval. The [confidence intervals](#) are indicated by the black vertical bars for each test date and item.

July 20, 2020 – 4 Day quarantine suggested based on Round 2 Test Results

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REALM Study Round 3

1. Talking book, USB cassette
2. DVD
3. Storage bag (flexible plastic)
4. Storage container (rigid plastic)
5. Plexiglass

Compared to the results of Test 1 and 2, this data suggests that a slightly longer quarantine time for these types of plastic-based materials may be required to render SARS-CoV-2 undetectable through natural attenuation alone.

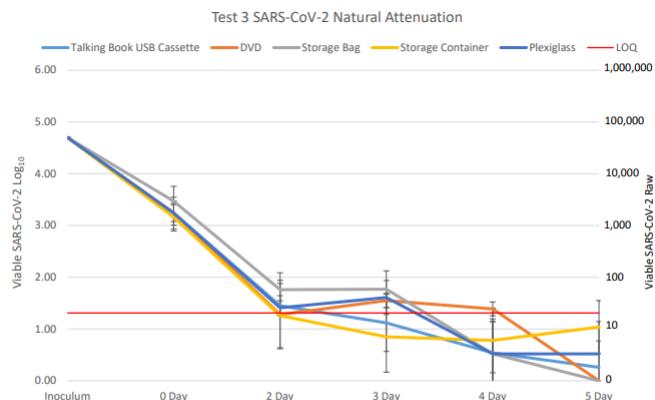


Figure 3. Test 3 attenuation of SARS-CoV-2 at days 0, 2, 3, 4, and 5, with \pm 95% confidence intervals indicated by the black vertical bars for each test date and item.

August 18, 2020 – >4 Day quarantine, or use of liquid disinfection methods, suggested based on Round 3 Test Results

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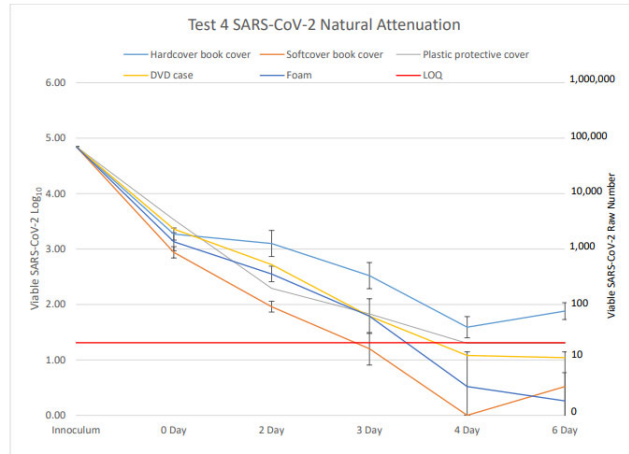
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REALM Study Round 4

Results show that after six days of quarantine the SARS-CoV-2 virus was still detected on all five materials tested.

1. Hardcover book cover
2. Softcover book cover
3. Plastic protective cover
4. DVD case
5. Expanded polyethylene foam

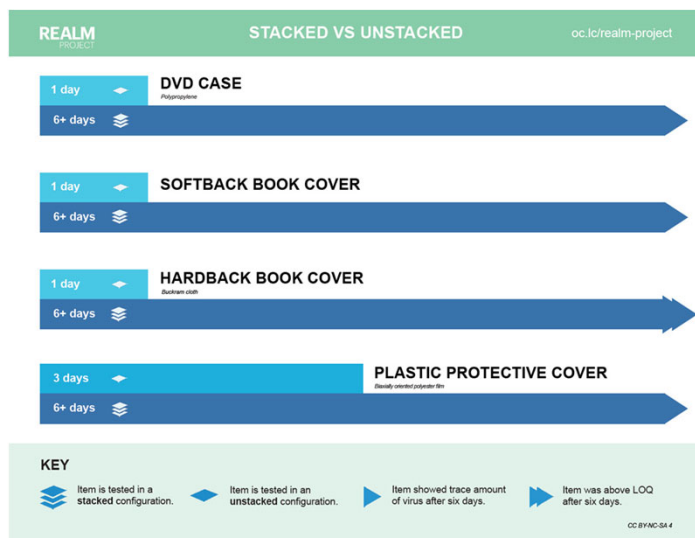
Figure 2. Test 4 attenuation of SARS-CoV-2 at days 0, 2, 3, 4, and 6, with ± 95% confidence intervals indicated by the black vertical bars for each test date and item.



September 3, 2020 – 7 day quarantine adopted by RAILS based on Round 4 Test Results

REALM Study Stacked vs Unstacked

When compared to Test 1, which resulted in nondetectable virus after three days on an unstacked hardcover book, softcover book, plastic protective cover, and DVD case, the results of Test 4 highlight the effect of stacking and its ability to prolong the survivability of the SARS-CoV-2 virus.



<https://www.webjunction.org/explore-topics/COVID-19-research-project.html>

REALM Study – Test 5 Underway

1. Polyolefin (upholstery)
2. Polyvinyl chloride “vinyl” (upholstery)
3. 100% cotton (upholstery, draperies, toys)
4. Nylon webbing (stanchion belts, bags, ropes)
5. Leather bookbinding



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Opt-in for:

- Hold notifications
- Unique Collections service
- Pick-up Anywhere
- Resource sharing

If your situation changes, report closures and time-sensitive changes required to SWAN.



IMPORTANT

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Pick Up Anywhere

It's back! Patrons can now use Pick Up Anywhere in Enterprise and the BLUEcloud Mobile app.

You can see participating libraries on the SWAN support site:

[Circulation > Holds > Pick Up Anywhere](#)

Going forward

- Please request a change in status by the last day of the month
- SWAN will update Pick Up Anywhere the first week of each month
- If you're opting in, we can update your profiles immediately, but SWAN-wide changes will happen once a month

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Search settings

Default search limits are now set to "All Libraries" in both Enterprise and the BLUEcloud Mobile app.

The screenshot shows a search interface with the following elements:

- A search bar with the text "Start a new search" above it.
- A dropdown menu set to "All Libraries".
- A dropdown menu set to "All Fields".
- A search input field containing the text "healthy recipes" and a search icon.
- Below the search bar, the text "Advanced Search" is visible.
- A summary box below the search bar displays:
 - Libraries: All Libraries
 - Search in: Everywhere
 - Format: Any Format
 - 3387** results

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What if I want to limit the catalog to my library's items only?

Short answer: SWAN recommends leaving your limits set to "All Libraries"

- Known issue: Forcing a default limit in Enterprise (e.g. "My Library") means that limit always appears and doesn't match what the patron selects. If you leave it set to "All Libraries" the limit will always match what the patron selects.
- You can set your website to search your library's items by default.
- We recommend using the same limits on your website and your mobile app.

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Discussion:
Is it time for the Enterprise banners to come down?

The screenshot shows the Downers Grove Public Library website. At the top, there is a navigation bar with links for "Log In", "My Account", "My Lists", "Library Information", "English", and "Help". Below the navigation bar, a light blue banner contains a car icon and the text: "Curbside pickup is available in limited capacity. Have items ready to pick up? Park in a designated Curbside Pickup parking spot on Curtiss Street and wait for a staff member to help you. Please stay in your car. Learn more at www.dglibrary.org/curbside. You can now request items from participating libraries for pickup at your home library. Please contact your home library for further details. [Learn More](#)".

Below the banner is a search section. It starts with "Start a new search" and a search bar containing "vanishing half". There are dropdown menus for "All Libraries" and "All Fields". Below the search bar is an "Advanced Search" section with a "Books, eBooks, & Media" tab selected. The search results are displayed in a table with columns for "Limit Search Results" and "Format". The results show 42 items found, with a "Place Hold" button next to the first result, "The vanishing half : a novel" by Bennett, Bill.

Limit Search Results	Format
<input type="checkbox"/>	Book (16)
<input type="checkbox"/>	DVD (6)
<input type="checkbox"/>	CD (4)

42 Results Found

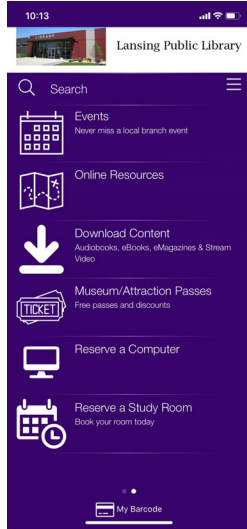
1 2 3 4

The vanishing half : a novel
by Bennett, Bill. Author.
Edition Unabridged.
Publication Date 2020

Place Hold

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Take charge of your BLUEcloud Mobile app!



You can...

- Add alerts for closings
- Add links to new or important services to the home screen
- Add and update your hours

Documentation is available at <https://support.swanlibraries.net/app>

Note: SWAN is not maintaining hours in the app, due to frequent changes.

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Manage Hold Shelf Review

Title	Author	Item ID	Call Number	User Name	User ID	Expiratio...	Pickup By	Date Sus...	Date Uns...	Status
The space between worlds	Johnson, Micaiah,	3008300767...	JOH	B.	21	09/20/2021	10/02/2020			Cancelled
My five senses	Aliki,	3030400042...	C-EZ 612 ALI	B.	21	09/11/2021	09/30/2020			Cancelled
Mouse paint	Walsh, Ellen Stoll,	3119101202...	JE WALSH	B.	21	09/11/2021	09/29/2020			Cancelled
Oz : the complete collection. Volume 2	Baum, L. Frank (Lym...	3180300177...	J BAUM V. 2	BI	21	09/15/2021	10/02/2020			Cancelled
The McDougall program for maximu...	McDougall, John A.	3161500026...	613.25 McD	C.	21	09/17/2021	09/28/2020			Cancelled
The starch solution : eat the foods yo...	McDougall, John A.	3138100171...	641.5 McD	C.	21	09/16/2021	09/29/2020			Cancelled
GarageBand	Plummer, Mary,	3608700172...	781.34536 PLU	C.	21	09/15/2021	09/28/2020			Cancelled
Hockey card price guide. Number 29	Beckett, James,	3617300510...	796.962075 BEC	C.	21	09/15/2021	09/28/2020			Cancelled
Trauma-sensitive mindfulness : pract...	Treleaven, David A.,	3113900581...	616.85 TRE	C.	21	09/15/2021	09/30/2020			Cancelled
The dialectical behavior therapy skill...	McKay, Matthew,	3132200778...	616.8914 MCK	C.	21	09/15/2021	10/01/2020			Cancelled
The girl with the louding voice : a novel	Daré, Abi,	3119101264...	FICTION DARE, A	C.	21	09/14/2021	10/02/2020			Cancelled
Rage	Woodward, Bob, 1943-	3119101266...	CD 973 933 WOO	D.	21	09/09/2021	09/29/2020			Cancelled
Finding Dorothy : a novel	Letts, Elizabeth,	3295700518...	LETTIS	D.	21	09/21/2021	09/30/2020			Cancelled
The \$100 startup : reinvent the way y...	Guillebeau, Chris,	3119100998...	658.11 GUI	G.	21	07/22/2021	NEVER	07/22/2020		Cancelled
East of West. Volume 10	Hickman, Jonathan,	3161300548...	GN FIC EAST	H.	21	08/13/2021	09/30/2020			Cancelled
The ancestor : a novel	Trussoni, Danielle,	3131700279...	TRU	K.	21	09/17/2021	09/30/2020			Cancelled
The last flight : a novel	Clark, Julie, 1971-	3119101269...	GREAT READS FICTION CL...	M.	21	08/19/2021	10/01/2020			Cancelled
The odyssey : a graphic novel	Hinds, Gareth, 1971-	3608600201...	YA GN ODY	NI	21	09/23/2021	10/02/2020			Cancelled
Cinderella	Britney, David,	3119101054...	J BLU-RAY 792.8 CIN	R.	21	09/20/2021	09/28/2020			Cancelled
The hilarious world of depression	Moe, John,	3119101272...	616.8527 MOE	R.	21	05/04/2021	NEVER	09/11/2020	10/13/2020	Suspended
This is big : how the founder of Weig...	Meltzer, Marisa, 1977-	3119101271...	613.25 MEL	R.	21	05/01/2021	NEVER	09/11/2020	10/13/2020	Suspended
Redhead by the side of the road	Tyler, Anne,	3119101268...	FICTION TYLER, A.	R.	21	04/09/2021	NEVER	09/11/2020	10/09/2020	Suspended
A good neighborhood	Fowler, Therese,	3119101259...	FICTION FOWLER, T.	R.	21	03/27/2021	NEVER	09/11/2020	10/09/2020	Suspended
Sea wife	Gaige, Amity, 1972-	3119101271...	FICTION GAIGE, A.	R.	21	05/01/2021	NEVER	09/11/2020	10/13/2020	Suspended
Friends and strangers	Sullivan, J. Courtney,	3119101271...	FICTION SULLIVAN, J.C.	R.	21	06/11/2021	NEVER	09/11/2020	10/06/2020	Suspended
A saint from Texas : a novel	White, Edmund, 1940-	3119101277...	FICTION WHITE, E.	R.	21	05/20/2021	NEVER	09/11/2020	10/26/2020	Suspended
The book of two ways : a novel	Picoult, Jodi, 1966-	3119101274...	FICTION PICOULT, J.	R.	21	05/19/2021	09/29/2020			Cancelled

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Manage Hold Shelf

- If Status = Suspended AND Pickup By = NEVER
 - Patron suspended the hold after receiving the hold notification
- If Status = Cancelled AND Pickup By = NEVER
 - Patron cancelled hold once available
- If Expired AND Expired Date < Pickup By, the hold was trapped around the time the hold would expire. Keep on shelf until the Pickup Date has passed.

See [Manage Hold Shelf Wizard documentation](#).

Process Expired/Cancelled Items

1. Pull item from Hold Shelf
2. Check in item, follow on screen instructions

If not found on Hold Shelf:

1. Check home shelving location
2. If found, check in
3. If not found, see if patron has the item:
 - if so check out to patron
 - if not with patron, check out to MISSHLDSHF (Missing from Hold Shelf)

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7-Day Quarantine Requirement for Delivery

- Items received from delivery do NOT need to be re-quarantined
- Items processed after quarantine
 - If quarantine is 7 days or more, immediately put in transit/delivery
 - If quarantine is < 7 days, further quarantine for difference before putting in quarantine
- Do not store items in blue bins during quarantine
- Only put items ready for pick-up in delivery area

Consider work flow and processing/labeling. The closer this is done to delivery pick-up, the more items will be filled locally throughout the consortium.

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OCLC ILL – Accepting only Illinois Requests

- Update OCLC Supplier Status = yes
- Create Illinois Libraries Group
Service Configuration > WorldShare ILL > Custom Holdings Group
- Set up deflection rule, if NOT in IL, deflect request

Submit a support ticket and we can provide this deflection rule for your library.

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Upcoming Membership Meetings

- L2 Update
<https://librarylearning.org/events?keyword=&location=&sponsor=80>
- See SWAN Support Site > Meetings & Trainings > [Meetings & Documents](#)
- Training:
 - [10/7 1:00 pm EBSCO Statistics Training](#)
 - [SWAN100 Training](#), recordings available

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	SWAN Cataloging Users GoToMeeting Event Meeting Type(s) Sponsor SWAN - System Wide Automation Network
	SWAN ILL Users GoToMeeting Event Meeting Type(s) Sponsor SWAN - System Wide Automation Network
	EBSCO Statistics Training GoToMeeting Event Training Type(s) Sponsor SWAN - System Wide Automation Network
	SWAN Acquisitions Users GoToMeeting Event Meeting Type(s) Sponsor SWAN - System Wide Automation Network