Chat Log SWAN Circulation Users 2020_10_21

Elizabeth Wald (to Everyone): 9:22 AM: Good morning to all.

Lucas McKeever (to Everyone): 9:23 AM: Good morning!

Barb Bronkala (to Everyone): 9:23 AM: Morning

Carol Miller (to Everyone): 9:30 AM: Good morning!

Victoria Muraiti (to Everyone): 9:34 AM: I love it! I love being able to talk with other managers!!

Victoria Muraiti (to Everyone): 9:35 AM: That was me!

Karen (to Everyone): 9:35 AM: check in items a second time

Mary Malach (to Everyone): 9:36 AM: Review database tutorials

Jane Hebert (to Everyone): 9:37 AM: Explore the website, learn how to download ebooks, info. about databases, rules about our services etc.

Helen Pinder (to Everyone): 9:37 AM: Review recent patron registrations for accuracy and consistency.

Jane (to Everyone): 9:38 AM: Review library policy manual and circ procedures - really read them - so that we are all on the same page

Elizabeth Wald (to Everyone): 9:38 AM: Though we are not doing it now due to all the weeding for our library renovation which has begun this week, our circ staff does inventory on the library collection. The staff loves it and miss having it as a task right now.

Karen (to Everyone): 9:39 AM: Review BCA and continue learning it

Dana Green (to Everyone): 9:43 AM: Process RAILS bins and holds

Jane (to Everyone): 9:43 AM: We do not have pages anymore, so there is always shelving, shelf reading and dusting to do as well

Karen (to Everyone): 9:44 AM: Search books for sale to be sure our own library items haven't ended up on those shelves

Carol Miller (to Everyone): 9:45 AM: I like that phrasing, of being lean at the circulation desk. That is certainly my experience. And because of that, I feel like we are scrambling to keep up.

Dawne Tortorella (SWAN) (to Everyone): 9:46 AM: https://support.sirsidynix.com/kb/162974

Dawne Tortorella (SWAN) (to Everyone): 9:47 AM: Inventory on Support Site - https://support.swanlibraries.net/documentation/66590

Jane (to Everyone): 9:48 AM: We have seen patrons leave our items in the sale room!

Victoria Muraiti (to Everyone): 9:48 AM: yes, thanks!

Pam (to Everyone): 9:55 AM: Logging into the vendor site as an administrator may allow you to merge barcodes. I believe that Overdrive allows this.

Jane (to Everyone): 9:56 AM: We fill out a merge form for media on demand and Adult Services merges the records.

Pam (to Everyone): 9:56 AM: Merging the barcodes allows patrons to retain their holds

Debbie Sheehan (to Everyone): 9:56 AM: We stopped issuing the digital cards on-line.   If patrons want a card, we have an on-line form that they fill out and then we can confirm that they are in our district (we're a district library).   We do a full record and then mail them the card.

Jane (to Everyone): 9:58 AM: Yes.

Jane (to Everyone): 10:02 AM: We are looking in to this to!

Karen (to Everyone): 10:06 AM: We forgive the fine since they weren't responsible. we give them a fresh start.

Jane (to Everyone): 10:06 AM: Same

Jeri Cain (to Everyone): 10:06 AM: Same

Elizabeth Wald (to Everyone): 10:06 AM: Same at Chicago Ridge.

Jane Hebert (to Everyone): 10:06 AM: same here as Karen, it is the parent who is responsible

Dana Green (to Everyone): 10:06 AM: I tell them about the fine, explain that their parent is responsible but they can pay it if they want.   Usually the teen pays it if it's not too much.

Kate Cobo (to Everyone): 10:06 AM: Same at St. Charles

Mary Malach (to Everyone): 10:06 AM: Same

Steven Schlewitt (SWAN) (to Everyone): 10:07 AM: Just a note - RAILS offers Public Web Browser free for any libraries. It's a good option for self-registration kiosks and OPAC workstations. https://www.railslibraries.info/deals/117687

Debbie Sheehan (to Everyone): 10:08 AM: We went to never several

years ago.   I honestly don't see a con.   Pros definitely helped this year

Jane (to Everyone): 10:09 AM: I really hesitated at first, but it is much better. What we are doing is updating patron information as time allows because we are still capturing e-signatures. Then we ask that patrons come in if they change their number, email or address.

Kate Cobo (to Everyone): 10:09 AM: I'd be more inclined to do this if we regularly ran an NCOA-

Kate Cobo (to Everyone): 10:11 AM: The email and phone is almost exclusively for their convenience- if they want timely information, then they will update I think

Jane (to Everyone): 10:11 AM: Isn't NCOA run once a year?

Kate Cobo (to Everyone): 10:12 AM: SWAN skipped it this year

Kate Cobo (to Everyone): 10:12 AM: We really haven't gotten into a regular groove of NCOA

Sarah Brown (to Everyone): 10:12 AM: It's their responsibility. We do it on a case by case basis. When they report no communication we verify

Dawne Tortorella (SWAN) (to Everyone): 10:12 AM: We did skip due to COVID - as soon as this crisis is past, we will resume an annual NCOA run

Crystal Vela (to Everyone): 10:12 AM: NCOA is run once a year usually, this year was skipped.

Jeri Cain (to Everyone): 10:13 AM: We use renewls to reconnect with patron, if possible. We send postcards and update returned mail.

Irene Emanuel (to Everyone): 10:13 AM: Our patrons move frequently.

Jane (to Everyone): 10:13 AM: Agree Deb

Stephanie DeYoung (to Everyone): 10:14 AM: Batavia does the same as Carol Stream

Kate Cobo (to Everyone): 10:16 AM: I think most people toss the postcards as "junk' mail

Kate Cobo (to Everyone): 10:16 AM: yes, we are

Kate Cobo (to Everyone): 10:16 AM: I am moving towards using NCOA exclusively, but so far, we haven't established a month- I think it would be cheaper for ust than post cards

Sandra Leyva (to Everyone): 10:17 AM: We use both emails and postcards.

Victoria Muraiti (to Everyone): 10:17 AM: We have the automatic email reminders and they're great

Jane (to Everyone): 10:17 AM: We use the emails too. It does prompt patrons to come in.

Jane (to Everyone): 10:18 AM: Used - since we expire NEVER now!

Barb Bronkala (to Everyone): 10:18 AM: With our postcards it is also a "proof " of address

Jeri Cain (to Everyone): 10:18 AM: I agree, Kate - that's certainly the least effort and frees staff up for other tasks.

Karen (to Everyone): 10:19 AM: We also have the auto email. We can always tell at the Circ desk when patrons have received it as many come in to renew at that time.

Jeri Cain (to Everyone): 10:19 AM: We used to have the same experience, Karen, when we used to send email reminders.

Kate Cobo (to Everyone): 10:20 AM: I'm assuming your teens expire at 18?

Jeri Cain (to Everyone): 10:20 AM: CSPL does expire at 18 uears.

Debbie Sheehan (to Everyone): 10:21 AM: We have a report run monthly so we know who turned 18. At that point, we change them to adult

Debbie Sheehan (to Everyone): 10:22 AM: SWAN did

Debbie Sheehan (to Everyone): 10:23 AM: :)

Kate Cobo (to Everyone): 10:23 AM: REgistration at District 303 includes an online agreement

Kate Cobo (to Everyone): 10:25 AM: We have an online spreadsheet, parents call to request their cards be sent. We verify that they are on the spreadsheet because there is a click wrap agreement of responsibility that must be signed and it verifies they are in fact in d303. We have significant numbers because we have a large unserved area

Sarah Brown (to Everyone): 10:25 AM: We don't use them, we have end

up creating cards that are never claimed.   There are too many steps to complete the process.

Kate Cobo (to Everyone): 10:27 AM: We are hamstrung by agreements with various vendors- we have to verify people are in district or "allowed" a card- so there had to be an agreement hammered out with D303 that we would get something in return for services rendered

Pam (to Everyone): 10:28 AM: I just attended a virtual outreach conference and learned that many county libraries in other states link school IDs or lunch cards to the library ILS, some mentioned using Sirsi-Dynix. I assume it works because it is county-wide, would probably be problematic in SWAN because of school districts not always the same as the library districts.

Kate Cobo (to Everyone): 10:29 AM: Gah! Illinois district boundaries are problematic

Karen (to Everyone): 10:29 AM: We have a table on move in day at Trinity College in Palos Heights and issue cards then.   We explain the process that if they live in state they would be using their home library cards. Out of state students can get a PH card for the current school year if they live on campus.

Dawne Tortorella (SWAN) (to Everyone): 10:31 AM: https://support.swanlibraries.net/documentation/74798

Debbie Sheehan (to Everyone): 10:32 AM: We started a "student" card. It's an onlineform.   It's a restricted card for teens 13-18.   It does not need a parent signature.   Only 5 checkouts and not checkout of "Big" ticket items.

Barb Bronkala (to Everyone): 10:35 AM: Usually we do a raffle as well, sometimes a movie night. We once handed out popcorn at the desk.

Karen (to Everyone): 10:35 AM: Great idea!

Zamaira Vega (to Everyone): 10:37 AM: We have considered youth cards being fine free vs adult cards.

Jeri Cain (to Everyone): 10:38 AM: Debbie - do you loan video games to a "student" account?

Sarah Brown (to Everyone): 10:38 AM: Like the photo op!

Kate Cobo (to Everyone): 10:39 AM: But, then how often does it occur that a student causes large bills- probably rare enough that it's not a major concern

Debbie Sheehan (to Everyone): 10:39 AM: We do check out console games.   We don't allow checkouts of any tech-takeout items or kits. It's limited by itemtype - not cost.

Victoria Muraiti (to Everyone): 10:41 AM: Our circulation staff are merged with shelving

Karen (to Everyone): 10:41 AM: Circ and Pages

Jane (to Everyone): 10:42 AM: Yep - no more pages for about a year now.

Patty St.Charles (to Everyone): 10:42 AM: Shelvers are now called clerks and are being trained on phone duties

Mary Malach (to Everyone): 10:42 AM: We haven't had pages for a couple of years.   Everyone in circulation shelves.

Kathy Dejnowski (to Everyone): 10:42 AM: We have never had pages, we only have three emplyees so we all wear multiple hats.

Elizabeth Wald (to Everyone): 10:43 AM: At the beginning of this year, our two adult pages were told they would lose their jobs at the end of this year. They were actually let go at the end of September. Circ staff s now shelving.

Sarah Brown (to Everyone): 10:43 AM: No pages since 2010. Clerk duty

Jeri Cain (to Everyone): 10:43 AM: We have a position called "materials clerk" - they check in, shelve and help with curbside pickup.

Karen (to Everyone): 10:43 AM: When shelvers leave, they are not replaced

Jeri Cain (to Everyone): 10:43 AM: The Materials clerks are slowly being given more training in the circ clerk work.

Jeri Cain (to Everyone): 10:44 AM: in efforts to merge as soon as possible.

Teri W. -GHPLD (to Everyone): 10:47 AM: EcoPro2 small disc cleaner, stationed at the Circ desk. Used daily.

Teri W. -GHPLD (to Everyone): 10:50 AM: Yes, we can do dvd, blu ray

and video games . One disc at a time, but works for us.

Dawne Tortorella (SWAN) (to Everyone): 10:51 AM: https://www.elm-usa.com/products/ecomaster

Sarah Brown (to Everyone): 10:53 AM: Sometimes its not the condition of the disc, but the users device

Elizabeth Wald (to Everyone): 10:53 AM: Or used the discs as coasters.

Debbie Sheehan (to Everyone): 10:56 AM: This is another plug for "never" as an expiration

julie L (to Everyone): 10:56 AM: we offer curbside renewals. patron will give us their card and ID, we double check phone and email. Then we run back inside, update the account   and run back outside.....

Jane (to Everyone): 10:56 AM: We will do it on a case by case basis. For example, a patron on oxygen and could not come in. We retrieved the ID and card at curbside, verified phone, email and address then came in to update the record. When the patron is able she will come in and provide e-signature

julie L (to Everyone): 10:56 AM: I think it'

Sarah Brown (to Everyone): 10:56 AM: Just one more reason to go to NEVER, you don't have to do any of that.

julie L (to Everyone): 10:56 AM: it's a silly process.

Kathy Dejnowski (to Everyone): 10:56 AM: We do the same as Julie.

julie L (to Everyone): 10:57 AM: I agree, Sarah!

Barb Bronkala (to Everyone): 10:57 AM: We have done those as well. Case to case or even set up an "appointment" for them to safely come in to the library

Stephanie DeYoung (to Everyone): 10:57 AM: Before we reopened we prefilled out registration cards, had them sign, and used mobile circ on an iPad.

julie L (to Everyone): 10:58 AM: we do more via email. patron sends a picture of ID and we update account. Much better. Patron can come in later for photo and sig. if needed.

Jane (to Everyone): 10:58 AM: We've done that too Julie

Karen (to Everyone): 10:58 AM: We do email also.

Barb Bronkala (to Everyone): 10:58 AM: We have done it on the phone as well

Debbie Sheehan (to Everyone): 10:59 AM: We were told by SWAN that asking for a copy of an id sent by email is a security risk.

Sarah Brown (to Everyone): 10:59 AM: Peggy, I will email you later and help you over your apprehension over NEVER.   I was where you are.

Barb Bronkala (to Everyone): 10:59 AM: Yes, we have them give us information over the phone

Kate Cobo (to Everyone): 10:59 AM: You could mail them a renewal letter. You could check your tax assessor to see if they own the property

Barb Bronkala (to Everyone): 11:00 AM: We then can do a follow up in person. Maybe just modify the date for convenience of the patron

Jane (to Everyone): 11:00 AM: do it Peggy

Sarah Brown (to Everyone): 11:00 AM: Whoo!Hoo!

julie L (to Everyone): 11:01 AM: Well, yes, it could be a security risk. We do delete the emails immediately and before COVID we would never have done this via email. Patrons now demand this kind of service.....

Karen (to Everyone): 11:01 AM: We also delete immediately.

julie L (to Everyone): 11:01 AM: Our patrons leave their returns outside their door. We leave the new materials in the same place. In Senior Living, we just deal with the front desk staff.

Barb Bronkala (to Everyone): 11:01 AM: We can take items back when items are delievered and then they are currently quarantined for the week for check in.

Debbie Sheehan (to Everyone): 11:02 AM: Julie-That's why we mail them the card.   Steven said even if you delete the picture of the ID, it's still on the server

julie L (to Everyone): 11:02 AM: on what server?

Debbie Sheehan (to Everyone): 11:03 AM: Steven-can you speak to this?

Pam (to Everyone): 11:03 AM: Same as Julie. For Senior facilities we deal with front desk or have a bin for returns in lobby or vestibule and switch out deliveries at the same time.

Elizabeth Wald (to Everyone): 11:03 AM: Yes. Pickup and dropoff at the same time.

Pam (to Everyone): 11:03 AM: All items are in bags with patron's names.

Pam (to Everyone): 11:09 AM: We use rolling milk crate type carts to bring new items and pick up items, Bin stays in place.

Dawne Tortorella (SWAN) (to Everyone): 11:09 AM: Lots of groups - meetings are recorded right now, so even if you can't join, recordings are there
https://support.swanlibraries.net/meetings-trainings/meeting-documents

Jeri Cain (to Everyone): 11:10 AM: And all of the chat streams with Dawn's helpful links

Victoria Muraiti (to Everyone): 11:11 AM: Our director just retired

Elizabeth Wald (to Everyone): 11:12 AM: As I mentioned before, CRS has begun our renovation.

Stephanie DeYoung (to Everyone): 11:15 AM: Kane an DuPage counties are going into mitigation starting Friday. Are libraries making adjustments for this?

Jeri Cain (to Everyone): 11:15 AM: I'll find out tomorrow, like Peggy

Sue (to Everyone): 11:16 AM: we have a meetin

Sue (to Everyone): 11:16 AM: at noon

Debbie Sheehan (to Everyone): 11:16 AM: Our board meets tonight

Vickie Totton (SWAN) (to Everyone): 11:17 AM: If you will be adjusting your services please be sure to fill out the Library Status Update form
https://fs8.formsite.com/SWANServices/yzt7btkgmo/index.html?1595018812906

Dawne Tortorella (SWAN) (to Everyone): 11:17 AM: https://www2.illinois.gov/Pages/news-item.aspx?ReleaseID=22237

Vickie Totton (SWAN) (to Everyone): 11:17 AM: We're here to help!

Dawne Tortorella (SWAN) (to Everyone): 11:18 AM: Glenside, Roselle, Warrenville joining soon!

Dawne Tortorella (SWAN) (to Everyone): 11:18 AM: Go Live for them is Dec 9th. Stay tuned for updates

Jeri Cain (to Everyone): 11:18 AM: YAY!

Dawne Tortorella (SWAN) (to Everyone): 11:19 AM:
https://support.swanlibraries.net/swan100
Peggy Tomzik (to Everyone): 11:20 AM: Welcome Glenside, Roselle, and Warrenville!!!
Mary Malach (to Everyone): 11:22 AM: Thank you!
Teri W. -GHPLD (to Everyone): 11:22 AM: Thanks Everyone!
Jeri Cain (to Everyone): 11:22 AM: Thanks, everyone.
Elizabeth Wald (to Everyone): 11:22 AM: Thank you.
Jane (to Everyone): 11:22 AM: Thanks everyone
anees shaikh (to Everyone): 11:23 AM: Thank you Peggy. So good to hear you.
Patty St.Charles (to Everyone): 11:23 AM: Thank you!
Stephanie DeYoung (to Everyone): 11:23 AM: Thank you!
Donna Powers (to Everyone): 11:23 AM: Thanks so much!