

# SWAN Fireside Chat



October 27, 2020

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## Agenda

### COVID-19 resource pages

- Delivery update
- Opt-in return to service
- Cashless Transaction Management
- Mitigation Phase change

### REALM Study Updates

- Quarantine

### Curbside Communicator Update

- Admin interface changes
- Patron interface same

### Mobile App Updates Coming

- Self-Service
- Click & Collect
- Mobile App adoption & balancing service options

### Self-Check Checkin Considerations

### System Updates

- Web Services Nov 5<sup>th</sup>

### Aspen Pilot

### SWAN100 Project Review

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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		<b>TOOLS</b>
Using Help Desk		Request Forms
Known Issues		Patron Lookup Tools
SirsiDynix Help		Transit Label Generator
<b>COVID19</b>		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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# UPDATE

## The Latest News

### RAILS & RAILS Libraries

[Reduction of Quarantine for items in RAILS delivery](#) (updated 10/26/20)

"The most important tools for prevention and decontamination remain social distancing, hand washing and proper hygiene, mask and PPE usage, and when possible, fresh air and open spaces."

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## Breaking news: Delivery quarantine

- RAILS announced Monday, Oct 26<sup>th</sup>
- Ending 7-day quarantine requirement
- Now 3-day quarantine
- See RAILS COVID-19 page for details:  
<https://www.railslibraries.info/issues/178451>

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## 3-day RAILS Delivery Quarantine

Announced 10/26

<https://www.railslibraries.info/sites/default/files/RAILS%20communication%20reduction%20of%20quarantine%20October%202020.pdf>

- Items received from delivery do NOT need to be re-quarantined
- Items processed after quarantine
  - If quarantine is 3 days or more, immediately put in transit/delivery
  - If quarantine is < 3 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 workflow 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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## Current State Recap

- ~~7-day quarantine required for items going in delivery~~
- **3-day quarantine requires for items going in delivery**
- Fine free block based on days overdue is 21 days (normally 14)
- Fine accrual delayed for 7 days
- 1<sup>st</sup> overdue notice sent at 14 days; 2<sup>nd</sup> 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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## 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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# 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 : the rediscovered memoir of one woman's harrowing escape from the Nazis	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

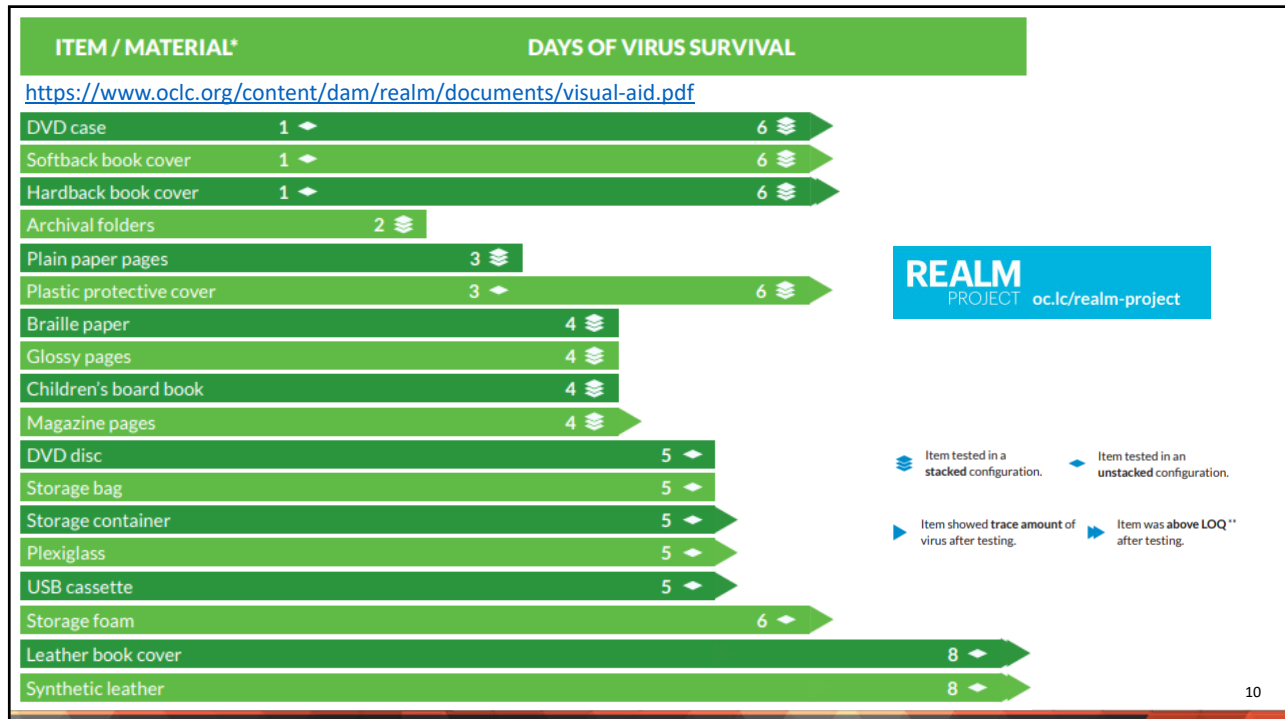
Pay	Title/Explanation	Reason	Amount
<input checked="" type="checkbox"/>	A bookshop in Berlin : the rediscovered memoir of one woman's harrowing escape from the Nazis 31403003370409	Overdue materials	\$0.10
<input checked="" type="checkbox"/>	Fax/Scan		\$1.00
<input checked="" type="checkbox"/>	Fee for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

Select All

Note: Minimum online payment is \$1.00

Pay  Library via Credit Card

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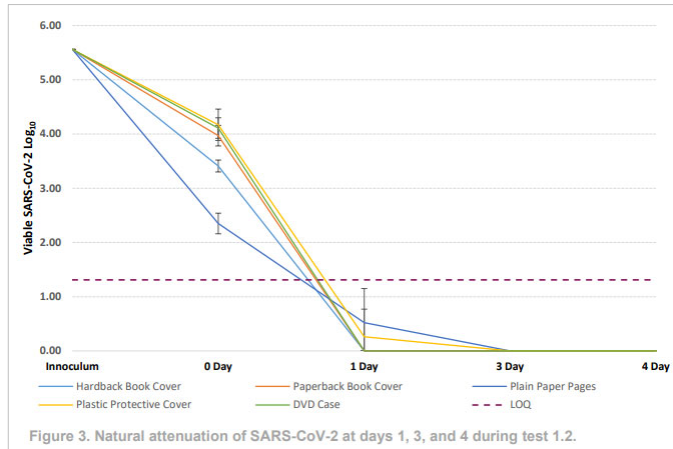


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## REALM Study Round 1

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

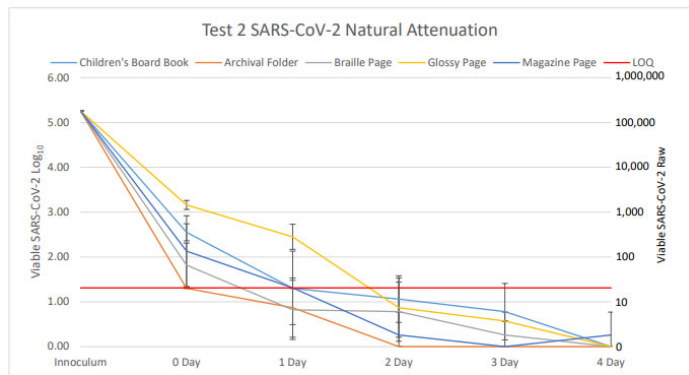
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## REALM Study Round 2

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.



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.

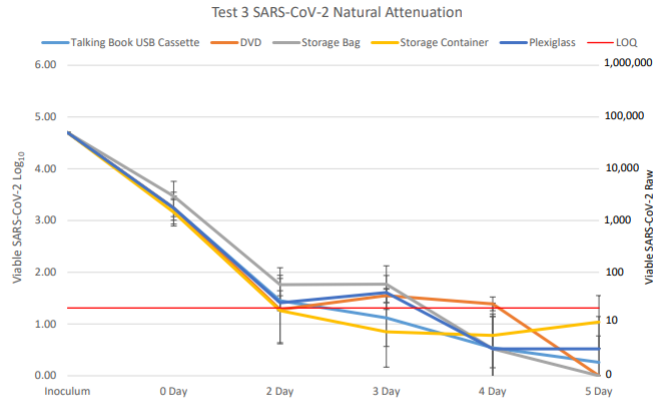


Figure 3. Test 3 attenuation of SARS-CoV-2 at days 0, 2, 3, 4, and 5, with  $\pm$  95% confidence intervals indicated by the black vertical bars for each test date and item.

August 18, 2020 – >4 Day quarantine, or use of liquid disinfection methods, suggested based on Round 3 Test Results 13

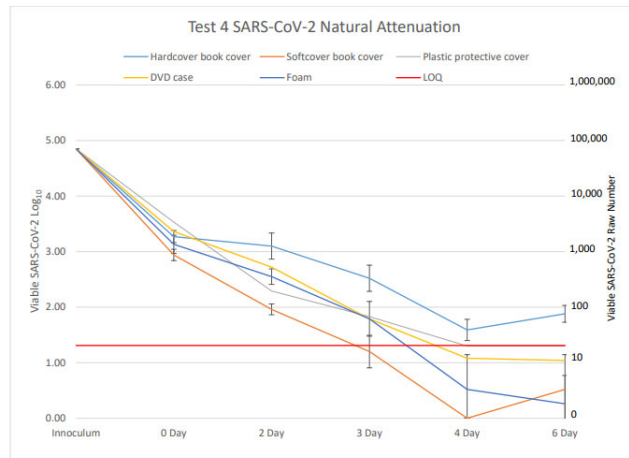
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## REALM Study Round 4

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

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

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

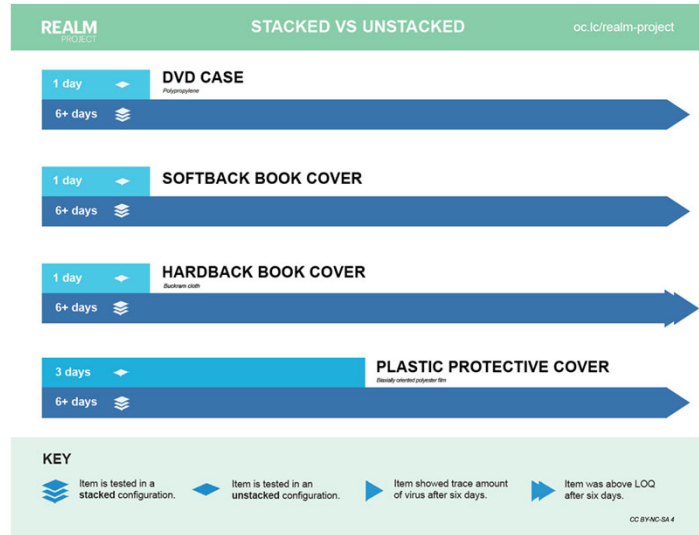


September 3, 2020 – 7 day quarantine adopted by RAILS based on Round 4 Test Results 14

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# 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.

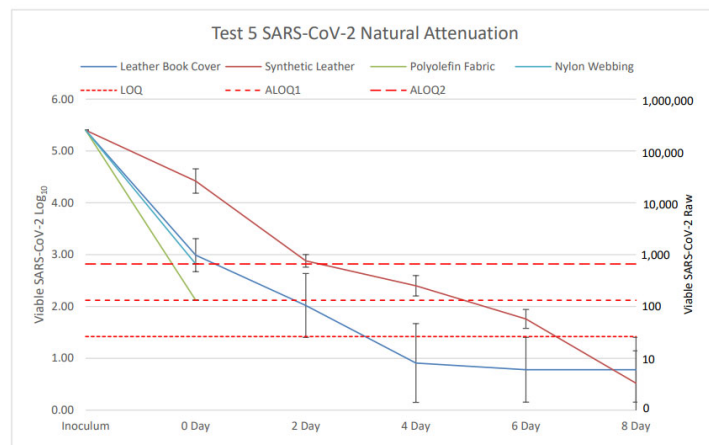


# REALM Study Round 5

Results show that after eight days of quarantine, SARS-CoV-2 virus was still detected on leather and synthetic leather.

1. Leather book cover
2. Synthetic leather
3. Polyolefin fabric
4. Cotton fabric
5. Nylon webbing

Figure 3. Test 5 attenuation of SARS-CoV-2 at days 0, 2, 4, 6, and 8, with ± 95% confidence intervals indicated by the black vertical bars for each test date and item.





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

## REALM Study – Test 6 Underway

1. Marble (flooring, counters)
2. Powder-coated steel (lockers, shelving, book trucks, exhibit elements)
3. Laminate (countertops)
4. Brass fixtures (railings)
5. Glass (windows, display cases)



Test started October 8<sup>th</sup> - Results expected in late-November.

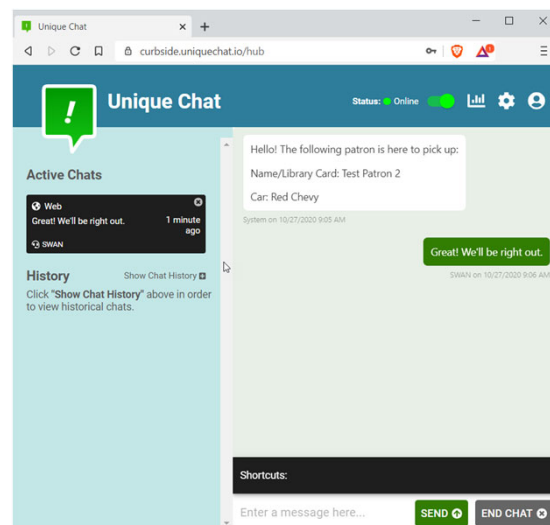


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## Curbside Communicator Staff Interface

- Update – Nov 8<sup>th</sup>, be ready to use Mon, Nov 9<sup>th</sup>
- Message carrier on backend changes
- What is NOT changing:
  - Patron experience
  - Phone number patron uses
  - URL for patrons
- What IS changing:
  - Staff interface URL for monitoring
  - Staff logins for access



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## BLUEcloud Mobile App 2020.w34

COMING  
SOON!

### When?

- Just released to us the week of 10/19/2020
- SWAN staff are currently testing

### New services are disabled on release

- Patrons will only have access to new services if they are approved by your library and configured on your app

### Deploying Services

- SWAN UX team will work with a few libraries in configuration & testing before widespread availability
- Training on configuration of new services will be recorded
- SWAN Support will be first line of troubleshooting

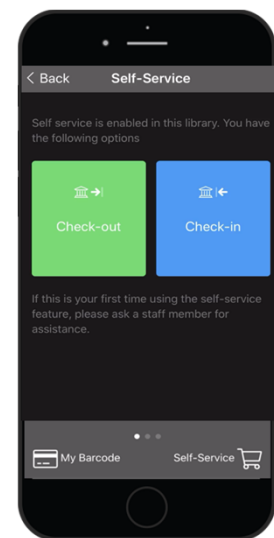
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## BLUEcloud Mobile App – Self Service

COMING  
SOON!

- Barcode checkout is included with your app (free)
- RFID checkout, RFID checkin, and barcode checkin are an additional cost
- Discussion: Should we use checkin, and if so how should it work?

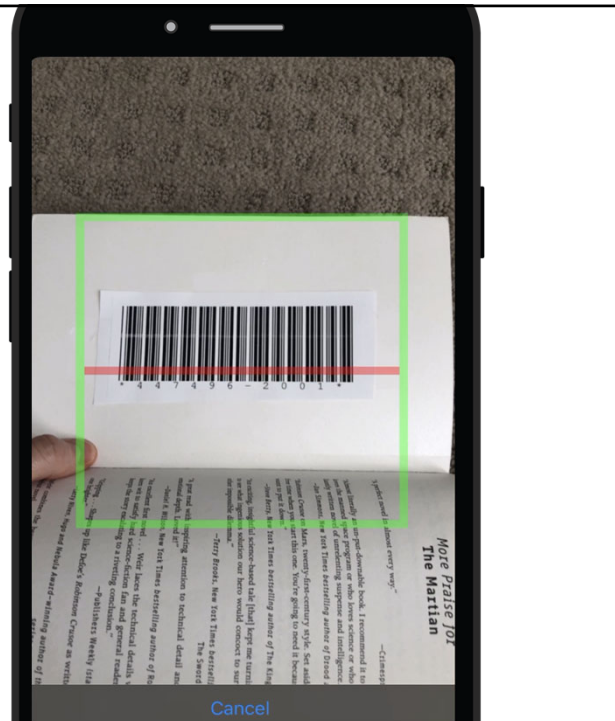


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## Barcode Self-Service

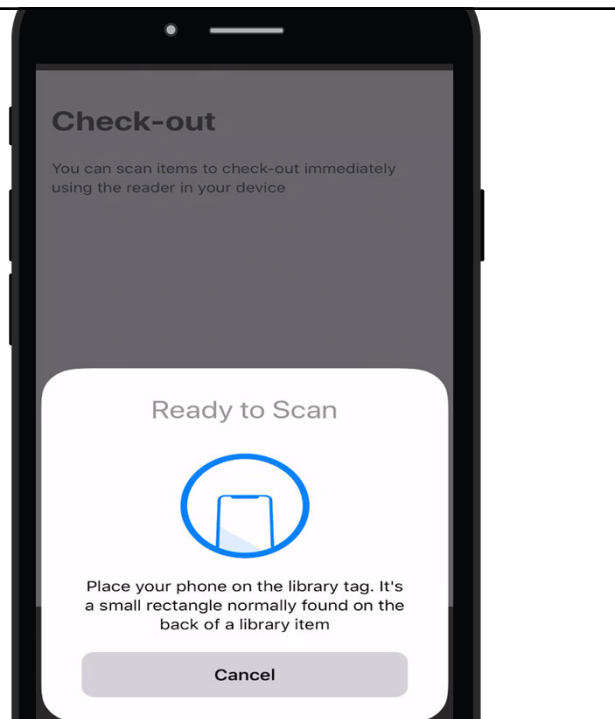
- Scans the items barcode to check out or in



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## RFID Self-Service

- Uses NFC technology to either deactivate or reactivate the RFID tag



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## BLUEcloud Mobile App – Click & Collect

COMING

SOON!

- Patron can pick up items available on hold
- Currently in SirsiDynix pilot site testing
- Two parts:
  - Patron interface
  - Staff interface
- Can be configured based on opt-in for library

### Consider:

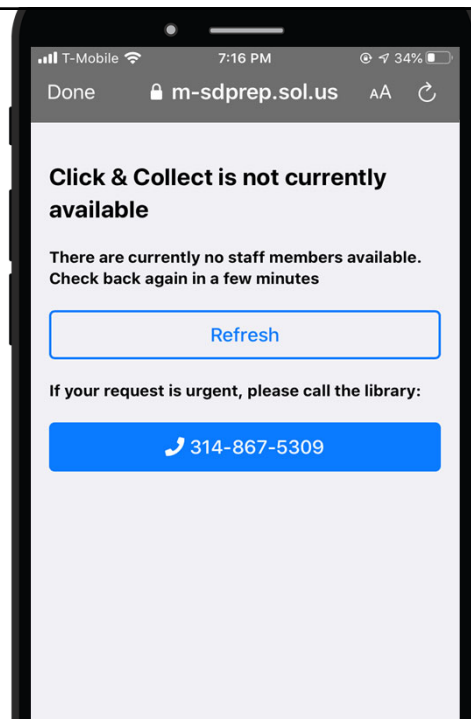
- No phone/text option, managed all through mobile app and staff client
- Need to determine app vs non-app users (approximately 8% of holds are placed through mobile app)
- Libraries may wish to support both Click & Collect and Curbside Communicator

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## Click & Collect

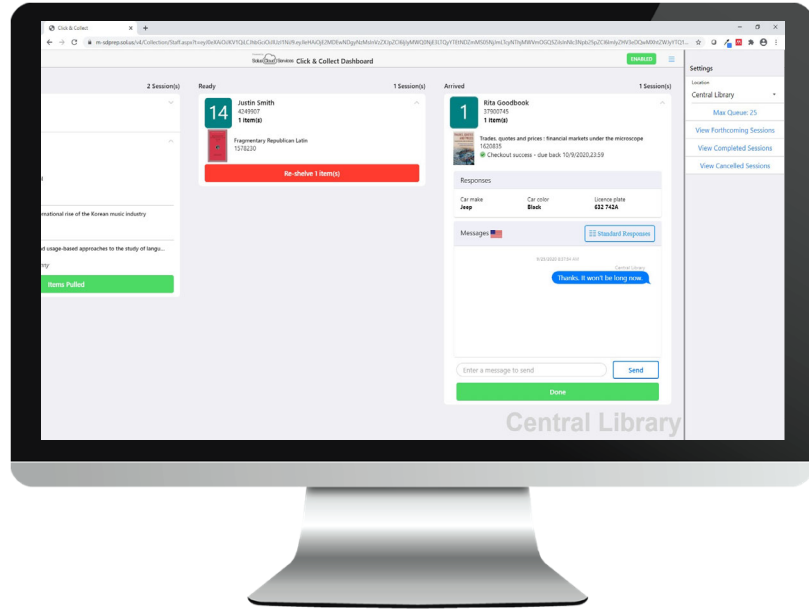
- Patron interface



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# Click & Collect

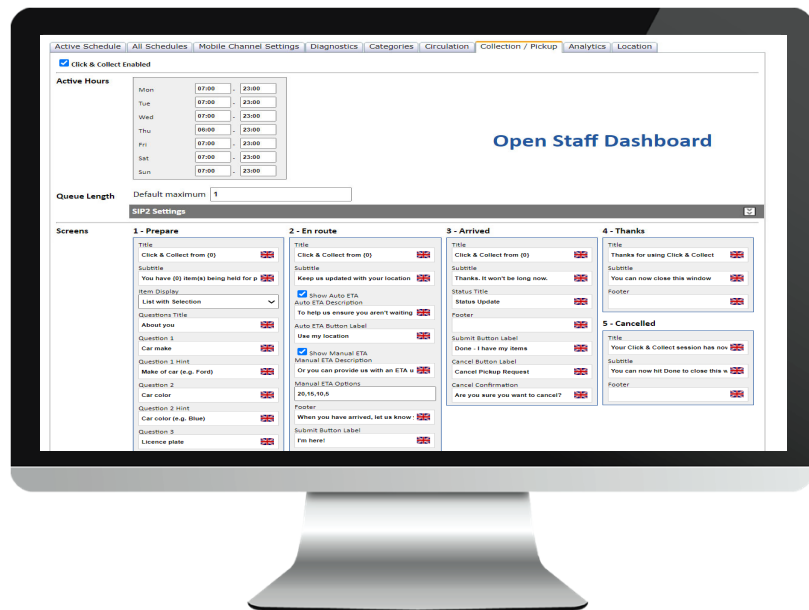
- Staff interface



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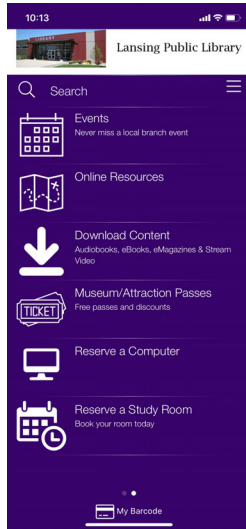
# Click & Collect

- Configuration options



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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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## Self-Check Checkin Considerations

How to create a self-check process for allowing patrons to “checkin” items:

- Before activating, check with SWAN on SIP port settings
- Provide instructions and scannable ID for **checkout** to in-house QUARANTINE user
- Item is off patron record, does not trap holds, and record retains last patron id for follow-up, if needed

1 Please place each item under the scanner with barcode facing up

TITLE	ITEM ID	DUPLICATE	DATE	STATUS
Washington I. O. U	31140000901865		10/29/2020,23:59	●
Sunscreen	31140001684288		10/29/2020,23:59	●
Defenders and believers	31140001684254		10/29/2020,23:59	●
Stony man doctrine	31140001562484		10/29/2020,23:59	●

Name: SWS QUARANTINE  
 Id: QUARANTINESWS  
 Group ID:  
 Profile name: QUARANTINE...

2 Identify user  
 User ID: QUARANTINESWS

Summary Addresses Extended Info SMS Notice Contact Info Bills Checkouts Holds Routings Bookings Suspension Charge Histor

Checkouts:4(\$0.00)

Title	Call number	Item ID	Date Charged	Date Due	Rec
Stony man doctrine	Mack Bolan	31140001562484	10/22/2020,14:43	10/29/2020,23:59	
Defenders and believers	Mack Bolan	31140001684254	10/22/2020,14:43	10/29/2020,23:59	
Sunscreen	Mack Bolan	31140001684288	10/22/2020,14:43	10/29/2020,23:59	
Washington I. O. U	Executioner	31140000901865	10/22/2020,14:44	10/29/2020,23:59	

3 Stony man doctrine / Pendleton, Don, 1927-1995.  
 Call Number/Item

Date created: 12/2/1998  
 Date last charged: 10/22/2020  
 Date due: 10/29/2020,23:59  
 Last checked in: 10/22/2020,14:43  
 Date inventoried: Never  
 Times inventoried: 0  
 Previous user ID: 211  
 Last activity: 10/22/2020  
 In-house uses: 0

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## Web Services 6.0.3 Upgrade, Nov 5

### Impact window:

- Thursday, November 5<sup>th</sup>, 2 AM – 5 AM

### Not impacted:

- Symphony WorkFlows
- Nightly processing should be on schedule
- No need for Offline mode

### Services impacted:

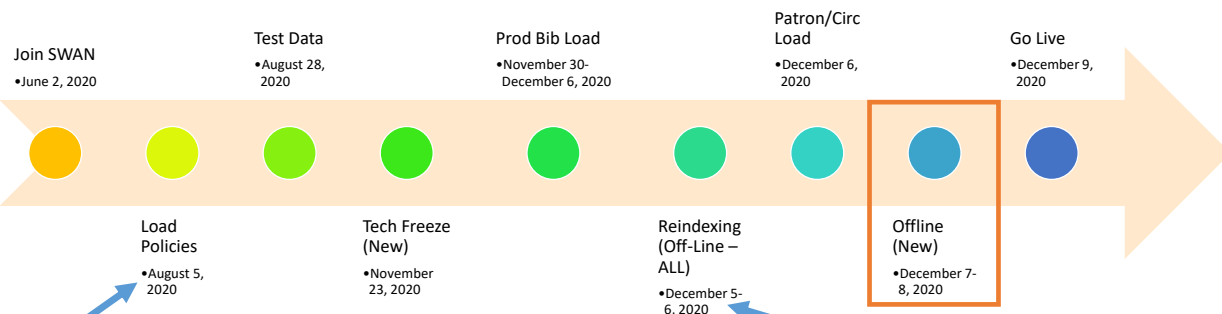
- Enterprise
  - My Account functions
  - Holds
  - Enterprise Payment Services
  - Item availability statuses
- Mobile Staff
- Mobile Apps, including BLUEcloud Mobile, BookMyne, 3<sup>rd</sup> party
- BLUEcloud Central Services

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## SWAN100 Migration Timeline

Training for new libraries. Recordings and resources available for all SWAN libraries.  
<https://support.swanlibraries.net/swan100>



New policies will be visible in production. Welcome GSD, ROD, WVD to the family!

Date for full re-indexing is not finalized. The rebuild will require all libraries to be in off-line during this process.

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## Aspen Pilot

Want to be a pilot library for Aspen?

- Sign up starting November 5<sup>th</sup>!
- SWAN will select 5-7 libraries to participate
- Pilot starts December 14<sup>th</sup>

Pilot library commitments:

- 2-3 staff members (pilot leads) to attend weekly meetings – Mondays 10 a.m.
- Staff time for research assignments and configuration responsibilities
- Staff time for trainings and patron support in Aspen
- Release Aspen beta on the library website and potentially other channels

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## Aspen Pilot – Proposed Timeline

Milestone	Target Dates	Notes
Kickoff	December 2020	Following SWAN 100 Go-Live
Pilot lead training	December 2020	Take place at weekly meetings
Beta catalog configuration	December 2020 – January 2021	Completed by pilot leads with assistance from SWAN staff
Library staff training	January 2021	Training for all pilot library staff to prepare for supporting patrons using Aspen
Beta launch	February 2021	“Get a sneak peek at the new catalog” - Enterprise is still primary catalog, but Aspen is available to curious patrons
Research activities	February 2021 – April 2021	Could include interviews, surveys, usability testing, desk observations, time-capture screen recordings, and other methods – remote or in-person if safe.
Configuration and development	February 2021 – April 2021	Ongoing with research activities
Full membership go-live	May 2021 – January 2022	If Aspen chosen - Libraries would be scheduled in cohorts to go live together
Enterprise retirement	April 29th, 2022	If Aspen chosen - Enterprise no longer available to patrons or staff

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# Upcoming Membership Meetings

## L2 Update

<https://librarylearning.org/events?keyword=&location=&sponsor=80>

User group and Advisory meetings for 2021 are posted. (GoToMeeting)

See SWAN Support Site > Meetings & Trainings > [Meetings & Documents](#)

## Training:

[SWAN100 Training](#), recordings available

[Tutorials & Training](#), recordings available



### SWAN Members Fireside Chat

GoToWebinar

Event Meeting

Type(s)

Sponsor SWAN - System Wide Automation Network



### SWAN E-Resource Advisory

GoToMeeting

Event Meeting

Type(s)

Sponsor SWAN - System Wide Automation Network



### SWAN Cataloging Advisory

GoToWebinar

Event Webinar

Type(s)

Sponsor SWAN - System Wide Automation Network



### SWAN Book Club Users

GoToMeeting

Event Meeting

Type(s)

Sponsor SWAN - System Wide Automation Network