

SWAN Fireside Chat



November 17, 2020

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Agenda

- Adjusting for rapid closures & service changes
 - Curbside Only
 - Total Closure
 - A meeting poll
- Library Status Update listing
- Curbside Communicator Update
- SWAN100 Project Review
- Aspen Pilot Update

<https://support.swanlibraries.net/covid-19>

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](#).

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

The following changes are in effect until we return to full reopening of all services without restrictions:

COVID-19 Information

Fireside Chats

Handling and Quarantining Items

Reopening Plans & Resources

Also See...

Curbside

Online Resource Discounts

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Today is a discussion.

As the situation changes, we will work to find shared solutions that keep our communities safe and provide the library services our patrons so need, especially now.

Also, we are in a technical system freeze period right now due to SWAN100 migration. We can and will make some exceptions.

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Resource Sharing/Delivery

Current State	Move to Curbside Only	Total Closure
<ul style="list-style-type: none"> • Delivery • Patrons can place holds across SWAN • Pick-up Anywhere enabled 	<ul style="list-style-type: none"> • No changes 	<p>If greater than 2 weeks and no staff on site:</p> <ul style="list-style-type: none"> • Stop delivery (contact RAILS) • Remove from SWAN resource sharing <ul style="list-style-type: none"> • Holds restricted to patron home library items

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Question & Answer:

Q: Can we change the system so that our patrons can place holds on all materials even though we are not able to resource share at this time?

A: As of today, no.

Back in the spring when all libraries were closed and no curbside services were offered, we were able to do this because no one was pulling holds.

Removing a library, and its patrons, from resource sharing prevents holds from appearing on other libraries' pull lists.

- If filled, these items could not be delivered and would be stuck in transit.
- If the hold were not filled from the list, the hold and the item would remain on list until it was filled, preventing others from allocation of this item.

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Notices/Notifications

Current State

- Hold Notifications enabled
- 1st Overdue – sent at 14 days
- 2nd Overdue – sent at 21 days

Move to Curbside Only

- Change to remove hold notification, by library request only

Total Closure

- SWAN will remove hold notifications for your library
- Update Due Date – by library request only

Wording added to Courtesy and Overdue notices.
Billing notices are consortium-wide and will continue.

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Fines/Fees

Current State

- Fine Free for Now options supported
 - 0 renewals
 - 2 renewals
- Fine free block based on days overdue – 21 days (normally 14)
- Fine-based circ rules delay accrual of fines for 7 days.

Move to Curbside Only

- No changes
- Libraries may opt-in to Fine Free for Now

Total Closure

- No changes

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Enterprise & Mobile App

Current State

- Enterprise banner updated, upon request
- Search default in Enterprise – All libraries
- Curbside Communicator added to Mobile App

Move to Curbside Only

- Best practice – have Enterprise banner link to library update page
- Minimize ongoing changes to Enterprise banner, instead provide consistent path for library specific additional information

Total Closure

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Patron Accounts

Current State

- Patron limits based on profiles
- Online Patron Registration provided (90-day expiration; not removed from system)

Move to Curbside Only

- No changes

Total Closure

- Patron expiration extended, by request (consider change to expiration = NEVER)
- Patron limits, modified by request
- Continue verification of online patron records, as feasible

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Review consortium-wide messaging

Additional text will be added to Courtesy, Overdue, Billing notices to include:

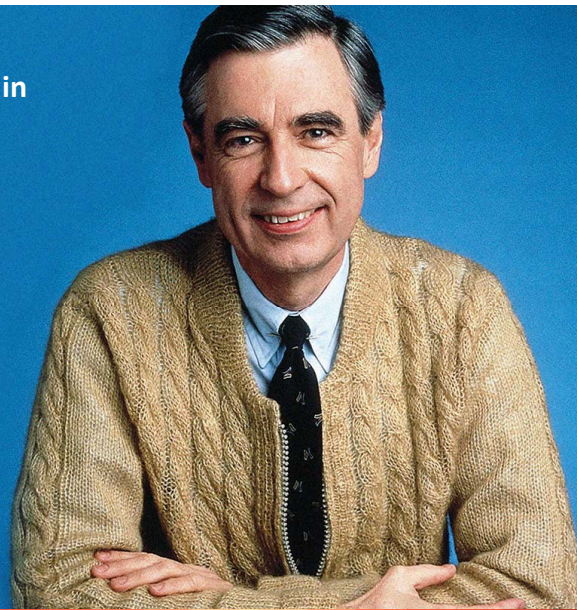
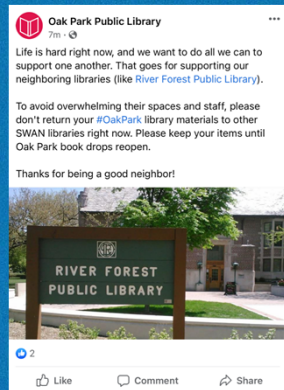
Due to library closures, please check that your library's book drop is open before returning library items. Due dates and fines will be adjusted to accommodate closures.

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We're in this together

Great example of positive messaging in a difficult time.



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Let's vote (again)!

Poll Question #1

Will you continue with curbside if a stay-at-home order is announced?

Poll Question #2

Will you have any essential staff onsite, such as clearing book drops, if stay-at-home order is in place?

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Change in Library Status?

- ❑ Fill out SWAN Library Status Update & Services Request Form
<https://fs8.formsite.com/SWANServices/yzt7btkgmo/index.html?1595018812906>
- ❑ Update your library's listing on the RAILS website
<https://www.railslibraries.info/node/add/days-closed>
- ❑ If necessary, stop delivery – inform RAILS
<https://www.railslibraries.info/services/deliveryhelp>

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

Library Services Status

Please review your library's listing and inform SWAN staff of any changes by submitting a [Library Status Update & Services Request Form](#). Resubmit this form as your library updates any services. SWAN will update this listing as we respond to tickets. Please allow 24 hours to reflect your requested changes on this page and in the system.

Note: Reopening to the public does not assume restart of resource sharing throughout SWAN.

Search:

SWAN Code	Library	RAILS Delivery	Open to Public	Book Drop	Curbside Pickup
+ ADS	Acorn Public Library District	Yes	Open	Open	Yes
+ AMS	Alsip-Merrionette Park Public Library District	Yes	Closed	Open	Yes
- BLD	Batavia Public Library District	Yes	Closed	Open	Yes
Curbside Communicator : No					
Fine Free : Fine Free for Now, 2 renewals					
Active Notices : Holds, Courtesy, Overdues, Bills					
+ BPS	Bedford Park Public Library District	Yes	Open	Open	Yes

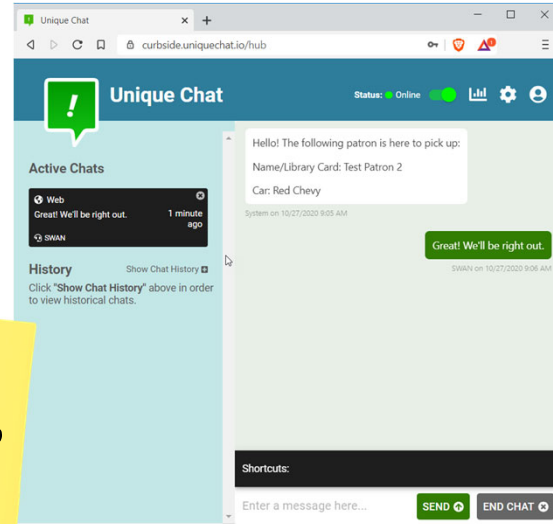
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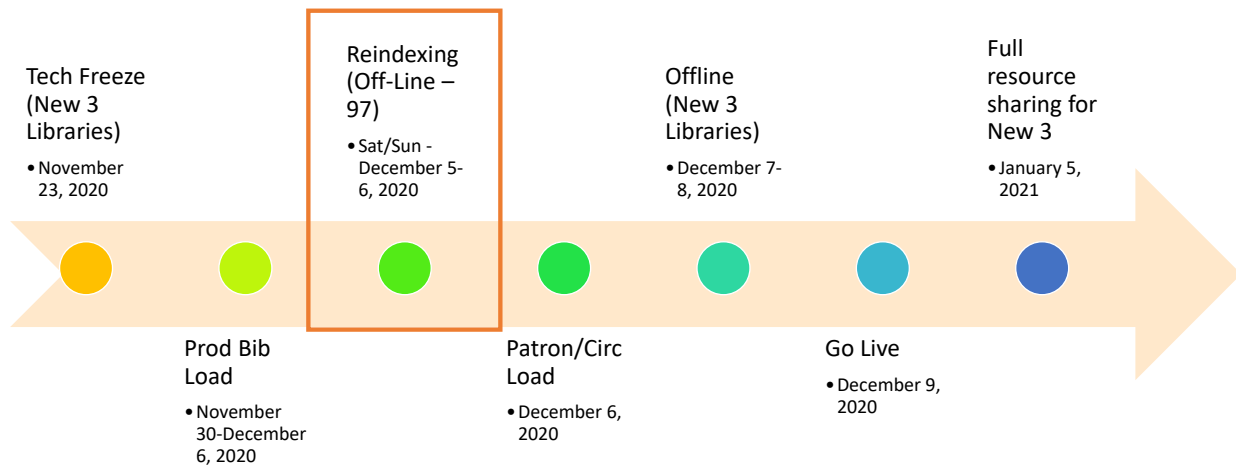
Curbside Communicator Staff Interface

- Update completed on Nov 9th
- Message carrier on backend changed
- Any issues?
- Remember:
1/1/21 – monthly billing for Curbside Communicator will be invoiced in qtrly billing

Contact us if cancelling or want to set up Curbside Communicator



SWAN100 Migration Timeline



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

Aspen Pilot

Want to be a pilot library for Aspen?

- Deadline is this Thursday, 11/19
- SWAN will select 5-7 libraries to participate
 - 11 have applied so far
- Pilot starts December 14th

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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Upcoming Membership Meetings

L2 Update

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

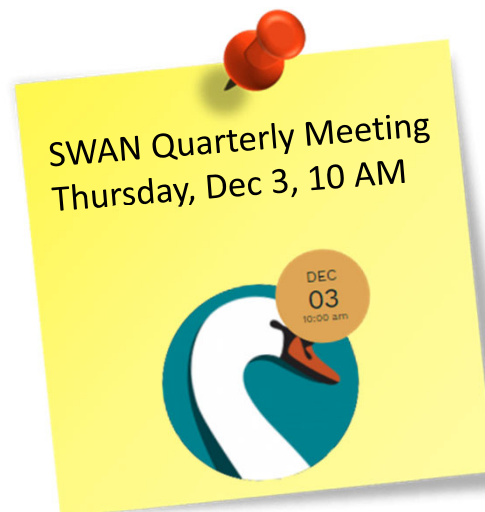
User group and Advisory meetings for 2021 are posted. (GoToMeeting)

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

Training:

[SWAN100 Training](#), recordings available

[Tutorials & Training](#), recordings available



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