



SWAN Public Services Users Group Agenda

Thursday, November 19, 2020, 1:30 PM – 4:00 PM

Location: [Online via GoToMeeting](#)

Register on L2 - <https://librarylearning.org/event/2020-11-19/swan-public-services-users>

Chairs:

- Jeri Cain, Carol Stream Public Library, Circulation Services Manager
- Sue Feddersen, Bensenville Community Public Library, Materials Services Coordinator
- Jean Jansen, Villa Park Public Library, Youth Services Manager

- I. Welcome and introductions
- II. Patron Messaging (suggestion from September 2020 meeting)
- III. RE: Database usage/relevancy: need, marketing, usability
 - a. Marketing & Promoting Databases
 - i. On-Site/In-Library
 - ii. Off-Site/In print and online, and by any other means
 - b. Shifts in usage, need, demand/interest due to ongoing pandemic
 - i. Usage: user expansion and broadening-
 - ii. Need: Informational (esp. medical/health info), Educational, Business (esp. small business), Recreational, others
 - iii. Interest: burnout/overload of screen time issues
 - c. Usability
 - i. What have we observed from patron interactions and data regarding usability this year?
 - ii. How are we using this knowledge going forward?
- IV. Programming & Services: shifting and re-imagining how we work
 - a. Online programming: live and prerecorded programs; various platforms; issues and concerns; attendance and engagement
 - b. Passive programming (online and offline): take-home kits, escape rooms, crafts, others
- V. Future Meetings and Forums