



# SWAN Circulation User Group Agenda

Wednesday, April 20, 2022, 9:30 AM – 11:30 PM

Location: <https://www.gotomeet.me/SWANLibs/circulation-users>

Register on L2 - <https://librarylearning.org/event/2022-04-20/swan-circulation-users>

## Chairs

- Peggy Tomzik, Chair, Eisenhower Public Library District
- Lucas McKeever, co-chair, Elmwood Park Public Library

- I. Welcome and Introductions
- II. SWAN Update:
  - a. Billing for Materials – Vickie
- III. Lost big-ticket items
  - a. When a patron does not return an item of high value (\$100 or over), do you do anything beyond SWAN billing and ultimately collections?
  - b. If a patron says it was stolen, do you waive part or all of the fee? If so, do you require any documentation (police report, etc.)?
- IV. Items that are returned damaged

- a. How long do you keep an item before getting rid of it? Specifically, when a patron is going to be charged for an item, keeping it can be helpful for showing them why they are charged as well as to give it to them once they pay for it. If a patron does not return to pay for it in a timely manner, how long do you wait before disposing of the damaged material? If so, do you do anything to document it like taking a photo?
- V. Cash registers
  - a. Who is in charge of counting the drawer? How frequently? What are your procedures?
- VI. Are any libraries issuing cards to patrons who are refugees from the Ukraine? If so, how are you setting their accounts up? Are you using a special profile?
- VII. For libraries that are issuing cards to patrons who are experiencing housing insecurity, what address do you put on the card? How long is the expiration period, if any? What circulation rules are attached to the user profile for this card?
- VIII. How do libraries handle patrons who have turned eighteen or over and have accounts in SWAN with bills accrued when they were minors?
- IX. How many pieces of identification do libraries require when patrons apply for a library card? One? Two? Are there any pitfalls in requiring only one piece of identification?
- X. Next Meeting:  
Wednesday, June 15, 2022 9:30-11:30

Location [<https://www.gotomeet.me/SWANLibs/circulation-users>]

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