

Chat Log C:\Users\steven\OneDrive - System Wide Automated Network\~Documents\ChatLog SWAN Members Fireside Chat _ COVID_19 Update 2020_03_24 11_57.rtf

Dawne (to Everyone): 10:47 AM: Feel free to send in chat message. Dawne and Tara will try to keep up with them!!!

Emily Foster - Itasca (to Everyone): 10:52 AM: Great! Thank you

Mary Clemens (to Everyone): 10:58 AM: Good morning - one early question - will datasets continue to be sent to collectionHQ?

Juanita Durkin (to Everyone): 11:01 AM: I know this is a long shot, but is it possible to allow select staff access to Workflows from home while we closed? Maybe with an IP address? I have patrons emailing me with requests and the only way I can get them an answer is to go to the library and log in to Workflows.

Sue Feddersen (to Everyone): 11:03 AM: Great question Juanita!

Emily Foster - Itasca (to Everyone): 11:03 AM: can patron privilege be extended to May 1 for those cards that have expired?

Tara (to Everyone): 11:04 AM: Hi Emily! That has already happened

Emily Foster - Itasca (to Everyone): 11:04 AM: excellent thank you!

Tara (to Everyone): 11:06 AM: Juanita I'll bring up your question in just a bit. I think that will be a good conversation!

Juanita Durkin (to Everyone): 11:06 AM: Thanks, Tara!

Jessie Affelder (to Everyone): 11:07 AM: Are holds that were not picked up still showing as "available" or have they expired?

Nathan Hare (to Everyone): 11:08 AM: Weird question, but it came to mind because of the talk about reopening. Does anyone have information on what we should do to sanitize returned items, if anything?

Tara (to Everyone): 11:09 AM: Hi Nathan, our stance right now is to refer to direction from RAILS.

Tara (to Everyone): 11:10 AM: Its possible that many items may just sit long enough they're no longer at risk of contamination.

Emily Foster - Itasca (to Everyone): 11:10 AM: can patron privilege

expired from 2019 be updated to 7/4/20?

Tara (to Everyone): 11:11 AM: That is a good question Emily!

Cheryl (to Everyone): 11:11 AM: DGS is using LogMeIn for some staff members. We can access our PCs and use all our programs, including, Workflows from home.

Dawne (to Everyone): 11:11 AM: This is a popular question and we will add information Steven is sharing to our support pages

Rebecca Bartlett (to Everyone): 11:12 AM: I am using AnyDesk at LGS to remote access my library workstation.

Rebecca Bartlett (to Everyone): 11:13 AM: A very select few of us also have BLUECloud Circulation logins!

Nathan Hare (to Everyone): 11:13 AM: Thanks Tara!

Tara (to Organizer(s) Only): 11:13 AM:

https://catalog.swanlibraries.net/client/en_US/ops

Antonia McBride (to Everyone): 11:16 AM: Do libraries need to do anything to extend expiration date to July 4 2020 for those cards that have already expired.

Rebecca Bartlett (to Everyone): 11:18 AM: LGS is definitely interested in the new Online Patron Registration!

David J. Seleb (to Everyone): 11:18 AM: Steven and everyone at SWAN: Thank you for this!

Teri (to Everyone): 11:20 AM: GHS is also interested in the New Online Patron Registration.

Tara (to Everyone): 11:20 AM: Antonia, if you want to extend cards that expired before January 1 please submit a ticket

Antonia McBride (to Everyone): 11:20 AM: Thank you Tara

Jessie Affelder (to Everyone): 11:23 AM: We have negotiated with several vendors so that people can use some our databases without a card.

Jessie Affelder (to Everyone): 11:23 AM: How quickly can we get online registration in place?

Kat Buczek (to Everyone): 11:23 AM: ^^very cool

Tara (to Organizer(s) Only): 11:23 AM: Dawne please refresh the page

Mary Clemens (to Everyone): 11:24 AM: Great. Thanks for making this happen.

Kandice Kretler (to Everyone): 11:24 AM: This is awesome, thank you!

Christine Lees (to Everyone): 11:25 AM: How many times can a patron apply for a card, is there a duplicate user check in place?

Zach M. (to Everyone): 11:25 AM: Are there any additional legal, patron privacy, or confidentiality issues that library's need to address before proceeding?

Colleen - Homewood (to Everyone): 11:26 AM: Nice! Will the libraries get any kind of notification of new cards? Or is that a list we should request?

Theresa Lang (to Everyone): 11:27 AM: Can you clarify what the User Id will be. If the current User ID prefix is (for example) 2152200

Jessie Affelder (to Everyone): 11:28 AM: Will we have to give them a new card number when we verify? Or will they always use the number assigned online?

Rudy Host (to Everyone): 11:30 AM: We are not adding a check digit to the barcode.

Antonia Mcbride (to Everyone): 11:32 AM: Is Community Forum open to all library staff?

Juanita Durkin (to Everyone): 11:34 AM: Sorry, I missed how to sign up for the forums. Can you repeat?

Aaron Skog - Exec Dir SWAN (to Everyone): 11:35 AM: Send a ticket to help@swanlibraries.net to sign up

Mary Clemens (to Everyone): 11:36 AM: Is there a list of available forums?

Aaron Skog - Exec Dir SWAN (to Everyone): 11:36 AM: The list of topics can be browsed on the forums site

Tara (to Organizer(s) Only): 11:36 AM: Hi Mary, sign up and you'll see all of them! There are topics for user groups

Tara (to Organizer(s) Only): 11:36 AM: We also have a general COVID-19 response forum

Mary Clemens (to Everyone): 11:37 AM: Thanks.

Catherine (to Everyone): 11:37 AM: Can you share the direct link to the forums site?

Helen (to Everyone): 11:37 AM: <https://forums.swanlibraries.net/>

Julie (to Everyone): 11:38 AM: Sorry I didn't notice with the online patron registration - is there a message to patrons to come to the library to receive their physical card?

Karen (to Everyone): 11:39 AM: What is the date again that Ancestry will be available to?

Molly Bitters (to Everyone): 11:40 AM: April 30th

Tara (to Organizer(s) Only): 11:40 AM: Thanks Molly!

Tara (to Organizer(s) Only): 11:40 AM: Julie there will not be a message at the moment, as this will be an online only card

Tara (to Organizer(s) Only): 11:41 AM: Right now the priority is access to online services, and we will work with libraries to set up that conversion process when libraries reopen

Jessie Affelder (to Everyone): 11:41 AM: Mango can create a unique link so folks can use without a card. Reference USA is working on a GPS authentication.

Colleen - Homewood (to Everyone): 11:42 AM: Can you also share the link to the page being shared with the e-resources? Please and thank you!

Chris (to Everyone): 11:43 AM:

<https://support.swanlibraries.net/node/68548>

Tara (to Organizer(s) Only): 11:43 AM: Thanks Chris!

Mary Clemens (to Everyone): 11:43 AM: Info available on the SWAN COVID-19 pages is very well organized. Thank you.

Jessie Affelder (to Everyone): 11:44 AM: I will give info on Mango and RefUSA to SWAN

Tara (to Organizer(s) Only): 11:44 AM: Thanks Jessi!

Colleen - Homewood (to Everyone): 11:45 AM: Thank you SWAN! Agree, very helpful and well organized!

Tony Lucarelli (to Everyone): 11:48 AM: We just launch a chat service using tawk.to - its free and really easy to configure.

Martyn, OPPL (to Everyone): 11:52 AM: Dawne mentioned earlier that SWAN will be working to temporarily lift blocks under a certain dollar amount during the closure. Could she outline that again? Apologies, I'm not finding the details on the support site.

Jessica (to Everyone): 11:52 AM: Thank you SWAN!

Martyn, OPPL (to Everyone): 11:53 AM: Thank you Dawne!

Christy (to Everyone): 11:53 AM: Could you put the tumblebook user names and passwords up on the screen again? Thank you.

Tiffany Amschl (to Everyone): 11:54 AM: Thanks to All at SWAN! As an aside, Dawne, when you are writing something up regarding the surge in checkouts, it'd be interesting to know if the library announced a closing to the public or not. We did not announce, but still saw an increase.

Aaron Skog - Exec Dir SWAN (to Everyone): 11:54 AM: That information for Tumblebooks is on the SWAN support site

Juanita Durkin (to Everyone): 11:54 AM: Thanks to all SWAN staff! You are doing a great job of making this weird time a little less weird. I know our patrons appreciate it as much as I do!

Tara (to Organizer(s) Only): 11:54 AM: Hi Chrstly please go here

Tara (to Organizer(s) Only): 11:54 AM:
<https://support.swanlibraries.net/node/68548>

Mike Byrne (to Everyone): 11:54 AM: Did you say this fireside chat is every Tuesday from here out?

K (to Everyone): 11:55 AM: all of the hard work SWAN is doing now makes me glad we are no longer stand alone. thank you all

Aaron Skog - Exec Dir SWAN (to Everyone): 11:55 AM: They are all listed in L2

Juanita Durkin (to Everyone): 11:55 AM: We saw an increase in traffic as soon as all nearby libraries closed.

Jill Larson (to Everyone): 11:55 AM: Thank you - very informative!

Jane Jenkins (to Everyone): 11:55 AM: Thank you for this. It's been great!

Jessie Affelder (to Everyone): 11:55 AM: Thank you all!

Lucas McKeever (to Everyone): 11:55 AM: Thank you all so much for

your help during this time!

Mary Clemens (to Everyone): 11:56 AM: Truly appreciate all you are doing.

Antonia McBride (to Everyone): 11:56 AM: This has been a very useful meeting. Thank you SWAN! Thank you Oak Park!

Jeri Cain (to Everyone): 11:56 AM: Go Team!

Sue Ross (to Everyone): 11:56 AM: Thank you! this helps

Angela Romano (to Everyone): 11:56 AM: Thanks all!

Karen (to Everyone): 11:56 AM: thank you!

Peggy (to Everyone): 11:57 AM: Thanks, everyone stay HEALTHY!

Hayley Rightnowar (to Everyone): 11:57 AM: Thank you :)