

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Members Fireside Chat _ COVID_19 Update 2020_03_31 11_48.rtf

Debbie Sheehan (to Everyone): 10:53 AM: Good morning everyone!

Jessie (to Everyone): 10:54 AM: Greetings! Messenger Public Library of North Aurora

Debbie Walsh (to Everyone): 10:55 AM: Don't appear to have sound - do we need to use phone?

Aaron Skog - Exec Dir SWAN (to Everyone): 10:55 AM: If you cannot hear, you should call in.

Dawne - SWAN (to Everyone): 10:55 AM: If you can't hear us now, do call in

SWAN_Ian (to Everyone): 10:57 AM: It WAS good!

SWAN_Ian (to Everyone): 10:57 AM: No yeast - sourdough starter.

Vickie Totton (to Everyone): 10:57 AM: at least you didn't share a picture of it still hot with smeared butter

Jessie (to Everyone): 10:57 AM: Worked on website, database vendors, webcast, napped.

SWAN_Ian (to Everyone): 10:57 AM: Thanks to Rudy!

Vickie Totton (to Everyone): 10:58 AM: We want to see Merle!

Tara (to Everyone): 10:58 AM: That sounds like a productive day Jessie!

lisak (to Everyone): 10:58 AM: Named after St. Merle Haggard?

Jim Deiters (to Everyone): 10:59 AM: Good morning everyone!

Aaron Skog - Exec Dir SWAN (to Everyone): 10:59 AM: Good guess on Merle Haggard!

Jessie (to Everyone): 11:02 AM: I no longer see the online patron registration on our Enterprise landing page or search page. It was there before.

Colleen - Homewood (to Everyone): 11:04 AM: You did great getting it out quickly! Thank you - and resolved the bug right away too!

Jessie (to Everyone): 11:04 AM: Yes. Jessie from Messenger

Tara (to Everyone): 11:04 AM: Hi Jessie, I see that "Sign Up

Tara (to Everyone): 11:05 AM: button at the top of your catalog

Genna Mickey (to Everyone): 11:05 AM: Jessie - have the same question/comment. I liked seeing it on the landing page.

Jessie (to Organizer(s) Only): 11:06 AM: Okay. It looked different last week.

Tara (to Everyone): 11:07 AM: Thanks for that feedback. We had requests to remove the graphic so it was removed yesterday.

Cheryl (to Everyone): 11:07 AM: Don't forget, your vendors have to be alerted about the new library barcode so the digital patrons have access to them.

Jessie (to Organizer(s) Only): 11:07 AM: I do not see Messenger on your list of

Rebecca Bartlett (to Everyone): 11:09 AM: Do we have stats on how many online regs have been created? We've had 6 at LGS so far.

Robin Wagner (to Everyone): 11:11 AM: Again, what is the new library barcode?

Tara (to Everyone): 11:11 AM: Hi Robin, it is your same barcode prefix, and the first digit after the prefix is "9"

Tara (to Everyone): 11:12 AM: For South Holland it would be 213509+8 additional digits

Robin Wagner (to Everyone): 11:12 AM: To request this turned on, do I submit a help desk ticket?

Rudy Host (to Everyone): 11:13 AM: Also to note, the lookup works for both online registered patrons and for existing patrons.

Debbie Walsh (to Everyone): 11:13 AM: NUHS does not use birthdates on faculty records - just to be clear, this won't work for them, correct?

Jessie (to Everyone): 11:14 AM: Do I need to submit a help ticket if I do not see our library on the list?

Kate (to Everyone): 11:14 AM: Card lookup is a really nice feature. Thanks Rudy!

Debbie Walsh (to Everyone): 11:14 AM: thanks!

Karen (to Everyone): 11:15 AM: it is going in our neighborhood newspaper this week

Rebecca Bartlett (to Everyone): 11:15 AM: We just started, but I would like to provide them a list of eResources at LGS

Rebecca Bartlett (to Everyone): 11:15 AM: We sent it out in the e-newsletter.

Tara (to Everyone): 11:16 AM: Hi Jessie, you can pull that report in BLUEcloud Analytics and Dawne will follow up after the meeting with more information on how to pull that report

Rebecca Bartlett (to Everyone): 11:17 AM: Thanks!

Jeannine Kacmar (to Everyone): 11:17 AM: FYI, many SWAN Forum invites were sent to junk email..

Tara (to Everyone): 11:18 AM: That's good to know, thank you Jeannine

Rudy Host (to Everyone): 11:20 AM: The "Forgot my card" feature is enabled for everyone. You do not need to request it.

Jessie (to Everyone): 11:21 AM: Dawne - Our Circ Manager tells me Messenger doesn't appear on the list because we don't yet have any registrations. (:

Karen (to Everyone): 11:22 AM: PHS doesn't appear yet either. we are on the list but have no registrations at this time

Tara (to Everyone): 11:23 AM: Hopefully you'll get some people signing up!

Aaron Skog - Exec Dir SWAN (to Everyone): 11:25 AM: There is no individual cost to SWAN libraries to have a connector.

Vickie Totton (to Everyone): 11:25 AM: Feel free to sign up for an ONLINE card from your catalog, you can always remove the record later. This will allow you to see what the report looks like the next day

Jessie (to Presenter Only): 11:31 AM: Thank you for working on this, Robin!

Tiffany - Crete PL (to Everyone): 11:33 AM: I contacted Overdrive and eRead both directly and they changed some settings for us.

Kelli Staley (to Everyone): 11:40 AM: yes lansing has UIC chat

Mary Clemens (to Everyone): 11:41 AM: Good call to make it a web series.

Colleen - Homewood (to Everyone): 11:41 AM: Who is the primary

contact at this point for self check stations? Looking forward we want to add some as we have none. Please and thank you!

(SWAN) Steven (to Everyone): 11:43 AM: Hi Colleen - I believe I have a ticket from you regarding self-checkout. I'll be reaching out today.

Jim Deiters (to Everyone): 11:45 AM: Thank you !

Hayley Rightnowar (to Everyone): 11:45 AM: Thank you for the meeting :)

Mary Clemens (to Everyone): 11:45 AM: Thank you.

Kathy (to Everyone): 11:45 AM: Thanks

Catherine (to Everyone): 11:45 AM: Thank you!

Sandra- AMS (to Everyone): 11:45 AM: thanks!

Matt Matkowski (to Everyone): 11:45 AM: Great meeting, thanks.

Amy Prechel (to Everyone): 11:46 AM: Nice to hear you all! Thanks for hosting these!

Marla @ Matteson Library (to Everyone): 11:46 AM: thank you

Kelli Staley (to Everyone): 11:46 AM: thanks for keeping us all up to date!

Nick A (Itasca) (to Everyone): 11:46 AM: Thank you SWAN people!

Gabriel (to Organizer(s) Only): 11:47 AM: Thank you guys!! thta was pretty good meeting. Stay Safe!

MA (to Everyone): 11:47 AM: Thank you

Vickie Totton (to Everyone): 11:47 AM: No Merle!

Jane Jenkins (to Everyone): 11:47 AM: Thanks to everyone at SWAN for all the valuable information!