

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Members Fireside Chat _ COVID_19 Update 2020_04_07 11_51.rtf

Jessie Affelder (Private): 10:53 AM: Should I be hearing audio yet?

Dawne - SWAN (to Everyone): 10:56 AM: Welcome - be sure to send in comments and questions

JERI CAIN (to Everyone): 11:00 AM: No cherry pie?

Nick A (Itasca) (to Everyone): 11:03 AM: Is there a way to get that graph? I wanted to share with my library

Kathy Semrick TCD (to Everyone): 11:04 AM: Can you make this larger please?

Dawne - SWAN (to Everyone): 11:05 AM: Yes, we will share this slide deck and will also provide the spreadsheet with the chart so you can further analyze

Kathy Semrick TCD (to Everyone): 11:05 AM: Thanks, Dawne

Nick A (Itasca) (to Everyone): 11:05 AM: Thank you!

Lucas McKeever (to Everyone): 11:06 AM: There is a gray bar below the cameras that you can drag to enlarge the size of the presentation slide

Rebecca Bartlett (to Everyone): 11:06 AM: Click on Hide Everyone at the top, middle of the screen

Michelle Kurczak (to Everyone): 11:06 AM: If you click View Everyone, and switch to view participants on th side, the screen gets bigger

Jill Larson (to Everyone): 11:06 AM: hover over your screen and you can increase image

Kelli Staley (Private): 11:11 AM: please renew cards expiring in April to the July 4 date too.

Catherine Nemesnyik (to Everyone): 11:11 AM: I will send in a help ticket because our schools close at the end of May.

Robin O. Wagner (to Everyone): 11:11 AM: Sounds like a good plane!

JERI CAIN (to Everyone): 11:11 AM: sounds good!

Stephanie DeYoung (to Everyone): 11:12 AM: Have you also extended hold suspension dates?

Victoria-RFS (to Everyone): 11:12 AM: That is great. Thanks!

Kelli Staley (to Everyone): 11:12 AM: please renew cards expiring in April to the July 4 date too.

Mary Malach (to Everyone): 11:12 AM: Sounds good. Thank you!

Tara (to Everyone): 11:12 AM: That's a good idea Catherine, we can put our heads together and figure something out!

Steven - SWAN (to Everyone): 11:13 AM: Hi Kelli - all cards expiring between Jan 1 2020 and June 30 2020 have been extended to July 4th, so those are all set.

Christine-Bloomingtondale (to Everyone): 11:14 AM: Will the July 4 expiration date for cards mess up our auto renew of library cards? Our cards need to expire on the last day of the month to be picked up by the report.

Christine-Bloomingtondale (to Everyone): 11:15 AM: Ok thanks!!!

Kathleen Spale (to Everyone): 11:15 AM: Can we separate holds for our individual library's patrons' from the rest of the system's patrons?

Kathleen Spale (to Everyone): 11:15 AM: To help with the volume of holds when we reopen

Tara (to Everyone): 11:16 AM: That will be a topic of the reopening conversation Kathleen!

Kathleen Spale (to Everyone): 11:16 AM: Thank you so much!

Mary Clemens (to Everyone): 11:17 AM: Yes - unified approach makes so much sense.

Dawne - SWAN (to Everyone): 11:18 AM:
<https://support.swanlibraries.net/covid-19>

Aaron Skog - Exec Dir SWAN (to Everyone): 11:18 AM:
<https://www.librarylearning.info/events/?eventID=31245>

Lisa K (to Everyone): 11:19 AM: Was this the IMLS webinar?

Mary Clemens (to Everyone): 11:21 AM: Link is live - I was just able to register.

Kathy Semrick TCD (to Everyone): 11:21 AM: I just registered

Victoria-RFS (to Everyone): 11:21 AM: Just registered

Mary Clemens (to Everyone): 11:22 AM: Appreciate SWAN providing guidance on this.

Karen (to Everyone): 11:23 AM: Please say the date again for link

Aaron Skog - Exec Dir SWAN (to Everyone): 11:24 AM:

<https://www.librarylearning.info/events/?eventID=31245>

Aaron Skog - Exec Dir SWAN (to Everyone): 11:24 AM: Friday, April 17 at 1p.m.

Karen (to Everyone): 11:24 AM: Thank you

Aaron Skog - Exec Dir SWAN (to Everyone): 11:24 AM: "COVID-19 & Collections Care"

Dawne - SWAN (to Everyone): 11:27 AM: checking fines/fees - billing amount directly from patron record, rather than status

Aaron Skog - Exec Dir SWAN (to Everyone): 11:28 AM: This is the support site link Robin has in the slide:

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

Tara (to Everyone): 11:28 AM: We recommend asking your vendor to look at status, and not fines - that way you won't have to make changes later on

Julie I (to Everyone): 11:29 AM: so,if looking at satus, which statuses block the patron? Everything except OK or OK and Delinquent?

Dawne - SWAN (to Everyone): 11:30 AM: For digital resources, our recommendation is the OK and DELIINQUENT are OK and should not be blocked

Dawne - SWAN (to Everyone): 11:30 AM: BLOCKED should be blocked by vendor

Sara Kennedy (to Everyone): 11:31 AM: Will libraries be eligible for a refund or some form of credit for EBSCO databases already paid that extend beyond July 1?

Laura - Dolton (to Everyone): 11:33 AM: Can anyone hear Robin? I lost the audio

Nick A (Itasca) (to Everyone): 11:34 AM: Yes I hear her

Aaron Skog - Exec Dir SWAN (to Everyone): 11:34 AM: Yes, Robin's audio is good

Laura - Dolton (to Everyone): 11:34 AM: I was hearing everything. Now I don't hear a thng.

Michelle Kurczak (to Everyone): 11:34 AM: I logged out and back in and my audio started working again.

colleen Gnat-Hernandez (to Everyone): 11:34 AM: audio is good

Laura - Dolton (to Everyone): 11:35 AM: Thanks Michelle.

Nora Mastny (to Everyone): 11:40 AM: LITA is having a webinar on security on 4/9 as well

Nora Mastny (to Everyone): 11:40 AM:

<http://www.ala.org/lita/crash-course-protecting-library-data-while-working-home>

Mary Clemens (to Everyone): 11:44 AM: Sounds like fun. Thanks Molly.

Jessie Affelder (to Everyone): 11:47 AM: Could you repost the Eisenhower Library puzzle file link?

Dawne - SWAN (to Everyone): 11:47 AM:

<https://eisenhowerlibrary.org/puzzles/>

Victoria-RFS (to Everyone): 11:48 AM: Thanks!

Catherine Nemesnyik (to Everyone): 11:48 AM: Thank you!

Westgate, Susan (to Everyone): 11:48 AM: Thank you

Kandice Krettler (to Everyone): 11:49 AM: Will you schedule more Fireside Chats past April 14th?

Mary Clemens (to Everyone): 11:49 AM: Thanks SWAN team!

Appreciate everything you are doing.

Kandice Krettler (to Everyone): 11:49 AM: Thanks! :-)

Debbie Walsh (to Everyone): 11:49 AM: Perhaps we will happily call them "poolsides" soon!

Kathy Semrick TCD (to Everyone): 11:49 AM: Thank you. It's a nice way to meet.

Jill Larson (to Everyone): 11:50 AM: These chats have been very informative - Thank You!

Teri W. -GHPLD (to Everyone): 11:50 AM: Thank you SWAN Team, you guys are amazing.

Kelli Staley (to Everyone): 11:50 AM: thanks!

Hayley Rightnowar (to Everyone): 11:50 AM: Thank you!

Marla @ Matteson Library (to Everyone): 11:50 AM: thank you all

Gabriel (to Everyone): 11:50 AM: Thank you guys!!

Noelle McDonough (to Everyone): 11:50 AM: Thank you!