

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Members Fireside Chat _ COVID_19 Update 2020_04_21 12_00.rtf

Rebecca Bartlett (LGS) (to Everyone): 10:50 AM: I'm everywhere today.

Rebecca Bartlett (LGS) (to Everyone): 10:52 AM: LGS is still ordering, our fiscal year ends April 30th!

Dawne - SWAN (to Everyone): 10:53 AM: that is very difficult timing indeed LGS

Rebecca Bartlett (LGS) (to Everyone): 10:53 AM: Midwest Tape and Center Point are not shipping.

Triomobile (to Everyone): 10:53 AM: Prairie State is stil ordering as well.

Catherine Nemesnyik (to Everyone): 10:58 AM: Thank you for the reminder with the link. It makes it so much easier to join.

Amy Weiss (to Everyone): 10:58 AM: LACONI Technology Section had an Agile webinar that might still be going on

Molly Bitters (to Everyone): 10:59 AM: second the handiness of the link email!

Jane Jenkins (to Everyone): 10:59 AM: So many reminders!!

Angela Romano (to Everyone): 10:59 AM: The Agile webinar was almost over at 10:45

Jasmina (to Everyone): 11:00 AM: Thank you for the reminder.

Catherine Nemesnyik (to Everyone): 11:00 AM: I see 200

Amy (to Everyone): 11:06 AM: have suspended holds been adjusted as well?

Kathy Semrick TCD (to Everyone): 11:09 AM: I think that would be a wise decision

Jane (to Everyone): 11:09 AM: Good idea to do now

Rich (to Everyone): 11:09 AM: Yes please. That is an excellent idea.

Barb (to Everyone): 11:09 AM: yes I think we should do that now.

colleen Gnat-Hernandez (to Everyone): 11:09 AM: I agree

Jennifer Cottrill (to Everyone): 11:09 AM: Yes, please do this.

Tony Lucarelli (to Everyone): 11:09 AM: We have a lot of Westmont

and Downers Grove patrons that use us and place holds at Indian Prairie for pickup at Indian Prairie.

Robin Wagner (to Everyone): 11:10 AM: I agree that is a good idea

Lisa K (to Everyone): 11:10 AM: How do reopening plans change if the governor opens county by county instead of state wide?

Brittany (to Everyone): 11:10 AM: have we thought about the notices when a hold is available? Once we are doing curbside, I'm concerned that when patrons see 'your hold is available for pickup' they are going to just come in. Can we look into updating the notices to say something about contacting your home library for curbside pickup

Christine Lees (to Everyone): 11:11 AM: Are we able to see the number of holds placed by library?

Brittany (to Everyone): 11:11 AM: great! Thank you!

Brittany (to Everyone): 11:11 AM: Will do!

Jane (to Everyone): 11:13 AM: Love it

Angela Romano (to Everyone): 11:13 AM: Sounds GREAT

Jennifer Cottrill (to Everyone): 11:13 AM: Good idea

Lucas McKeever (to Everyone): 11:13 AM: I love it

Barb (to Everyone): 11:13 AM: Excellent

Kathy Semrick TCD (to Everyone): 11:13 AM: great

Christine Lees (to Everyone): 11:13 AM: Not having auto-renewal is a big concern

melissa rice (to Everyone): 11:13 AM: Yes!

Jim Deiters (to Everyone): 11:14 AM: Yep!

Julie Milavec (to Everyone): 11:14 AM: No automatic renewal is a concern

Lisa K (to Everyone): 11:14 AM: I think that no automatic renewal could be a problem after training them for a year on auto renew. Concerned about public reaction to that.

Jennifer Cottrill (to Everyone): 11:14 AM: True, no auto renewal may be confusing to people who have gotten used to auto renewals

Dawne - SWAN (to Everyone): 11:15 AM: maybe 2 options - one with auto-renew, one not

Rich (to Everyone): 11:15 AM: I agree with Julie.

Juanita Durkin (to Everyone): 11:15 AM: I agree about the auto-renew. I think we should leave that in place.

Christine Lees (to Everyone): 11:15 AM: What is the reasoning for not auto renewal? Can that be changed?

Tara (to Everyone): 11:15 AM: This is definitely in progress. Something we are keeping in mind is that delivery will likely not be available for a very long time.

Jennifer Winter (to Everyone): 11:16 AM: I agree about auto-renewal, I think we should keep that in place.

Cheryl Pawlak (to Everyone): 11:16 AM: We need autorenewal to continue

Angela Romano (to Everyone): 11:16 AM: But without fines, we don't really need auto renewal?

JORGE - RGS (to Everyone): 11:16 AM: I think if we communicate enough w/ patrons, not having auto renewal is okay

Angela Romano (to Everyone): 11:16 AM: Because patrons won't be penalized for not renewing.

colleen Gnat-Hernandez (to Everyone): 11:16 AM: please continue auto renewal

Kathy Semrick TCD (to Everyone): 11:16 AM: Can we keep autorenewal in place as well as the extended due date?

Christine Lees (to Everyone): 11:17 AM: Yes, we do still need auto-renewal. The staff involvement for renewing over the phone/website would be very difficult to manage.

Brittany (to Everyone): 11:18 AM: but it will take a long time to retrain them once we are done with this

Brittany (to Everyone): 11:18 AM: they will be very confused

Juanita Durkin (to Everyone): 11:18 AM: But patrons still don't like thinking they're material is overdue.

Lisa K (to Everyone): 11:18 AM: Yes, but auto renewal does not renew for things that have a hold, and people are pretty good about returning then. We want to turn them around faster.

Julie Milavec (to Everyone): 11:19 AM: Not a forum user, so please make sure you aren't ONLY having this discussion there

Dawne - SWAN (to Everyone): 11:20 AM: Join the forums Julie!!!

Lizzie Matkowski (to Everyone): 11:20 AM: I agree with Christine, it will be difficult for staff to manage renewing over the phone and informing patrons of the change.

David J. Seleb (to Everyone): 11:20 AM: Online patron registration is brilliant.

Lucas McKeever (to Everyone): 11:20 AM: Does this include allowing holds be placed for materials that typically do not allow holds (HITS DVD collections as an example) - I think this would be great since browsing is not possible and only our patrons can place holds anyway

David J. Seleb (to Everyone): 11:26 AM: The Johns Hopkins report is significantly problematic for librarians, and library leaders are urging elected officials to consider that when making local decisions, and to communicate with local library leaders.

Tony Lucarelli (to Everyone): 11:27 AM: What's the link for the Johns Hopkins report?

David J. Seleb (to Everyone): 11:28 AM:
https://www.centerforhealthsecurity.org/our-work/pubs_archive/pubs-pdfs/2020/reopening-guidance-governors.pdf

Lisa K (to Everyone): 11:29 AM: What if the governor opens up county by county instead of state wide? This would change SWAN wide plans significantly?

Kathy Semrick TCD (to Everyone): 11:29 AM: Good point Lisa

Lisa K (to Everyone): 11:30 AM: Thanks, good to know.

Joy Anhalt (to Everyone): 11:33 AM: I thought that they said for boxes/paper is 24 hours. Plastic was 72 hours?

Julie Milavec (to Everyone): 11:33 AM: Yes, Joy. Watch the recording.

Julia Churchill (to Everyone): 11:33 AM: That's what I thought Joy, 24 hours for paper.

J Horner (to Everyone): 11:34 AM: Even with openings, what's to keep patrons from locations not open yet, from coming to open locations

even if their areas are not yet deemed safe? Should this be a concern?

Catherine Nemesnyik (to Everyone): 11:35 AM: I was thinking of this after the meeting-- What about staff lanyards?

Amy Weiss (to Everyone): 11:37 AM: Right now the biggest problem to get is disinfective wipes

Juanita Durkin (to Everyone): 11:38 AM: The biggest problem for me is getting masks. We have none.

Tony Lucarelli (to Everyone): 11:39 AM: I think I heard that all rubbing alcohol and sanitizers are being diverted to healthcare facilities.

Christine Lees (to Everyone): 11:40 AM: HAs anyone considered providing lockers for curbside pick-up, something similar to Amazon lockers? I was thinking of repurposing of staff lockers??

Julie Milavec (to Everyone): 11:40 AM: We have a Mask Making Team, making cloth masks for staff

JORGE - RGS (to Everyone): 11:40 AM: This is going to be hard for us, we have no staff working to even order anything

Dawne - SWAN (to Everyone): 11:40 AM: any permanent storage locker is discouraged

Dawne - SWAN (to Everyone): 11:40 AM: due to cleaning requirements

Colleen - Homewood (to Everyone): 11:41 AM: Does the survey include our interest in group purchase items?

Debbie Sheehan (to Everyone): 11:41 AM: We are also making masks for staff

Juanita Durkin (to Everyone): 11:42 AM: Thank you, Hubbell! I'll check it out.

Carla Hibbard (to Everyone): 11:43 AM: When are the items checked in? before quarantine or after?

Carla Hibbard (to Everyone): 11:44 AM: Thanks!

Catherine Nemesnyik (to Everyone): 11:45 AM: Is there a way to add a note to online patron accounts stating that the items on their account may not be up-to-date due to the quarantining of the items.

Juanita Durkin (to Everyone): 11:53 AM: Any hope that the Ancestry remote access could be permanent?

Robin Hofstetter (to Everyone): 11:53 AM:

<https://support.swanlibraries.net/news/2020-04/69763>

Tara (to Everyone): 11:53 AM: We are hoping it will be very hard for them to take it away once they've offered it!

Juanita Durkin (to Everyone): 11:54 AM: That's my hope, too. The patrons will be deliriously happy!

Jill Larson (to Everyone): 11:57 AM: Thank you - these weekly meetings have been so helpful!

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

Sarah Marshall (to Everyone): 11:57 AM: Thank you!

Marla @ MTS (to Everyone): 11:57 AM: thank you all!!

Donna Powers (to Everyone): 11:57 AM: Thanks!

Peggy (to Presenter Only): 11:57 AM: Thank you! Stay healthy.

Lucas McKeever (to Everyone): 11:57 AM: Thanks to all SWAN staff!

Juanita Durkin (to Everyone): 11:57 AM: Thank you!

Catherine Nemesnyik (to Everyone): 11:57 AM: Thank you

Jane Jenkins (to Everyone): 11:57 AM: Thank you!

Leighton Shell (to Everyone): 11:57 AM: Thanks, everyone.

Molly Bitters (to Everyone): 11:57 AM: thanks!

Dana Kraszczyński (to Everyone): 11:57 AM: Thank you

Colleen - Homewood (to Everyone): 11:58 AM: Does the survey include our interest in group purchase items?

Mary Clapp (to Everyone): 11:58 AM: Thanks!

Michelle Hoffmann (to Everyone): 11:58 AM: Thanks!!

Gabriel Cardenas (to Everyone): 11:58 AM: Thank you again guys. Have a great day

Colleen - Homewood (to Presenter Only): 11:58 AM: Good, thanks!

Adrian Bautista (to Everyone): 11:59 AM: Thanks for all the great information!