Chat Log   C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Members Fireside Chat _ COVID_19 Update 2020_04_28 12_02.rtf

Tony Lucarelli - Indian Prairie (to Everyone): 11:07 AM: Will libraries be able to unsuspend holds if they want to start curbside?

Rebecca Bartlett (LGS) (to Everyone): 11:07 AM: I was just going to ask that same question Tony.

tara (to Everyone): 11:07 AM: Hi Lisa, unfortunately the only way to correct this is to sign out and sign back in - but likely you wouldn't be ablet to get back in as we have hit maximum capacity.

Belinda Bylina (to Everyone): 11:07 AM: don't hear anything

tara (to Everyone): 11:08 AM: Belinda, check the settings "wheel" to see your audio settings

ms (to Everyone): 11:10 AM: this is a mess

Hope (to Everyone): 11:10 AM: I can't hear anything

ms (to Everyone): 11:10 AM: Same Hope

Rebecca Bartlett (LGS) (to Everyone): 11:11 AM: What about patrons from other libraries who want to pick up LGS items at our library?

Shannon (to Everyone): 11:12 AM: There is no audio, screen moving slow?

ms (to Everyone): 11:12 AM: Same, Shannon

SWAN Libraries (to Everyone): 11:12 AM: Hi everyone - you should be able to hear Vickie and see Dawne's screen. If you're encountering display/audio issues,   you may need to try disconnecting and reconnecting. Please also keep in mind, the meeting will be recorded, so if you miss anything now, you can catch it later on our support site.

Lisa K (to Everyone): 11:13 AM: Can SWAN place a message on the catalog explaining this?

Tony Lucarelli - Indian Prairie (to Everyone): 11:14 AM: We have holds from other SWAN patrons that were placed before the shut down with INS as the pickup location. How will those work

Lisa K (to Everyone): 11:14 AM: Thanks

Mary Clemens (to Everyone): 11:14 AM: What about existing holds on items we don't own? Will those stay in the system until 9/8 or when ILL resumes (hopefully sooner than   9/8)?

Jennifer Cottrill (to Everyone): 11:14 AM: May a patron from another library place a *phone* order for an item at my library for pickup at my library? i.e., not through Enterprise, but staff-placed through WorkFlows?

Tony Lucarelli - Indian Prairie (to Everyone): 11:15 AM: What if home library doesn't own item?

Brenda O'Brien (to Everyone): 11:16 AM: So, will holds be cancelled if home library doesn't own item, or show on order for preexisting hold?

ms (to Everyone): 11:16 AM: What PPE/ cleaning supplies is SWAN recommending for staff performing these services?

DEBBIE FISHER (to Everyone): 11:16 AM: Can patrons go to otherlibraries to check out items

Joy Anhalt (to Everyone): 11:17 AM: Why can't the patrons place the hold and the system just ignore it?

Brittany   (to Everyone): 11:17 AM: is that going to be configured in the circ map? for example i wont be able to check out to a dgs patron?

Michelle Coduto (to Everyone): 11:17 AM: Will current holds for items that our Library doesn't own be canceled and will the patrons be notified?

ms (to Everyone): 11:18 AM: What PPE /cleaning supplies is SWAN recommending to staff performing these curbside services? What are the guidelines?

Colleen - Homewood (to Everyone): 11:18 AM: I know you are answering some questions asked in the chat as we go, can you also type the answers in the chat for referencing later please? Thanks!

Robin Wagner (to Everyone): 11:19 AM: How do we get a listing of these holds that we don't own so we can order? Will a report be automatically generated?

Mary Clemens (to Everyone): 11:19 AM: Thank you. This is a lot to manage!

SWAN Libraries (to Everyone): 11:19 AM: We have reports Robin for

those items which will be provided once limited service is up and running

Brittany   (to Everyone): 11:20 AM: is this just holds? or are you going to be stopping check out function for rb patrons?

Juanita Durkin (to Everyone): 11:21 AM: Is the loan rule for the 2 renewals incorect?   It's the same as the no renewals.

Brittany   (to Everyone): 11:21 AM: ok, thanks for the clarification

Amy (to Everyone): 11:22 AM: Does that mean individual libraries can decide to serve other patrons if they call for curbside service?

Jorge - River Grove (to Everyone): 11:23 AM: what's default? or we choose our option?

Jorge - River Grove (to Everyone): 11:24 AM: nvm, thanks :) answered after sent

Brenda O'Brien (to Everyone): 11:26 AM: And we don't want patron to return materials at other libraries, just their home library, to comply with stay at home order, right?

ms (to Everyone): 11:26 AM: There's no delivery so, yeah

Sylvia Jarecki (to Everyone): 11:27 AM: Can patrons place holds on our items if they are currently checked out at another library?

Hayley Rightnowar (to Everyone): 11:32 AM: I love hat!

Kevin Davis (to Everyone): 11:33 AM: Where can we order bags?

ms (to Everyone): 11:33 AM: IS the bag really necessary

Kevin Davis (to Everyone): 11:33 AM: YSe is the bag necessary????

ms (to Everyone): 11:33 AM: Seems wasteful

Kevin Davis (to Everyone): 11:33 AM: YEs wastfulllu

Aaron Skog (to Everyone): 11:33 AM: We will share some suppliers on the SWAN COVID-19 page.

Mary Clemens (to Everyone): 11:34 AM: To confirm - patrons will not receive "your hold is available" notice at this point. Correct?

Brenda O'Brien (to Everyone): 11:34 AM: Are any libraries limiting number of items per patron weekly, or just using multiple bags for large amounts?

Kirsten (to Everyone): 11:34 AM: If a patron has called-in a request and

give us their user ID, should we also require PIN number and maybe use a Self-Checkout station?

Anna Demitraszek (to Everyone): 11:34 AM: how about reusable library bags?

Aaron Skog (to Everyone): 11:34 AM: The SWAN COVID-19 page: https://support.swanlibraries.net/covid-19

Kevin Davis (to Everyone): 11:35 AM: WE plan to have a table outside our back entrance and putting bags on tables near our employee entrance and just ahve patrons take the bag with their name on it.

Kelli Staley (LSS) (to Organizer(s) Only): 11:35 AM: what is the stance on quarantine for incoming mail. magazine subscriptions, invoices etc.

Tony Lucarelli - Indian Prairie (to Everyone): 11:35 AM: Stores aren't allowing reusable bags, so I don't think we should either.

ms (to Everyone): 11:37 AM: Shouldn't gloves be changed between pulling holds for each separate order?

Colleen - Homewood (to Everyone): 11:38 AM: Is a group purchase for paper bags something SWAN is still pursuing?

Aaron Skog (to Everyone): 11:39 AM: The SWAN COVID-19 page does have a link to some supplies we are researching: https://support.swanlibraries.net/covid-19

Aaron Skog (to Everyone): 11:40 AM: Look at the Personal Protective Equipment (PPE) & Supplies on the right side.

Zach Musil (to Everyone): 11:40 AM: Seconding Colleen's question.

Lisa Jones (to Everyone): 11:40 AM: Can smaller pick ups just be rubberbanded together? Do we have to bag everything?

ms (to Everyone): 11:40 AM: Any thoughts on serving patrons curbside that don't have cars?

Aaron Skog (to Everyone): 11:41 AM: Our research thus far into supplies of paper bags is not showing a benefit of SWAN acting as a bulk purchaser. We will be posting links to companies where bags can be ordered.

Jasmina (to Organizer(s) Only): 11:41 AM: I'm concerned that staff may come in contact with others on the outside, and bring it inside the

library.

Jennifer Cottrill (to Everyone): 11:42 AM: @ms, We have a bench outside our library that we will bring pedestrians their material. We will instruct them to stay 6ft from that bench until the staff member has placed their bag there and walked away.

ms (to Everyone): 11:44 AM: interesting.

Kirsten (to Everyone): 11:48 AM: SWAN can do its own curbside service of bulk ordered supplies to staff picking up who drive by.

Rae (to Everyone): 11:50 AM: what about the judges ruling making Governors extension blocked?   What does that do to time line?

Mary Williams (to Everyone): 11:50 AM: See

Brenda O'Brien (to Everyone): 11:50 AM: Any thoughts about appointment times for patrons without cell phones?

Mary Williams (to Everyone): 11:51 AM: See Sylvia Jarecki's question re: holds.

Pam Kamin - BLD (to Everyone): 11:52 AM: BLD has a staff entrance with a doorbell. If your library has a similar set up, maybe you could have patrons (without cell phones) set up an appointment to pick up then ring the bell when they arrive.

Leighton Shell (to Everyone): 11:52 AM: Our planned designated curbside parking spots are on the security camera feed so we can keep an eye on the spots using an iPad security app.

Dana Kraszczynski (to Everyone): 11:52 AM: It was only blocked for Rep Darren Bailey

Chris Sebuck (to Everyone): 11:52 AM: The ruling only applied to the person who sued and the Governor said yesterday he would fight it.

Chris Sebuck (to Everyone): 11:54 AM: We are checking with our attorney and insurance company to see what our liability is if we do curbside in the time of COVID

Chris Sebuck (to Everyone): 11:54 AM: even with PPE

Jessica McFadden (to Everyone): 11:54 AM: Thanks so much, great information.

Mary Clemens (to Presenter Only): 11:54 AM: Is there a way to limit the

Active Holds by User Library Report to those items a Library doesn't own?

Mary Clemens (to Presenter Only): 11:55 AM: These Fireside Chats are much appreciated and very helpful.

ms (to Everyone): 11:55 AM: liability is important to look into for sure

Mary Clemens (to Presenter Only): 11:55 AM: Thank you.

Jill Larson (to Everyone): 11:55 AM: As always, Thank You!

Leighton Shell (to Everyone): 11:55 AM: Thanks, everyone

Donna Powers (to Everyone): 11:56 AM: Thanks

Dana Kraszczynski (to Everyone): 11:56 AM: Thank you!

Juanita Durkin (to Everyone): 11:56 AM: Thanks!   Great info.

Barb Bronkala (to Everyone): 11:56 AM: Thank you!

Maria Dike (to Everyone): 11:56 AM: Thanks! Great info!

Kandice Krettler (to Everyone): 11:56 AM: Are the sample reopening plans on community forums, or on the SWAN site?

Aaron Skog (to Everyone): 11:56 AM: https://support.swanlibraries.net/covid-19

Aaron Skog (to Everyone): 11:57 AM: You can see some library plans linked to from this SWAN page

Aaron Skog (to Everyone): 11:57 AM: look for "Reopening Plans" on the right

Dan Powers (to Everyone): 11:57 AM: Can we get a copy of this PowerPoint?

Aaron Skog (to Everyone): 11:58 AM: This presentation is already posted

Kandice Krettler (to Everyone): 11:58 AM: Thanks! I see them now.

Aaron Skog (to Everyone): 11:58 AM: Look at the SWANcom I sent this morning about this meeting. It links to the PDF of this plan.

Aaron Skog (to Everyone): 11:58 AM: not plan-- presentation!

Lucas McKeever (EPS) (to Everyone): 11:58 AM: Thank you!

Catherine Nemesnyik (to Everyone): 11:59 AM: Thank you

Catherine Nemesnyik (to Everyone): 11:59 AM: We are working on it :)