

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Circulation Advisory Meeting 2020_05_20 11_23.rtf

Dawne Tortorella (to Everyone): 9:31 AM: Hi everyone- hope your reopening plans are going well

Helen Pinder (to Everyone): 9:39 AM:

<https://support.swanlibraries.net/documentation/64674>

victoria muraiti (to Everyone): 9:41 AM: I like your wording much better.

Dawne Tortorella (to Everyone): 9:41 AM: Helen - can you paste that in chat

Brittany Smith (to Everyone): 9:41 AM: I like the wording- but I do know not all libraries do a payment plan

Brittany Smith (to Everyone): 9:41 AM: that may be misleading

Debbie Walsh (to Everyone): 9:41 AM: i like this!

Helen Pinder (to Everyone): 9:41 AM: Existing wording:

The following item(s) are presently 42 days overdue and assumed lost. To reinstate borrowing privileges, please return or pay for the following item(s). Unless your account is settled immediately it may be sent to a collection agency and additional charges assessed.

Proposed wording:

The following item(s) are presently 42 days overdue and assumed lost. Please return or pay for the item(s) as soon as possible to prevent loss of borrowing privileges. If you have questions or would like to discuss a payment plan, please contact your home library to make arrangements.

jeri (to Everyone): 9:42 AM: The wording is nicer - but we do not do payment plans

Brittany Smith (to Everyone): 9:42 AM: I think remove payment plan and it's good to go!

victoria muraiti (to Everyone): 9:42 AM: Maybe change it to discuss payment options

Claudia Corzine (to Everyone): 9:42 AM: "discuss payment options" yeah

Barb Webet (to Everyone): 9:42 AM: Love it.

Catherine Nemesnyik (to Everyone): 9:42 AM: Payment options

Christine (to Everyone): 9:42 AM: discuss payment options!

jeri (to Everyone): 9:42 AM: sounds good

Stephanie DeYoung (to Everyone): 9:42 AM: I like it

Sandra - AMS (to Everyone): 9:42 AM: Sounds better

Dawne Tortorella (to Everyone): 9:42 AM: 2 words Helen!!!

victoria muraiti (to Everyone): 9:42 AM: Will this be the permanent wording?

Julie L (to Everyone): 9:42 AM: Will this be temporary? And, for how long

Kat Buczek (to Everyone): 9:42 AM: I like the new wording

Laura Sonnek (to Everyone): 9:42 AM: Can they still be sent to collections?

Sue Feddersen (to Everyone): 9:42 AM: Sounds good

Betsy Webster (to Everyone): 9:42 AM: "possible" payment options

jeri (to Everyone): 9:43 AM: When we do run Unique - perhaps "materials recovery"

Dawne Tortorella (to Everyone): 9:44 AM: Can we keep this new wording and add back materials recovery charge

Laura Sonnek (to Everyone): 9:44 AM: Thanks!

victoria muraiti (to Everyone): 9:44 AM: I second that

Stephanie DeYoung (to Everyone): 9:44 AM: At what point are you starting to send billing notices again?

Sue Feddersen (to Everyone): 9:45 AM: I like that change

Vickie Totton (to Everyone): 9:47 AM: Not all libraries send to Unique

Vickie Totton (to Everyone): 9:48 AM: possible material recovery fees

Helen Pinder (to Everyone): 9:50 AM: Stephanie, at the moment we're looking at starting up the billing notices the last week in June/first week

in August.

Helen Pinder (to Everyone): 9:50 AM: *July

Stephanie DeYoung (to Everyone): 9:50 AM: Thanks, Helen

Kat Buczek (to Everyone): 9:52 AM: Why not in the RAILS bins?

Julie L (to Everyone): 9:52 AM: Why? No bins

Brittany Smith (to Everyone): 9:52 AM: Why? I have nothing else to use

Brittany Smith (to Everyone): 9:53 AM: I will just have piles everywhere

victoria muraiti (to Everyone): 9:53 AM: We don't have space for all those items.

Betsy Webster (to Everyone): 9:53 AM: How to "swap and drop" with other libraries?

Laura Sonnek (to Everyone): 9:53 AM: We have plenty of bins and no other place to put items.

Julie L (to Everyone): 9:53 AM: Agree

Brittany Smith (to Everyone): 9:53 AM: And we only have like 4 neighbors we would swap and drop- if we even do that

Rebecca Bartlett (LGS) (to Everyone): 9:53 AM: I spoke to the Continental sorting / RAILS delivery an they said they have additional blue bins at the Elmhurst warehouse

Sue Feddersen (to Everyone): 9:54 AM: Same here and we have tons of bins that will sit empty and take up more space

victoria muraiti (to Everyone): 9:54 AM: I don't think that is realistic for RAILS to ask libraries for that. Especially smaller libraries don't have space for this.

Julie L (to Everyone): 9:54 AM: I still do not understand no bins

Brittany Smith (to Everyone): 9:54 AM: I agree- I really think we do not have the man power and the space right now to be separating EVERY library out into piles

Dawne Tortorella (to Everyone): 9:55 AM: I think it is going to need to be a library by library decision

Rebecca Bartlett (LGS) (to Everyone): 9:55 AM: We're driving the books to the book drops at nearby libraries, and use the blue transit bins for SWAN libraries farther away.

Betsy Webster (to Everyone): 9:56 AM: Why can't we just put a transfer label on each item, put in blue bins, and hold them until RAILS resumes delivery?

Dawne Tortorella (to Everyone): 9:56 AM: That seems like a good compromise Rebecca. I think we are all going to have to juggle.

victoria muraiti (to Everyone): 9:56 AM: We were planning on putting everything we can't delivery to local libraries into bins and storing. Maybe sorting at a later time

Julie L (to Everyone): 9:56 AM: What is the latest on the idea of a delivery of the stuff that has been sitting at CTL?

Dawne Tortorella (to Everyone): 9:56 AM: If you don't plan to do any "swap and drop" with other libraries, you can label and put in bins.

Dawne Tortorella (to Everyone): 9:57 AM: but, that basically takes that material out of circulation for the duration.

Betsy Webster (to Everyone): 9:57 AM: Thanks!

Elizabeth De Jong (to Everyone): 9:58 AM: I was planning to ask local groceries stores for banana boxes and the like for storage until delivery starts up

victoria muraiti (to Everyone): 9:58 AM: Oh that is a great idea

Brittany Smith (to Everyone): 9:58 AM: has there been discussions recently about a timeline when RAILS and CTL will be thinking about starting delivery?

Julie L (to Everyone): 9:59 AM: Well, there will be lots and lots of material just sitting for the duration

Rebecca Bartlett (LGS) (to Everyone): 10:00 AM: I think it will be helpful to know what book drops are open - thanks to SWAN for making that list.

Julie L (to Everyone): 10:00 AM: If it is not safe for rails delivery, why is it safe for us to swap and drop?

Brittany Smith (to Everyone): 10:01 AM: most of our free space is around stacks- so it would be an ADA concern for staff working

victoria muraiti (to Everyone): 10:01 AM: were using library space for virtual programming

Dawne Tortorella (to Everyone): 10:01 AM: If a library is making a decision to open for curbside and quarantining material, the same safety measures you apply for those decisions apply for swap and drop opportunities.

Rebecca Bartlett (LGS) (to Everyone): 10:01 AM: Yes, but we're trying to quarantine items away from where staff are working, so we don't have unlimited space.

victoria muraiti (to Everyone): 10:01 AM: Meeting room will be the quarantine items

Helen Pinder (to Everyone): 10:02 AM: Can you temporarily move patron seating and furniture to make some room?

Susan Crowe (LGS) (to Everyone): 10:03 AM: Julie L had a good question that was not addressed. If it is not safe for rails delivery, why is it safe for us to swap and drop?

Lucas McKeever (to Everyone): 10:04 AM: We have a "recently returned" area in our circ work room where shelvers regularly go to grab things and distribute them throughout the library. To have one less space for people to look for "On Shelf" items and to prevent these shelves in a small space from being a common traffic jam, we are immediately moving items to their designated department after checking them in. We are now using our shelving in the circ work room to store other libraries' materials

Lucas McKeever (to Everyone): 10:06 AM: My pleasure

Naomi Taylor (to Everyone): 10:06 AM: If you find that you have a lot of items from a library that's further a field you might be able to arrange a swap/drop where you have someone from each library arrange a meetup spot. Just a suggestion.

Kay (to Everyone): 10:06 AM: why is it safe for us to handle the items, emptying book drops, sorting etc?

Liz Wald (to Everyone): 10:06 AM: Excellent idea, Lucas.

victoria muraiti (to Everyone): 10:07 AM: I like that idea Lucas. We have some shelves we could possibly do that with.

Julie L (to Everyone): 10:07 AM: Thanks, Lucas. Good idea!

Dawne Tortorella (to Everyone): 10:07 AM: Kay - that decision is made at the library level. So it is a question for your administration in evaluating reopening plans.

victoria muraiti (to Everyone): 10:07 AM: yes!

Kathryn McCabe (to Everyone): 10:09 AM: We currently open outside bookdrop for one day and then close it. Items are left in the bookdrop to quarantine for 72 hours, after being quarantied the items are collected and checked in.

Claudia Corzine (to Everyone): 10:11 AM: Where can I find the list of open book drops?

Claudia Corzine (to Everyone): 10:11 AM: I did try :) thank you!

Vickie Totton (to Everyone): 10:11 AM:

<https://support.swanlibraries.net/members/curbside-information>

victoria muraiti (to Everyone): 10:14 AM: The webinar is at 2pm today!

Dawne Tortorella (to Everyone): 10:14 AM:

<https://global.gotomeeting.com/join/905667101> - includes a short video

victoria muraiti (to Everyone): 10:16 AM: We were not planning on time slots

Dawne Tortorella (to Everyone): 10:16 AM: good to hear Brittany - that is what we thought would be the case. People are in cars so they are socially distanced anyway.

Carla Hibbard (to Everyone): 10:16 AM: Yesterday at Fireside a customized email message was shown that could be sent out with the checkout email, how do we see those samples again, and or sign up?
Thanks

Dawne Tortorella (to Everyone): 10:17 AM: send in a help ticket and the Fireside slides and recording is online

Dawne Tortorella (to Everyone): 10:17 AM:

<https://support.swanlibraries.net/covid-19/fireside-chats>

Betsy Webster (to Everyone): 10:17 AM: Do you leave the bags outside?

Carla Hibbard (to Everyone): 10:17 AM: thanks!

Vickie Totton (to Everyone): 10:18 AM:

<https://support.swanlibraries.net/covid-19/fireside-chats>

victoria muraiti (to Everyone): 10:18 AM: We are also having an outdoor table but it will be covered all around with clear plastic shower curtains to add a barrier

Dawne Tortorella (to Everyone): 10:18 AM: If you find people are bumping into each other at the table, will you change that plan?

victoria muraiti (to Everyone): 10:18 AM: so we can be protected and they can show us their id

Liz Wald (to Everyone): 10:19 AM: At CRS we are planning by last name too. We purchased a cell phone just for curbside and Youth/Adult staff will handle all incoming "library" calls.

Helen Pinder (to Everyone): 10:19 AM: Brittany, that sound similar arrangement to the school's pickup/ cleanout procedure. I need to go over there between 12-3pm and have the last name and classroom teacher written on a sheet of paper and displayed in the window or on the dashboard. They" drop in my trunk.

Jim Berg (to Everyone): 10:19 AM: Thanks for the info!

Terry (to Everyone): 10:19 AM: do you clean the table between pickups

Julie L (to Everyone): 10:19 AM: Rebecca, aren't you afraid of people congregating around the table?

victoria muraiti (to Everyone): 10:19 AM: It is a tent*

Vickie Totton (to Everyone): 10:19 AM: Slide 6 in the May 19 Fireside Chat has the email checkout receipt examples

Rebecca Bartlett (LGS) (to Everyone): 10:20 AM: We have a low volume in La Grange - only 86 items so I'm not as concerned about people congregating around the table

victoria muraiti (to Everyone): 10:20 AM: I think we will have to mark six feet markers on the ground. And we only bring out the item once they call to say they are there

victoria muraiti (to Everyone): 10:26 AM: But if we aren't swap and dropping it then why can't we check it out to the patron? It is not like it is going to the owning library any time soon

Thom Webb (to Everyone): 10:26 AM: but I can't get the materials back to the library

Thom Webb (to Everyone): 10:28 AM: yes it is; but it seems like it's going to make a lot of items just sit around and no one is going to get ot

Thom Webb (to Everyone): 10:28 AM: it

Jessica- FRS (to Everyone): 10:28 AM: So when processing delivery that has been sitting there since March, we don't check any items in, we just sort by the library it is going back to?

Thom Webb (to Everyone): 10:28 AM: understood, Dawne, thank you

Liz Wald (to Everyone): 10:31 AM: After checking out/in to MISSING, what is the items status?

Dawne Tortorella (to Everyone): 10:32 AM: up is down and down is up

Helen Pinder (to Everyone): 10:32 AM: Cats and dogs living together.

Jim Berg (to Everyone): 10:32 AM: Can you reiterate or clarify how we should handle holds left on the hold shelf for reciprocal borrowers?

Liz Wald (to Everyone): 10:32 AM: Thank you, Vicki.

Rebecca Bartlett (LGS) (to Everyone): 10:34 AM: We're also concerned about school library items, not knowing when the schools will re-open.

Catherine Nemesnyik (to Everyone): 10:39 AM: What are most libraries doing for the length of quarantine? We were doing 72 hours but now we don't know.

Rebecca Bartlett (LGS) (to Everyone): 10:39 AM: We were doing 5 days but switched to 7 days with the RAILS recommendation.

Liz Wald (to Everyone): 10:39 AM: CRS is doing 7 days.

victoria muraiti (to Everyone): 10:40 AM: 7

Elizabeth De Jong (to Everyone): 10:40 AM: So is South Holland

victoria muraiti (to Everyone): 10:40 AM: RFs will be doing 7*

Claudia Corzine (to Everyone): 10:40 AM: FPS 7 days

Jessica- FRS (to Everyone): 10:40 AM: Probably 7

Thom Webb (to Everyone): 10:40 AM: mts 3-7

Debbie Walsh (to Everyone): 10:40 AM: National University never closed - we have been quarantining material for 72 hours but the

challenge is our reserve collection

Sandra - AMS (to Everyone): 10:40 AM: We will be doing 7 days.

Dawne Tortorella (to Vickie Totton): 10:40 AM: is your tech services also using 7 days before unboxing new items?

Jim Berg (to Everyone): 10:40 AM: We're doing 72 hours.

Christine (to Everyone): 10:40 AM: BDD-72 hours

Thom Webb (to Everyone): 10:40 AM: after the time is over, yes

Dawne Tortorella (to Everyone): 10:40 AM: is your tech services also using 7 days before unboxing new items?

Sarah Marshall (to Everyone): 10:40 AM: We're also 72 hours. Checking in after quarantine

Sue Feddersen (to Everyone): 10:40 AM: after

Stephanie DeYoung (to Everyone): 10:40 AM: BLD is looking at 7 days

Sharon Shroyer (RSS) (to Everyone): 10:40 AM: RSS will be doing 7 days and checking in after quarantine

Sandra - AMS (to Everyone): 10:40 AM: checking them in after the 7 days

Thom Webb (to Everyone): 10:40 AM: yes

Teri W. -GHPLD (to Everyone): 10:40 AM: After quarantine

victoria muraiti (to Everyone): 10:40 AM: Checking them in after

Lucas McKeever (to Everyone): 10:41 AM: after

Liz Wald (to Everyone): 10:41 AM: Quarantining first....then checking in.

Karen (to Everyone): 10:41 AM: PHS is checking in on the 8th day

Jim Berg (to Everyone): 10:41 AM: checking in after quarantine

Laura Sonnek (to Everyone): 10:41 AM: we are checking in after time is over, in case holds would pop up for curbside

Sue Feddersen (to Everyone): 10:41 AM: Yes-all materials

Dawne Tortorella (to Everyone): 10:41 AM: Tech Services orders from vendors

victoria muraiti (to Everyone): 10:41 AM: We will quarantine those for 3 days

Sandra - AMS (to Everyone): 10:41 AM: Yes

victoria muraiti (to Everyone): 10:41 AM: Because they have been in boxes

Stephanie DeYoung (to Everyone): 10:41 AM: After the quarantine time is over

victoria muraiti (to Everyone): 10:41 AM: Correct

Debbie Walsh (to Everyone): 10:41 AM: not National, and I've been unhappy about this - thanks for the feedback. Our director thinks people will think we're dropping the ball if they still see them on their record when they know they have returned them...so she wants them checked in immediately

Julie L (to Everyone): 10:42 AM: Als 3 days at wrs - new items

Sue Feddersen (to Everyone): 10:42 AM: We are doing three days as well for orders. With the idea that they have traveled in a box for 2-3 days

victoria muraiti (to Everyone): 10:42 AM: Since they are spending time in delivery we figured that would be 3 days and we would only need to do 3 days to quaretime new items.

Catherine Nemesnyik (to Everyone): 10:42 AM: This has changed our whole way of thinking. We really need someone to say to do xxx amount of days.

Dawne Tortorella (to Everyone): 10:43 AM: Catherine - no one will at this point

Rebecca Bartlett (LGS) (to Everyone): 10:44 AM: I appreciate SWAN putting the information on the website - the new 7 day recommendation has caused confusion, since we already had some carts de-quarantining when RAILS said that.

Teri W. -GHPLD (to Everyone): 10:44 AM: Thank you Vickie.

Sue Feddersen (to Everyone): 10:44 AM: Agreed Dawne!

Liz Wald (to Everyone): 10:44 AM: We opted for the seven days because we are utilizing staff teams each working one day a week. So, the same team that took the materials into quarantine will also be the same team that checks them in.

victoria muraiti (to Everyone): 10:44 AM: I have another question. I've

heard that libraries are requiring staff that air travel or even car travel to another state to quarantine for two weeks. Also, I have heard that bathrooms are an area of concern. What are people doing for that?

Sarah Marshall (to Everyone): 10:45 AM: Victoria - we are going in in teams of 4-5 people per day. Each staff has their own toilet and sink for the day.

Julie L (to Everyone): 10:45 AM: Yes, thank you Dawne. People to people contact is the concern.

Jessica- FRS (to Everyone): 10:47 AM: HR source has recommendations for staff traveling. We assigned bathrooms, but not stalls/ sinks.

Lucas McKeever (to Everyone): 10:47 AM: This is our quarantine plan for materials returned to the library. I will say, we certainly have space which is a resource not every library has. One of our first stages or reopening may include converting that room into a socially distanced space for patrons, so we will have to reevaluate our process if this space is not available for quarantine anymore.

Lucas McKeever (to Everyone): 10:47 AM:
https://docs.google.com/document/d/1tFIUr-dxSexFVnTbODFqy-wo2AynV_qj71QcWmPwzBw/edit?usp=sharing

Frankie (to Everyone): 10:47 AM: For those libraries that are doing staff groups/teams, what is your plan if someone from that group/team get sick. Does the whole group/team need to be quarantined?

Dawne Tortorella (to Everyone): 10:48 AM: Lucas - can we share this in the support site opening plans?

Julie L (to Everyone): 10:48 AM: Frankie, yes, that is the plan

Lucas McKeever (to Everyone): 10:48 AM: It is part of our larger plan that we can hopefully share. Would you prefer to wait for that full plan, or just use this as-is for now?

Sarah Marshall (to Everyone): 10:49 AM: Frankie, yes. One of the reasons we are doing teams is for that reason. Contact tracing etc. We don't want the whole staff having to quarantine if we don't adhere to teams.

Frankie (to Everyone): 10:49 AM: Thanks Julie!

Lucas McKeever (to Everyone): 10:49 AM: Either way is fine with me, Dawne

Liz Wald (to Everyone): 10:49 AM: Yes, Frankie, the whole team would quarantine. Then another team would fill in the gap OR we just don't operate that day of the week.

Dawne Tortorella (to Everyone): 10:49 AM: Lucas - we can share this part and update when you get the full plan approved. Thank you

victoria muraiti (to Everyone): 10:50 AM: We unfortunately can't really do teams. We have certain staff that will come on certain days.

Thom Webb (to Everyone): 10:50 AM: you'd have to, right? symptoms don't show up right away

Sarah Marshall (to Everyone): 10:50 AM: Hmm, good question. What is the incubation period? I would want to just shut down the whole team.

Catherine Nemesnyik (to Everyone): 10:50 AM: It happened in our school. The staff still had to be quarantined for 14 days. The first test was negative.

Liz Wald (to Everyone): 10:50 AM: Yes because someone that tests negative one day could test positive the next.

victoria muraiti (to Everyone): 10:52 AM: Can you share that Brittany?

Thom Webb (to Everyone): 10:52 AM: send it please

Helen Pinder (to Everyone): 10:52 AM: CDC site says "If you test negative for COVID-19 by a viral test, you probably were not infected at the time your sample was collected. However, that does not mean you will not get sick. The test result only means that you did not have COVID-19 at the time of testing."

Brittany Smith (to Everyone): 10:53 AM: whatever way is easiest- just let me know!

Brittany Smith (to Everyone): 10:53 AM: got it

victoria muraiti (to Everyone): 10:54 AM: Yes, thank you so much for this Juan. I have been thinking about this

Helen Pinder (to Everyone): 10:56 AM: Perhaps consider allowing music to be played at respectful volumes or with headphones? Could help ease the tension :-)

Julie L (to Everyone): 10:57 AM: To be clear, if we chose to allow for RB patrons to pickup, can we place the hold in WorkFlows?

Helen Pinder (to Everyone): 10:58 AM: Good point, Lucas!

Dawne Tortorella (to Everyone): 10:58 AM: No Julie - it will not work. It will be a patron to staff conversation; pull the item off the shelf and check out to that exception patron

Julie L (to Everyone): 10:59 AM: Got it.

Linda (to Organizer(s) Only): 11:00 AM: We have done 2 Zoom Meetings with all staff and it was just good to see everyone and talk to everyone to see how they are coping.

Thom Webb (to Everyone): 11:01 AM: you can have my two puppies

Dawne Tortorella (to Everyone): 11:01 AM: guess Peggy isn't suited to bank robbery

Emily Foster - Itasca (to Everyone): 11:01 AM: I offered to buy my team members their own masks with fun prints

victoria muraiti (to Everyone): 11:01 AM: Same peggy

Kay (to Everyone): 11:01 AM: agree

Barbara Bronkala (to Everyone): 11:01 AM: me too

victoria muraiti (to Everyone): 11:01 AM: I bought all cat masks!

Linda (to Organizer(s) Only): 11:01 AM: Peggy! It's not just you!

Sarah Marshall (to Everyone): 11:01 AM: I feel disorientated because I can't see with my foggy glasses.. trying a few different solutions haha

Judy Bloecks (to Everyone): 11:01 AM: I wear glasses and they fog when I wear the mask

Sharon Shroyer (RSS) (to Everyone): 11:02 AM: Not just you, Peggy. I'm claustrophobic with it on

Veronica Trujillo (to Everyone): 11:02 AM: agree

Lucas McKeever (to Everyone): 11:02 AM: It definitely is. It is also difficult to remain hydrated when something is keeping you from regularly drinking water at your workspace

Liz Wald (to Everyone): 11:02 AM: Yes.....I have asthma and the mask makes my air exchange very difficult .

victoria muraiti (to Everyone): 11:02 AM: Oh the fogging is so

annoying with the glasses

Emily Foster - Itasca (to Everyone): 11:02 AM: I've learned I do not have a face for masks

Brittany Smith (to Everyone): 11:02 AM: it's hard but I got a better mask- and it definitely helped. I had to try a few 'types' and 'styles' to get one that helped a bit more!

Helen Pinder (to Everyone): 11:02 AM: I saw a good hack for wearing masks with glasses. I'll post it in the forum.

jeri (to Everyone): 11:02 AM: I keep it below my nose until I encounter someone

Emily Foster - Itasca (to Everyone): 11:02 AM: yes Victoria! I bought a sea otter mask

jeri (to Everyone): 11:02 AM: Thanks Helen!

Jim Berg (to Everyone): 11:02 AM: It is difficult to breathe wearing them.

Catherine Nemesnyik (to Everyone): 11:02 AM: Thank you.

Sharon Shroyer (RSS) (to Everyone): 11:03 AM: Try washing the glasses with soap and water. it is supposed to help the fogging

Emily Foster - Itasca (to Everyone): 11:03 AM: talking is the worst part, I feel like I'm chewing on the fabric

victoria muraiti (to Everyone): 11:03 AM: Yes, I find myself yelling more with a mask on haha

Sharon Shroyer (RSS) (to Everyone): 11:03 AM: straw works for me

jeri (to Everyone): 11:04 AM: We've agreed to monitor each other

Karen (to Everyone): 11:05 AM: We've talked about that. nicely chosen words should be used to respond to those cases and we can take offense.

Julie L (to Everyone): 11:05 AM: If you are in your office alone, why no coffee? We are not allowing office visits... makes it difficult for evals.

Karen (to Everyone): 11:05 AM: *can't

Emily Foster - Itasca (to Everyone): 11:06 AM: we just used zoom

Emily Foster - Itasca (to Everyone): 11:06 AM: for our wvalhations

Rebecca Bartlett (LGS) (to Everyone): 11:06 AM: We're going to do

evals over Zoom this month

Catherine Nemesnyik (to Everyone): 11:06 AM: I had mine through Zoom.

Emily Foster - Itasca (to Everyone): 11:06 AM: evaluations! I know how to spell

Sandra - AMS (to Everyone): 11:06 AM: We are not doing evaluations.

Sue Feddersen (to Everyone): 11:06 AM: We did evaluations over zoom or facetime

jeri (to Everyone): 11:06 AM: We changed ours to a 16 month review period this year. We will have meetings in September

Thom Webb (to Everyone): 11:06 AM: we haven't even discussed it tbh.

jeri (to Everyone): 11:07 AM: So they can be face to face - hopefully

Lucas McKeever (to Everyone): 11:07 AM: We are holding off for now

Terry (to Everyone): 11:09 AM: our fiscal year ends June 30th. Has Illinois mentioned if Iplar will be extended?

Dawne Tortorella (to Everyone): 11:09 AM: not planned to be

Dawne Tortorella (to Everyone): 11:10 AM: since people are on different cycles for FY

Teri W. -GHPLD (to Everyone): 11:10 AM: For those who have automatic materials handlers, how are you handling cleaning?

Terry (to Everyone): 11:10 AM: thank you

Rebecca Bartlett (LGS) (to Everyone): 11:10 AM: We're doing our IPLAR now - they are not extending. It's been fun - not!

Peggy Tomzik (to Everyone): 11:10 AM: Julie I can't drink coffee with a mask because I stink at tying my mask in the back and I don't want to keep retying it. :(

Christine (to Everyone): 11:10 AM: We are just wiping it down

victoria muraiti (to Everyone): 11:10 AM: So are other libraries requiring staff that travel to quaretine? It wasn't really answered earlier

Julie L (to Everyone): 11:11 AM: Peg, if you are alone, why a mask? Is your office in an open area?

Vickie Totton (to Everyone): 11:11 AM: Are you quarantining materials before you put them through?

victoria muraiti (to Everyone): 11:11 AM: I thought the RAILS ppe video said that you can take your mask off to drink and eat

Teri W. -GHPLD (to Everyone): 11:11 AM: Thank you.

jeri (to Everyone): 11:12 AM: Yes

jeri (to Everyone): 11:12 AM: yes - if we know about it

Liz Wald (to Everyone): 11:12 AM: Not at CRS.

Stephanie DeYoung (to Everyone): 11:12 AM: Traveled where? out of state? out of country? by car? by plane?

Claudia Corzine (to Everyone): 11:13 AM: Someone mentioned HR Source guidelines on travel, any links for that?

jeri (to Everyone): 11:13 AM: and we ask them to disclose - but, you know.

Karen (to Everyone): 11:13 AM: Can you go over the reports from Distribution Services as far as when those reports should be processed?

victoria muraiti (to Everyone): 11:13 AM: I think we are saying if they air travel then two weeks

victoria muraiti (to Everyone): 11:13 AM: but car no

jeri (to Everyone): 11:14 AM: I think I can find the HR Source link. That is what prompted our decision

Liz Wald (to Everyone): 11:14 AM: At some point you have to trust that your staff is taking all necessary precautions in and out of work.

Dawne Tortorella (to Everyone): 11:14 AM:

<https://support.swanlibraries.net/covid-19/resources>

victoria muraiti (to Everyone): 11:15 AM: Could you share the HR link please

Dawne Tortorella (to Everyone): 11:15 AM: we will add the OPL Library guidelines on this page

jeri (to Everyone): 11:15 AM: Will do

jeri (to Everyone): 11:15 AM: or a forum - because I'll need some time to look for it.

Sharon Shroyer (RSS) (to Everyone): 11:17 AM: any news on if we will get one delivery from Rails to clear out what they are holding?

Thom Webb (to Everyone): 11:17 AM: what do we need to do to extend the digital cards—sounded like you might automatically do it closer to the 15th?

Karen (to Everyone): 11:17 AM: Perfect. Thank you.

Thom Webb (to Everyone): 11:19 AM: so no ticket required? thank uku

Karen (to Everyone): 11:19 AM: You will do that automatically for all libraries?

Thom Webb (to Everyone): 11:19 AM: you

Thom Webb (to Everyone): 11:21 AM: nope. good luck everybody!

Lucas McKeever (to Everyone): 11:21 AM: Thank you!!

LK (to Everyone): 11:21 AM: Thank you. Stay safe and well.

Judy Bloecks (to Everyone): 11:21 AM: ty

victoria muraiti (to Everyone): 11:21 AM: thank you!! stay safe

Sarah Marshall (to Everyone): 11:21 AM: Thank you! Stay safe!

Dawne Tortorella (to Everyone): 11:21 AM: that doc is added now - <https://support.swanlibraries.net/covid-19/resources>

Dawne Tortorella (to Everyone): 11:21 AM: for tech cleaning

Barbara Bronkala (to Everyone): 11:21 AM: thank you

Debbie Walsh (to Everyone): 11:21 AM: Thanks everyone! Great information!

Jim Berg (to Everyone): 11:22 AM: Thanks everyone!

Raleigh (to Everyone): 11:21 AM: Thanks!

Teri W. -GHPLD (to Everyone): 11:22 AM: Thank You All

Catherine Nemesnyik (to Everyone): 11:22 AM: Thank you.

Kathy Zaleta (to Everyone): 11:22 AM: Thank you stay safe