

Chat Log C:\Users\SamanthaDietel\OneDrive - System Wide Automated Network\Documents\ChatLog SWAN Acquisitions Users Meeting 2020_06_11 10_20.rtf

Rebecca Bartlett (LGS) (to Everyone): 9:37 AM: We're using these on-order item records, and it has been helpful during the library closure - LGS patrons can still place holds even if the item is still on order.

Ann Marie Lindsey (to Everyone): 9:40 AM: Glen Ellyn has no issues

Margaret Anderson (to Everyone): 9:40 AM: The advantage is that Enterprise displays better for OnOrder items.

Becky Shields from OPPL (to Everyone): 9:40 AM: We do use this and have just had to be aware that the creation date could be old so when cataloging we might not want to use it because it could affect reports we run.

Melissa Siddiqui (to Everyone): 9:40 AM: I have only recently encountered an issue with Midwest Tape, but I see that is next on the agenda.

Mary Clapp (to Everyone): 9:41 AM: I think this will work, looking forward to testing it.

Amy Weiss (to Everyone): 9:43 AM: Another problem is they are not putting a 024 - UPC #. Confusing when trying to match records

Pam Taylor (to Everyone): 9:44 AM: Oak Lawn is not having any problems at this time.

Melissa Siddiqui (to Everyone): 9:44 AM: After the initial upgrade, I was able to place orders without any issue. Only just this week have I encountered errors. Perhaps there was a change made afterwards.

Melissa Siddiqui (to Everyone): 9:45 AM: I sent in a ticket but haven't heard back.

Melissa Siddiqui (to Everyone): 9:45 AM: The error stated was "Auto ID not working". This is from the bib order load report.

Melissa Siddiqui (to Everyone): 9:45 AM: Yes.

Marie Costuna (to Everyone): 9:46 AM: CSD is not having any problems. A little bit late receiving order acknowledgement from MWT since upgrade.

Pam Taylor (to Everyone): 9:47 AM: Oak Lawn was surprised by the update and had to communicate with the vendor with some questions on

the changes. We initially had problems with grids but that has been resolved.

Marie Costuna (to Everyone): 9:48 AM: MWT provided webinars about upgrade.

Pam Taylor (to Everyone): 9:48 AM: Oak Lawn auto generates.

Ann Marie Lindsey (to Everyone): 9:48 AM: Glen Ellyn uses unique POs

Ann Marie Lindsey (to Everyone): 9:49 AM: Auto ID issues

Ann Marie Lindsey (to Everyone): 9:49 AM: All fabulous

Ann Marie Lindsey (to Everyone): 9:49 AM: I know

Ann Marie Lindsey (to Everyone): 9:50 AM: What was the question

Erica Sanchez (to Everyone): 9:50 AM: I didn't have any issues the last time I submitted an order

Ann Marie Lindsey (to Everyone): 9:53 AM: I have not had any issues with ordering from Ingram or Midwest Tape. Receiving is also going well. Although, not as efficient.

Dawne (to Everyone): 9:54 AM: Do you guys have split work schedules and has it impacted how you process orders?

Amy Weiss (to Everyone): 9:55 AM: [crickets]

Marie Costuna (to Everyone): 9:55 AM: Working part-time from home. Placing an orders from MWT and B&T and no issues. Tuesday and Thursday working at the libraries.

Margaret Anderson (to Everyone): 9:58 AM: I email them right after a successful roll-over, asking them to change fiscal year on all outstanding orders to the new year. This year, they replied a little late probably due to staffing.

Ann Marie Lindsey (to Everyone): 9:59 AM: I always call the vendor prior just to make sure nothing has changed on their end before doing the rollover.

Becky Shields from OPPL (to Everyone): 10:00 AM: We do usually let B&T know in advance so they can change the fiscal year on PO#s that are on backorder and makes receiving future EDI invoices easier. Also, sometimes they will try to push us more of our items before our fiscal year ends.

Margaret Anderson (to Everyone): 10:01 AM: Not thru Curt or Tech. My

regular support person.

Marija Stancov (to Everyone): 10:02 AM: LSS contacts Cassandra (last name Condit, I think)

Marija Stancov (to Everyone): 10:02 AM: for rollover, yes

Melissa Siddiqui (to Everyone): 10:04 AM: OBD uses a BCA report called "List Holds on Items by Item Status". The item status we select is "on-order".

Marija Stancov (to Everyone): 10:04 AM:

Cassandra.Condit@baker-taylor.com

Margaret Anderson (to Everyone): 10:04 AM: we use same report. We list the status as On Order or Available Soon.

Ann Marie Lindsey (to Everyone): 10:08 AM: Once our materials are received, our current Location flips to AVAIL_SOON. No longer on_order. Would this report work in this case?

Margaret Anderson (to Everyone): 10:09 AM: Yes, we select both.

Ann Marie Lindsey (to Everyone): 10:09 AM: Thank you

Ann Marie Lindsey (to Everyone): 10:13 AM: Ingram only has 50% staff in warehouse, but no issues with shipments. They will also setup our accounts to limit the number of items shipped every week so not to be overwhelmed by boxes. Midwest is back on track. No issues with communication with either Ingram or Midwest

Marija Stancov (to Everyone): 10:13 AM:

Amanda Wilson amanda.wilson@baker-taylor.com was really helpful regarding reshipping packages. We've got our package, yeah!

Mary Jane Frank (to Everyone): 10:15 AM: I had good communication with Mike Riedeman at Midwest Tape during the stay-at-home

Dawne (to Everyone): 10:17 AM: everyone wants to get processing their overflowing orders!

Marie Costuna (to Everyone): 10:18 AM: Thank you.

Ann Marie Lindsey (to Everyone): 10:18 AM: Miss you guys

Mary Clapp (to Everyone): 10:18 AM: Thank you, very helpful as usual.

Donna Bailey (to Everyone): 10:19 AM: Thank You!

Laura Folliard (to Everyone): 10:19 AM: Thank you all!

Colleen White (to Everyone): 10:19 AM: Thank you!