

Chat Log C:\Users\dawne\OneDrive - System Wide Automated Network\Desktop\Documents\ChatLog SWAN Circulation Advisory 2020_07_15 10_45.rtf

victoria muraiti (to Everyone): 9:32 AM: Here!

victoria muraiti (to Everyone): 9:32 AM: No audio!

Jeri Cain (to Everyone): 9:41 AM: We use it to process the holds trapped through checking in.

Jeri Cain (to Everyone): 9:42 AM: Because patrons can see apickup date when trapped - we want to get tohose out sooner

Samantha (to Everyone): 9:43 AM: Sounds like a good reason to use the wizard, Jeri. thanks!

Laura Sonnek (to Everyone): 9:45 AM: Hi, will you be getting director feedback/approval?

Pam Kamin - BLD (to Everyone): 9:48 AM: there's a bra report that lists available holds on hold shelf 10+ days. that report could be altered to a greater number of days and used as a way to monitor missing holds

Pam Kamin - BLD (to Everyone): 9:48 AM: that should say BCA report

Sue (to Everyone): 9:49 AM: sounds good to me

SWAN Libraries (to Everyone): 9:57 AM: yes, email

Jeri Cain (to Everyone): 9:59 AM: for those libraries that checked available holds out to patron accounts - how was the transition back to email notification

Jeri Cain (to Everyone): 10:00 AM: thank you

Sue (to Everyone): 10:00 AM: same at BVD

Liz Wald (to Everyone): 10:00 AM: Notices working GREAT at CRS!

Brittany Smith (to Everyone): 10:01 AM: notices are working great for WMS- and we definetly have a rush post 2pm for pickups!

Peggy Tomzik (to Everyone): 10:02 AM: Is there somewhere we can go on the SWAN website to see the wording of all the notices

Peggy Tomzik (to Everyone): 10:02 AM: Got it!

Samantha (to Everyone): 10:03 AM: Here is a link, scroll to the bottom.
<https://support.swanlibraries.net/documentation/64674>

SWAN Libraries (to Everyone): 10:08 AM:

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

SWAN Libraries (to Everyone): 10:09 AM: this site is live - just not the specific library pages for databases. Links work, just have to know exact URL

SWAN Libraries (to Everyone): 10:11 AM: watch this video (~40 minutes) for the whole update from Robin

<https://support.swanlibraries.net/tutorial/76697>

victoria muraiti (to Everyone): 10:24 AM: I have a question about Dawne's email she sent out

Brittany Smith (to Everyone): 10:25 AM: YAYYYYYYYYYY CHERYL!!!

victoria muraiti (to Everyone): 10:25 AM: Aww we will miss you!!

Robin Hofstetter (to Everyone): 10:25 AM: Congratulations!

Jane (to Everyone): 10:25 AM: Congratulations - enjoy!

Sandra-AMS (to Everyone): 10:25 AM: Congrats!

Laura M. (to Everyone): 10:25 AM: I also have a question about Dawne's email sent out yesterday.

BDD (to Everyone): 10:25 AM: Congrats!!!!!!!!!!!!!!

Sue (to Everyone): 10:25 AM: CONGRATULATIONS!

victoria muraiti (to Everyone): 10:25 AM: Congrats!!

Peggy Tomzik (to Everyone): 10:25 AM: Congratulations Cheryl!
Much happiness in retirement.

Tara Wood (to Everyone): 10:26 AM: Congratulations Cheryl!

victoria muraiti (to Everyone): 10:26 AM: With the email that Dawne emailed. If we are currently quarantining items before checking them in, do we need to still quarantine them in the bins?

Teri W.--GHPLD (to Everyone): 10:26 AM: Congratulations on your retirement, Cheryl.

Jane (to Everyone): 10:27 AM: Is anyone distributing the museum passes? A staff member just came and told me she received a request.

victoria muraiti (to Everyone): 10:27 AM: OK Thanks!!

Pat Sinacore (to Everyone): 10:28 AM: Are we allowed to quarantine in the bins now?

Jane (to Everyone): 10:28 AM: thank you

Sue (to Everyone): 10:28 AM: same at BVD

Sandra-AMS (to Everyone): 10:29 AM: Same at AMS

SWAN Libraries (to Everyone): 10:29 AM: If you are pulling/staging bins in line to be picked up by RAILS, you can stage those in bins (pull and quarantine before sending in delivery), but do not use bins in your check-in quarantining process

SWAN Libraries (to Everyone): 10:29 AM: Some of your local procedures may adjust a bit as patrons are IN the library and may touch items.

victoria muraiti (to Everyone): 10:31 AM: Are other libraries quarantining items if they allow patrons in?

Norma Rubio (to Everyone): 10:31 AM: I'm in contact with someone with museum passes and they are saying they are working on museums accepting passes. Patrons do need to see if museum are open.

Pat Sinacore (to Everyone): 10:31 AM: Thanks!

Jeri Cain (to Everyone): 10:32 AM: yes

Sue (to Everyone): 10:32 AM: YES

Liz Wald (to Everyone): 10:32 AM: Yes

victoria muraiti (to Everyone): 10:32 AM: Thank you, that is helpful.

Juan Estrada (to Everyone): 10:32 AM: Is any library allowing their patrons to sit in the library? If not now when are you planning to allow them to do so?

Debbie Sheehan (to Everyone): 10:33 AM: We will be adding limited seating this week.

Brittany Smith (to Everyone): 10:33 AM: nope- and unfortunately no timeline

Cheryl Pawlak (to Everyone): 10:33 AM: Not yet, except at the computers

Jane (to Everyone): 10:33 AM: We are - one per table - not comfy chairs - two hour limit

Brittany Smith (to Everyone): 10:33 AM: we have one chair for anyone who needs to sit for a moment

Sue (to Everyone): 10:33 AM: yes one chair per table. two hour per day in the building

Jane (to Everyone): 10:33 AM: One per table, no soft seating - two hour limit

Debbie Walsh (to Everyone): 10:34 AM: NUHS never closed, so we have let people use the building throughout - it hasn't been easy - we've had many tussles with students not taking this very seriously - if anyone needs procedural information, they can contact me

Liz Wald (to Everyone): 10:34 AM: No at CRS. Will reassess when governor moves to phase 5. Limiting stays to 1 hour.

Jeri Cain (to Everyone): 10:34 AM: Does anyone agree that this crazy pandemic has opened the door to several opportunities for some of the "issues" we have discussed over the years - like fines and all that has to do with that? Loan periods, Item types, damage and billing?

Sandra-AMS (to Everyone): 10:35 AM: We will not be open for the public anytime soon. Board will vote next month for appointment basis only starting October 1st.

Juan Estrada (to Everyone): 10:35 AM: It is a good time to go fine free

Jeri Cain (to Everyone): 10:35 AM: To create a more consortium like environment

Brittany Smith (to Everyone): 10:35 AM: Yes! I finally got us closer to one loan period for everything - still working a bit, but better than before!

Liz Wald (to Everyone): 10:36 AM: CRS moving to fine free.

SWAN Training (to Everyone): 10:36 AM: Many libraries are being much more forgiving regarding "damage."

Jeri Cain (to Everyone): 10:37 AM: I notice the fine free bandwagon but I am also hearing NEVER as a privilege expiration date and other ways we could streamline the customer experience

Liz Wald (to Everyone): 10:37 AM: Vicki & Crystal were awesome in helping CRS move towards fine free.

Jeri Cain (to Everyone): 10:37 AM: That too - damage - perhaps we are in a place to come to agreement on billing each other...

Brittany Smith (to Everyone): 10:38 AM: WMS is moving towards

NEVER- board will most likely vote in teh fall

Brittany Smith (to Everyone): 10:38 AM: since it's on a policy they need to approve

Jane (to Everyone): 10:39 AM: I have to thank SWAN staff for being so helpful.

victoria muraiti (to Everyone): 10:41 AM: So ready to be back to the hold shelf.