

Question Asked	Answer Given	Answerer
Can this message be customizable by library. Like adding a link to our suggest a purchase form.	The Enterprise banner messages can be customized by library. The links can go back to your library website for details.	Aaron Skog
Have 3 SWAN libraries started curbside pickup this week, as indicated in survey?	There are definitely 2 starting this week.	Aaron Skog
Would you mind clarifying why we should be processing the March (existing) hold shelf items first again?	The reason to process your existing items on the hold shelf is that these items are in some odd states such as in-transit to another library and not for that patron who may still want them. These items will likely be something these patrons are waiting for and it could be a good practice run for library staff to go through and prepare these for pickup or home delivery.	Aaron Skog
Do we send information to help@swanlibraries.net for our enterprise banner?	Yes, send your exact wording, date you want to go live, and any embedded link to help@swanlibraries.net. In the Subject, use "Enterprise Banner Update Request" to help us organize your request.	Dawne Tortorella
National University will be opened next Monday - our "needs" will have to be met differently	Our Academic and School libraries have unique needs and deadlines, we will work with you to set appropriate parameters, due dates, and restrictions, as needed. That goes for our Special libraries too.	Dawne Tortorella
Last week Westchester started organizing a group purchase of hand sanitizer from Team One for us and neighboring libraries. Should we hold off on that since SWAN may do this? Thanks.	This is a great idea and we agree that some library regions should collaborate together for bulk purchases.	Aaron Skog
Do we already have a text message feature within WorkFlows?	Yes, but it is one-way from you to the patron. The patron cannot reply to Symphony WorkFlows.	Aaron Skog
items that are 'on order' aren't holdable. any way to change that?	The SWAN answer will require you to ask for us to call you for a consultation session. Some libraries are not using Acquisitions which means our answer will vary.	Aaron Skog
Owning library materials returned to owning libraries from March and April months, can they be checked in and shelved?	Yes, as long as you have observed a 72 hour quarantine.	Vickie Totton
Sorry if I missed it--is the FFFN video also Is the FFFN video also on the same training video page?	Yes! You can find it here: https://support.swanlibraries.net/documentation/70788	Tara Wood
If we do turn off due dates on June 3, does billing and collections also start June 3, or does that resume at a later date?	We have not yet determined when our notices will resume, stay tuned to this space for more information!	Vickie Totton
Can UNIQUE use languages other than English?	As Dawne noted, this is a communication tool, so if your staff can respond in other languages, you should be fine.	Aaron Skog
Will notices of available holds be sent as soon as holds are unsuspended and trapped?	No, we are not resuming hold pickup notices at this time	Vickie Totton
How long after unsuspending holds will holds available notices begin to be sent	Holds available notices will be suspended indefinitely until operations return to a more acceptable norm and the Stay-at-home order is totally lifted.	Dawne Tortorella
Just need clarification... Patrons can't place holds on material we don't own at the home library? Then how will we know to purchase? Or, can they still place holds, but the holds are suspended immediately?	We will be working on reports for "popular material" to assist in purchase alerts. We also have the banner on Enterprise to encourage patrons to contact their library.	Vickie Totton
So the new BCA report on holds for unowned titles is only good for existing holds and it won't be updated? Pulling it once is sufficient?	Yes, since patrons can no longer place holds for items not owned by your library that is true. However, patrons may cancel holds if they find an alternate source, so you may want to check this report periodically. We will also offer some discussion/workshops on using High Demand Holds consortium-wide to anticipate titles to order.	Dawne Tortorella
Comment rather than question - I think due date needs to be several weeks after stay at home order ends, whenever that is.	If the Illinois Stay-at-home order is extended, we will need to extend due dates to reflect this. We agree that having a strict due date which is during stay-at-home is not in the spirit of the order and public safety.	Dawne Tortorella
I had the same problem and I let our Tech Mgr know the title of the email, and he was able to push it thru.	Yes, for some libraries, the spam filters or email anti-phishing settings could prevent your email account from getting the message. So make sure to pursue this with your library IT.	Aaron Skog
Could items get stuck because a patron from another library has a hold higher up on the queue than one of our home patrons?	No, your items will fill the holds for your patrons, not another library's patrons	Vickie Totton
Will there be a difference for libraries offering delivery?		

The Unique communication tool... will there be a per library cost, or will SWAN cover that cost?	Our plan is to provide this service within the existing budget for Unique which covers our notice printing/mailling. Since notices have not been going out, this additional service can be offered. If the curbside/limited service model extends for more than 3 months, we will examine costs and services to provide the best messaging tools within our budget. SWAN will cover the cost and can provide the cost per library if this is a service libraries wish to continue once we are on the other side of this pandemic.	Dawne Tortorella
For curbside pick-up, there's a question about patrons losing time with their items if we check them out at the time we pull them and they don't come to pick them up for 5-7 days. Does anyone have a solution on how they are going to handle this?	Yes, that is true, but you can always extend due dates. Or, if you go Fine Free for Now, you can include messaging within your curbside indicating "don't worry about due dates - we are here to serve"	Dawne Tortorella
Will hold pick lists be available once we are ready to start curbside pick-up?	Yes, that is part of the gears we turn to get you ready for curbside. We change configuration settings and reports for your libraries on a Monday, which activates everything for Tuesday, with a curbside target of Wednesdays.	Dawne Tortorella
How quickly after these conclude are the recordings usually available?	We try to post the video by the end of the day Tuesday.	Aaron Skog
But we won't be able to get the items back to their home libraries until delivery resumes, correct?	Yes and no - not through delivery, but we have creative problem solvers who are already considering ways to swap stuff once it is returned.	Dawne Tortorella
We can coordinate a hostage exchange, as it were?	We will gather and share creative ideas for exchange of materials	Dawne Tortorella
are holds automatically copy holds? or if we check in an item from another library (after quarantine), might it pop a hold for our patron that we can then fill?	All holds placed in Enterprise are title level holds. We always recommend placing title level holds. The system configuration automatically takes care of matching patron library and item owning library to match the right items in the hold queue.	Dawne Tortorella
Can call#/item maintenance be resumed for technical services processors?	Yes, in fact we have some sites who have been processing this sort of work all along.	Scott Brandwein
For those of us on devices, it appears that GoToWebinar uses a different app than GoToMeeting?	Testing out the questions and answers - yes, you might need to download a separate app.	Tara Wood
So patrons can still search by "all libraries", they just can't place holds if it's not their home library item?	This is correct. The search of all libraries is not the default, but patrons can still select all libraries.	Aaron Skog
Question about checking out holds to patrons rather than trapping them. We don't feel comfortable checking the item out immediately and would rather trap the holds. If we check the items in, wouldn't it trap the hold rather than moving it onto the next location?	The process of checking the item out rather than trapping the hold was put in place to limit the number of people handling the item. If you are concerned about patrons losing out on time you can extend the due date at time of checkout	Vickie Totton
What about courtesy notices and overdue notices?	With due dates currently set to June 3, we are monitoring the situation and when it is best to turn these back on. Prior to June 3, we will be turning on automatic renewals which includes notices. It is a balancing act we are continuously monitoring.	Dawne Tortorella
what will happen with items that are not owned by our library but are returned to our library. Will those items be able to fill our patron holds or will they will be just waiting until delivery resumes?	This a tough question. They won't fill a hold for your patron, but what happens with those items if the library that owns the library is closed? We think the library staff should make a decision if that item in hand could be used to research if the item should sit in a box or check it out to that patron who could use it for 3 weeks. But you should also consider some library to library exchanges, aka "bootleg delivery."	Aaron Skog
Just FYI I have an order coming from Team One. They were very responsive, friendly, and confirmed the order and shipping within one day.	Good to hear!	Aaron Skog
Also, it is not our L2 login? I just tried that, so I need to contact help@swanlib.... for a login	Correct, the forums SWAN has provided is not integrated with the L2 system at this time. It requires a separate login and password.	Aaron Skog
Yes, we reached out to neighbors who are on our driving routes home and will be able to put in their bookdrops.	This is such an excellent idea and we will likely reach out Tiffany asking you to share how you went about that process.	Dawne Tortorella
Where is the forum section?	forums.swanlibraries.net is the standalone site, or look under support.swanlibraries.net under the Members menu link	Aaron Skog
What is the URL for the archive? I cannot see it.	https://support.swanlibraries.net/covid-19/fireside-chats	Tara Wood