

Question Asked	Answer Given	Answerer
I'm sorry, but where is the curbside information page?	it is on the SWAN website https://support.swanlibraries.net/members/curbside-information	Crystal Vela
How do we order PPE from SWAN?	I will be posting an online order form with hours to pick up supplies at our headquarters in Westmont. Announcement later this week once our final shipment of PPE supplies arrives.	Aaron Skog
how does the text number work if you only have a landline	Unique will be setting you up with a phone number specifically for Curbside Communicator. They're working to match these to your area code.	Steven Schlewitt
Was yesterday's SWAN X program recorded?	We have been recording all of the SWANx Web Series events. This event recording is here - https://support.swanlibraries.net/tutorial/72443 Look for training and event recordings under Meetings & Trainings > Tutorials & Training Resources https://support.swanlibraries.net/meetings-trainings/tutorials/search	Steven Schlewitt
Will delivery pick up what we have here on that one day delivery day?	This is a question for RAILS, but I believe they will pick up bins. But don't quote me on it. We are about a month away from this quick delivery restart.	Aaron Skog
if it is safe for staff to deliver items to neighboring libraries, why can't rails start delivery?	I think the huge volume of material within the SWAN resource sharing platform is extremely daunting at this time. The libraries thinking about doing some "bootleg delivery" is very low volume and it would be dropped into book returns.	Aaron Skog
I'm glad we're not blowing up anyone with a cannon.	You would not believe how often t-shirt cannons come up in SWAN staff meetings!	Aaron Skog
So the holds via curbside communicator are not the holds already placed in the system? They are unique holds via the communicator tool?	The Communicator tool is just a tool to chat with patrons via text. The holds are in the Symphony ILS.	Aaron Skog
Are face shields masks or plastic shields that hang down over your face?	The face shields are listed in the SWAN COVID-19 page under the PPE link. The shield is clear plastic, extremely light and you would wear a face mask. The shield will really help with staff processing returned items to prevent themselves from touching their face, or staff running bags out to cars.	Aaron Skog
My concern is ventillation in the library. Are there any guidelines addressing the importance of ventiation?	Unfortunately, this is beyond SWAN's expertise to offer any guidance. If other libraries have contacts who might be versed in ventilation systems and how those should be tested, please send a help ticket so we can try to connect people.	Dawne Tortorella
Can you explain more from the patron experience? How do they get a number to text the library that they are in Space 1?	Ideally, the library would post this phone number on some signage at the parking spaces. Additionally, the phone number and associated Curbside Communicator link can be posted to the Enterprise portal site and the library website.	Steven Schlewitt
Is this automatically set up for those doing curbside or do we have to request set up	This would need to be requested in your reopening/curbside survey. If you did not previously have this option, we'll be reaching out to you directly for follow-up.	Steven Schlewitt
Is the library card number required field customizable? For instance - could it be a word or any number?	We'll be looking into these customization options with Unique ASAP.	Steven Schlewitt
Can the automated questions be customized? For instance, can it ask the patron to describe the make, model, and color of the car, instead of asking which parking space?	We'll look into this option with Unique.	Steven Schlewitt
If you don't currently use Unique, can you still use it for the Communicator?	Yes you can. Just send us a help ticket to help@swanlibraries.net	Crystal Vela
At curbside, does the patron have to type in the library card number or can it be scanned by the app?	Unfortunately the app cannot scan the barcode, so it would need to be typed manually.	Steven Schlewitt
Yesterday an email was sent out from Rails that 1 week of quarantine is recommended now.	We did not receive this email, but did reach out to RAILS after the Fireside Chat and receiving a copy from SWAN library directors. We will ask for follow-up references and make those available.	Dawne Tortorella
If you don't use parking spaces and patrons pick up in front can you modify communicator so spaces is not part of communicator?	We'll be exploring further customization with Unique ASAP.	Steven Schlewitt
"shortcuts button" at the bottom? Is this for pre-programing responses for consistency? (i.e we'll be out in a moment)	I believe there are some canned responses built-in. We're still testing some of these options and relaying further customizations to Unique.	Steven Schlewitt
One question, is the SWAN Plan available in Word format rather than just PDF format so that this would save time for libraries to if they wish can copy and paste within our Library Phased plan. Thanks,	I can provide a Word version of our plan. This will be added to the SWAN Reopening Page - https://support.swanlibraries.net/documentation/71031	Aaron Skog
IN terms of quarantine time period RAILS noted that the days should increase up to 7 days and not just 72 hours or 3 days.	For anyone wondering, this RAILS document was updated today: https://www.railslibraries.info/sites/default/files/Reopening%20May12%20MH2_0.pdf . I've been looking for the source this decision was based on and can't pin it down, but we will research this further.	Scott Brandwein
One idea that Dawn and her staff at Glen Ellyn are doing is renting PODS Storage to lockup books in a POD in their parking lot. That way it would not hit inside the building. I thought that was interesting.	That is a very creative solution!	

Steven - can the language 'Space 1' 'Space 2' be customized? We plan to offer a choice of in-car pickup and self-pickup in our vestibule. Trying to work out if the communicator would work in that instance.	We'll look into these customizations with Unique.	Steven Schlewitt
Is entering library card number customizable, i.e. can we not have patrons enter that?	Just to reiterate, we'll be looking into these customizations with Unique.	Steven Schlewitt
Does Unique provide the contact number.	Yes, Unique provides the SMS number and they try to associated it to your area code as best as they can.	Steven Schlewitt
Can there be canned responses - such as "we'll be right out."	It looks like there are some canned responses. We'll be working with Unique to determine how customizable these may be.	Steven Schlewitt
Thank you SWAN for fast tracking this service.	We worked very fast so if we don't have complete answers for everyone, it is because we just got our own Unique Curbside set up yesterday.	Aaron Skog
We'd prefer for patrons not to have to enter their whole library card number - maybe their PIN # or last 4 digits of phone # just so it's easier for them.	We'll want to refrain from asking for PINs over the Curbside Communicator as there could be privacy concerns in doing this.	Steven Schlewitt
Is there any possibility RAILS would do a pick-up to move the initial backlog back to home libraries?	The 6 library resource sharing consortia within RAILS territory met with RAILS staff last week online and there is some discussion to have the items in the sorting service centers processed and returned.	Aaron Skog
Actually it is customizable, as is the info the patron has to give curbside.	Thanks for confirming, Nicki!	Steven Schlewitt
You can customize so that patron only has to give 1st name first initial.	We will be looking to offer a short webinar in using Curbside Communicator within the next week or so. Any volunteers to help?	Dawne Tortorella
Does processing holds currently on the hold shelf INCLUDE those holds for reciprocal borrowers or ONLY holds for your own patron?	We recommend you process RB patron holds already on your holdshelf. It will also give you the opportunity to let them know you will no longer be able to provide the service until delivery resumes.	Vickie Totton
How do we know what SWAN libraries have their book drops open, in case we want to drop off their items?	SWAN has a page posted on the support site under the COVID-19 section with all of the libraries with bookdrops open.	Aaron Skog
I know Rails may have to answer this—but with their new recommendation of a 7 day hold period with returned items, what study were they sighting and on what material does the virus actually live on that long?	We do not know, but are trying to get answers	Dawne Tortorella
So how and when do we get signage from Unique? We are going curbside June 15.	We're coordinating the signage now. I believe it'll just be a simple template that your library can customize.	Steven Schlewitt
Is there a report that can tell us where our items are if they are not with our patrons?	Yes, we do have reports available that indicate where your items are and which library they were checked out at. This will be an indication of where they are likely to be returned. See this news post - https://support.swanlibraries.net/news/2020-04/71109	Dawne Tortorella
How would libraries handle pickups for people who don't have a smart phone or even a cell phone?	That's a great question! I'd recommend posting this to our Community Forums for further discussion. In those cases, it is probably best to arrange a pick-up time and that they communicate with you via regular phone before they come to the library. Unfortunately technology can't help where people don't have technology :)	Steven & Dawne