

Question Asked	Answer Given	Answerer
Isn't everything holdable right now? And I thought we had to shadow items in the collection we did not want patrons to place holds on.	<p>Initially we had a configuration across the board where all local items could be placed on hold by local patrons. We thought that since staff would be directing all checkouts in curbside this was manageable. To keep current practice in place in regard to protecting some items from holds, we revisited and updated the hold map on Friday 5/15 to accurately reflect the library's local hold restrictions.</p> <p>We are learning as we go along and want to hear from you so we can make adjustments that accommodate your work - so thanks for bringing this to our attention, and hopefully work completed last week will make things smoother for all.</p> <p>Related to this, if you had a local restriction such as "Lucky Day" collection and would like to now make this available for your patrons to place holds, submit a ticket and we can update the hold map.</p>	Dawne Tortorella
Will that be available as a recording?	Yes, the Curbside webinar will be recorded.	Aaron Skog
We would love the extension of those digital cards. Still used to the chat function vs. question function.	Hearing overwhelming support of extension of digital-only cards expiration, we will be updating those expiring before August 31st to August 31st. As we move into the summer, we are prepared to extend further if needed for any libraries.	Tara Wood
Is there a reason our patron can't have the book that came here for them and has been sitting in our library for 2 months? They will then return it here and we will hold it to send. At least they could use it rather than let it sitting in a box until August?	If it was on the hold shelf waiting for pick-up that seems very reasonable, since the patron was notified of its availability. If it was incoming from another library and In Transit status, the patron was not yet notified it was available and those items may require more scrutiny and coordination with our member colleagues.	Dawne Tortorella
When did holds on other libraries' items stop?	This was on April 28, 2020	Aaron Skog
Our patrons are loving it! No problems with patrons so far!	Positive feedback from libraries starting curbside	
We haven't even started to do the pick list yet. We are making our way through the hold shelf and all the new items we processed during the shut down. Right now we have over 1200 items on our pick list	Positive feedback from libraries starting curbside	
Is anyone actually having conversations about opening their buildings to patrons? By that I mean "back to normal" services.	We do know that some libraries are looking at very limited services, such as computer reservations starting in June.	Dawne Tortorella
hope you took NUD out of this report, because we would skew it as we've been opened all through this and checking out and clearing items	We are fine with National skewing!	Aaron Skog
Thanks - that explains NUD reserve holds - we wondered!	This was one of the oopsies that resulted in our over-generous holdability for local patrons. Hopefully this has been resolved now with the work done 5/15	Dawne Tortorella
You mentioned e-mailing check-out receipts. We've never done that. Are there instructions for that on SWAN?	There is a button labeled "Email Current Checkouts" in the Charge/Checkout Wizard. The Curbside Pickup video on the Staff Preparedness page of the SWAN support site explains how to send checkout receipts. If you look at the linked PowerPoint slides on that page, see Slide 8 specifically.	Samantha Dietel
You mentioned e-mailing check-out receipts. We've never done that. Are there instructions for that on SWAN?	If it is not included in the documentation on the SWAN Support Site we will make sure it is added. It is simply a button at the bottom of the screen in the Checkout wizard	Vickie Totton
Ditto for Justice for online regs. I'd like the online registrations to be permanent.	Thanks for the feedback Juanita	Tara Wood
What about items that we've left on the hold shelf if they're not our items? I thought we were supposed to honor those holds.	Yes, honor those. The slide 12 in the presentation is addressing returned items and hold anomalies.	Aaron Skog
FYI, I just got a great discount on our LearningExpress Library subscription by mentioning to EBSCO that we are part of the SWAN database package. So, if you have upcoming renewals, be sure to ask.	That's fantastic Juanita! Thank you for sharing that.	Vickie Totton
Is there a way for SWAN to do a survey and ask if we are willing to let other libraries process holds in the blue bins? It would save us a lot of time so we don't all have to call a bunch of libraries.	There are a lot of libraries that are not necessarily responding to these types of surveys, but we can consider asking this question.	Aaron Skog
So they don't have to download a separate app? It's integrated into the SWAN Mobile app?	This is an interface that can be integrated into the the SWAN BLUEcloud Mobile template for your individual library. Or you can link to it from your website or we can link to it from the Enterprise library profile. It also responds to SMS!	Aaron Skog
Do they need to update the SWAN app? Or does it just display differently?	You just need to let SWAN know you're going live with Curside Communicator. No app updated needed! SWAN support teams will add this to your BLUEcloud mobile app as part of the Curside Communicator coordination.	Tara Wood
I wasn't sure how much I would need and didn't want to overpurchase on my first order. Can we submit orders weekly/bi-weekly/monthly?	You can submit orders bi-weekly	Vickie Totton
I wasn't sure how much I would need and didn't want to overpurchase on my first order. Can we submit orders weekly/bi-weekly/monthly?	If you find yourself in trouble please send in a ticket and we will try to get you some supplies.	Crystal Vela

Side question: is there a date when the EBSCO database package will be available? I apologize if I missed an email notice.	Robin will be sending links out to all SWAN libraries in late June. In addition our SWAN UX team is working on incorporating a list of your EBSCO databases and customized links for immediate patron access via the SWAN patron helo site. <a href="https://www.swanlibraries.net">https://www.swanlibraries.net</a>	Dawne Tortorella
Couls you run a poll right now Dawne asking if attendees think that the blue bin holds should be honored?	We can't do polls on the fly in the webinar, but we can look towards a membership survey.	Aaron Skog
In experiementing with the Communicator, we notice that the SMS interface is very sluggish.	Thanks for that feedback Patrick, is that on the patron end or the staff management end?	Tara Wood
South Holland would like the extension of the digital cards also.	Thanks Robin! We will extend all through August 31st and continue to assess.	Tara Wood
Are libraries letting other patrons (such as Chicago PL) call and pick up items at your library?	Reciprocal borrowers from outside SWAN are currently not able to place new holds and their existing holds remain static in the queue until full resource sharing is re-enabled and delivery starts. We know that libraries have special cases where they wish to serve non-local patrons and have established long relationships with these people. The system software is configured so that these cases will not automatically be possible. But, we hope libraries continue their best practices and exception processing as you see best. Staff can certainly find material available on shelf and check out to any patron - but that will need to be staff-initiated.	Dawne Tortorella
What if the patron was in the next town over and wouldn't mind picking it up from us	See above - we do encourage patrons to get in touch with their local library for coordination of services. It is a good time to support your local community and library!	Dawne Tortorella