

Question Asked	Answer Given	Answerer
August sounds more reasonable with all the closures and quarantines.	Discussion on most appropriate target for turning on resource sharing across SWAN.	
We would really like to open holds for all patrons and pick up locations- when we open we want to be able to get materials from other libraries for our patrons	In reference to July 7 as preferred start of more robust resource sharing	Dawne Tortorella
Please no- we want to get items to our patrons. Our building will be open and we will want to get holds for them		
This seems like something that should be a director's vote. Every library should get an opportunity to decide on this- not just those on this call		
Prefer Aug 12th!	In reference to preferred Aug 12 start of more robust resource sharing	
Why should the non sorted box not be sealed? Won't the books fall out?	We don't want delivery staff to need to remove tape from boxes. It is suggested you use the four flap "tuck" that closes the box	Vickie Totton
What about ILDS (in state OCLC ILL) delivery materials or is that a RAILS question?	Academic libraries have not yet coordinated with delivery. RAILS did say you can drop any ILDS returns in your bin. They may sit in their facilities for a while until delivery has been resolved.	Vickie Totton
WE have all different sizes of boxes. Any minimum size?	Wherever possible, use a uniform size for the boxes. However, we expect RAILS will accept boxes regardless of size.	Samantha Dietel
Once the driver handles the box, doesn't that box need to be quarantined again?	Based on following handling & surface cleaning practices, social distancing, and PPE, libraries will be making local decisions. SWAN has provided alternative scenarios based on local rationale for handling materials. See: Handling and Quarantining Items - <a href="https://support.swanlibraries.net/documentation/74275">https://support.swanlibraries.net/documentation/74275</a>	Dawne Tortorella
I tried to place holds for my patrons and they didn't work without the override - which I didn't do.	Yes, please continue the practice of NOT overriding when attempting to place a hold for items not owned by your library. We continue to try and find a solution to allow gradual return to resource sharing.	Dawne Tortorella
Hold on other libraries material for my patrons - to clarify	Libraries should not use the override to place holds on other libraries' materials. Using the override creates a "no holds barred" situation that will cause that hold to go to the top of the hold queue and potentially make a non-holdable item holdable.	Vickie Totton
I think it's easier for smaller libraries to start resource sharing. Larger libraries have more curbsides to deal with. But we're looking for something to fill, as a smaller library.	Yes, we are looking for some alternate paths to provide and will continue researching solutions.	Dawne Tortorella
If possible, I'd like earlier. Maybe make it opt in?	In reference to July 7 as preferred start of more robust resource sharing. An opt-in unfortunately will only work if several libraries opt-in for restarting resource sharing. Larger libraries may not yet be ready which means their collections would not be available while smaller libraries would be opening up their collections and potentially sending out material to fill holds placed pre-COVID.	Dawne Tortorella
So what's the point of opting in for RAILS delivery, if there's nothing to deliver? I would think the returns would be done with fairly quickly.	Continuing with regular delivery will allow for you to get your materials back from other libraries in order to fill holds for your patron.	Vickie Totton
We're just checking the item out to the patron. Not trapping the hold first.	In reference to the optional workflows for QUARANTINE and CURBSIDE in-house users, some libraries may not need these at all depending on their processing. If they immediately check out to the patron those items that trap holds, that eliminates the need for the CURBSIDE users workaround. This CURBSIDE workaround might be helpful for libraries that have AMHs and need to process their exception bins more rapidly. A quick checkout to CURBSIDE will remove the holds pickup messaging from the patron's online account in Enterprise and BLUEcloud Mobile app.	Dawne Tortorella
Yes. After quarantine, when filling holds from onshelf items list		
But we're a smaller library and our patrons are picking their items up withing a day or two, tops.		
We check them out directly to patron from onshelf items list, but after quarantingin items.	You don't have an issue then Juanita, the checkout to the patron clears the Ready for Pickup status	Vickie Totton
Is there still going to be a log in required for patrons to access these from home? Can they use their library card and PIN for that, or do we still need to use the EBSCO patron log in we have set up?	Patrons can use library card and PIN to access all EBSCO databases from home.	Robin Hofstetter
can we use open cardboard boxes? Boxes without a lid?	We do not recommend using boxes without a lid to ensure material is not lost	Vickie Totton
Thank you for your point of view. I've been thinking the same thing.	In reference to preferred Aug 12 start of more robust resource sharing	
N. Aurora is fine with August 12th thanks	In reference to preferred Aug 12 start of more robust resource sharing	

N. Aurora at this point is unsure when to reopen and unlock our front doors at this time. We plan to continue to be closed but will continue to offer curbside and virtual services. Too many unknowns about staff and patron personal contact.		
The Realm Report is due end of June? This is contact of materials study by IMLS	You can follow the REALM study and sign up for email alerts at: <a href="https://www.webjunction.org/explore-topics/COVID-19-research-project.html">https://www.webjunction.org/explore-topics/COVID-19-research-project.html</a> The test methodology is shared here: <a href="https://www.webjunction.org/explore-topics/COVID-19-research-project/resources.html">https://www.webjunction.org/explore-topics/COVID-19-research-project/resources.html</a>	Dawne Tortorella
I think it would at least be helpful to be able to place holds on other library's items, even if we can't receive them yet. We should be able to sort by requesting library, yes?	Libraries should not use the override to place holds on other libraries' materials. Using the override creates a "no holds barred" situation that will cause that hold to go to the top of the hold queue and potentially make a non-holdable item holdable. [We continue to research solutions that will allow this, but currently is causes this problem.]	Vickie Totton
Is there a time frame they will be delivering on the 18th	If you receive delivery through CTL you will receive your normal overnight delivery. If your delivery is directly through RAILS you should contact them closer to the 18th to see if they have an ETA.	Vickie Totton
August 12th sounds great.	In reference to preferred Aug 12 start of more robust resource sharing	
Let's get all our van delivery materials back and process all those materials and return all the items that have been at our libraries and then reassess our situation. Plus, we can see where we are at.	In reference to preferred July 7 or Aug 12 start of more robust resource sharing.	
Plus, let's see where we are on the virus curve by the middle of the summer.	In reference to preferred July 7 or Aug 12 start of more robust resource sharing.	
Should we separate out the New 19 libraries' items into their own bins?	No, items should not be sorted that you have not already processed into separate boxes. Now that we know RAILS delivery will occur on June 18 and June 25th, prepare your blue bins as usual for pick-up. But, if you have already run out of blue bins, you can use boxes. If items are mixed in a box, each item must be labeled. If all items in the box go to a single destination, you do not have to label each item, but the box must be at least 80% full and you need to seal the box and label to destination, indicating all items go to the destination library, no need to sort.	Dawne Tortorella
Just a procedural question - why can't we place system-wide holds? Wouldn't they just sit there like all the ones that were placed before the shutdowns? We are starting to get patrons calling to ask for books we don't have, and it would be easier to just place those holds, even though we won't get them for a while, than to tell patrons to call back later.	Libraries should not use the override to place holds on other libraries' materials. Using the override creates a "no holds barred" situation that will cause that hold to go to the top of the hold queue and potentially make a non-holdable item holdable. [We continue to research solutions that will allow this, but currently is causes this problem.]	Vickie Totton
thanks!!	We do not recommend anything without a lid to ensure materials are not lost	Vickie Totton
Just curious, if RAILS is requiring a seven day quarantine, why are they unable to quarantine the items in the warehouse?	RAILS has limited storage and has their space arranged for sorting, so additional storage and management of quarantine in their regular sorting space is not available.	Dawne Tortorella
Is SWAN and RAILS aware of the governor's Emergency Rule that temporarily suspends resource sharing requirements through August 12?	No, SWAN is not - thanks for that information. That is a critical piece of information to factor into this planning.	Dawne Tortorella
Tinley is processing over 2,000 back holds and we would really appreciate the breathing room by keeping resource sharing suspended through July.	In reference to preferred Aug 12 start of more robust resource sharing	
No, the requirement is for all libraries		
Even while most libraries in Illinois are experiencing facilities closures due to the COVID-19 pandemic, the library community have come together to design and expand services that do not require the public to enter the building. After the issuance of Executive Order 2020-32 on April 30, 2020 by Governor J.B. Pritzker, library boards and governing bodies have considered providing services that they consider essential, such as curbside delivery of library materials. Because of staffing, hours of service, and library collection limitations when implementing these temporary service models, a library may need to restrict access to their own patrons. Recognizing this need, the Secretary of State and the Illinois State Library filed an emergency rule effective May 7, 2020 to temporarily suspend resource sharing, reciprocal borrowing, and interlibrary loan requirements for library system membership in the Illinois Library System Act (23 Ill. Adm. Code 3030). Due to the extension of the Gubernatorial Disaster Proclamation.	SWAN will be looking into this and will follow up with more information	Vickie Totton