

Question Asked	Answer Given	Answerer
<p>Now that RAILS/IMLS study has come out with the 3 day quarantine, is there talk about going back to the first overdue notice being sent out at 7 days?</p> <p>Now that RAILS is recommending 3 days- are we going to update our overdue notice back to 7 days vs. 14</p> <p>Ah- I don't think we ever answered the notice question- should I put in a ticket? About overdue notices going back to 7 days</p>	<p>Notices will not immediately go back to 7 days until we pass the 7/7 resource sharing restart and we will reassess then. We do know that libraries want to return to regular notification cycles and we are working towards that.</p> <p>The reduction of quarantine period to 3 days will certainly help, but we need to give libraries a chance to adjust their internal work processes and work environments. Most libraries have developed 7-day quarantine procedures which will take a little bit of time to modify.</p> <p>We know especially for fine-free libraries that 7-day overdue notice is important and we are working to get that back in line.</p>	Dawne Tortorella
Question- if we check in items to trap holds Tuesday afternoon, will those go out on Wednesday 7/1 or would we need to wait until 7/1 to trap holds.	The hold pickup notices will be sent for all holds that were trapped since the last notices went out. If you trap an item on 7/1 before 2:00 the notice will go out that day.	Vickie Totton
by those I mean notices- apologies- trying to figure out what items those notices on 7/1 would include	The hold pickup notices will go out to any item trapped before 2:00 on 7/1	Vickie Totton
Hi a question about online cards- and applying for a card online. Is there a way to have a drop down in WorkFlows that lets you have it be online until they verify the card? Currently they are blocked till you verify??	The patron is not blocked, but ONLINE profiles observe hold restrictions and cannot circ physical materials. If verified, the patron can be converted to a full card following those steps noted in our support documentation. See: https://support.swanlibraries.net/documentation/68769	Steven Schlewitt
That might encourage patrons to review their holds and cancel some to make way for the ones they want NOW!	Reducing the number of holds a patron can place at any one may be a way of limiting some of the holds management backlog.	Vickie Totton
For Vickie: NUHS only has two books on this list but they are checked out to a student who left campus suddenly last year and is expected back...is there any way to NOT remove the two records from the DB? We really want her record to continue to show these are checkout out to her, and we expect they will be returned to our collection in the relatively near future.	You will need to remove the items from the patron's record. You can check them out to a generic patron and create Xbills on the patron's record. As long as you do that before Friday you'll be good.	Vickie Totton
After a patron's online card expires they can just create a new online card without issue if their address has not changed. Correct? Thank you in advance	Once the ONLINE record has been removed they will be able to register again.	Vickie Totton
How often are the expired online card records purged? Apologies if you have expressed this answer	They will be purged 60 days after expiration date. If you follow-up with your daily report of new online registrations, you can convert that account to a full-access library card or a digital-only (update expiration date) to ensure that the card remains active. See: https://support.swanlibraries.net/documentation/68769	Vickie Totton/Dawne Tortorella
Page 4 of the report states that after one day there was no recoverable virus.	REALM Project Round 1 Test Results - https://www.webjunction.org/news/webjunction/test1-results.html	Dawne Tortorella
I'd be interested to see weekends included as some libraries are providing services on Saturdays	You can run that report for your library from: SWAN Reports > COVID > Checkouts by charging Library Since 3/1/2020 (select your library). We omitted weekends from the visual charts to remove the weekend fluctuations for both closings and checkouts attributed to maintenance activities such as DISCARD.	Dawne Tortorella
Is the patron log-in going to change for accessing from home?	Accessing EBSCO databases from home will continue to use OpenAthens for authentication. The patron will continue to get the Athens login screen requesting library barcode and pin.	Dawne Tortorella
When we quarantine the RAILS books, we take them out of the RAILS bins and send the bins back the next day?	That is what RAILS is requesting. You may also have other items that are going out in delivery so you will need to use them for those items. They are requesting you wipe down the bin once you take the material out.	Vickie Totton
Why are we discussing the number of checkouts at libraries? I do not know what we should do with this information.	We are providing ongoing snapshots of activity (checkout and checkin) so that libraries can gauge how we are returning to normal activity. These reports can be run on your specific library in BLUEcloud Analytics. See: BLUEcloud Analytics: SWAN Reports > COVID-19 (there are a series of reports we are using to measure consortium-wide activity, these can also be selecting and filtered to your library only).	Dawne Tortorella
I don't understand "create a physical card" - wouldn't that have a different barcode number?	Yes, if you are not capable of printing a card with the barcode that was issued when they registered they will have a different barcode	Vickie Totton
Our physical cards are already printed, we don't create physical cards at the library.	Most have cards pre-printed and affix a barcode or may even have the barcode printed with the physical card. Whatever your process is, "creation" of a physical card means following your normal library procedures in verifying and providing a physical card to your patron.	Dawne Tortorella
If we create a full access card, will patrons have to update their e-resources accounts with the new barcode?	Yes, The full access card is treated like a separate or new account. (Helen) To clarify Helen's answer, the barcode is new but you should be updating the existing ONLINE record created when the patron signed up. (Vickie)	Helen Pinder/Vickie Totton

How should we indicate to RAILS that a delivery bin has been quarantined for 3 days? We're putting a Post-It note with the date the bin is closed.	<p>I believe they are trusting that you have performed the required quarantine before putting bins out for pickup. They are asking you not to quarantine in the bins. (Vickie)</p> <p>RAILS has requested that incoming bins immediately be emptied. The items should follow your internal quarantine guidelines. The bins themselves should be wiped down with disinfectant and immediately put back into service. Items should not be placed into a bin until they have gone through quarantine. Only "clean" items should be placed in a bin. (Dawne)</p>	Vickie Totton/Dawne Tortorella
Any good resources for disinfectant wipes and stand up hand sanitizer dispensers? Having trouble finding those - everything sold out.	The wipes continue to be out of stock. SWAN is exploring Amazon's COVID-19 PPE supply offerings so we will update everyone at some point about Amazon. But even Amazon has said that wipes are difficult to acquire. You can find hand gel, which SWAN is getting through TeamOne for \$12/500 ml bottle.	Aaron Skog
How do we see a list of all staff accounts on L2	You can go to: https://www.librarylearning.info/libraries/ and find your library and you should see a list of all of your library staff accounts. When looking at the full library listing (you must be logged in), you will see a link on the right "View staff" - Here's an example link with a full staff listing - https://support.swanlibraries.net/documentation/68769	Tara Wood/Dawne Tortorella
Given the results of the REALM study, can we change our chosen start date for ILL if RAILS changes the 7 day quarantine?	We will be providing a list of libraries who surveyed 7/7 and asking if others want to move to 7/7, as well as allow libraries answering 7/7 to push it out further. Look for this recap and selection of libraries to be posted in a news post with instructions for updating by Friday 6/26.	Dawne Tortorella
So what is to be done when someone with a digital card wants a physical card?	You should use your normal procedure in creating a library card. That is typically verifying the patron resides in your service area, and searching the system to make sure they do not already have a card at another library. See: https://support.swanlibraries.net/documentation/68769	Vickie Totton
Just curious, can anyone explain what the LOQ dotted line signifies on the REALM results table?	LOQ is the Limit of Quantification. Once attenuation reaches this rate the virus can no longer be measured, although it may still be detected in a quantity unmeasurable.	Dawne Tortorella