

Question Asked	Answer Given	Answerer
do these pulled from the shelf have to quarantine for 7 days.	Quarantining time period is a local decision, RAILS has revised the time to 3 day for delivery. Items do not need to be quarantined when they are pulled by staff using PPE. They only need to be quarantined when returned from a patron. If your library is open for public browsing of collections, you should consider items on shelf requiring 3-days quarantine before being sent through RAILS delivery.	Vickie Totton
Can you talk about the pros and cons to the 7 or 14 days?	7 days - When a library is fine free you want to be able to nudge a patron to return the item. 14 days - Returned items need to be quarantined and you may not have the staff to process your returns as quickly. A delay in the 1st overdue notification being sent to patrons cuts down on the potential of patrons receiving a message regarding overdue items which they already have returned.	Vickie Totton
Sorry to back track here and this might be better as a forum question but we are trying to determine the best approach to managing holds notifications and still promote curbside/home delivery services. With the hold notifications, are we able to add something notifying the patron that if they would like curbside/home delivery to contact the library? Is it possible to automate something like a curbside/home delivery pick up preference?	<p>There is no way to indicate a preference at the transaction level (this hold/this group of checkouts). However, we have added a Hold Pickup Preference (User Category) of Curbside that can be set at the patron record. This Hold Pickup Preference can print on your hold slips which will allow staff to see that the patron wants to use curbside. The limitation is that this is set and needs to be updated by staff if/when the patron changes their preference. Hold notification text is standardized across SWAN as those are handled as a single processing run, so language must be consistent for all libraries. And yes, this is a great discussion for the forums and Emily has added a thread! https://forums.swanlibraries.net/t/curbside-service-notifications/645</p> <p>If your hold slips/labels do not have Hold Pickup Preference currently printing and you would like that added, contact help@swanlibraries.net and request Hold Pickup Preference to be added to your slips/labels.</p>	Dawne Tortorella
How is this working for those who use either or both users?	If you would like to see which libraries are using these patrons you can search by name for QUARANTINE or CURBSIDE and you will see all of the accounts. We started a thread on the SWAN Community Forums to discuss - https://forums.swanlibraries.net/t/curbside-and-quarantine-users/646	Vickie Totton
This has nothing to do with what is currently being discussed, so answer when it makes sense... Is it possible to do another report for items with holds for my patrons that we don't own a local copy of, but this time include patron ID and name? I'm finding that we have many of the items in a different form (example - book in a later reprint, but not the copy specifically asked for). But trying to find the patron who has the hold is really cumbersome.	You can open a ticket (help@swanlibraries.net) to request this. We may be able to add the User ID, but not the name.	Vickie Totton
Are we quarantining the blue bins when they come in for 3 days?	This is a local library decision. The RAILS delivery staff are handling material while practicing use of PPE. RAILS considers materials received from libraries as "clean" if they are handled by library staff with proper PPE (masks, gloves and/or hand washing). The RAILS FAQ on delivery outlines the steps they are taking https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20FAQ%20MH%20062220%20Update.pdf	Dawne Tortorella
What is the worst that could happen if we already started pulling other libraries' items and they AREN'T doing resource sharing?	If the library has not asked for delivery items may be delayed in transit a bit	Vickie Totton
If we are open to the public do we need to quarantine items for 3 days prior to being sent through RAILS - for items we are pulling off the shelf.	If your items are browsable to the public you should probably quarantine those items before sending in delivery. This will be dependent on patron behavior and library procedures. For example, if you require all patrons and staff to wear masks and ask patrons to place any material they touch on a cart for quarantine before reshelving, this may not be necessary. Each library will need to assess their local practice and community behavior to make this decision. RAILS does ask that material going into transit has been quarantined for 3 days after patron use.	Vickie Totton
if a library is open to public with browsable collection and quarantining items are they checking in the item to trap hold and then it sits in transit	<p>As libraries reopen, there may be several different models of how you handle holds. Some may return to "business as usual" processing check-ins post-quarantine and trapping hold & notification or instruction to put in transit. If the item is post-quarantine, it can go out in delivery immediately. If you choose to quarantine for 3 days prior to pick-up by RAILS, you will need to start a new bin each day and make sure the one ready for pick-up is available for delivery, with those for future date pick-up in a staging area.</p> <p>Other libraries may choose to use the CURBSIDE user to immediately check out an item that traps a hold to this user, and place those items for processing by staff who pull items for curbside/pick-up or go in transit. By immediately checking out to CURBSIDE the hold available messaging on the patron My Account and the notification is not visible until your staff have been able to ready the material for the patron.</p>	Dawne Tortorella