Question Asked	Answer Given	Answerer
Does that 14 day block stop online usage, too?	The patron will be blocked from ebooks and downloads but not from EBSCO or other databases using Open Athens to login remotely.	Robin Hofstetter
Thanks for adding those extra cirteria. It's helpful!	See the Library Status Forum for updating any library criteria including curbside, opening for patrons, change to notices and Enterprise wording. We've tried to simply the places to look to submit changes and provide more consistency. Glad the extra criteria is useful. See: https://fs8.formsite.com/SWANServices/yzt7btkgmo/index.html?1595018812906 also: https://support.swanlibraries.net/members/library-services-status	Dawne Tortorella
Robin--you go!!	We agree - this is in reference to looking for more group purchase opportunities and targeting those resources our libraries want for their patrons.	Dawne Tortorella
Robin--what if I need stats on the new databases before Oct?	Robin will hold a session on EBSCO statistics on October 7th to help libraries pull their database usage statistics. If you need statitics before October, send a help ticket and let me know what you need. We can do one on one. See: https://support.swanlibraries.net/training/77166	Robin Hofstetter
Polling Results:		

SWAN Fireside Chat 8/4/2020
Tuesday, Aug 04, 2020 10:30 AM CDT - 12:09 PM CDT

Polls   Survey   Q&A

DOWNLOAD

1	67	60 %
Poll questions	Attendees	Avg. Response Rate

🔍 Search poll questions or answers

1 of 1. Fine Free blocking currently occurs at 14 days overdue. Should this block be extended to 21 days during pandemic?   40 of 67 Attendees responded

Multiple choice with single answer

| 72.5% | Keep at 14 days | 29 Responses |
| 27.5% | Change to 21 days during pandemic adjustments | 11 Responses |