

Question Asked	Answer Given	Answerer
When will we hear more about BlueCloud Acq and training?	We are now starting the process of SWAN headquarters using BLUEcloud Acquisitions for a small rental collection to test functionality. While a few key features like manual invoices, multi-line orders, and shipping & handling support in EDIFACT invoicing, the key feature of EDIFACT orders and invoices was implemented in a recent upgrade. While we reviewing vendor compatibility, we anticipate the new SWAN libraries will be using BLUEcloud Acq. Based on their migration, we hope to begin accepting new libraries in early 2021 to migrate from Symphony Acquisitions or start using BLUEcloud Acq.	Dawne Tortorella
is there a timeline for the rental books that SWAN is adding to the consortium to fulfill holds? How will number of copies obtained be determined?	<p>SWAN's Bib Services team is working on placing the first order within the next month. While it is a modest budget \$5,000/yr that equates to approximately 15 titles per month. The team will be using high demand holds reports to determine titles. Once received these items will go out to fill holds. At the time they no longer are circulating, they will be returned.</p> <p>Number of copies will be determined by hold ratios. So, in one month, we may place an order for 15 copies of one title, the next month, it may be spread across multiple titles.</p> <p>It should be noted that this program is part of R&D efforts to determine the effectiveness of targeted orders to reduce hold queues, working experience with BLUEcloud Acquisitions, and experimentation with roaming collections.</p>	Dawne Tortorella
When will you be passing the cost to libraries?	The monthly cost of \$40 for Unique's Curbside Communicator will supported by SWAN through December, 2020. Starting in January 2021, this cost will be passed on to the libraries using the service, billing quarterly by SWAN.	Vickie Totton
Can libraries opt out of pick up anywhere	Yes, Pickup Anywhere is an opt-out feature	Vickie Totton
Can we opt out of sending hold pickup notices? We are still checking out to curbside and it often takes all day to get the work done	We are resuming Hold Notices as libraries request it. You can check the Library Services Status page to see which notices we are running for you. https://support.swanlibraries.net/members/library-services-status	Vickie Totton
Is there any reason why you don't send hold notifications more than once a day? Thanks	<p>Given the diverse work processes libraries have implemented to support their patrons, hold notification timing is critical to staffing duties. With a consistent once a day hold notification at 2 PM, this scheduling can be taken into consideration when assigning staff duties to support in-library pick-up, curbside, and home delivery. If your library wants patrons to know more quickly when holds are ready for pick-up, encourage them to use mobile apps and Enterprise My Account features which provide this status in real time.</p> <p>Notice reports also delay other critical reports from running which impact staff. Clearing the report lane in the morning for technical services work contributes to better staff scheduling as well.</p> <p>We expect hold notifications to be sent once per day in the foreseeable future.</p>	Dawne Tortorella
Do other libraries plan on resuming their pre corona circ rules?	<p>Many/most libraries have returned to their pre-COVID circulation rules when rejoining resource sharing. This discussion is part of the consultation process when responding to your help tickets about resumption of services. We can review and discuss your circulation and hold rules at any time submit a help ticket and we will coordinate that review with you.</p> <p>Some libraries are also working on this review based on item type consolidation to provide more consistent application of circulation and hold rules. These discussions are underway based on library request and in some cases, SWAN staff outreach.</p>	Dawne Tortorella
can there be more than one user at a time with one login?	Yes, multiple staff can login at once. Our entire SWAN consortium has limits on how many concurrent report processes can run at one time, but if this is exceeded, your report request is queued in line to run.	Vickie Totton
Is ILDS up and running now or would we have to find another way to send/return material?	If you are receiving a request from an ILDS library via OCLC they most likely have resumed delivery. RAILS has reported you can return items belonging to an ILDS library; they will hold them in a hub until the library delivery resumes to that library	Vickie Totton
May I have the link for the accounting change & preference survey?	https://support.swanlibraries.net/news/2020-08/78628	Vickie Totton

What is the status of OCLC lending?	OCLC lending is suspended through September 9th. If your library is ready to be a supplier, you can remove the closure in WorldShare, or open a support ticket and Helen can easily do it for you.	Vickie Totton
Are we going to re-start Pick Up Anywhere in Enterprise? We have 4 libraries close together, and patrons would like to choose the closest library to their house.	We are planning on resuming Pick Up Anywhere in September. It will most likely be after the last library resumes Resource Sharing. Related, if you are ready to change your Enterprise catalog scoping default back to All Libraries, send in a support ticket and that change can be made before we resume pick up anywhere and return to search scope defaults.	Vickie Totton Dawne Tortorella
How is RAILS planning on addressing this? Are they currently meeting to discuss the finding with the bins?	Make sure to keep an eye on the RAILS website under the COVID-19 Pulse page.	Aaron Skog
How is RAILS planning on addressing this? Are they currently meeting to discuss the finding with the bins?	The REALM study update just came in, we have not yet seen an update from RAILS.	Vickie Totton