

Question Asked	Answer Given
<p>If the 0 grace goes to 7- would that also change for fine free? So we would go from 14 to 21 days AND a 7 day grace period.</p>	<p>Grace period does not impact fine-free circulation policies.</p> <p>The Overdue Grace Period defines a period of time in which a user may return an overdue item without incurring a fine. If the user returns the item after the grace period is over, the full overdue fine is charged. The grace period goes by consecutive days. It does not take into account scheduled closed days like holidays or weekends.</p>
<p>Maybe items that flag a hold directly from quarantine can go in one bin to go out as soon as possible, and items on a pull list from open stacks are quarantined in a seperate bin.</p>	<p>yes, this would satisfy the requirements, and ensure that items are not be held in quarantine longer than the required period.</p>
<p>So any item that is pulled from our picklist to the hold's list to be moved through transit has to go through the 7 day quarantine as well? To be clear</p>	<p>That is dependent on where the item was pulled from and different libraries and their collection locations may result in different decisions.</p> <p>RAILS' FAQ on delivery - <a href="https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20FAQ%20MH%20082620%20Update.pdf">https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20FAQ%20MH%20082620%20Update.pdf</a></p> <p>"From the RAILS standpoint, a seven day quarantine begins when the item is last touched by a patron. Staff that are following safe hygiene practices, wearing masks, and not working while symptomatic, do NOT reset the quarantine clock. This means that items can be removed from quarantine and packed into containers for RAILS without resetting an additional three day quarantine period. "</p>
<p>Is there a requirement for what sufficient PPE is? We use masks and have staff sanitize and wash hands regularly, but gloves aren't required</p>	<p>See RAILS' FAQ on delivery which outlines their safety precautions - <a href="https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20FAQ%20MH%20082620%20Update.pdf">https://www.railslibraries.info/sites/default/files/RAILS%20Delivery%20FAQ%20MH%20082620%20Update.pdf</a></p>
<p>Can you confirm this SWAN? "Our minimum PPE requirement for handling ILL material is mask and clean gloves."</p>	<p>The Illinois Department of Commerce &amp; Economic Opportunity has published guidelines for reopening which includes recommendations and resources for various businesses. See Offices, Retail, Service Counters as models. <a href="https://dceocovid19resources.com/restore-illinois/restore-illinois-phase-4/">https://dceocovid19resources.com/restore-illinois/restore-illinois-phase-4/</a></p>
<p>Is ANYONE pulling items and waiting 7 days before sending them?</p>	<p>Look for a SWANcom announcement on a poll to gather this information</p>
<p>If you use a grace period, do you still need to back date?</p>	<p>Recommended practice is that even with grace periods, when items come out of quarantine and are checked in, back date to the date items arrived in quarantine. This will acknowledge the true date the item was received back from the patron.</p>
<p>Will the grace issue impact National University? I believe our grace period is different from most because of our Reserve collection.</p>	<p>We will need to review academic loan periods as we know there are critical loan period and fines associated with special collections and course reserves.</p>
<p>New Circ manager here. Can you give me the overview of grace periods? Not sure how these work yet.</p>	<p>An item's due date is not changed through grace periods, however it does impact fine accrual. Fines do not accrue within the grace period. However, if an item is returned AFTER the grace period, the full fine is charged to the patron. For example, if the due date is 9/1 with a 7 day grace period and patron returns the item on 9/10, the full fine of 9 days is added to the patron record.</p> <p>So, even with a 7-day grace period, it is still important to back date to the date the item was put into quarantine from the book drop. This will ensure that fines are not calculated while items sit in quarantine.</p>
<p>Even though we are doing fine free check-in, I can see how the grace period will be helpful in stopping the blocks due to estimated overdue fines.</p>	<p>Grace periods will help alleviate patron concern over fines accruing, and blocking due to estimated fines.</p>
<p>Do any libraries disinfect materials if maybe there are holds on popular titles?</p>	<p>Look for a SWANcom announcement on a poll to gather this information</p>
<p>Will the timeframe for the Pending Transit lists be adjusted?</p>	<p>No, 10-30 days In Transit reports will continue to be produced, but you can sort those list by date in transit, and you may want to adjust timeframe of when to so shelf check on this items.</p>

Did you invite someone from Rails to be at this meeting? Thanks	No we did not. This meeting is going to get into areas of resource sharing that pertain to SWAN, such as quarantine workflows and trapping holds.
All Swan libraries should observe the same time period.	We have tried to create standard time frames for patron messaging, but do recognize the importance of local decisions. We also need to consider that SWAN libraries are in 3 different Illinois zones and will have different guidelines based on metrics.
What about using the Fine Free Discharge?	Some libraries will continue to use Fine Free Discharge when checking in items post-quarantine. Others who have returned to pre-COVID circulation rules, may wish to assess fines for late materials. Those libraries should back date checkin to match the day those items were cleared from book drop.
Will fines accrue during the grace period?	If an item is checked in before the grace period passes, no fines are assessed. However, if an item is returned after the grace period, fines do accrue for the entire period the item is overdue. Think of it as a deferred fine - if a 7-day grace period is exceeded, the full fine accrual occurs on day 8.
So you're basically saying it is up to each SWAN library to decide whether to send items immediately after pulling them from the stacks/pick lists or not?	RAILS mandates a 7-day quarantine since the last time a patron touched the item. If you are transiting items through the RAILS delivery system, this requirement must be followed for those items.
Are we still supposed to implement these changes this weekend?	This 7-day RAILS delivery quarantine goes into effect Monday, August 31.
Instead of asking over a hundred libraries to change their workflow and procedures, can RAILS reconsider or possibly rethink their procedures, ie., holding onto bins in their warehouses longer before delivering to libraries? I know space is a big concern for many libraries.,	Space is also limited at RAILS delivery and sorting centers. Many items going into delivery are items checked in after quarantine and from closed stacks. Those items can immediately go into bins for delivery pick-up at next pick-up.
Unless you create a formal policy against it, I plan to continue trapping holds and putting them in transit as soon as we pull them for the onshelf items list. Then we will quarantine for 7 days, and put them directly into the blue delivery bins to go out. RAILS issued this new 7 day quarantine memo to protect their delivery staff, and I'm protecting my staff and the staff/patrons at the receiving library by not handling the material more than once. I think the issue of sending some items for holds that have since been filled with a local copy in the meantime is minor compared to the safety issue for library staff and patrons, not to mention the wasted time scanning everything twice.	Once items are trapped and wait 7-days, those items being handled a second time immediately prior to pick-up would not be considered unsafe, but it would add time to check-in and verify transit route/reshelve/local hold action. While it would add to the staff workload prior to sending to delivery, those mis-directed items would be reduced, and thus wasted time on the other side of the transit would be avoided.
I think what was informally agreed at a previous Poolside chat, was that we would quarantine before sending in delivery if patrons are allowed in to browse, but if still closed to the public, items were considered clean and could be sent right away. Obviously, that's not what seems to be happening.	Libraries have established various methods of open/closed stacks and processing items handled by patrons. Libraries should document their procedures for monitoring and managing items used by patrons. To maximize resource sharing and operate within the requirements from RAILS for delivery, alternate processes may need to be in place depending on where materials is pulled from.
We do just that. If it's been returned by a patron and has been quarantined here already, we send immediately if a hold is trapped on check in. It's only the items coming out of the stacks that we trap the holds for and then quarantine before putting them in the RAILS bins.	Depending on the volume of items being sent/processed, we recommend 2 processes for consideration to minimize transitting items that may no longer be needed - or needed elsewhere.  1. Instead of trapping the hold, check the item out to QUARANTINE - put in quarantine area. When checking-in post-quarantine, it will trap to the next hold. And during the quarantine waiting time, the item will not be on your pull list. 2. As close to pick-up time as possible, check-in items going out that have been sitting for a week. Verify transit destination/action is the same, relabel, reshelv, if appropriate.
We been disinfecting the hotspots, even after quarantine for 3 days. Probably won't if we switch to 7 days, though.	
If an item comes straight out of a RAILS del'y bin and it traps a different hold, there's no reason to quarantine it again, assuming the check in staff is wearing PPE. It should just be relabeled and put back in the outgoing bin.	Yes both RAILS delivery staff and library staff using proper PPE are considered "clean" processes.
Our minimum PPE requirement for handling ILL material is mask and clean gloves.	

<p>I certainly hope they don't suspend it! Our patrons are really happy it started. And the "minimum requirement" was for my library, not SWAN.</p>	<p>Getting back to full resource sharing and RAILS delivery was a major milestone and we certainly rely upon and appreciate the service. We may need to adjust internal procedures to following RAILS 7-day quarantine requirement after patron use of material. Share creative solutions for management multiple handling workflows to be in compliance in the SWAN Community Forums.</p>
<p>that suggested wait period is more a potential bad user experience than a potential safety issue. don't you think?</p>	<p>Libraries may find creative solutions to minimize wait times and maximize resource sharing - but it will likely require some additional staff processing. Patrons may not notice, or understand delays, as long as they are able to place holds as desired.</p>
<p>What's the message to patrons? Should we say, if your item is coming from another library, expect to wait for a trapped item for ?? days?</p>	<p>Estimating wait times for holds is always difficult. The best messaging is to let patrons know that increased precautions with material quarantine may add a slight delay.</p>
<p>it would be sad to suspend resource sharing again.</p>	<p>If a library is unable to comply with RAILS delivery quarantine requirements, they do have the option to opt-out of resource sharing again. With the new reciprocity resource sharing policies we have added during COVID, we can work with libraries who are unable to comply and want to opt-out of delivery.</p>
<p>Can we poll those present about whether they consider their open stacks "clean" or "dirty" at this time? We consider items being used in the library but not checked out as "clean" whereas if the item was at the patron's home, they have more potential for contamination among the patron's personal items where they're not wearing masks etc... therefore, we're not quarantining items that are touched in the library but not checked out.</p>	<p>Look for a SWANcom announcement on a poll to gather this information.</p> <p>Must member discussion around consideration for "clean" and "dirty" and how open stacks impacts the determination.</p>
<p>If we're pulling from open stacks, doesn't that beg the question "is anything really clean?"</p>	
<p>We have been quarantining everything going to RAILS, open stacks or not.</p>	
<p>That was my understanding too, once open to the public, open stacks are not considered clean by RAILS standards.</p>	
<p>It is certainly tempting to opt out again. Patrons will be unhappy, but many delays won't be pleasant either.</p>	
<p>I'm curious if how other Libraries are handling materials they are pulling from open stacks?</p>	
<p>pulling from open stacks...we are sending immediately</p>	
<p>We have been considering them clean because of a limited time when a patron might have handled the item.</p>	
<p>Has RAILS addressed Open Stacks?</p>	
<p>We require everyone entering our building to use hand sanitizer - that also contributes to our view as open stacks being clean.</p>	
<p>Any chance RAILS will provide more guidance on open stacks?</p>	
<p>We're not planning on quarantining items that are coming from RAILS - because those items should have all been quarantined already prior to getting to RAILS.</p>	
<p>The sticking point seems to be the view of open stacks.</p>	
<p>I want to send items immediately from open stacks!</p>	
<p>Itasca has been waiting before sending</p>	
<p>But if you let the public in your building, they can be touching anything and everything. Open stacks should be considered dirty, IMO</p>	
<p>I guess what it comes down to, can SWAN give us a definite answer on whether open stacks to the public is considered "clean" or "dirty"?</p>	
<p>1. At RFS we quarantine anything that a patron returns. Our patrons have access to our stacks so if they pull an item and don't want it, it goes into quarantine. We check these items out to RFS quarantine card. Anything pulled by staff who are wearing PPE are considered clean and don't need quarantine.</p>	
<p>If I understand this correctly, I do not need to quarantine items off my shelf so I plan to send those right away. Staff here follow proper PPE. Am I understanding this correctly?</p>	

no one is discussing "liquid disinfection may promote a more suitable disinfection" our library cleans all books coming in from bookdrop and delivery. bins even after we quarantine. we also clean all books that have been touched patrons within our library.	Since virus may be present on a page or on any surface associate with the item, time is considered the ultimate determining factor of virus viability.
the REALM study does mention liquid disinfection being as effective as time	Yes the REALM study states "Alternatively, based on the materials' nonporous nature, suitable liquid disinfection methods may promote a more rapid decontamination than the quarantine method.* Note this applies to certain nonporous materials such as bins and DVDs. <a href="https://www.webjunction.org/news/webjunction/test3-results.html">https://www.webjunction.org/news/webjunction/test3-results.html</a>
Yes, we have tables for these items and check them out to the quarantine card	sharing
We also bumped up our block to \$50 or 10 overdue items since we are following the 7 day quarantine for all items and expect more blocks.	Consider review of your user profile settings for blocks to help accommodate delays in check-in
Would it be helpful to have a list of how many days staff are quarantining items returned by patrons? From each SWAN library?	Look for a SWANcom announcement on a poll to gather this information