

Last Name	First Name	Question Asked	Answer Given	Answerer
Nemesnyik	Catherine	Can you export lists that you creat [in Aspen] to Excel?	Hi Catherine, I just checked at there is not an export to excel option for lists! I'm adding this to our requests to add this feature. Thanks for asking!!	Tara Wood
Murray	Frank	Very informative presentations! SWAN is doing a lot and we are very appreciative :) Is there a cost associated with Aspen	Yes, Aspen Discovery is developed and our support is provided through ByWater Solutions. There is a one-time setup cost to Aspen that SWAN has already paid ByWater. As we get nearer the decision to switch our OPAC, SWAN will outline the costs to the Board and membership.	Aaron Skog
Cottrill	Jennifer	I noticed on p. 6 of the meeting packet under format-specific issues that "it is not currently possible to place a hold on a specific issue, which is one of our priority issues"--this is on my mind because I recently got a patron complaint about this limitation of Enterprise. Is there any indication that Aspen might provide this aspect in the future?	This is an important issue for us. We're working closely with Aspen to develop a method to interpret our volume data and incorporate it into the hold-placement process.	Scott Brandwein
Cottrill	Jennifer	We had a very smart 12 year old sign up for a digital library card by falsifying their birthdate. Is there any due diligence we should do when this happens?	Upon confirming at the library desk for the actual card, you will likely end up deleting that registration as it was done with a falsified identification.	Aaron Skog
Cottrill	Jennifer	Right, we caught it when we verified for the physical card.	Precisely, you caught the falsified registration and took care of it with staff review!	Aaron Skog
Cottrill	Jennifer	Right, we caught it when we verified for the physical card.	The online tool was created to allow patrons immeditate access to your e-resources until they can verify their residency, You should be receiving a daily report of online accounts created the previous day to allow you to follow up with the patron to upgrade to a physical card. Please open a ticket (help@swanlibraries.net) if you are not receiving this report.	Vickie Totton
Milavec	Julie	Good morning! Did anyone else swear out loud when they read the REALM test results?	Yes, the REALM 4 test results were just released this morning, 9/3/20: https://www.webjunction.org/news/webjunction/test4-results.html	Aaron Skog
Davis	Kevin	Great meeting Aaron and Dawne et al. Got me caught up with many things ALL SWAN appreciate it	Thank you Kevin - As all of you are working hard during these difficult times, we appreciate eveyone's efforts in our libraries and all SWAN staff. We are learning much!	Dawne Tortorella
Bartlett	Rebecca	Does stacked mean side by side as well? Most of our quarantine items are on carts, side by side.	While stacked and side-by-side may be different, it is unlikely another round of testing will be performed in that configuration. I would consider "touching" in mulitples to be considered "stacked."	Dawne Tortorella
Jarzemsky	Timothy	Are there other Sirsi/Dynix consortia that have used Aspen ?	I believe their only existing Symphony client is the Anne Arundel library on the screen right now, but they are a standalone county library. While we are among the first Sirsi/Dynix Symphony consortia, Aspen was built from conception as a catalog for a consortium needing both library-focused catalogs and a consortium-wide catalog.	Scott Brandwein
Jarzemsky	Timothy	Bloomngdale is really glad - we have users that do lots of ILL via worldcat searching on their own - having accurate and current Swan holdings viewable is essential.	Thanks Tim. While it took us almost 2 years to get the scoping of the SWAN consortium in OCLC and a standard configuration that would allow patrons to place ILL requests in WorldShare ILL for staff review, we think that work is worth it and are happy to hear you agree.	Dawne Tortorella
Jarzemsky	Timothy	How many SWAN libraries are fully open for resources sharing? Does the expanded SWAN quarantine period give pause to that decision or prevent members from opening up collections to resource sharing. ? If there is a limited number of resources sharing members (Bloomngdale is one) we have some concerns about - high demand materials we bought being unavailable to our cardholders for weeks.	This page on the support site lists the resource sharing libraries - https://support.swanlibraries.net/members/library-services-status As of 8/12 we had all public libraries rejoin resource sharing except a couple. We anticipate some movement in/out of resource sharing as libraries deal with temporary closures.	Dawne Tortorella