

| Question Asked | Answer Given |
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| If our library stops using Curbside Communicator, will that be taken off of our banner? | Yes, that is one of the steps we take when you let us know you will no longer be using Curbside Communicator. If you are continuing with curbside pickup we can leave curbside information and remove the link for Curbside Communicator. |
| A little late asking, so answer whenever it makes sense, but a question about ProPay. If we switch to or add Aspen Discovery, is ProPay going to work with that, too? | Aspen is still in an evaluation phase of the project, but we do plan to have ProPay integration, similar to how it's working now via Enterprise. |
| I'm ok with the banners as they currently are. We've changed the wording already and our patrons seem ok with what we've got. | If your Enterprise banners are working well for your current service and patrons, there is no need to change. It is a good idea to set a schedule to review the banners and patron messaging via the banner. |
| We have also been using the Enterprise banner to inform the public that their holds might take additional time due to the mandatory quarantine. This has helped to manage patron expectations about delays in getting holds. | SWAN recommends having a page on your website devoted to changes in services and procedures that you can update to keep up with changes. This page can then be referred in the banner for more information and timely updates. |
| Do consider "banner fatigue" and impact on effectiveness of those over time. | |
| For OCLC: What is the likelihood that new Illinois libraries will be deflected? How often would we need to update that deflection list? | Libraries generally sign contracts with OCLC at the annual renewal date for fiscal year July-June. While you do not need to update libraries in your custom holdings groups, it is a good maintenance check to review the libraries in your custom holdings group at least annually. |
| | We have a recorded webinar on creating custom holdings groups and setting deflection rules: OCLC WorldShare ILL : Setting up Groups & Deflection - https://support.swanlibraries.net/tutorial/66838 Submit a help ticket if you need assistance setting up a group or deflection rules (e.g. Lending to only Illinois libraries during pandemic) |
| When using the Manage Hold Shelf wizard and the situation below is encountered, does the patron receive a hold cancelled notice? | No, in this situation the patron will not receive a hold cancellation notice because the hold has expired because at the time the hold expired, it was in a state of "Available." Only expired holds that have not yet been filled will generate the cancellation notice. |
| If Status = Expired AND Expired Date < Pickup By, the hold was trapped around the time the hold would expire. Keep on shelf until the Pickup Date has passed. | |