

## Chat Log    ChatLog SWAN Outreach Users 2020\_10\_23 10\_18.rtf

**Dawne Tortorella (SWAN) (to Everyone):** 9:36 AM: Crystal - can you recap what that problem was. Maybe I can find it on Known Issues

**Dawne Tortorella (SWAN) (to Everyone):** 9:37 AM: What is the acronym? I'll head to the website

**Dawne Tortorella (SWAN) (to Everyone):** 9:38 AM:  
<http://www.ala.org/aboutala/affiliates/affiliates/abos>

**Dawne Tortorella (SWAN) (to Everyone):** 9:40 AM: We will share this information on the forums too.

**Dawne Tortorella (SWAN) (to Everyone):** 9:44 AM: Citizen Scientists - Stall Catchers

**Dawne Tortorella (SWAN) (to Everyone):** 9:44 AM:  
[stallcatchers.com/virtualMicroscope](http://stallcatchers.com/virtualMicroscope)

**Dawne Tortorella (SWAN) (to Everyone):** 9:57 AM:  
<https://support.swanlibraries.net/tutorial/67292>

**Dawne Tortorella (SWAN) (to Everyone):** 9:58 AM: Crystal has been doing one-on-one GoToMeeting consultants as requested. Those work more as Q&A, demo, discussion - finding out what you need.

**Dawne Tortorella (SWAN) (to Everyone):** 9:59 AM: send in a support ticket if you want to set up a session

**Pam Zukoski - Tinley Park Public Library (to Everyone):** 9:59 AM:  
Thank you, that is very helpful!

**Dawne Tortorella (SWAN) (to Everyone):** 9:59 AM:  
<https://support.swanlibraries.net/documentation/64711>

**Dawne Tortorella (SWAN) (to Everyone):** 10:00 AM:  
[https://support.sirsiidynix.com/system/files/training/SYM\\_3.6\\_Outreach\\_TrainingGuide.pdf](https://support.sirsiidynix.com/system/files/training/SYM_3.6_Outreach_TrainingGuide.pdf)

**Dawne Tortorella (SWAN) (to Everyone):** 10:02 AM:  
<https://support.swanlibraries.net/meetings-trainings/meeting-documents?mtg-year%5Bvalue%5D%5Byear%5D=2019&title=>

**Dawne Tortorella (SWAN) (to Everyone):** 10:02 AM:  
[https://support.swanlibraries.net/sites/default/files/meeting/19\\_01\\_25/O](https://support.swanlibraries.net/sites/default/files/meeting/19_01_25/O)

utreach%20Module%20Manually%20Adding%20Histories.pdf

**Dawne Tortorella (SWAN) (to Everyone):** 10:03 AM:

<https://support.swanlibraries.net/meetings-trainings/meeting-documents?mtg-year%5Bvalue%5D%5Byear%5D=2019&title=Outreach>

**Dawne Tortorella (SWAN) (to Everyone):** 10:05 AM: good idea Vickie!

**Dawne Tortorella (SWAN) (to Everyone):** 10:10 AM: the puzzle is a great idea. We ordered puzzles for our incoming libraries of the SWAN membership map. I think from collage.com