

Question Asked	Answer Given	Answerer
Are we supposed to be freezing our in-state as well as out of state Worldcat ILL sharing ?	We can accomodate Worldshare ILL requests while delivery is still active. That said, it is reasonable to show you will not supply for a time. If you would like assistance please open a ticket by sending an email to help@swanlibraries.net	Vickie Totton
I don't know who is seeing this message this morning, but those system changes required for full building closures should already be in place for the Oak Park Public Library for at least the next 30 days. Please confirm.	Yes, we have made the required changes in SWAN	Vickie Totton
dld you stress that the spread are not from material but from person to person?	Yes, we have stressed over many Fireside meetings to focus on person to person transmission. That said, we have to make sure we follow RAILS guidelines for material quarantine within the material delivery process. As of 11/27/2020 there is a 3-day required quarantine upon patron return of materials before items can be put in transit.	Aaron Skog
When last we were doing Curbside only (June), I seem to remember a checkout receipt that indicated to patrons that items were ready to be picked up. Will that change be made this time too?	Yes, we can customize those email checkout receipts upon request. That request is part of the Library Status Update Form	Vickie Totton
Thanks each one of your for your support and help!	Thanks to everyone in the library community for continuing to provide excellent service, go above-and-beyond, and find creative solutions to keep our communities learning, reading, and connecting.	
This is different than the stay at home advisory for suburban cook county?	Right now we are in advisory stay-at-home. But this might change to a governor order to stay-at-home.	Aaron Skog
Not a question, but we also have only three staff including me, and we have an okay plan going so far if John wants to chat	Nice to connect library directors to brainstorm together. L2 (https://librarylearning.net) is a great resource for getting email and contact information to reach out to colleagues.	Dawne Tortorella
Remember to update the RAILS Library Reopening Status survey when and if you change operating model. Helps us all keep track of what is going on in our own neighborhood libraries	Refer to the "Emergency closings" section on COVID-19 page - https://support.swanlibraries.net/covid-19 <ol style="list-style-type: none"> 1. Inform SWAN 2. Update your Days Closed in Symphony 3. Inform RAILS delivery if you need to stop delivery 4. Update your library's closings on the RAILS website 	Vickie Totton
What should we do if someone returns material to us that is supposed to go to a library that is totally shut down?	You can checkin those items as normal. If they are destined to be returned to a home library that is closed, those items will be stored at RAILS until delivery resumes.	Dawne Tortorella
What about backlog items from OPS? We have some coming in the bins that are fulfilling to pick up here at RFS	You should only be receiving items that were already in transit before the changes were made. You can either contact the patron and let them know this is the last time they will be able to pickup at your library OR you can check the item out to a generic patron and check the item back in. That should have the system follow the current settings. If the incoming material is for patrons who have specified pick-up at your library prior to the closings of others, go ahead and allow pick-up via curbside, if your library is able.	Vickie Totton
Would it be possible to do a poll for pick up anywhere? We are happy to resource share but our hold shelves can't accomidate other libraries	We create polls ahead of the meeting, and two were shared. You can see the results in the meeting archive. That said, Pick Up Anywhere is adjusted for the library closed 2 weeks or longer. For those long term closures, we change that library to only have pick up at their library, so as not to burden the neighboring libraries. As an example, go to the OPS catalog https://catalog.swanlibraries.net and you will notice only OPS Main is specified in their pick-up locations.	Aaron Skog

● STANDARD

SWAN Fireside Chat 11/17

Tuesday, Nov 17, 2020 10:35 AM CST - 12:11 PM CST

Polls

Survey

Q&A

3

Poll questions

168

Attendees

65 %

Avg. Response Rate

1 of 3. Will you continue with curbside if a stay-at-home order is announced?

105 of 168 Attendees responded

Multiple choice with single answer

75.24%

Yes

79 Responses

24.76%

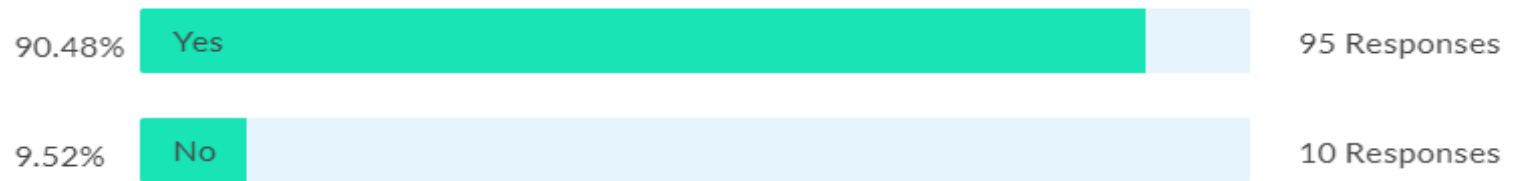
No

26 Responses

2 of 3. Will you have any essential staff onsite, such as clearing book drops, if stay-at-home order in in place?

105 of 168 Attendees responded

Multiple choice with single answer



3 of 3. Which of the following is your favorite traditional Thanksgiving food?

117 of 168 Attendees responded

Multiple choice with single answer

