

Question Asked	Answer Given
Anna Wassenaar & Jeri Cain	Thank you Anna and Jeri for volunteering to help work on Administrative Code changes impacting service for Non-Residents and Children/Students. Dawne will be in touch to set up a meeting in early January.
LPS is doing delivery to LPS patrons only	In referenece to home delivery questions in polling.
My library does both	In reference to curbside and home delivery.
We have some patrons who are already designated curbside who we check out to in before	In reference to procedures for curbside checkout.
Are there any libraries picking up materials from patrons' homes? It's something I really want to do at Itasca.	This was posted in the forums to discuss how libraries are handling material not returned. See: https://forums.swanlibraries.net/t/home-pick-up-service/777
Actually, we allow both - Staff check out to patrons when they come in for Curbside pickup. Patrons may check out at the self-check if they have an in-library appointment.	In reference to curbside pickup.
We have experienced an increase in patrons from other libraries coming to LGS and requesting that we pull an item from the shelf and make it available to them for Curbside Pickup immediately (as opposed to waiting for the item to make its way back to the library as part of the natural Pick List process).	In referenece to supporting reciprocal borrowers through curbside service.
To clarify we aren't opening our holdshelves to RB yet	In reference to supporting reciprocal borrowers and curbside service.

SWAN Fireside Chat 12/15

Tuesday, Dec 15, 2020 10:30 AM CST - 11:55 AM CST

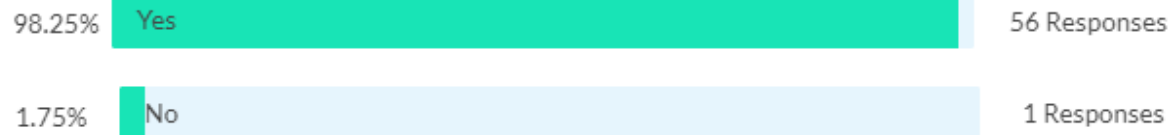
Polls Survey Q&A

7 **76** **59 %**
Poll questions Attendees Avg. Response Rate

1 of 7. 1. Does your library offer curbside or in-lobby pick-up?

57 of 76 Attendees responded

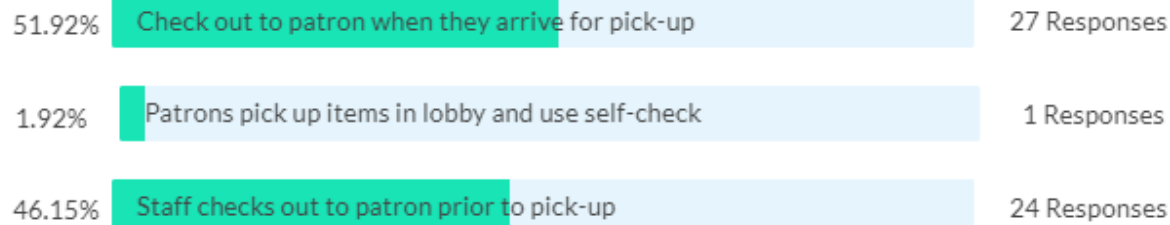
Multiple choice with single answer

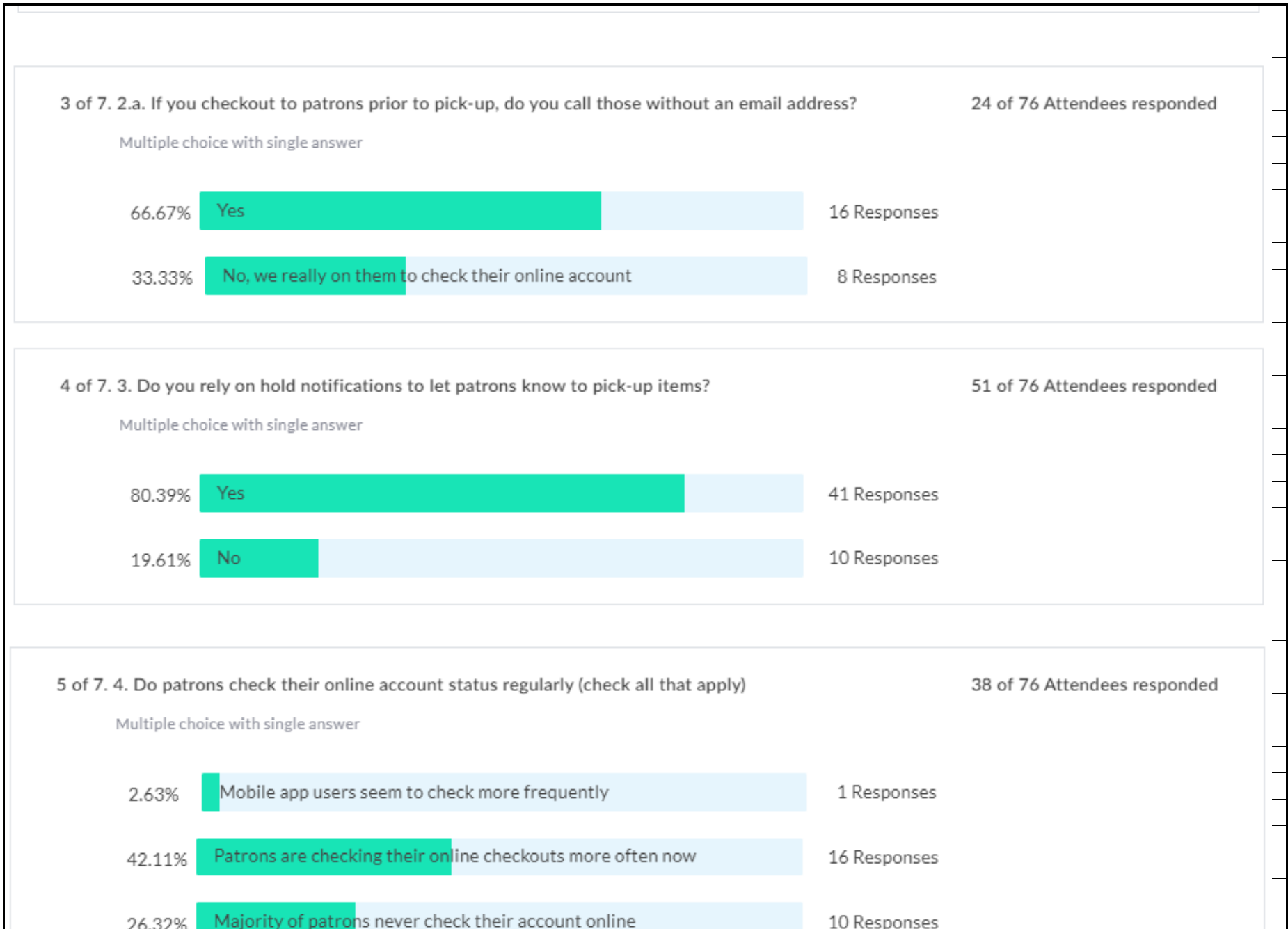


2 of 7. 2. How does your library handle curbside pick-up checkouts?

52 of 76 Attendees responded

Multiple choice with single answer





28.95% Those using curbside, placing their own holds, do check 11 Responses

6 of 7. 5. Are you finding reciprocal borrowers picking up items at your library?

45 of 76 Attendees responded

Multiple choice with single answer

75.56% Yes, occasionally 34 Responses

4.44% Yes, often - at least 25% of our curbside is RBPs 2 Responses

20% No 9 Responses

7 of 7. 6. Will your library continue to offer curbside service post-pandemic?

47 of 76 Attendees responded

Multiple choice with single answer

76.6% Yes 36 Responses

23.4% No 11 Responses