

ChatLog Circulation Users 2021-04-21

Rebecca Bartlett (LGS) (to Everyone): 9:51 AM: We use it when a patron brings in an older card, and their newer card is in WorkFlows.

Jeri Cain (to Everyone): 9:52 AM: Thank you, Vickie and

Jeri Cain (to Everyone): 9:52 AM: Crystal for doing this

Jeri Cain (to Everyone): 9:55 AM: VERY!!!

Karen (to Everyone): 9:55 AM: Will expired online cards be included?

Jane Young (to Everyone): 9:55 AM: Yes!

Teri W. _GHPLD (to Everyone): 9:55 AM: Yes!

SWAN Libraries ~ Helen Pinder (to Everyone): 9:55 AM: Super excited.

Laura (to Everyone): 9:56 AM: Very excited!

SWAN Libraries ~ Helen Pinder (to Everyone): 9:56 AM: Inactive 1 year

Julie (to Everyone): 9:57 AM: Sorry, I missed it - when will the purge take place?

SWAN - Dawne Tortorella (to Everyone): 9:58 AM: We are using a 3 year inactive period, so no - they will not be in this if created in the last year

Karen (to Everyone): 9:59 AM: Thank you

Stephanie DeYoung (to Everyone): 10:01 AM: What information is needed from libraries to set purge criteria?

SWAN - Dawne Tortorella (to Everyone): 10:01 AM:
<https://support.swanlibraries.net/documentation/68769>

Jane Young (to Everyone): 10:02 AM: No more quarantining

Julie (to Everyone): 10:02 AM: No quarantine as of today

Martha Kennedy (to Everyone): 10:02 AM: No quarantine

Sue Eckhardt (Calumet City PL) (to Everyone): 10:02 AM: Calumet City Public Library is doing 24 hours

Sarah Marshall (to Everyone): 10:02 AM: We have followed RAILS procedures this entire time, so we have moved to no quarantine

Laura (to Everyone): 10:02 AM: Items returned 1 day and held and then checked in the next day.

Norma Rubio (to Everyone): 10:02 AM: No more quarantine at Crete Library

Karen (to Everyone): 10:02 AM: no more quarantining

Rebecca Bartlett (LGS) (to Everyone): 10:02 AM: LGS is not quarantining browsed or book drop returns.

Hubbell (OBD) (to Everyone): 10:02 AM: No quarantine here at OBD

Carla Hibbard (to Everyone): 10:02 AM: No quarantine!

Jeri Cain (to Everyone): 10:02 AM: currently still doing 3 days

Peggy Carey (to Everyone): 10:02 AM: NUHS - no quarantine.

Sandy Feuillan (to Everyone): 10:03 AM: No quarantining

Teri W. _GHPLD (to Everyone): 10:03 AM: 3 days until May

Stephanie DeYoung (to Everyone): 10:03 AM: Batavia 24 hours

Patty St.Charles (to Everyone): 10:03 AM: St.Charles 24 hours

Sue Feddersen (to Everyone): 10:03 AM: 24 hours.

Sue Eckhardt (Calumet City PL) (to Everyone): 10:04 AM: We would like to see it at some point. But it will be a decision made later. My staff is concerned with an item coming potentially straight from a COVID household.

Sue Feddersen (to Everyone): 10:04 AM: Patrons are still a little nervous, so easing them in to none

Laura (to Everyone): 10:04 AM: Probably ending 1 day quarantine sometime this summer.

anees shaikh (to Everyone): 10:04 AM: no quarantine at GSD

Jeri Cain (to Everyone): 10:04 AM: We need to all be safely back in our workspaces first.

Teri W. GHPLD (to Everyone): 10:04 AM: GHPLD plan to go to 24 hours in May and by June No quarantine!

Karen (to Everyone): 10:05 AM: Can there also be a poll next week as to how many libraries have gone back to pre-covid hours?

Julie (to Everyone): 10:05 AM: We polled the staff before making the decision not to quarantine. Only two were concerned but they both realized that their discomfort was unrealistic - according to the science - and was something that they each needed to deal with.

Hubbell (OBD) (to Everyone): 10:05 AM: We did the same here re messaging about quarantine - didn't advertise the change

Patty St.Charles (to Everyone): 10:07 AM: Are libraries making the decision based on RAILS direction or using any other information?

SWAN - Dawne Tortorella (to Everyone): 10:08 AM: SWAN Hardware recommendations -

<https://support.swanlibraries.net/documentation/64771>

SWAN - Dawne Tortorella (to Everyone): 10:09 AM: CCS has adopted RAILS guidelines universally in all libraries - just an FYI.

Patty St.Charles (to Everyone): 10:10 AM: Thank you!!

Rebecca Bartlett (LGS) (to Everyone): 10:10 AM: We use the Epson receipt printers. We're no longer using the sticky paper or rubber bands, just placing the hold slip in the book like a bookmark.

Julie (to Everyone): 10:11 AM: Rebecca, do you have an open hold shelf? If yes, how do the patrons find their items?

Jeri Cain (to Everyone): 10:12 AM: epson printers - don't know model number - buy sticker paper from Team One

Rebecca Bartlett (LGS) (to Everyone): 10:13 AM: Julie, we are bringing back open holds in May. The slip has the first four letters of the patron's last name and last four of the barcode. I'll let you know how it goes.

Sarah Marshall (to Everyone): 10:14 AM: For libraries who use sticky paper for holds, do you have a dedicated station for processing holds? Or does circ process at their stations at the desk, and change out between sticky and regular paper when going between holds and checkout receipts

Julie (to Everyone): 10:14 AM: thanks!

Carla Hibbard (to Everyone): 10:14 AM: several locations have sticky printers.

Laura (to Everyone): 10:15 AM: We have two stations and change printers when needed. Right now though we are using sticky paper for everything.

Dana Green (to Everyone): 10:15 AM: At St. Charles we use sticky paper for checkout and holds and process at any station.

Vickie Totton (to Everyone): 10:15 AM: WorkFlows can be set to print receipts to the receipt printer and hold wrappers to the restick printer

Julie (to Everyone): 10:15 AM: we have 3 stations with sticky receipt paper in our workroom. Front desk printers do not use sticky paper for receipts.

Ian Nosek (to Everyone): 10:15 AM: As a quick note for scanners. If scanning a mobile phone is a desired feature, look for a scanner marketed as an 'imager'.

Jane Hebert (to Everyone): 10:15 AM: Main desk and self check we use regular receipt paper - at our reception desk and check in computer we use sticky. We often check out at rec. desk and check out too.

Ian Nosek (to Everyone): 10:15 AM: These use LED technology, which is capable of scanning phones. Laser scanners generally can't scan phones.

Jeri Cain (to Everyone): 10:16 AM: We do it all in the back and have 5 sticky printers. the printers at the desk do not accomodate sticky paper.

Rebecca Bartlett (LGS) (to Everyone): 10:16 AM: I bought the Honeywell scanner that SWAN recommended and you have to press a button to scan with it, it's pretty awkward to use.

Ian Nosek (to Everyone): 10:17 AM: Rebecca, is it the 1300g? There should be a 'presentation mode' that will prevent that.

Teri W. _GHPLD (to Everyone): 10:17 AM: pospaper.com
3.125" x 150' Print & Stick Thermal Paper (18 rolls/case) - Oval Adhesive
SKU: SB3181500

We have one sticky printer at the main circ desk and one in the circ workroom

Julie (to Everyone): 10:17 AM: The honeywell scanner can scan touch-free

Ian Nosek (to Everyone): 10:17 AM: Send in a ticket, and I can assist.

Jane Hebert (to Everyone): 10:17 AM: Team One seems to have the best price I've found. Anyone else found something cheaper - for sticky paper

Rebecca Bartlett (LGS) (to Everyone): 10:17 AM: It won't scan barcodes automatically, you have to hold the book with one hand and press the button with the other hand.

Jane Hebert (to Everyone): 10:18 AM: \$10.99 at team one

Rebecca Bartlett (LGS) (to Everyone): 10:19 AM: It's the Honeywell Hyperion 1300g.

Ian Nosek (to Everyone): 10:19 AM: I'll send you a doc with the programming barcodes, Rebecca.

Jeri Cain (to Everyone): 10:20 AM: We may use different restick than Jane - but we pay less than \$7 per roll from Team One.

Jane Hebert (to Everyone): 10:20 AM: Sorry Vernon is \$10.99 and my Team One is \$7.00 or so

Carla Hibbard (to Everyone): 10:21 AM: Geneva has gone fine free a few months ago- no announcement to patrons

Sue Eckhardt (Calumet City PL) (to Everyone): 10:22 AM: We are thinking of going fine free. But we are trying to put our thoughts together first. I just started at Calumet City so I wasn't aware of when SWAN was going to move away from fine free. So good to know

Julie (to Everyone): 10:22 AM: planning to go fine free forever shortly - Peer pressure, you know.

Sue Feddersen (to Everyone): 10:22 AM: we are going fine free forever as of July 1

Karen (to Everyone): 10:23 AM: Palos Heights announced fine free during National Library week and announced it to community through our newsletter, social media, local tv, newspaper and sending postcards to homes.

Laura (to Everyone): 10:24 AM: We went fine free at Flossmoor in May 2020.

Vickie Totton (to Everyone): 10:24 AM: Fine Free Configuration on SWAN Support Site

<https://support.swanlibraries.net/documentation/67324>

Hubbell (OBD) (to Everyone): 10:24 AM: OBD went fine free Jan 1, well received! Messaging through newsletter, newspaper, and also curbside flyers

Linda Dupree (to Everyone): 10:24 AM: We have been fine free for a few years with the exception of hotspots which is a challenge!

Jeri Cain (to Everyone): 10:27 AM: There was a thread on the circ listserv where some libraries posted their presentations to their Board.

Hubbell (OBD) (to Everyone): 10:27 AM: One of our challenges was communicating to patrons the new blocking mechanism at any item 14 days overdue (21 days at the moment). It's a quicker block compared to fining at x amount / day

Jeri Cain (to Everyone): 10:27 AM: ...and their strategies for going fine free

Jane Young (to Everyone): 10:29 AM: Do you know how many are fine free?

SWAN Libraries ~ Helen Pinder (to Everyone): 10:29 AM: For your hotspots, do you shut them off when they're 1 day late?

Vickie Totton (to Everyone): 10:30 AM: 30 libraries officialy fine free

Jane Young (to Everyone): 10:30 AM: thanks

Laura (to Everyone): 10:30 AM: We have the ability to turn the service off through Mobile Beacon.

Rebecca Bartlett (LGS) (to Everyone): 10:31 AM: We also de-activate the hot spots when overdue or lost.

Jeri Cain (to Everyone): 10:31 AM: We disable at 3 days overdue

Rebecca Bartlett (LGS) (to Everyone): 10:31 AM: Also the Rokus.

Linda Dupree (to Everyone): 10:32 AM: Mobile Beacon, the company we use is pretty good about blocking the data within 2 hours. We will block after a day. Unfortunately, we have lost more to lost than to overdue fines

SWAN Libraries ~ Helen Pinder (to Everyone): 10:32 AM: List Hotspots 1+ days OD

<https://na1-microstrategy.bc.sirsiidynix.net/bcanalytics/asp/Main.aspx?evt=4001&src=Main.aspx.4001&visMode=0&reportViewMode=1&reportID=E0866B6D11E85F81AE400080EFE5C300&Server=BCA-MICROSTRAT2-2&Project=BCA%20SWANLIBS&Port=0&share=1>

Linda Dupree (to Everyone): 10:32 AM: Yep

SWAN - Dawne Tortorella (to Everyone): 10:32 AM: May want to consider immediate as an "automatic" tap on the shoulder. Patrons learn

quickly the results of not returning things

SWAN Libraries ~ Helen Pinder (to Everyone): 10:33 AM: Plus they're paying fines on a thing they can't use.

SWAN - Dawne Tortorella (to Everyone): 10:33 AM: You can blame "the system"

Rebecca Bartlett (LGS) (to Everyone): 10:34 AM: We are no longer using Unique since April 2020, in conjunction with the pandemic. We also removed any outstanding Unique fines in LGS patron records.

Rebecca Bartlett (LGS) (to Everyone): 10:35 AM: We are no longer using Unique.

Laura (to Everyone): 10:36 AM: We've never used collections at Flossmoor. Patron is just blocked until they return or pay for lost materials.

Jane Hebert (to Everyone): 10:36 AM: We use unique (we are fine free) but have a limit of \$300. That way if we have a big problem they handle it. We do the little ones.

SWAN Libraries (to Everyone): 10:36 AM: Fine Free Panel Discussion <https://support.swanlibraries.net/tutorial/67434>

Rebecca Bartlett (LGS) (to Everyone): 10:36 AM: Jane, absolutely, I would be happy to talk to you. 708-215-3206.

SWAN Libraries ~ Helen Pinder (to Everyone): 10:36 AM: Please be sure to notify SWAN and Unique if you're permanently discontinuing the service.

Sarah Marshall (to Everyone): 10:37 AM: Yes, Helen gave me a report of patrons who would be submitted and I emailed them 2 weeks before we resumed

Sarah Marshall (to Everyone): 10:38 AM: Some were very grateful of the reminder and returned their materials

Linda Dupree (to Everyone): 10:38 AM: Although we have never used collection agencies, I have sent a personalized letter to the patron, kind of "we appreciate your patronage", a little fuzzier and I have received positive responses

Stephanie DeYoung (to Everyone): 10:38 AM: Batavia is doing this too.

We sent an email last week to those patrons and will resume on 5/10.

SWAN Libraries ~ Helen Pinder (to Everyone): 10:39 AM: Yes please.

Jane Young (to Everyone): 10:40 AM: thank you.

Julie (to Everyone): 10:42 AM: But if they pick the wrong item, they can't check it out. Right?

Carla Hibbard (to Everyone): 10:42 AM: we are back to having holds in lobby as well as drive thru - we still us AB1234

Laura (to Everyone): 10:43 AM: Our is open on the floor next to our self check outs. We do use restick paper on the spines.

Dana Green (to Everyone): 10:44 AM: We use sticky wrappers and wrap the spine for privacy. We use the first 2 letters of the last name and last 5 digits of library card #. When using a self-serve system, there is a margin of error. I follow up with holds that expire but haven't been checked out by emailing the patron.

Dana Green (to Everyone): 10:45 AM: correction- follow up with missing holds that haven't been checked out.

Sandy Feuillan (to Everyone): 10:46 AM: We use the entire last name

Laura (to Everyone): 10:46 AM: We do use more letters of the last name since we have many similar last names.

Sandy Feuillan (to Everyone): 10:48 AM: If the patron has a privacy issue we put those items behind the service desk. We only have a handful of those.

SWAN - Dawne Tortorella (to Everyone): 10:48 AM: We do have a user category that will allow people concerned with this to select DESK (not the open hold shelf) - add those to the hold wrapper and those who have requested private/not open hold can be accommodated

Laura (to Everyone): 10:48 AM: In the years since we have been doing the open hold shelf, no patrons have had an issue with privacy brought up by patrons.

Carla Hibbard (to Everyone): 10:48 AM: All the more reason to use fewer letters!

Julie (to Everyone): 10:48 AM: Same here, Sandy. We have 3 patrons who worry about privacy

Carla Hibbard (to Everyone): 10:49 AM: Our holds say DESK or DRIVEUP

Carla Hibbard (to Everyone): 10:50 AM: Hold wrapper!

Rebecca Bartlett (LGS) (to Everyone): 10:51 AM: That's good to know - we have a few patrons who would like their holds kept behind the desk.

SWAN - Dawne Tortorella (to Everyone): 10:53 AM: Category 11 - Hold Pickup Preference

<https://support.swanlibraries.net/documentation/64866>

SWAN - Dawne Tortorella (to Everyone): 10:54 AM: nope! Have a great week

SWAN Libraries ~ Helen Pinder (to Everyone): 10:55 AM: Thanks, everyone!

Jane Young (to Everyone): 10:55 AM: Thank you.

Sandy Feuille (to Everyone): 10:55 AM: Thank you!

Karen (to Everyone): 10:55 AM: thank you

Stephanie DeYoung (to Everyone): 10:55 AM: Thank you!

Sarah Marshall (to Everyone): 10:55 AM: Thank you!

Sue Eckhardt (Calumet City PL) (to Everyone): 10:55 AM: Thank you!!

Linda Dupree (to Everyone): 10:55 AM: Great Information! Thank You!

Donna Powers (to Everyone): 10:55 AM: Thanks! Very helpful

Peggy Carey (to Everyone): 10:55 AM: Thanks, everyone...Happy Spring!

Kay M (to Everyone): 10:55 AM: Thank you Have a great day