

Question	Answer
Are you considering inactive accounts only as expired accounts or non-expired accounts that have had no activity in 3 years 2 months?	We consider an inactive account to be one where no transaction (either patron initiated or staff initiated) has occurred within the past 3 years, 2 months. We recommend patron profiles use an expiration date of NEVER to avoid expiration of active patrons/blocks based on a date.
I am not sure if a definitive answer was provided regarding the 21 day block being restored to 14 day block?	We did not give an answer - we want to hear from our Fine Free libraries so we will be sending a targeted survey to all of you to get your input.
If we went fine free and removed old fines from existing accounts that were inactive, would they be considered active due to the LIBFINFREE payment, and therefore not purged?	When SWAN Staff updates those LIBFINFREE payments, it does not trigger a Last Activity Date update on your patron record. So, those patrons will be considered inactive and records purged. We will double check that though :)
Should the agenda be displaying...	Sorry, replied to the wrong question!
Are you considering inactive accounts only as expired accounts or non-expired accounts that have had no activity in 3 years 2 months?	We are no longer using expiration date of patron records as purge criteria. We have extensive testing of e-resource use to ensure it updates the Last Activity Date field. We encourage all SWAN libraries to move to a NEVER expiration date for patron records and rely on the annual NCOA project to identify patrons that no longer live in your service area.
Will this also include the 21 day overdue block returning to 14 days?	We will be covering that later in the chat!
Should the agenda be displaying...	We will be covering that later in the chat!
When will the fine free blocking rules be restored from 21 days to 14 days?	We will be covering that later in the chat!
Two questions: consensus on moving from 21 to 14 day block AND when will hold notices return to normal 3x / day?	SWAN will be sending out a poll to gather more information from fine free libraries.

I'm not that familiar with the Reference USA, could you give a 30 second description? Is it similar to EBSCO? Different?	You can learn more here: https://www.data-axle.com/what-we-do/reference-solutions/
Can you clarify (again, probably) if the Aspen project is 100% approved or just very highly likely to be approved?	The SWAN Board has approved funding for Aspen through 2022.

● STANDARD

SWAN Fireside Chat 4/27

Tuesday, Apr 27, 2021 10:26 AM CDT - 12:03 PM CDT

Polls

Survey

Q&A

5

122

62 %

Poll questions

Attendees

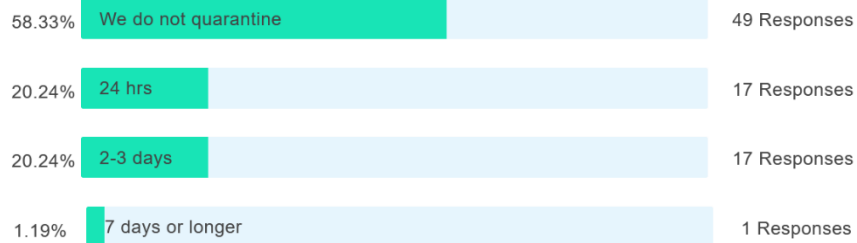
Avg. Response Rate

Q Search poll questions or answers

1 of 5. As of May 1, how long does your library quarantine?

84 of 122 Attendees responded

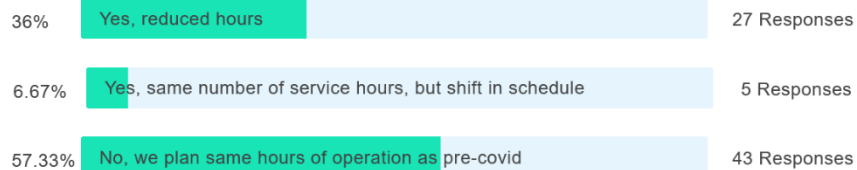
Multiple choice with single answer



2 of 5. Has your library made permanent shifts in hours of operation?

75 of 122 Attendees responded

Multiple choice with single answer



3 of 5. When does your library plan to return to pre-covid hours?

83 of 122 Attendees responded

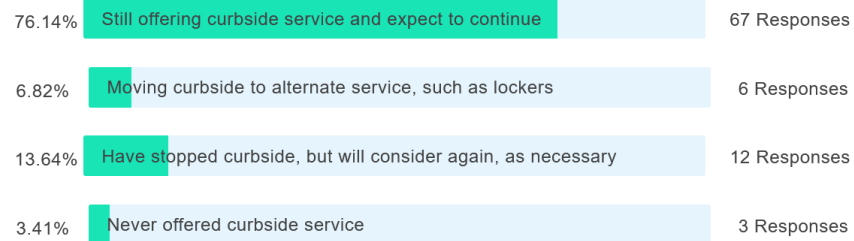
Multiple choice with single answer



4 of 5. How have you transitioned curbside service?

88 of 122 Attendees responded

Multiple choice with single answer



5 of 5. Would your library be interested in any of the following opt-in group purchases?

50 of 122 Attendees responded

Multiple choice with multiple answers

