

1 00:18:47—>Ian SWAN:—>I was just looking at it - live transcription is available, but
we need to enable it first.

2 So that's definitely something we can look into for next time!

3 00:19:06—>Michelle Kurczak:—>Thank you!

4 00:44:09—>Aaron Skog - SWAN:—><https://support.swanlibraries.net/help/using-help-desk>

5 00:44:46—>Aaron Skog - SWAN:—>This Support page outlines the Help Desk system, and
the Web Access allows you to view all your library/company tickets

6 00:45:40—>Peggy Tomzik:—>What does "silent printing" mean?

7 00:52:45—>Leighton Shell - SFVPLD:—>What differentiates equipment/device from
Library of Things? Is equipment/device more tech items?

8 00:53:58—>SWAN Bibliographic Services:—>Yes, essentially. The categories are how
things fell internally based on initial analysis, and there is crossover between the two.

9 01:01:52—>Leighton Shell - SFVPLD:—>Nice...

10 Hoopla Updates

11 Allow filtering Hoopla titles based on genre.

12