Jessie Affelder (Private): 10:53 AM: Should I be hearing audio yet?
Dawne - SWAN (to Everyone): 10:56 AM: Welcome - be sure to send in comments and questions
JERI CAIN (to Everyone): 11:00 AM: No cherry pie?
Nick A (Itasca) (to Everyone): 11:03 AM: Is there a way to get that graph? I wanted to share with my library
Kathy Semrick TCD (to Everyone): 11:04 AM: Can you make this larger please?
Dawne - SWAN (to Everyone): 11:05 AM: Yes, we will share this slide deck and will also provide the spreadsheet with the chart so you can further analyze
Kathy Semrick TCD (to Everyone): 11:05 AM: Thanks, Dawne
Nick A (Itasca) (to Everyone): 11:05 AM: Thank you!
Lucas McKeever (to Everyone): 11:06 AM: There is a gray bar below the cameras that you can drag to enlarge the size of the presentation slide
Rebecca Bartlett (to Everyone): 11:06 AM: Click on Hide Everyone at the top, middle of the screen
Michelle Kurczak (to Everyone): 11:06 AM: If you click View Everyone, and switch to view participants on the side, the screen gets bigger
Jill Larson (to Everyone): 11:06 AM: hover over your screen and you can increase image
Kelli Staley (Private): 11:11 AM: please renew cards expiring in April to the July 4 date too.
Catherine Nemesnyik (to Everyone): 11:11 AM: I will send in a help ticket because our schools close at the end of May.
Robin O. Wagner (to Everyone): 11:11 AM: Sounds like a good plane!
JERI CAIN (to Everyone): 11:11 AM: sounds good!
Stephanie DeYoung (to Everyone): 11:12 AM: Have you also extended hold suspension dates?
Victoria-RFS (to Everyone): 11:12 AM: That is great. Thanks!
Kelli Staley (to Everyone): 11:12 AM: please renew cards expiring in April to the July 4 date too.

Mary Malach (to Everyone): 11:12 AM: Sounds good. Thank you!
Tara (to Everyone): 11:12 AM: That's a good idea Catherine, we can put our heads together and figure something out!
Steven - SWAN (to Everyone): 11:13 AM: Hi Kelli - all cards expiring between Jan 1 2020 and June 30 2020 have been extended to July 4th, so those are all set.
Christine-Bloomingdale (to Everyone): 11:14 AM: Will the July 4 expiration date for cards mess up our auto renew of library cards? Our cards need to expire on the last day of the month to be picked up by the report.
Christine-Bloomingdale (to Everyone): 11:15 AM: Ok thanks!!!
Kathleen Spale (to Everyone): 11:15 AM: Can we separate holds for our individual library's patrons' from the rest of the system's patrons?
Kathleen Spale (to Everyone): 11:15 AM: To help with the volume of holds when we reopen
Tara (to Everyone): 11:16 AM: That will be a topic of the reopening conversation Kathleen!
Kathleen Spale (to Everyone): 11:16 AM: Thank you so much!
Mary Clemens (to Everyone): 11:17 AM: Yes - unified approach makes so much sense.
Dawne - SWAN (to Everyone): 11:18 AM:
https://support.swanlibraries.net/covid-19
Aaron Skog - Exec Dir SWAN (to Everyone): 11:18 AM:
https://www.librarylearning.info/events/?eventID=31245
Lisa K (to Everyone): 11:19 AM: Was this the IMLS webinar?
Mary Clemens (to Everyone): 11:21 AM: Link is live - I was just able to register.
Kathy Semrick TCD (to Everyone): 11:21 AM: I just registered
Victoria-RFS (to Everyone): 11:21 AM: Just registered
Mary Clemens (to Everyone): 11:22 AM: Appreciate SWAN providing guidance on this.
Karen (to Everyone): 11:23 AM: Please say the date again for link
Aaron Skog - Exec Dir SWAN (to Everyone): 11:24 AM: https://www.librarylearning.info/events/?eventID=31245
Aaron Skog - Exec Dir SWAN (to Everyone): 11:24 AM: Friday, April 17 at 1p.m.
Karen (to Everyone): 11:24 AM: Thank you
Aaron Skog - Exec Dir SWAN (to Everyone): 11:24 AM: "COVID-19 & Collections Care"
Dawne - SWAN (to Everyone): 11:27 AM: checking fines/fees - billing amount directly from patron record, rather than status
Aaron Skog - Exec Dir SWAN (to Everyone): 11:28 AM: This is the support site link Robin has in the slide:
https://support.swanlibraries.net/node/68548
Tara (to Everyone): 11:28 AM: We recommend asking your vendor to look at status, and not fines - that way you won't have to make changes later on
Julie I (to Everyone): 11:29 AM: so, if looking at status, which statuses block the patron? Everything except OK or OK and Delinquent?
Dawne - SWAN (to Everyone): 11:30 AM: For digital resources, our recommendation is the OK and DELINQUENT are OK and should not be blocked
Dawne - SWAN (to Everyone): 11:30 AM: BLOCKED should be blocked by vendor
Sara Kennedy (to Everyone): 11:31 AM: Will libraries be eligible for a refund or some form of credit for EBSCO databases already paid that extend beyond July 1?
Laura - Dolton (to Everyone): 11:33 AM: Can anyone hear Robin? I lost the audio
Nick A (Itasca) (to Everyone): 11:34 AM: Yes I hear her
Aaron Skog - Exec Dir SWAN (to Everyone): 11:34 AM: Yes, Robin's audio is good
Laura - Dolton (to Everyone): 11:34 AM: I was hearing everything. Now I don't hear a thing.
Michelle Kurczak (to Everyone): 11:34 AM: I logged out and back in and my audio started working again.
colleen Gnat-Hernandez (to Everyone): 11:34 AM: audio is good
Laura - Dolton (to Everyone): 11:35 AM: Thanks Michelle.
Nora Mastny (to Everyone): 11:40 AM: LITA is having a webinar on security on 4/9 as well
Mary Clemens (to Everyone): 11:44 AM: Sounds like fun. Thanks Molly.
Jessie Affelder (to Everyone): 11:47 AM: Could you repost the Eisenhower Library puzzle file link?
Dawne - SWAN (to Everyone): 11:47 AM: https://eisenhowerlibrary.org/puzzles/
Victoria-RFS (to Everyone): 11:48 AM: Thanks!
Catherine Nemesnyik (to Everyone): 11:48 AM: Thank you!
Westgate, Susan (to Everyone): 11:48 AM: Thank you
Kandice Krettler (to Everyone): 11:49 AM: Will you schedule more Fireside Chats past April 14th?
Mary Clemens (to Everyone): 11:49 AM: Thanks SWAN team! Appreciate everything you are doing.
Kandice Krettler (to Everyone): 11:49 AM: Thanks! :-)
Debbie Walsh (to Everyone): 11:49 AM: Perhaps we will happily call them "poolsides" soon!
Kathy Semrick TCD (to Everyone): 11:49 AM: Thank you. It's a nice way to meet.
Jill Larson (to Everyone): 11:50 AM: These chats have been very informative - Thank You!
Teri W. -GHPLD (to Everyone): 11:50 AM: Thank you SWAN Team, you guys are amazing.
Kelli Staley (to Everyone): 11:50 AM: thanks!
Hayley Rightnowar (to Everyone): 11:50 AM: Thank you!
Marla @ Matteson Library (to Everyone): 11:50 AM: thank you all
Gabriel (to Everyone): 11:50 AM: Thank you guys!!
Noelle McDonough (to Everyone): 11:50 AM: Thank you!