Evergreen Conference

Curbside and other Delivery and Outreach Ideas

May 26, 2021

>> ROGAN HAMBY: We are like the Hotel California, you can check in but you can’t check out.

>> DAWN DALE: You can leave anytime you want, you just can't check out.

>> ROGAN HAMBY: It is 1 PM Eastern time which is my time. We have people from all over the world is so good afternoon, good evening and good morning, good day in general. This is going to be Curbside and Other Delivery and Outreach Ideas with Jennifer and Dawn presenting. And in the chat I am posting the captioning link if you would like to follow along with our captioner and our captors have been awesome so I want to make sure they feel loved because they have contributed greatly to the conference. Other contributors are the Mobius and the Evergreen International Conference we greatly appreciate that as well so I'm going to watch the chat and if you have questions feel free to drop them in otherwise I will pass this over to Jennifer and Dawn.

>> DAWN DALE: Hello everyone. I am Dawn, and we will talk about curbside delivery today. This part of the Evergreen module was developed in response to the pandemic basically. It works well. Our libraries that use it have liked it. There are several bugs in the system and I do not know, a couple of them I asked Chris if he could work on the test server and his plate is so full right now, he said I didn't know what I do to make it work so I am going to use the live production server today because it works there. You will see a lot of references to PINES and our labels on things but it is generally the same for everyone else.

I am going to share my screen. You can try refreshing refresher window. Unfortunately do not have any special controls for this. Permission was, Hopin is simple, in theory you have all the permissions.

>> JENNIFER BRUCH: Until she comes back I will test my ability to share. Okay. My screen sharing is working.

>> ROGAN HAMBY: I just added Dawn back into the session so she should appear in a moment. Karen, I've personally been using Chrome and Hopin recommends Chrome or Firefox. Some people have had success using Microsoft Edge. The difference I seem, that I can discern from people's usage is that you need to make sure you disable plug-ins. Quite a few audio problems have been traced back to Hopin using a pop up to cause an integrated reaction with the window, and pop-up blockers can be a problem and also some privacy related plug-ins seem to be damaging. I did not plan on these Hopin issues but out of hop but I used incognito mode to avoid conflicts with caches and cookies, and it's been stable and reliable for me. .

>> JENNIFER BRUCH: Well maybe I will start with my stuff first and then she can jump back in after the end of mine -- it is kind of interchangeable. So that she has time to get back in here.

So I part of the presentation is more about the practical workflows and the physical workflows inside your library and less about the module itself. So let me make sure that I am keeping things in the right place here.

Okay so, presentation is up.

>> DAWN DALE: I still cannot share. So go ahead, Jennifer I will try Firefox and see if I can get head that way.

>> ROGAN HAMBY: Browser permissions can definitely be a factor. So trying another browser is a good idea.

>> DAWN DALE: Yes, go ahead, Jennifer.

>> JENNIFER BRUCH: All right. Curbside delivery, case study for SPARK libraries. My name is Jennifer Bruch the ILS applications specialist for the Pennsylvania Integrated Library System often called PALES in PALES administers SPARK. and I will discuss in broad strokes the experience of several SPARK libraries using the curbside model. We have 160 Leper locations across 28 counties in Pennsylvania, they include kiosks, bookmobiles and libraries, part of multi-County cooperatives.

Selected locations started using the curbside module in July 2020 and they all agree that it was an improvement over the Google sheets and pen and paper they were using previously. The one click check out on all the shelves for the patron helps save the staff time. And a module is configurable to allow or disallow patron self-scheduling which most locations opted to disallow in the beginning because of the ever-changing nature of their hours.

Notices I set up in the beginning at the org unit level because some locations didn't want to use them and they wanted to modify their hold notice instead and after all the libraries eventually were up to the same speed and were ready I transitioned it to a system-level Curbside notice again so why brace could turn on the module in their library settings and start using it anytime and didn't have to contact support to have the notices put in place, and just as a screenshot here here are the notices on what they look like, I do have some ideas on how to clean them up a little bit more in the future such as masking the email used and having it is a library-appropriate email etc. But for the most part, you have the notification that an item has arrived at the bottom, and then you have a notification that informs your patron that curbside is an option to pick up your library materials. And after a patient has made an appointment with you the patient gets a confirmation of the time and the date, the date and time of their appointment and these arrived both email and text. And so you are seeing the text notices here.

The email notices have the opportunity to have more instructions in them but for the most part I think we've all experienced the cases where agents just do not read them. And they do exactly as they like.

So one of the main challenges with Curbside is that patients do not follow the same path to get their items.

That is just what it is.[Laughter]. So, while the Curbside module was timely and needed it did not solve the workflow challenges library might face in delivering items but In the experience all the SPARK labors the general and critic ability of patrons was a source of frustration. patron should have their own lyrics for the song, how do you solve a problem like Maria, how do you catch a cloud, pin it down. You do not, those patients are the salt on the rim of your glass of lemonade and help you appreciate things you can predict and control like library staff workflows.

The workflow challenges. Staff want to plan ahead. They want to check the screen for updates but it ties them to the workstation, patients do not arrive on schedule. It only checks out items that are actually on the hold shelf. And of course there are no receipts upon delivery of items. And new holds arrive but staff cannot tell that there is already a Curbside schedule pickup.

we are going to talk about a few of those challenges present module for Curbside was designed to keep staff from working too far ahead and staging items before they all had a chance to arrive. But the reality is library staff need to be able to see ahead to plan their day and make sure staff are covered during busy times, breaks, mealtimes and shift changes. Checking the module at regular intervals to see updates is necessary. But when you check the module it is just as important, i.e. When. If you include it in every interaction with the patron you can increase the opportunities for staff to see those all-important updates.

So it is really important when you are adding a service like this and indeed, other delivery workflows in the future, try not to create new separate workflows for Curbside or other delivery methods, integrate it into the workflows you already have it when a patient calls for asking for items to be set aside to look up their account and see all of their other holds and you analyze where they are, what is ready and what is in transit and when is the next delivery. Do they already have an appointment scheduled? Is it too soon? Ask them to reschedule.

If you have situations occurring where patients are missing items, because they are coming in to pick up some items before your daily transit delivery arrives, consider limiting her appointments to after your daily deliveries. Keep staged and on stage items together physically and this way staff can see that a newly arrived holder should be grouped together with other previously staged items. Some libraries were using paper bags withhold slips taped to the outside of the bag to keep, to help staff keep track of which patients have an appointment and what was in the bag.

So, in conclusion there's a lot of feedback from SPARK.

I will now handed off to Dawn who will do a presentation focused on how to set up Curbside.

>> DAWN DALE: : Okay. Thank you, Jennifer, can you all hear me?

>> ROGAN HAMBY: Yes.

>> DAWN DALE: I will try the screen share now.

>> ROGAN HAMBY: Yes, we can see that.

>> DAWN DALE: Okay. This assumes you are familiar with Evergreen and how it works and how permissions work etc., and if you are not a local admin you will not be able to set these permissions yourself or the library, they will need to do it.

First I will look at the permissions for the library and what they are, so I am going to go to administration. Local administration -- and the library settings editor.

I am using our state library today that is one thing you want to make sure you're giving the permissions to the correct library. And I will filter by Curbside. And there are four permissions that need to be sat for Curbside. The first is disabled patron modification of Curbside appointments in the public catalog. And it sets defaults as at it sets defaults as the default -- that is a mouthful, it means patrons can edit their pickup times in the catalog. That being said there is a bug and there's actually no way the patrons can do that. It does not show up in their account.

>> ROGAN HAMBY: We have a quick question for Meredith. Asking about does anything print slip into the books.

>> DAWN DALE: No not to my knowledge. Enable Curbside pickup functioning at the library, you want to set that to true. Maximum number of pages I can select a particular Curbside pickup time. So then people can make scheduled pickups during the hour. That is just what we have it defaulted to. And then the time interval between Curbside appointments is one hour and you can set it to five, 15 minutes, whatever you want to set it to and then make sure that number of patrons that select the time that is reasonable number for your staff to handle.

The permissions that need to be set for the library -- any questions on that?

>> ROGAN HAMBY: No I think we are good.

>> DAWN DALE: Okay. So on your circulation menu, all the way at the bottom is Curbside pickup if you see it on your screen that first, at first I couldn't see it on my screen because it is a little smaller but can reduce your screen display and you will be able to see it, it is at the bottom of the menu.

This is your Curbside pickup module. You have to be staged, staged and ready, patron is outside, delivered today and schedule a pickup.

The first thing you will do, your patron has placed a hold and it has come in and the patient has gotten their notice that there hold is ready for pickup.

They can call you and say that I want to come up and pick my hold up and a lot of this will take patron training as well. During the pandemic when the libraries were closed, the patrons would say, I got noticed that my hold is ready but the library is closed, how do I get it? That was simple. Now they just have to know to call and schedule a time to come and pick it up.

I am going to click on the schedule pickup window and you've got your patron barcode and you also have patron search and this actually works on the test server but it does not work on the production server. If you click on search brings up the patron search menu and it goes away for us. But you can search for a patron like you always do.

But if you have a patron barcode you pull it up -- let me get one. It tells me that this patient has one a hold ready for pickup at this location and that is another thing that I had to make sure that I was doing correctly is make sure that you are using the workstation of the pickup library. If the patron calls the wrong library, it will say they have zero holds at this location. You will need to check the account and see what their pickup library is and they need to make arrangements with that library.

You see that make appointment now button will not let me click on it and that is because this patient does not already have an appointment. If they already had an appointment, an appointment for picking up five of their items, and three more, and you could make a second appointment for them or you could include them in the first appointment.

We are going to pick a date, they said they would come in today. And these dates and times also follow your open hours. If you are not open, then they will not be able to pick it up. My only timeslot left for today is 4 o'clock. Anything before that is too early. And we close at five so I am going to pick 4 o'clock.

You can put a note here if you wanted ask them what color car they are driving. Anything like that. Whatever note you might need to put in there you can put in there. And you click, save.

Now you will see this available change to nine from 10 that means one of the 10 appointments is already used. And it is for this patient and you can also cancel appointments from here. If the patient called and you can put in their card number and canceled her appointment from here.

So now our patient is scheduled an appointment. So let us look at, to be staged. When your staffer, if you have more than one person watching the curbside pickup location venue this tell somebody what items are ready for the patron. As Jennifer said, you want to keep the ones that are ready for staged with your un-staged so you can have them pick up everything at one time which would be the best workflow unless they do not want them all at the same time. We all have that one patient who says, well I don't want to pick those up until Friday because I'm not going to be able to read it before them and I want my full two weeks whatever checkout time. I don't want to lose time so I will come back and get those. You all know that.

We see here the date and time. The patron. And the item to be picked up. You can claim this one, our staff member can claim it and it says I am working on this. So that other staff members won't be looking for the same books that you are looking for. Or you can mark them staged and ready so that when you know everything is together, and you know that they are ready to be picked up, you can mark them staged and ready. Let us move to the stage and ready tab.

You can see that I have two pickup staged and ready, one is at 3 o'clock and one is at 4 o'clock. Any staff member that is logged on can see what is staged and what is ready to go. If there's more than one item it will list all the items the patron is picking up so you can double check that you are giving them everything that they need.

Can mark that the patient has arrived and maybe someone else is answering the phone and the patient says I am outside. They can mark that the patron has arrived. You can mark it checkout and Mark as delivered and it will check the items out and mark them as delivered for today --or you can set the appointment back to be staged again. Maybe the patron calls and says, hey, I am not going to make it today or I am not going to make it at 3 o'clock, can we pick another time. You mark it back as stage.

Back over here. And again it is showing the timeslot of 3 o'clock. But if I go in, I'm going to try -- let me get this patron number here -- copy and paste it. If I go back -- I will open a new window -- if I go back to this patron's account, in curbside pickup,...it says they have one hold ready and it is at 3 PM pre-die can make a change to this appointment now. I can say they are not going to make it today, let's push it out to tomorrow they want to, 3 o'clock again, and I can save the appointment.

And so now it is saved for 3 o'clock tomorrow. And they are no longer, let me refresh the screen. And they are no longer on the "to be staged" their stuff is ready to make -- the new appointment has been made.

Let me try that again.

>> ROGAN HAMBY: When you get a chance we have Don, we have question from Dee in chat about the best way to handle items not picked up at the day's end.

>> DAWN DALE: I will answer that in just a second. When I refresh my screen here and go back to the to be staged, you do not see these because you can only see the next two timeslots were for the rest of the papered and that is intentional. That they do not want you to work too far ahead. That being said, in PINES we set our so that we can see the next 10 timeslots. So that we can at least plan ahead. But we cannot see tomorrow's until tomorrow. So that is why we are not seen them in the to be staged now.

In the morning, they will be here for to be staged again.

The best way to handle things that are not picked up, would be to go in and if they were staged and ready mark them back to to be staged and you can call those patrons and ask them if they are still coming into pick up the items. Or would they like to reschedule their appointment. That sort of thing. I hope you will not have many of those but I can see where you would have some.

If they are staged and ready mark them back to be staged and you can change their appointment. Does that answer your question? Okay, I cannot see that chat.

>> ROGAN HAMBY: She said that answers her question and she also asked if there is a way to have the screen auto refresh?

>> DAWN DALE: I have no idea. That would be -- I don't know if any screen in evergreen auto refresh is spread out with think that would be a browser setting and not in evergreen setting. Am I correct on that, Rogan?

>> ROGAN HAMBY: Yes. And there is a difference sometimes between the browser refreshing and pulling in new content. But as Karen commented in the chat, that would be wish list for us. There's been a few other things mentioned in chat for wish lists that I definitely hope make their way to Launchpad. And if anybody has wish list requests and do not know how to put things into Launchpad, feel free to contact me and I will help you out with that.

>> DAWN DALE: I would be glad to help that with that. Rogan, since this is recorded will the chat also be there?

>> ROGAN HAMBY: Now it is just that main screen.

>> DAWN DALE: Thank you. We have staged and ready and we have this one that is still staged and ready and the patron will come in. Again you can mark that the patron has arrived, let us do this with this one and will do another one to show you the other choices.

Patron is outside so anyone looking at the curbside menu can save the patron is outside let me get the books to them paid you take them to them and you mark them as checked out and delivered. And Mark curbside appointment as delivered.

These items are checked out to this patron and we are going to go to the patron account now. So we can see that they were checked out. I am sorry that is the wrong account. That was the other accompanied let me get the right one.

When you're in the Curbside, one of the best things about it is when you take the books out you don't have to look up the patron's account and you do not have to check out each item separately and take it out. It will automatically check them out. Now is there a receipt for this? I have not seen a place where a receipt is printed. I haven't, I do not have a printer working out I do not have a printer here at home. So at but it does not pop up for me to printer receipt so I assume a receipt does not print.

>> JENNIFER BRUCH: If your system has email checkout slips set up, that those do trigger --

>> DAWN DALE: Yes I would confirm that because I get emails from --patron gets an email when the appointment is scheduled, they get an email saying you have an appointment scheduled. They also get an email when it is checked out if they do have that email for checkout. So I have gotten all those emails on these test accounts I have set up.

>> ROGAN HAMBY: We have a couple more questions from the chat. Carol asks for statistical purposes, is there a way to note how many items were checked out via Curbside.

>> JENNIFER BRUCH: That's an issue with the report module now you can see the number of appointments, both past and in the future, so you can use a report to see your future appointments if you need to but it does not note the number of items that are delivered unless you are able to access the back end of the database so that is a bug wish list development request.

>> ROGAN HAMBY: Is that on Launchpad?

>> JENNIFER BRUCH: It is on my list to add if it is not already. [Laughter].

>> ROGAN HAMBY: Questions are coming in fast and furious. Dee asks How do we increase the amount of appointments you can see, we can only see you two time intervals ahead.

>> DAWN DALE: I will tell you that you are going to need to contact Karen for that, she did the patch for that and put it in on ours. So Karen McKenna, sorry to call you out and put you on the spot but she did it in I do not know how to do that.

>> ROGAN HAMBY: Then Lynn asks, doesn't clicking the patron name linked to the patron account?

>> DAWN DALE: It does I could've done that, correct. Sometimes I just forget that I can do that. But anything that is blue and underlined you can click on and it will take you right to either the patron or the item whichever you click on.

>> JENNIFER BRUCH: That's another shortcut to get the receipt, it is not far away it is just not instantaneous.

>> DAWN DALE: Right. Once you get to the patron account then you can print the receipt under actions. Print item receipt.

>> ROGAN HAMBY: I think that catches us up on questions.

>> DAWN DALE: Great. Let me go to delivered today. This is your list of items that were delivered to date, so I guess at the end of each day, for now as a workaround, it seems like a real pain but you could count the number of items that were delivered today and make a note of it. So you would know how many items were checked out via the curbside checkout.

And then you are back to schedule a pickup. So let's to the other choices there. We are going to schedule another pickup. For another patron. And we are going to go ahead and schedule it for today if it will let us. I am going to put a note in here, blue Nissan accord. And then save. It saved the appointment. So we will go to be staged and there it is to be staged. And it is ready. We can mark it as staged and ready.

And now if you are ready you can check the items out and mark them as delivered. You do not have to go through all of the steps if you do not need to. So mark as checkout and delivered. And go to your delivered and there is your items for delivered today.

And you can like you said, click on the patron account. And print your receipt. And it would print your receipt if you had a printer.

And that is what your receipt looks like. I was going to the back -- let me do one more because I was going to look at the note the reason I put the note in there is always going to look and see where the note showed up. And I got ahead of myself.

>> JENNIFER BRUCH: It might be good to also demo where you staged one arrived hold and then another hold arrives after it is staged, so the people can see what it looks like when that updates.

>> DAWN DALE: Okay. Hang on here. I've got myself out of -- let's get back in. Schedule a pickup. Choose today. 4 o'clock. I only have eight slots available now because we continue adding slots there and so now it is changed to seven. We are scheduled. I didn't put a note on that so let me do that. I am getting ahead of myself and forgetting to do things, I apologize. Okay we are going to schedule -- that one is staged and ready, is this what you meant, Jennifer, that one is staged and ready and then do another one?

>> JENNIFER BRUCH: Yes, that one is checked out although we might have a frozen screen situation, Dawn, are you away from Jan Copeland's test account?

>> DAWN DALE: Hold on. Let me go back over here. This is the strangest thing because I still have Chrome open and is now sharing my Chrome screen instead of my Firefox screen which is the one I am in so hang on, cataloger were seeing it move with you.

>> DAWN DALE: This is the one that staged and ready. Or stage, let's make it staged and ready.

>> JENNIFER BRUCH: Then we go to that patrons account and add another item.

>> DAWN DALE: Let's place another hold. I'm trying to use generic term so I have a lot of choices. We are just going to go ahead and pick this first one. Let's pick the second one because there's more than one copy. Place our hold.

>> JENNIFER BRUCH: Then we capture it.

>> DAWN DALE: Yes. Then we capture it. Okay to capture and to let me go to the patron -.

>> JENNIFER BRUCH: Not there. That is the patron account or the item.

>> DAWN DALE: Yes I was going to get the patron account. And see which item is selected for the HOLD

> >> JENNIFER BRUCH: Okay.

>> DAWN DALE: Because I would know which barcode to capture. And it's not showing there yet so let me, sometimes it takes the holds target her a while to run. It is not on -- you know what I did? I bet I didn't put the right pickup library. Yes. It was not on the patron account. Wait a minute.

I might be on the wrong account, hang on one second. I apologize y'all, I'm getting myself all confused here. And I don't feel good about it and I apologize very much.

>> JENNIFER BRUCH: That is okay. We are all multitasking right now, keeping an eye on the chat and things and interrupting you so we apologize.

>> DAWN DALE: This is for Garden, they don't have hold available either. Let me go back to the other Norma Barnes account in place a hold again. It says that she has zero on hers because hers are staged and ready or staged.

>> JENNIFER BRUCH: They should still show there.

>> DAWN DALE: I will just click it that way and close these other accounts.

>> JENNIFER BRUCH: Sounds good.

>> DAWN DALE: I will quit confusing myself but here is the one where I placed the hold. So now I can get this barcode -- and I can check the site I am in. Checking in and trapping the hold is the same thing, I assume you all know that.

It is ready and it is going to the public hold shelf so that is good. So now we are going to go back to the Curbside Module and look at his account again and schedule a new pickup or just change the old one.

>> JENNIFER BRUCH: We should be able to just go to staged and ready. If I am thinking this correctly. There we go. So staged and ready -- you can see that the one item was staged and it is letting you know that something NEW IS READY> >> DAWN DALE: Thank you I forgot about that note that comes up there. But is it automatically added into the station ready, Jennifer?

>> JENNIFER BRUCH: Well this is like a physical thing where if the two items are next to each other, you can just hit send back to be staged and re- stage it in two clicks or if the items are not physically together than you should go and get them physically together during that staging process.

>> DAWN DALE: All right. I have not had this come up with us so thank you. If you do not have them together, those two items then you'd want to send it back to be staged again until the second item is brought in with the first item. That would keep them from somebody else thinking that everything is there when it is not. If the patron were to arrive before you got the second item there. Thank you, Jennifer, I appreciate your help with this.

With all of that clear as mud, do you all have questions about that?

>> JENNIFER BRUCH: Without a lot of interesting chat about some of the changes that people made to the scheduling, whether for staff or patrons, is not quite clear. Some have shortcut buttons to choose days and times and these have to be reset daily. Jeremy, you poor thing, while that sounds interesting it would be lovely if there was something that didn't require so much maintenance so apparently there were some patients who were having issues getting the calendar widget to display on the scheduling interface. And perhaps staff may have run into that as well.

>> DAWN DALE: I will show you in a minute, they are saying that their patrons can see how to schedule an appointment?

>> JENNIFER BRUCH: But the calendar image, the default one picked is not coming up so they made some home brew buttons to display the next four days it looks like. And then they had to choose a time after that. So Terran -- says that there were --

>> DAWN DALE: I did not know, let me pull up the OPAC..

>> JENNIFER BRUCH: If you have it disabled agents will not be able to self-schedule.

>> DAWN DALE: Should that be set to true? Did I read it backwards?

>> JENNIFER BRUCH: To allow them to schedule? I cannot recall now. I apologize.

>> DAWN DALE: Let me just go back to their permissions. I may have read it incompletely. It looks like it should be true.

>> JENNIFER BRUCH: We've all run into that situation.

>> DAWN DALE: Patron modification. It disabled would be true so I have it set to false.

>> JENNIFER BRUCH: So you should be able to see it.

>> DAWN DALE: Now I go to the OPAC -.

>> JENNIFER BRUCH: You will need to log out.

>> DAWN DALE: This patron I need to set the pin number to log into their account right quick. I'm going to go into Firefox and I am going to let it share another window. Hang on.

>> JENNIFER BRUCH: Terran, Says you will not see it in PINES because her using the bootstrap OPAC on .6 and the curbside module does not display.

>> DAWN DALE: That answers the question and that is why I cannot see it. Okay. I appreciate that, Terran.

>> JENNIFER BRUCH: I will work on getting a page set up so that we can see that.

>> DAWN DALE: All right. We added this item to be staged and it is here so when we check out, it will check out both items. So I went to check out items and mark as delivered will go to the patron account. It says they were both checked out, check out item came in after appointment was staged and it is still there but they are both there and I will go to the patron account. We can see two items are checked out.

We have successfully checked out one, two, three, four, five items today. On the Curbside pickup or patrons did not have to come in. I want to say that you do not have to use this just when your library is closed, this is a good service to use continuously for this patrons that have a hard time getting in and out of their car, have a baby asleep in the back, whatever reason they do not want to come into the library, this is a good tool to have to carry forward for your outreach. And hopefully increase your patron, patients coming in to pick up items or using a library.

As I said before, I am sorry that I got kind of confused here and messed things up. But if you have any questions, let me know what they are.

How are we doing here?

>> ROGAN HAMBY: chat is pretty quiet at the moment.

>> DAWN DALE: Okay, Jennifer did you get the OPAC screen?

>> JENNIFER BRUCH: I am almost done.

>> ROGAN HAMBY: It looks like from Terran it needs a little work.

>> DAWN DALE: Meredith says she sees my original screen. Terran Says she thinks it would be an interesting idea for lepers to have short hours to extend curbside hours through a drive-through window when the building is not fully open. That is a good one --some libraries want to be able to set their hours so that maybe they are open from 9-9 but they only want to do curbside from 1-5.

Which icons do you mean, Meredith? Terran I have something to do with those two, she does a lot of work with all the settings in our page here. Curbside hours, yes, thank you, Terran..

>> JENNIFER BRUCH: All right I am going to take over and see if I can get to this demo of Curbside --I have a patron with a captured hold and I will try logging in. We can see one item currently on hold and see a tab for curbside pickup. Let's click on the items on hold. We can see the item that is on hold and we have another tab for Curbside pickup and these should both look the same. They go exactly to the same place and you can see that tab is highlighted. And you can see the pickup location, their phone number is there handy in case the patient needs to contact the library. And then it does auto fill the date for today. And in this case we are able to see the calendar pop up for selecting a date in the future.

Does it let you put in a different date manually? You are able to type up new date in there as well. And then you have to click on, check available times. After you selected a date. And it will set up to look only at the selected number of intervals in the future. So right now, I believe it is doing 15 minute intervals and it is 1:52 PM here in Pennsylvania so it is specifying that the patron and add a minimum request of an appointment at least two intervals into the future. In most cases, it does keep patrons from saying oh, I want to come to the library in the next five minutes or I am here in the parking lot and I want curbside pickup. And that sort of thing.

It tries to make sure that your patrons do not mess with you like that. But patients will find ways around that no matter what happens. So you can pick a time and you can put in notes about what type of car we've added text about vehicle description etc. You can also say and in summer reading kits and things like that. And you had request appointments in the ointment is scheduled new opportunities. To update your appointment as well and also cancel the appointment and you can change whatever content is in the note there as well.

>> DAWN DALE: Thank you Jennifer, for demonstrating that.

>> JENNIFER BRUCH: You are very welcome.

>> DAWN DALE: Amber asks how far out they can request curbside. I do not really know, Amber I haven't tried -- I guess they could requested years in advance but that wouldn't be very smart. So, yes. I would say however long, we have a rule that behold things, we keep things on the hold shelf or seven business days but I would not want them requesting a time longer than seven business days.

>> JENNIFER BRUCH: Jeremy points out, how can they tell which dates are actually available. You are correct in that the calendar that pops up for patrons there in the OPAC does not show grayed out dates that are close such as Sunday but in my expense if they select that day they will not date any available time slots. Which will prompt them to try another day. Or just be very confused and call the library. It would be ideal if it would gray out or make unavailable dates that are closed and when this Curbside Module is looking for times that patrons can schedule appointments, it is looking after hours of operation as listed in your org unit settings. Which of course if you have separate Curbside hours from your hours of operations that makes things a little prickly but so you have to decide which hours. And in most cases libraries decided they would much rather have the Curbside hours work as expected and change the hours of operation in the settings. To reflect those. And that is a bog WishList request as well to have a separate set of settings for Curbside hours.

>> DAWN DALE: Angie said to make sure your holidays are scheduled read that is correct. Somebody said a minute ago they couldn't see Curbside and that is because it isn't set up in your system, the permissions are not there and that is what you cannot see it. I thought I saw that. But anyway. I'm trying to read the comments are --we are out of time but I'm trying to read them all. If you have any questions please feel free to chat me, outside of the chat room, outside the session and or chat Jennifer and we will answer any questions that we can.

I think that is it. Unless there are no more questions because we have gone way over time here. But unfortunately we do not have a new session exactly at 2 o'clock, we do have lightning talks at 2:30 PM so if you like to attend those please go to that session. That is in about another 30 minutes. And thank you, thank you Dawn and Jennifer sharing.

>> DAWN DALE: Thank you for attending we appreciated. Goodbye.