

SWAN

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2023 Annual Conference



PULLING BACK THE CURTAIN: SUPPORT TICKETS

IAN NOSEK, IT & SYSTEMS SUPPORT MANAGER

THE LIFECYCLE OF A SUPPORT TICKET

Problem Observed & Ticket Submitted

- Library staff encounters problem or unexpected behavior
- Staff member checks on another computer to verify and confirm issue
- If problem persists, staff member submits ticket including as much detail as possible
- Submit ticket by emailing help@swanlibraries.net

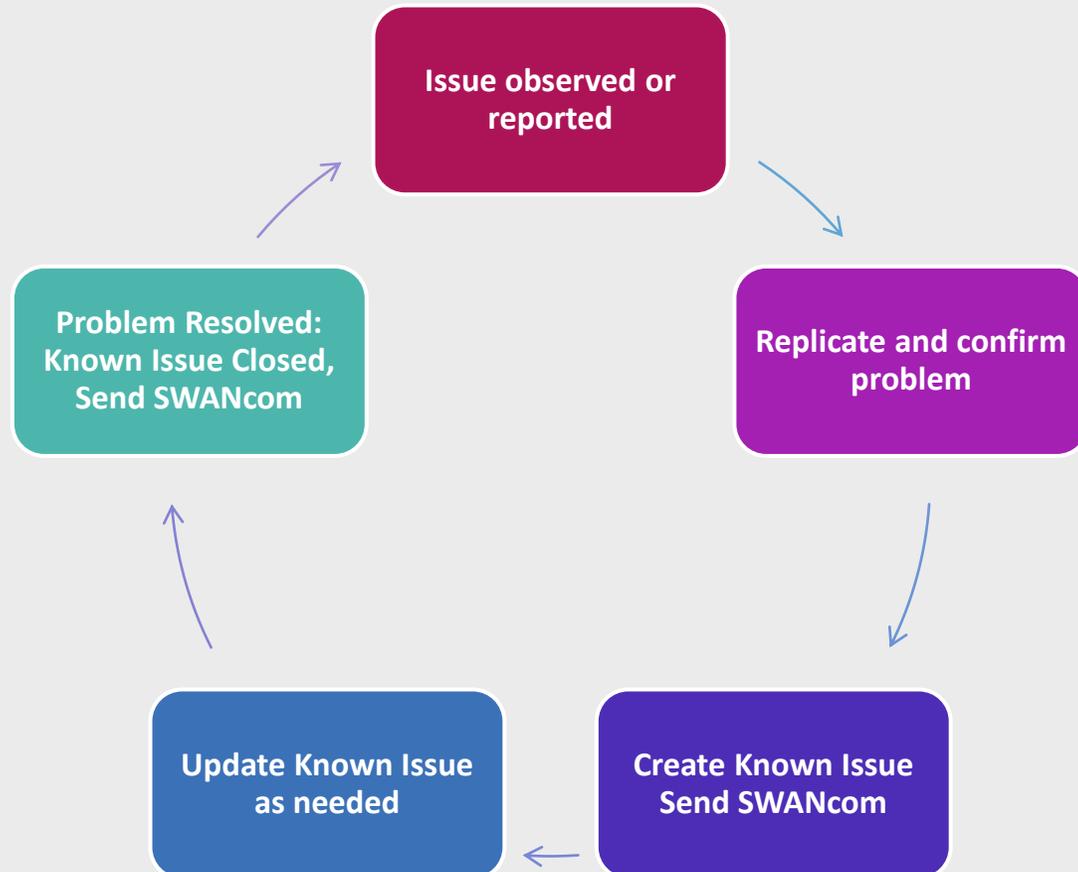
Ticket Received by SWAN Support

- Ticket received and added to support queue
- SWAN staff is notified via email for each new or updated ticket
- 'Ticketmaster' reviews ticket and provides resolution directly or assigns to appropriate staff member
- SWAN staff will provide update when ticket is assigned

Review/Escalation & Resolution

- Staff reviews ticket
- Ticket is either resolved or investigated
- Additional information from library may be requested
- Escalation to 3rd party vendor may be required
- Resolution provided – ticket closed
- System-wide issues (outages, etc.) will become a Known Issue

HOW SWAN COMMUNICATES ISSUES



1. Issue is observed by SWAN staff or reported by library staff
2. Replicate and confirm problem – If required, escalate to appropriate vendor
3. Known Issue posted and related SWANcom sent
4. Known Issue is updated as more information becomes available
5. Once resolved, Known Issue closed and 'resolved' SWANcom sent

WHAT MAKES A GREAT TICKET?

The Five W's:

- ✓ Who: Provide your name and contact information
- ✓ What: Describe your issue or request - providing as many details as possible
- ✓ Where: Is it your patron(s) and your item(s), or are other libraries involved? For technical issues, is it affecting one workstation, an entire area or the entire library?
- ✓ When: Is there a deadline or other time sensitive component?
- ✓ Why / 'WHow': Why is this an issue and how is it affecting your library? / **How can SWAN address your request and provide satisfactory resolution to your ticket?**



SUBMITTING GREAT TICKETS: TIPS FROM SWAN STAFF

- Include Item IDs, User IDs, Title Control Numbers (TCN), Aspen links, e-resource access links, or other specific data in the body text of ticket so support staff may copy/paste
- Include screenshots of error messages, including address bar and browser details – Ensure any sensitive information is blurred
- Multiple record edits may be submitted with one ticket – building a list of edits and submitting later in the day is significantly more efficient
- Providing Invoice/Order dates when submitting Acquisition tickets reduces the need for follow-up
- Have questions? Answers to many commonly asked questions are available on SWAN Support Site under Documentation



“La Grange Park always sends perfect tickets.”

Hi!

- **TCN a3153345:** The author's name in the 100 and 700 fields is misspelled according to the LOC name authority record. So either download the updated OCLC record on1346125753 or change the 100 and 700 fields to **100 1_ |aInjam, Nishanth.** [1]
- **TCN a3146452:** Please delete the number 14 that's before the author's name in the 245 subfield c. There's nothing like that on the title page. [2]
- **TCN a3149841:** consider adding a variant title, **246 3_ |aHank on 1st.**
- **TCN a3144573:** download the updated OCLC record on1343161308 to reflect the change in the subtitle to 245 10 |aRestoring prairie, woods, and pond :|bhow a small trail can make a big difference.
- **TCN a3151397:** download the updated OCLC record on1350843386 to reflect the change in the subtitle to 245 10 |aWho's got mail? :|bthe history of mail in America.
- **TCN a3161587:** consider adding a variant title. **246 3_ |aHello, Mr. Blue.**

[1]

HEADING: Injam, Nishanth

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100 1_ |a Injam, Nishanth

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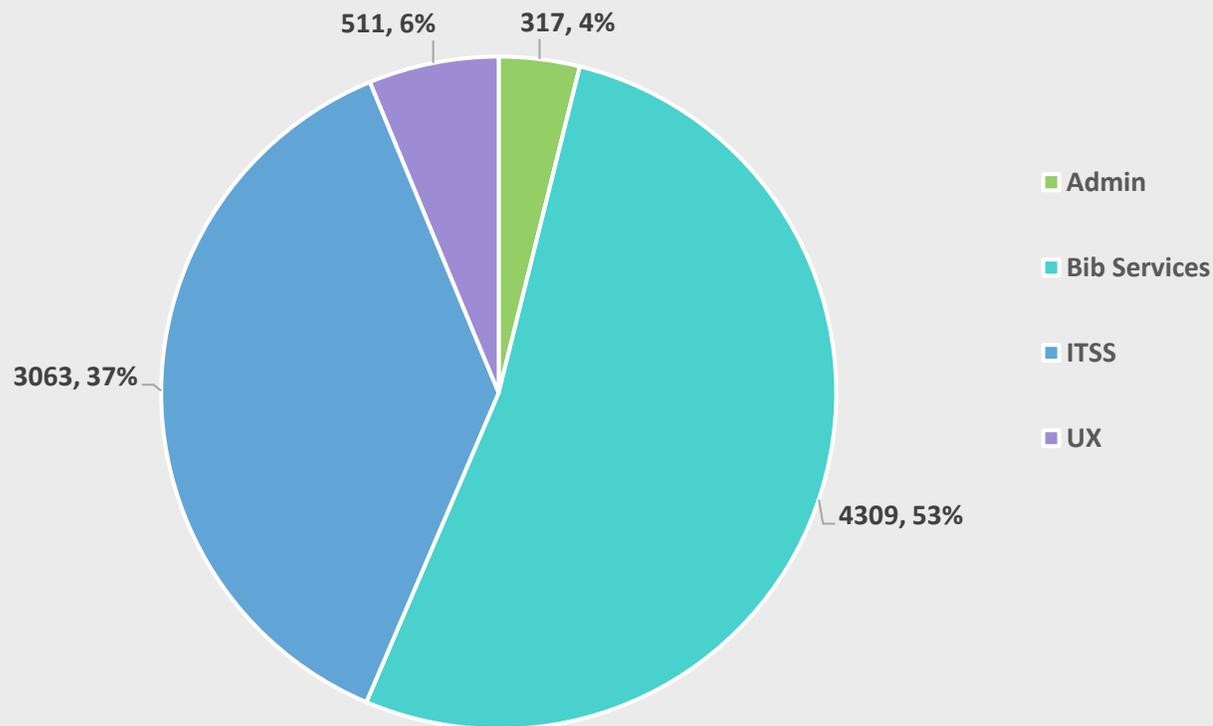
670 __ |a The best possible experience, 2023: |b title page (Nishanth Injam) galley (MFA from the University of Michigan's Helen Zell Writers

100	1		aRiggs, Kate, eauthor.
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[2]

A YEAR IN TICKETS - 2022

Tickets Assigned, by Department
YTD December 21, 2022



- 8,200 Tickets in 2022
- SWAN averages 32 tickets per weekday
- Half of tickets submitted are handled by Bibliographic Services

Contacting SWAN Support

- SWAN Support hours:
Monday – Friday, 8AM – 6PM
- For standard support, open a ticket:
Email help@swanlibraries.net
- To report outages or other urgent matters:
Call 844.792.6542 (844-SWANLIB)



Contacting SWAN After Hours

- Tickets received after SWAN support hours reviewed next business day
- **Unable to connect to SWAN or other urgent matter? Call 844.792.6542**
 - Leave a detailed voicemail
 - On-call staff receives SMS when voicemail is left
 - Support staff will reach out as soon as possible

