



SWAN Support

How We Can Help You!

August 22, 2025

Where to Start?



- RAILS (just kidding, but not really!)
 - Get an L2 account!

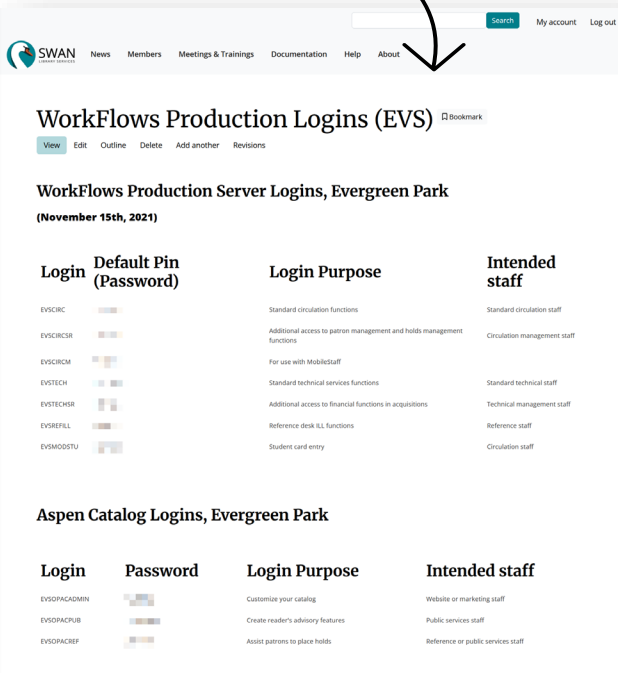


- L2 account paves the way for:
 - SWAN Support Site
 - Help & Ticketing System
 - SWAN Community Forums
 - Meeting/Event Calendar

SWAN Support Site

<https://swanlibraries.net>

- [News and Updates](#)
 - SWANcom emails
 - The Current newsletter
- [Documentation](#)
- [Onboarding and Offboarding](#)
- Logins and Passwords
 - Contractors/Managed Service Providers
- [Tools](#)
 - Transit Label Generator
 - Patron Lookup Tool
- [Help](#)
 - Book a consultation
 - Known Issues
 - Submit a support ticket



| WorkFlows Production Logins (EVS) | | | |
|-----------------------------------|------------------------|---|------------------------------|
| Login | Default Pin (Password) | Login Purpose | Intended staff |
| EVSCRC | | Standard circulation functions | Standard circulation staff |
| EVSCRCR | | Additional access to patron management and holds management functions | Circulation management staff |
| EVSCRCM | | For use with MobileStaff | |
| EVSTECH | | Standard technical services functions | Standard technical staff |
| EVSTECHR | | Additional access to financial functions in acquisitions | Technical management staff |
| EVSEFILL | | Reference desk ILL functions | Reference staff |
| EVSMODSTU | | Student card entry | Circulation staff |

| Aspen Catalog Logins, Evergreen Park | | | |
|--------------------------------------|----------|-----------------------------------|------------------------------------|
| Login | Password | Login Purpose | Intended staff |
| EVSPACADMIN | | Customize your catalog | Website or marketing staff |
| EVSPACRUB | | Create reader's advisory features | Public services staff |
| EVSPACREF | | Assist patrons to place holds | Reference or public services staff |

LIVE DEMO



[SWAN Support Site](#)



SWAN
LIBRARY SERVICES

[Libraries](#)

[Get a Card](#)

[Catalog Help](#)

[About](#)

Library Staff Portal ▾



Resource sharing for 100 libraries across Chicagoland.

Find Your Library

Find Library



Get a card



Catalog help



Mobile app

News



Mon, 08/18/2025 - 12:51 PM

**Patron Point
Orientation Recording
Available**



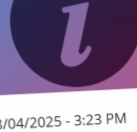
Wed, 08/13/2025 - 12:35 PM

**Online Patron
Registration Update**



Thu, 08/07/2025 - 4:10 PM

**Expo registration ends
Friday, August 15th**



Mon, 08/04/2025 - 3:23 PM

**Authority Record
Indexing for August**

All news



SWAN
LIBRARY SERVICES

[Libraries](#)

[Get a Card](#)

[Catalog Help](#)

[About](#)

Library Staff Portal ▾



Welcome

How do I...?

Find

Search this site

My Bookmarks

You have not saved any bookmarks

Documentation

Topics

[Accounts & Logins](#)
[Acquisitions](#)
[Cataloging](#)
[Circulation](#)
[Discovery & User Experience](#)
[E-Resources](#)
[ILS Configuration](#)

[Interlibrary Loan \(ILL\)](#)
[Quarterly Billing](#)
[Reports & Statistics](#)
[Research & Pilot Services](#)
[Serials](#)
[Technology & IT](#)

Platforms

[Aspen Discovery](#)
[Aspen Library Discovery App \(LiDA\)](#)
[MessageBee](#)
[MobileStaff](#)

All Platforms

Staff Home

News

[Browse news, sign up for emails and the newsletter](#)

Meetings

[User groups, meeting agendas, and SWAN Expo](#)

Training

[Webinars, courses, training checklists, and mentor programs](#)

Support

[Consultations, onboarding, known issues, and assistance](#)

Tools

[Lookup tools and the transit label generator](#)

About

[SWAN board, staff, policies, and more](#)

Submit a ticket

[Using the help desk](#)

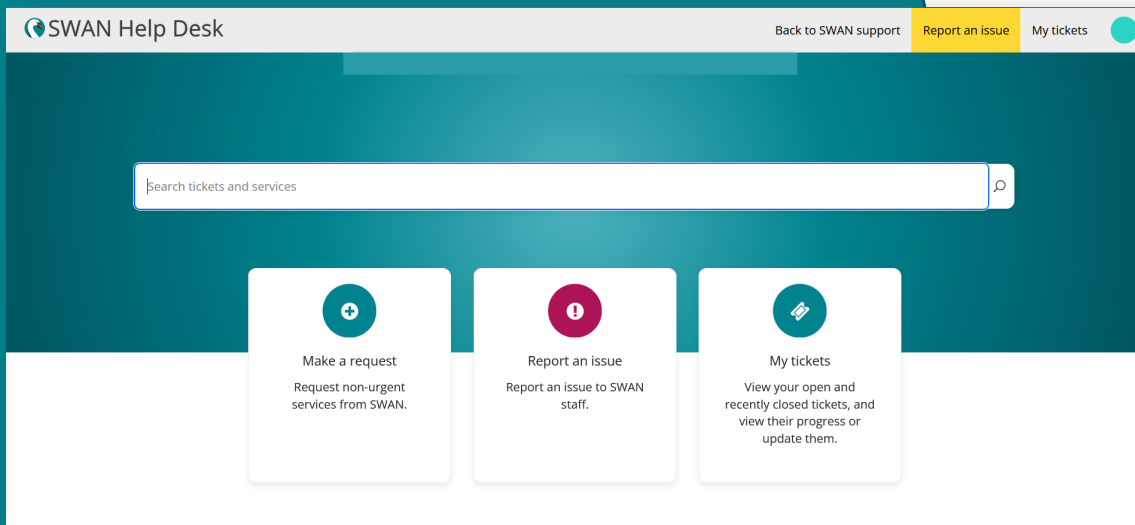
[My Bookmarks](#)

[Log Out](#)

Oh my gosh....

I'm so FREAKING excited!!!

Help Ticketing System (HaloITSM)



- Submit tickets via [portal](#) or email (help@swanlibraries.net)
 - Log in with your L2 account
 - Make a Request
 - Service Categories
 - View your Tickets (and your library's too)
- What makes a good ticket?
 - Information! (specifics)
 - Add attachments, screenshots, spreadsheets, etc (but watch the P.I.I.*)
 - One Request per Ticket
- [Documentation](#)
 - The finer points of using the ticketing system portal



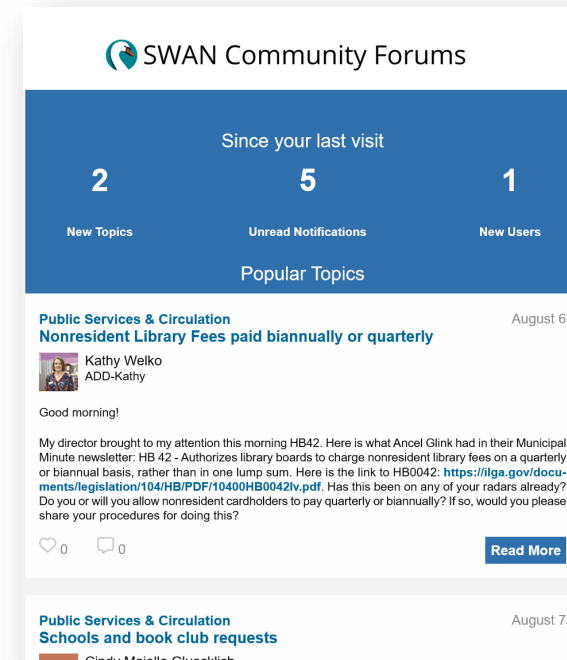
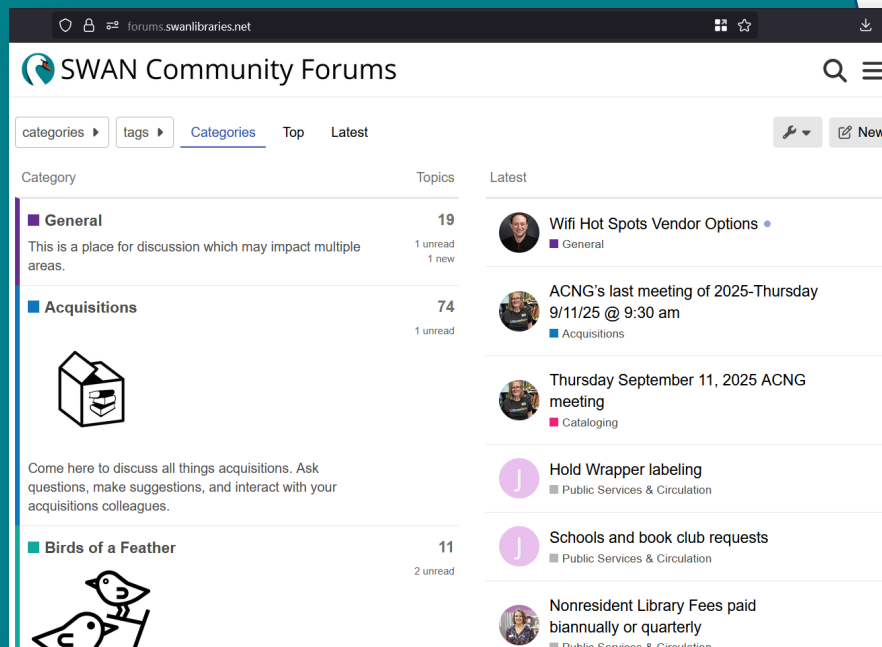
*Patron Identifiable Information



LIVE DEMO
HaloITSM - Help Ticketing System

SWAN Community Forums

- Request an invite (open a ticket)
- [Set your username and photo](#)
(photo not required)
- [Notification preferences](#)
- Activity Summary (weekly digest)
- Ask questions and discuss!



What Else Can SWAN Do For You?

- Bulk Record Processing
 - Patron purges/bulk delete
 - NCOA requests
 - Item changes/deletion
- Consultations
 - Fine Free consultations
 - Circulation and Hold Map updates
 - Temporary Closings (short and long term)
 - Hodgkins building project (closed for months)
 - Forest Park water main break (closed for a day)
 - Matteson remodeling (lockers only)
- Learning Management System
 - Training New/Existing Staff
- Reports & Statistics
 - Board Reports
 - IPLAR
 - Inventory
- Interlibrary Loan (WorldShare)
- Acquisitions
- Technology and Vendor Integrations



Questions?



help@swanlibraries.net

<https://swanlibraries.net>