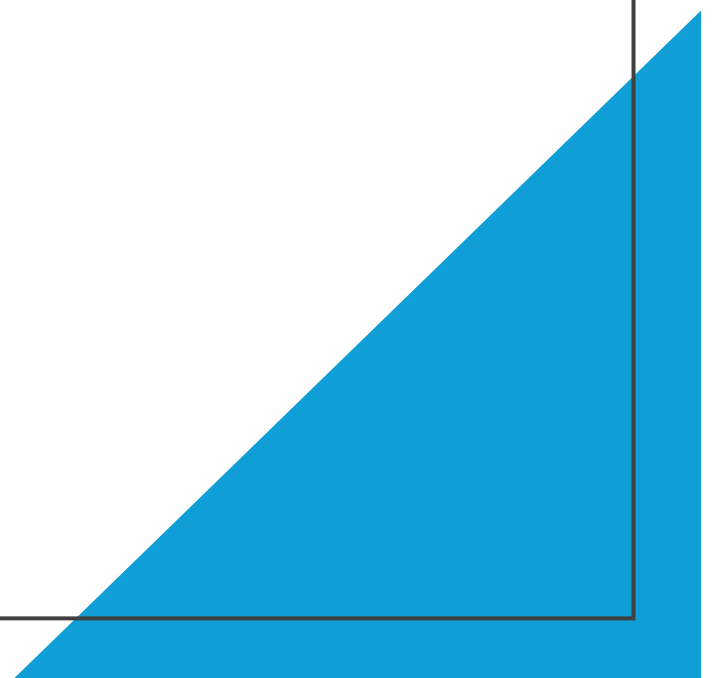


Welcome to SWAN Expo

Friday, August 22, 2025



Welcome to SWAN Expo's 8th year



Access to WiFi:

Connect to:

MVConferenceCenter

Passcode: **RegisterNow1**



How to access the event
schedule:

Visit

support.swanlibraries.net/swanexpo



What's for lunch?

See your badge!



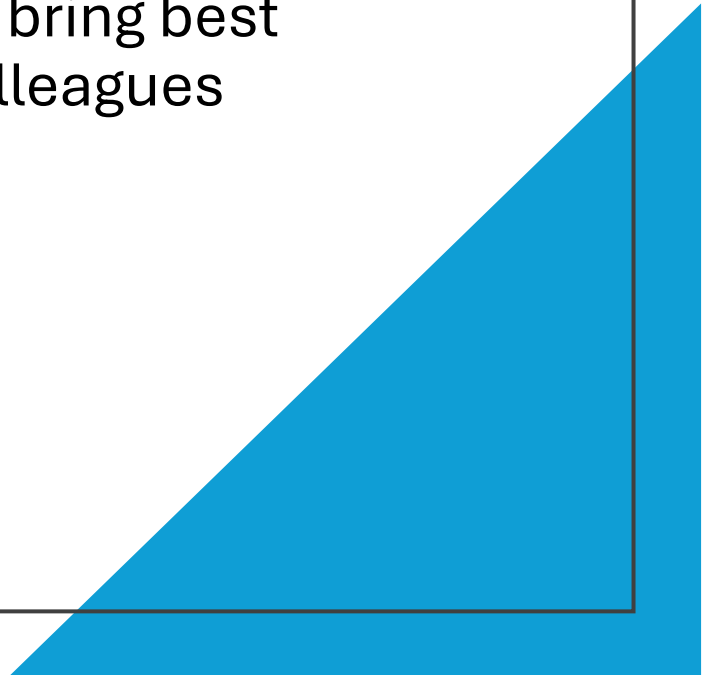
Submit your raffle ticket to win prizes!



Reminder: MVCC is a smoke-free campus

The Purpose and Vision of SWAN Expo

To create a gathering for the SWAN Membership and friends sharing expertise and big ideas, striving to bring best practices back to our colleagues





Raffle at closing session!

5 Yeti Rambler in 5 different colors
2 Stanley Crossbody Water Bottle
Black



SWAN sticker for all Expo attendees!

Clear
edge

White neck
Back adhesive



Apply to
windows

Bumpers
Notebooks
Laptops



How Can We Help?

- Every SWAN Expo has a theme. This year, we wanted to recognize the importance of this innocuous customer service phrase that so aptly encapsulates the nature of our work in the library field as helpers
- In communities, in our workplaces, in our homes, the library field is all about helping others. We wanted to showcase it specifically this year; explore ways we can go further and also applaud the efforts of our colleagues
- As you enjoy the sessions today, repeat this phrase to yourself
- We hope you walk away heartened about the future and with some fresh ideas in your head

State of SWAN

SWAN Expo 2025



SWAN Consortium

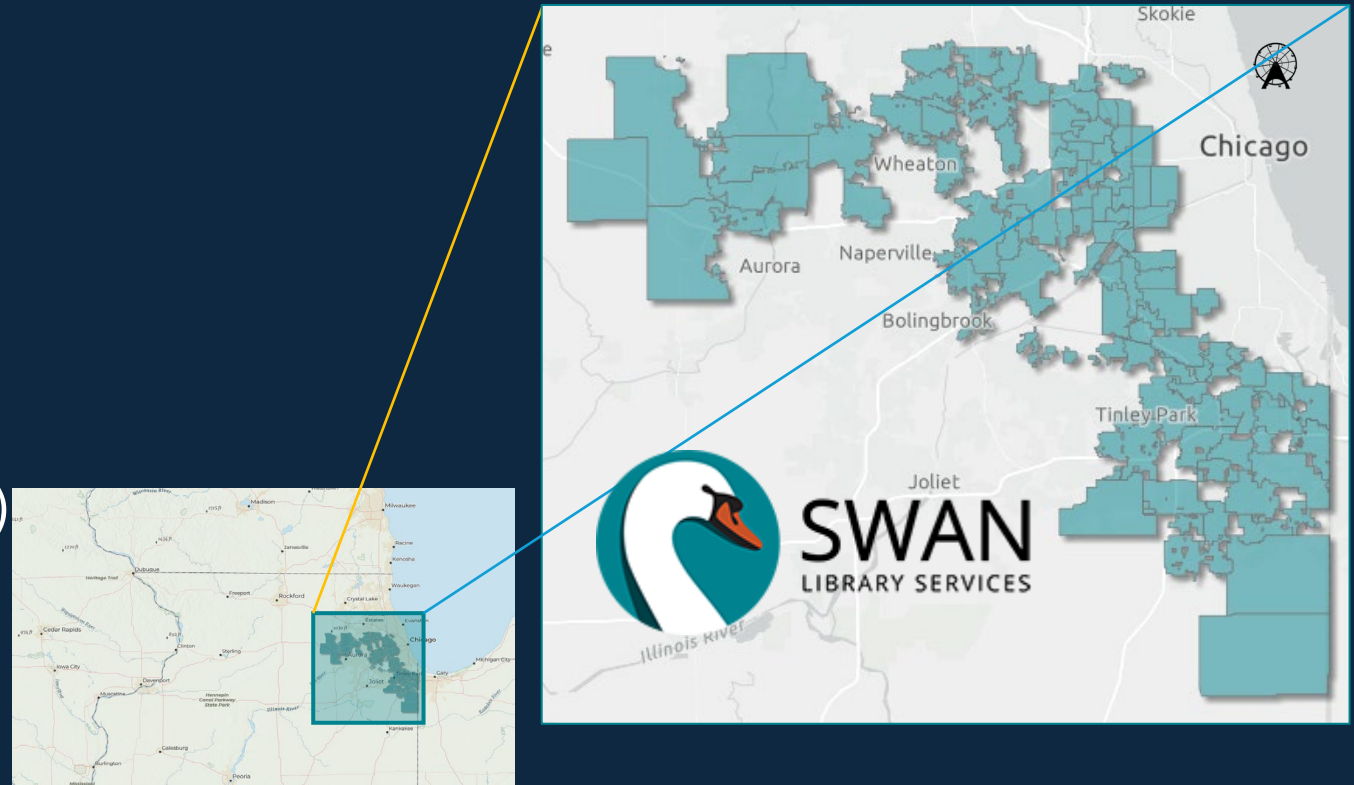
Who We Are

Today 100 libraries of all types

- 96 Public Libraries
- 1 Academic
- 2 Special
- 1 School

-
- 1.3 million titles
 - 7.3 million items
 - 788 thousand users
 - 13 million annual circulation

-
- 2.1 million ILL (FY25)
 - 2.1 million reciprocal borrowing (FY25)
 - 240,000 reciprocal borrowing transactions outside of the library membership





SWAN Membership includes

Library Services Platform

- Aspen Discovery
- Aspen LiDA
- BLUEcloud Analytics
- BLUEcloud Commerce
- BLUEcloud Staff
- EBSCO Discovery Service
- Online Patron Registration
- MobileStaff
- Eduserv OpenAthens
- OCLC WorldCat Discovery, ILL
- SirsiDynix Symphony Web Services
- SirsiDynix Symphony WorkFlows
- Unique Management MessageBee
- Virtual Private Network

SWAN Provided Services

CENTRALIZED
NOTIFICATION

CENTRALIZED
BILLING

CENTRALIZED
CATALOGING

CENTRALIZED E-
COMMERCE

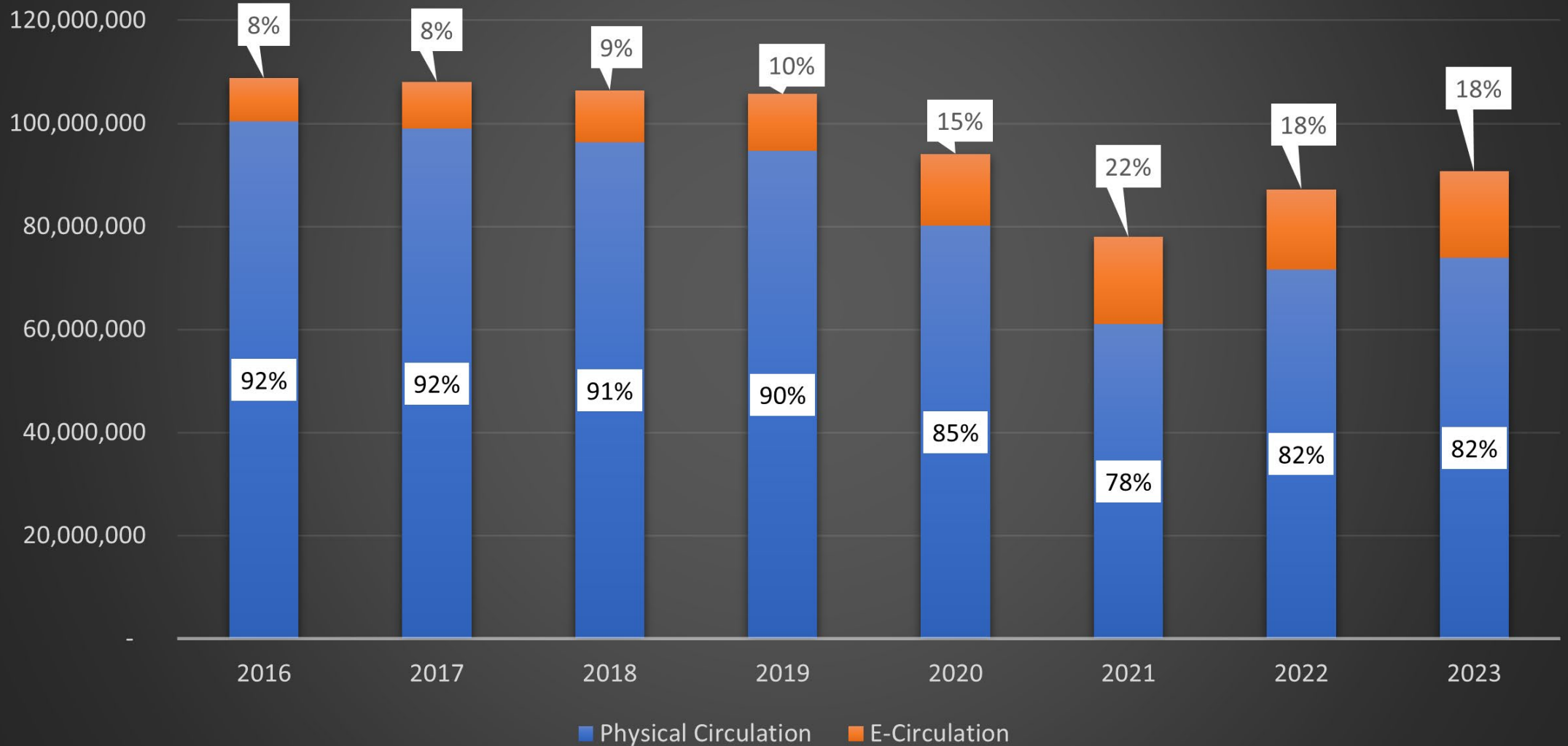
CENTRALIZED
OCLC
CONFIGURATIONS

TRAINING &
SUPPORT

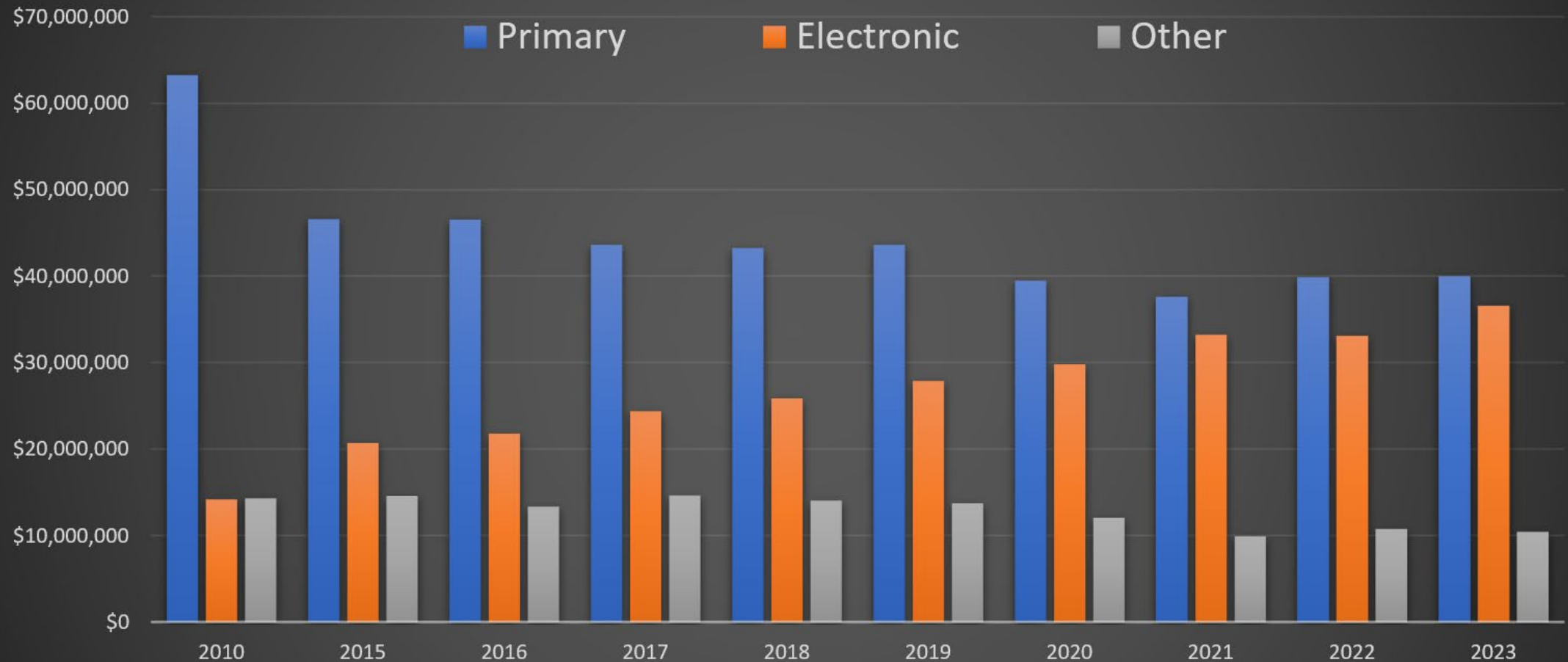


Trends

Illinois Public Library Circulation: Physical & E-Books 2016 - 2023



Illinois Public Libraries: Collection Budget 2010-2023

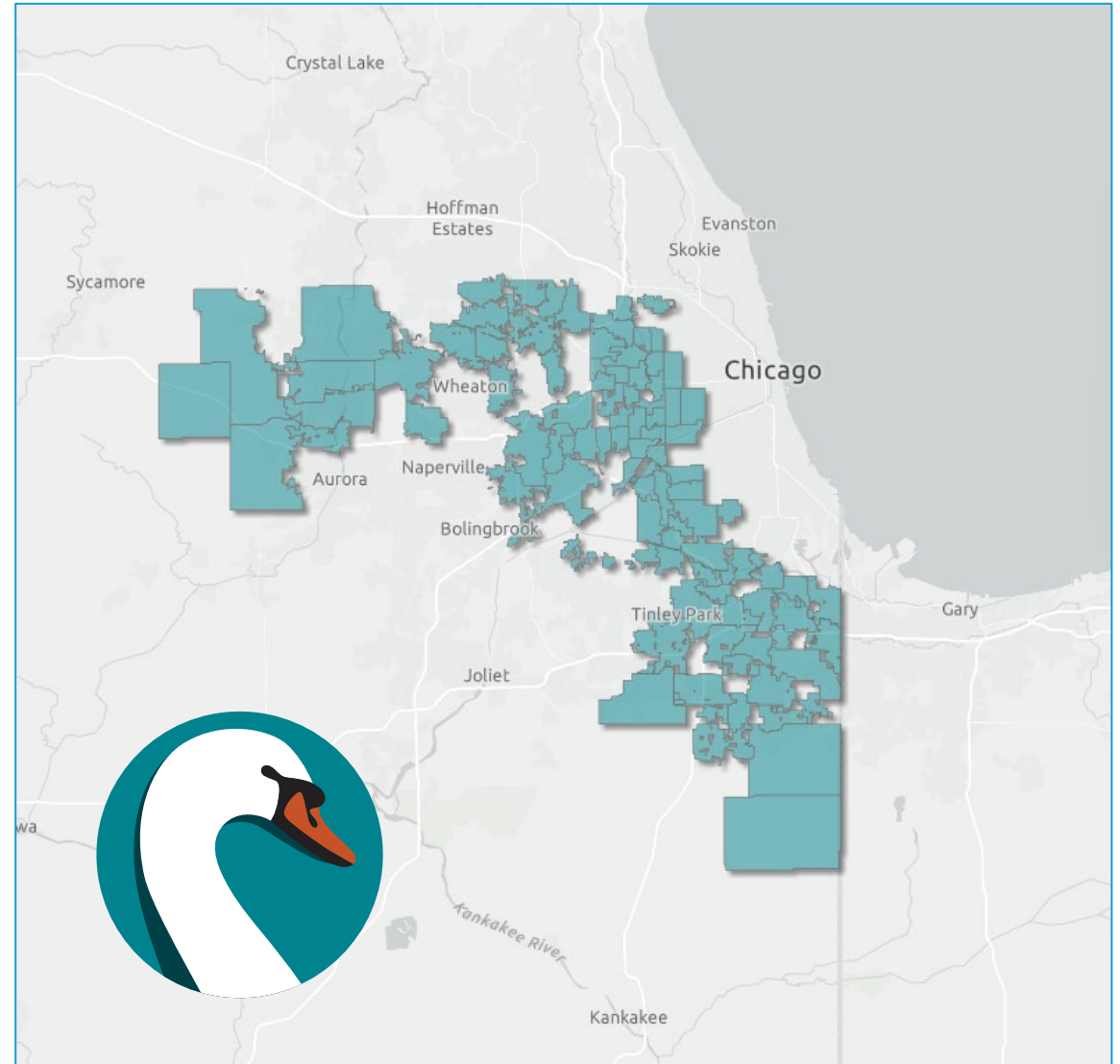




What's New in the past year?

BRAND NEW! ENHANCED Online Patron Registration

- Available to ALL SWAN libraries (included)
- Determines home library using geolocation GIS maps
- Uses Illinois State Library's library district maps
- Each library has a unique shape file



Get a Card



View Edit Outline Delete

Add another Revisions

Sign up for a library card to access books, movies, online resources, and more. [Forgot your card? Get your library card number.](#)

By registering for a card, you agree to all the terms and conditions.

I understand I am responsible for this card and all materials checked out on this card until this card is reported lost or missing. I am further responsible for any charges that may result from late return, loss, or damage of materials borrowed.

Register an adult Register a child

Complete the information below to apply for a card.

Email Address *

First Name *

Middle Name

Last Name *

Address *

City *

State *

ZIP Code *

- Embed Java code into your library website
- iFrame option
- Different code for adult or child forms
- Tabs for adult or child
- reCAPTCHA to prevent spam
- Spanish & Polish forms will be provided later by SWAN



Congratulations, [redacted] on your new library card at Downers Grove Public Library!

Your Library Card Number is [redacted]

[Set your PIN](#) to access the catalog, place holds, and access e-resources.

[Access our catalog](#) to browse our collection and request materials.

[Visit our website](#) to find events and more.

[Download the app](#) to save your card and manage your account on your device.

Additional Resources

- Learn about [using the catalog](#)
- See the [other libraries in the SWAN network](#)

Downers Grove Public Library
1050 Curtiss Street
Downers Grove, IL 60515
630-960-1200

Success confirmation

- Branded with library logo and contact information
- Call to action: Set a PIN
- Links to:
 - Catalog (home library)
 - Library website
 - App download (SWAN site)
 - Using the catalog (SWAN site)
 - SWAN library list

August 25, 2025



Congratulations, [redacted] on your child's new library card at Addison Public Library!

Their Library Card Number is [redacted]

Set their PIN to access the catalog, place holds, and access e-resources.

[Access our catalog](#) to browse our collection and request materials.

[Visit our website](#) to find events and more.

[Download the app](#) to save your card and manage your account on your device.

Additional Resources

- Learn about [using the catalog](#)
- See the [other libraries in the SWAN network](#)

Addison Public Library
4 Friendship Plaza
Addison, IL 60101
630-543-3617

Minor/Child variant

- Addressed to parent/guardian
- Minor difference in language

August 25, 2025



Good news! You already have a library card at

Downers Grove Public Library

If you have lost your card and wish to retrieve your barcode, you can [look up your library card number](#).

If you have moved and are trying to register a card at another library in our system, visit your new library to have your card transferred.

Additional Resources

- [Reset your PIN](#)
- [Access the shared catalog](#) for all SWAN libraries
- [Find Your Library](#)

SWAN Library Services
915 Harger Road, Suite 260
Oak Brook, IL 60523
1-800-SWANLIB

Already has card

- Informs of current home library
- Links to:
 - Card lookup tool
 - PIN reset
 - Catalog
 - SWAN library list

August 25, 2025



SWAN
LIBRARY SERVICES

Thank you for applying for a library card.

Unfortunately, we were unable to issue you a card online.

You may still be eligible for a library card.

Please contact the library to complete the registration process.

Based on your address, your home library is:

Linda Sokol Francis Brookfield Library

SWAN Library Services
915 Harger Road, Suite 260
Oak Brook, IL 60523
1-800-SWANLIB

Rejection

- SWAN branded
- Geolocation checking informs patron of library they would otherwise qualify for
- Patron told to contact the library for follow-up

August 25, 2025

Illinois State Library E-Resource Program

Academic Search Elite	AGRICOLA	Alt HealthWatch	Auto Repair Source	Biography Reference Source	The Biography Reference eBook Collection	Book Collection: Nonfiction	Business Source Elite	EBSCO eBooks Business Subscription Collection
EBSCO eBooks Cricket Media Subscription Collection	EBSCO eBooks High School Subscription Collection	EBSCO eBooks K-5 Subscription Collection	EBSCO eBooks 6-8 Subscription Collection	EBSCO eBooks Public Library Subscription Collection	ERIC: Education Resources Information Center	Ethnic Diversity Source	EBSCO eBooks Diversity & Ethnic Studies Subscription Collection	Health Source: Consumer Edition
Health Source: Nursing/Academic Edition	History Reference Source	History Reference eBook Subscription	Hobbies & Crafts Source	Home Improvement Source	LearningExpress Computer Skills Center	LearningExpress Job and Career Accelerator Center	LearningExpress Library Complete	LearningExpress PrepSTEP Academic
LearningExpress PrepSTEP High School	Legal Information Source	Legal Source	LGBTQ+ Source	Library & Information Science Source	Literary Reference Source	Literary Reference eBook Subscription	MAS Complete	MAS Reference eBook Subscription
MasterFILE Complete	MasterFILE Reference eBook Collection	Middle Search	Middle Search Reference eBook Subscription	Newspaper Source Plus	NoveList	NoveList K-8	Points of View Reference Source	Primary Search
Primary Search Reference eBook Subscription	Professional Development Collection	Psychology and Behavioral Sciences Collection	Regional Business News	Religion & Philosophy Collection	Science Reference Source	Science Reference eBook Subscription	Small Business Source	Small Engine Repair Source

NEW: Explora available to SWAN libraries!

Patron friendly EBSCO interface for EBSCO databases

No additional
cost

Patron
friendly
experience

Students,
educators,
patrons

Quickly find
reliable
information

Simple
searching

Curating
topics

Powerful
filters

High-quality
articles

Library



Public Library

My dashboard ▾

Research tools

- New search
- Publication Finder
- Citation help
- Research guide
- Help
- EBSCO products
- Publications authority
- Subjects authority

Searching: All databases (32)

Total number of databases being searched

MyEBSCO

What are you looking for?



Full Text

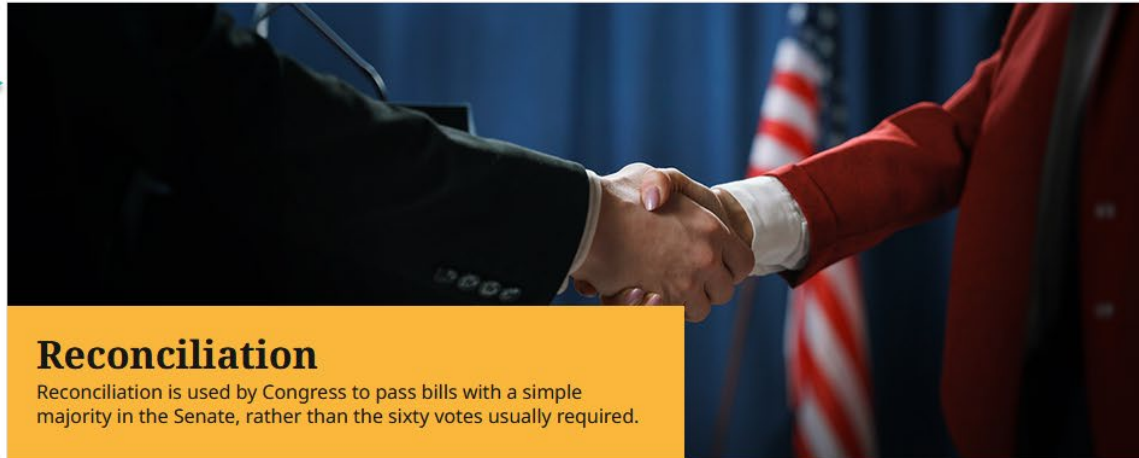
Peer Reviewed

All time ▾

Advanced search

Explora Public Libraries

Featured content image



Reconciliation

Reconciliation is used by Congress to pass bills with a simple majority in the Senate, rather than the sixty votes usually required.

Discover popular topics

Featured content buttons

Judicial powers

Ukraine Russia conflict

Medicaid

Pope Leo

Genealogy

Juneteenth

Explore topics

See session “Essential Library Tools: Illinois Statewide EBSCO Database Access and Features” 11:00 a.m.



New in 2024: We Moved!

- Office headquarters relocated
- Downsized
- Tapped into remote work during pandemic
- After office lease expired, we found a smaller space
- Significant savings \$95,000 annually

NEW!

Grove for Libraries & SWAN



March 2025 we changed our hosting & support vendor to Grove for Libraries



Switching vendors is possible with Aspen!



Now have cloud protection against bots overwhelming our catalog



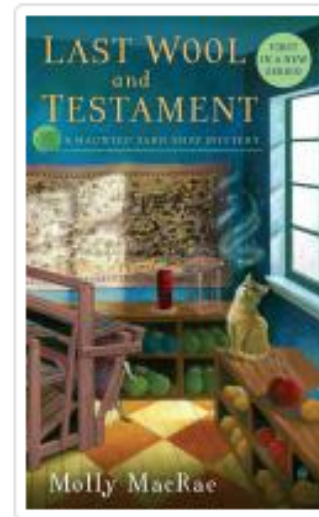
Allows software development to move forward more efficiently

NEW: Aspen Series feature

Goals of new feature

- UI testing found accurate series information is important to patrons
- SWAN sponsored software development with Grove
- Organize series data
- Increase our control of display
- Enhanced functionality of series pages in tandem with other Aspen features
- Saved SWAN \$59,000 annually

Last wool and testament



Average Rating



Author

[MacRae, Molly](#)

Series

[Haunted Yarn Shop Mystery volume 1](#)

[Kennebec Large Print superior collection](#)

Publisher

Varies, see individual formats and editions

Publication Date

Varies, see individual formats and editions

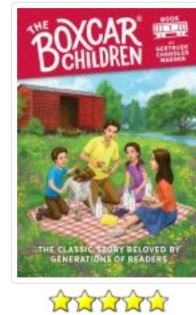
Language

English

See session “Discover More with Aspen” 2:00 p.m.

New Aspen feature: Your Library Lists

Your library's lists will float
to the top in search results.



2) [The boxcar children](#)

Author [Warner, Gertrude Chandler](#)
Series [Boxcar children mysteries](#) volume 1
[Pilot books](#)
[Alden family mysteries](#)
[More Series...](#)

Language [English](#)

Appears on these lists [OBD Books for Second and Third Graders - YOUTH](#)
[OBD Books Make Good Friends \(March - May 2024\) - YOUTH](#)
[OBD Must-Read Mysteries- YOUTH](#)
[More Lists...](#)

Book

Show Editions

On Shelf

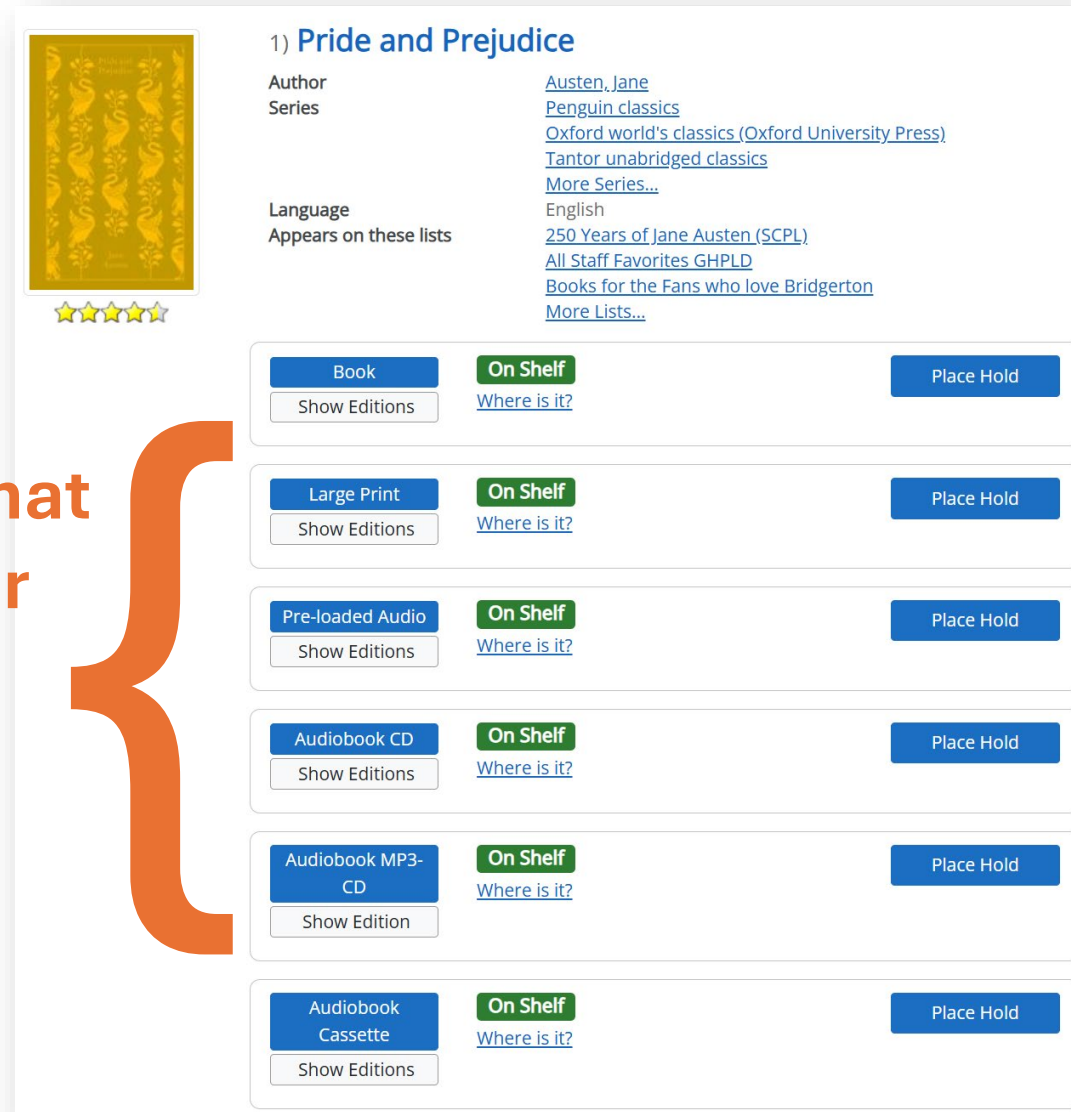
Oak Brook Public Library - Juvenile
Fiction
J WARNER #1
1 available
[Where is it?](#)

Place Hold

New Aspen feature: Custom format order in grouped works

Discovery & User
Experience Working
Group (DUX) worked
with SWAN to add a
more user-friendly sort
order for formats.

Format
order



1) **Pride and Prejudice**

Author: [Austen, Jane](#)
Series: [Penguin classics](#), [Oxford world's classics \(Oxford University Press\)](#), [Tantor unabridged classics](#), [More Series...](#)

Language: English
Appears on these lists: [250 Years of Jane Austen \(SCPL\)](#), [All Staff Favorites GHPLD](#), [Books for the Fans who love Bridgerton](#), [More Lists...](#)

★★★★★

Book Show Editions	On Shelf Where is it?	Place Hold
Large Print Show Editions	On Shelf Where is it?	Place Hold
Pre-loaded Audio Show Editions	On Shelf Where is it?	Place Hold
Audiobook CD Show Editions	On Shelf Where is it?	Place Hold
Audiobook MP3-CD Show Edition	On Shelf Where is it?	Place Hold
Audiobook Cassette Show Editions	On Shelf Where is it?	Place Hold

New Aspen Feature: “Year in Review”

"Your library wrapped"
gives patrons fun
statistics about how
they used their library
during the year

[Catalog Home](#) » [My Account](#) » Year In Review

2024 Year In Review

FAVORITE GENRES





YOU DOVE INTO
Novels, Thrillers (Fiction), and
Audiobooks





THIS YEAR.

SUCH IMPECCABLE TASTE!

Additional Aspen development highlights

Aspen Discovery

- Improvements to masquerade mode
- Add titles to checkout history manually
- Filter by all available formats
- Sort by user ratings ("star" ratings)
- Additional sort options for checkout history
- Added formats for Switch 2, Tonies, Yotos
- Boundless integration fixed
- Enhancements for staff administrators in Aspen (additional masquerade permissions, administrator search and sorting features)

Aspen LiDA

- Bypass hold pickup prompt in the app
- Add a custom logo and background
- Overall work to align the app and web discovery features
- Symphony API integration for scan-and-go (self check) – currently in testing

See session “Discover More with Aspen” 2:00 p.m.

NEW: SirsiDynix software development revamp

- [Company was sold December 24, 2024](#)
- Harris Computing
 - Parent company Constellation Software, Inc.
- SirsiDynix leadership change February 2025
- Staff restructure March 2025



SirsiDynix BC Accelerate & SWAN agreement



- BLUEcloud Accelerate
 - Investment initiative
 - Increased development resources for key BLUEcloud products
 - Spans 2024 - 2026



SWAN agreement now extended two years through April 2027



Agreement contains SWAN prioritized list of BLUEcloud Staff features

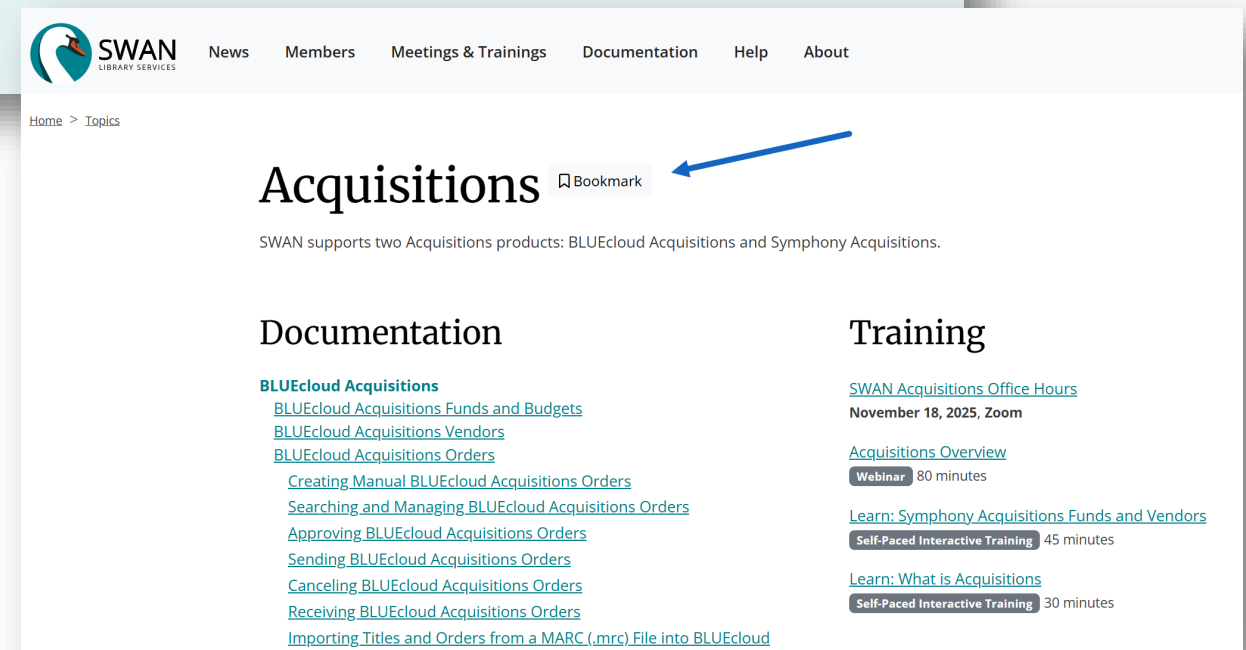
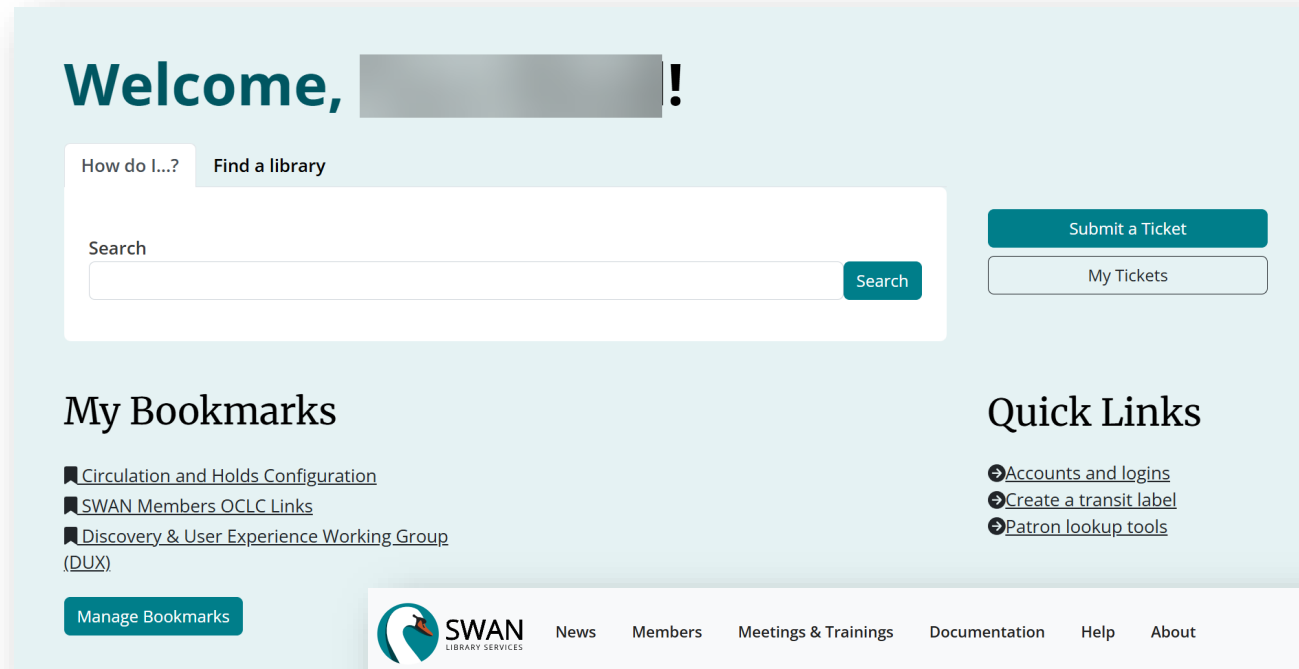


Quarterly check-ins on the list (August, November, February, May)

NEW: Support site development

We continue to work on improvements to our support site, including:

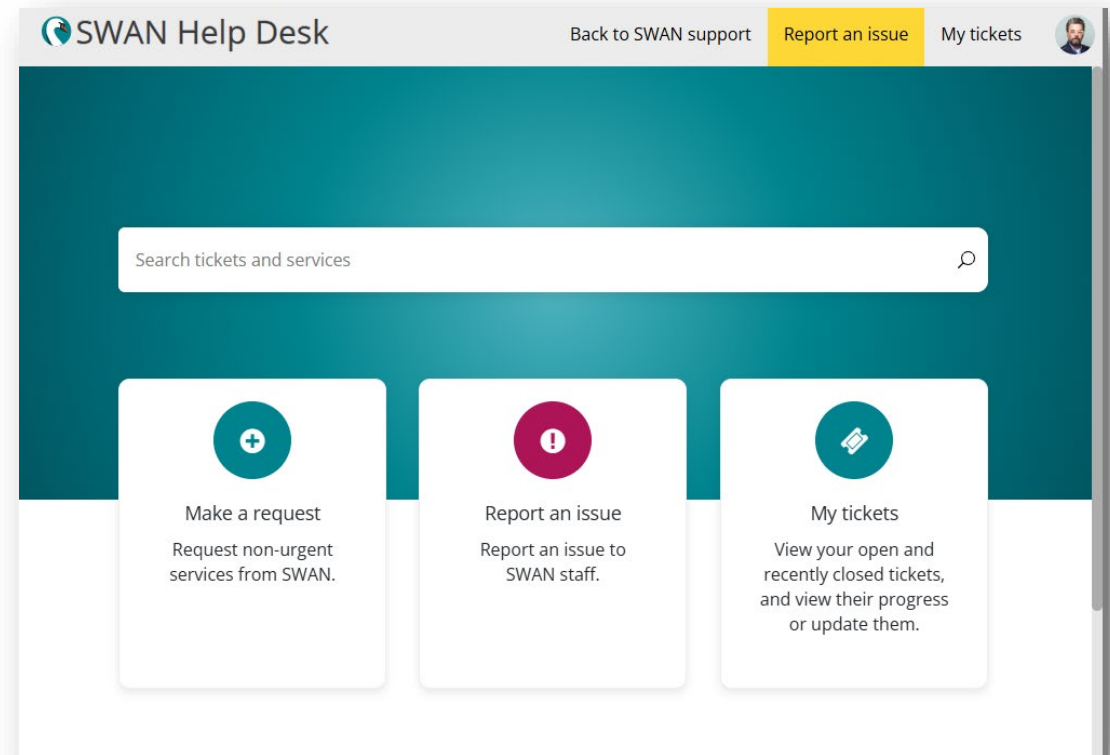
- New bookmarking feature
- Improved display of trainings
- Updates to permissions, to make more documentation easily accessible
- More updates coming very soon!



NEW: SWAN Support Helpdesk System

- Submit via [portal](#) or email
- Matches your L2 account to your email to pull in your library's data
- Make a Request
- Report an issue
- View your submitted tickets (or all your library's tickets)

See session “SWAN Support: How We Can Help” 2:00 p.m.





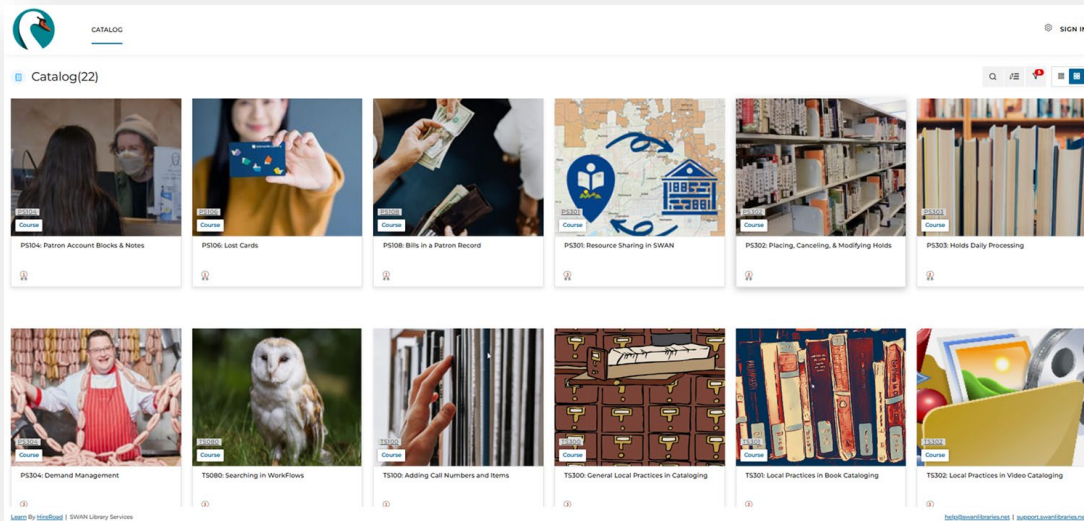
NEW: RAILS Delivery Sorting Hub

- Bolingbrook delivery & sorting hub
- Changes to staffing
- Moved from contracted CTL to RAILS delivery employees

See session “RAILS Delivery: Bins, Bags and Beyond!” 2:00 p.m.

Expanded: Online Learning

22
Courses



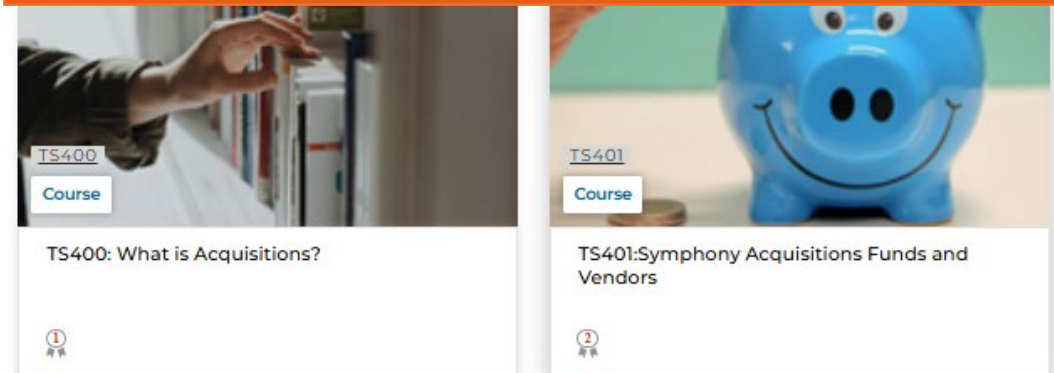
SWAN Online Learning

Library staff can register, enroll in online courses developed by SWAN, and track learning and certificates of completion. We are using the software platform Inquisiq to support our online SWAN Learning.

Note that the learning management system will include interactive online courses only. To view the full selection of SWAN webinars and training, [view our full listing of trainings](#).

Launch SWAN Online Learning

New Curriculum: Acquisitions



Engagement with libraries

1,522 users attended SWAN online events

30 Live training events

100 Pre-recorded training events

51 SWAN led events

13 Library led events

64 Networking events

Networking Groups

- Acquisition & Cataloging Networking
- Aspen Networking
- Circulation Networking
- Cataloging & Acquisitions Networking
- Book Club Networking
- E-resources Networking

Working Groups

- Cataloging Working Group
- Circulation Working Group
- Discovery & Usability Working Group

*Get
Involved!*



LIBRARY SERVICES

Stay informed and affect positive
change with Networking and
Working Groups.

SWAN Working Groups past year accomplishments: Cataloging Working Group



New PRE-CAT Templates



Travel Guide cataloging guidelines

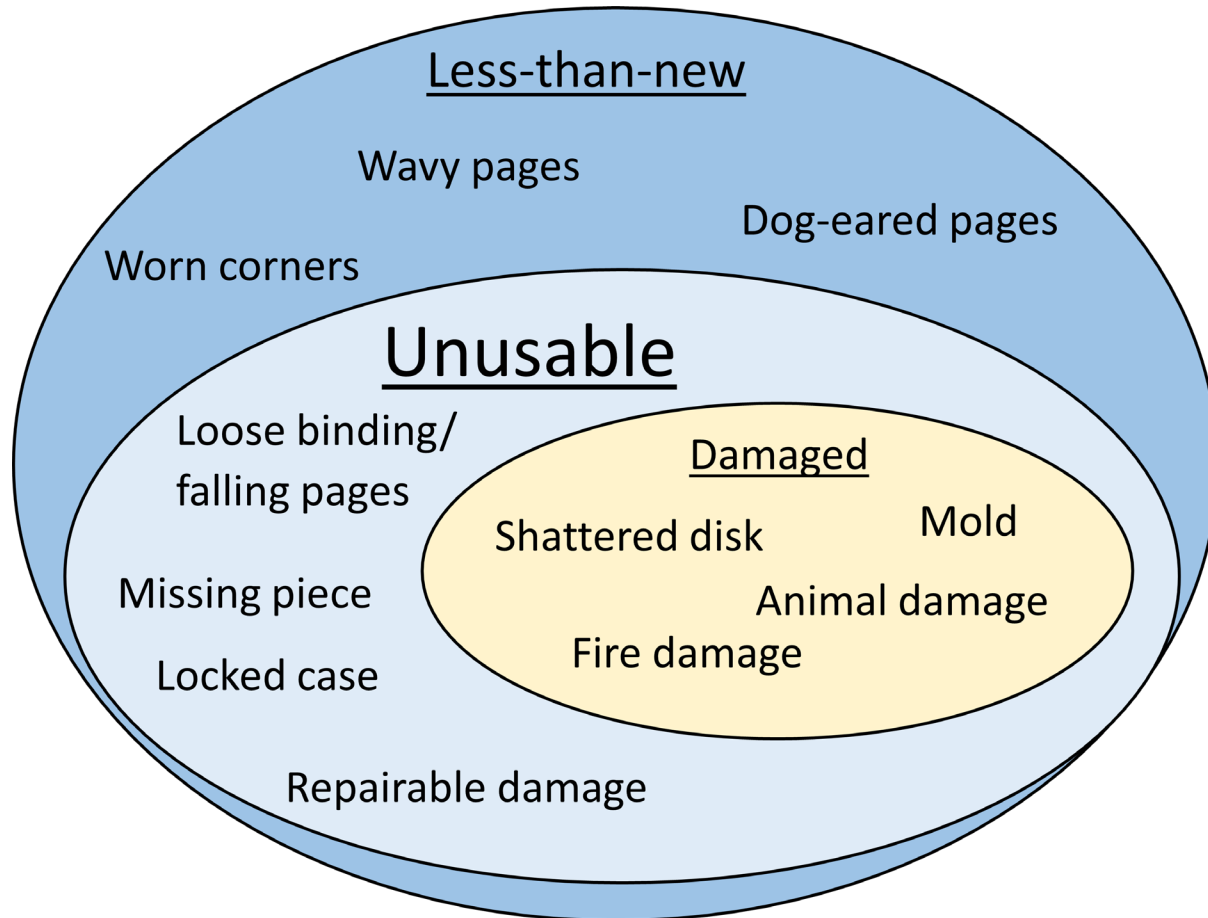


Dyslexia friendly materials subject heading



Cleaning up older bib records with enhanced OCLC

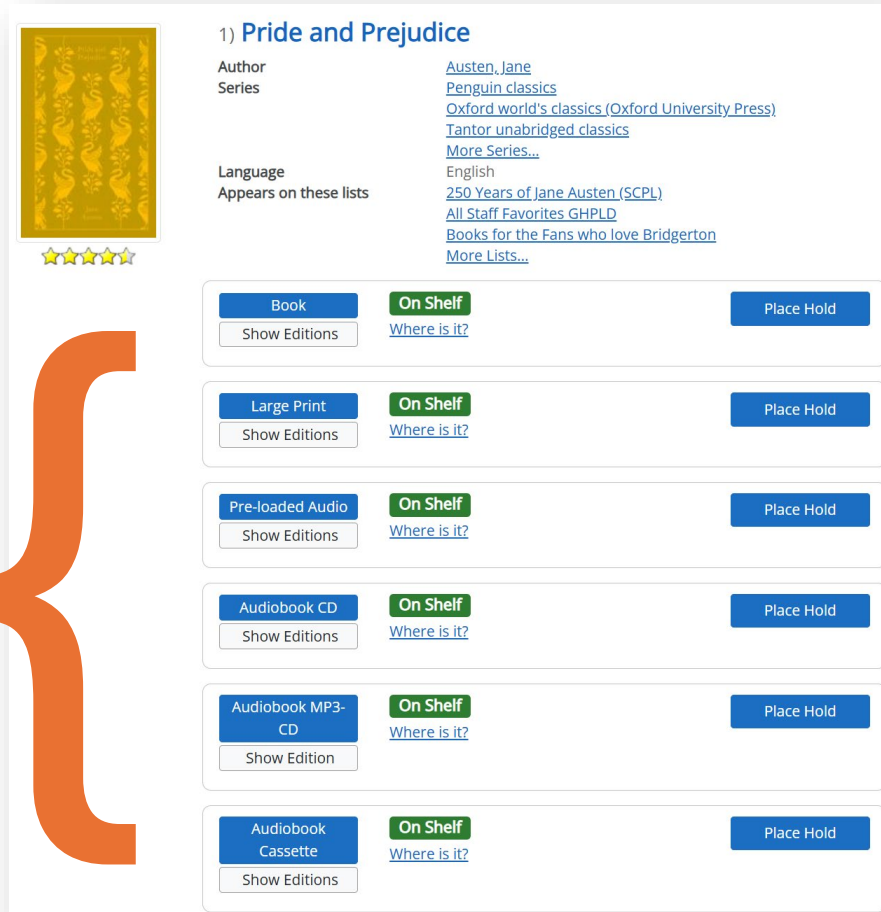
SWAN Working Groups past year accomplishments: Circulation Working Group



- Mentor Program
- “Managers Checklist” revamp
- Damaged & Unusable examples

See display outside of main conference rooms!

DUX Working Group Accomplishments



Format
order

- Created a new order for formats in grouped works in the catalog
- Conducted an analysis of keyword search relevancy, to develop specific examples and solutions
- Set development priorities, including: Seeing all formats in the format facet, improved administrator masquerade, limiting recommendations to local titles

Working Group Accomplishments: E-Resource Working Group

- Added SWAN catalog links to Novelist & Novelist K-8
- Completed reviewing & sorting of all statewide EBSCO resource links
- Finalized Explora profiles
- Updated troubleshooting documentation on SWAN website documentation
- Created patron facing guides
- Reviewed changes to EBSCO authentication, EBSCO Experience Manager, EBSCO Publication Finder

New: Cataloging Libraries!

- We had 3 new libraries join
 - LaGrange Park
 - Messenger
 - West Chicago
- 22 Cataloging Libraries Total
- Cataloging libraries have more control over shared bibliographic database
- If interested, see our Requirements for SWAN Cataloging Libraries
- <https://support.swanlibraries.net/reference/64784/94930>



EXPO sessions

- SWAN staff
 - WorkFlows Detectives: Mysteries from the Stacks
 - SWAN Support: How We Can Help
 - SWAN Notifications from the Ground Up
 - Essential Library Tools: Illinois Statewide EBSCO Database Access and Features
 - Discover More with Aspen
- Roundtable discussions
 - How are you using AI in your library?
 - Library of Things: Share, Discover, and Reimagine Your Collection
- Lobby
 - Damaged vs Unusable
- Guest speakers
 - Symphony Inventory Demystified: The Purpose and Process
 - Circulation Services: Workflow Improvements through Technology
 - Opening Doors: Embracing Patron-Focused Practices
 - Chicago Public Library: Services to Immigrants and New Arrivals 2.0
 - So You Want to Host a Mini ComicCon at Your Library
 - RAILS Delivery: Bins, Bags and Beyond!
- BLUEcloud Analytics consulting (Room 201)
- Closing session: Our next year & SWAN Update

Special thanks to our library presenters

Andrew Riis, Eisenhower Public Library

Cindy Maiello Gluecklich, Indian Prairie Public Library District

Elaina Dague, Oak Lawn Public Library

Esmeralda Bueno, Chicago Public Library

Jasmina Lapo, St. Charles Public Library District

Jenny Yasecko, Oak Lawn Public Library

Joy Anhalt, Tinley Park Public Library

Mark Hatch, RAILS

Special thanks to our SWAN presenters

Ahren Sievers, SWAN

Crystal Vela, SWAN

Cynthia Romanowski, SWAN

Diane Nickolaou, SWAN

Helen Pinder, SWAN

Michael Szarmach, SWAN

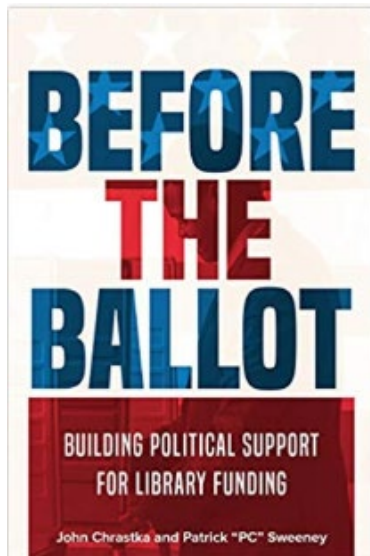
Olivia Montolin, SWAN

Sam Dietel, SWAN

Scott Brandwein, SWAN

Tara Wood, SWAN

Vickie Totton, SWAN



Introduction to our Keynote: Creating Response Strategies for Library Leaders

**John Chrastka, Executive Director
EveryLibrary Institute**

Long-time library trustee, supporter, advocate

Former Partner, AssociaDirect

Former Board President, Berwyn Public Library

Former Board President, RAILS

Former Director for Membership Development,
ALA

Member of ALA and APSA

Named a 2014 Mover & Shakers by Library
Journal