SWAN Fireside Chat

February 27, 2024

Agenda

- SWAN 50th anniversary
- Platform survey results
- OCLC Regional Meeting
- MessageBee List Notification demo date
- ITSS Update
- On-Demand Consultations
- Aspen/LiDA Update
- E-Resource Updates
- Trainings & Upcoming Meetings

SWAN 50th anniversary: 1974 -2024

SWAN started in March 1974…

9 libraries sign contract with Suburban Library System

1. Alsip
2. Dolton
3. Eisenhower
4. Elmhurst
5. Harvey
6. Lansing
7. Northlake
8. Oak Park
9. Park Forest

SWAN platform survey initial results
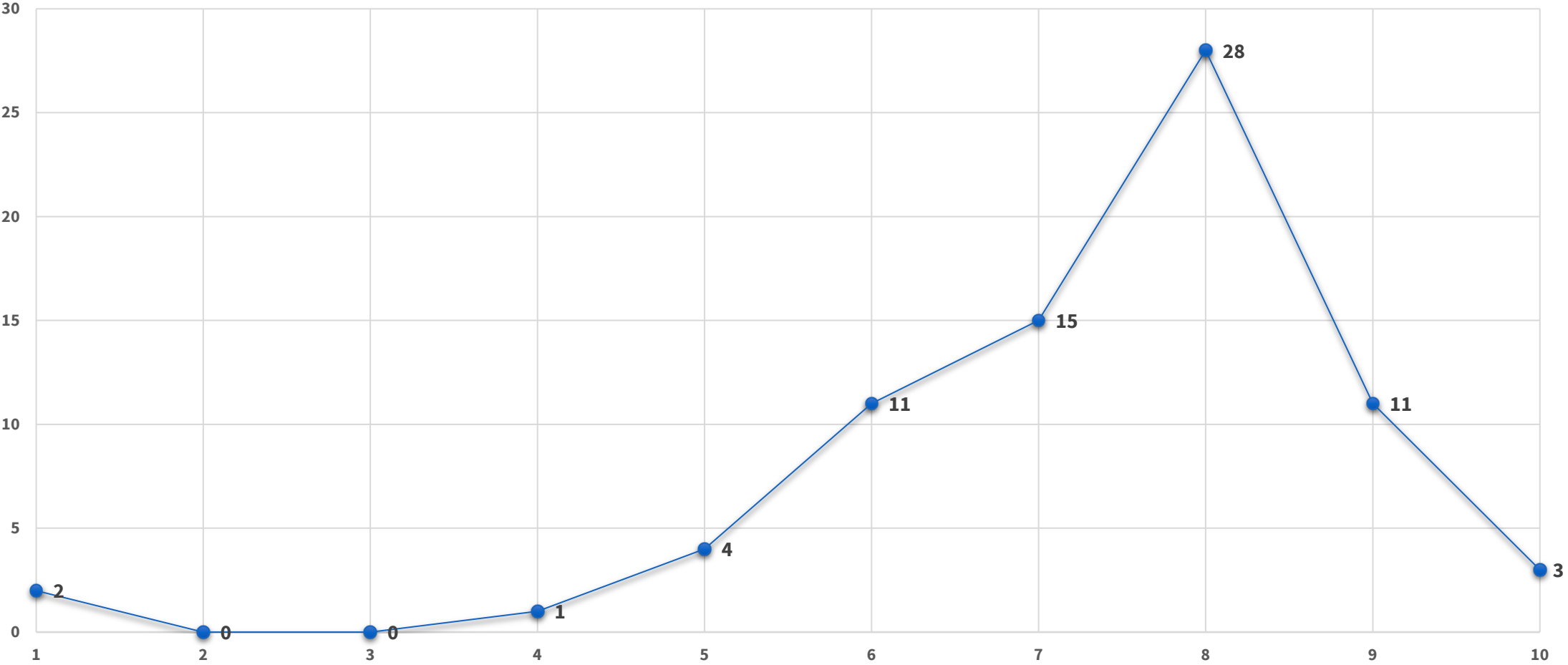
Aaron Skog, SWAN Executive Director

Platform survey results

75 Libraries responded

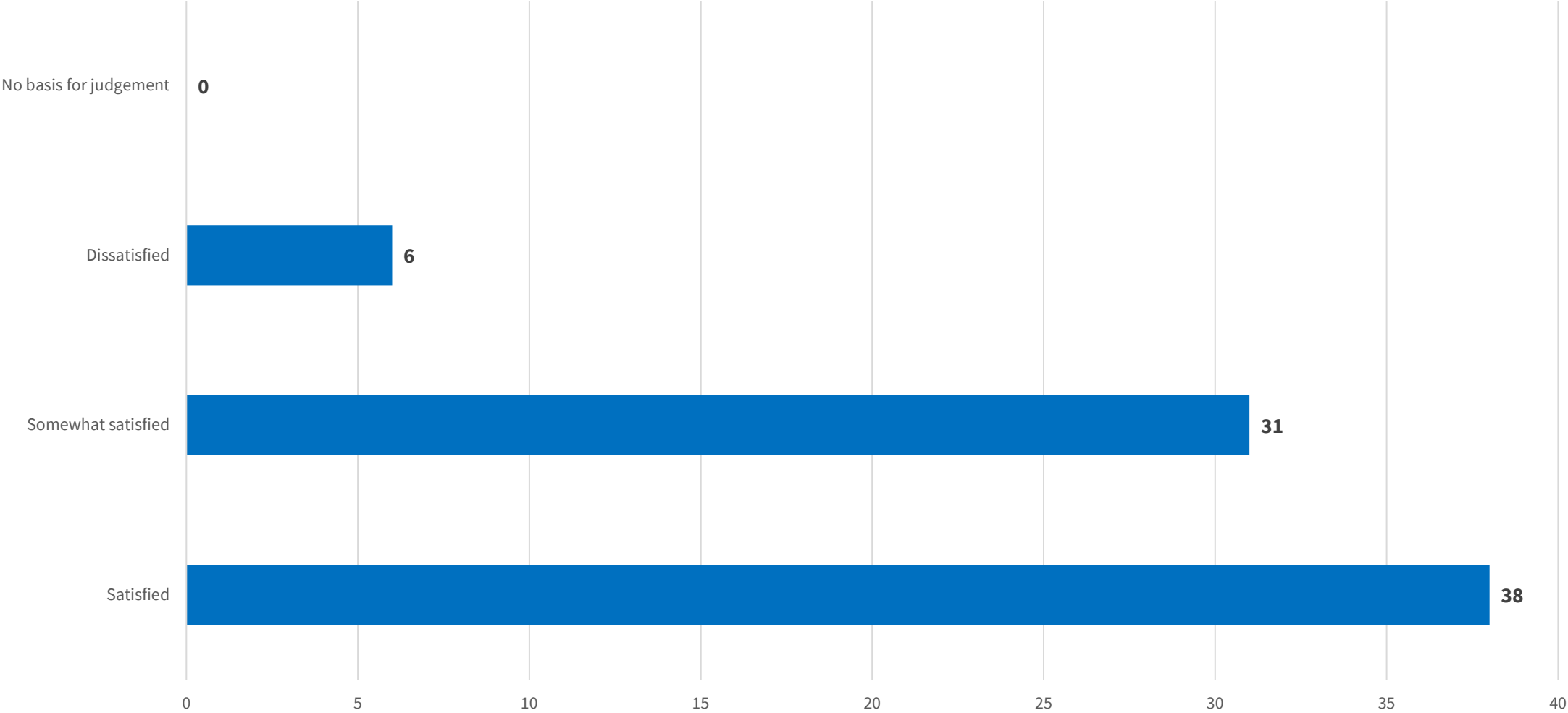Initial results on the two questions

1. Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library?

2. Please rate your satisfaction with each of the following products:
   - WorkFlows
   - BLUEcloud Analytics
   - MobileCirc
   - Aspen Discovery
   - MessageBee
   - OCLC services

Considering your overall experience with the above platforms, how well do the currently provided products meet the needs of your library?
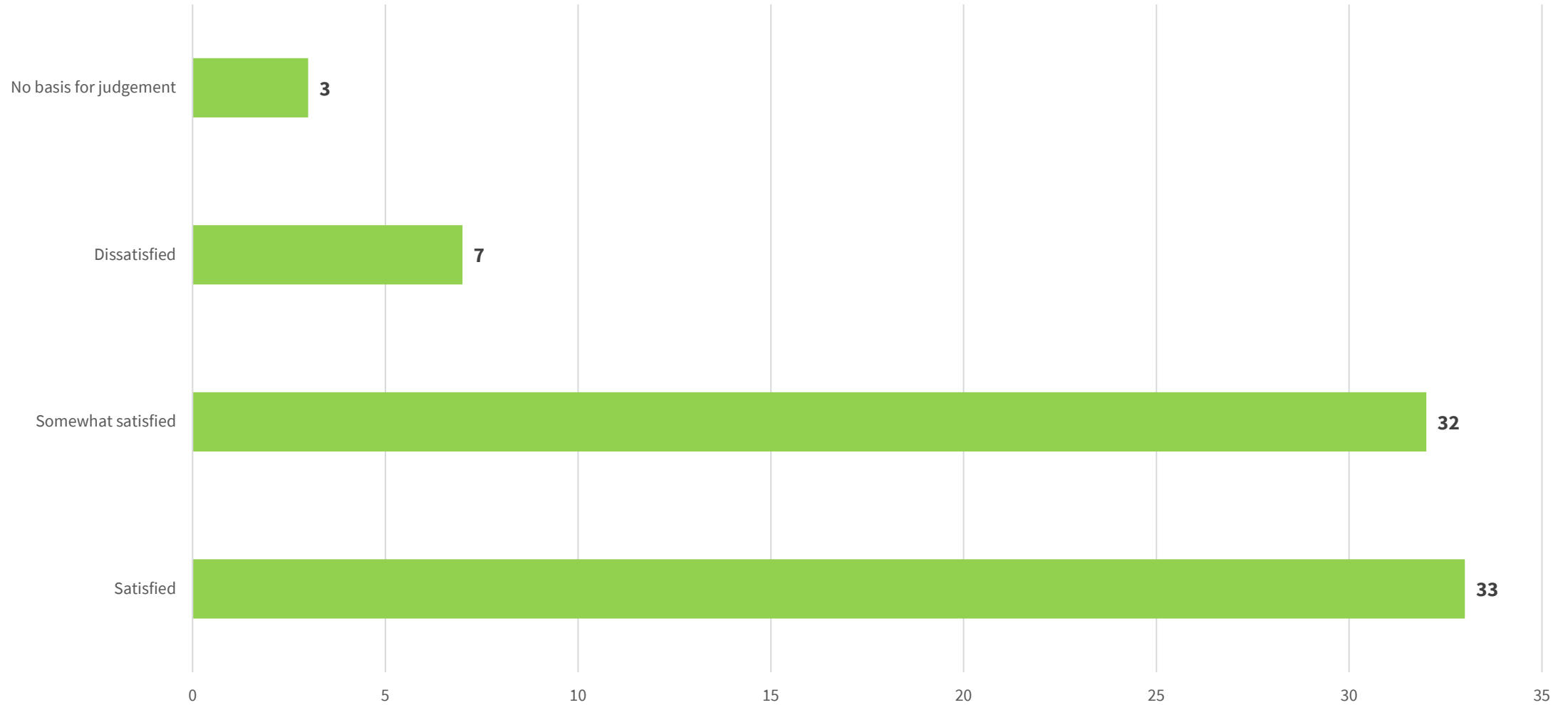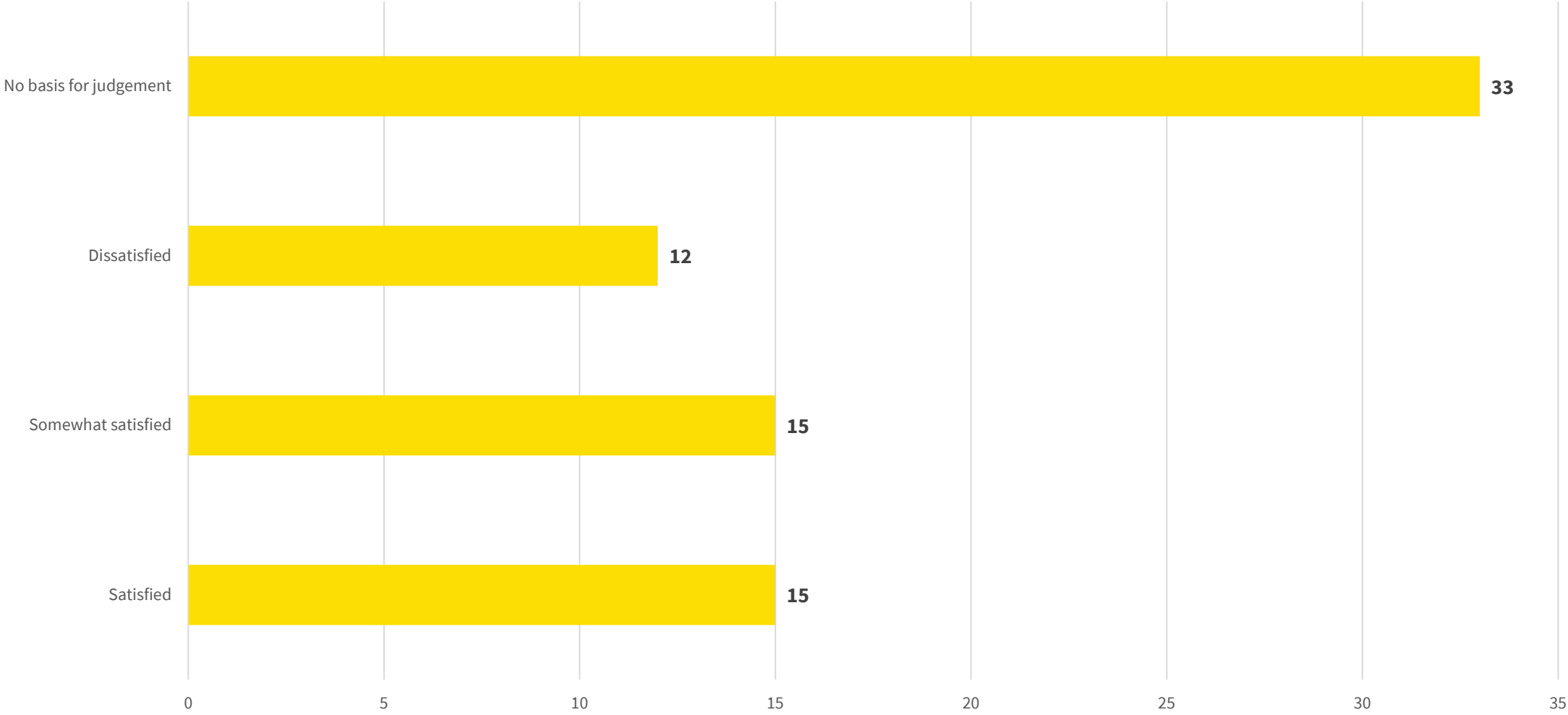Rank 1 to 10 -- Rank 1 Not well, Rank 10 Extremely well

Please rate your satisfaction with each of the following products: WorkFlows -- Staff client from SirsiDynix
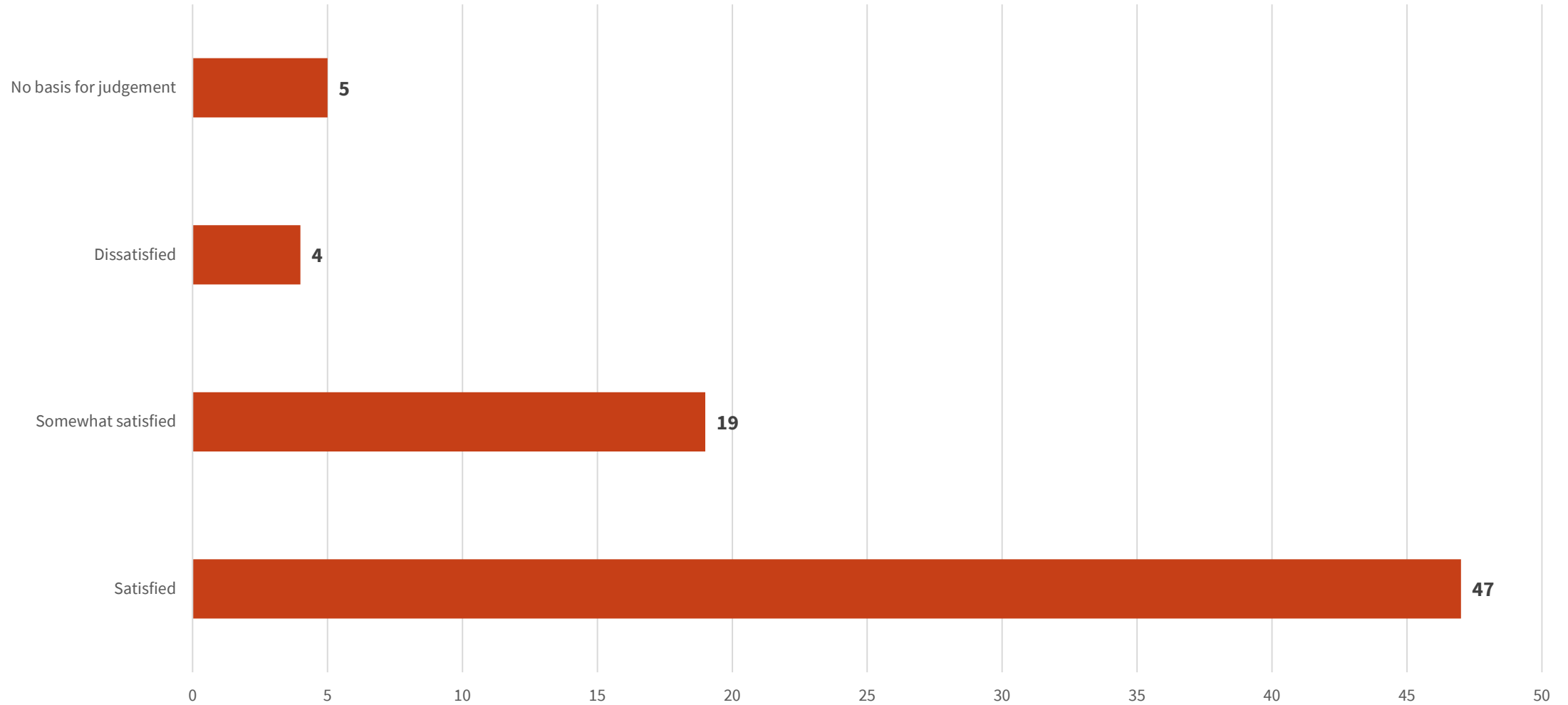
Please rate your satisfaction with each of the following products:
BLUEcloud Analytics -- Data analysis and reporting from SirsiDynix
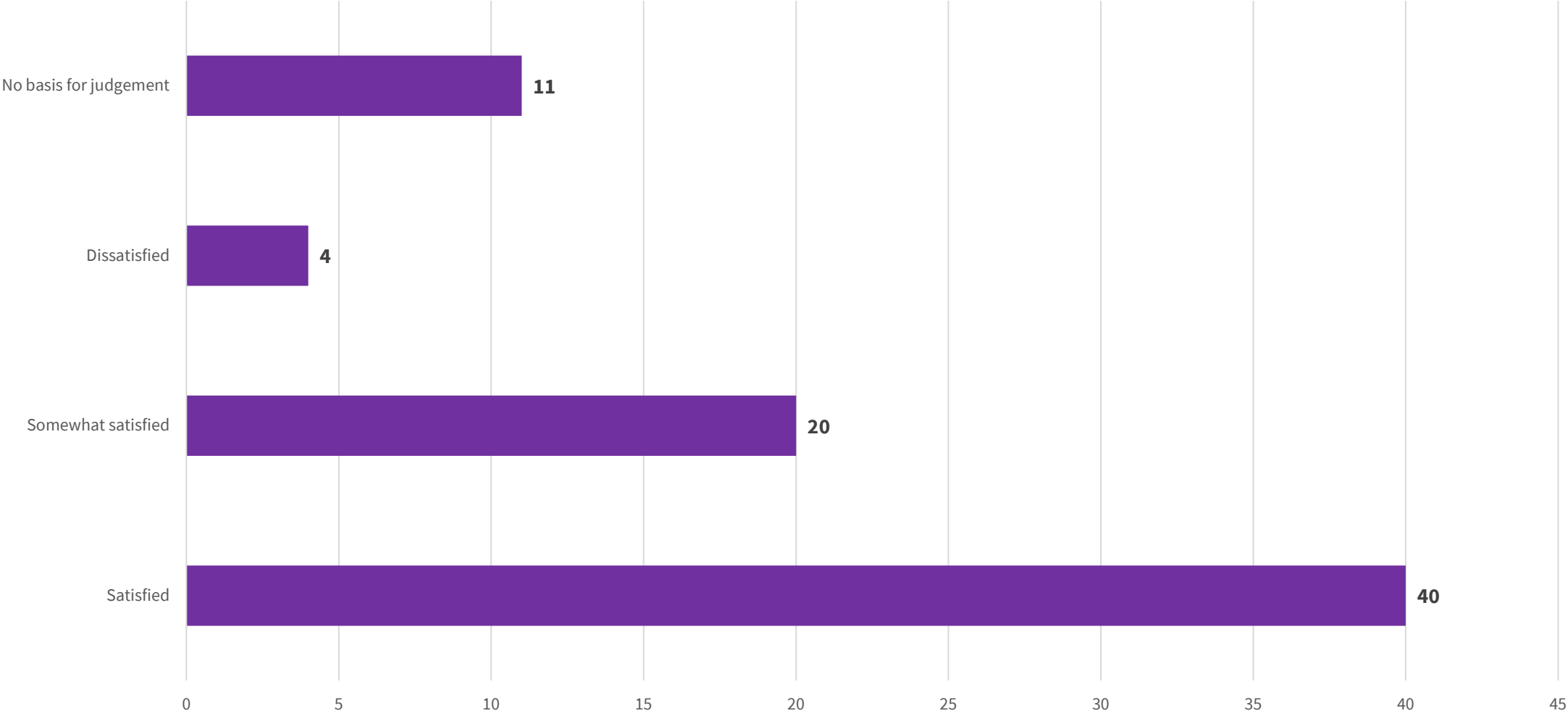
Please rate your satisfaction with each of the following products: MobileCirc/MobileStaff -- Staff tablet-based app from SirsiDynix

- No basis for judgement: 33
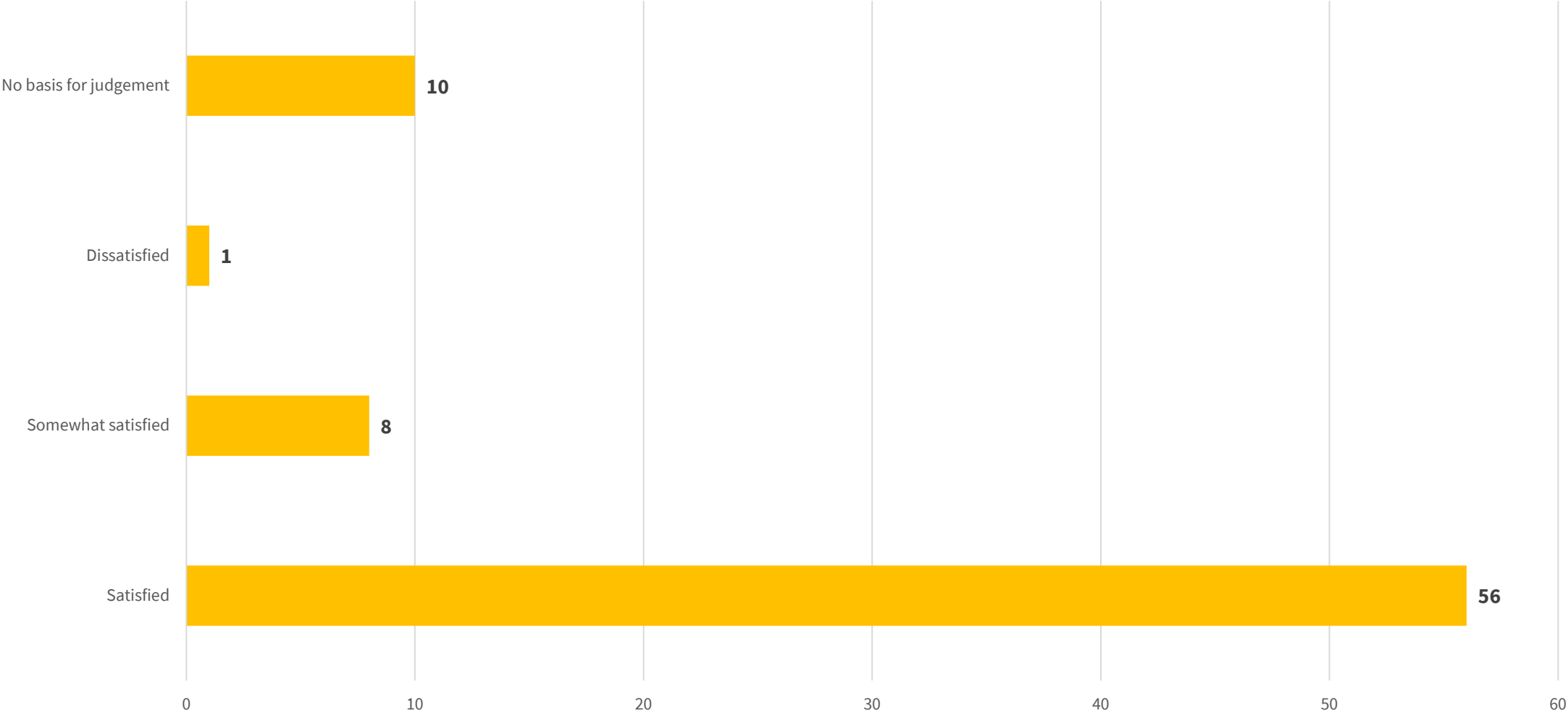- Dissatisfied: 12
- Somewhat satisfied: 15
- Satisfied: 15

Please rate your satisfaction with each of the following products:
Aspen Discovery -- SWAN OPAC supported and developed with ByWater Solutions

Please rate your satisfaction with each of the following products: MessageBee -- Notification platform with Unique Management Solutions

Category	Value
No basis for judgement	11
Dissatisfied	4
Somewhat satisfied	20
Satisfied	40

Please rate your satisfaction with each of the following products:
WorldShare ILL & WorldCat Discovery -- OCLC group-services for Illinois libraries, managed by SWAN

Category	Value
No basis for judgement	10
Dissatisfied	1
Somewhat satisfied	8
Satisfied	56

Next steps

- Analysis of the written comments
- Sharing results with board & membership
- Recommendations

OCLC Regional Meetings in April

Tuesday, April 23 Moraine Valley Community College

Wednesday, April 24 Champaign Public Library

Thursday, April 25 Harper College

- How OCLC supports the goals of our Illinois library groups
- What your library can do to amplify your existing OCLC Cataloging, Resource Sharing, and FirstSearch services
- About available resources from OCLC and the member community
- We hope you will attend to learn how to take advantage of this valuable, unique relationship between Illinois libraries and OCLC.
- Registration required: Lunch will be provided!

MessageBee List Notifications

Thursday, March 28th - 1:30

Friday, March 29th - 11:00

Look on L2 for details.

- Learn about List Notifications
  - o Audience Lists
  - o Dynamic Lists
  - o Creating templates
  - o Sending communications
- Learn about cost, timeline, and how to opt in

IT & Systems Support Updates

Google & Yahoo! Spam Prevention

- Announced October 2023 – Changes seek to reduce number of unsolicited/malicious emails
- Bulk email senders required to validate their domain with providers
- New requirements implemented February 1
- Grace period until April 1
  - 30% of noncompliant email temporarily held – Rejected after 4/1

WorkFlows Passwords Update

In-process now

- 44 libraries have already updated or scheduled meetings to update WorkFlows login passwords
  - Minimum of 8 characters
  - Uppercase and lowercase letters
  - At least one number (ex. 0-9)
  - At least one symbol (ex. !@#$%^&*-+)

Coming up

- Will be contacting remaining libraries

- Annual WorkFlows password updates

Academic and Special Library Patrons Now Blocked at Self-checkouts

- SWAN updated the circulation map by moving library configurations down to the bottom of the map for the following libraries:
  - *Morton Arboretum*
  - *National University of Health Sciences*
  - *The Theosophical Society*
- Allows these libraries to retain current circulation settings as well as restrict their patrons from checking out at any other library via WorkFlows or self-check.
- This was necessary due to the SIP connection used by self-check software only observes library policy configurations within the circ map.
- More info: https://support.swanlibraries.net/news/2024-02/94583

On-demand consultations

On-demand consultations

- Meeting with SWAN staff via Zoom
- Choose a topic, tell us what you want to chat about, and schedule time on our calendars
- Consultations are 30 minutes, or 60 in select cases

On the support site…

Choose a topic…

Book a Consultation

View   Edit   Outline   Delete   Add another   Revisions

Schedule an online consultation with SWAN staff for you and your library staff.

Acquisitions

Have SWAN staff assist in any acquisitions-related issue, such as adding vendors, cleanup projects, or fiscal rollover.

[Book an acquisitions consultation]

Cataloging

Ask SWAN staff anything about full cataloging, creating pre-cats, or coordinating special projects.

[Book a cataloging consultation]

Circulation configuration

Speak to SWAN staff about circulation practice or configuration: circ and hold maps, item types, best practice, etc.

[Book a circulation configuration consultation]

- Acquisitions
- Cataloging
- Circulation configuration
- Library collection projects
- MessageBee
- AspenDiscovery/LiDA
- Partnerships
- Other

Pick a time slot.

🌐 (GMT-06:00) Central Time - Chicago ⌄

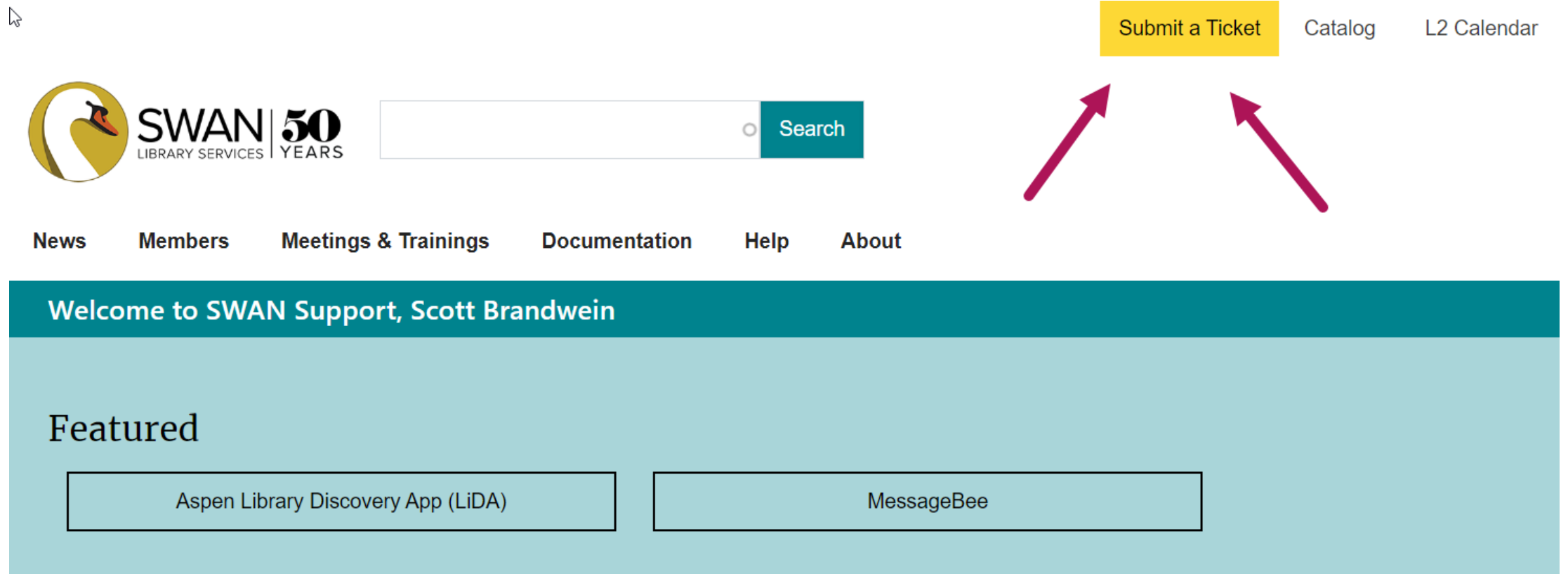|	Tuesday **27**	Wednesday **28**	Thursday **29**	Friday **1**
	No availability	10:00 AM	11:00 AM	No availability
		11:00 AM	——	
			1:00 PM	
			2:00 PM	

Ticket submission form

- Submit a ticket from our support site
- Search results based on ticket subject
- E-mail ticketing still an option

On the support site…

Results example

Subject *

Aspen item status incorrect

Are you looking for...?

Documentation

Aspen Discovery

Aspen Library Discovery App (LiDA)

Item Statuses in Aspen

Known Issues

Indexing and item status updates in Aspen

Make the status buttons clickable

Checked Out/Available Elsewhere Status in Detail Display

News

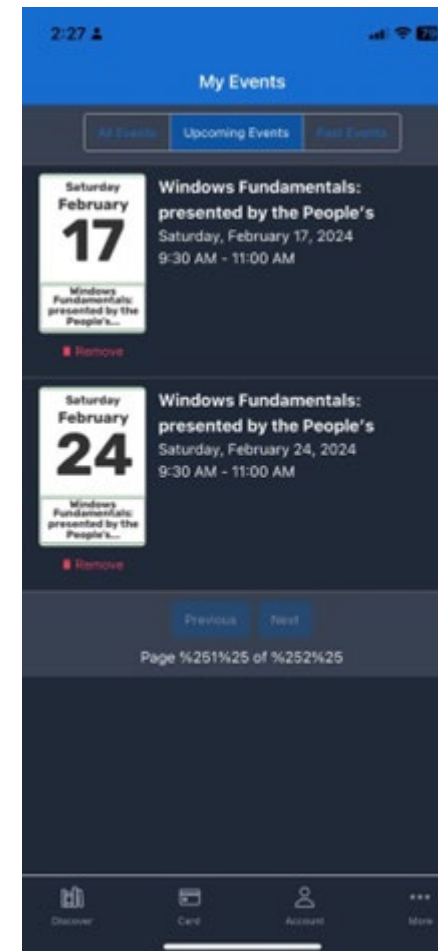Aspen 24.02 Release *02/14/2024*

Aspen 24.01 Release *01/17/2024*

Aspen 23.12 Release *12/20/2023*

Aspen Update

Events integration in LiDA

This is the first phase of development, with more features to come (e.g. events browse categories in LiDA).

If you have LibCal, LibraryCalendar, or Communico, request Aspen events integration by sending in a ticket.
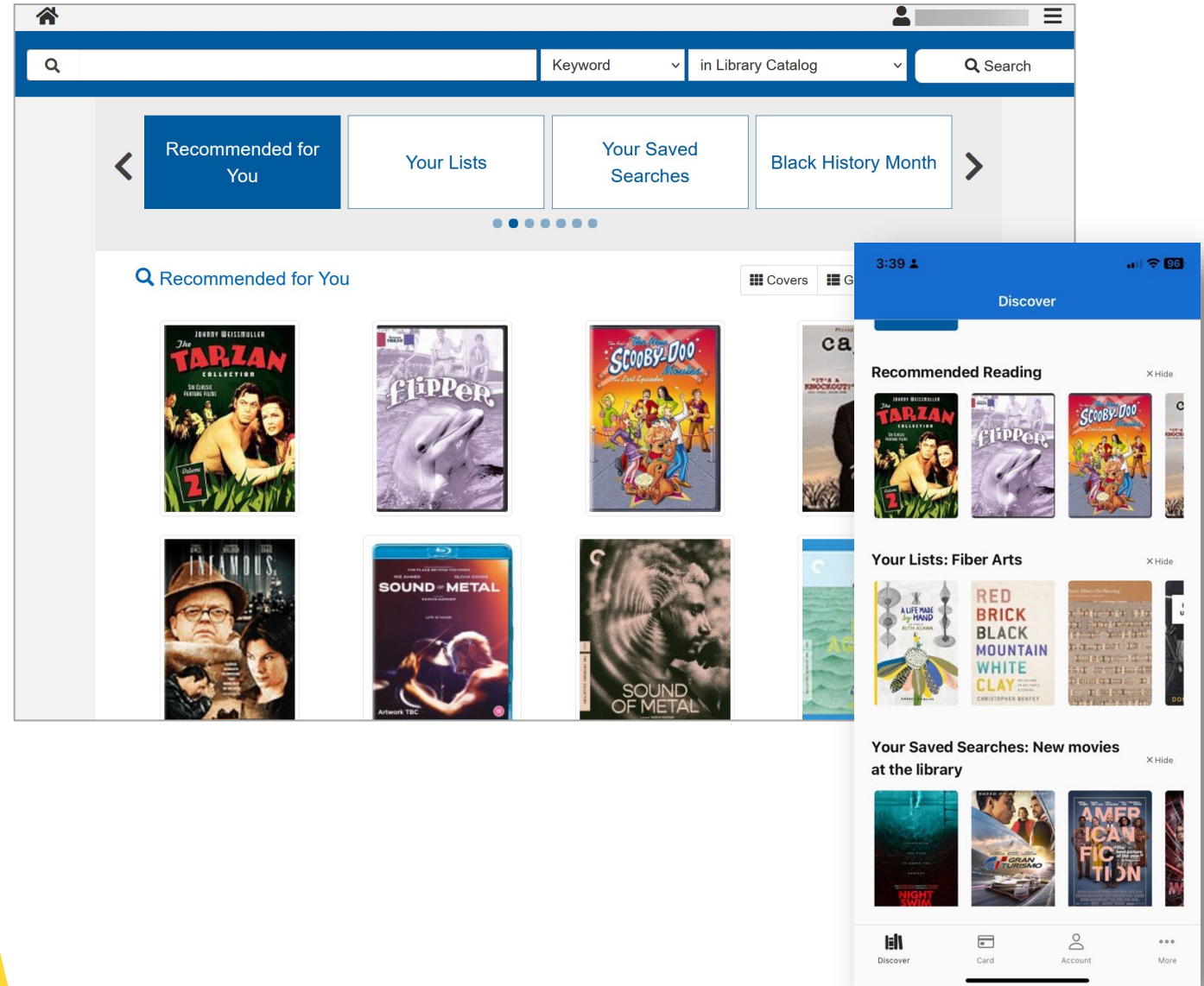
Reminder: Personalized Browse Categories

If you use personalized browse categories, these will show up on the home screen of LiDA.

Recommended for You
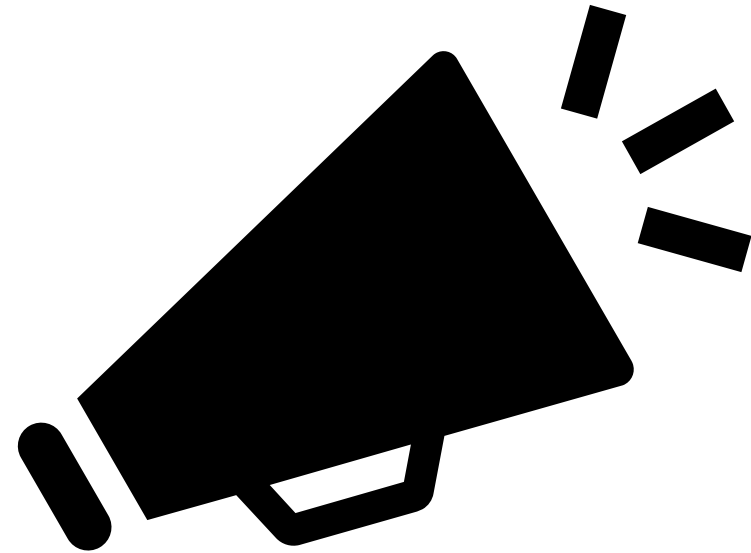
Your Lists

Your Saved Searches

Kanopy

- Current SWAN discount for Kanopy is 10%
- Only $7,300 away from the next discount of 15%!
- New Kanopy contact, Debbie McDonald

World Book & OpenAthens SSO

- World Book joined the OpenAthens federation to provide single sign-on (SSO) for remote users

- ***Current links may not be working for remote access***

- Two links will be created:
    - Inside the library will use IP authentication
    - Remote access will use OpenAthens SSO

- Reach out to help@swanlibraries.net if you have World Book products and have not heard from Olivia

Trainings & Upcoming Meetings

Next year's SWAN budget & membership fees

Quarterly meeting Thursday, March 7, 2024
- In-person
- Oak Brook Public Library
- Budget vote

SWAN Expo

support.swanlibraries.net/expo

- Save the date!
- **Friday, August 23**
- Do you have a session you want to present at Expo?
  - Individual presentation, co-presenters, panels, and workshop ideas are welcome
  - 45 minutes length
  - Submit your proposal!

Cataloging Libraries

- Survey:
  - In-person meeting Tuesday, May 14
- MARC Listener:
  - Thank you!
- SmartPort status

Upcoming meetings

Register now for 2024 user groups, governance meetings, and office hours! On L2 and the SWAN Support Site: support.swanlibraries.net/calendar

This year all registration is through Zoom. Register to receive email reminders.

- SWAN Quarterly – 3/7
- Book Club Users – 3/13
- Circ/ILL/Quarterly Billing Office Hours – 3/14
- Director's Coffee Hour – 3/18
- Acquisitions Office Hour – 3/19
- Circulation Advisory – 3/20
- SWAN Board Meeting – 3/22
- Technology Update – 3/28
- MessageBee List Demos – 3/28 & 29

See you at the next Fireside!

March 26, 2024

See L2 for details & registration