SWAN Fireside Chat

April 29, 2025

Agenda

- 2025 SWAN Expo
- Ticketing System Launch today!
- Aspen Updates
- E-resource Update
- Resource Sharing Update
- Documentation & Training Updates
- User Group Update
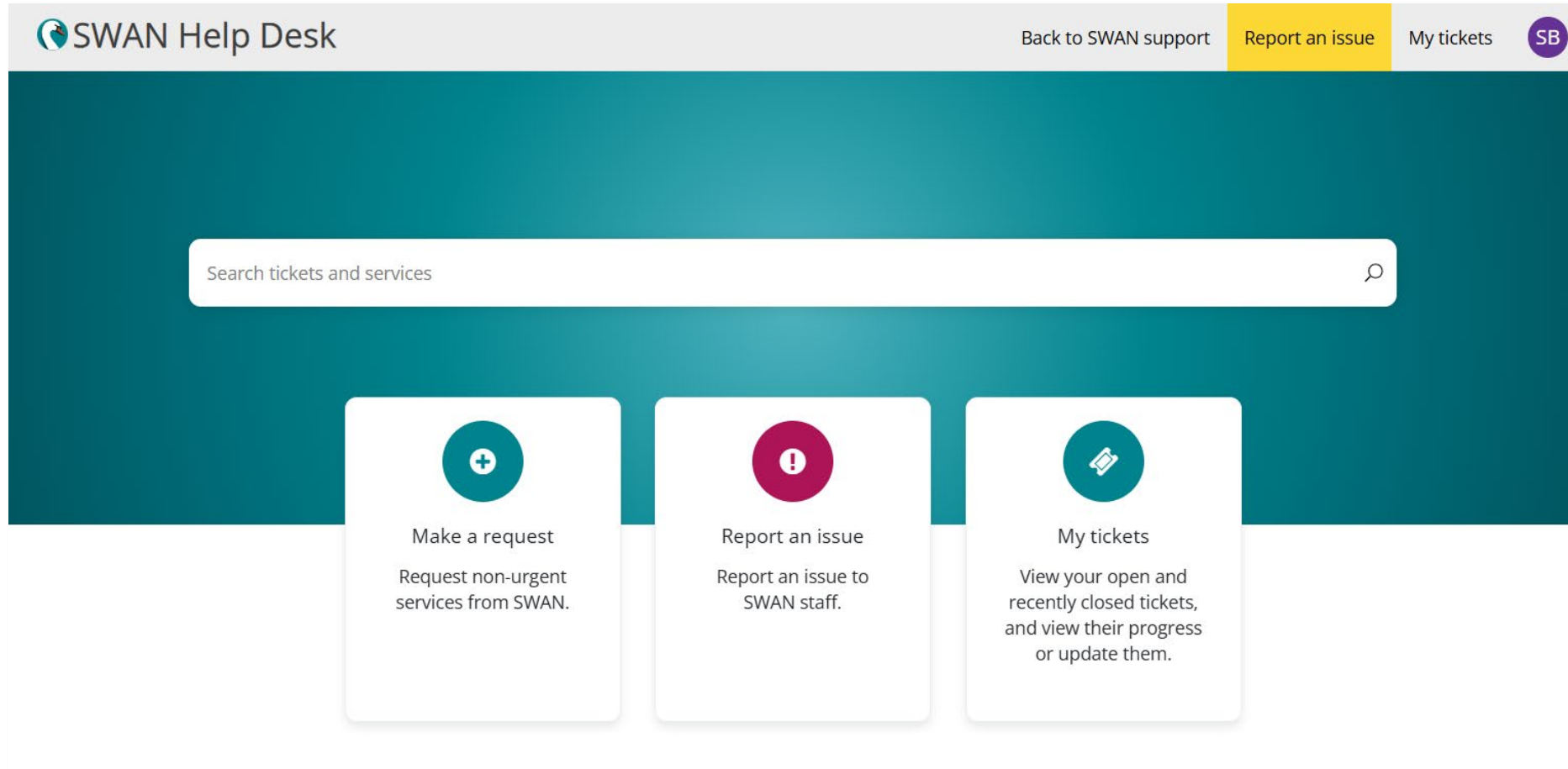- Upcoming Meetings

SWAN Expo 2025

2025 SWAN Expo

- Save the date! Friday, August 22nd
- Seeking session ideas support.swanlibraries.net/expo
  - (Closes tomorrow)
- Submit your roundtable topic ideas
- This year's theme "How Can We Help?"
- Sessions to include:
  - Online learning
  - BLUEcloud Analytics
  - MessageBee
  - New ticketing system

New Help Desk Launch Today

New Help Desk platform

What to know…

- help.swanlibraries.net URL still requires configuration
- All library tickets are visible to all users
- Support Site platform page: https://support.swanlibraries.net/platform/94846
- Log-in is via L2
- E-mail available to all

Getting in touch

Service Desk:

https://swanlibraries.haloitsm.com/portal

E-mail:

help@swanlibraries.net

Aspen Updates

Aspen Series Development

- Novelist Select integration no longer
  - o Using Syndetics Unbound for enhanced content
  - o No impact on Novelist Plus or Novelist K-8
- More control over series displays
- Please be patient with us!
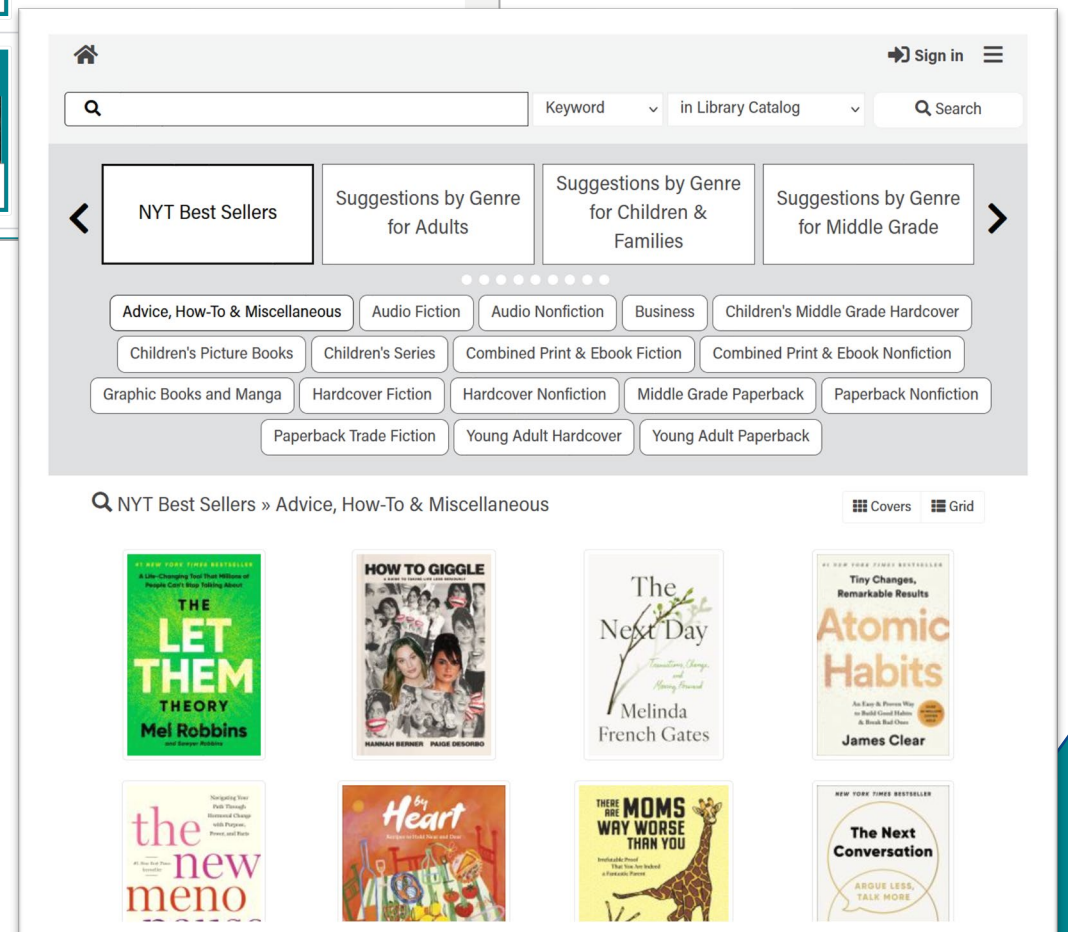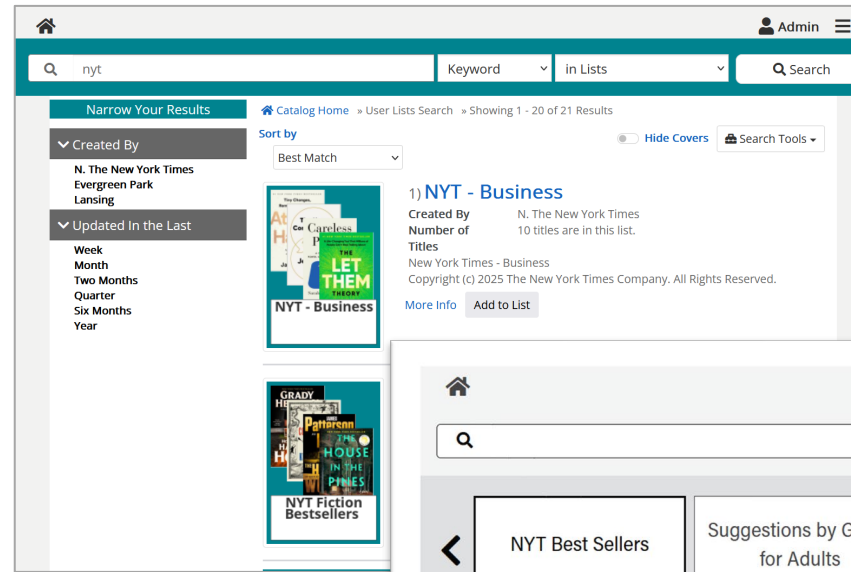- Report issues using new Series form or ticketing email

Checkout history has been partially restored

- Some patrons experienced checkouts that were not recorded to history between November 2024 and March 2025
- Not all titles could be restored; any titles that could be restored were added to histories last night (April 28th)
- Patrons can manually add titles to their histories
Patron site> Your Library Account>Checkout History

New York Times Book API

Aspen uses the NYT Books API to import NYT bestsellers lists into the catalog. NYT recently announced they have deprecated the API, but **as of this morning it seems to be back**!

SWAN is continuing to monitor the situation.

SSO Update

- L2-based authentication being introduced for SWAN Community Forums

New login procedure for forums with SSO

Initial login will require extra steps, but once you are authenticated with L2 for anything (this, the support site or L2 itself) you get right in.

- We expect the authentication process to be more streamlined as more services are connected to SSO
- Going live early April – watch for further communication!

Upon authenticating with L2, you'll be redirected back to SWAN Forums.

E-Resource update

Show & Tell EBSCO Databases

The Illinois State Library is hosting numerous webinars around the EBSCO databases available through the statewide package

- Event information can be found on L2
  - Filter by Keyword: Show & Tell
  - Filter by Sponsor: Illinois State Library
- Registration is required
- Webinars are not recorded

Resource Sharing Update

RSC 2025

All recordings posted:

https://community.oclc.org/t5/rsc-recordings/tkb-p/rsc-recordings

Recommended:

ILL survival guide: Essential tips for new professionals 3/12/2025

- https://community.oclc.org/t5/rsc-recordings/ill-survival-guide-essential-tips-for-new-professionals/ta-p/57115

The Custom holdings connection: Enhancing ILL efficiency 4/16/2025

- https://community.oclc.org/t5/rsc-recordings/the-custom-holdings-connection-enhancing-ill-efficiency/ta-p/57682

https://community.oclc.org/t5/rsc-web-series/ct-p/rsc

Training & documentation

New Class Alert!

Try It Today!

Acquisitions Training

Acquisitions Overview

Learn: What is Acquisitions

Home / Tutorials & Training Resources / Acquisitions Training / Learn: What is Acquisitions

Learn: What is Acquisitions

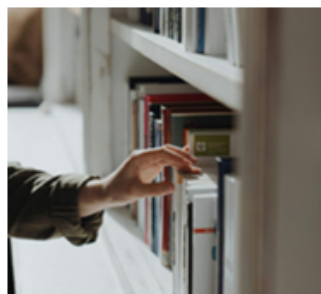Self-Paced Interactive Training   30 minutes

Last Updated: April 9, 2025

Presenters

Samantha Dietel Consultant, Bibliographic Services

This interactive course will be the first in a series about Acquisitions. This course will acquaint you with the Acquisitions module and its options. You will also learn about the general building blocks of acquisitions: funds, vendors, orders, and invoices.

You will need to register for an account on SWAN Online Learning before enrolling in this course.

TS400: What is Acquisitions

Launch Course

User Groups

Recordings of group meetings on the SWAN support site:
https://support.swanlibraries.net/meetings-trainings/meeting-documents

Cataloging Working Group

- Met in-person @ St. Charles
- Updates given
  - OCLC numbers clean-ups
  - Backstage contract
  - Travel guide standardization
- PRE-CAT course Proposal
- Julie Tegtmeier (SCD) and Dyslexic materials
- 6XX headings
- Tonies and Yoto materials
- Changes to SWAN documentation

Circulation Networking Group

Agenda & Notes

Next Meeting is in person! Eisenhower Public Library June 18th!

SWAN Circulation Networking Group

April 16, 2025 9:30 AM–11:00 AM
Zoom
Register on Zoom

Join chair Peggy Tomzik and Victoria Muraiti for a lively discussion of circulation processes, procedures, and software/application use related to circulation functions. This is an opportunity to network with peers and share successes. Participants will provide tips on providing service efficiently and optimizing software.

Agenda

I. Welcome and Introductions
II. SWAN Ticketing System - Ian Nosek
III. Forums Login - Crystal Vela
IV. SWAN Expo- Crystal Vela
V. Renewing library card accounts. Do you require the physical card to be present? For your patrons? For RBP patrons such as CPL accounts?
VI. Renewing materials. How do libraries handle situations when patrons call wanting a library to override a renewal limit in place at the patron's home library?
VII. Around the Zoom meeting

Zoom Recording
View on L2 Library Learning

Upcoming Events

Register now for 2025 user groups, governance meetings, and office hours! On L2 and the SWAN Support Site: support.swanlibraries.net/calendar

- Acquisitions and Cataloging Networking Group (5/8 **in person** at Downers Grove Public Library)
- e-Resource Working Group (5/22)
- SWAN Board Meeting (5/23)
- SWAN Fireside Chat (5/27)
- SWAN Quarterly Meeting (6/5)

Next Fireside Chat
May 27th!