



SWAN Fireside Chat

May 27, 2025

Today's agenda

- Support site updates
- Expo 2025
- SWAN Helpdesk switch & recap
- Patron record purge review
- Aspen updates
- E-resource update
- Training & documentation updates
- User group update
- Upcoming meetings

Support site updates

Support site update

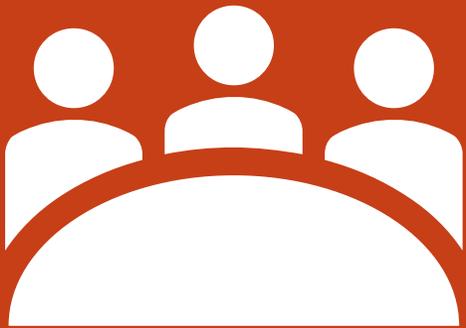
- Bookmark feature
- New & updated
- Trainings

- Coming up
 - Single sign-on
 - Training checklists
 - Merge support and public site

The screenshot displays the SWAN Library Services website interface. At the top right, there are links for "My account" and "Log out". The main navigation menu includes "News", "Members", "Meetings & Trainings", "Documentation", "Help", and "About". The SWAN logo is on the left. A large "Welcome, [redacted]!" message is centered. Below it, there are tabs for "How do I...?" and "Find a library". A search bar with a "Search" button is present. To the right, there are buttons for "Submit a Ticket" and "My Tickets". The page is divided into three columns: "My Bookmarks" with links to "SWAN Members OCLC Links" and "Discovery & User Experience Working Group (DUX)", a "Manage Bookmarks" button, and "New & Updated" with links to "EBSCO Databases", "Lists in the catalog", "Learn: What is Acquisitions", and "Learn: Placing, Canceling, & Modifying Holds". The "Quick Links" section includes "Accounts and logins", "Create a transit label", and "Patron lookup tools".

SWAN Expo 2025

2025 SWAN Expo
Friday, August
22nd
Moraine Valley
Community
College



- John Chrastka, EveryLibrary Institute
- Chicago Public Library
- Collection inventory
- RAILS delivery
- Circulation efficiencies
- Library of Things
- Online patron registration

SWAN Help Desk

Service Catalog

Make a request

Service Categories

Search... 



Acquisitions

Request assistance with acquisition configurations, adding vendors, cleanup projects, or fiscal rollover.



Aspen Discovery & App

Request anything related to our discovery services, including the catalog and app.



Cataloging & Collections

Request assistance with pre-cats, record merges, record grouping, and other cataloging tasks.



Circulation

Request assistance with circulation configuration, such as loan periods, patron maintenance, receipts and more.



Devices & Integrations

Request assistance setting up a new product or platform to integrate with SWAN services.



E-Resources

Request authentication and integrations for new e-resources and databases.



Network & Firewall

Request assistance with VPNs and firewalls.



Notifications

Request assistance with the MessageBee notification platform including reports and statistics, templates, or following up on failed notices.



Reports

Request assistance with reports and statistics.



Resource Sharing & Billing

Request assistance with WorldShare ILL, WorldCat Discovery, and quarterly billing processes.



Staff & Training

On and off-boarding staff or request an online or in-person training or library visit from SWAN staff.

Review



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 requires L2 account



E-mail available to all

Getting in touch



Service Desk:

<https://swanlibraries.haloitsm.com/portal>

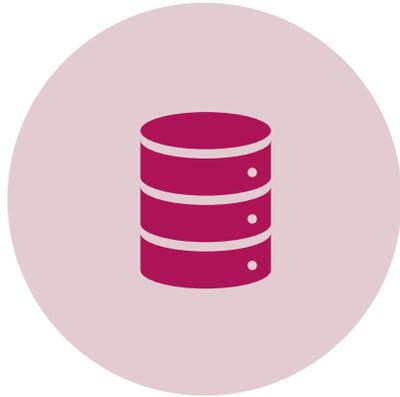


E-mail:

help@swanlibraries.net

Patron Record Purge

Purposes of automation of record removal



**Keep the database as clean
and efficient as possible**



**Avoid retaining personally
identifiable information
unnecessarily**



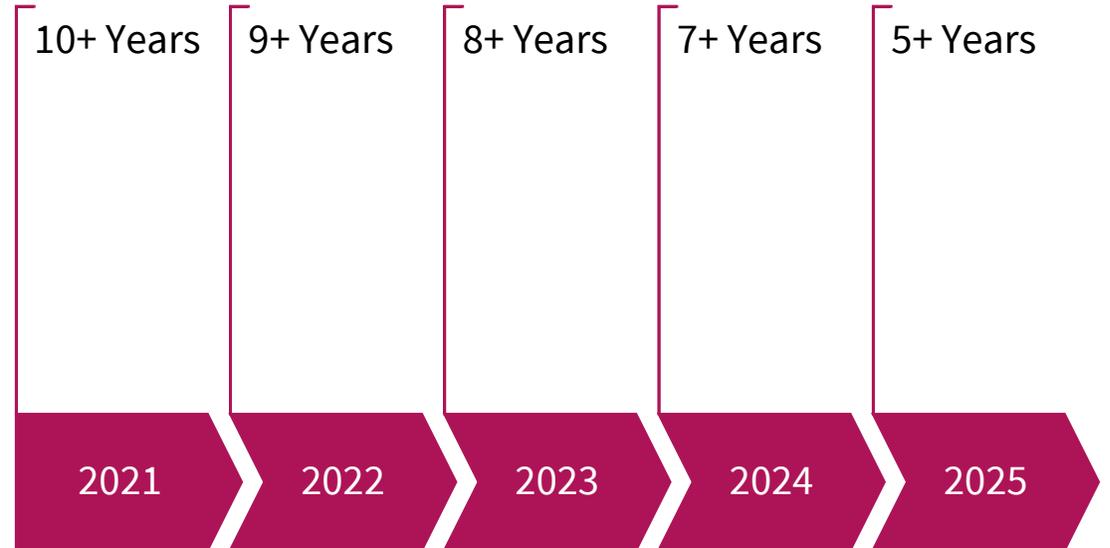
**Reduce library staff time
necessary for record
maintenance**

Timeline



Last Activity Date

- Planned reduction over time from 10+ years to 5+ years.
- No further adjustments are planned



Processes that update Last Activity Date

- Checking in/out or renewing an item
- Placing/Editing/Removing a hold
- Marking an item lost
- Billing a user or paying a bill
- Creating a user
- Editing address information
- Authenticating via OpenAthens

Final Criteria

Patron records will be candidates for removal if and only if:

- Last Activity Date is over 5 years in the past.
- Total of patron's bills is less than \$100.

The 2025 Jump

Reasons for large 2025 removal numbers:

1. Two-year change in purge threshold.
2. 2018 NCOA processing updated Last Activity Date (LAD)
 - Many of these records would have been purged prior to now

Removal of Old Bills

SWAN has recommended removal of bills over 10 years old

We understand concerns about certain bad actors

Retaining certain delinquent accounts can protect you and other SWAN libraries

Documentation



Monthly Patron Record Purge -
<https://support.swanlibraries.net/documentation/87627>



Patron Last Activity Date -
<https://support.swanlibraries.net/documentation/94872>



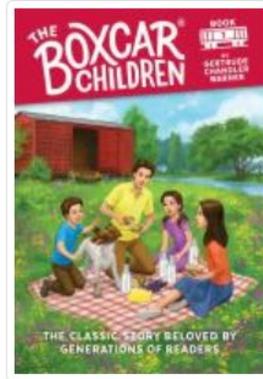
Includes review of BLUEcloud Analytics reports and review tasks.

Aspen Updates

Aspen 25.05 Release highlights

Boundless integration
has been fixed!

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

E-Resource update

Boundless

Issues with the
Boundless API in
Aspen integration
have been fixed in
25.05

All Boundless settings
are back on

Boundless titles will
appear in Aspen and
the SWAN+ app

Comics Plus



The LibraryPass team will be reaching out to current Comics Plus subscribers on the upcoming renewal process



LibraryPass will work with libraries individually on pricing for the renewal, once complete, the renewal will be completed by RAILS



RAILS will be handling all new Comics Plus purchases

Aspen link from Novelist



Keyword

Search

Basic Search [Advanced Search](#) [Search History](#)

[Search Other Databases](#)

BATAVIA PUBLIC LIBRARY DISTRICT

Sign in

Backman, Fredrik My friends

Keyword

in Library Catalog

Search

Narrow Your Results

[Catalog Home](#) » [Catalog Search](#) » Showing 1 - 3 of 3 Results

Format

Content Collection

Fiction / Non-Fiction

Audience

Author

Subject

Language

User Rating

Added in the Last

Publication Date

Shelf Location



Books



eBook



Audio Books

All Libraries

Batavia Public Library District

Sort by

Best Match

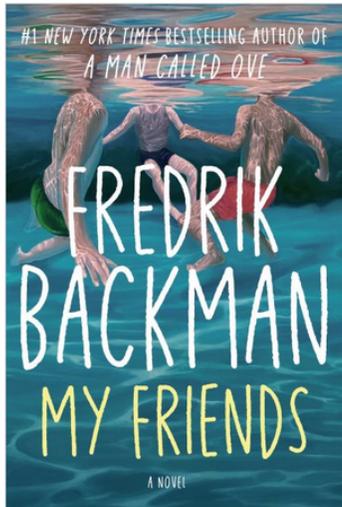
Hide Covers

Covers

List

[Search Tools](#)

1 of 1 [Refine Search](#)



Popularity: ★★★★★

Read reviews on [goodreads](#)

★★★★★

3175 reviews

My friends (May 2025)

Author: [Backman, Fredrik, 1981-](#)

Adult Fiction

Description:

Most people don't even notice them—three tiny figures sitting at the end of a long pier in the corner of one of the most famous paintings in the world. But eighteen-year-old Louisa, an aspiring artist herself, knows otherwise, and she is determined to find out the story of these three enigmatic figures. Twenty-five years earlier, in a distant seaside town, a group of teenagers find refuge from their bruising home lives by spending long summer days on an abandoned pier, telling silly jokes, sharing secrets, and committing small acts of rebellion. Louisa embarks on a surprise-filled cross-country journey to learn how the painting came to be and to decide what to do with it.

Genre: Literary fiction; Translations

Themes: Chosen family

Characterization: Complex characters; Sympathetic characters

Mood: Emotionally intense; Moving

Style: Character-driven

Media Mentions: NPR: All Things Considered (May 2025)

Persistent link to this

<https://search.ebsco>

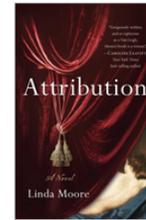
Database:

Novelist

[Search the Library Catalog](#)

Read-alikes

[View All](#) | [Suggest Read-alike](#)



Attribution
Moore, Linda



The Thirty Names of Night
Jouhadar, Zeyn

[Search the Library Catalog](#)

Format	Books
Content Collection	eBook
Fiction / Non-Fiction	Audio Books
Audience	
Author	
Subject	
Language	
User Rating	
Added in the Last	
Publication Date	
Shelf Location	



★★★★★

1) My friends: a novel

Author

[Backman, Fredrik](#)

Language

English

Appears on these lists

[Fiction Best Sellers](#)

[HPL 2025 Hot Copies](#)

[May 15, 2025: New Adult Audio Books](#)

[More Lists...](#)

Book

Checked Out/Available Elsewhere

Place Hold

Show Edition

[Where is it?](#)

Large Print

Checked Out

Place Hold

Show Edition

[Where is it?](#)

eBook

Libby

Checked Out

Place Hold Libby

Show Edition

Preview From The Book

Update to EBSCO Databases page

Who to contact for EBSCO-related issues

Start Here

This guide outlines common support scenarios, but it may not cover every situation. **When in doubt, members can contact SWAN for assistance**—the team will ensure the issue is handled or directed appropriately.

[Export Table Data](#)

Issue Type	Primary Contact	Secondary Contact
Database Access & Authentication		
Database access problems (EBSCO databases or databases purchased through EBSCO)	SWAN	EBSCO Connect
IP range updates	SWAN	
OpenAthens support	SWAN	
Interface & Configuration		
EBSCO profile creation/modification	SWAN	

Contact Information

SWAN Help Desk

Service Desk: <https://swanlibraries.haloitsm.com/portal>

Email: help@swanlibraries.net

EBSCO Connect

On this page

[EBSCO package from the Illinois State Library](#)

[Supplemental EBSCO Databases](#)

[Tutorials and training](#)

[EBSCOadmin](#)

[EBSCO Connect](#)

[Promotional materials](#)

[Who to contact for EBSCO-related issues](#)

[Contact Information](#)

Training & documentation

New Class Alert



ENROLL TODAY



PS302

Course

PS302: Placing, Canceling, & Modifying Holds



User Groups

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

Acquisitions & Cataloging Networking Group

- In-person meeting at Downers Grove Public Library on May 8th
- Over 40 attendees
- Conversation focused on Acquisitions processes with presentations by member libraries
- Notes and PowerPoint can be found on the [support site](#)
- Next meeting is virtual on [September 11, 2025](#) from 9:30-11am

E-Resources Working Group

E-Resource Working Group met virtually on May 22. Things covered:

- Explora 2025 is wrapping up!
 - Creating default Explora profiles for Public Libraries, High School, Middle School, and Elementary School
- Reviewed troubleshooting documentation
- Discussed EBSCO areas of interest for SWAN Expo

Circulation Networking Group

[Register Today](#)

IN PERSON

When

Wednesday, Jun 18, 2025 | 9:30 am - 11:00 am

Where

Eisenhower Public Library District

Physical address

4613 N Oketo Ave
Harwood Heights, IL 60706
United States

In Person

Register

[Register on Zoom](#)

Upcoming Events

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

- SWAN Quarterly Meeting (6/5)
- SWAN Acquisitions Office Hours (6/17)
- SWAN Circulation Networking Group (6/18)
- SWAN Board Meeting (6/20)

**Next Fireside
Chat
June 24th**

