SWAN Quarterly Meeting

September 4, 2025

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of new directors

4. Approval of minutes June

5. Expo 2025 recap

7. Online patron registration go-live

8. Website changes overview

9. EBSCO Explora

10. Strategic Planning Committee

11. Announcements

SWAN Expo 2025 recap

SWAN Expo recap

- 208 attendees
- 54 libraries
- 18 sessions
- All presenter slides now available
- swanlibraries.net/expo

# Keynote "Creating Response Strategies for Library Leaders"

- John Chrastka, EveryLibrary Institute
- What is changing?
  - Economic & funding
  - Political & policy
  - Local media & technology
  - Library workforce & patron needs

- Three Responders Framework
  - Me = Individual staff as empowered actors in communications and relationships
  - Us = The library with its institutional resilience, policies, protocols, and documentation in place
  - Them = partner organizations led by the library to act in mutual interest and aid

Attendee feedback open

Attendee feedback open
[SWAN Expo 2025 Attendee Survey](#)

75 responses to date

SWAN Library Services
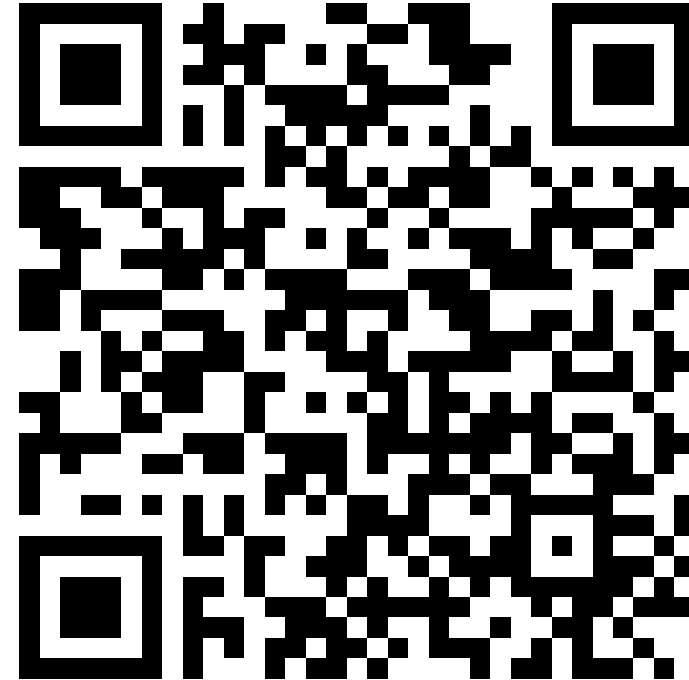
Comments received

"This was my first SWAN Expo. I liked networking between the sessions. I liked hearing the keynote speaker and the CPL session the most. It felt good being reminded how great is the library system we enjoy and contribute to. The conference helped me develop a deeper appreciation for SWAN."

"I thought John's Chrastka's presentation was really exceptional. It was good hear from someone who was out there fighting for libraries in the climate right now. On the whole, great Expo this year. I took something valuable away from each session I attended."
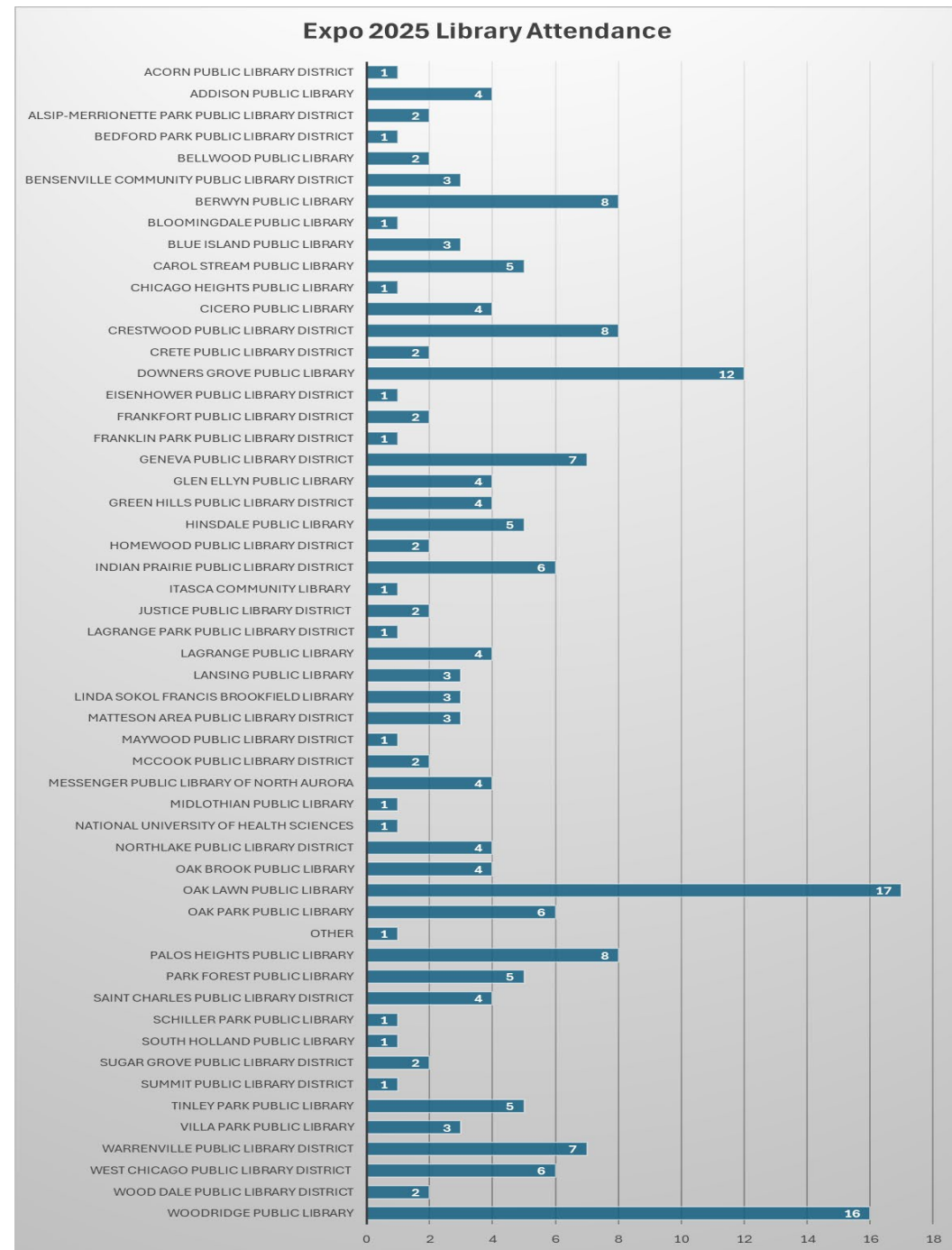
How would you rate the conference overall?

- Okay 3%
- Average 3%
- Good 42%
- Excellent 52%
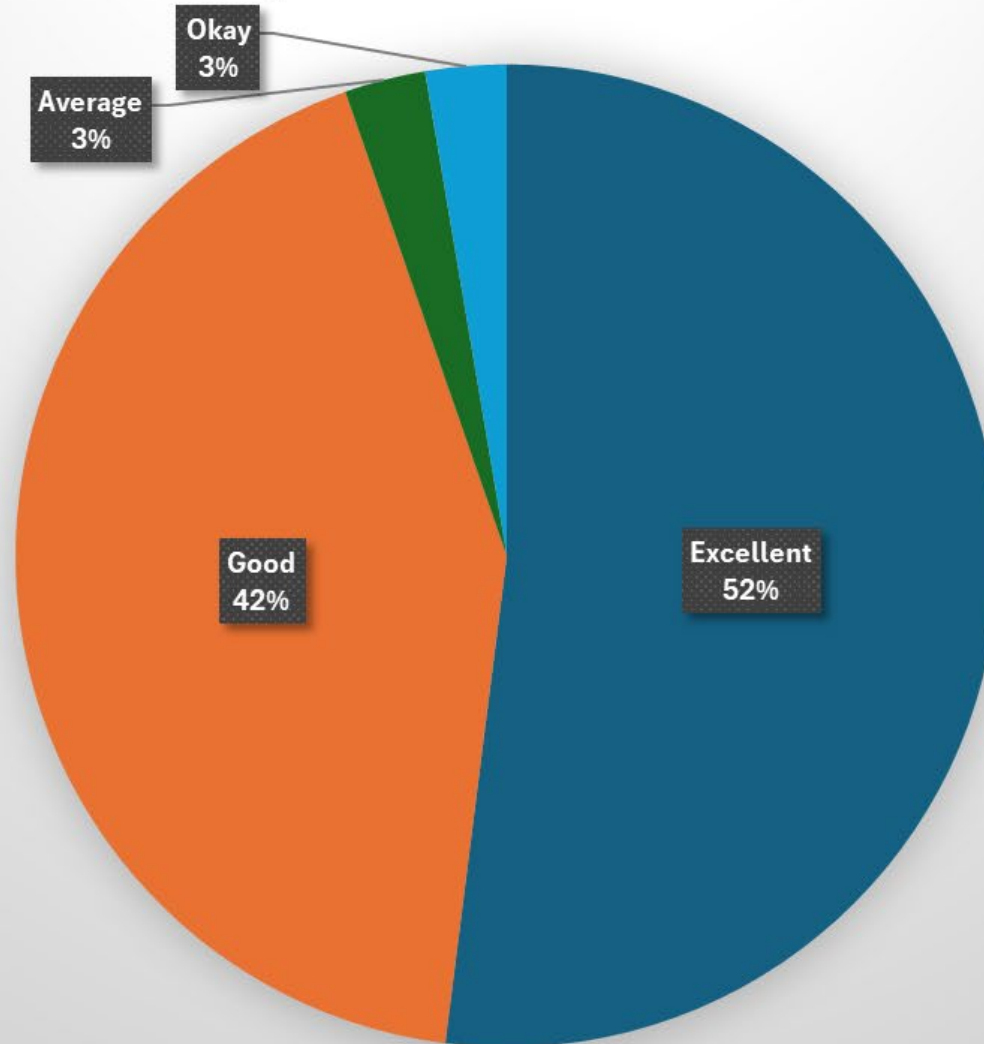
Registered attendance

Oak Lawn 17

Woodridge 16

Downers Grove 12

Palos Heights 8

Crestwood 8

Berwyn 8

Warrenville 7

Geneva 7

September 9, 2025

Expo 2025 Library Attendance

Feedback ideas

SWAN workshops in 2026

Offerings for library in-service day events

Save the date: Expo 2026 NEW LOCATION

- **Friday, August 21, 2026**
- NIU Naperville (Northern Illinois University)
- Conference & Events
- 1120 E. Diehl Road, Naperville, IL 60563

Online patron registration

Scott Brandwein, Assistant Director

Patron Point Verify is live

Fully live since August 26th

269 card registrations in first week (8/26 to 9/2)

11% of total card registrations

On ineligibility

- Even long-time residents may not be verified

- MasterCard Ekata is a black box

- SWAN has some insight, but cannot bypass the system

- 82% of patrons passed to Verify step have been approved in first week

Verify Transaction -

Transaction State: NOT APPROVED – IDENTITY   Date Processed: 2025-09-03

Patron Application Form Data

First Name:
Last Name:
Email Address:
Phone Number:
Birthdate:
Street:
City:
State:
Application Date: 2025-09-03T09:34:31-04:00

Verify Response

Primary Address: match
Primary Phone: match
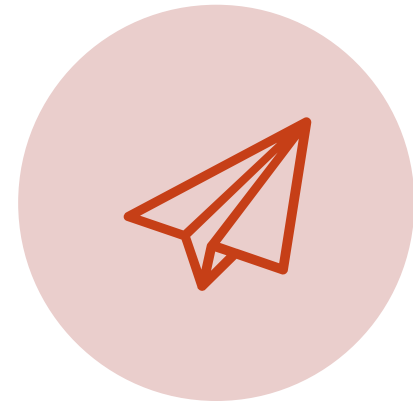Primary Email: no-match
Score: 381

Close

Up Next...

SPANISH AND POLISH REGISTRATION FORMS AND E-MAILS

ON-DEMAND REPORTS

MONITORING OF REGISTRATION SUCCESS RATE AND E-MAIL CLICK-THROUGH

Thank you early adopters!

- Acorn Public Library
- Batavia Public Library
- Bloomindale Public Library
- Blue Island Public Library
- Crete Public Library District
- Downers Grove Public Library
- Itasca Community Library
- La Grange Public Library
- Lansing Public Library

- Linda Sokol Francis Brookfield Library
- Matteson Area Public Library District
- Oak Park Public Library
- River Forest Public Library
- Sugar Grove Public Library
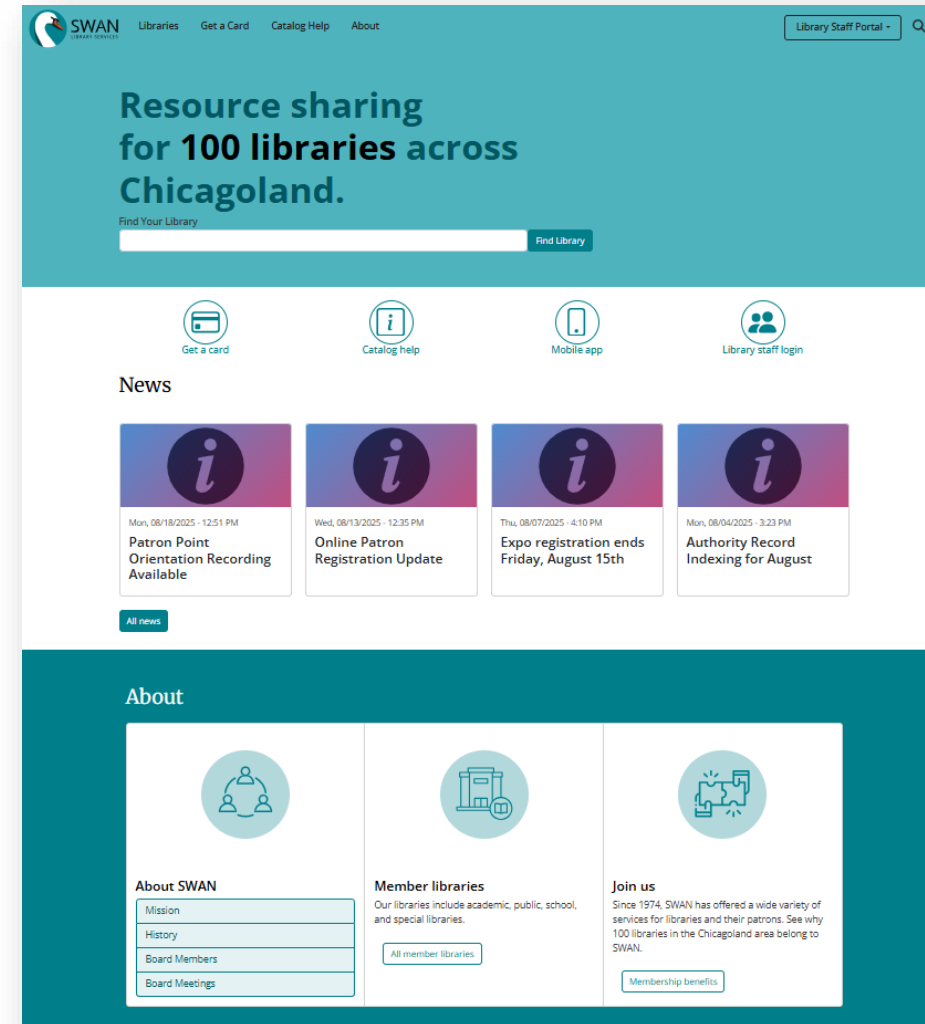- West Chicago Public Library District

Discussion

SWAN website changes overview

Tara Wood, User Experience Manager

Support site update

We now have one website at swanlibraries.net!

Redirects are in place to ensure you can still use your bookmarks, etc. Open a ticket if you come across any broken links.

Support site update

- Former patron site has been retired
- New site menu
  - Go to Library Staff Portal for documentation and more
- Most documentation is unchanged, but is no longer behind a log in
- Log in for access to your bookmarks, training, and logins
- Tickets can still go to help@swanlibraries.net or to the SWAN Help Desk portal
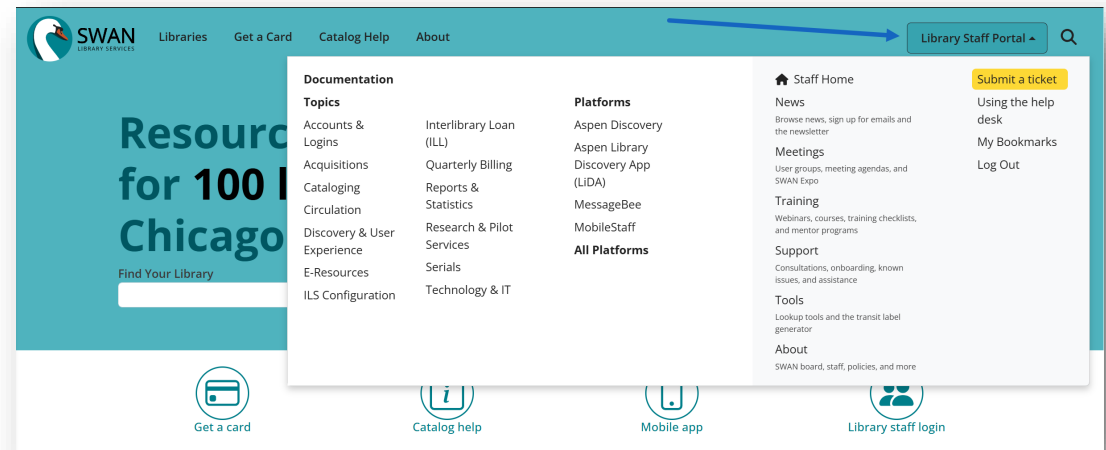
Thank you to our testers!

We conducted usability testing on 3 versions of the new menu with:

- 3 SWAN staff members

- 6 member library staff members

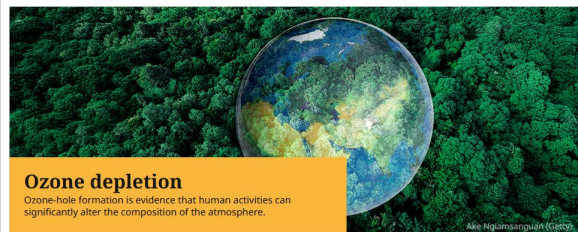- 2 SWAN Board members

EBSCO Explora

WHAT IS EXPLORA?

Explora is an EBSCOhost interface for K-12 schools and public libraries. Explora is designed to better assist students in completing research and classroom assignments and provide a more intuitive search experience for public library patrons.

Each version of Explora features a unique landing page designed to support the needs of students, patrons, teachers and librarians in their respective settings.

All versions feature an attractive, user-friendly design that can be easily viewed on mobile devices. A single search box on the home page helps to simplify the search process and increase student success. Easy-to-browse categories are organized by popular topics, and topic overviews provide users with a starting point for research. Relevant results can be limited by source type, including primary source documents and other authoritative information texts.
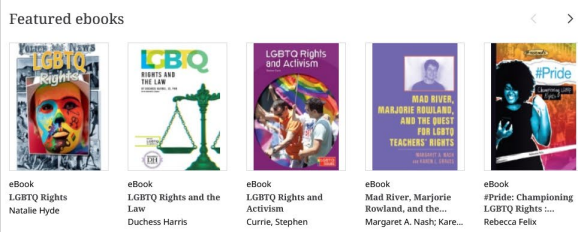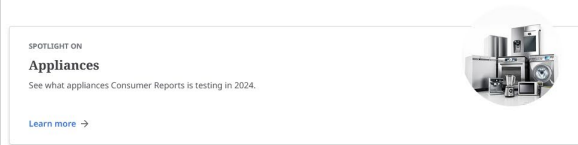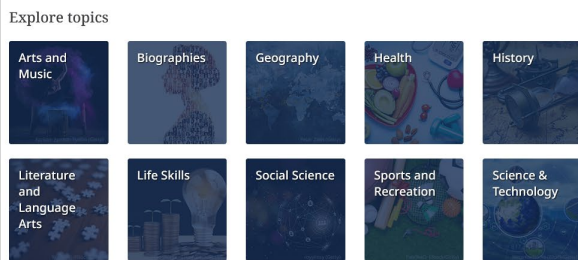
EXPLORA PROFILES

Explora Public Libraries

Ozone depletion
Ozone-hole formation is evidence that human activities can significantly alter the composition of the atmosphere.

Aike Ngiamsanguan (Getty)

Discover popular topics
NATO | Redistricting | Hispanic Heritage Month | Sonia Sotomayor | Costumbrismo movement | Puerto Rico | Texas's Cart War | Chicano movement

Explore topics
Arts and Music | Biographies | Geography | Health | History
Literature and Language Arts | Life Skills | Social Science | Sports and Recreation | Science & Technology

Featured titles
Time Magazine | Consumer Reports | People Magazine | Rolling Stone | Sports Illustrated
Food & Wine | The Atlantic | Coastal Living | Travel & Leisure | Scientific American...

SPOTLIGHT ON
Appliances
See what appliances Consumer Reports is testing in 2024.
Learn more →

Featured ebooks
eBook — LGBTQ Rights — Natalie Hyde
eBook — LGBTQ Rights and the Law — Duchess Harris
eBook — LGBTQ Rights and Activism — Currie, Stephen
eBook — Mad River, Marjorie Rowland, and the... — Margaret A. Nash; Kare...
eBook — #Pride: Championing LGBTQ Rights :... — Rebecca Felix

Target Audience:
General public.

Content Focus:
Covers a broad range of subjects, including popular magazines, reference books, newspapers, biographies, and encyclopedias.
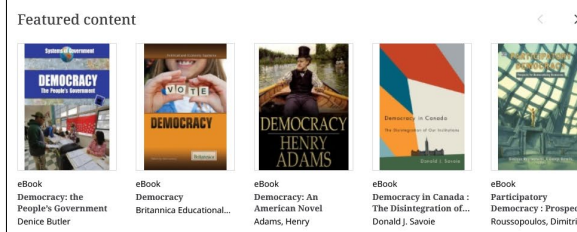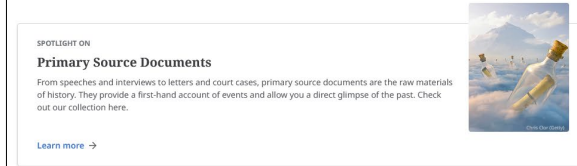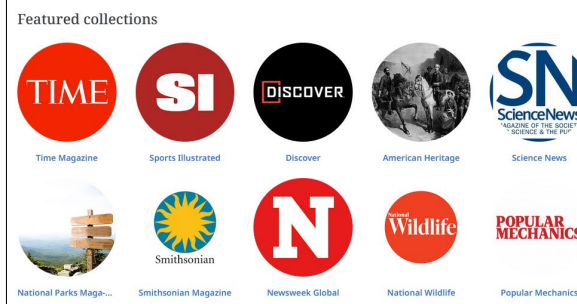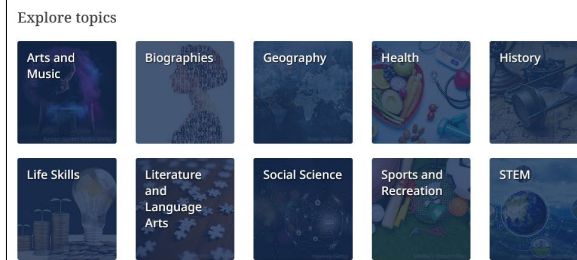
Search Features:
Offers a modern, efficient search experience across multiple databases with powerful filters for narrowing results.

Additional Resources:
May include resources beyond academic materials, such as fiction, local archives, and resources related to hobbies and personal interests.

Explora High Schools

Hispanic Heritage Month
National Hispanic Heritage Month takes place in the United States annually from September 15 through October 15.

Discover popular topics
Costumbrismo movement | Puerto Rico | Ozone depletion | Chicano Movement | Texas's Cart War | NATO | Sonia Sotomayor

Explore topics
Arts and Music | Biographies | Geography | Health | History
Life Skills | Literature and Language Arts | Social Science | Sports and Recreation | STEM

Featured collections
Time Magazine | Sports Illustrated | Discover | American Heritage | Science News
National Parks Maga-... | Smithsonian Magazine | Newsweek Global | National Wildlife | Popular Mechanics

SPOTLIGHT ON
Primary Source Documents
From speeches and interviews to letters and court cases, primary source documents are the raw materials of history. They provide a first-hand account of events and allow you a direct glimpse into the past. Check out our collection here.
Learn more →

Featured content
eBook — Democracy: the People's Government — Denice Butler
eBook — Democracy — Britannica Educational...
eBook — Democracy: An American Novel — Adams, Henry
eBook — Democracy in Canada : The Disintegration of... — Donald J. Savoie
eBook — Participatory Democracy : Prospect... — Roussopoulos, Dimitrio...

Target Audience:
High school students (9-12).

Content Focus:
Full-text scholarly and popular articles, topic overviews, eBooks. Designed to support more advanced research projects and assignments.

Search Features:
Topic browse for common research themes. Lexile indicators for reading level, text-to-speech support for HTML articles.

Additional Resources:
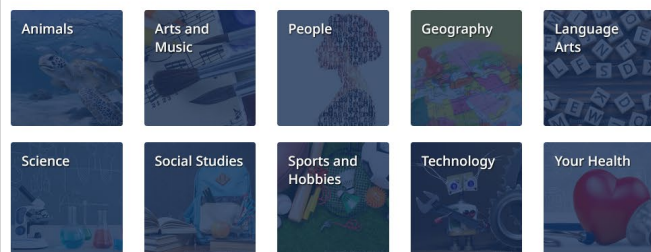Supports Google Classroom and other LMS integration.
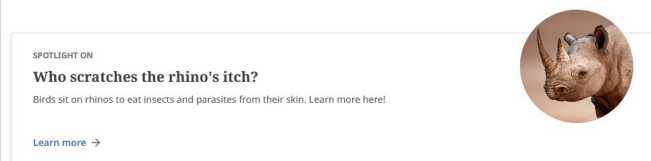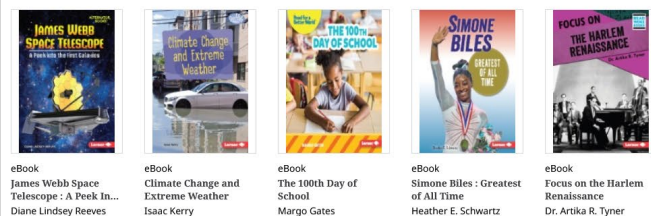
Explora Elementary Schools

Axolotl
The axolotl is an amphibian that lives in lakes. Amphibians are cold-blooded animals that do not have scales.
Paul Starosta (getty)

Discover popular topics
Fireflies | Flowers | Summer | 3 branches of Government | Solar power | Otters | Juneteenth

Explore topics
Animals | Arts and Music | People | Geography | Language Arts
Science | Social Studies | Sports and Hobbies | Technology | Your Health

Featured content
eBook — James Webb Space Telescope : A Peek In... — Diane Lindsey Reeves
eBook — Climate Change and Extreme Weather — Isaac Kerry
eBook — The 100th Day of School — Margo Gates
eBook — Simone Biles : Greatest of All Time — Heather E. Schwartz
eBook — Focus on the Harlem Renaissance — Dr. Artika R. Tyner

SPOTLIGHT ON
Who scratches the rhino's itch?
Birds sit on rhinos to eat insects and parasites from their skin. Learn more here!
Learn more →

Featured collections
Highlights Magazine | Cricket Magazine | Primary Sources | Ranger Rick | Time for Kids
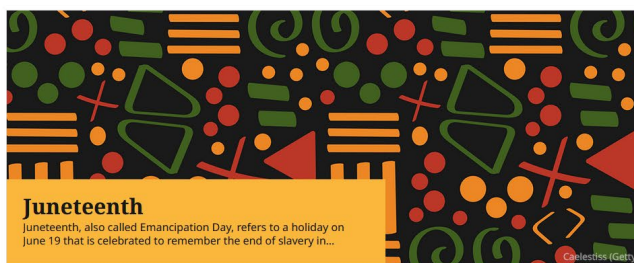

Target Audience:
Elementary school students (K-5).

Content Focus:
Age-appropriate encyclopedias, children's magazines, eBooks, topic overviews written at a simple reading level

Search Features:
Simple search interface, with an easy-to-browse topic layout and overview articles.

Additional Resources:
Includes Primary Search and other elementary content sets; tutorials and guides for teachers and librarians.
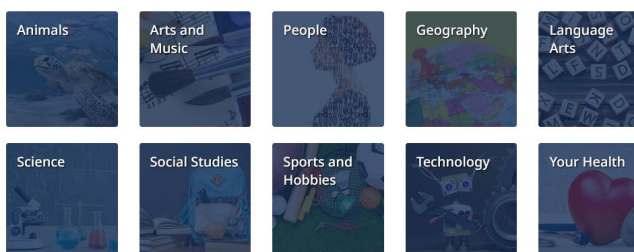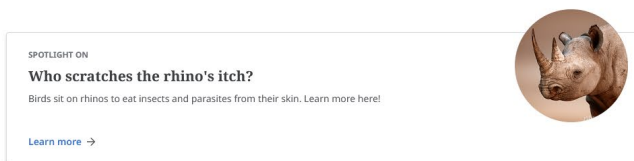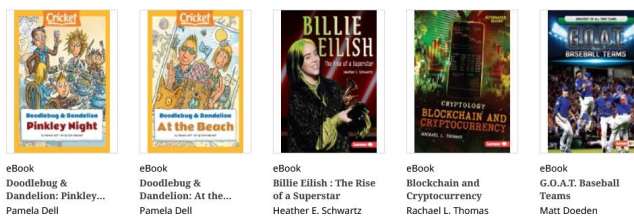

Explora Middle Schools

Juneteenth
Juneteenth, also called Emancipation Day, refers to a holiday on June 19 that is celebrated to remember the end of slavery in...
Caelestiss (Getty)

Discover popular topics
Fireflies | Flowers | Summer | 3 branches of Government | Solar power | Axolotl | Otters

Explore topics
Animals | Arts and Music | People | Geography | Language Arts
Science | Social Studies | Sports and Hobbies | Technology | Your Health

Featured content
eBook — Doodlebug & Dandelion: Pinkley... — Pamela Dell
eBook — Doodlebug & Dandelion: At the... — Pamela Dell
eBook — Billie Eilish : The Rise of a Superstar — Heather E. Schwartz
eBook — Blockchain and Cryptocurrency — Rachael L. Thomas
eBook — G.O.A.T. Baseball Teams — Matt Doeden

SPOTLIGHT ON
Who scratches the rhino's itch?
Birds sit on rhinos to eat insects and parasites from their skin. Learn more here!
Learn more →

Featured collections
Highlights Magazine | Cricket Magazine | Primary Sources | Ranger Rick | Time for Kids

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Target Audience:
Students in grades 6-8.

Content Focus:
Middle school-appropriate magazines, biographies, historical essays, and eBooks. Balances general interest and academic content.

Search Features:
Simple keyword search plus topic browse. Topic overviews to support research skills development

Additional Resources:
Includes Primary Search and other elementary content sets; tutorials and guides for teachers and librarians.

COMMON QUESTIONS

COMMON QUESTIONS

HOW DO I GET EXPLORA FOR MY LIBRARY?
Submit a ticket to help@swanlibraries.net or scan the QR code.

WHAT DATABASES ARE BEING SEARCHED?
Each profile has a set of default databases that have been curated by the SWAN E-Resource Working Group. To see the list, please visit our SWAN site or scan the QR code.

HOW SHOULD I DISPLAY LINKS TO EXPLORA?
Links to Explora are best displayed on their own, separate from any A-Z list of individual databases. Since they contain many of the statewide and supplemental databases, there is no need to display both separate database links and Explora links in the same list.

EXPLORA GUIDE AND BEST PRACTICES
Guide provided by EBSCO Connect. No need to login to access this guide. Scan the QR code to get started.

CAN I CUSTOMIZE EXPLORA?
Libraries have options to search only the default databases or choose additional supplemental databases they have purchased. Please note that supplemental databases are renewed annually and should be reviewed if changes are made.

Strategic Planning Committee

SWAN Board Strategic Committee

- Ridgeway Burns, Itsaca

- Jennifer Cottrill, Midlothian

- Zach Musil, Tinley Park

- Internal approach

- Identify stakeholders

- Design activities

- Planning beyond the question "Which ILS is our future?"

Announcements & Questions