SWAN Expo 2025 Guide

SWAN
LIBRARY SERVICES

"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.

9:00 a.m. - 9:45 a.m.

Welcome to SWAN Expo & the State of SWAN
Conference Rooms A, B, & C
Presented by Aaron Skog

A welcome from the Moraine Valley Community College and a "State of SWAN Address."

9:45 a.m. - 10:45 a.m.

Keynote: Creating Response Strategies for Library Leaders

Conference Rooms A, B, & C
Presented by John Chrastka Executive Director, Every Library Institute

Our libraries are facing escalating economic, social, and political pressures that test core values and disrupt mission delivery. In this keynote, John Chrastka offers a practical framework to anticipate change and respond effectively across three spheres of action: the individual, the library as an institution, and community partners led by the library. This session connects advocacy and policy concerns into day-to-day advocacy readiness. You will leave with concrete tools for risk assessment, response protocols for social challenges and budget threats, and strategies to build coalitions, brief elected officials, and continue to serve the public good.

11:00 a.m. - 11:45 a.m.

Opening Doors: Embracing Patron-Focused Practices

Conference Room A
Presented by Cindy Maiello Gluecklich, Indian Prairie Public Library and Andrew Riss, Eisenhower Public Library District

Want to build a library environment that truly welcomes and serves everyone? This session highlights the impactful shift towards patron-centered practices. We'll examine how libraries are actively working to eliminate barriers and create deeper community bonds. Let's explore concrete examples of how libraries are re-evaluating their processes and launching innovative services with user needs in mind.

Symphony Inventory Demystified: The Purpose and Process

Conference Room B
Presented by Joy Anhalt, Tinley Park Public Library

Proper inventory management ensures that the records in the library's database accurately reflect the physical collection, helping to identify discrepancies, locate misplaced items, and correct call number inaccuracies. At the Tinley Park Public Library, a streamlined approach was taken to inventory the main library collection using just six Technical Services staff members.

This session will explore the methods, strategies, and tools used to conduct a comprehensive inventory

11:00 a.m. - 11:45 a.m. (Continued)

Roundtable: How are you using AI in your library?

Conference Room C
Facilitated by Scott Brandwein

Artificial intelligence tools are increasingly at our fingertips at home and at work. Some library staff have embraced these tools and used them to assist in their library work, while others may be more reticent. This roundtable is an opportunity to have an open discussion with your colleagues about how you have used AI on the job, the level of success you have seen, and to ask questions that can help you make a decision about whether AI tools are a good fit for your workflow.

Essential Library Tools: Illinois Statewide EBSCO Database Access and Features

Classroom 202/204
Presented by Olivia Montolin

Learn to effectively use Illinois' statewide EBSCO database collection in this focused presentation. We'll explore key access methods, highlight essential features, and address common issues. This overview will cover the most important tools and techniques to get you started with this comprehensive database package available to all Illinois residents.

BLUEcloud Analytics Q&A Drop-in Session

Classroom 201
Presented by Sam Dietel and Michael Szarmach

In this open forum, SWAN staff will be available to answer questions about BLUEcloud Analytics. This session will be driven entirely by the participants, so bring your questions and scenarios.

12:00 p.m. - 12:45 p.m.
Lunch Break
Conference Rooms A, B, & C

1:00 p.m. - 1:45 p.m.

Workflows Detectives: Mysteries from the Stacks

Conference Room A
Presented by Crystal Vela, Sam Dietel, and Helen Pinder

What happened here? SWAN experts are your guides revealing tools and strategies you can use every day. Follow the clues in WorkFlows and BLUEcloud Analytics to unravel real world service conundrums from the common to the bizarre.

Library Newcomers & the Immigrant Experience 2.0

Conference Room B
Presented by Dr. Mina Duarte and Victoria Martinez, Chicago Public Library

Chicago Public Library staff will share how the recent immigration to the City of Chicago and suburban area have impacted library services. They will share information about the services library newcomers are seeking and how Chicago Public Library adapted to the library newcomers.

1:00 p.m. - 1:45 p.m. (Continued)

Roundtable: Library of Things

Conference Room C
Facilitated by Lucas McKeever

Is your library looking to launch a Library of Things collection - or expand an existing one? Whether you're just getting started or refining your collection, this interactive roundtable is your chance to brainstorm, troubleshoot, and swap ideas with fellow SWAN libraries.

- What should you add? (Tools? Board games? Toniebox/Yoto players? Surprise us!)

- How do you make items circulate smoothly? (Packaging? Cataloging? Circulation and hold policies?)

- What's worked (or flopped)? Bring your wins, challenges, and lessons learned.

This is a participant-driven discussion - you set the agenda! Walk away with fresh inspiration, practical tips, and connections to help your Library of Things thrive.

Bring your curiosity - and your favorite "Things" success story!

So You Want to Host a Mini ComicCon at Your Library

Classroom 201
Presented by Jenny Yasecko and Elaina Dague, Oak Lawn Public Library

Running a large-scale program can be incredibly rewarding, but getting started can be daunting. This session will explore the key phases of planning a comic con: from the program proposal to project management. Hear best practices for activity planning, budgeting, partnerships, and marketing. Learn from librarians who have found success celebrating pop culture at the library. Presenters will share what worked for their community and solutions to problems that came up along the way.

SWAN Notifications from the Ground Up

Classroom 202-204
Presented by Michael Szarmach

Join SWAN staff for an overview of patron notifications. Two years ago, we migrated to the MessageBee notification platform to send attractive, customizable messages about overdue items, bills, and available holds. This session will give participants a look into patron notifications from the logic and scheduling in Symphony to the MessageBee platform. We will review customization options and demonstrate tools to follow up on notification questions from patrons.

2:00 p.m. - 2:45 p.m.

SWAN Support: How We Can Help

Conference Room A
Presented by Ahren Sievers and Vickie Totton

Designed for those new to a SWAN library or who simply want a review, this session will provide a survey of the SWAN member support landscape. We will showcase our support site, documentation, and ticketing system. Then we will review some common support scenarios to give participants an idea of the services SWAN has to offer.

Discover more with Aspen

Conference Room B
Presented by Tara Wood and Cynthia Romanowski

Aspen offers a host of features to support you and your patrons, and it is getting new features and updates every month. This session will cover what is new in the Aspen catalog and app over the past year, as well as hacks, customization options, and hidden features to get the most out of your catalog. We will also share a sneak peek at what is coming up over the next year.

Circulation Services: Workflow Improvements through Technology

Conference Room C
Presented by Jasmina Lapo, St. Charles Public Library

Implementing the right technology can make circulation services more efficient, reducing workload, improving workflows, and minimizing reliance on paper reports. This session will highlight how St. Charles Public Library has integrated new tools to streamline processes and support circulation staff in their daily tasks. Key objectives include:

- MobileStaff app for faster, more flexible library card registration.
- RFID readers to improve material check-ins and reduce repetitive tasks.
- Digital reporting to eliminate paper-based processes

RAILS Delivery: Bins, Bags, and Beyond!

Classroom 202/204
Presented by Mark Hatch (RAILS)

Have you wondered how items requested items reach your library? RAILS delivery spans the entire SWAN region, and this session will illuminate how Illinois has one of the most robust library delivery networks in the world.

BLUEcloud Analytics Q&A Drop-in Session

Classroom 201
Presented by Sam Dietel and Michael Szarmac

In this open forum, SWAN staff will be available to answer questions about BLUEcloud Analytics. This session will be driven entirely by the participants, so bring your questions and scenarios.
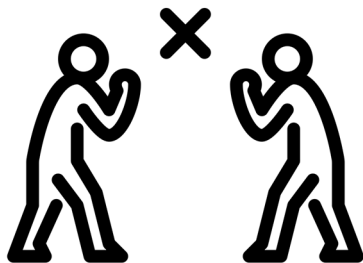
3:00 p.m. - 3:45 p.m.
Closing: Year to Come, Weekend Update, Library Edition, Raffle
Conference Rooms A, B, C
Presented by Aaron Skog and Scott Brandwein

Meanwhile, in the lobby...

Damaged vs. Unusable

Selfies with "Alexi Giannoulias!"

SWAN swag!

SWAN Expo 2025 Schedule
Schedule At-A-Glance

Room → Time↓	Conference A	Conference B	Conference C	2nd Floor - 202/204	2nd Floor - 201
9:00 - 9:45		Welcome & the State of SWAN			
9:45 - 10:45	Keynote: EveryLibrary Institute, John Chrastka Executive Director				
11:00 - 11:45	Opening Doors: Embracing Patron-Focused Practices	Symphony Inventory Demystified: The Purpose and Process	Roundtable: How are you using AI in your library?	Essential Library Tools: Illinois Statewide EBSCO Database Access and Features	BLUEcloud Analytics Q&A Drop-in Session
12:00 - 12:45	Lunch				
1:00 - 1:45	WorkFlows Detectives: Mysteries from the Stacks	Library newcomers & the immigrant experience	Roundtable: Library of Things: Share, Discover, and Reimagine Your Collection	SWAN Notifications from the Ground Up	So You Want to Host a Mini ComicCon at Your Library
2:00 - 2:45	SWAN Support: How We Can Help	Discover more with Aspen	Circulation Services: Workflow Improvements through Technology	RAILS Delivery: Bins, Bags, and Beyond!	BLUEcloud Analytics Q&A Drop-in Session
3:00 - 3:45	Raffle, The Year to Come, "Weekend Update"				

SWAN LIBRARY SERVICES