

SWAN Technology Users Group



April 2, 2020

Meeting Agenda

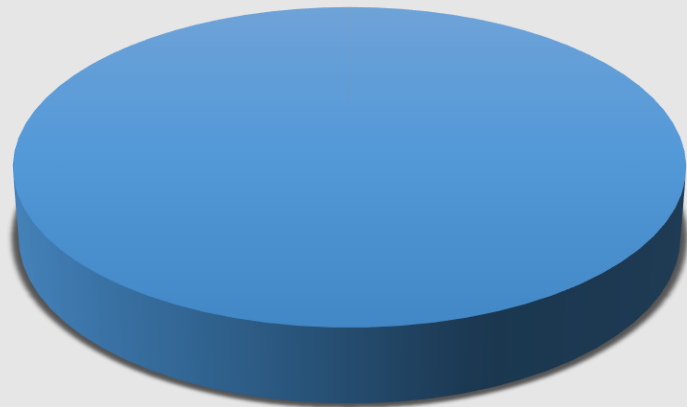
- Introductions
- SWAN IT System Updates
- SWAN Response to COVID-19
- Your Library's Response to COVID-19
- Vendor ILS Integration Requests
- Security in Your Library

Downtime Tracking: Jan 1st through Apr 1st

Date	Approx Time	Time Elapsed (Min)	System	Planned?	Library Hours?	Reason
1/15/2020	22:40	330	Symphony	Yes	No	Symphony 3.6.2 upgrade
1/15/2020	22:40	330	Enterprise	Yes	No	Symphony 3.6.2 upgrade
2/23/2020	18:30	1380	Symphony	Yes	Yes	Symphony database rebuild
2/23/2020	18:30	60	Enterprise	Yes	Yes	Intermittent outages of Enterprise relating to rebuild

Downtime Tracking: Jan 1st through Apr 1st

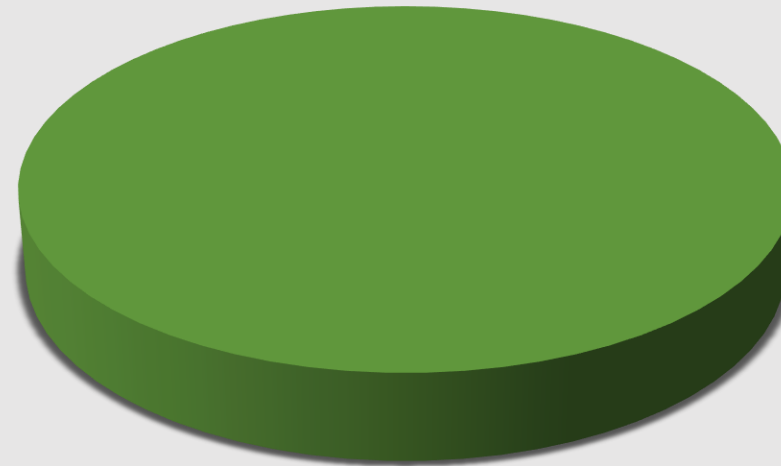
Enterprise OPAC Server



■ Uptime 99.99

■ All Downtime
(P/U) < 1%

WorkFlows / Symphony Server

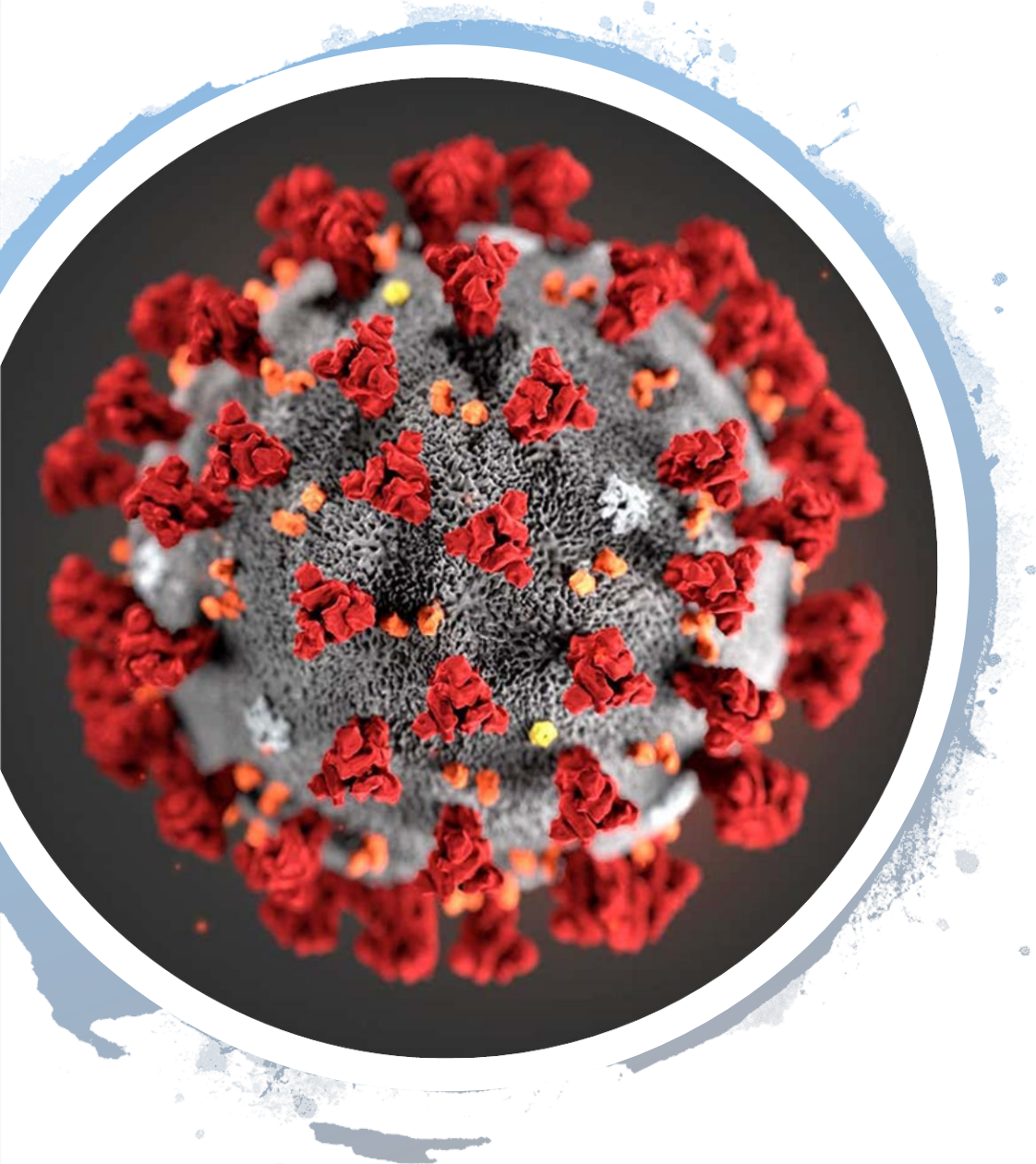


■ Uptime 99.99

■ All Downtime
(P/U) < 1%

System Upgrades and Maintenance

- ✓ December 17th – Enterprise 5.0.1 Upgrade
- ✓ January 15th – Symphony/WorkFlows 3.6.2 Upgrade
- ✓ February 23rd – Symphony Database Rebuild
- ❑ Coming Soon – Web Services 6.0.1 Upgrade
- ❑ Coming Soon – Enterprise 5.0.2 Upgrade



COVID-19

SWAN's COVID-19 Response:

- The First 72 Hours:
 - Updated Symphony Days Closed Calendar (soon to extend to May 1st)
 - Updated Enterprise banner regarding closure (soon to extend to May 1st)
 - Suspended all library holds
 - Updated library material due dates (all material currently in a status of CHECKEDOUT, set to May 1st or later)
 - This will correct upcoming notices (Notices are disabled through May 1st, 2020)
 - Suspended patron billing and collection reports for the library
 - Updated patron website regarding closures/procedures
- The First Two Weeks:
 - Notified library patrons of library closures and indicated DO NOT RETURN MATERIALS UNTIL LIBRARY REOPENS
 - Issued library-specified Symphony email messages upon request
 - Modified patron expiration dates (any expiration dates between 1/1/2020-6/30/2020, updated to 7/4/2020)
 - Minimized impact of blocks on patrons (each night a report is run to change all patrons records with status of DELINQUENT or BLOCKED to OK, if patrons owes less than \$100)

Full details noted in [Managing COVID-19 Closures](#)

SWAN's COVID-19 Ongoing Actions

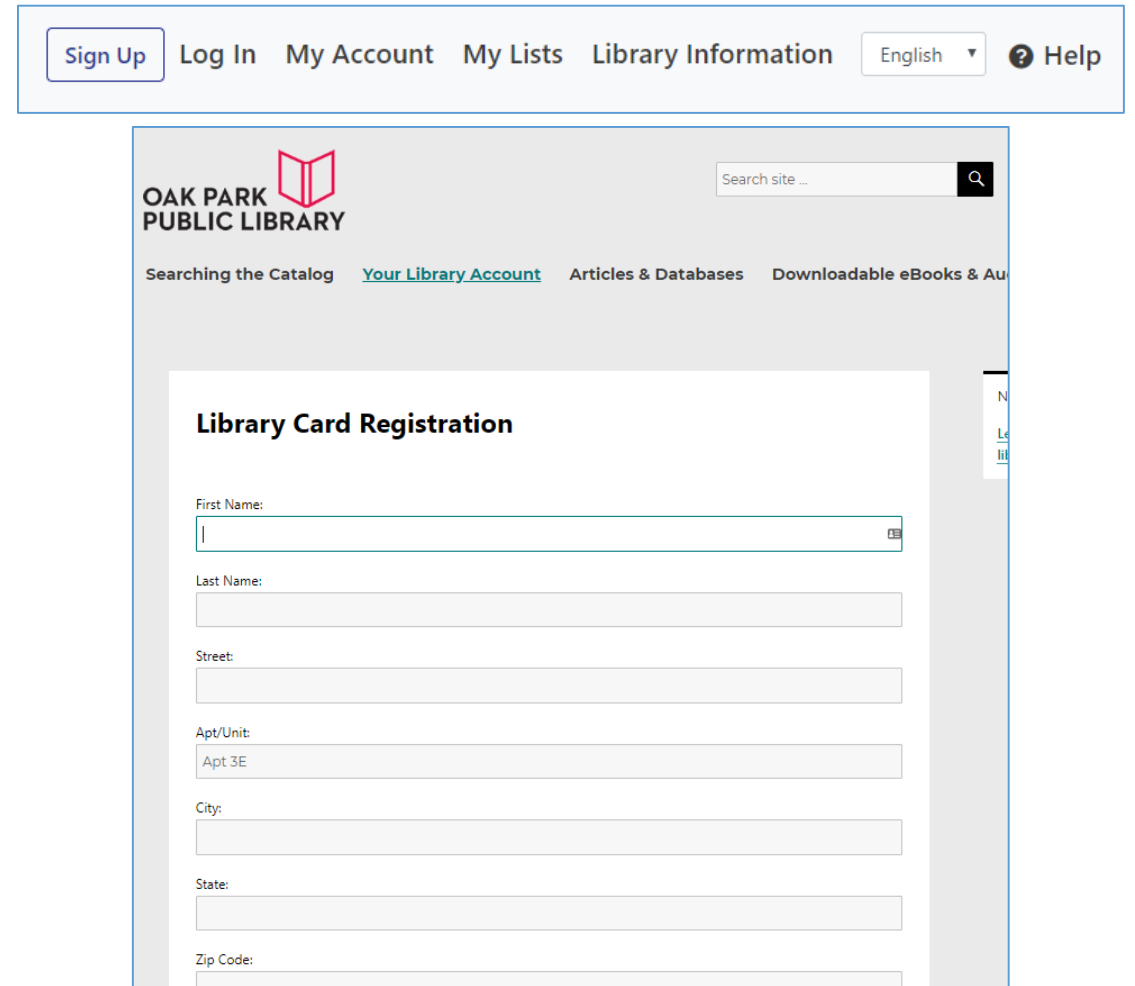
- Weekly online [Fireside Chats](#)
- [Meetings & Trainings](#) online via GoToMeeting
- Frequent member update [News Posts](#)
- COVID-19 [Information Portal](#)
- SWAN eXpo [Web Series](#)
- Continued support & development efforts

SWAN's COVID-19 Development

- Online Patron Registration
- Forgot My Card
- SWAN Community Forums
- Ancestry Login

SWAN Development: Online Patron Registration

- Submit a request to help@swanlibraries.net to have your registration configured
- Registered patrons gain immediate access to electronic materials and databases
- See the SWAN Support Site [Online Patron Registration](#) documentation

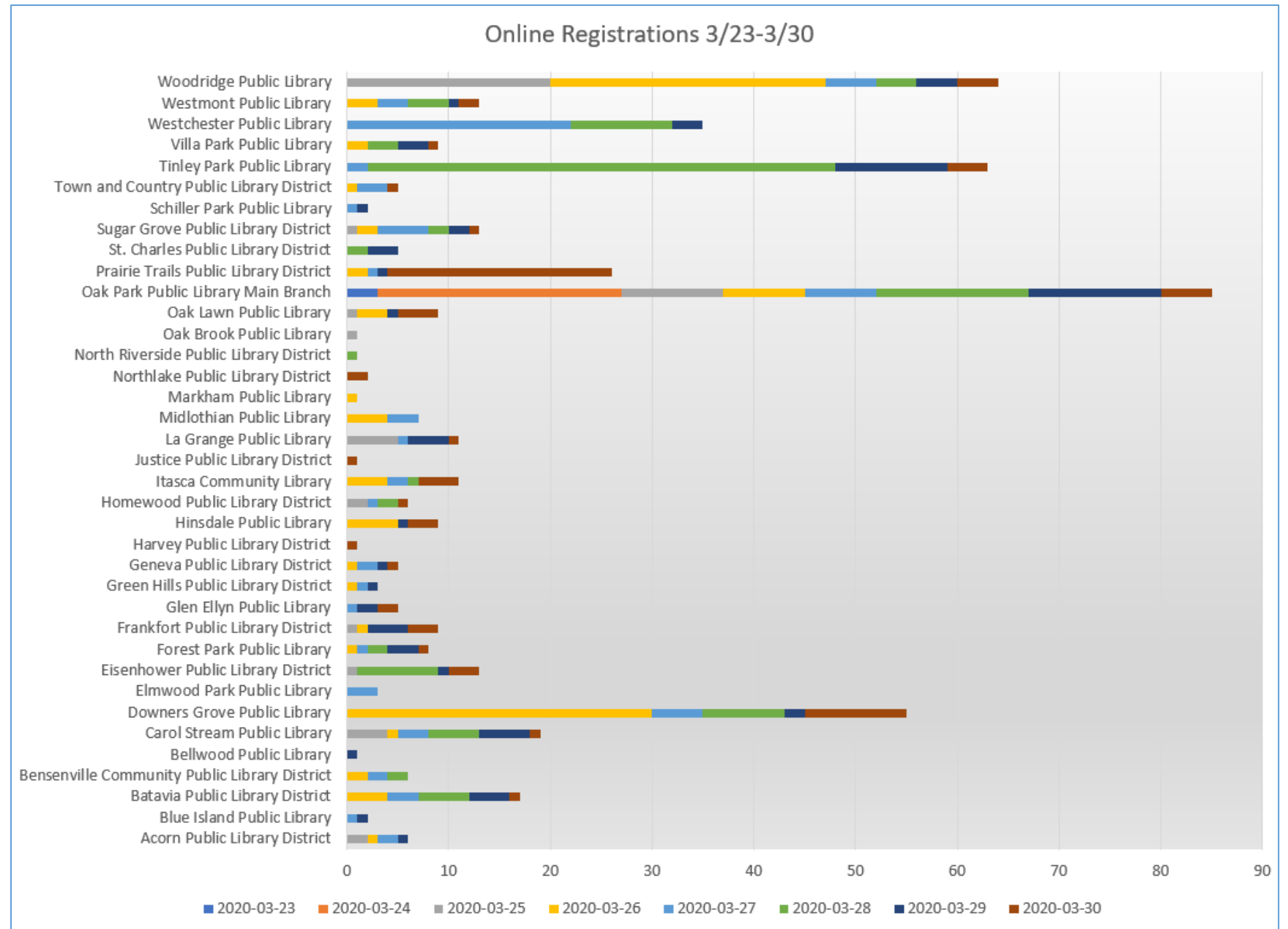


The screenshot displays the Oak Park Public Library website interface. At the top, there is a navigation bar with links for "Sign Up", "Log In", "My Account", "My Lists", "Library Information", a language dropdown set to "English", and a "Help" icon. Below this is the library's logo and a search bar. The main content area features a "Library Card Registration" form with the following fields: "First Name", "Last Name", "Street", "Apt/Unit" (with "Apt 3E" entered), "City", "State", and "Zip Code". A search bar is also visible in the top right corner of the page content.

Online Patron Registration As of 3/30

37 Libraries with active registrations

529 patron accounts created



SWAN Development: “Forgot My Card”

- Live on ALL Enterprise profiles under the “Log In” button
 - No setup requests needed
- Patrons enter last name, birthdate for validation
- If a record exists, the barcode is sent to the email on-record



Library Card Number:

[Forgot my card](#)

Enter Your PIN:

[Forgot my PIN](#)

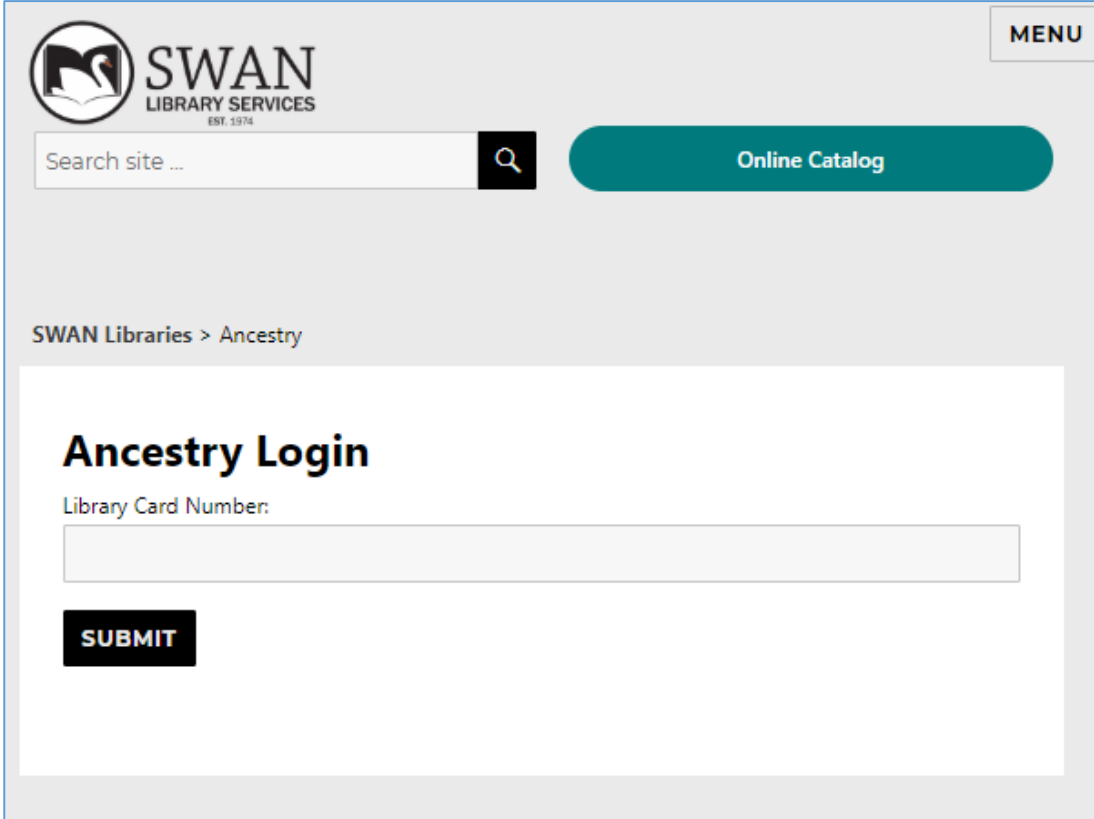
[Log In](#)

No card? Get an online library card to access eBooks & online resources.

[Sign Up](#)

SWAN Development: Ancestry Login

- Simplified login for COVID-19 period
- Utilizes barcode prefix associated with subscribing library
- Available to any SWAN libraries participating in an Ancestry subscription








The screenshot shows the SWAN Library Services website interface. At the top left is the SWAN Library Services logo (a swan) and the text "SWAN LIBRARY SERVICES EST. 1974". To the right is a "MENU" button. Below the logo is a search bar with the placeholder text "Search site ..." and a magnifying glass icon. To the right of the search bar is a teal button labeled "Online Catalog". Below the search bar is the breadcrumb "SWAN Libraries > Ancestry". The main content area is titled "Ancestry Login" and contains a form with the label "Library Card Number:" followed by a text input field. Below the input field is a black button labeled "SUBMIT".

SWAN Developments: Community Forums

- Live for ALL SWAN library staff
 - Must have a valid library email address
 - Must be a staff member associated with a library in L2
- Request an invite by emailing help@swanlibraries.net

The screenshot shows the SWAN Community Forums website. At the top, there is a search bar, a menu icon, and a notification icon with a '3' badge. Below the header, a notification banner asks if the user wants live notifications. The main content area is divided into categories: 'all categories', 'Categories', 'Top', and 'Latest'. A 'New Topic' button is visible. The 'Categories' section is expanded, showing a list of topics. The 'COVID-19' category is highlighted with a purple bar and contains a topic titled 'How is COVID-19 affecting your library?' with 0 topics. The 'Acquisitions' category is also visible with 0 topics. The 'Latest' section shows a list of recent posts, including 'Hoopla Bonus Borrows' (2 topics, 23h), 'Internet Archive' (0 topics, 1d), 'April 2nd Meeting Agenda' (0 topics, 5d), and 'Online Card Registration' (1 topic, 6d).

Category	Topics	Latest
COVID-19	0	
	How is COVID-19 affecting your library? Come here to discuss closures, procedures, and ideas to make the COVID-19 outbreak more manageable.	
■ Open Mic		
Acquisitions	0	
	Come here to	
		 Hoopla Bonus Borrows • 2 ■ Digital Collections and Closures 23h
		 Internet Archive • 0 ■ Digital Collections and Closures 1d
		 April 2nd Meeting Agenda • 0 ■ Meetings & Networking 5d
		 Online Card Registration • 1 ■ Site Feedback 6d

How is SWAN Managing Remote Work?

- Microsoft Teams
 - For phone calls, internal meetings, persistent chat, and discussion channels
- Microsoft SharePoint
 - For remote storage
- OpenVPN
 - For connectivity to Symphony environment
- Asana
 - For task/assignment coordination
- GoToMeeting
 - For membership communications

Your Library's Response to COVID-19 (From a technical perspective)

Remote work
accommodations?

Changes to
availability or
access to electronic
materials?

In-library project
impact?



Security in Your Library

- Ransomware Preparedness
- Identification of Risks:
 - Malware/ransomware/viruses on staff workstations
 - Malware/ransomware/viruses on public workstations
 - Phishing (email, phone calls, in-person social engineering)
 - Peer-to-peer file sharing
 - Bandwidth management
 - Publicly accessible staff networks
 - Unlocked staff computers
 - Login sharing
 - Visible passwords
 - Incompetent vendors/compromising of external partners
 - Network intrusion
 - Malicious intent of staff
 - Physical media (USB)

Vendor ILS Integration Requests

- Contact SWAN for assistance: help@swanlibraries.net
 - Integrations in three primary forms:
 1. SirsiDynix Web Services API
 2. OpenAthens Proxy (for select databases and electronic resources)
 3. Secured SIP2 Integration
- * See our [Connection Methods](#) support page for full details

Questions & Follow-up

Send questions to our online ticketing system at help@swanlibraries.net

Visit the SWAN Support Site for access to recorded sessions.
<https://support.swanlibraries.net>

Submit a request for additional training topics.
Help > Request Forms > Request Training or Consultation

Check the SWAN [training calendar](#) for upcoming trainings. If you don't see what you're looking for, request a training or an onsite consultation for an in depth review of your library's work processes.

Name *

Email address

Library

I'd like to request ... *

Training
 Consultation

Training details
Describe what you topics you would like to learn about.

