# SWAN Fireside Chat

October 26, 2021

Agenda

- Reminder on Unusable Items
- Aspen Rollout
- Aspen Fines Payment
- Aspen & Our Bibliographic Data
- Accessibility Statement
- RAILS DEI in Metadata Networking Group
- SonicWall Hardware Replacements and Multi-Factor Authentication

- Sharing some stats
- Circ Advisory Election

Processing Damaged & Unusable Items

- Do not cancel Transit Pop-ups – follow on-screen instructions
  - If checking out to an in-house user or UNUSABLE_RB_ILL, forward item with a condition note to owning library.

- Follow documentation for processing these items
https://support.swanlibraries.net/documentation/64708
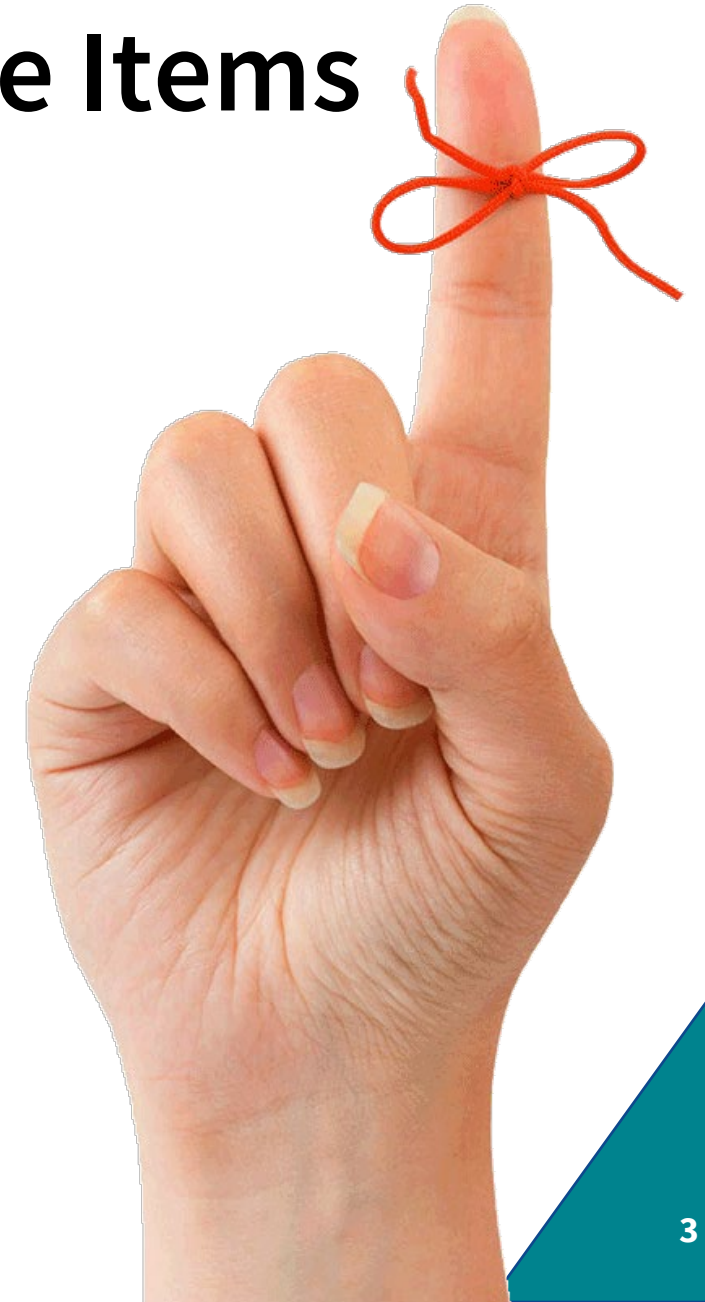
Aspen Rollout

First Cohort Live!

You can monitor your library's Aspen and Enterprise statistics and compare usage through the Patron Use Report:

https://support.swanlibraries.net/documentation/70841

In Week 1:

- 17 libraries went live – congratulations!

- Compared to the previous week:
  - Aspen sessions increased 23%
  - Aspen users increased 21%
  - Aspen sessions make up about 30% of total sessions in both catalogs

Aspen vs. Enterprise User & Session Data

Compare usage of your Aspen and Enterprise catalogs, based on your location. Data is limited to sessions > 0, so that automatic reloading in OPAC catalogs will not count towards user and session data. For an accurate comparison, it isn't possible to limit by library catalog, but you can limit by city to get an idea of users and session in your library service area.

Oct 18, 2021 - Oct 24, 2021 ▾	City ▾

Aspen

Users	New Users	Sessions	Results Pageviews	Results Pageviews / Search	Avg. Time on Page
9,930	6,815	19,903	53,578	1.71	00:01:06
⬆ 21.0%	⬆ 31.4%	⬆ 22.8%	⬆ 21.6%	⬆ 2.3%	⬇ -0.3%

Enterprise

Users	New Users	Sessions	Results Pageviews	Results Pageviews / Search	Avg. Time on Page
20,685	11,142	48,359	199,203	2.38	00:00:57
⬇ -6.0%	⬇ -6.5%	⬇ -5.1%	⬇ -6.9%	⬇ -1.1%	⬆ 0.1%

Aspen Sessions — Enterprise Sessions
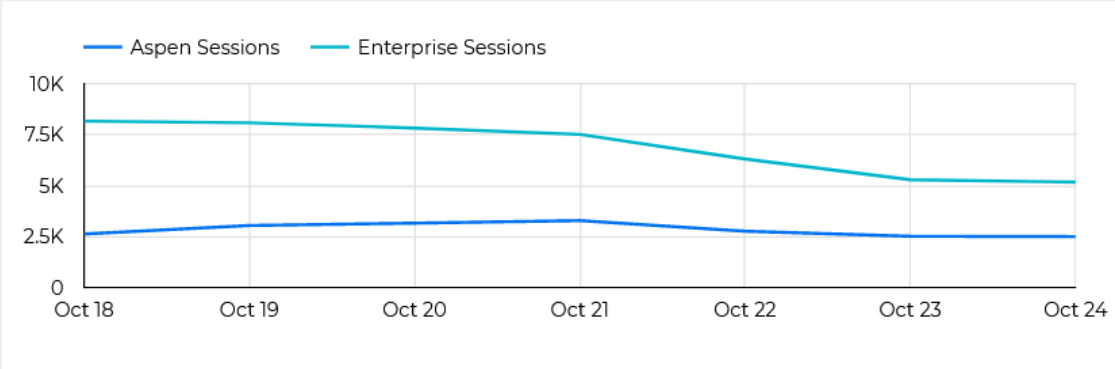
	Date ▾	Total Sessions	% Aspen	%Enterprise
1.	Oct 24, 2021	7,678	32.57%	67.43%
2.	Oct 23, 2021	7,810	32.23%	67.77%
3.	Oct 22, 2021	9,068	30.49%	69.51%
4.	Oct 21, 2021	10,798	30.43%	69.57%
5.	Oct 20, 2021	10,988	28.76%	71.24%

1 - 5 / 7 ‹ ›

Your websites are the #1 driver of traffic to Aspen

Clicks on the Enterprise banner link to Aspen are very low.

Event Category	Page path level 3	Total Events
		561 % of Total: 1.46% (38,423)
1. Banner link click	📁 /lgs/	87 (15.51%)
2. Banner link click	📁 /med/	51 (9.09%)
3. Banner link click	📁 /bvs/	42 (7.49%)
4. Banner link click	📁 /phs/	39 (6.95%)
5. Banner link click	📁 /bvd/	31 (5.53%)
6. Banner link click	📁 /dgs/	31 (5.53%)
7. Banner link click	📁 /tfs/	31 (5.53%)
8. Banner link click	📁 /ops/	30 (5.35%)
9. Banner link click	📁 /bld/	28 (4.99%)
10. Banner link click	📁 /vpd/	24 (4.28%)

Your websites are the #1 driver of traffic to Aspen

Clicks on the Enterprise banner link to Aspen are very low.

	Source	Acquisition		
		Users	New Users	Sessions
		7,605 % of Total: 24.03% (31,649)	4,626 % of Total: 16.50% (28,041)	15,224 % of Total: 36.28% (41,961)
☐	1. oppl.org	2,129 (27.44%)	1,172 (25.34%)	4,067 (26.71%)
☐	2. dglibrary.org	1,533 (19.76%)	840 (18.16%)	2,895 (19.02%)
☐	3. tplibrary.org	988 (12.73%)	561 (12.13%)	1,941 (12.75%)
☐	4. scpld.org	414 (5.34%)	146 (3.16%)	941 (6.18%)
☐	5. vppl.info	406 (5.23%)	180 (3.89%)	853 (5.60%)
☐	6. elmwoodparklibrary.org	285 (3.67%)	253 (5.47%)	531 (3.49%)
☐	7. bataviapubliclibrary.org	303 (3.91%)	279 (6.03%)	504 (3.31%)
☐	8. lplibrary.org	265 (3.42%)	208 (4.50%)	491 (3.23%)
☐	9. fppl.org	192 (2.47%)	166 (3.59%)	360 (2.36%)
☐	10. wcpld.info	181 (2.33%)	166 (3.59%)	340 (2.23%)

Second Cohort Schedule

DATE	WHAT
January 10th, 2022	Kickoff Meeting
Every other Monday, 10 a.m.	Aspen office hours
January 18th, 2022 11 a.m.	Aspen Admin Training: Themes & Library Settings
February 1st, 2022 11 a.m.	Aspen Admin Training: Browse categories, Spotlights, & Adding Covers
February 8th, 2022 11 a.m.	Aspen Admin Training: Placards & System Messages
February 15th, 2022 11 a.m.	Aspen Admin Training: Purchase Suggestions
March 1st, 2022 11 a.m.	Aspen Admin Training: Record Grouping
Week of March 7th, 2022	Soft Launch

Aspen Fines Payment Status

ProPay

- Have been working with merchant account vendor for 6 months

- Need new API keys for all libraries which requires a complete 2nd set of applications, activations, and accounts

PayPal

- Created a SWAN PayPal account, set up in Aspen, & tested (took 2 weeks)

- Libraries that currently use PayPal can work with us to turn on this payment in your Aspen catalog

PayPal payment interface in Aspen

- Patron can use their existing PayPal account and payment options
  -or-

- Pay by credit or debit card

Fines Payment in Aspen

- Thoughts on adding centralized PayPal and reconcile fines payments through Quarterly Billing?
  - Most payments are already reconciled through Quarterly Billing to properly account for item ownership and patron home library
  - Currently testing PayPal payments to ensure we can reconcile correctly
- Enterprise and all other services using ProPay will be unaffected
- Working to make the catalog "ILS neutral" and use payment methods that are more familiar to patrons

Polls

What credit card options does your library currently support? (check all that apply)

- ProPay Online (Enterprise)
- ProPay Card Swipes
- Apple Pay and/or Google Pay
- Square
- PayPal

Which of the following options would your library prefer for online payment processing in Aspen?

- Centralize SWAN PayPal (quarterly reconciliation)
- Library's direct PayPal payment
- We do not wish to take online payment-patrons pay in person

Poll

Aspen & Our Bibliographic Data

Known Issues

Audience and Fiction/Non-fiction

- Heavy use of browse categories highlights some shortcomings in bibliographic data
- Audience
  - Based on Item Category 2
  - Subject to human error and differing local practice
- Fiction/Non-fiction
  - Vendor pre-cats often incorrect
  - SWAN developing a plan to tackle

Format

- Aspen format analysis relies on markers not present in many pre-cat and local records

- Enhancement request in place to recognize SWAN 590 format

- Implementation timeline unknown

SWAN Library Services

Aspen Office Hours

Every other Monday 10-11 AM

Bring your questions, let's experiment and solve problems together.

November 1

November 15

November 29
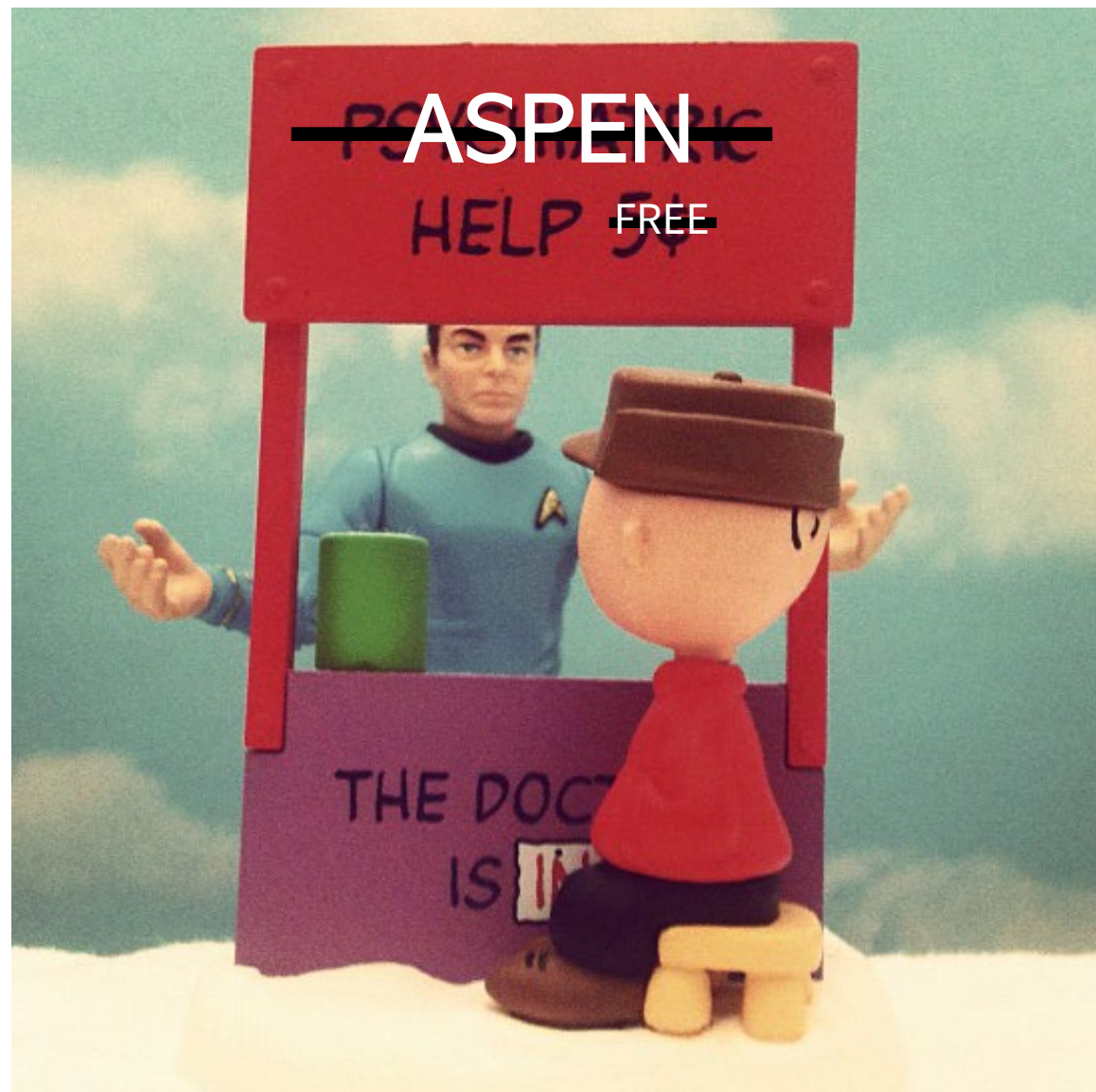
SWAN Library Services

Accessibility Statement

https://support.swanlibraries.net/accessibility

- Outlines plans to improve accessibility for patron and staff facing services

- Includes resources for libraries

- Commitment to put accessibility first in the catalog and e-resource group purchases
  - Be sure to contact SWAN first before purchasing any third-party catalog integrations

DEI in Metadata Networking Group

DEI in Metadata Networking Group

Co-chairs:
- Scott Brandwein, SWAN
- Rachel Fischer, CCS

Administrative Support:
- Nincy George, RAILS

A RAILS-sponsored networking group to discuss DEI issues as they relate to descriptive metadata

- Early meetings will focus on subject analysis
- Host topical discussions on specific issues related to marginalized groups and create a shared repository of knowledge and ideas

Kick-off Meeting

November 17th, 2021

- Group goals and housekeeping
- Discussion of current and past subject heading projects by SWAN, CCS, and attendees
- Documentation review
- Register on L2: https://librarylearning.org/event/2021-11-17/diversity-equity-and-inclusion-dei-metadata-networking-group-kick

SWAN Library Services

SonicWall Hardware Replacements & MFA

SonicWall Replacements

- 17 libraries with SWAN-managed SonicWalls that are End of Support (EOS)

- Automatic TZ-470 replacements to be billed back to the library

- November through January scheduling

- Opting for Self-Maintainer? Email us ASAP!

SonicWall Multi-Factor Authentication (MFA)

Duo has been configured on all SWAN-managed SonicWalls for SWAN administrative access.
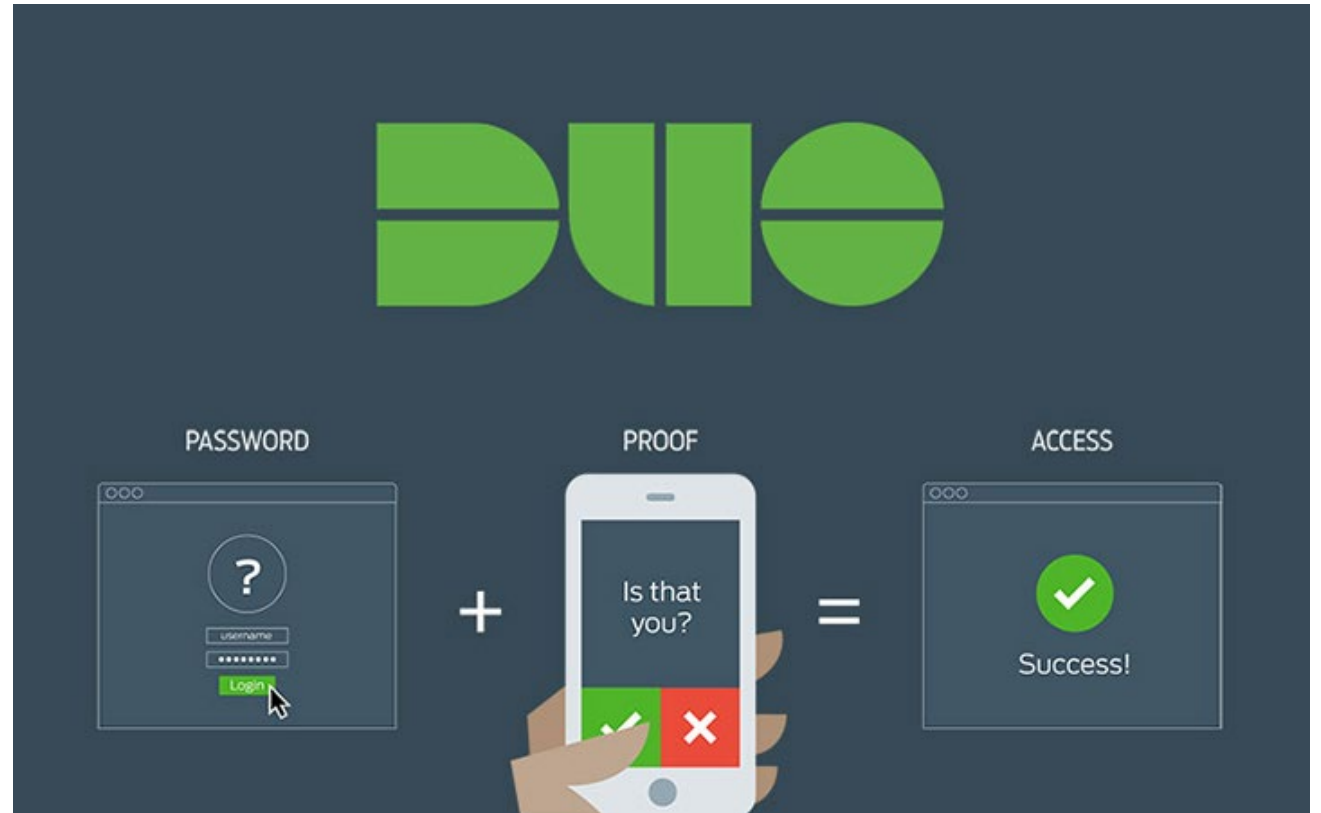
Statistics & such

A look at some interesting numbers

Circulation 2019 vs 2021 (also 2020)
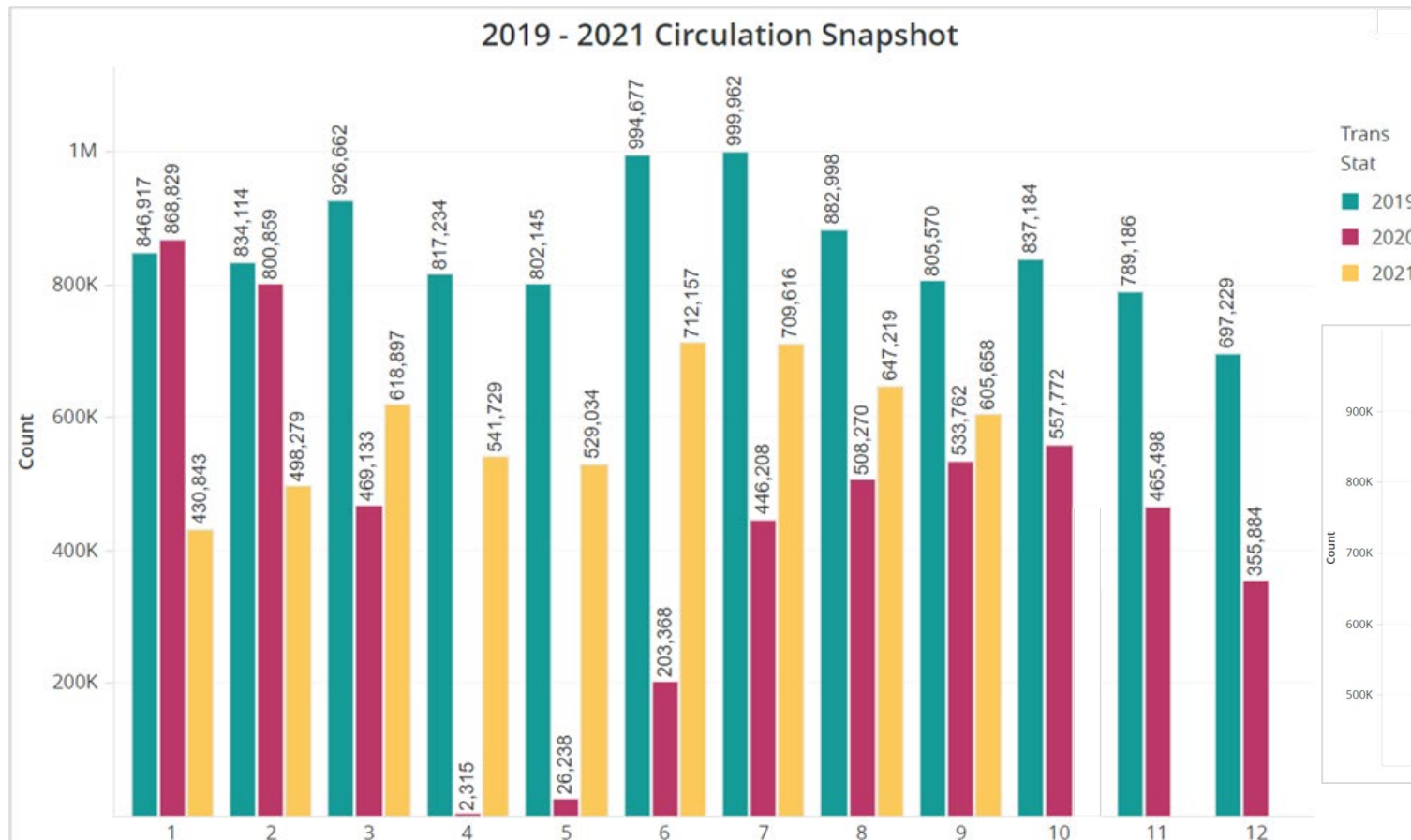
09/19 vs 09/21 = 75%
08/19 vs 08/21 = 73%
07/19 vs 07/21 = 71%
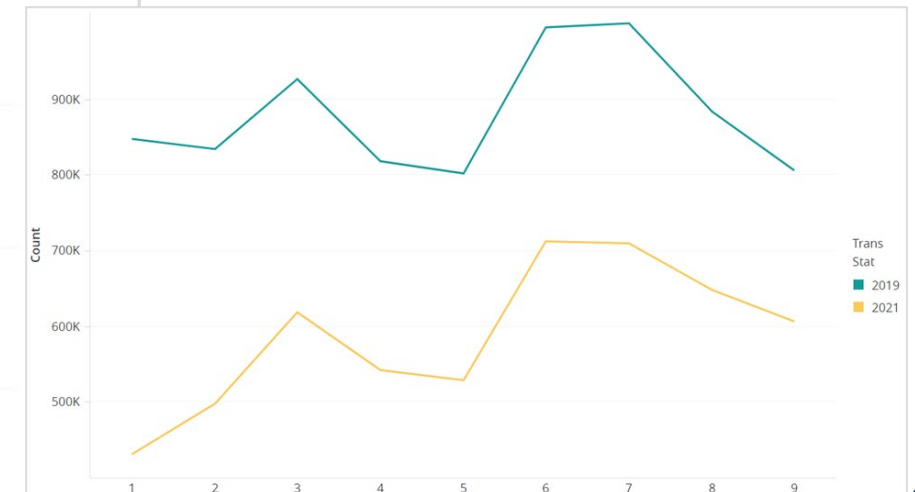
Aspen Holds

15% of all holds placed in Sept – through Aspen
14% of all holds placed in August – through Aspen

Interface Used for Holds Placement

Legend:
- Enterprise
- WorkFlows
- BLUEcloud Mobile
- Aspen est.

(Categories on vertical axis: Sept, Aug, July, June, May, Apr, Mar, Feb)

Don't forget to VOTE

SWAN Circulation Advisory Election

The election for the SWAN Circulation Advisory Group is happening right now. Circulation managers should place their votes by
Thursday, November 5th by 5 PM.

Vote today!
One vote per library

Acorn Public Library District, 1
Alsip-Merrionette Park Publ..., 1
Batavia Public Library Dist..., 1
Bedford Park Public Library..., 0
Beecher Community Library D..., 0
Bellwood Public Library, 0
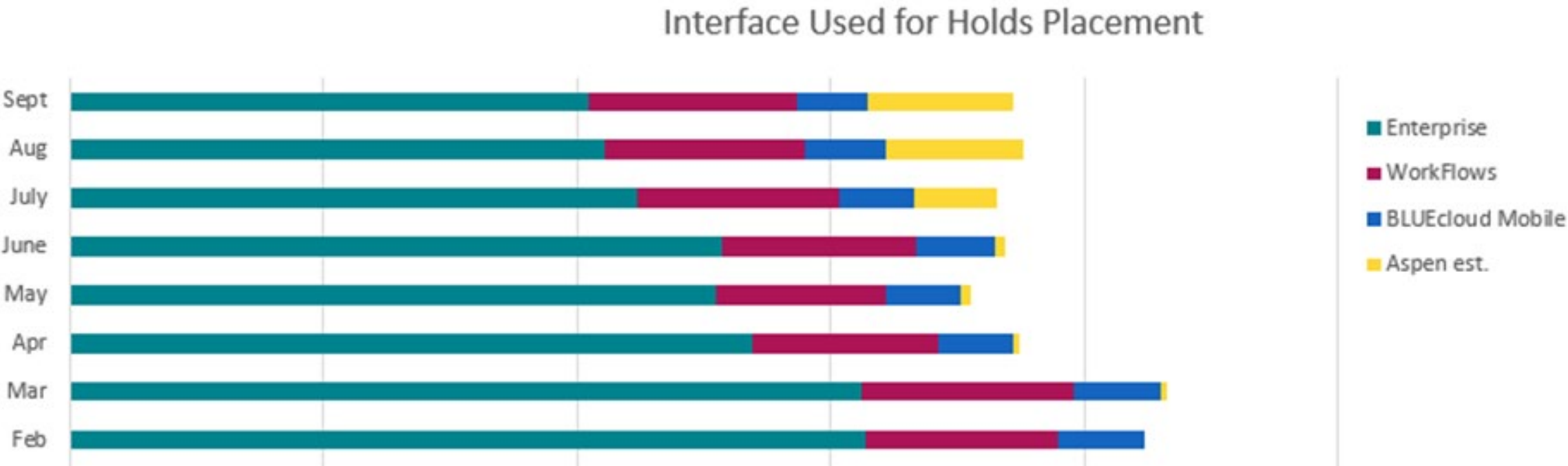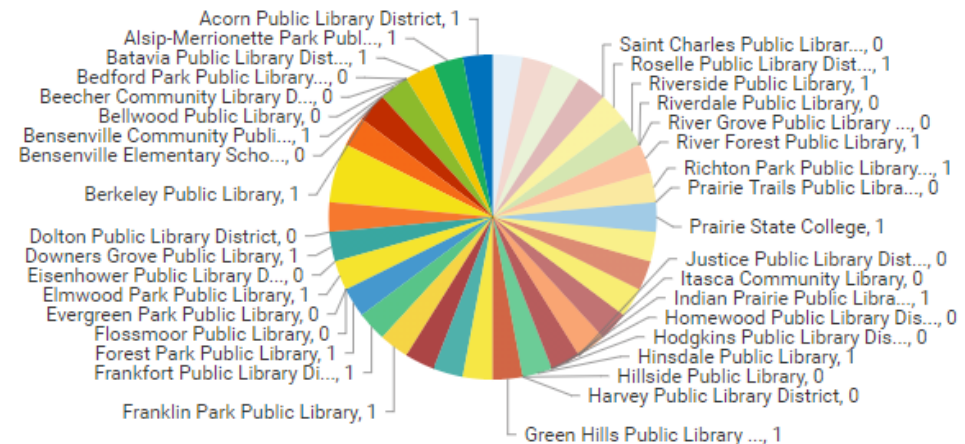Bensenville Community Publi..., 1
Bensenville Elementary Scho..., 0

Berkeley Public Library, 1

Dolton Public Library District, 0
Downers Grove Public Library, 1
Eisenhower Public Library D..., 0
Elmwood Park Public Library, 1
Evergreen Park Public Library, 0
Flossmoor Public Library, 0
Forest Park Public Library, 1
Frankfort Public Library Di..., 1

Franklin Park Public Library, 1

Saint Charles Public Librar..., 0
Roselle Public Library Dist..., 1
Riverside Public Library, 1
Riverdale Public Library, 0
River Grove Public Library ..., 0
River Forest Public Library, 1
Richton Park Public Library..., 1
Prairie Trails Public Libra..., 0

Prairie State College, 1

Justice Public Library Dist..., 1
Itasca Community Library, 0
Indian Prairie Public Libra..., 1
Homewood Public Library Dis..., 0
Hodgkins Public Library Dis..., 0
Hinsdale Public Library, 1
Hillside Public Library, 0
Harvey Public Library District, 0

Green Hills Public Library ..., 1

34 responses in 34 results

Other Upcoming Meetings

- RFID Users – 10/28
- E-Resource Advisory – 10/28
- Cataloging Advisory – 11/4
- Book Club Users – 11/10
- Discovery and User Experience – 11/11
- Circulation Advisory – 11/17
- Board Meeting – 11/19
- Monthly Office Hours
  - Circulation & ILL – 11/1
  - Aspen – 11/1; 11/15; 11/29
  - Cataloging – 11/3
  - BLUEcloud Analytics – 11/3
  - Academic & Special Library – 11/10

SEP 29 10:00 am — **Requesting Items from SWAN Libraries (SHARE Illinois Sunsetting)**
GoToMeeting
Event Type(s): Meeting
Sponsor: SWAN – System Wide Automation Network

OCT 01 11:00 am — **SWAN Book Club Kit Sharing: KitKeeper**
GoToMeeting
Event Type(s): Meeting
Sponsor: SWAN – System Wide Automation Network

OCT 04 10:00 am — **SWAN Circulation/ILL Office Hours**
GoToMeeting
Event Type(s): Training
Sponsor: SWAN – System Wide Automation Network

OCT 04 10:00 am — **SWAN Aspen Office Hours**
Zoom
Event Type(s): Training
Sponsor: SWAN – System Wide Automation Network

OCT 04 2:00 pm — **SWAN BLUEcloud Analytics Office Hour**
GoToMeeting
Event Type(s): Training
Sponsor: SWAN – System Wide Automation Network

Thank you!

Next Fireside Chat:
November 30, 2021, 11:00 AM -
Noon

Register at GoToWebinar:
https://attendee.gotowebinar.com/register/3483027847531227917