



SWAN Fireside Chat

May 31, 2022

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Agenda

- SWAN Expo 2022 – August 19th
- Notice Update
 - SMS Text Message Errors/Timeline
 - Reviewing Notices – decision tree
- Information Technology & Systems Support
 - Hardware Recommendations
 - Public Web Browser – update key
 - Support ticket overview
 - Moving to Zoom (August 2022)
- Aspen Tip of the Month
 - Aspen Hold Notes
- E-Resources
 - Comics Plus
 - EBSCO Database Selections
- Member Engagement
 - User Group Recap
 - Online Learning Update
 - Beanstack Launch
 - “Libraries Empower Connections”
- Upcoming Meetings & Training

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SWAN Expo 2022 – August 19, 2022



- Update on member user groups
- Highlighting use of the SWAN library services platform
- Network with colleagues
- Cost: \$30, includes lunch
- Space limited to 300
- Raffle
- No vendor tables

SWAN Expo

SWAN invites members and non-members alike to join us for our SWANx annual conference. This all day event features a variety of speakers, sessions, and library vendors. A wonderful opportunity to network with library colleagues. We hope to see you there!

Registration

Please select the registration method your library prefers. SWAN will invoice libraries after completing registration, or if you prefer, register your attendees and pay via credit card. Lunch selections will be part of the registration process.

Register & Pay Later via Invoice

OR

Register & Pay Now Online

Tracks



Library Platform & Solutions



Resource & Membership Sharing



Security & Privacy



Patron Engagement

Update on registration

- 79 registered attendees
- 16 libraries
- Approximately 20 staff members from SWAN libraries participating in sessions

Lunch options:

- Turkey breast and swiss cheese wrap
- Grilled veggie wrap
- Santa Fe Salad w/grilled chicken
- Greek Salad

Notices

A recap on SMS text message errors, notification logic

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SMS Text Message Delivery Failure

- 5/11 – 5/17 – text message sent through SirsiDynix SMS message system failed
- 5/18 – SMS text messages suspended, moved to email
- Special message sent to alert patrons of failure (targeted to hold pick-up lost messages)
- Hold pick-up by dates extended for this group of patrons
- 5/20 – SMS Text messaging restored

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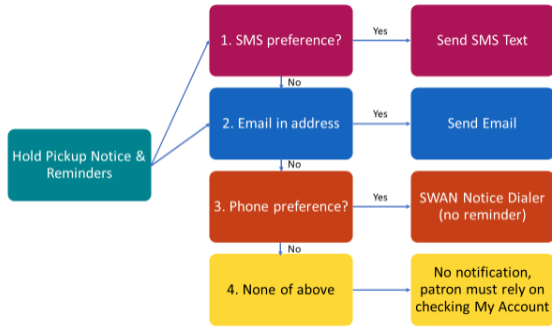
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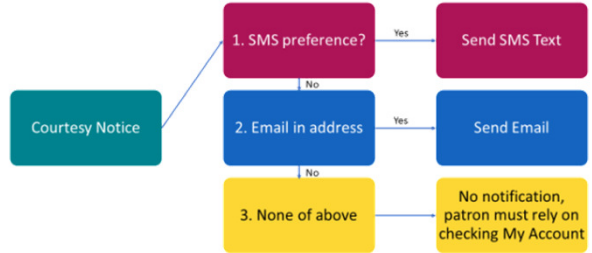
<https://support.swanlibraries.net/documentation/64674>

Notification Logic Review

Hold Pickup Notices



Courtesy Notices



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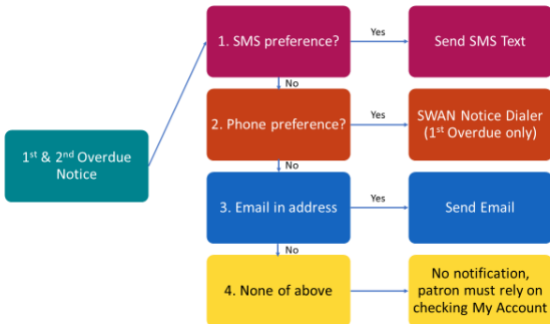
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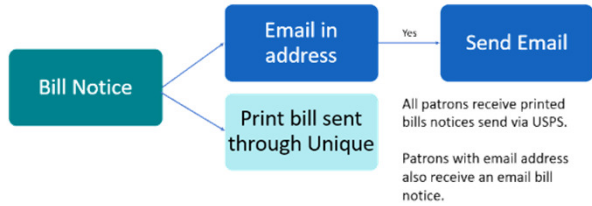
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Notification Logic Review

Overdue Notices



Bill Notices



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Notification Logic Review

Autorenewal Notices



Email is always our backup method when other communication channels fail.



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Information Technology & Systems Support

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SWAN Hardware Recommendations

- New receipt printer recommendations
- Team One offering SWAN member library discount
- SEWOO SLK-T32EBCGLLII – Standard receipt printer (\$225)
- SEWOO SLK-TE212IIW-L – Receipt printer with Wi-Fi (\$310)
- Both compatible with standard and MAXStick paper
- Epson – Still supported, but harder to find



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Public Web Browser – License Key Update

- New Public Web Browser (PWB) license key is available
- RAILS provides PWB license free of charge
- Visit RAILS site under Services>Deals & Discounts (L2 required)
- New license is valid until June 6, 2023 and may be applied immediately
- No more end of year license expiration!



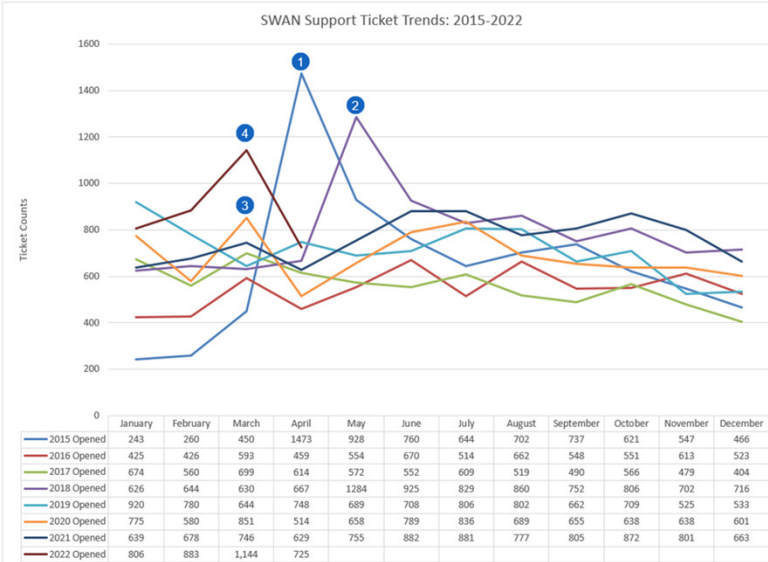
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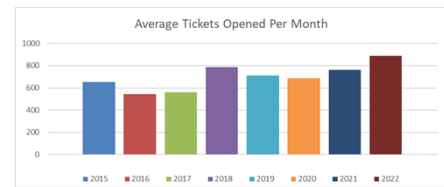
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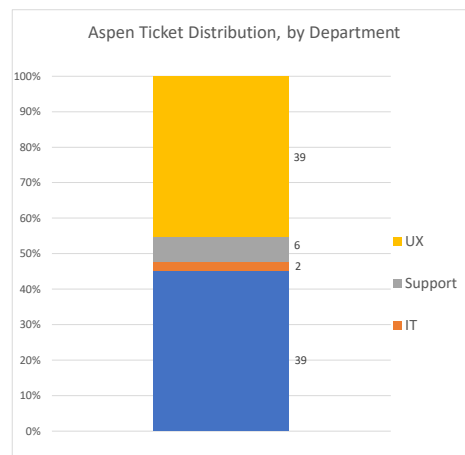
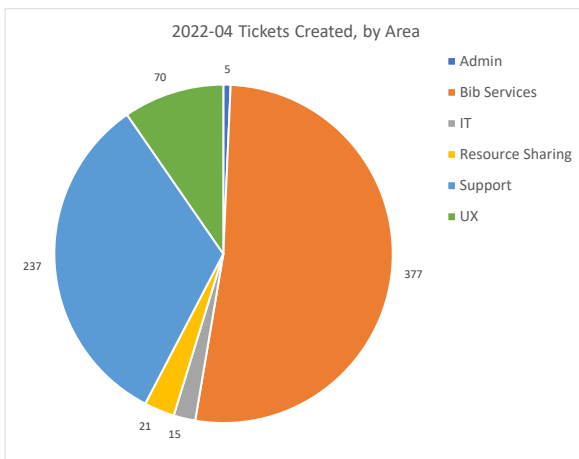
Support Ticket Overview



1. April 2015 - Migration from Innovative to SirsiDynix
2. May 2018 - Migration of N19 Libraries
3. March 2020 - Closures due to COVID-19
4. March 2022 - Aspen catalog final phase deployment



Support Ticket – April 2022 Recap



Moving to Zoom – August 2022

- Starting August 2022 – all SWAN meetings will transition to Zoom instead of GoToMeeting
- Check L2 listings and SWAN support site for updated meeting links
- Will have new links in place by mid-June

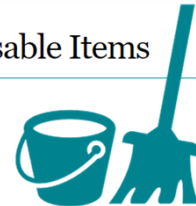
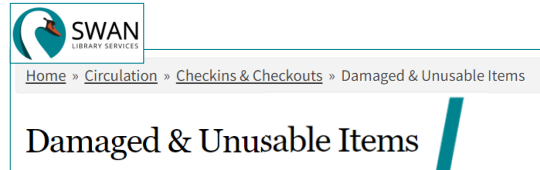
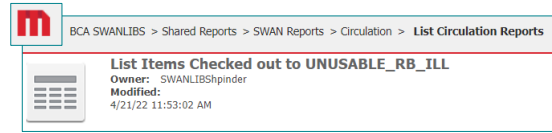


NOTE: Recorded meetings in Zoom will include participant video displays. This is a change from GoToMeeting which will be announced to members as we move to Zoom recordings.

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House Cleaning: UNUSABLE_RB_ILL Checkouts

- Currently ~~500+~~ (438 as of 5/26) checkouts to the Unusable User
- Review your items and reach out to the Checkout Library to explore resolution:
 - Return to Circulation
 - Seek reimbursement
 - Discard from collection



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Aspen

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Aspen Tip of the Month

Copying ISBNs and standard numbers

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Sort by Best Match Hide Covers Covers List

1) **Pride and prejudice**

Author Austen, Jane
Series Harper's modern classics
100 greatest books of all time
Jane Austen Novels
Recorded Books classics library
More Series...

Language English
Appears on these lists Classics - St. Charles Public Library
OBD National Siblings Day (April 10) - ADULT
More Lists...

A Book On Shelf Place Hold
Show Editions Wood Dale Public Library District - Fiction 1 available
View All Copies

Publication Date	Edition	Publisher	Description	Physical	Availability
(2012)		Catherbury Classics	315 pages, 20 cm.	Wood Dale Public Library District	On Shelf 1 available Place Hold

Pride and prejudice
(Book)

Author Series Austen, Jane, 1775-1817.
Harper's modern classics
100 greatest books of all time
Jane Austen Novels
Recorded Books classics library
More Series...

Published ISBN **C** 9781607105541 (outbound), 1607105543

Average rating 3.5 star
3 star (1)
4 star (1)
5 star (1)

Lexile measure ON 1190L
1190 L

Rating 3.5 star
3 star (1)
4 star (1)
5 star (1)

Appears on these lists Classics - St. Charles Public Library
OBD National Siblings Day (April 10) - ADULT
More Lists...

Status On Shelf
Wood Dale Public Library District - Fiction 1 available
View All Copies

Add to list SHARE

Description
Introduction by Anna Quindlen "Nominated as one of America's best-loved novels by PBS's The Great American Read "It is a truth universally acknowledged, that a single man in possession of a good fortune must be in want of a wife." So begins *Pride and Prejudice*, Jane Austen's witty comedy of manners—one of the most popular novels of all time—that features spiritedly civilized sparring between the proud Mr. Darcy and the prejudiced Elizabeth Bennet as they play out their spirited courtship in a series of eighteenth-century drawing-room intrigues. Renowned literary critic and historian George Santanyu in 1934 declared it the "most perfect, the most characteristic, the most accomplished of all the novels of the English Regency."

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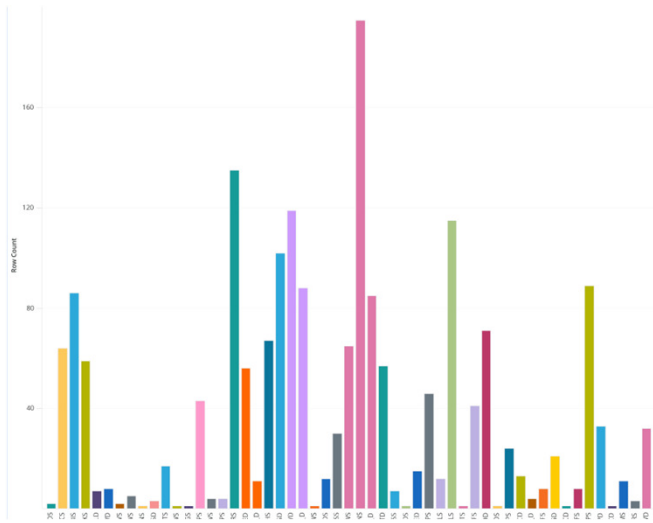
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Aspen Hold Notes

"Aspen" = patron through Aspen
"Aspen masquerade" = staff through Aspen

BLUEcloud Analytics dossier for your library's usage:

Shared Reports > SWAN Reports > Holds > Aspen Hold Analysis



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E-Resources

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Comics Plus

- SWAN Discounts page
<https://support.swanlibraries.net/documentation/90261>
- 42.5% discount for all public libraries
- May 1, 2022 – June 30, 2023
- Sign up as late as June 15th
- SWAN handles billing and authentication
- You will sign a customer onboarding form

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EBSCO Database Renewal

- Thank you for submitting your selection forms! If you forgot, we will be in touch.
- June 3rd – SWAN sends selections to RAILS and EBSCO
- June 30th – Links to new selections available
- More information on the group purchase:
<https://support.swanlibraries.net/documentation/70949>

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Member Engagement

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User Groups: Recap

Acquisitions & Cataloging 5/12

- Book repair
- DEI Metadata Committee
- Foreign language fields
- Chronology using year & ISS

Discovery & User Experience 5/26

- Holds logic (Aspen hold notes)
- Aspen development
- Design challenge for future project requests (ISBNs, Purchase suggestions, Aspen admin tools – lists, spotlights, browse categories)

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Online Learning Update – New Course

PS104: Patron Account Blocks & Notes

Quiz Time

Based on what you learned about statuses in a patron record. Select what a patron with these statuses can do. Drop the card into one of the three categories below

BADADDRESS

=

Can Place Holds & Checkout

Cannot Checkout or Place Holds

Can Place Holds/Cannot Checkout

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Beanstack Launch

<https://support.swanlibraries.net/training/91041>

Presented by:

Helen Pinder, Consultant, Resource Sharing, SWAN
Dawne Tortorella, Assistant Director, SWAN

- [PowerPoint Slides - Track Reading with Beanstack \(PPTX\)](#)
- [Presentation Slides - Track Reading with Beanstack \(PDF\)](#)
- [Chat Log - Track Reading with Beanstack \(PDF\)](#)
- [Zoobean's 2021 Summer Reading Report](#)
- [Beanstack Quick Start Guide for Library Staff](#)

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Why Beanstack?

- More than 50% of SWAN public libraries using Beanstack
- Opportunity for libraries with smaller budget and staff to offer a reading software platform for patrons
- Share expertise between colleagues
- Not intended to replace existing reading program, but
 - We did hear from libraries concerned about losing their previous platform (Wandoo Reader discontinued as of May 31, 2022)
 - Readers can register on multiple beanstacks, if desired
- No authentication required, so anyone can join
- Libraries requested readiness by Summer Reading 2022

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Two ways to register as a reader/family

- Web Browser
 - <https://swanlibraries.beanstack.org>
- Beanstack app
 - Download the app from the Apple or Google stores
 - Search for *SWAN Library Services*



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Summer Reading 2022

- Based on iRead 2022 themes
- 4 Grade levels
- Badges and challenges grade specific
- Readers will only see those challenges they qualify for based on grade level entered at registration



iRead Summer 2022: Read Beyond the Beaten Path (Entering Grades 3-6)
May 31, 2022 - Jul 31, 2022



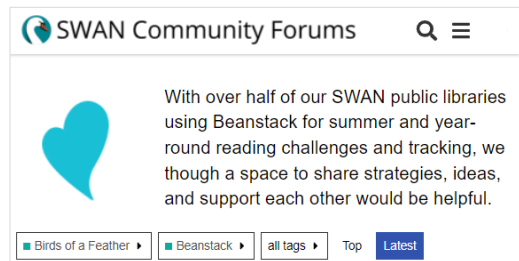
iRead Summer 2022: Read Beyond the Beaten Path (Entering Grades 7-12)
May 31, 2022 - Jul 31, 2022



iRead Summer 2022: Read Beyond the Beaten Path (Adult)
May 31, 2022 - Jul 31, 2022

Next Steps & Questions

- Sign up as a reader if you'd like to join
- If your library already uses Beanstack, share your expertise and ideas in our SWAN Community Forums
 - Let us know your Beanstack main contact for sharing any registrations for your library
- Want staff access? Submit a help ticket
 - Look around the Beanstack Help Center <https://zoobean.zendesk.com/hc/en-us>



Birds of a Feather

SWAN Community Forums

SWAN Birds of a Feather is a place for members to share their experiences, seek advice, and share tips/tricks using important complementary services.

Birds of a Feather | all | all tags | Top | Latest

- Collection HQ**
We have over 10 libraries in SWAN using Collection HQ to assist in analysis for collection development. Since we rely o...
- Patron Point**
Libraries are very interested in patron engagement platforms. Patron Point has been gaining in popularity and interest among...
- Beanstack**
With over half of our SWAN public libraries using Beanstack for summer and year-round reading challenges and tracki...
- Niche Academy**
We have over 20 SWAN libraries providing Niche Academy as a learning and training resources for patrons..

A place for members to share expertise and help colleagues using common 3rd party services. What else should we add here?

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Join the SWAN Community Forums

<https://support.swanlibraries.net/members/forums>

- Submit a help ticket if you don't already have an account
- Colleagues helping colleagues
- Sharing expertise and creative solutions
- See what people are talking about

SWAN Community Forums

all categories | all tags | Categories | Top | Latest

Topic	Replies	Views	Activity
Marketing - pre-publicity Aspen Rollout	7	104	2d
Access Point Recommendations? Technology	2	15	3d
Self-Check Vendor Recommendations Technology	4	31	3d
It's Free! Open Access and Open Education Collections E-Resources	0	11	4d
What is Hide Research Starters in Preferences? Aspen Rollout	3	35	4d
OCLC Training Sessions Interlibrary Loan (ILL)	0	17	6d
Topics for DUX 3/31 Discovery & User Experience	0	16	7d

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Libraries Empower Communities

- Brainstorming group met
- Seeking Director and event/program coordinator input – survey
- Will share survey results to date at Quarterly on June 2nd
- SWAN News
<https://support.swanlibraries.net/news/2022-05/91099>

Brainstorming & Planning Group

- [Jeanine Vaughn](#), Glen Ellyn Public Library
- [Sue Eckhardt](#), Calumet City Public Library
- [Jasmina Lapo](#), St. Charles Public Library
- [MaryKellie Marquez](#), Warrenville Public Library District
- [Natalie Starosta](#), North Riverside Public Library
- [Helen Pinder](#), SWAN
- [Crystal Vela](#), SWAN

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Other Upcoming Meetings

[See SWAN's events on L2](#)

- SWAN Quarterly – 6/2
- SWAN Board Meeting – 6/17
- Monthly Office Hours
 - Aspen – 6/6
 - Circ/ILL/Outreach – 6/1
 - Directors Coffee Hour – 6/3
 - BLUEcloud Analytics – 6/8
 - Circulation & Hold Map – 6/15
 - BLUEcloud Staff – 6/22
- OCLC Training on L2
 - WorldShare ILL - Borrowing – 6/21
 - OCLC: WorldShare ILL – Lending – 6/23
- User Groups:
 - ILL Users – 6/1
 - Circulation users – 6/15
 - E-Resource Advisory – 6/23
- Trainings
 - Getting Started with Accessibility Testing – 6/9

Office hours are free-form, without an agenda. Bring your questions, ideas you'd like to share, and request demonstrations of how to perform functions/tasks.

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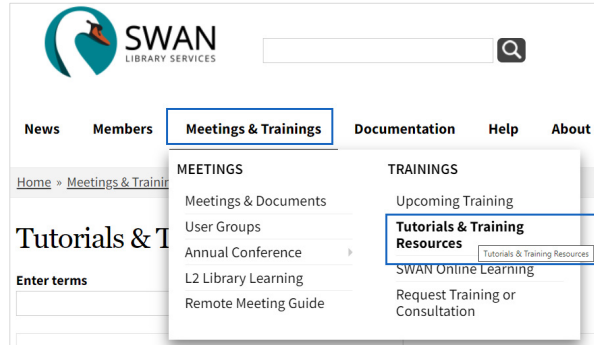
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Recent webinar recordings available

- [It's Free! Open Access & Open Education Collections](#)
- [ILL Boot Camp: Providing electronic copes to libraries \(and patrons\)](#)
- [Using geocode data to map activity](#)
- [Let's Talk Billing: avoiding common billing mistakes](#)



Thank you!

Next Fireside Chat:
June 28, 11:00 AM - Noon

Register at GoToWebinar:
<https://librarylearning.org/event/2022-06-28/swan-members-fireside-chat>