SWAN Fireside Chat

August 30, 2022

Agenda

- SWAN transition to Zoom
- SWAN Expo Recap & Poll (Aaron)
- Baker & Taylor Issues (Vickie, Michael)
- Overdrive & Hoopla authentication (Ian)
- WorldCat (Helen)
- DEI Group updates (Scott)

- Aspen Tip of the Month (Tara)
- Translations in Aspen (Tara)
- E-book & streaming poll (Tara)
- Trainings update (Claudia)
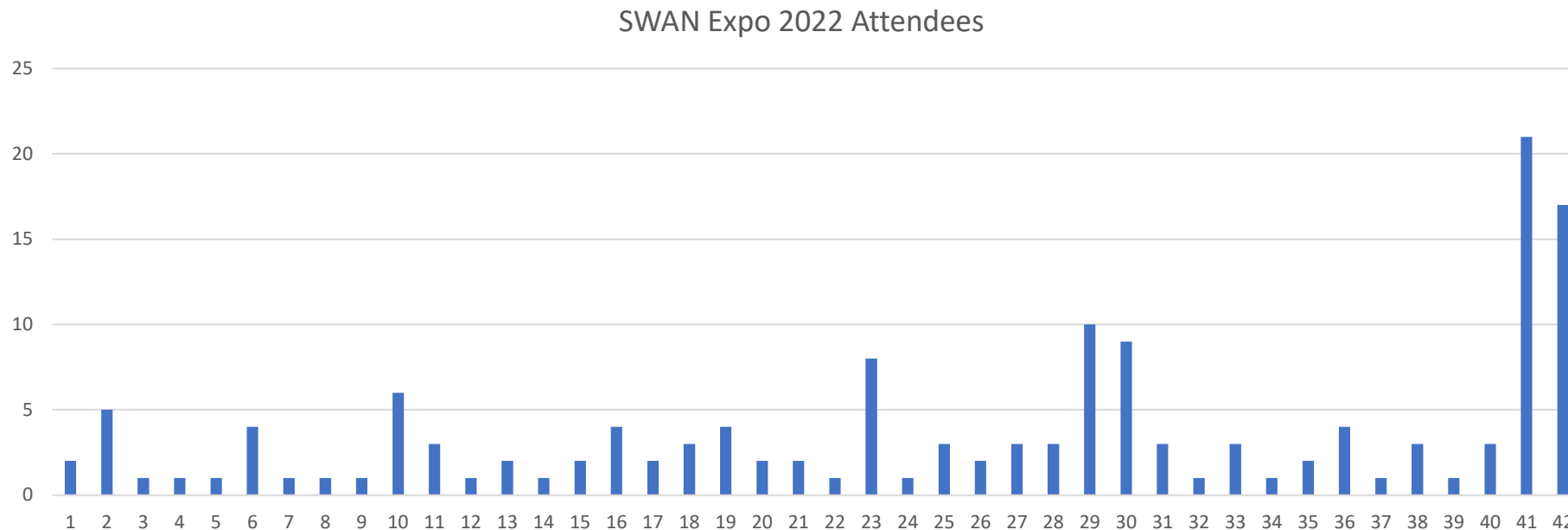- Upcoming Meetings, Training, Announcements (Aaron)

SWAN now using Zoom

- What is different?
- No more Questions panel
- Use the Zoom chat to ask questions

SWAN Expo Recap & Poll

- 42 Libraries represented

- 149 Attendees

- 12 sessions – presentations posted

Poll question: What month would you prefer for SWAN Expo?

SWAN Expo 2022 Attendees

Baker & Taylor Issues

We have made the following adjustments out of an abundance of caution:

- Axis360
  - Disabled in Aspen – titles will appear but patrons cannot checkout, place holds, or see checkouts/holds

- Acquisitions
  - Taking steps to block EDI reports from connecting to the Baker & Taylor servers

Baker & Taylor Server Outage

| View | Edit | Revisions | Track | Add another |

📄 Download PDF   🖨 Print

Quick Info

Platforms Affected: SirsiDynix Symphony WorkFlows
Aspen Discovery
Issue Type: Issue
Status: Open

Description:
UPDATE 8/29/2022 11:00 AM

Baker & Taylor updated their website with the following:

> Update as of 8/29/2022: We want to take this opportunity to thank you again for your continued patience and cooperation as we deal with the service disruption we've been experiencing. We know that it has been frustrating, and we appreciate your ongoing understanding.
>
> As an update, the source of the disruption is a ransomware attack launched against our network over the weekend, which we have been working to remediate ever since. Cyber-attacks are an increasing threat to all companies, and unfortunately, we, like others fell victim to a hacker's attack.
>
> Our IT team and outside experts are working nonstop to restore our systems.
>
> We will continue to provide updates and look forward to returning to normal operations as quickly as possible.
>
> Thank you for your patience and partnership.

Securing SIP2 Connections

- SIP2 is the industry standard for library authentication and self-service applications

- Developed by 3M in 1993 – SIP2 was published in 2006

- SIP2 handles library transactional data between client and server

- Authentication string contains patron PII (Personally Identifiable Information)

- SIP2 does not offer native encryption – data can be transmitted in plaintext over the internet (external vendor connections)

- All SIP2 communication from library to SWAN is encrypted via VPN tunnel connecting the libraries to our Symphony server

- SirsiDynix Symphony supports native TLS encryption for SIP2 connections

```
2022-07-26 14:06:38,158, 13408, INFO , SyncSocketDevice, readData, Received: 64
00020220726 140638000000000002000100000000 AOWMS|AA21140003533188|AENOSEK,IAN|AQSWS|BZ0075|
CA0000|CB0200|BLY| BV15.00|BD800 QUAIL RIDGE DR WESTMONT IL 60559-6149|
BEian@swanlibraries.net|BHUSD|PD19830618|PCSWS_STAFF|PEMALE|PFADULT|PG
```

Securing SIP2 Connections

- SWAN is no longer configuring any external SIP2 connections unless they explicitly support TLS encryption (or other encryption method – stunnel)

- Existing vendors will be moving to encrypted connections

- While SIP2 is the most common authentication method, other authentication options are available and may provide authentication services with less PII transmitted

  - OpenAthens Proxy – Supports basic barcode authentication and is used primarily with research databases, and other 'read-only' products

  - Web Services – A proprietary SirsiDynix API which provides authentication and transactions. Web Services connects several of our 3rd party services, including Aspen, Communico, and Kanopy. SirsiDynix products, such as BLUEcloud also connect via Web Services

- SWAN is actively working to reduce the amount of PII that leaves our server

- Vendors must sign Access Policy prior to setup (loop SWAN in early!)

Overdrive & Hoopla Authentication

- OverDrive/Libby supports TLS-SIP2 natively
- SWAN is currently testing with OverDrive
- Successfully connected to Test Server
- 87 SWAN libraries subscribe to OverDrive across three collections
  - Media On Demand – 57 libraries
  - eMedia Library – 17 libraries
  - Digital Library of Illinois – 13 libraries
- TLS encryption will be in place by October

- Hoopla supports TLS-SIP2 natively
- SWAN is in contact with Hoopla support
- We will begin testing TLS-SIP2 with Hoopla once OverDrive migration has concluded
- ≈50% of SWAN libraries subscribe to Hoopla

While there will be a brief disruption during the actual configuration change, users should be largely unaffected
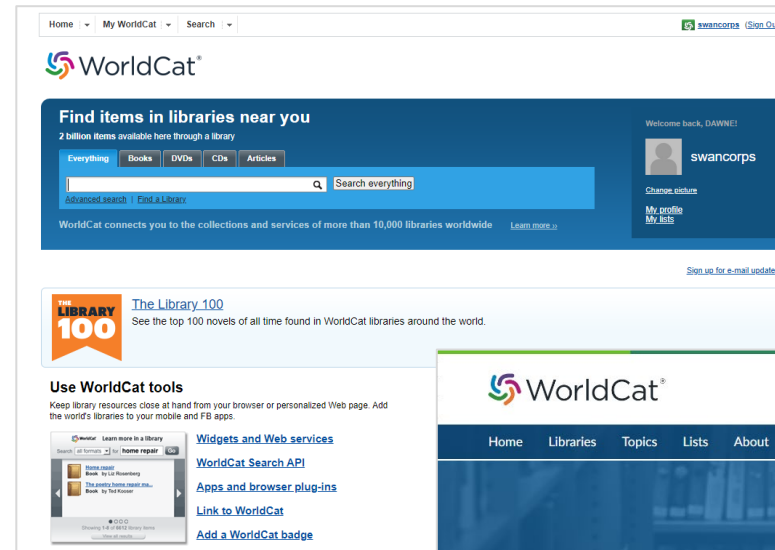
Notice will be sent out once cutover dates have been scheduled

New WorldCat is Live!

Impact on SWAN Libraries

- Library card sign-up link

- Feature lists and topics of interest

- **Not a replacement or in competition with Aspen**

- Links to our Aspen catalog on all holdings

- WorldCat Discovery will continue as gateway for ILL requests

Look for webinar announcements later in September. SWAN staff will provide front-line training, support, and config.

New WorldCat is Live!

Where to begin?

- Create a login and explore how patrons will experience the new platform and interact with your institution.

- Review your library's address in your registry to be sure it displays correctly on the map.
  - Patrons will use this to determine their closest library!

- If you have a library card sign-up form, add it to your WorldCat registry.

Create a WorldCat Account

Email address

helen@swanlibraries.net

Step 2 of 2

Set your favorite library

St. Charles, IL 60174, USA   by Location ⌄   🔍   📍 United States

Showing 1-10 of 16372 libraries
ⓘ You can set up to 1 favorite library

Public
St Charles Public Library
Saint Charles, IL, United States   ☆

WorldCat Registry

Search
Create a New Institution
Profile Summary
Name and Location
Map
Open Hours
Relationships
Contacts
Identifiers
Online Catalog
Virtual Reference
Currency and Locale
Authorized Users
Profile History

Email Address
No records found.

Phone/Web

Phone: (___) ___-____
                               e.g. (123) 465-7890

Fax: e.g. (123) 465-7890

Home Page: e.g. http://www.spl.org

Information Page: e.g. http://www.spl.org/default.asp?pageID=branch

Library Card Form Page: e.g. http://www.spl.org/default.asp?pageID=info_card_get

Wifi Access: ☐ Yes
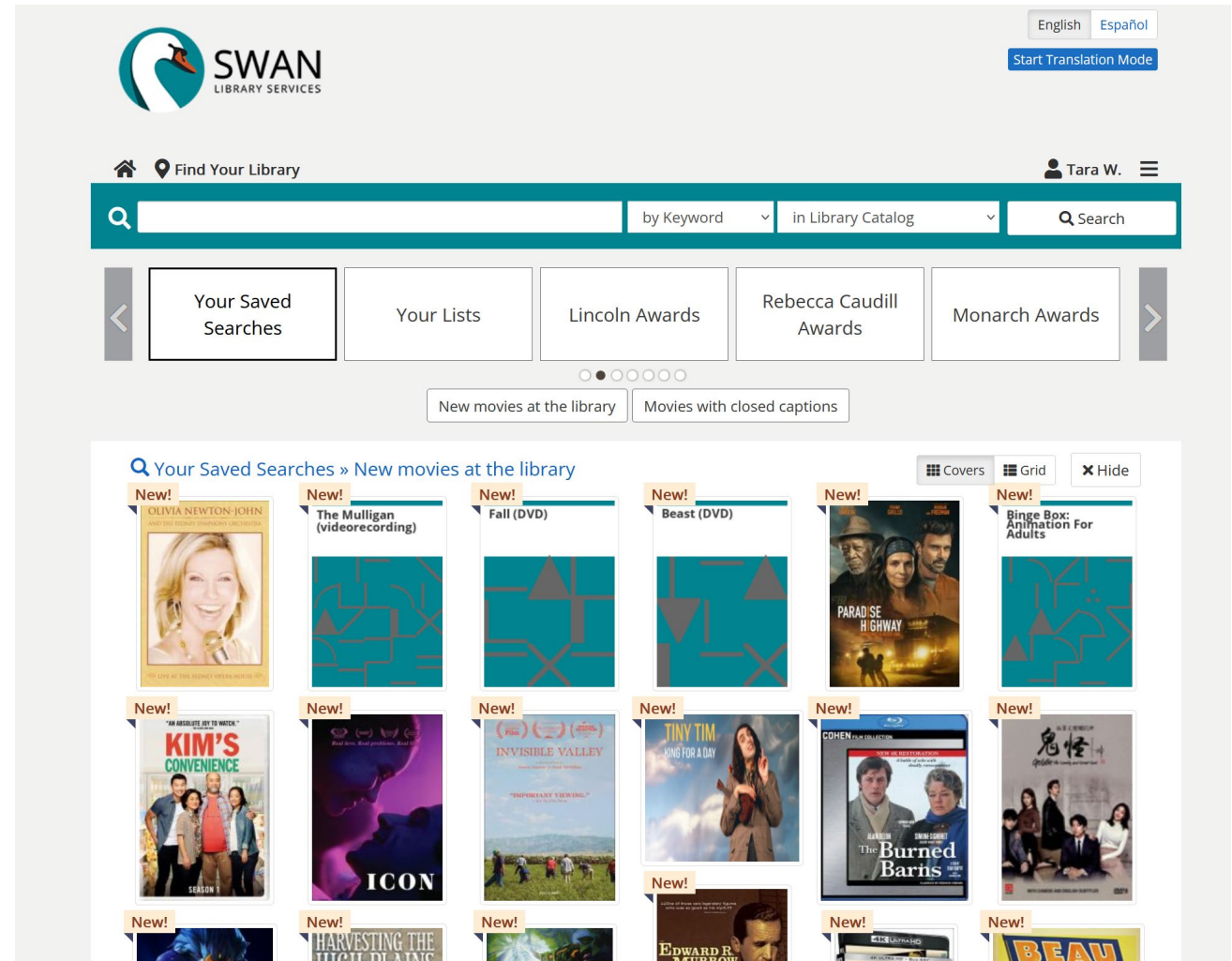
DEI in Metadata Working Group update

- Documentation overhaul
  - New charge statement
  - New statement on immigration-related subject headings
- Development of Name Authority supplement to accommodate:
  - Name changes due to gender transition
  - Mismatch between official romanization and common spelling of non-English names
  - Differing self-identity principles of local authors and other creators who also use our catalog

Aspen Tip of the Month: Personalized Browse Categories

- Your Saved Searches
- Your Lists
- Recommended for You

https://support.swanlibraries.net/documentation/82069

Spanish Translations in Aspen

- Shoutout to Val at Villa Park!

- Working on a long-term project to improve Spanish translations and add Polish translations

- Starting with interface terms that will help everyone: Item statuses, formats, calls-to-action

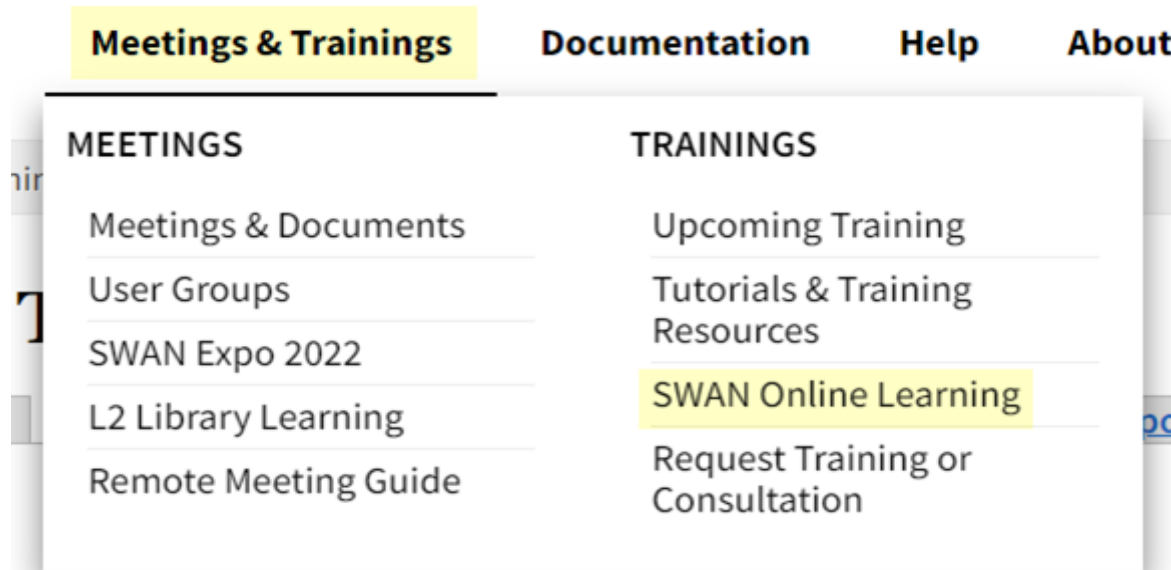1) **Turtles all the way down**

Autor	Green, John
Lenguaje	Inglés
Aparece en estas listas	Books about Mental Health
	May is Mental Health Awareness Month @DGPL
	Mental Health Awareness Month - Kids and Teens
	More Lists...

Libro / Show Editions — **Disponible** — Villa Park Public Library - Fiction — 1 available — HS GREEN, J. — ¿Dónde está? — Solicitar Título

Audiolibro CD, Libro / Show Edition — **Disponible en otra biblioteca** — ¿Dónde está? — Solicitar Título

Braille / Show Edition — **Disponible en otra biblioteca** — ¿Dónde está? — Solicitar Título
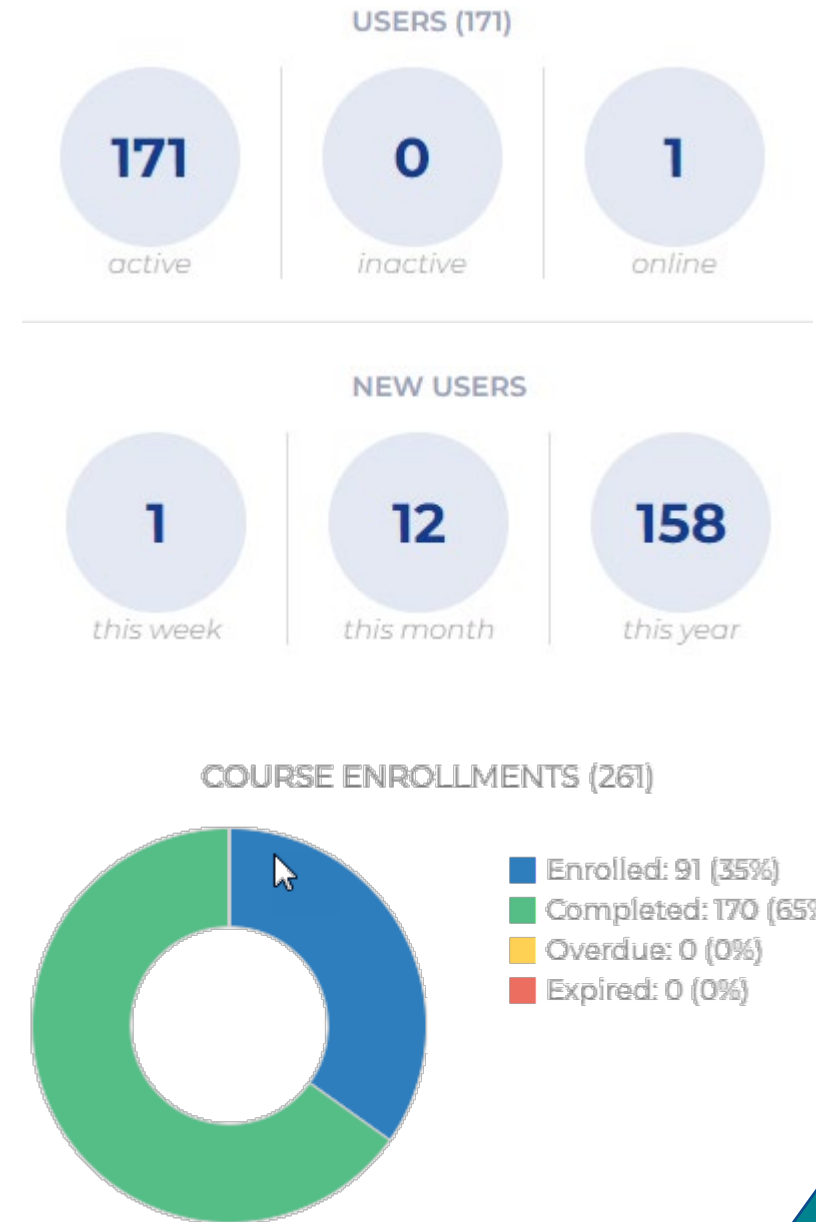
Poll: What e-book platform is your biggest support challenge?

Online Learning Update

- New course - Searching in WorkFlows

- 10 courses in the catalog

Meetings & Trainings   **Documentation**   **Help**   **About**

MEETINGS

Meetings & Documents

User Groups

SWAN Expo 2022

L2 Library Learning

Remote Meeting Guide

TRAININGS

Upcoming Training

Tutorials & Training Resources

SWAN Online Learning

Request Training or Consultation

https://support.swanlibraries.net/meetings-trainings/swan-online-learning

USERS (171)

171 active   0 inactive   1 online

NEW USERS

1 this week   12 this month   158 this year

COURSE ENROLLMENTS (261)

- Enrolled: 91 (35%)
- Completed: 170 (65%)
- Overdue: 0 (0%)
- Expired: 0 (0%)

Are you working on IPLAR statistics?

We have a training for you!

https://support.swanlibraries.net/training/90589
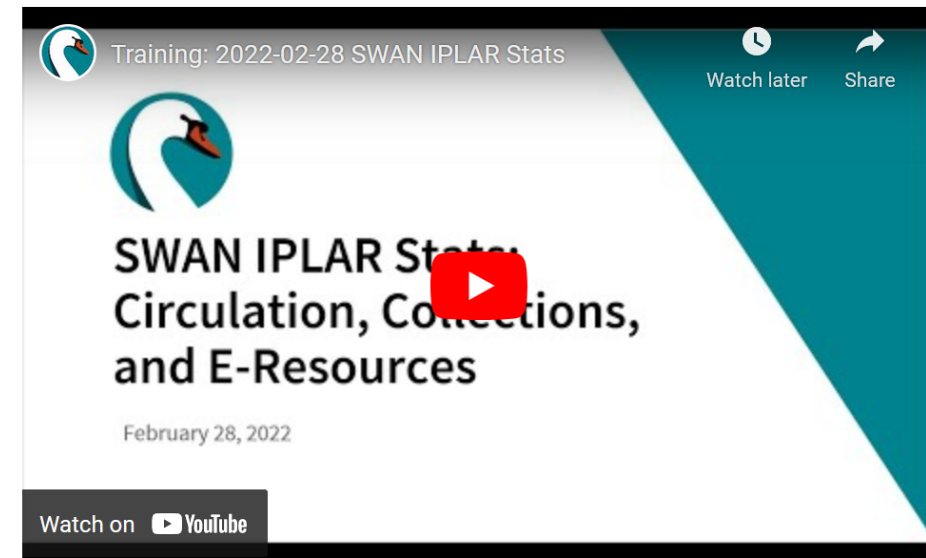
Remember: If you have a pseudo library, be sure to select those locations to report circulation too!

SWAN can help you compile your IPLAR statistics including circulation, collection totals, and e-resources. Join Dawne and Robin for a walk-through of how you can pull your statistics to complete your Illinois Public Library Annual Report.

Presented by:

Dawne Tortorella, Assistant Director, SWAN

Training: 2022-02-28 SWAN IPLAR Stats

Watch later   Share

SWAN IPLAR Stats: Circulation, Collections, and E-Resources

February 28, 2022

Watch on ▶ YouTube

📄 **PowerPoint Slides - SWAN IPLAR Stats (PPTX)**
📄 **Presentation Slides - SWAN IPLAR Stats (PDF)**

Delete   Edit

• Add

IPLAR – Pseudo Library Challenges

- Be sure to count circulation at all your branches/pseudo locations
- SWAN Reports > IPLAR > 18.16 Interlibrary Loans Provided TO other libraries (SWAN only)
    - Use total at bottom
    - Subtract total from your branch/pseudo locations
- SWAN Reports > IPLAR > 18.17 Interlibrary Loans Received FROM other libraries (SWAN only)
    - Select all main, branch, pseudo libraries for Charging Library
    - Subtract "loans" to your own branches/pseudo libraries from main
- Start early with IPLAR, we are happy to help if given enough lead time. Contact help@swanlibraries.net

ILLINET Traffic Survey FY22 – 7/1/21-6/30/22

If you have a branch library (Oak Park), drive-up, or locker the combined data in spreadsheet form can be used to compile ILLINET Traffic Survey for FY22

NOTE: As of August 29, 2022, ILLINET Traffic Survey questionnaire and entry webform are not yet available to report FY22 (July 1, 2021 - June 30, 2022).

🔲 ILLINET Traffic Survey (FY2022) - All SWAN Libraries Report (PDF)
📄 ILLINET Traffic Survey (FY2022) - All SWAN Libraries Report (XSLX)

Follow procedures on support site to report your data.

https://support.swanlibraries.net/documentation/66632

Refer to OCLC WorldShare ILL stats for:

- Non-returnables (copies)

- In-State vs Out-of-State ILL

- If 3.4b column is highlighted blue, refer to your internal practice for loan outside of SWAN

Upcoming Meetings

- Monthly Office Hours
  - Circulation/ILL/Outreach – 9/7
  - Cataloging – 9/14
  - BLUEcloud Analytics - 9/14
  - Circulation & Hold Map – 9/21
  - BLUEcloud Staff (Acq, Cat, Circ) – 9/28

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.

- SWAN Quarterly – 9/1
- Directors' Coffee Hour – 9/2
- Acquisitions & Cataloging Users – 9/8
- Kanopy & Kanopy PLUS – 9/12
- Using WorkFlows & Aspen to assist patrons – 9/13
- Intro to OCLC ILL – 9/15
- SWAN Board Meeting – 9/16
- Technology Update – 9/22
- DUX Advisory – 9/22
- DEI in Metadata Working Group – 9/23

Director Orientation

- [September 6, 2022 – Overview of SWAN](#)

- [September 8, 2022 – Support and resources](#)

- Register on L2

- Targeted to new Directors, but helpful for all

- Sessions will be recorded and presented at least annually

SWAN Quarterly Meeting

Thursday, September 1st

10:00 a.m. – 12:00 p.m.

Presentation on MessageBee

https://us06web.zoom.us/j/84651843637?pwd=WVErT0dSU3VabExYRTBHK2lPdjh0Zz09

Kanopy & Kanopy PLUS – 9/12

- We're really close to getting the 10% group discount for all libraries!

- If you're interested in joining the group discount, save the date – this session will not be recorded.

- More information on the Group Discounts page: https://support.swanlibraries.net/documentation/90261

Next Fireside Chat:
September 27, 11:00 AM - Noon

Now on Zoom!
https://us06web.zoom.us/j/85057151018?pwd=UFlPSUxQUXdBM1hVQlZOU0JDUlRSZz09