




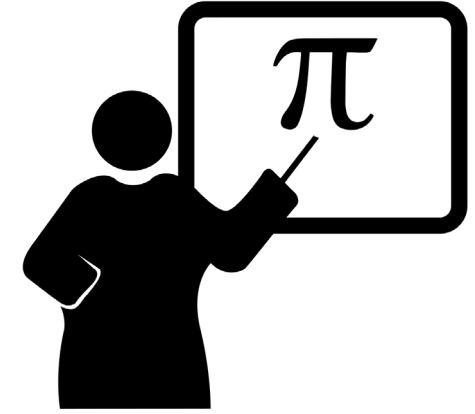
SWAN Fireside Chat

March 28, 2023

Agenda

- Addison Update
 - MessageBee Update
 - SendGrid Deliverability
 - EBSCO renewal update
 - Comics Plus update
 - Course updates
 - Aspen tip of the month
 - Circulation Mentor Program & Checklist
 - Upcoming meetings, training, announcements
- 
- A teal-colored triangle is located in the bottom right corner of the slide, pointing towards the top right.

Addison Public Library update



Project update

- 3/14 SWAN Notifications webinar recording & slides [posted](#)
- 3/21 Centralized Billing webinar recording & slides [posted](#)

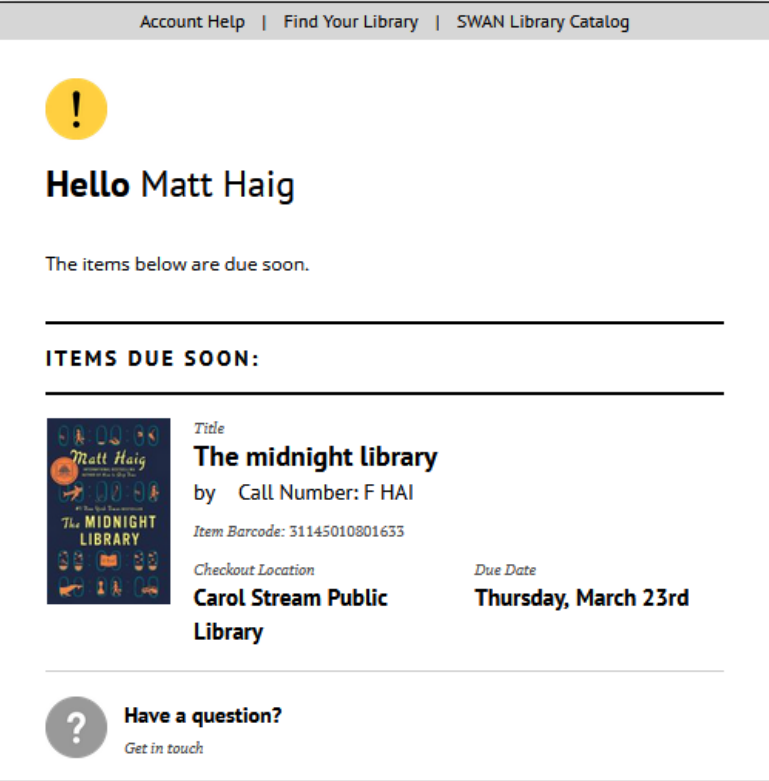
Upcoming Training

- Circulation Basics Demo/Office Hours
Tues, 3/28 2-3 PM
- Patron Management Demo/Office Hours
Tues, 4/4 2-3 PM
- Aspen Office Hours - Patron Interface
Tues, 4/11 2-3 PM
- Aspen Office Hours – Admin
Tues, 4/18 2-3 PM

MessageBee update

Where we're at:

- We've begun live testing of MessageBee notices for ILL_LIBS and SWS patrons!
- Some tweaks needed for bill notices, working with SirsiDynix
- Finishing up on reviewing remaining SWAN templates



The screenshot shows a web interface for SWAN Library Services. At the top right is the logo for SWAN LIBRARY SERVICES, featuring a stylized swan head in a teal circle. Below the logo is a navigation bar with links for "Account Help", "Find Your Library", and "SWAN Library Catalog". The main content area starts with a yellow exclamation mark icon, followed by the text "Hello Matt Haig". Below this is the message "The items below are due soon." A horizontal line separates this from the "ITEMS DUE SOON:" section. The first item is "The midnight library" by Matt Haig. To the left of the text is a small image of the book cover. The text provides the following details: "by Call Number: F HAI", "Item Barcode: 31145010801633", "Checkout Location: Carol Stream Public Library", and "Due Date: Thursday, March 23rd". At the bottom of the notice is a question mark icon and the text "Have a question? Get in touch".


Account Help | Find Your Library | SWAN Library Catalog

!

Hello Matt Haig

The items below are due soon.

ITEMS DUE SOON:

	<p><i>Title</i> The midnight library</p> <p>by Call Number: F HAI</p> <p><i>Item Barcode:</i> 31145010801633</p> <p><i>Checkout Location</i> Carol Stream Public Library</p>	<p><i>Due Date</i> Thursday, March 23rd</p>
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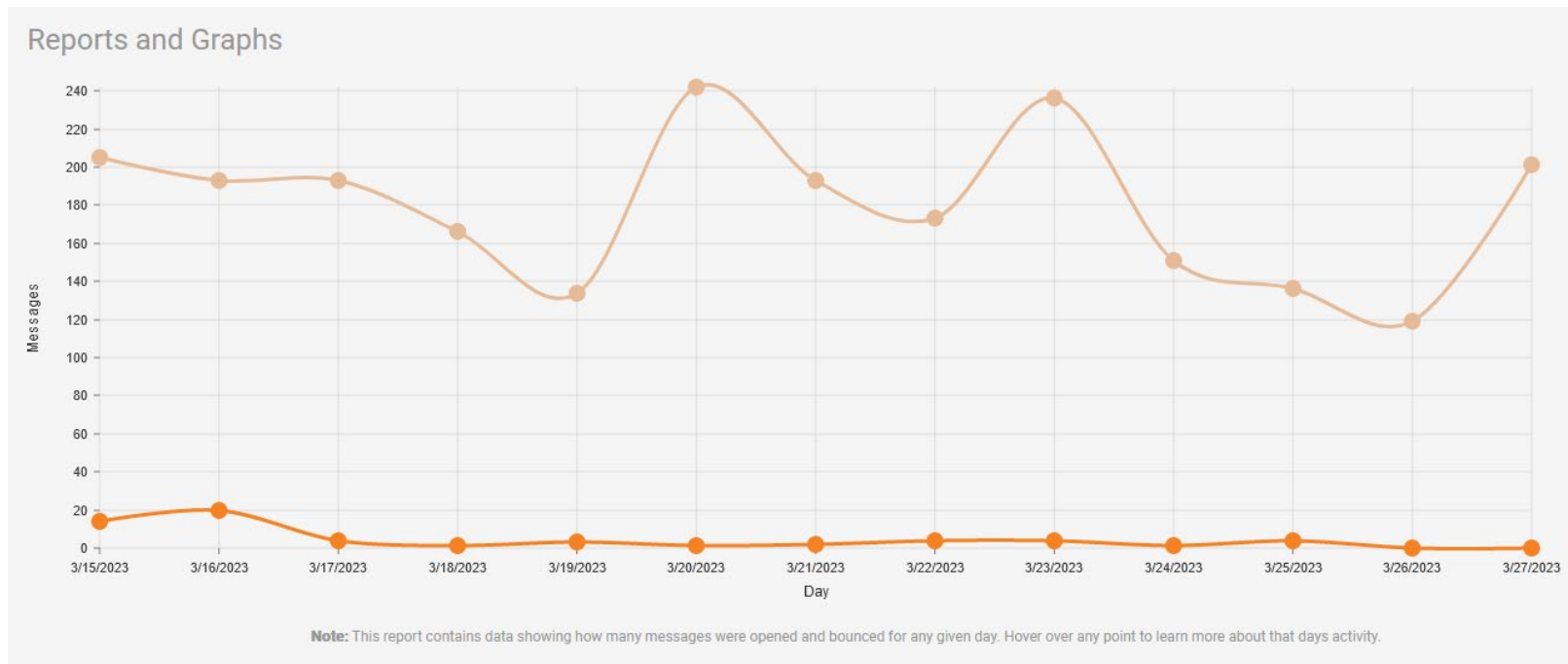
? **Have a question?**
Get in touch

SWAN Library Services is a resource sharing consortium of libraries.

MessageBee update

Initial issue with some SMS notices being marked as SPAM has been fixed & since then, our failure rate has been low

Below is actual usage report for MessageBee activity



Email notifications bounce fix

- Worked with Twilio support to identify areas where we could improve our overall deliverability
- All SWAN-owned domains have been verified with SendGrid
- Link Branding and Reverse DNS configured
- Bounce list purged

The screenshot displays three sections of the SendGrid dashboard, all showing a 'Verified' status with a green checkmark icon.

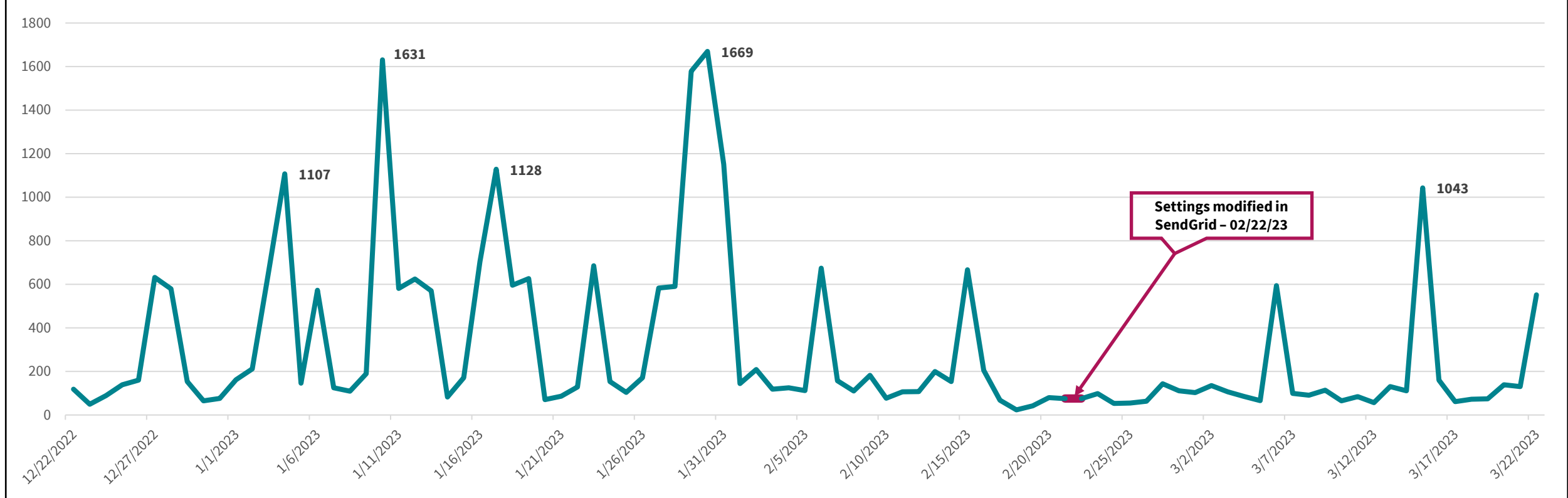
- Domain Authentication** (RECOMMENDED): Includes a sub-header 'Improve deliverability by proving to inbox providers that you own the domain you're sending from. Learn more' and a button 'Authenticate Your Domain'. A table shows three domains with 'Verified' status.
- Link Branding**: Includes a sub-header 'Rewrite all tracking links to use the domain you choose - not sendgrid.net. Learn more' and a button 'Brand Your Links'. A table shows two domains with 'Verified' status.
- Reverse DNS**: Includes a sub-header 'Improve deliverability by proving to inbox providers that you control the IP address you're sending from. Learn more'. A table shows one IP address with 'Verified' status.

STATUS	DOMAIN
Verified	swan.com
Verified	swan.net
Verified	swan.org

STATUS	DOMAIN
Verified	swan.com
Verified	swan.net

STATUS	IP ADDRESS	DOMAIN
Verified	192.168.1.1	swan.com

SendGrid 'Bounce Drops' - Last 90 Days (12/22/22-03/22/23)



- Bounce Drops are emails dropped by SendGrid during pre-processing
- Email address added to bounce list upon first bounce-back from receiving server
- SendGrid will reject any subsequent email to this address until the email address is removed from the bounce list

EBSCO group purchase renewal

- EBSCO demo
 - Hosted by RAILS for Public Libraries
 - Wednesday, April 5, at 12:00 p.m.
 - Register on L2
- Updated pricing for SWAN group purchase available on our SWAN Support Site

April 24

- Database selection form will open

May 12

- Database selection form is closed

May 24

- SWAN order details are due to RAILS

June 30

- Updated EBSCO links sent to libraries

July 1

- Updated EBSCO selections are live



Comics Plus group purchase update

Join Now!

- Readers have unlimited, simultaneous access
- Price for new libraries available on our SWAN Group Discounts Page
- Form for sign up available on our SWAN Support Site



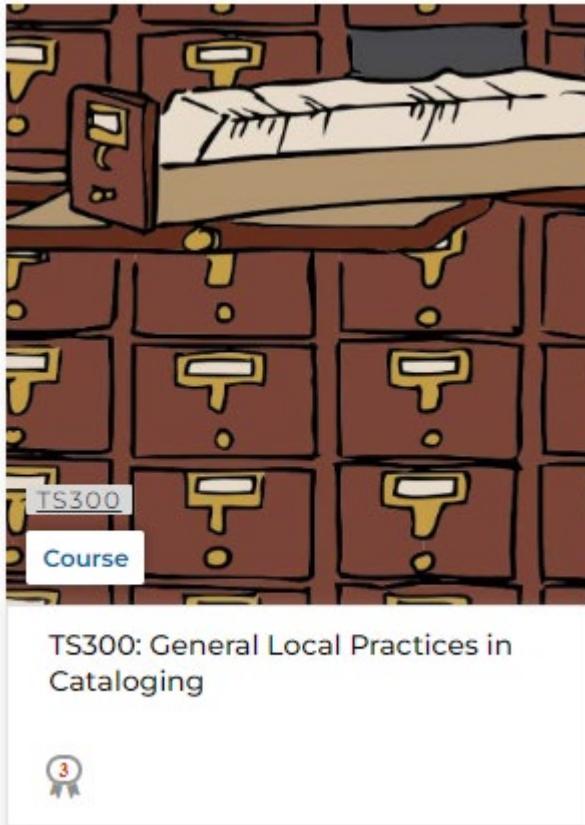
Renewal Information

- Current libraries will keep 2022 pricing plus a 3% cost increase
- Price for renewals available on our SWAN Group Discounts Page
- Renew or opt-out form available on our SWAN Support Site

**Demo for Public Libraries hosted by SWAN and Comics Plus
Thursday, April 6, 2023, at 12:00 p.m.
Register on L2**



New addition to SWAN Online Courses: TS300 General Local Practices in Cataloging



- ✓ 14 courses in Patron Services and Technical Services
- ✓ 321 users
- ✓ 702 class registrations

Aspen tip of the month

If you use the Aspen Purchase Suggestions, you can now receive an email when there is a new suggestion.

You can also set a custom "from" address for email updates to patrons.

[Catalog Home](#) » [My Account](#) » [New Purchase Suggestion](#)

Purchase Suggestion

If you cannot find a title in our catalog, you can request the title via this form. Please enter as much information as possible so we can find the exact title you are looking for. For example, if you are looking for a specific season of a TV show, please include that information.

Material Information

Format **Required**

Title Information

Title **Required**

Author

Supplemental Details (optional)

Age Level

Type

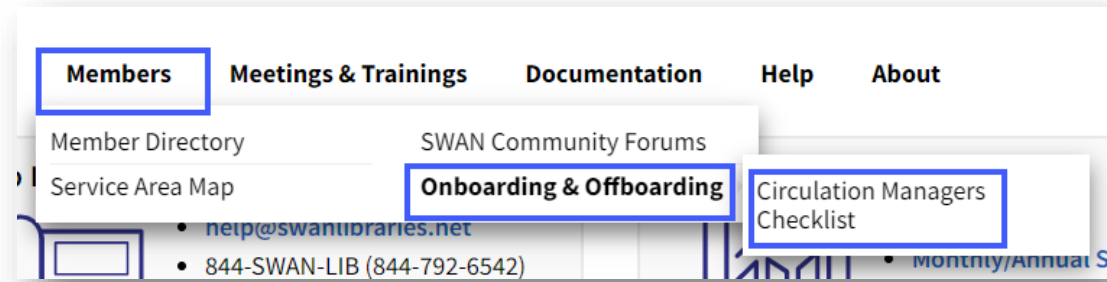
Publication Year

Comments

New Circulation Managers Checklist & Mentor Program

SWAN Circulation Advisory Group

- Mentor Program for NEW Circulation Managers
- Brand New Checklist for Circulation Managers



Circulation Managers Checklist

[Download PDF](#) [Print](#)

Comprehensive list of trainings, documentatio, and tasks for new Circulation Managers.

Onboarding

- L2 Account- Your library should create your L2 account
- Login to SWAN support site (L2 Login)
- Sign up for [SWANcom](#) and the [SWAN Newsletter](#)
- Create a [SWAN Online Learning Account](#)
- Request a login to the [SWAN Community Forums](#)
- Request a Sirsi Dynix mentor login by sending a ticket to SWAN
- Delivery Codes
- SWAN Circulation Policy

BLUEcloud Analytics reports

- [Login and Navigation](#) (documentation)
- [IPLAR](#) (documentation)

Delivered & helpful reports

- [Delivered reports](#) for daily operations (documentation)

Fines and fees management

- Timeline for items Long Overdue and Lost

User groups & upcoming events

Upcoming Office Hours

SWAN Office Hours are events held with experts at SWAN for anyone that would like to ask questions and discuss in a virtual group setting.

We updated these events in L2 to allow for registration, which gives you the benefit of receiving email reminders.

[Cataloging Office Hours April 3rd 10 a.m.](#)

Bring acquisitions, cataloging, and serials questions for help problem-solving and brainstorming. The team will also share their tips and tricks.

[Circulation & Holds Map Office Hours April 5th 2 p.m.](#)

Review circulation and hold maps and how their impact your patrons and resource sharing. We will use examples from participant's libraries and provide some tips on how to manage these critical policies for your library. This is a great opportunity for people to see behind-the-scenes policies that drive circulation in SWAN.

[Circulation, ILL, Outreach Office Hours April 12th 10 a.m.](#)

Bring your questions on circulation, interlibrary-loan, and outreach. This includes review of OCLC WorldShare ILL, Symphony Outreach, configuration questions, and handling exception cases.

[BLUEcloud Analytics Office Hour April 19th 2 p.m.](#)

Bring questions, challenges, and examples you would like to pursue in this informal problem-solving and tips session.

[Directors' Coffee Hour April 24th 1:30 p.m.](#)

An informal bi-monthly discussion for SWAN library directors and administrators with Aaron Skog, SWAN Executive Director.

Upcoming meetings

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

- Monthly Office Hours

- April 3, 10:00 am ~ Cataloging
- April 5, 2:00 pm ~ Circulation & Hold Map
- April 12, 10:00 am ~Circulation/ILL/Outreach
- April 12, 2:00 pm ~ Aspen
- April 19, 2:00 pm ~ BLUEcloud Analytics

- Meetings

- April 6, 12:00 pm ~ Comics Plus Demo
- April 11, 9:30 am ~ Aspen Users
- April 13, 9:30 am ~ Cataloging Advisory
- April 19, 9:30 am ~ Circulation Users
- April 21, 9:30 am ~ SWAN Board Meeting
- April 24, 1:30 pm ~ SWAN Directors' Coffee Hour

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.



See you next time!

**Join us for the next SWAN
Membership Fireside on
Tuesday, April 25th 11am-
noon**

See L2 for Zoom details

**National
Grilled Cheese
Sandwich Day
April 12th**