SWAN Fireside Chat

September 26, 2023

Agenda

- Labor Day Reindexing Update
- E-Resource & Resource Sharing Updates
- MessageBee Update
- Information Security Update
- DEMCO Evanced announcement
- Illinois Public Library Internet Survey
- Aspen Update
- Trainings & Upcoming Meetings

Labor Day Authority Reindexing

What happened?

- Rebuilt the Authority and Thesauri indexes
- Fixed "See" References issue
- Another scheduled during the Addison downtime in November

E-Resource & Resource Sharing Updates

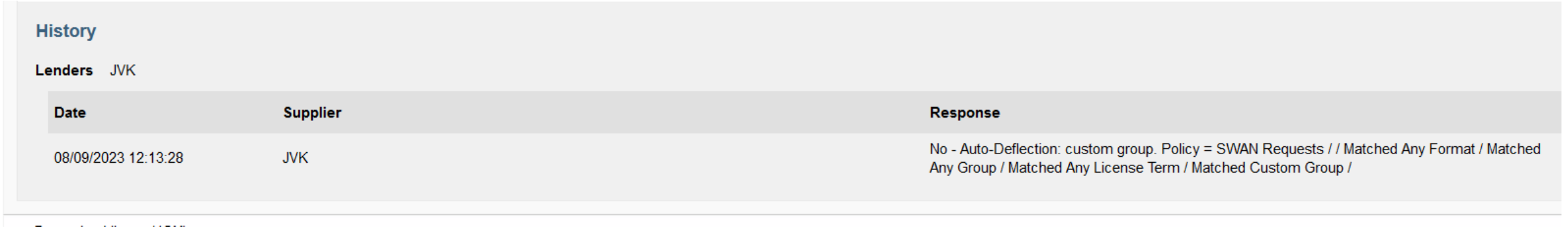
Transition to Boundless

- Switch will happen September 27
- Redirects will be in place once the switch is complete
- Axis 360 app users will be need to download the Boundless app
- Boundless Resource Center

Resource Sharing Updates

Addison Public Library joining SWAN

- WorldShare ILL deflection now enabled

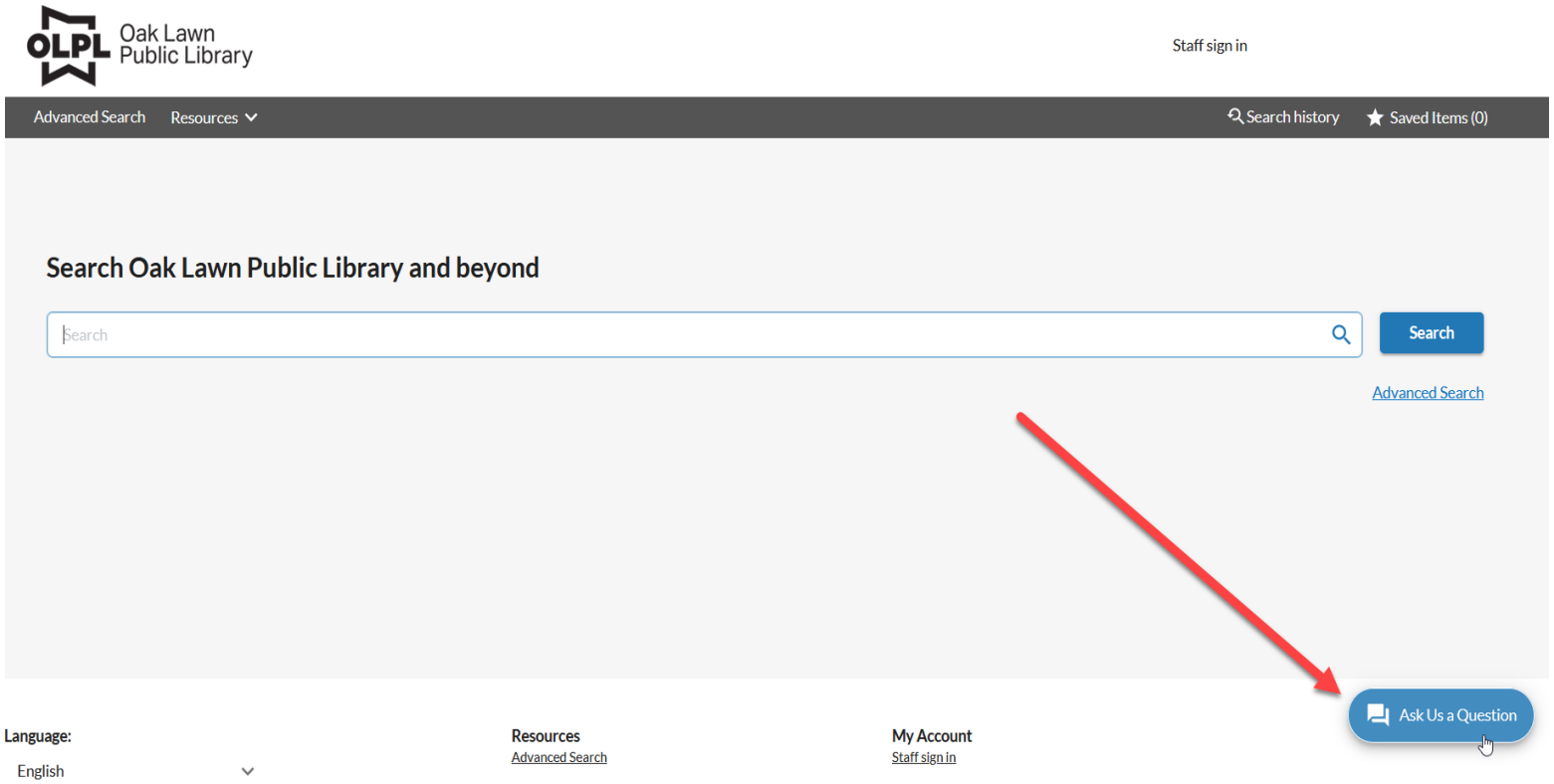


History

Lenders JVK

Date	Supplier	Response
08/09/2023 12:13:28	JVK	No - Auto-Deflection: custom group. Policy = SWAN Requests / / Matched Any Format / Matched Any Group / Matched Any License Term / Matched Custom Group /

Chat-a-Librarian in WorldCat Discovery



ILL Brief Record Cleanup Project

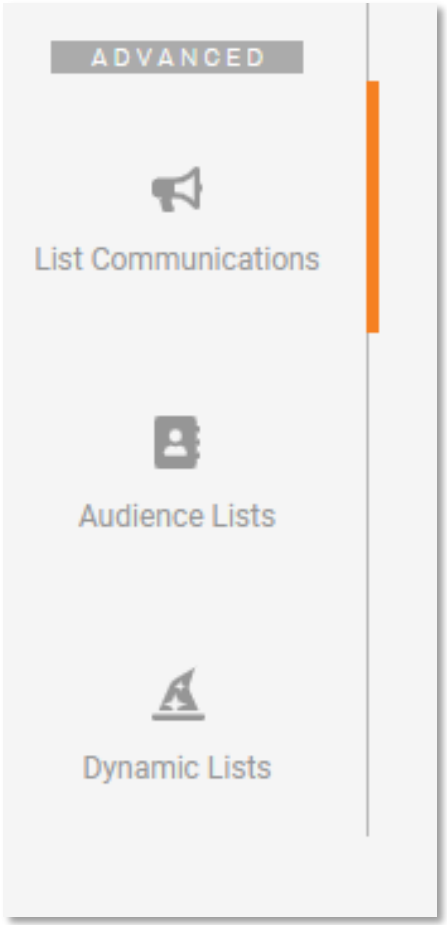
- Cleanup of non-SWAN ILL brief records
- Continue to follow deletion procedures as ILL borrows are returned and resolved
- Item deletion parameters:
  - Item Type: ILL or ILL_IN
  - Date Created: > 2 years
  - Last Activity Date: > 2 years ~or~ NEVER
- Deleted monthly on the 19th beginning in October

- See news post for full details: Non-SWAN ILL Record Cleanup

MessageBee Update

List Communications Research

- List Communications Modules
  - Audience Lists
  - Dynamic Lists
- SWAN doing R&D with plans of public demos and possible pilot in early 2024
- Opt-in model with cost
- [Unique List Communications Documentation Collection]



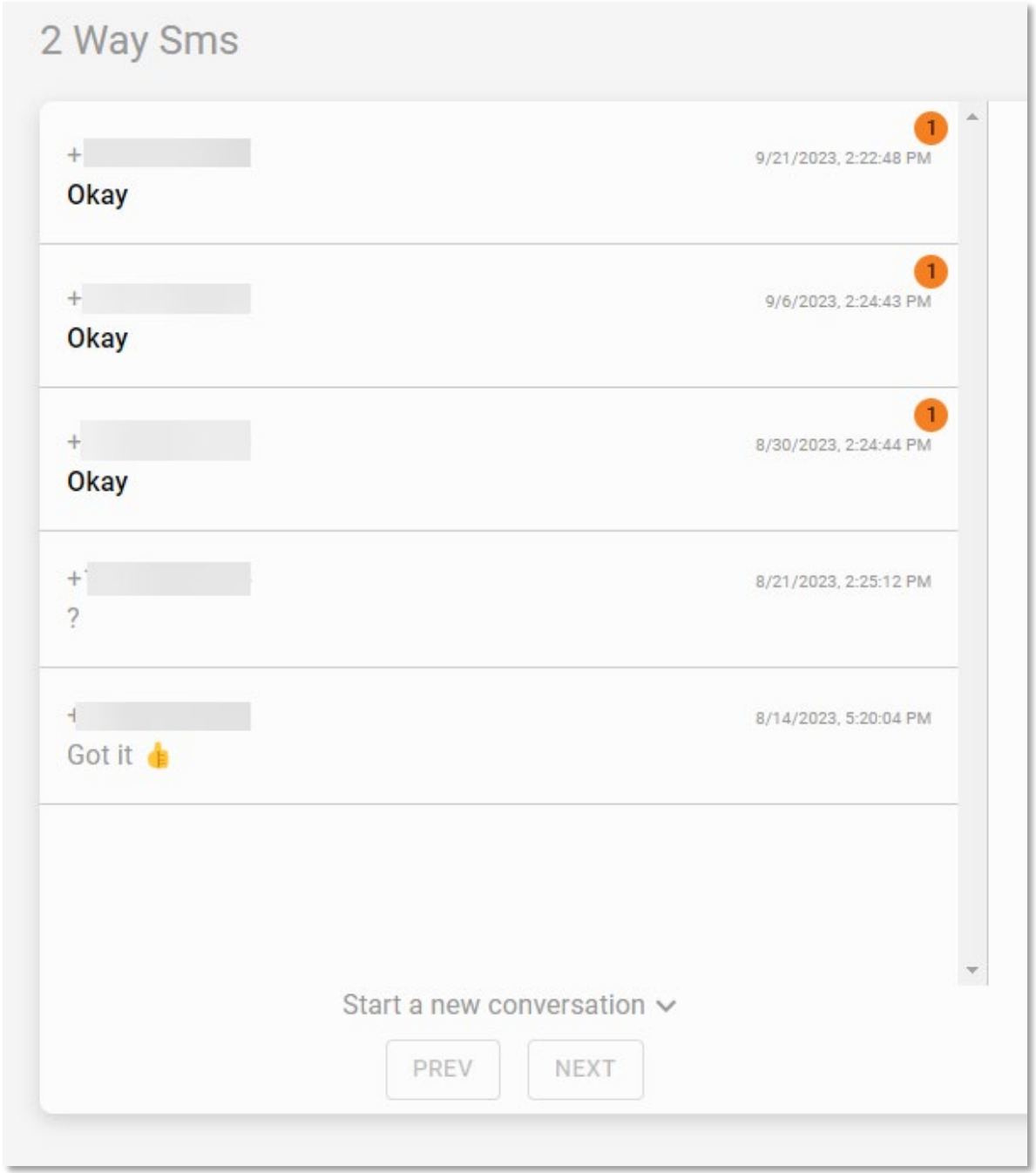
2-Way SMS Tool

Tool is available but not required to use/monitor.

Respond to AND initiate SMS notifications with patrons.

Inquiry with Unique: Message auto-deletion after a period of time.

2-Way SMS Tool



Information Security Update

Thursday, September 7th

System Disruption

- Services Became Inaccessible Thursday Afternoon
- Root Cause Was Domain Registrar Account Issue
- Domain Services Restored Thursday Evening
- Patron Lookup and Transit Label Utilities Remained Offline
- Services Fully Restored Friday Afternoon

Arctic Wolf

- All systems and endpoints are connected to Arctic Wolf’s MDR System
- Security team has been very responsive
- Started work on Disaster Recovery and Incident Response Plans
- Revisiting Sikich Security Audit
- Configuration/Containment Call Tomorrow (9/27)

New Staff Announcement!

Welcome Laurie!!

- Laurie Casiano – SWAN Network Administrator
- Started Yesterday!

Aspen Update

Aspen Update: Public Notes

Public notes will soon be turned on in Aspen.

These will display in the copies information in the detail view of a record.

Aspen Update: Customizations Recap

Just a reminder of all the ways you can customize your catalog!

Documentation > Aspen Discovery > Customize Your Catalog

Your Aspen Admin can:

- Add your hours and social media links (Library & Locations settings)
- Update your theme (Aspen Theme)
- Add a new logo or background images (Aspen Theme)
- Add custom images for library-of-things and library specific records
- Update your browse categories and placards

Aspen Update: Customizations Recap

Just a reminder of all the ways you can customize your catalog!

Documentation > Aspen Discovery > Customize Your Catalog

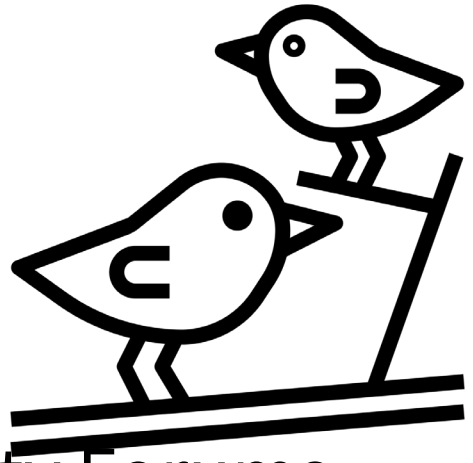
Request these customizations from SWAN:

- Integrate events from your events calendar (LibraryCalendar, LibCal, Communico)
- Integrate your digital archives
- Collect purchase suggestions

Promotions

Birds of a Feather

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



- **DEMCO announcement**
- Ending August 31, 2024
- Room Reserve
- Events
- See the SWAN Community Forums
- “Evanced” discussion on alternatives
- Latest Birds of a Feather/Evanced topics - SWAN Community Forums (swanlibraries.net)

Illinois State Library

Survey on broadband to public libraries

$400 million dedicated to expand

$20 million appropriated to upgrade networks

- Illinois Public Library Internet Survey (surveymonkey.com)

- ***The Illinois Public Library Internet Survey is a one-time survey that will need to be completed by every public library location.***
- ***The survey requires device testing in each physical location at multiple times throughout the day so libraries with multiple building locations will need to complete a survey for each location.***
- ***It is not expected that each library location will have every device or service listed in this survey, but as these technologies may affect internet speeds, we need to know what technology is being used where.***
- **47 questions in the survey**
- **Deadline: November 11, 2023**

- Anna Claussen
- **Policy and Outreach Coordinator - Libraries**
- **Secretary of State Alexi Giannoulias**
- 115 S. LaSalle St., Suite 300, Chicago IL 60603
- 312.814.4445 (o)

Coming soon iLEAD

iLEAD is an Illinois statewide service to be launched later this year for public library trustee orientation

Designed by Illinois Heartland, RAILS, and the Illinois State Library

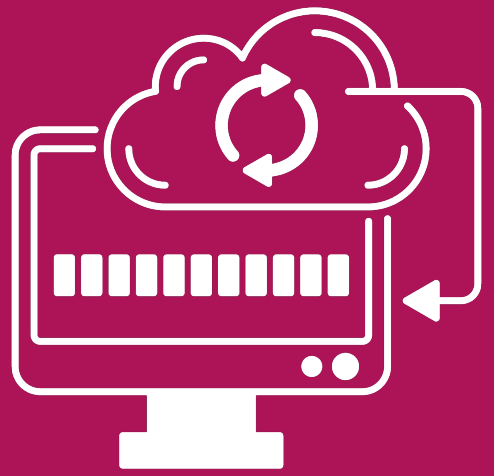
Trainings & Upcoming Meetings

Local Practices for Cataloging Local Materials

Training

Upcoming self-paced course

- Library of Things
- Shared and non-shared records
- Local Subject Headings and more!



SWAN Technology Update

- Discuss Technology in Libraries
- Join us on Zoom
- Thursday, September 28th
- 9:30AM – 11AM

- Registration on L2

Upcoming Meetings

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

- Monthly Office Hours
  - Cataloging: 10/2 @ 10:00 AM
  - Circ & Hold Map: 10/4 @ 2:00 PM
  - Circ, ILL, Outreach: 10/12 @ 2:00 PM
  - Aspen: 10/18 @ 1:00 PM
  - BLUECloud Analytics: 10/19 @ 2:00 PM

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

- Meetings
  - Technology Update: 9/28 @ 9:30 AM
  - DUX Advisory Group: 9/28 @ 1:30 PM
  - ILL Users Group: 10/4 @ 9:30 AM
  - Cataloging Advisory: 10/12 a@ 9:30 AM
  - Circulation Users Group: 10/18 @ 9:30 AM
  - E-Resources Advisory: 10/26 @ 1:30 PM
  - Directors' Coffee Hour: 10/30 @ 1:30 PM

Next Fireside Chat:
Tuesday, October 31st at 11 AM
See L2 for Zoom details