SWAN Fireside Chat

November 28, 2023

Agenda

- BLUEcloud Mobile Outage
- Rebuild Update
- NCOA Reminder
- Inactive Patron Reports (7 years)
- Membership Changes
  - Welcome Addison!
  - Prairie State joining I-Share
- Message Bee Portal Updates
- ITSS Updates
- Open Access Resources
- Database Authentication Audit
- Kanopy Update
- Aspen Update
- Trainings & Upcoming Meetings
  - OCLC Seminar
  - User Group Projects in 2024

BLUEcloud Mobile Outage

BLUEcloud Mobile has been down since late Sunday 11/26

SWAN is monitoring the situation with SirsiDynix while investigating all options.

- Patrons can use the Aspen catalog – it is responsive and mobile friendly
- Alert posted to the SWAN patron site swanlibraries.net
  - Patrons can save the catalog to their home screen
  - They can use their library barcode in My Account at self checks

Thanksgiving Rebuild

Symphony item indexes rebuilt during Thanksgiving holiday

- Rebuild Headings / Rebuild Text DB reports took approx. 22 Hours to run
- Builds new search indexes from scratch
- 1.4 Million catalog records reindexed
- Should resolve search and heading key errors
- **Bonus!** – Ensures Addison data is fully incorporated

NCOA Reminder

- Pre-processing begins soon
- Full update of changed addresses and geotagging for all patrons
- Reports and recommendations will be available after processing finishes
- See documentation for previous years' reports: National Change of Address (NCOA)

National Change of Address Timeline

Week of 12/4

Submit test files to Unique

Week of 12/11

Submit production files to Unique

12/11 – 12/13

Unique runs NCOA & geocode

12/14 – 12/15

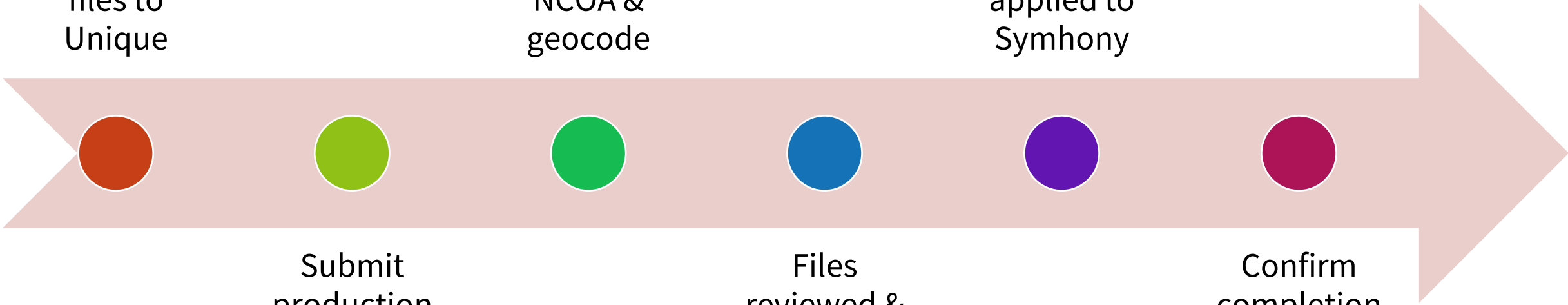
Files reviewed & verified by SWAN

12/18/23 – 1/5/24

Changes applied to Symhony

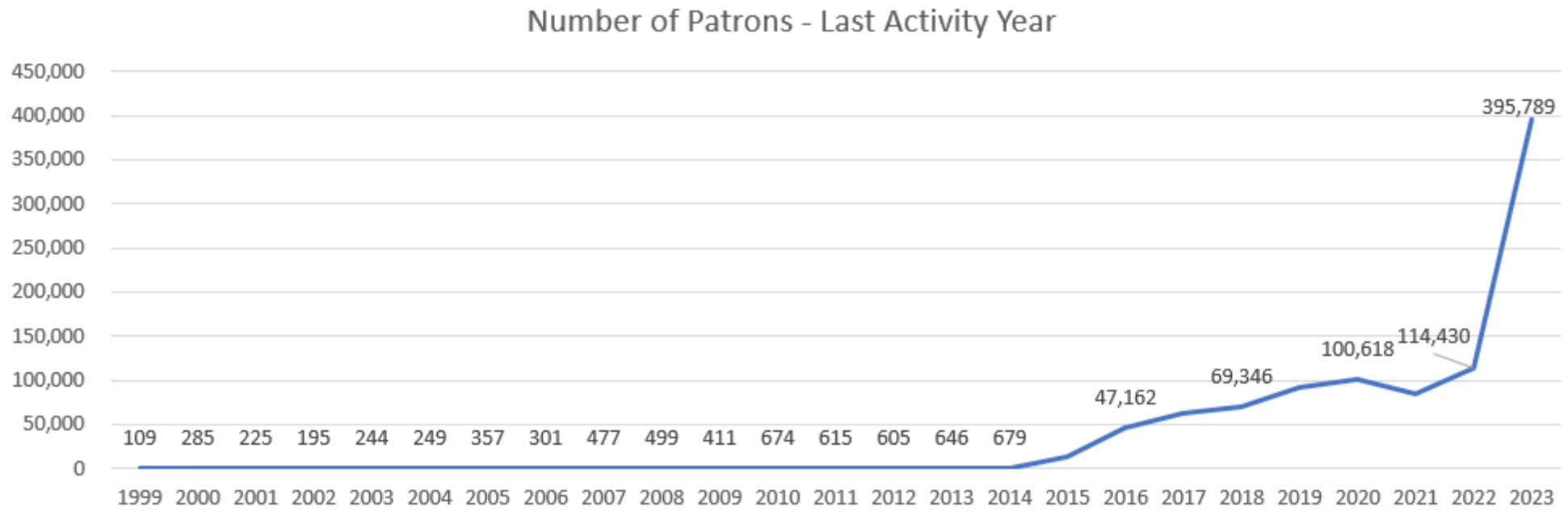
1/8/24 or earlier

Confirm completion



Inactive Patron Reports – 7 years inactivity

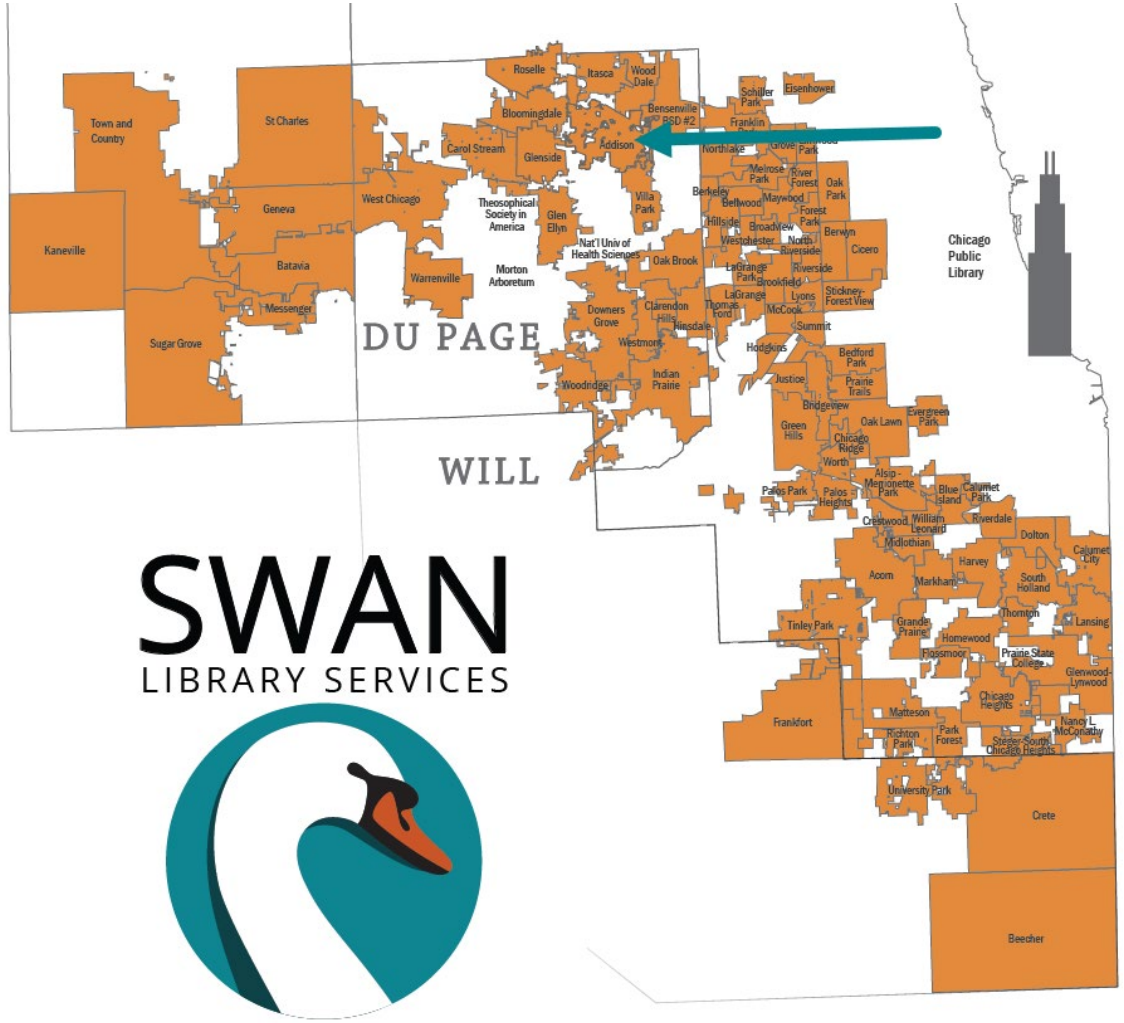
- Selection criteria moves from 8 to 7 years of inactivity in January
- Records appearing on January reports are removed if <$100 in bills the following 15th of the month (e.g., Jan list is removed 2/15/24)



Addison Public Library Live!

Went live on November 14th and entered full Resource Sharing today.

Bibliographic cleanup still underway.



SWAN
LIBRARY SERVICES

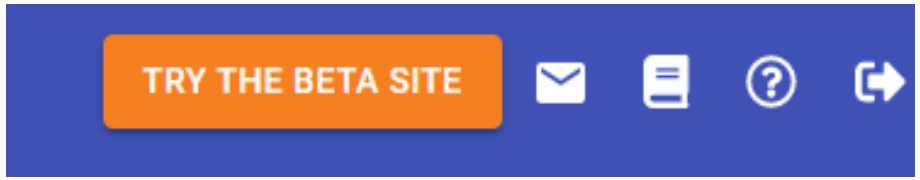
Prairie State College joining I-Share

- Departure scheduled for end of academic year (Spring 2024)
- SirsiDynix will handle patron/item record removal
- We expect low staff impact during the transition

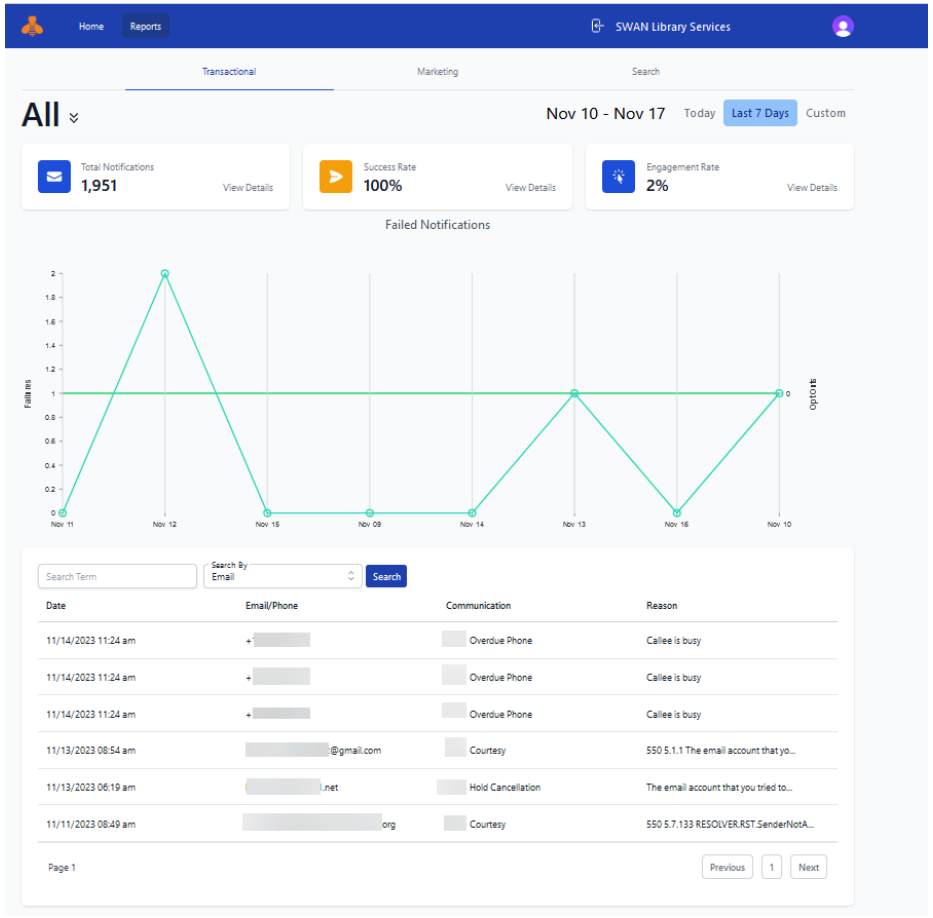
All the best to Prairie State College!
Thanks for being a member!

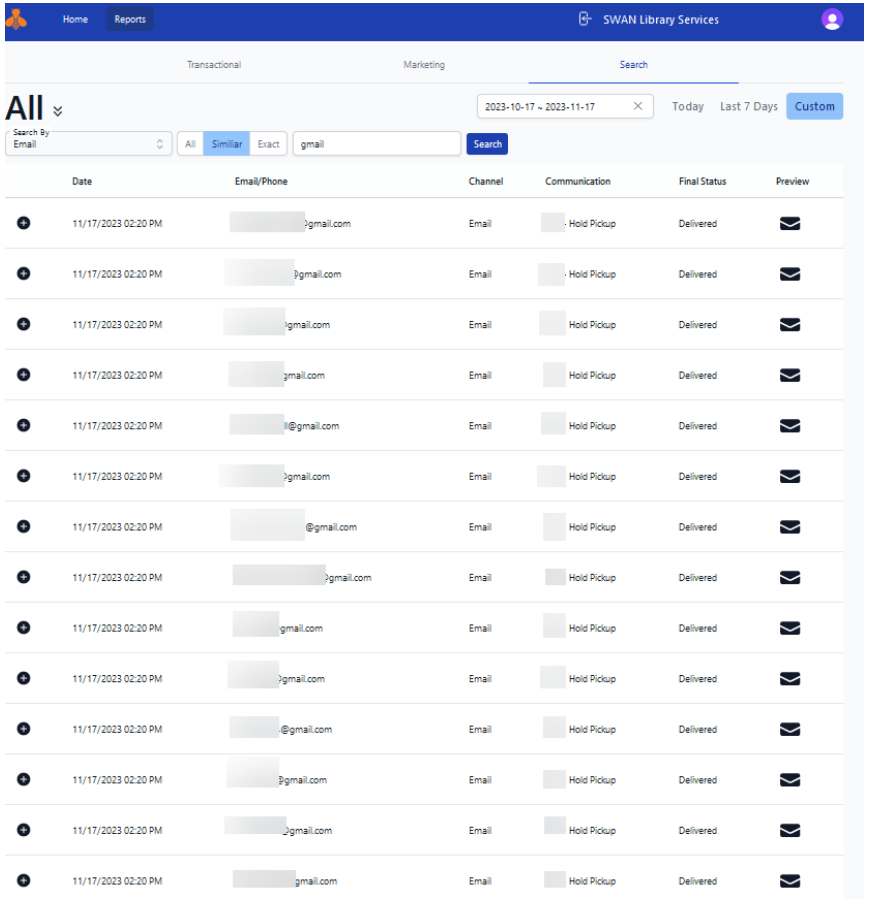
New MessageBee Portal in Beta Release

- Released on Monday, November 13
- Is available to all libraries to begin testing with.
- This new version contains just the reporting aspects (for now).
- Reporting information is currently limited going back to September
- To access click on the big orange button in the upper-right hand corner of your MessageBee Portal.



New MessageBee Portal cont...





MessageBee Upcoming Office Hours

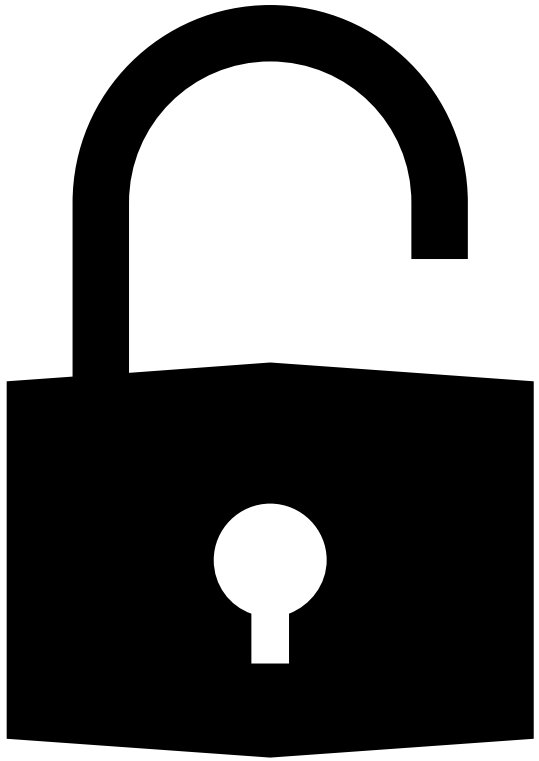
- **MessageBee Office Hours**, December 12th @ 10 AM. Register on L2
- **MessageBee Office Hours**, December 14th @1:30 PM. Register on L2

IT & Systems Support Update

- RFID User's Group – Vendor Presentations
- WorkFlows passwords and email alias updates
- Researching Single Sign-On solutions
- End of Life firewalls – news to follow

Open Access Resources

- Recommended free resources and a checklist that any SWAN member library can use
- List was developed by the E-Resource Advisory Group
- Last updated in October 2023 and will be maintained on an annual basis by E-Resource Advisory
- Open Access Resources



OpenAthens Links Available

Chicago Heights
Cicero
Clarendon Hills
Crestwood
Crete
Dolton
Downers Grove
Eisenhower

Database Authentication Audit

- SWAN wants to ensure you're using the best links for electronic resources.
- OpenAthens is a complete, secure solution protecting patron privacy.
- End of each month, a new group will be available.

Kanopy End-of-Year Promotion

- For new public libraries interested in the Pay-Per-Use (PPU) streaming video service.
- **November 13 – December 22**, new libraries will receive their first full month of usage for free. Libraries must agree to launch on or before January 15, 2024.
- Current SWAN discount for Kanopy is 10%!
- Here is the link for the latest November 2023 webinar
    - Password: 0bJ*0=34

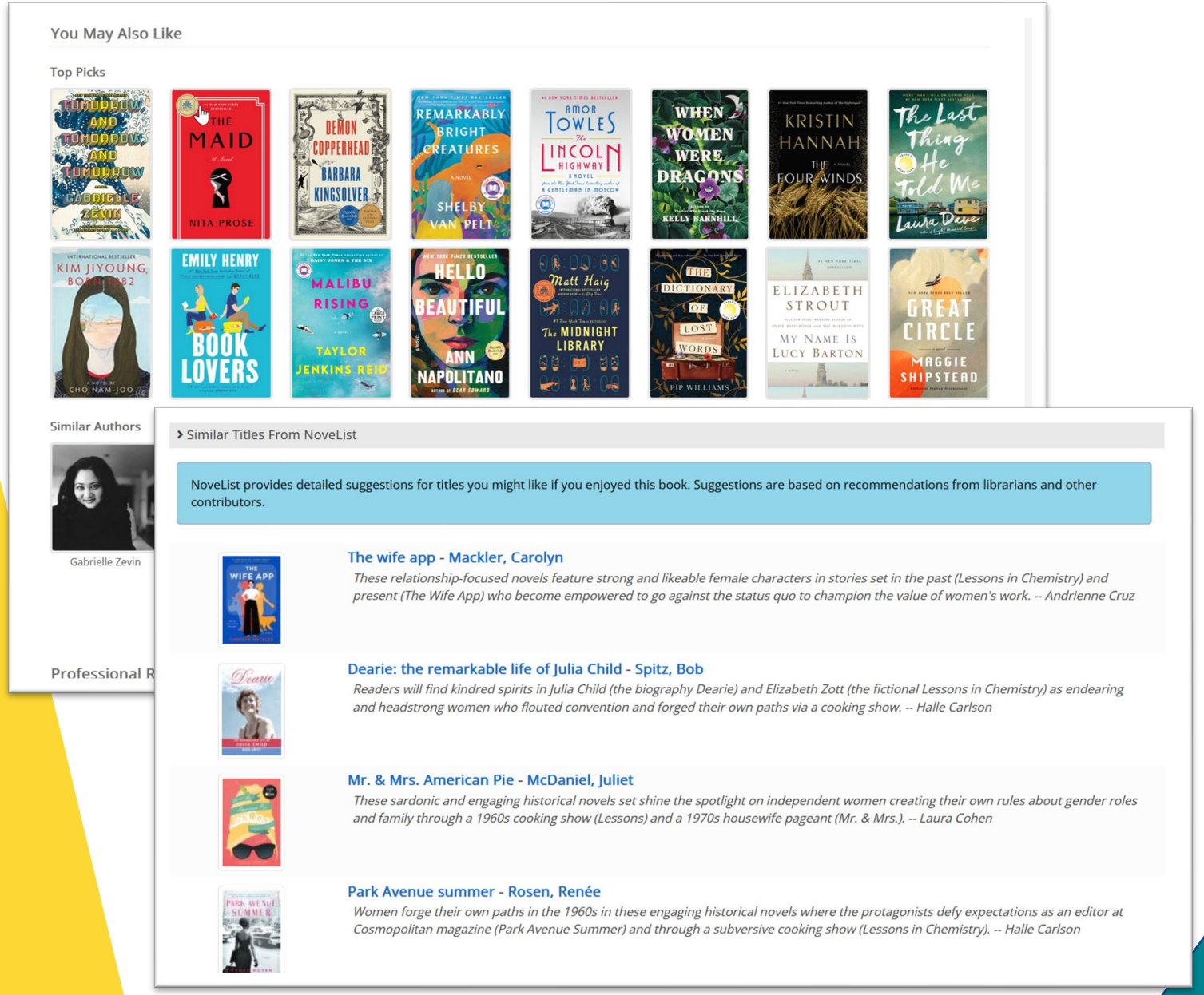
Aspen Update

Upcoming A/B Test in the Catalog

If your library would like to participate, respond in the SWAN forums by **November 30th!**

https://forums.swanlibraries.net/t/volunteers-for-a-catalog-ab-test/1580/2

Patrons will see recommendations from either Novelist or Syndetics Unbound and we will track which gets the most interaction.



Trainings & Upcoming Meetings

Quarterly membership meeting

- SWAN library directors & administrators
- Oak Brook Public Library
- Thursday, December 7, 2023 10:00 a.m.
- Event will be live-streamed via Zoom
- Agenda includes
  - SWAN projects overview “lightning round”
  - OCLC WorldShare & WorldCat
  - ISLAC update

The combined power and value of your OCLC subscriptions: Strengthening libraries for all Illinoisans

Wednesday, Dec 06, 2023 | 1:00 pm - 1:45 pm

https://oclcwebinar.webex.com/weblink/register/rafb661d90e6b6f92709825f87665eabd

(Cross-posted to L2)

Agenda

- How this program supports the goals of Illinois libraries
- Specific products and services included
- The value of central, shared data in WorldCat
- Support options and resources
- What is new and coming!

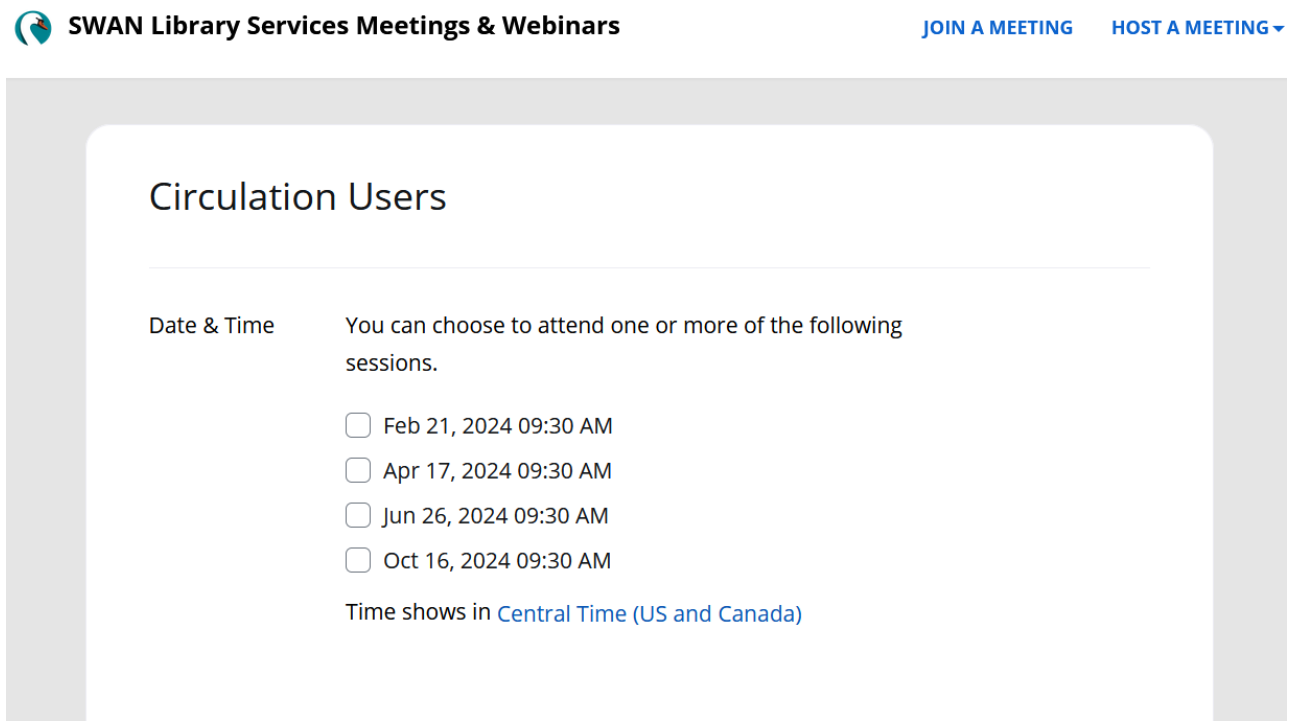
SWAN Online Learning Update

- We have begun our Annual Review of courses! If possible complete all of your courses by **December 15th, 2023**. If you cannot complete the course by the deadline you will have to start the course over.

2024 Meetings

Register now for 2024 user groups, governance meetings, and office hours! On L2 and the SWAN Support Site: support.swanlibraries.net/calendar

This year all registration is through Zoom. Register to receive email reminders.



2024 User Groups, Office Hours, & Governance Meetings

- Acquisitions & Cataloging Users*
- Circulation Advisory
- Circulation Users*
- Cataloging Advisory
- Aspen Users*
- Discovery & User Experience Advisory*
- ILL Users*
- RFID Users*
- Technology Update*
- E-Resource Advisory*
- Book Club Users*
- SWAN Quarterly
- SWAN Committee of the Whole
- SWAN Board Meetings
- Fireside Chat
- ILL/Circ/Quarterly Billing Office Hours
- Directors Coffee Hour
- IPLAR Office Hours
- Serials Office Hours

SWAN Holiday Closures

- Monday, December 25th 2023
- Monday, January 1st, 2024

See you in the New Year!
Next Fireside:
January 30, 2024
Year-in-Review & Trivia
See L2 for details & registration