SWAN Fireside Chat

January 30, 2024

Agenda

- NCOA Review
- Inactive Patron Reports (Now >7 years)
- 2024 Projects
  - MessageBee Lists
  - Online Learning Development
  - Ticketing System Implementation
  - Single Sign-on
- Aspen/LiDA Update
- Trainings & Upcoming Meetings

NCOA Review

Documentation with Recommendations:
National Change of Address (NCOA)

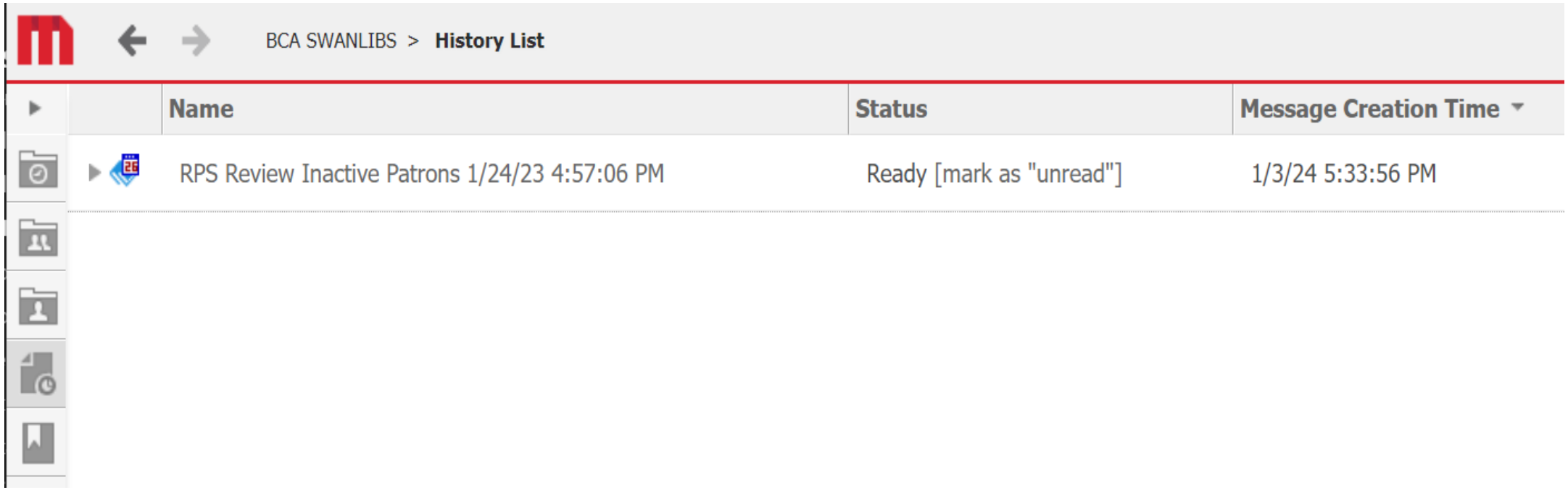
- NCOA completed January 2nd
- 32,581 updates addresses (4% of patron database)
- Recommendations:
  - Purge long-inactive patrons who have left the service area
  - Update patrons who moved locally
  - Review patrons who moved to you from another SWAN library
- Reports now show all NCOA data from past years

Inactive Patron Reports & Purge

- Patron purge on 2/15 will reflect shorter inactive period of 7 years
- Will see an uptick in number of patrons removed
- Reports covered in next slide

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)



2024 Projects

MessageBee List Communications

- Products
  - Dynamic Lists
  - Audience Lists
- Aiming for a demo in late February or early March
- Service will be opt-in and will incur a cost billed to your library

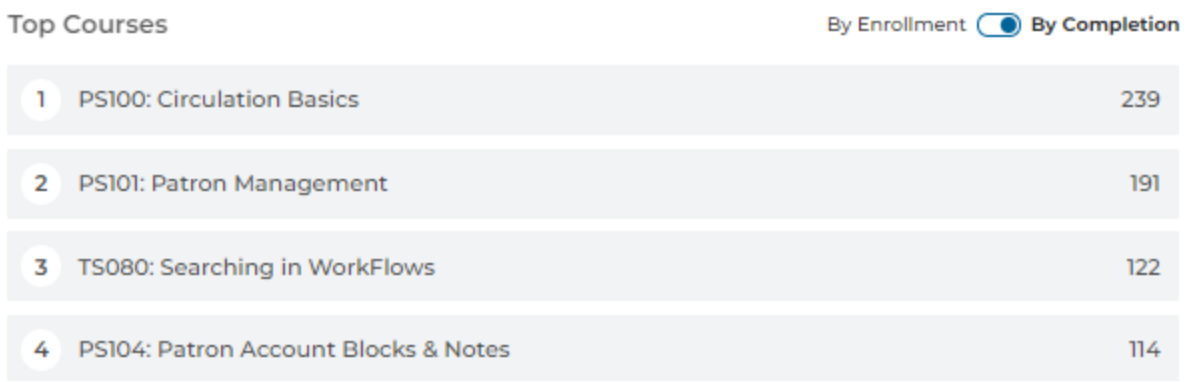
Online Learning Development

2024 LMS Development:

- Single Sign On (SSO) Investigation
- Roles Investigation
  - Managers
  - Staff
- Learning Pathways
  - Acquistions
  - Holds

Statistics

- 78/100 libraries have accounts
- Total Users 530
- Total Users Created 2023- 282
- Top Courses



Ticketing System Implementation

- Evaluating 3 final candidates
  - Zendesk
  - Zoho Desk
  - Freshdesk
- Priorities
  - Documentation recommendations
  - Robust user portal
  - Analytics and user stories
- Targeted implementation Spring/Summer 2024

Single Sign-On

Single sign-on is an authentication method allowing a user to log in to multiple systems or services simultaneously – using a single password.

- Streamlining authentication for SWAN member library staff
- Connect to all SWAN's services/accounts with one password
- Will use L2 account credentials
  - No need to create new account or change passwords
- Extensible framework – New services are easy to add down the road

Aspen Update

New features in LiDA

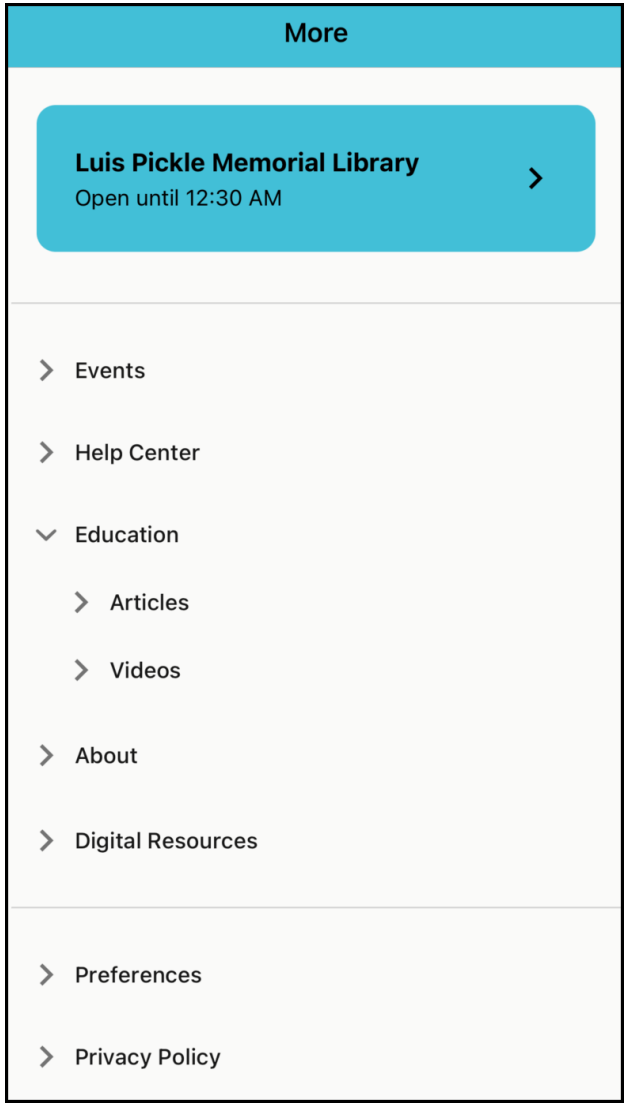
- Fines payment
- Add links to your library website (events, databases, etc.)
- Preferred holds pickup auto-selected
- Notifications prompt improvements

Add links to LiDA

Aspen Administration > Library Systems

Add new menu links

Select Show On...Aspen Discovery + Aspen LiDA



Trainings & Upcoming Meetings

Next year's SWAN budget & membership fees

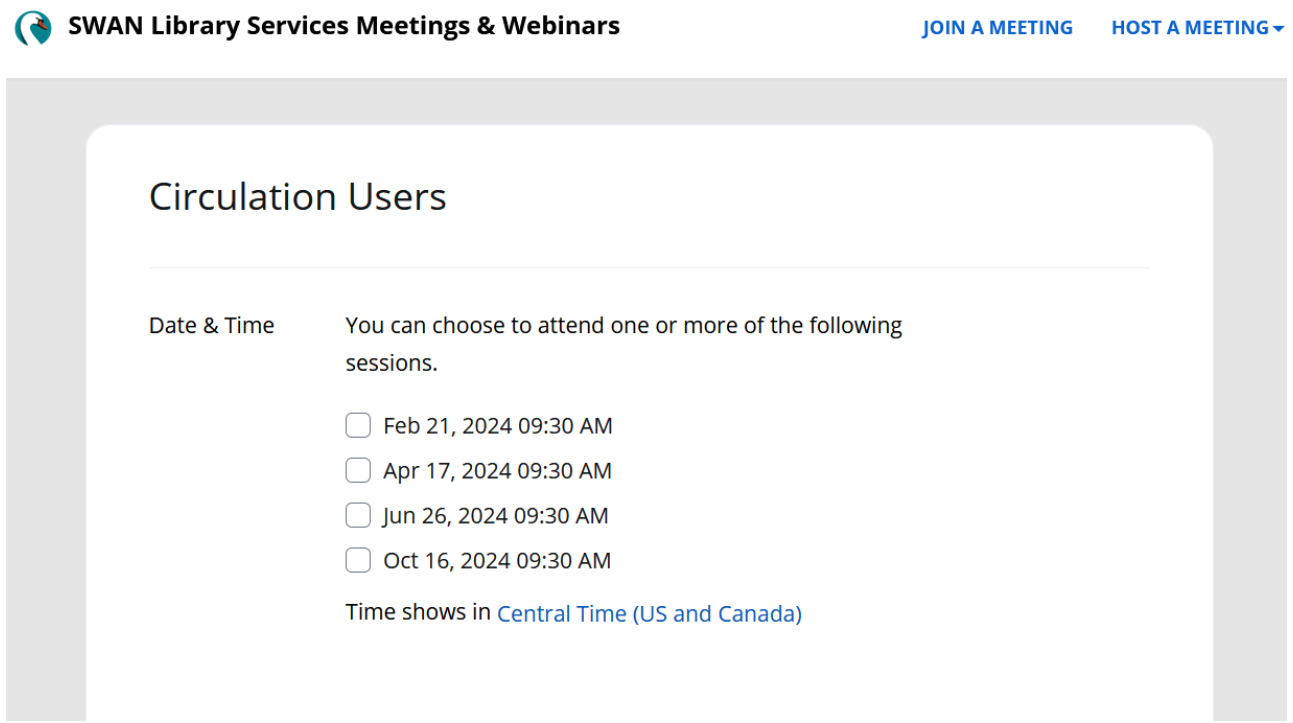
Save the date!

- Committee of the Whole meeting Tuesday, February 6, 2024
  - Virtual presentation of proposed budget to library directors
  - Please register in advance!
- Quarterly meeting Thursday, March 7, 2024
  - In-person
  - Oak Brook Public Library
  - Budget vote

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.



Reminders for Cataloging Libraries

- Survey:
  - Respond to in-person meeting survey!
  - Please suggest agenda items
  - Due February 9th
- MARC Listener:
  - 15 libraries set up
  - Contact Cynthia

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

Welcome to

2023 Trivia!

Poll:
Who is the most popular juvenile author in SWAN?

Based on 2022 checkouts

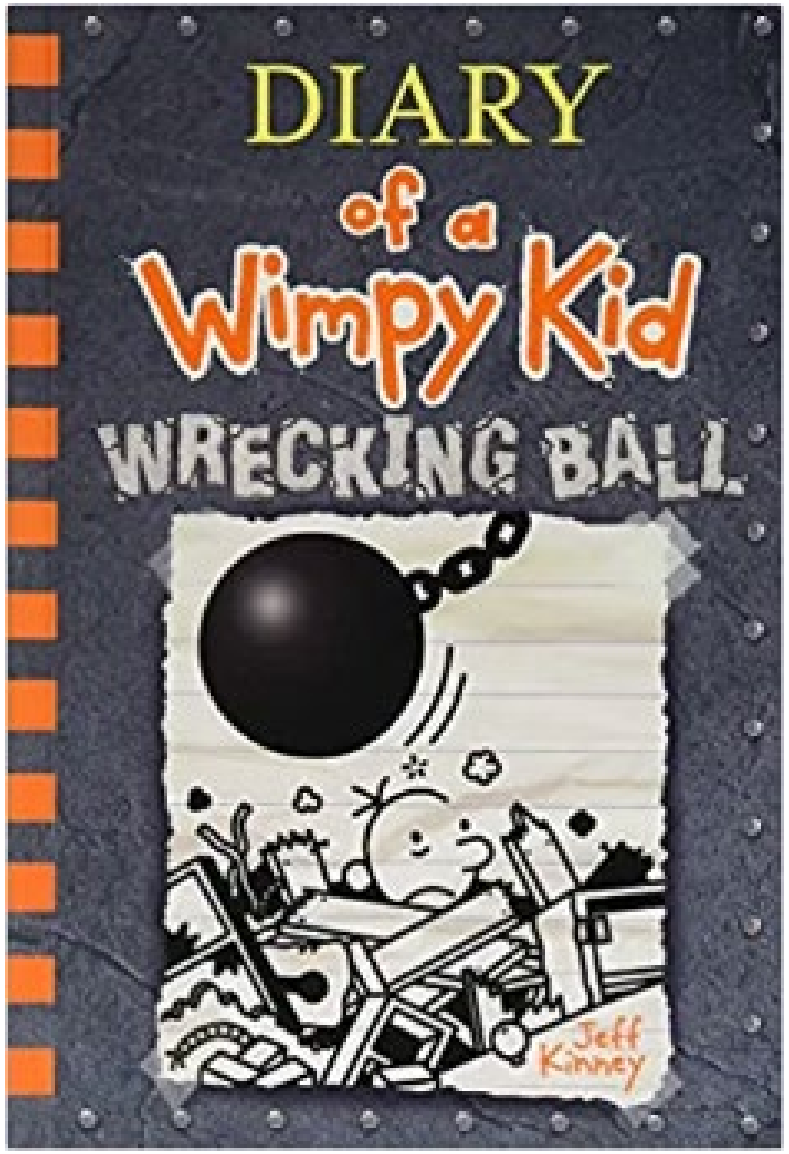
Top ten juvenile authors circulated in 2023

1. **Mo Willems***
   Pigeon; Elephant and Piggie
2. Dav Pilkey* - Dog Man; Captain Underpants
3. Jeff Kinney* - Diary of a Wimpy Kid
4. Mary Pope Osborne - Magic Tree House
5. Lincoln Peirce – Big Nate
6. Dan Gutman – My Weird School; Genius Files
7. Aaron Blabey* - Bad Guys
8. Dr. Seuss
9. Kimberly & James Dean – Pete the Cat
10. Eric Carle

* = Also on 2022 list.

And the top ten series for juveniles were:

1. Diary of a Wimpy Kid
2. Cat Kid Comic Club
3. Bluey
4. PAW Patrol
5. Baby-sitters Little Sister
6. Big Nate
7. Plants vs. Zombies
8. Hilo
9. Babymouse
10. The Baby-sitters Club



Poll:
What was the most popular adult book title?

Based on checkouts

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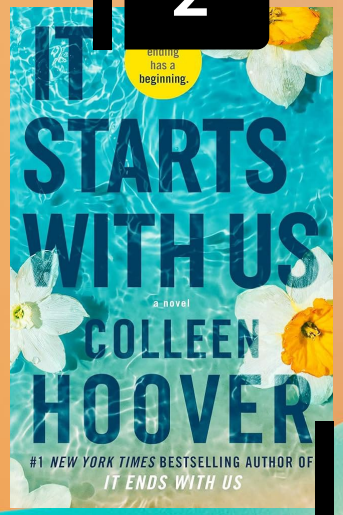
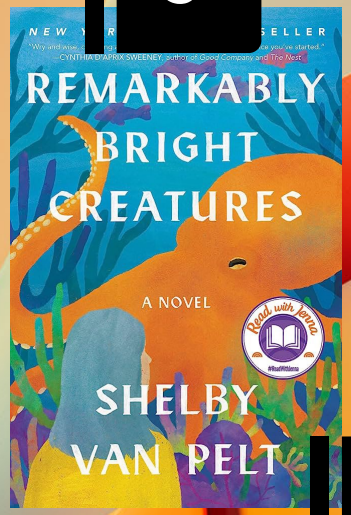
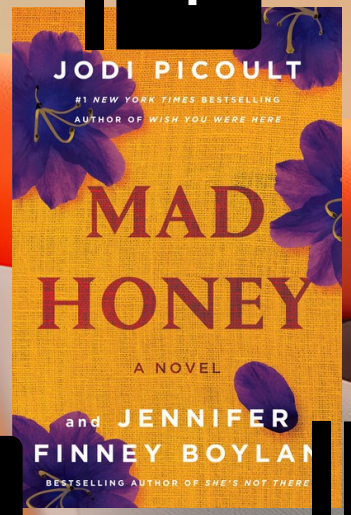

IT STARTS WITH US
COLLEEN HOOVER
#1 NEW YORK TIMES BESTSELLING AUTHOR OF
IT ENDS WITH US

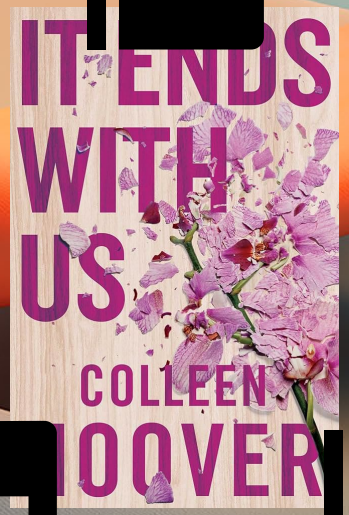
3


REMARKABLY BRIGHT CREATURES
A NOVEL
SHELBY VAN PELT

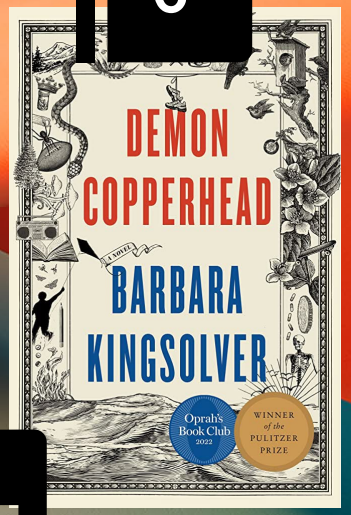
4


JODI PICOULT
#1 NEW YORK TIMES BESTSELLING
AUTHOR OF WISH YOU WERE HERE
MAD HONEY
A NOVEL
and JENNIFER FINNEY BOYLAN

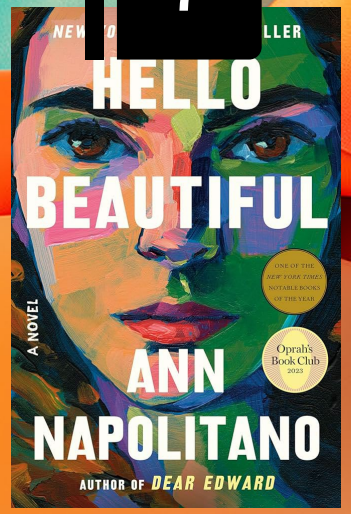
5


IT ENDS WITH US
COLLEEN HOOVER

6


DEMON COPPERHEAD
BARBARA KINGSOLVER
Oprah's Book Club 2022
WINNER of the PULITZER PRIZE

7


HELLO BEAUTIFUL
A NOVEL
ANN NAPOLITANO
AUTHOR OF DEAR EDWARD

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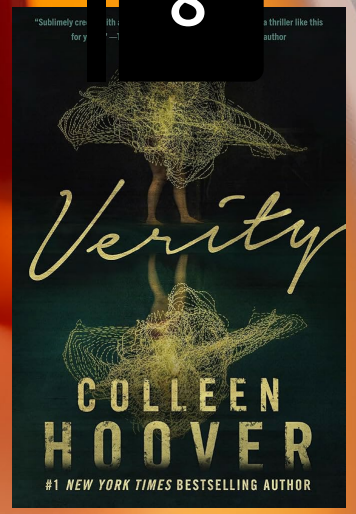
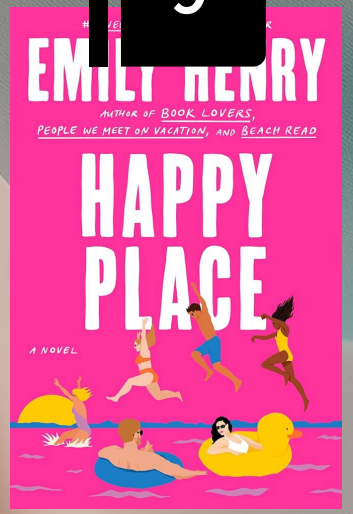

Verity
COLLEEN HOOVER
#1 NEW YORK TIMES BESTSELLING AUTHOR

9


EMILY HENRY
AUTHOR OF BOOK LOVERS, PEOPLE WE MEET ON VACATION, AND BEACH READ
HAPPY PLACE
A NOVEL

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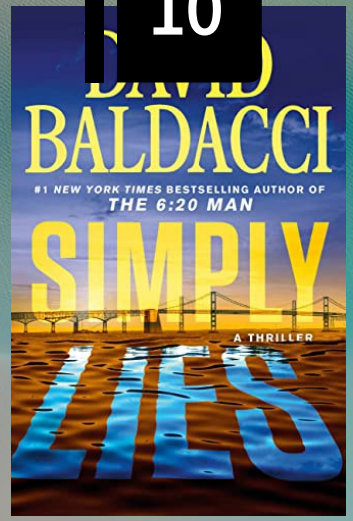
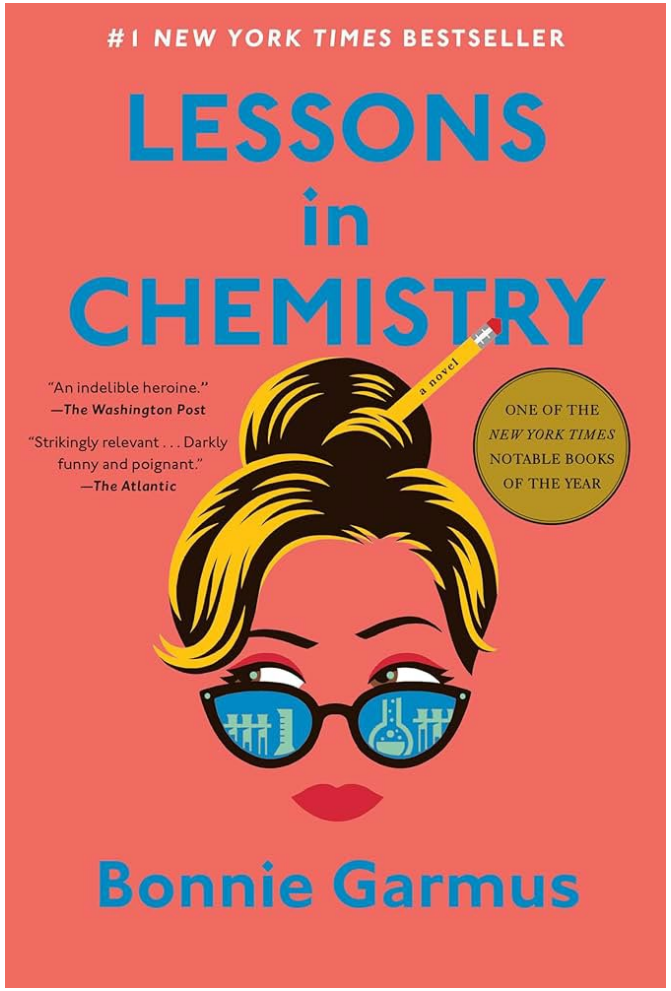

DAVID BALDACCI
#1 NEW YORK TIMES BESTSELLING AUTHOR OF
THE 6:20 MAN
SIMPLY LIES
A THRILLER

Top ten adult book titles circulated in 2023

1. **Lessons in Chemistry / Bonnie Garmus (2022)**
2. Is Starts with Us / Colleen Hoover (2022)
3. Remarkably Bright Creatures / Shelby Van Pelt (2022)
4. Mad Honey / Jodi Picoult (2022)
5. It Ends with Us / Colleen Hoover (2016)
6. Demon Copperhead / Barbara Kingsolver (2022)
7. Hello Beautiful / Ann Napolitano (2023)
8. Verity / Colleen Hoover (2018)
9. Happy Place / Emily Henry (2023)
10. Simply Lies / David Baldacci (2023)



Poll:
What about adult non-fiction?

Based on checkouts

Top Ten Adult Non-fiction 2023

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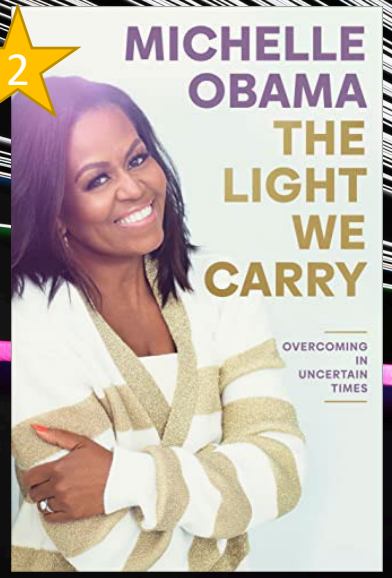

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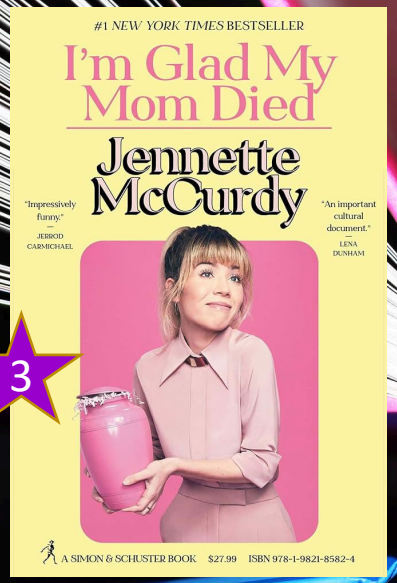

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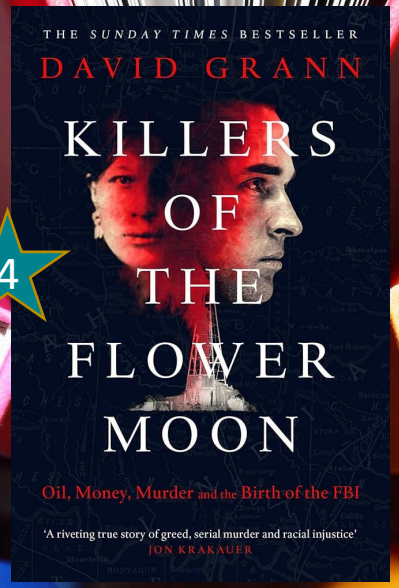

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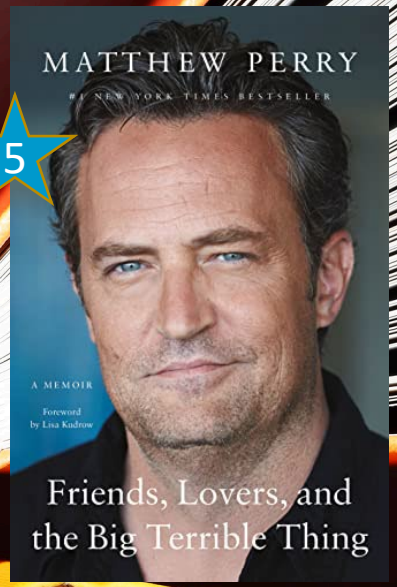

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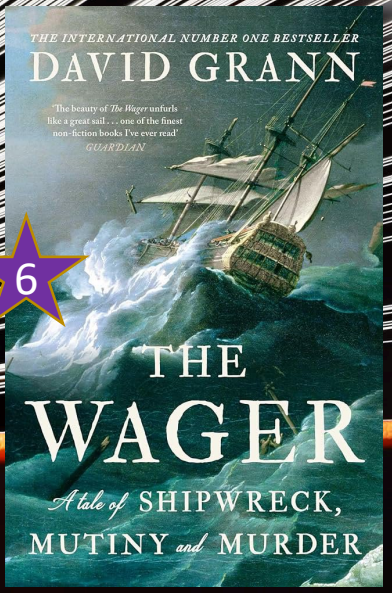

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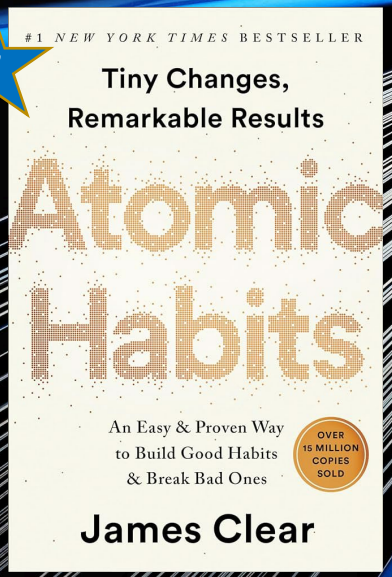

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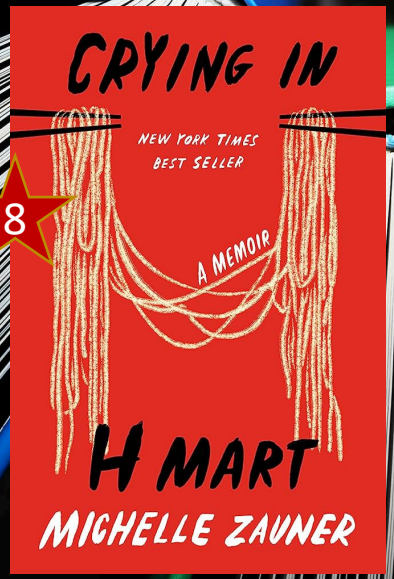

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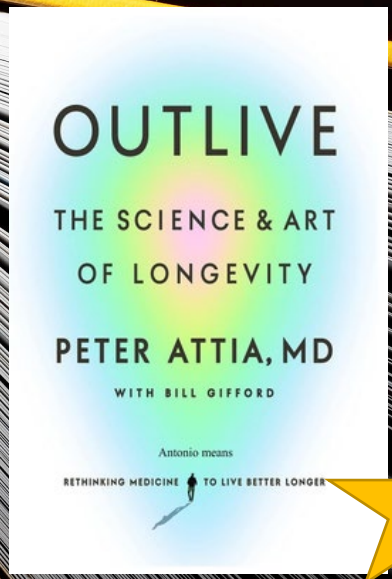


Top Ten:
Non-fiction 2023

1. Spare / Prince Harry

2. **The Light We Carry: Overcoming in Uncertain Times / Michelle Obama (2022)**
3. I'm Glad My Mom Died / Jennette McCurdy (2022)
4. Killers of the Flower Moon / David Grann (2017)
5. Friends, Lovers, and the Big Terrible Thing / Matthew Perry (2022)
6. The Wager: A Tale of Shipwreck, Mutiny, and Murder / David Grann (2023)
7. Atomic Habits: Tiny Changes… / James Clear (2018)
8. Crying in H Mart: A Memoir* / Michelle Zauner (2021)
9. Finding Me / Viola Davis* (2022)
10. Outlive: The Art and Science of Longevity / Peter Attia (2023)

Poll:
What was the most popular movie?

Based on checkouts

2

"A DEEPLY TOUCHING EXPERIENCE.
BRENDAN FRASER GIVES THE PERFORMA
OF A LIFETIME."
BRENDAN FRASER
THE WHALE
A FILM BY
DARREN ARONOFSKY

3

TOM HANKS IS
A MAN CALLED OTTO
BASED ON THE INTERNATIONAL BESTSELLER
JANUARY 13
ONLY IN MOVIE THEATERS

4

KEANU REEVES
JOHN WICK
CHAPTER 4

5

CAPTURE EVERY MOMENT
DIRECTED BY STEVEN SPIELBERG
THE FABELMANS
WRITTEN BY STEVEN SPIELBERG & TONY KUSHNER
IN SELECT THEATERS NOVEMBER 11
IN THEATERS EVERYWHERE THANKSGIVING

6

THE SUPER MARIO BROS MOVIE
ONLY IN THEATERS APRIL

7

EVERYTHING EVERYWHERE ALL AT ONCE
COMING SOON

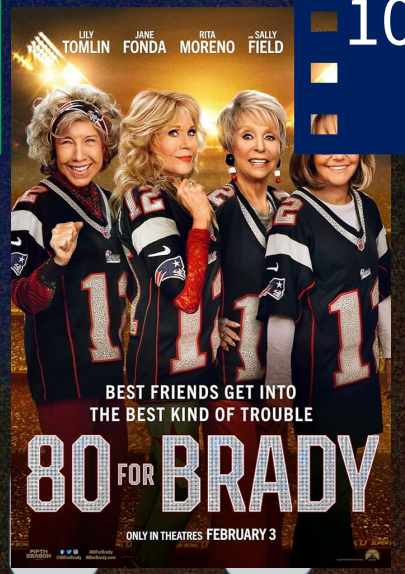
8

AVATAR
THE WAY OF WATER
DECEMBER 15
ONLY IN CINEMAS

9

George CLOONEY
TICKET to PARADISE
ONLY IN THEATERS
October 27

10


LILY TOMLIN
JANE FONDA
RITA MORENO
SALLY FIELD
BEST FRIENDS GET INTO
THE BEST KIND OF TROUBLE
80 FOR BRADY
ONLY IN THEATRES FEBRUARY 3

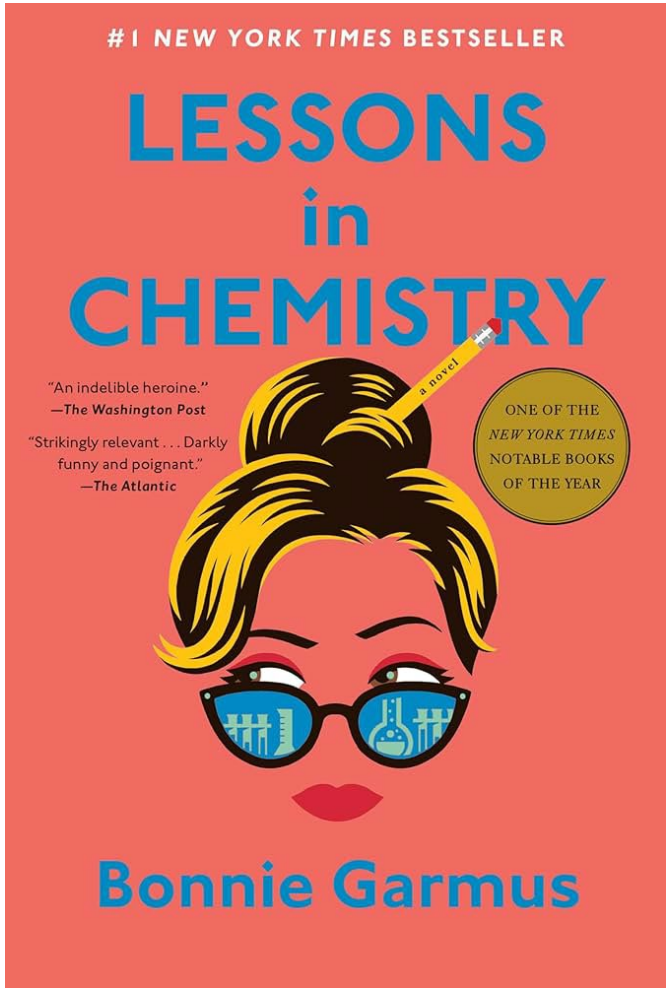
#1 Top Gun: Maverick

Poll:
What book had the most holds placed?

Based on holds placed in 2022

Top ten holds placed on book titles in 2023

1. **Lessons in Chemistry*/ Bonnie Garmus (2022)**
2. Remarkably Bright Creatures / Shelby Van Pelt (2022)
3. Demon Copperhead / Barbara Kingsolver (2022)
4. Spare / Prince Harry (2023)
5. Hello Beautiful / Ann Napolitano (2023)
6. Tom Lake / Ann Pratchett (2023)
7. Tomorrow, and Tomorrow, and Tomorrow / Gabrielle Zevin (2022)
8. Happy Place / Emily Henry (2023)
9. It Ends With Us* / Colleen Hoover (2020)
10. Fourth Wing / Rebecca Yarros (2023)



How many holds were placed in 2022?

Answer: 2,278,695

(Last year: 2,148,730)

Total Circulations: 7,679,133

Want to know your library’s top ten?

See: BLUEcloud Analytics
SWAN Reports > Items > Year in Review

Poll:
What was the most popular search term in the catalog?

Based on Aspen keyword searches

Top 10 Keyword Searches 2023

10. nintendo switch video games (6528)
9. bluey (8355)
8. pokemon (7427)
7. lessons in chemistry (14215)
6. colleen hoover (24977)
5. captain underpants (24977)
4. I survived (13269)
3. roblox (13307)
2. goosebumps (18038)

#1 "baseball"

Hope you had fun!

Thank You!

See you soon!

Next Fireside:
February 27, 2024

See L2 for details & registration