



SWAN Fireside Chat

July 30, 2024

Agenda



- Symphony 4.1 Debrief
- Project updates
 - Hold map revamp
 - SWAN Expo
- Aspen/LiDA update
- E-Resource update
 - Kanopy
 - Pressreader
 - SOAR
- Resource sharing update
- User Groups
- Communications & Upcoming meetings
- Announcement

Symphony 4.1 Debrief

4.1 Upgrade Successful!



Production Server running Symphony 4.1 as of Thursday, July 18th

- If you have not yet upgraded your clients, please [download and install](#) the WorkFlows 4.1 client when possible
 - *New features in 4.1 unavailable until client is upgraded*

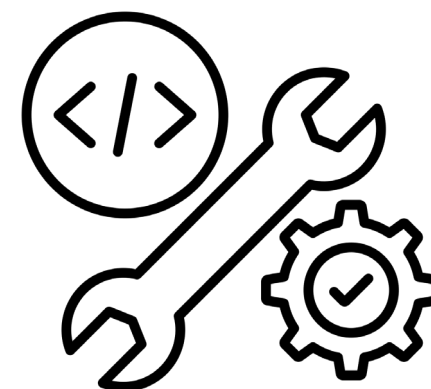
What happened last month?

- Installation attempt failed when scripted process became unresponsive
 - System was restored from pre-install backup and was back online prior to 6AM
- SirsiDynix investigated their installation script
 - Refinements were made to improve reliability and efficiency
- Refreshed Test Server successfully upgraded on Thursday, July 11
 - Production upgrade take two was then scheduled for evening of 7/17

SWAN Maintenance Window

- Symphony maintenance reports run **overnight between 11PM – 4AM**
- Please refrain from scheduling reports during this window
 - Reports may be removed from schedule if interfering with system reports
- System upgrades require manipulation of report schedule
 - Reports are suspended during install and run post-install
 - Non-critical reports will be removed from queue

*MAINT Consolidate Daily Logs	consolidate	ADMIN	7/25/2024,0:03
*MAINT Statistics Log	statlog	ADMIN	7/25/2024,0:05
*MAINT Add, Delete, Update Databases	adutext	ADMIN	7/25/2024,0:07
*MAINT Add, Delete, Update User	aduserstext	SWANADMIN	7/25/2024,0:08
*MAINT Rebuild Item Database	rebuilditem	SWANADMIN	7/25/2024,0:09
*MAINT Update User Delinquency Status	setdelinq	ADMIN	7/25/2024,0:24
*MAINT Update Fine Free User Status - Items >14 days overdue	setuserstatus	SWANADMIN	7/25/2024,0:25
*MAINT Update Fine Free User Status - Items >21 days overdue	setuserstatus	SWANADMIN	7/25/2024,0:26
*MAINT Remove E-Library Patron Favorites	remfavorites	SWANADMIN	7/25/2024,0:30
*MAINT Reset Checkout Tracking	resetmybistro	SWANADMIN	7/25/2024,0:33
*MAINT Expire Available Holds	expshlfholds	SWANADMIN	7/25/2024,2:40
*MAINT Expire Holds	expireholds	SWANADMIN	7/25/2024,2:45
*MAINT Link Order Holds	linkorderholds	SWANADMIN	7/25/2024,3:00
*MAINT Daily Purge Finished Reports - 45	purgefinrpts	SWANADMIN	7/25/2024,4:00



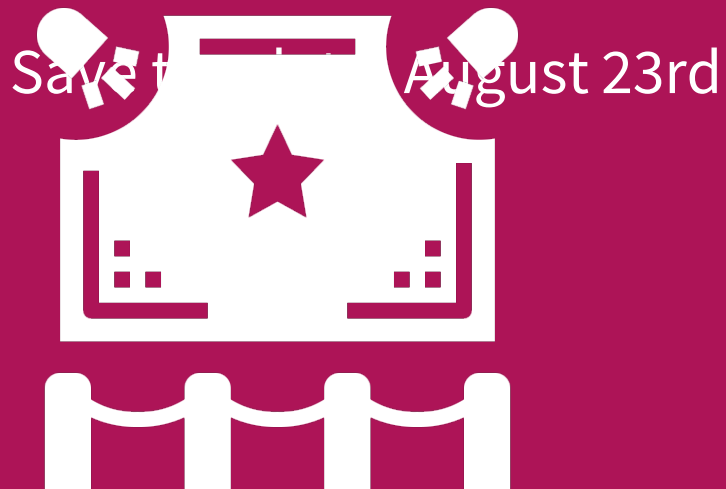
Project Updates

Symphony Hold Map Update



- Hold map updates July 23rd –July 25th
 - Postponed from July 16 due to Symphony upgrade
- Why? To fix a loophole in hold queue and placement
 - If your user placed a hold at a station library other than yours (Aspen instance or staff logged into WorkFlows)
AND
 - The item type was restricted to your users only in the hold map
THEN
 - Your item would not fill that patron hold until it was no longer restricted
This typically affected new items.
- We also standardized rules for some New19 libraries
 - Moving from a single line entry to user profile specific lines

SWAN Expo



July 30, 2024

Registration open!

<https://support.swanlibraries.net/expo>

The full session schedule will include roundtables, workshops, and presentations - we will announce the full schedule soon!

- Workshops and presentations
 - Aspen for library staff
 - BLUEcloud Analytics
 - Circulation best practices
 - Collection management: weeding, storage, renovation
 - MobileStaff hands-on
 - Navigating copyright
 - Power searching in Symphony
 - RAILS delivery
 - WorldCat Discovery
- Roundtables
 - Mindfulness and self care
 - Staff development and team building
 - Difficult service scenarios

Aspen Update

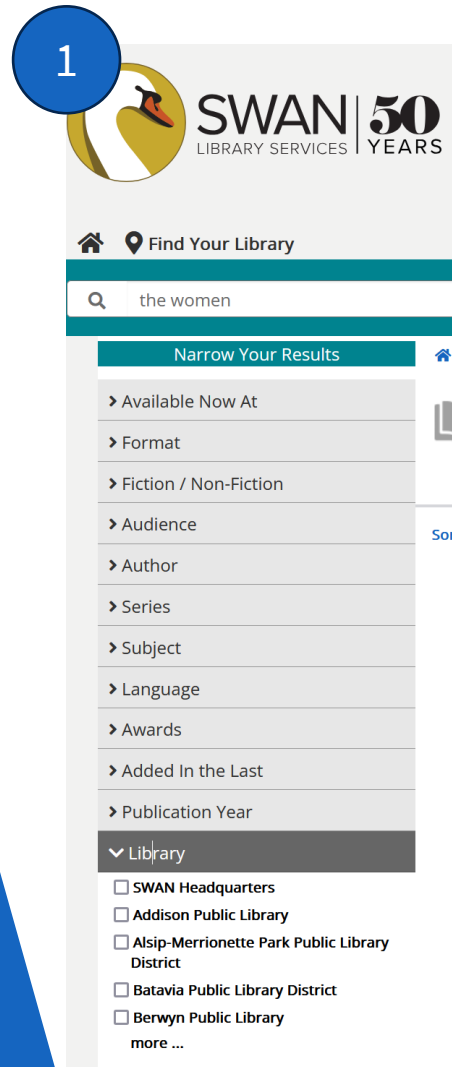
Library Facet

Unfortunately, we're not able to turn on an "all libraries" facet in Aspen, as it dramatically impacts performance.

In the meantime, here are some strategies you can use.

- 1) Use the Library filter in the main SWAN catalog
- 2) Use the "Where is it" links for specific title availability
- 3) Swap 3-letter codes in the URL to go from catalog to catalog and preserve searches and filters

1



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LIBRARY SERVICES

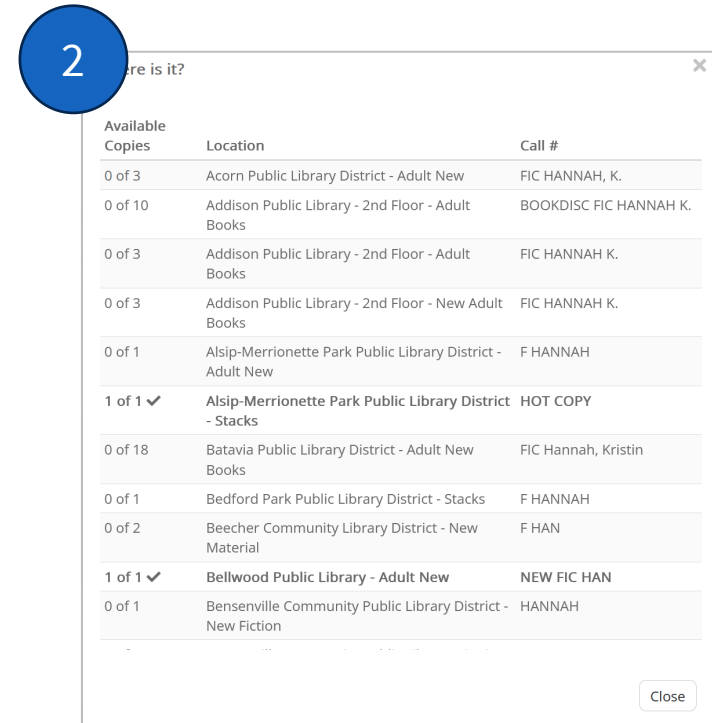
Find Your Library

the women

Narrow Your Results

- Available Now At
- Format
- Fiction / Non-Fiction
- Audience
- Author
- Series
- Subject
- Language
- Awards
- Added In the Last
- Publication Year
- Library
 - SWAN Headquarters
 - Addison Public Library
 - Alsip-Merrionette Park Public Library District
 - Batavia Public Library District
 - Berwyn Public Library
 - more ...

2

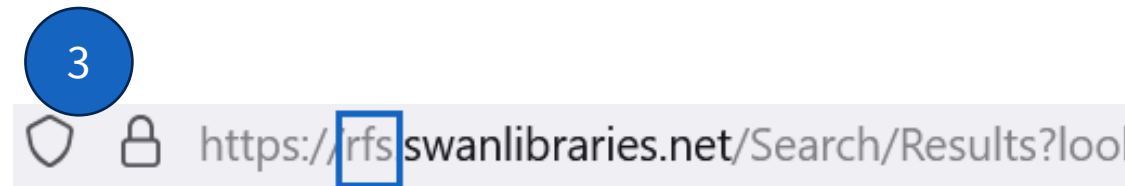


Where is it?

Available Copies	Location	Call #
0 of 3	Acorn Public Library District - Adult New	FIC HANNAH, K.
0 of 10	Addison Public Library - 2nd Floor - Adult Books	BOOKDISC FIC HANNAH K.
0 of 3	Addison Public Library - 2nd Floor - Adult Books	FIC HANNAH K.
0 of 3	Addison Public Library - 2nd Floor - New Adult Books	FIC HANNAH K.
0 of 1	Alsip-Merrionette Park Public Library District - Adult New	F HANNAH
1 of 1 ✓	Alsip-Merrionette Park Public Library District - Stacks	HOT COPY
0 of 18	Batavia Public Library District - Adult New Books	FIC Hannah, Kristin
0 of 1	Bedford Park Public Library District - Stacks	F HANNAH
0 of 2	Beecher Community Library District - New Material	F HAN
1 of 1 ✓	Bellwood Public Library - Adult New	NEW FIC HAN
0 of 1	Bensenville Community Public Library District - New Fiction	HANNAH

Close

3



https://rfs.swanlibraries.net/Search/Results?look

Electronic Resources Update

- Ongoing discount for all SWAN libraries, current and new!
- Current discount is 10% - we're so close to 15%!
- Interested? Please reach out to:
 - help@swanlibraries.net*or*
 - Debbie McDonald at dmcdonald@overdrive.com

kanopy



Two events!

- Sept. 5-8 is the PAPA 21 World Pinball Championship in Schaumburg:
<https://lfs.papa.org/>
- Running Sept. 5-16 is Kanopy's **Big Movie Watch**, Pinball: The Man Who Saved the Game

Show the movie free at the library!

- Movie includes Public Performance Rights with your Kanopy subscription
- Your library can host a movie night and feature this film!

Sideloaded expansion

- Sideloaded adds MARC records directly into Aspen
 - Records to not appear in Workflows
- Sideloaded is handled by SWAN and records must meet certain criteria to be added in Aspen
- Vendors supported:
 - Kanopy
 - Flipster
 - Creativebug
 - Tumblebooks
 - PressReader★

To get these records added to your library catalog, please open a request help@swanlibraries.net

EBSCO Flagship Package



All libraries that have purchased the new Flagship package can get new links here: <https://support.swanlibraries.net/news/2024-07/94649>



URLs for the following should have arrived:

Learn with Novelist

LitBase

FinancialFit



Questions? Open a ticket help@swanlibraries.net

Statewide database links



Links are ready for statewide EBSCO e-resource package:
<https://support.swanlibraries.net/news/2024-07/94660>



Reminder that this package is provided by the state library at no cost to your library



There is still no announcement from the state library, while links are ready, they are not to be advertised as provided by state

Resource Sharing Update

Schedule your WorldShare ILL audit today!

https://scheduler.zoom.us/helen-pinder/ill_audit

- Check for standard practice
- Explore opportunities for process improvements
- Review/cleanup user accounts
- Customize deflections

User Groups Recap

Recordings of group meetings on the SWAN support site:
<https://support.swanlibraries.net/meetings-trainings/meeting-documents>

Circulation Advisory

Mentor Program feedback

Annual Course Review Project

Difficult Scenarios working
session

Upcoming Election

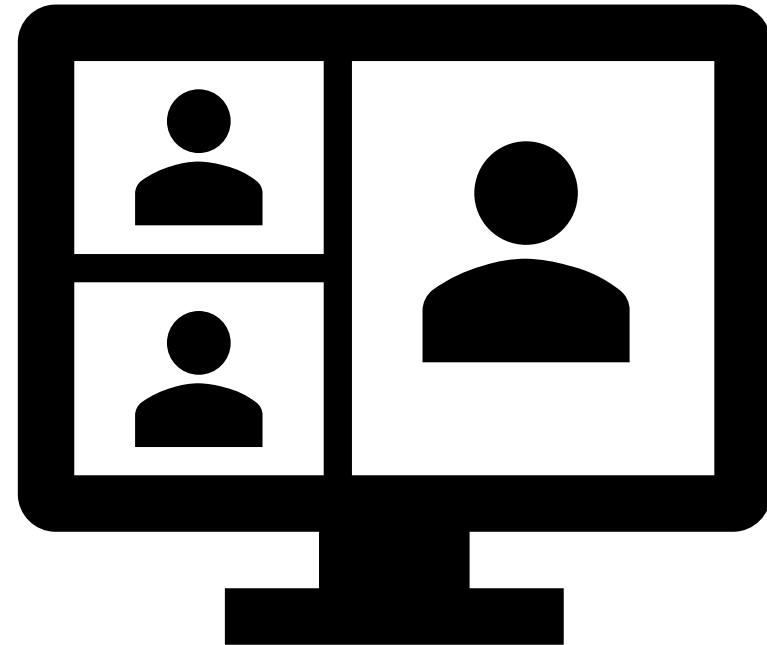
- 4 seat available

Cataloging Advisory

- Volume/Book series numbers
- Discussed the Responsibilities & Expectations
- Travel guide series
- River Grove becoming a Cataloging Library

E-Resource Advisory

- Reviewed goals and topics for 2024
- Reviewed topics for troubleshooting documentation
- Reviewed process for group discounts and possible purchases
 - Palace Project
 - Hulu Flex for the consortium



ILL Users

- Topics included
 - ILL and Copyright questions for SWAN Expo session
 - Reluctant lender scenarios
 - Auto deflection of non-US loan requests
 - ILL Audits

Next meeting: October 2nd at 9:30

<https://librarylearning.org/event/2024-10-02/swan-ill-users>

Communications & Upcoming Meetings

Zoom Consultations

- Speak directly with SWAN staff on a variety of topics.
- Now featuring BLUEcloud Analytics consultations.

BLUEcloud Analytics

Speak with SWAN staff about BLUEcloud Analytics reports and navigating the interface.

[Book a general BLUEcloud Analytics consultation](#)

[Book an acquisitions & serials BLUEcloud Analytics consultation](#)



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1

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2

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Updated Documentation

Bill Reason Glossary



LONGOVRDUE	Long overdue	N/A. System created bill reason.	Bill-owning Library	
LOST	Lost materials	System generated at 42 days overdue (LOST_ASSUM item status.) Or results from the "Mark Item Lost" Wizard (LOST_CLAIM item status.)	Item-owning Library	Triggers a patron Notice

Upcoming 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.

- ILL/Circ/Quarterly Billing Office Hours (8/15)
- SWAN Expo 2024 (8/23)
- Fireside Chat (8/27)

Announcements

See you at the next
Fireside!



August 27, 2024
See L2 for details.