



SWAN Fireside Chat

October 29, 2024

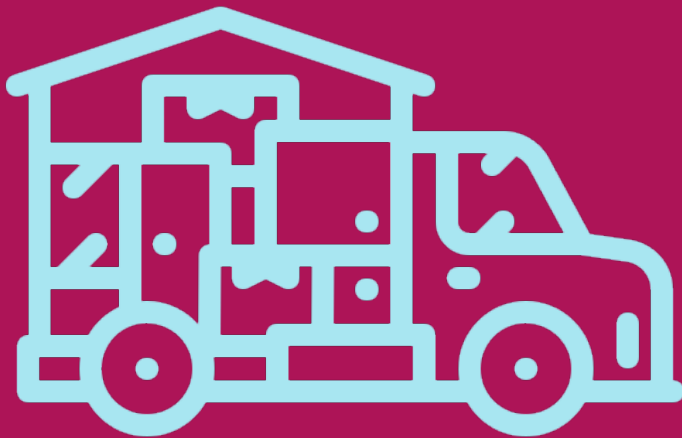
Agenda



- SWAN Office Move
- HaloITSM
- Update to Cataloging Library Requirements
- Aspen update
- E-Resource update
- Resource sharing update
- User groups
- Documentation
- Upcoming meetings
- Announcement

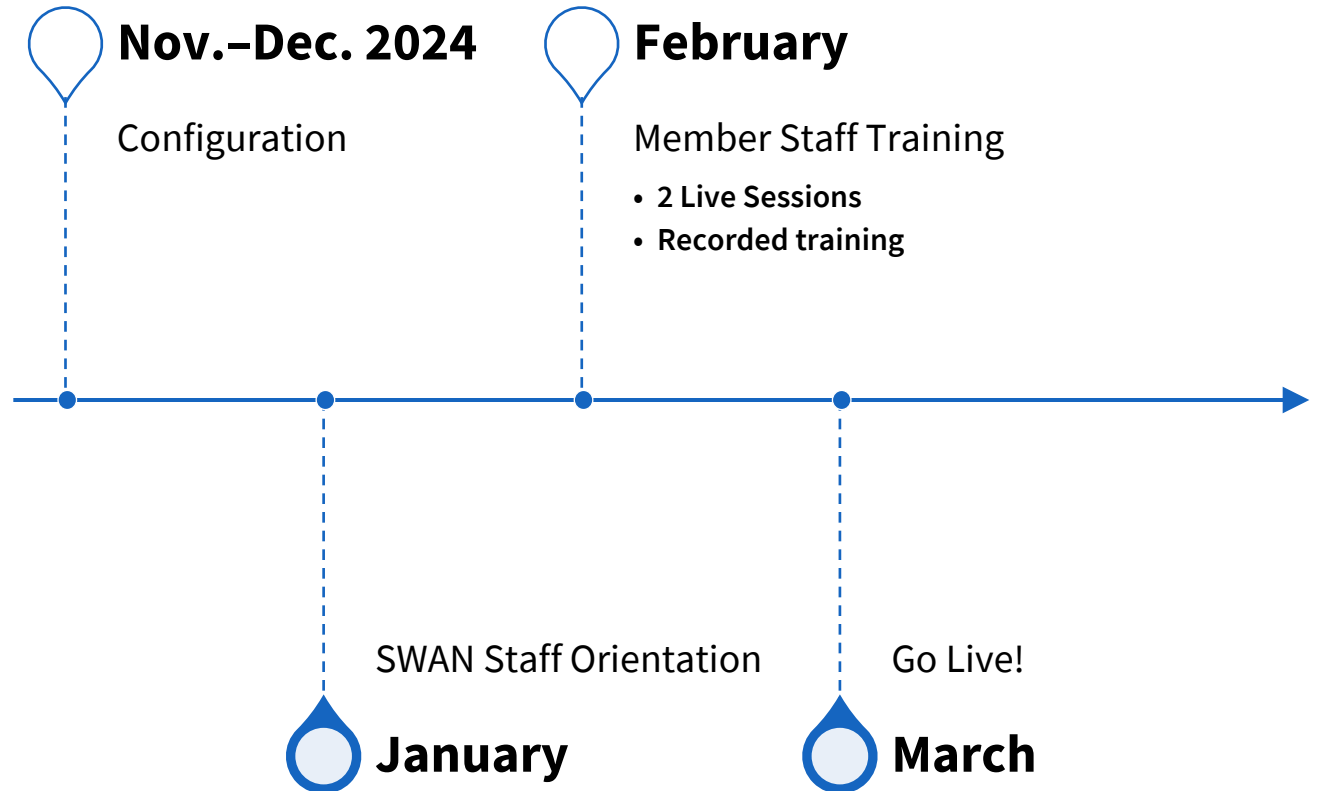
Project Updates

SWAN Office Move



- November 25th moving day
 - No impact on operations or library services
 - No phone number changes
- December 1st Address change:
915 Harger Road
Suite 260
Oak Brook, IL 60523
- But... no change to billing address!
P.O. Box 6286
Carol Stream, IL 60197-6286

Ticketing System migration timeline.



Cataloging Libraries policy update

More information on the support site:

<https://support.swanlibraries.net/policy/64784>

- Requirements for being a Cataloging Library updated
- Document lists the cataloging experience
- No additional cost
- RDA Toolkit

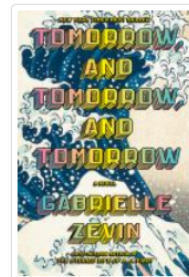
Aspen Update

New format order

Thank you DUX and thanks to our pilots!

- Itasca
- Messenger
- Oak Park
- St. Charles
- Woodridge

Format order was previously alphabetical; now you will see large print and graphic novel higher in the order.



1) Tomorrow, and tomorrow, and tomorrow

Author [Zevin, Gabrielle](#)
Language English
Appears on these lists [Adult BookTok](#)
[All Staff Favorites GHPLD](#)
[As Seen on BookTok](#)
[More Lists...](#)

Book	Checked Out/Available Elsewhere	Place Hold
Show Editions	Where is it?	
Large Print	Checked Out/Available Elsewhere	Place Hold
Show Edition	Where is it?	
eBook	Checked Out	Place Hold Libby
Show Edition		Preview From The Book
Kindle	Checked Out	Place Hold Libby
Show Edition		Preview From The Book
Pre-loaded Audio	Checked Out/Available Elsewhere	Place Hold
Show Edition	Where is it?	
eAudiobook	Checked Out	Place Hold Libby
Show Edition		Preview From The Book

Electronic Resources Update

Gale Presents: Udemy

50% discount off Udemy list price for RAILS public libraries

New subscription period:
1/1/25 – 12/31/25

Current Udemy subscribers will be prorated upon renewal and be placed on the 1/1 – 12/31 period

Upcoming webinar hosted by Gale:
11/06/2024 @ 10:00 a.m.

Sign up through **RAILS > Deals & Discounts** page

Population Range	Udemy List Price	RAILS 50% Discount
0 - 15,000	\$2,800	\$1,400
15,001 - 25,000	\$5,200	\$2,600
25,001 - 50,000	\$8,000	\$4,000
50,001 - 100,000	\$15,000	\$7,500

Library Journal Professional Development Courses



RAILS members receive 25% discount off the Early Bird price



Find courses on the Library Journal Online Courses page at:

<https://www.libraryjournal.com/section/events?eventtype=onlineCourses>



Pricing is valid through 12/31/2025



Detailed instructions on how to register for courses available on the RAILS Deals and Discounts page

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

kanopy

Documentation & Training

Documentation Reminder

Quarterly Billing



Learn about SWAN centralized billing for Reciprocal Borrowing material losses and how your bills are structured. On a quarterly basis, SWAN processes paid Collection Fees and material replacement costs for Reciprocal Borrower and Inter-Library Loan losses.

Documentation

How Billing is Determined

Transactions that occur within the SWAN system associated with item bills are included in the Quarterly Billing. Item Information, Item Status, Bill Reason, and User Information drive the quarterly credits and debits.

How to Read and Reconcile the Quarterly Billing

How to make sense of the Quarterly Billing reports and understand your credit or debit total.

Bills by Year

Current and historic SWAN Quarterly Billing 2017 to present.

Example Bills

The Quarterly Billing Summary sheet will have 12 columns of debits and credits. These 12 are derived from pivots on 6 distinct base reports.

New Documentation Alert!



November 1, 2024

Weeklies

[Home](#) / [Serials](#) / [SWAN Practice for Managing Serials](#) / [Weeklies](#)

Weeklies

Certain serial records are given new records each year due to the frequency of publication or large number of attached items (it does not necessarily mean they are published weekly).

In this page:

- [How weeklies work](#)
- [Weekly serials 2025](#)
- [Weekly serials 2024](#)

How weeklies work

SWAN Bibliographic Services will create new records for the Weekly titles that require this treatment in the Fall of the preceding year. If you receive an issue that needs to be added to a Weekly bibliographic record that has not yet been created, please send in a ticket. Do not

User Groups

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

Circ Advisory Election

4 seats have been filled

Self-nominated Members

- **Parish Turner (Bensenville P.L.)**
- **Tori Stratton (South Holland P.L.)**
- **Kathy Welko (Addison P.L.)**
- **Sandra Martinez (Hillside P.L.)**



There's still time!

Sign up for DUX or the E-Resources Working Groups by **November 11th**.



Discovery & User Experience Working Group

Projects include:

- Prioritizing enhancement requests for Aspen
- Testing configuration changes
- Assisting with research activities

E-Resources Working Group

In 2025, the major project for the group will be working on Explora, the user-friendly public library interface for EBSCO databases.

Circulation Users Group Recap

Last Meeting of 2024

- Please Do NOT change the note in a LONGOVRDUE bill.
 - Bills Reports: "Search User Bill Notes for Barcode."

The screenshot shows a window titled "Display User : Glossary" with the following content:

Item information
Title:
Call#:

Bill information
Billed: \$21.99 Tax: Reason: LONGOVRDUE
payments: 0 Date: 10/18/2024 Last notice:
Still owes: \$21.99 Number of notices: 0 Library: GSD
Transaction date: 10/18/2024 Date paid:

Payments:
NONE

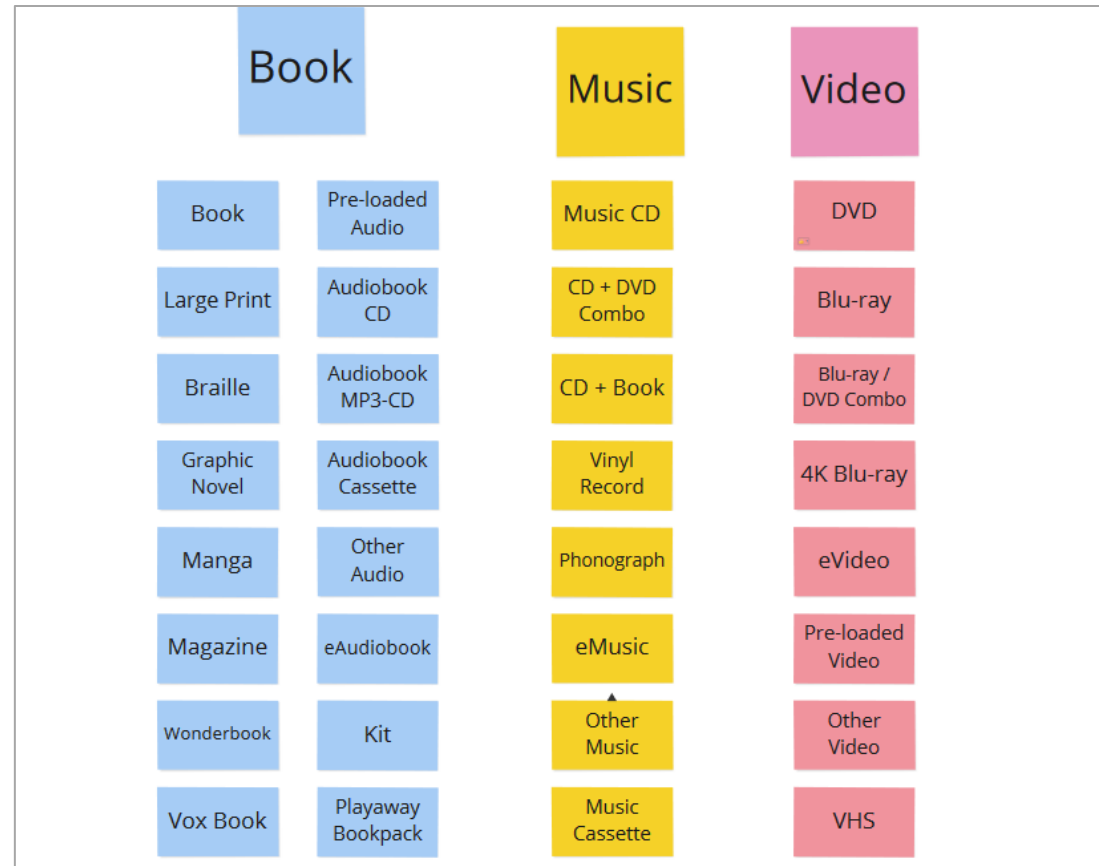
Note:
Title: All about grocery store workers~ID: 31385005256753~Type: BOOK~Library: GSD~Due: 10/17/2023

Close

Discovery & User Experience Advisory Recap

Last meeting of 2025!
Completed an activity to set the new format order in grouped works.

<https://support.swanlibraries.net/meeting/94424>



E-Resource Advisory Recap

Last meeting of 2024 and last "advisory"!

- Set project for 2025 – Explora
- Created how-to documentation and updated troubleshooting documentation using Miro board to keep track of common questions and topics.
- Notes are on support site: <https://support.swanlibraries.net/meeting/94430>

November 1, 2024

The screenshot shows a Miro board titled "EResource Questions troubleshooting" with three columns: "In progress | 4", "Review | 4", and "Done | 2".

In progress | 4

- Where do I go to check out/read my ebook? (patron facing topic)
- I checked out an ebook through Aspen, but I can't access it. (patron facing topic)
- Why does Hoopla keep saying my daily limit is reached?
- Login issues with Kanopy, error message reads that Library is not a subscriber, patron needs to log out and log back in, sometimes delete and reinstall the app, then works fine. (patron facing topic)

Review | 4

- What is the eBook/eAudio hold process through SWAN app?
- What is eBook/eAudio check out process through SWAN app?
- Type something
- Type something

Done | 2

- What is the benefit of using the SWAN app vs Vendor app for econtent (holds/check out)?
- How do I know if I checked out an ebook or an audiobook?

SWAN Library Services

Upcoming Meetings

Serials Office Hours



Need a refresher on creating, deleting, or transferring serial control records? Join us!

Thursday, December 12

9:30 am – 10 am

[Register here.](#)

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.

- Cataloging Advisory (10/31)
- Aspen Users (11/12)
- Book Club Users (11/13)
- Circulation Advisory (11/20)
- Board Meeting (11/22)
- Acquisitions Office Hours (12/10)
- Serials Office Hours (12/12)

Announcements

SWAN Quarterly



Reminder!

- Quarterly membership meeting of library directors & administrators
- Oak Brook Public Library
- 10:00 a.m. Thursday, December 5th



See you at the next
Fireside!

November 26, 2024
See L2 for details.