



# SWAN Fireside Chat

May 27, 2025

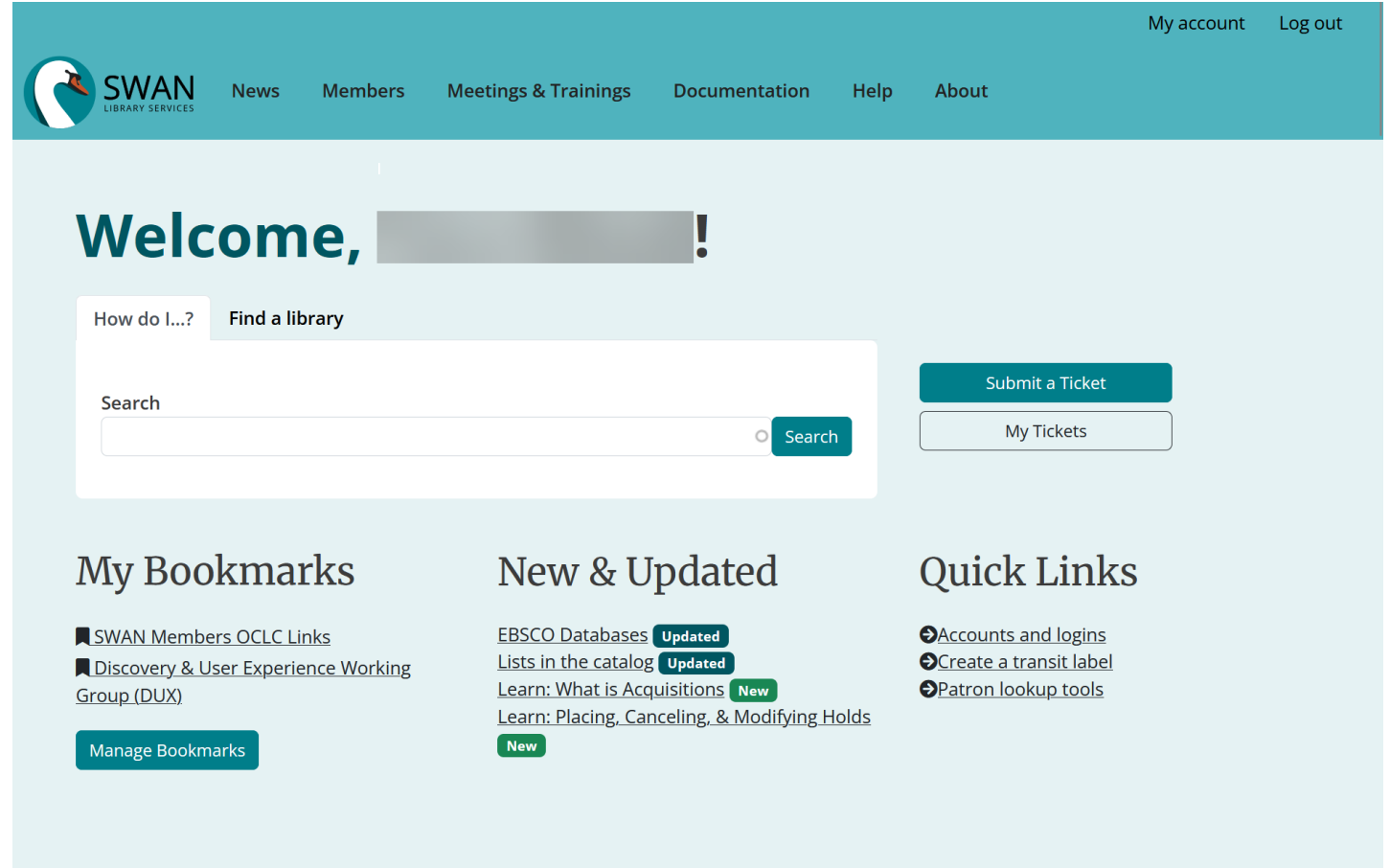
## Today's agenda

- Support site updates
- Expo 2025
- SWAN Helpdesk switch & recap
- Patron record purge review
- Aspen updates
- E-resource update
- Training & documentation updates
- User group update
- Upcoming meetings

**Support site updates**

# Support site update

- Bookmark feature
- New & updated
- Trainings
- Coming up
  - Single sign-on
  - Training checklists
  - Merge support and public site



**SWAN Expo 2025**

2025 SWAN Expo  
Friday, August  
22<sup>nd</sup>

Moraine Valley  
Community  
College



- John Chrastka, EveryLibrary Institute
- Chicago Public Library
- Collection inventory
- RAILS delivery
- Circulation efficiencies
- Library of Things
- Online patron registration

# SWAN Help Desk

# Service Catalog

Make a request

## Service Categories

Search...



### Acquisitions

Request assistance with acquisition configurations, adding vendors, cleanup projects, or fiscal rollover.



### Aspen Discovery & App

Request anything related to our discovery services, including the catalog and app.



### Cataloging & Collections

Request assistance with pre-cats, record merges, record grouping, and other cataloging tasks.



### Circulation

Request assistance with circulation configuration, such as loan periods, patron maintenance, receipts and more.



### Devices & Integrations

Request assistance setting up a new product or platform to integrate with SWAN services.



### E-Resources

Request authentication and integrations for new e-resources and databases.



### Network & Firewall

Request assistance with VPNs and firewalls.



### Notifications

Request assistance with the MessageBee notification platform including reports and statistics, templates, or following up on failed notices.



### Reports

Request assistance with reports and statistics.



### Resource Sharing & Billing

Request assistance with WorldShare ILL, WorldCat Discovery, and quarterly billing processes.



### Staff & Training

On and off-boarding staff or request an online or in-person training or library visit from SWAN staff.



# Review



help.swanlibraries.net URL still requires configuration



All library tickets are visible to all users



Support Site platform page:  
<https://support.swanlibraries.net/platform/94846>



Log-in requires L2 account



E-mail available to all

# Getting in touch



## **Service Desk:**

<https://swanlibraries.haloitsm.com/portal>



## **E-mail:**

[help@swanlibraries.net](mailto:help@swanlibraries.net)

# Patron Record Purge

# Purposes of automation of record removal



**Keep the database as clean  
and efficient as possible**



**Avoid retaining personally  
identifiable information  
unnecessarily**



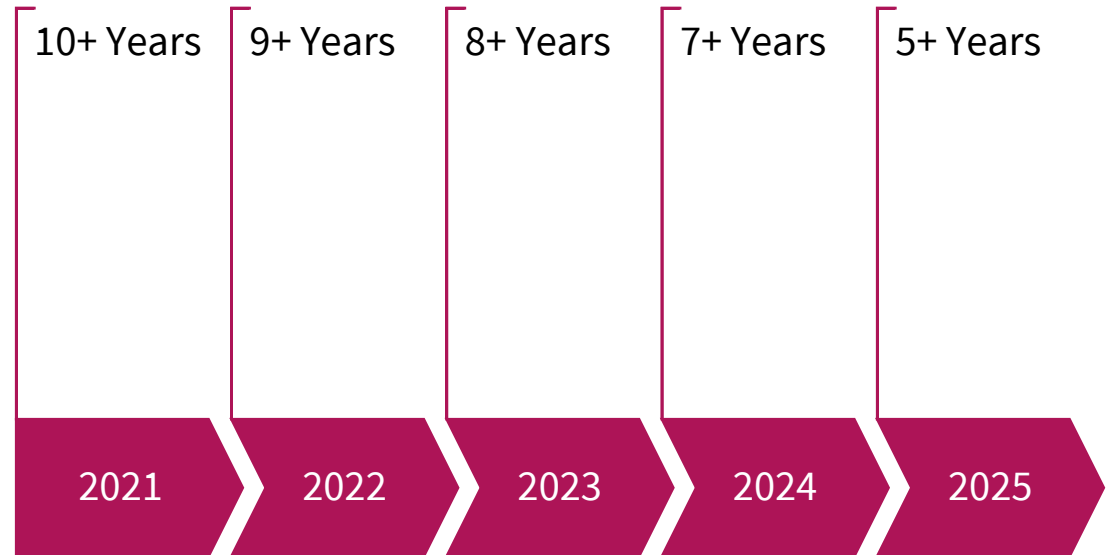
**Reduce library staff time  
necessary for record  
maintenance**

# Timeline



# Last Activity Date

- Planned reduction over time from 10+ years to 5+ years.
- No further adjustments are planned



## Processes that update Last Activity Date

- Checking in/out or renewing an item
- Placing/Editing/Removing a hold
- Marking an item lost
- Billing a user or paying a bill
- Creating a user
- Editing address information
- Authenticating via OpenAthens

## Final Criteria

Patron records will be candidates for removal if and only if:

- Last Activity Date is over 5 years in the past.
- Total of patron's bills is less than \$100.



## The 2025 Jump

Reasons for large 2025 removal numbers:

1. Two-year change in purge threshold.
2. 2018 NCOA processing updated Last Activity Date (LAD)
  - Many of these records would have been purged prior to now

## Removal of Old Bills

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SWAN has recommended removal of bills over 10 years old

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We understand concerns about certain bad actors

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Retaining certain delinquent accounts can protect you and other SWAN libraries

# Documentation



Monthly Patron Record Purge -  
<https://support.swanlibraries.net/documentation/87627>



Patron Last Activity Date -  
<https://support.swanlibraries.net/documentation/94872>



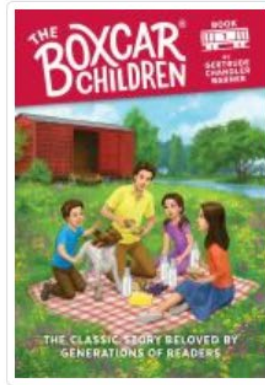
Includes review of BLUEcloud Analytics reports and review tasks.

# Aspen Updates

# Aspen 25.05 Release highlights

Boundless integration  
has been fixed!

Your library's lists will  
float to the top in search  
results.



## 2) The boxcar children

Author  
Series

[Warner, Gertrude Chandler](#)  
[Boxcar children mysteries volume 1](#)  
[Pilot books](#)  
[Alden family mysteries](#)  
[More Series...](#)

Language

English

Appears on these lists

[OBD Books for Second and Third Graders - YOUTH](#)  
[OBD Books Make Good Friends \(March - May 2024\) - YOUTH](#)  
[OBD Must-Read Mysteries- YOUTH](#)  
[More Lists...](#)

Book

Show Editions

On Shelf

Oak Brook Public Library - Juvenile

Fiction

J WARNER #1

1 available

[Where is it?](#)

Place Hold

# E-Resource update

# Boundless

Issues with the  
Boundless API in  
Aspen integration  
have been fixed in  
25.05

All Boundless settings  
are back on

Boundless titles will  
appear in Aspen and  
the SWAN+ app

# Comics Plus



The LibraryPass team will be reaching out to current Comics Plus subscribers on the upcoming renewal process



LibraryPass will work with libraries individually on pricing for the renewal, once complete, the renewal will be completed by RAILS



RAILS will be handling all new Comics Plus purchases



# Aspen link from Novelist



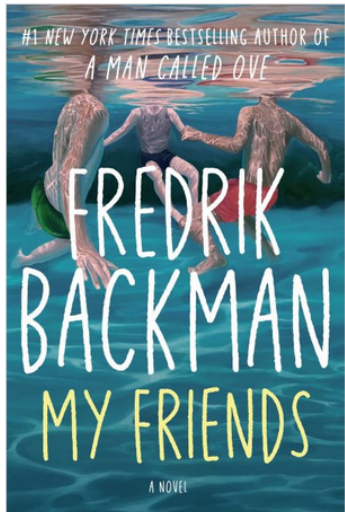
Keyword UI 11245555

Search

[Search Other Databases](#)

[Basic Search](#) [Advanced Search](#) [Search History](#)

1 of 1 < > [Refine Search](#)



Popularity: ★★★★★



★★★★★  
3175 reviews

## My friends (May 2025)

**Author:** Backman, Fredrik, 1981-

**Adult Fiction**

### Description:

Most people don't even notice them—three tiny figures sitting at the end of a long pier in the corner of one of the most famous paintings in the world. But eighteen-year-old Louisa, an aspiring artist herself, knows otherwise, and she is determined to find out the story of these three enigmatic figures. Twenty-five years earlier, in a distant seaside town, a group of teenagers find refuge from their bruising home lives by spending long summer days on an abandoned pier, telling silly jokes, sharing secrets, and committing small acts of rebellion. Louisa embarks on a surprise-filled cross-country journey to learn how the painting came to be and to decide what to do with it.

**Genre:** Literary fiction; Translations

**Themes:** Chosen family

**Characterization:** Complex characters; Sympathetic characters

**Mood:** Emotionally intense; Moving

**Style:** Character-driven

**Media Mentions:** NPR: All Things Considered (May 2025)

**Persistent link to this**

<https://search.ebsco>

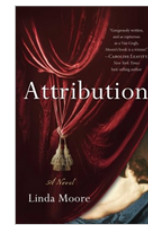
**Database:**

Novelist

[Search the Library Catalog](#)

## Read-alikes

[View All](#) | [Suggest Read-alike](#)



Attribution  
Moore, Linda



The Thirty Names of Night  
Joukhadar, Zeyn



[Search the Library Catalog](#)

BATAVIA PUBLIC LIBRARY DISTRICT

[Sign in](#)

Backman, Fredrik My friends

Keyword

in Library Catalog

[Search](#)

[Narrow Your Results](#)

[Catalog Home](#) » [Catalog Search](#) » Showing 1 - 3 of 3 Results



Books



eBook



Audio Books

[All Libraries](#)

Batavia Public Library District

[Sort by](#)

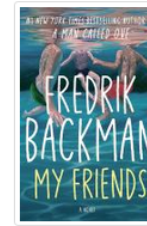
Best Match

☐ [Hide Covers](#)

☒ [Covers](#)

☐ [List](#)

[Search Tools](#)



★★★★★

## 1) My friends: a novel

**Author**

[Backman, Fredrik](#)

**Language**

English

**Appears on these lists**

[Fiction Best Sellers](#)

[HPL 2025 Hot Copies](#)

[May 15, 2025: New Adult Audio Books](#)

[More Lists...](#)

[Book](#)

**Checked Out/Available Elsewhere**

[Place Hold](#)

[Show Edition](#)

[Where is it?](#)

[Large Print](#)

**Checked Out**

[Place Hold](#)

[Show Edition](#)

[Where is it?](#)

**eBook**

[Libby](#)

**Checked Out**

[Place Hold Libby](#)

[Show Edition](#)

[Preview From The Book](#)

# Update to EBSCO Databases page

## Who to contact for EBSCO-related issues

### Start Here

This guide outlines common support scenarios, but it may not cover every situation. **When in doubt, members can contact SWAN for assistance**—the team will ensure the issue is handled or directed appropriately.

[Export Table Data](#)

Issue Type	Primary Contact	Secondary Contact
Database Access & Authentication		
Database access problems (EBSCO databases or databases purchased through EBSCO)	SWAN	EBSCO Connect
IP range updates	SWAN	
OpenAthens support	SWAN	
Interface & Configuration		
EBSCO profile creation/modification	SWAN	

## Contact Information

### SWAN Help Desk

Service Desk: <https://swanlibraries.haloitsm.com/portal>

Email: [help@swanlibraries.net](mailto:help@swanlibraries.net)

EBSCO Connect

### On this page

[EBSCO package from the Illinois State Library](#)

[Supplemental EBSCO Databases](#)

[Tutorials and training](#)

[EBSCOadmin](#)

[EBSCO Connect](#)

[Promotional materials](#)

[Who to contact for EBSCO-related issues](#)

[Contact Information](#)

<https://support.swanlibraries.net/documentation/70949>

# Training & documentation

# New Class Alert



**ENROLL TODAY**



PS302: Placing, Canceling, & Modifying Holds



# User Groups

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

## Acquisitions & Cataloging Networking Group

- In-person meeting at Downers Grove Public Library on May 8th
- Over 40 attendees
- Conversation focused on Acquisitions processes with presentations by member libraries
- Notes and PowerPoint can be found on the [support site](#)
- Next meeting is virtual on [September 11, 2025](#) from 9:30-11am

## E-Resources Working Group

E-Resource Working Group met virtually on May 22. Things covered:

- Explora 2025 is wrapping up!
  - Creating default Explora profiles for Public Libraries, High School, Middle School, and Elementary School
- Reviewed troubleshooting documentation
- Discussed EBSCO areas of interest for SWAN Expo

# Circulation Networking Group

[Register Today](#)

**IN PERSON**

## **When**

Wednesday, Jun 18, 2025 | 9:30 am - 11:00 am

## **Where**

[Eisenhower Public Library District](#)

### **Physical address**

4613 N Oketo Ave  
Harwood Heights, IL 60706  
United States

In Person

## **Register**

[Register on Zoom](#)



## Upcoming Events

Register now for 2025 user groups, governance meetings, and office hours! On L2 and the SWAN Support Site:  
[support.swanlibraries.net/calendar](https://support.swanlibraries.net/calendar)

- SWAN Quarterly Meeting (6/5)
- SWAN Acquisitions Office Hours (6/17)
- SWAN Circulation Networking Group (6/18)
- SWAN Board Meeting (6/20)

**Next Fireside  
Chat  
June 24th**

