# SWAN Expo 2024 Sessions

## 9:00 a.m. - 9:45 a.m.

**Welcome to SWAN Expo & the State of SWAN**
*Conference Rooms A, B, & C*
*Presented by Aaron Skog*

A welcome from the Moraine Valley Community College and a "State of SWAN Address."

## 9:45 a.m. - 10:45 a.m.

**Keynote: From Confusion to Confidence: Improving Mental Health Crisis Intervention**

*Conference Rooms A, B, & C*
*Presented by Troy Siewert (NAMI)*

Have you ever felt uncertain about how to assist someone during a mental health crisis?  Want to help but don't know how? Learn some of the same skills and strategies used by a retired police officer to successfully resolve well over one thousand mental health crisis calls.  The information provided in this session will empower you to more confidently navigate these interactions and improve outcomes.

## 11:00 a.m. - 11:45 a.m.

### *Basic Copyright for Library Staff*

*Conference Room A*
*Presented by Sara Bensen, University of Illinois*

Copyright is an ever-present and constantly evolving challenge for library staff. If you're new to copyright, it can be hard to know where to start. In this event, copyright librarian Sara Benson will guide you through the basics.

You will learn about how a copyright is formed, when to register a work, how to calculate copyright term length, library limitations and exceptions, and fair use. The webinar will include opportunities for the exploration of hypothetical situations that come up in libraries as well as tools and resources librarians can use to understand copyright.

### *School Partnerships: Issuing Student Cards*

*Conference Room B*
*Presented by Library Staff with SWAN Staff*

Some SWAN libraries have recently entered into partnerships with local school districts to create and distribute library cards to registered students. Join our member staff for a discussion of how these projects have gotten off the ground, from conception through the implementation of intergovernmental agreements, to the eventual creation and distribution of cards. SWAN staff will also be present to discuss how our staff assist in the process.

### Roundtable
### Self Care in the Balance of Work & Life

*Conference Room C*
presented by Deborah Mach (NAMI)
Stress, worry, anxiety, anger, tired, burned out?  Learn how prioritizing your physical and emotional care can enhance your resilience, mental health, relationships and ability to get your work and life in balance.

### *Be a Workflows Detective: Following Clues to Unravel Confusing Service Scenarios*

*Computer Lab Room 203*
*Presented by Sam Dietel and Crystal Vela*

These sessions will give attendees the tools they need to search Workflows quickly and effectively. Led by SWAN staff, this is a hands-on session in a computer lab where you will be able to experiment in a Workflows environment. SWAN staff will have plenty of content to share, but feel free to bring your own questions along.

### BLUEcloud Analytics Basics

*Computer Lab Room 205*
*Presented by Helen Pinder and Michael Szarmach*

Join our team of experts in a hands-on overview of BLUEcloud Analytics from the ground up. This session is for any staff who have never used Analytics or would like a review of the basics. We will cover navigating the interface, accessing pre-made reports, exporting reports to Excel or PDF, and setting up subscriptions and automating report delivery. Participants will be able to interact with BLUEcloud Analytics at a computer screen.

### Utilizing the Illinois Digital Archives

*Classroom 202/204*
*Presented by Ross Taft & Sandra Fritz, Illinois State Library*

The Illinois Digital Archives is a repository for the digital collections of the Illinois State Library as well as other libraries and cultural institutions in the State of Illinois. Learn how your library can utilize the Illinois Digital Archives and contribute to the collection.

# 12:00 p.m. - 12:45 p.m.
**Lunch Break**
*Conference Rooms A, B, & C*

# 1:00 p.m. - 1:45 p.m.

### Local Records Management

*Conference Room A*
*Presented by Steve Colaizzi and Marikay Hegarty, Secretary of State Field Representatives*

Join Secretary of State Field Representatives in a discussion of Illinois records retention policies and how they affect your library. Learn about the Local Records Act, requirements for records lifecycle management, and how to dispose of records in collaboration with the Illinois State Archives. This session will help you demystify these requirements and ensure that your library is performing in accordance with state policy.

### Circulation Best Practices: Moments at the Service Desk

*Conference Room B*
*Presented by Sandra Leyva, Tori Stratton, and Latricia Thompson*

Have you ever had to deal with a complicated situation at the Circulation desk and wondered if there was a better way to handle it? Are you hoping to train staff or streamline your practices to optimize the patron experience across SWAN libraries? Join some of the Circulation Advisory group to issues best practices at the Circulation desk.

### Roundtable: Staff development, library in-service day, & what libraries do for fun

*Conference Room C*
*Facilitated by Cynthia Romanowski*

Join your colleagues for a guided discussion of staff engagement and training topics. Share ideas for staff in-service days, training opportunities, parties, and morale-boosting activities.

### Aspen for Library Staff

*Computer Lab Room 203*
*Presented by Tara Wood*

In this interactive session you will learn tips, tricks, and life hacks to use Aspen in your library, from searching to placing holds, to assembling displays and more. We will showcase interesting uses of Aspen, challenging search scenarios, and customizations to consider for your library catalog. Whether you rarely use Aspen or use it on a daily basis, this session is for you.

# 1:00 p.m. - 1:45 p.m. (Continued)

### BLUEcloud Analytics Q & A for Technical Services

*Computer Lab Room 205*
*Presented by Sam Dietel and Vickie Totton*

This interactive session will allow participants to engage with SWAN staff on BLUEcloud Analytics. We will prepare topics to showcase, but we hope you will come prepared with questions, wishlist reports, and other topics you wish to cover. Our Analytics experts are ready to help you use Analytics to its full potential. This session will focus on technical services topics including bibliographic records, items, and acquisitions reports.

### But wait.....I have a question!

*Classroom 201*
*Facilitated by Troy Siewert, Michaelyn Sloan, Marianne Bithos (NAMI)*

Meet one-on-one with the keynote speaker, Troy Siewert, and NAMI representatives Marianne Bithos and Michaelyn Sloan during this informal drop-in session to get the answers you're looking for.  This is your opportunity to get ideas on how to apply the strategies discussed in the keynote presentation to your individual situation as well as information about available resources and programs offered by NAMI.

### Crisis Plans from an HR Perspective

*Classroom 202/204*
*Presented by Candice Fisher, HR Source*

Protests, riots, bomb threats, disorderly behavior in the building or even a global pandemic.  Public libraries have increasingly been subjected to various crises which are new to the profession.  Nobody expects or wants them, but these types of emergencies happen.  How your library prepares can determine the response which could create a critical juncture for your organization and the staff.  This session will provide a foundation for creating an emergency preparedness plan and gaining staff and leadership buy-in.  Expect the unexpected and help your library be prepared.

# 2:00 p.m. - 2:45 p.m.

### Library Newcomers & the Immigrant Experience

*Conference Room A*
*Presented by Esmeralda Cossyleon, District Chief Chicago Public Library & Guillermina Duarte, Branch Manager Chicago Public Library*

Chicago Public Library staff will share how the recent immigration to the City of Chicago and suburban area have impacted library services. They will share information about the services library newcomers are seeking and how Chicago Public Library adapted to the library newcomers.

### Roundtable: How to Deal with Difficult Service Scenarios

*Conference Room C*
*Facilitated by Vickie Totton*

If you are front line staff, odds are you've had to deal with a difficult situation. This roundtable session will be an opportunity to share tactics for handling challenging interactions such as billing disputes, ideological challenges, demanding patrons, and more.

### Collection management: weeding, storage, renovations

*Conference Room B*
*Presented by Dawn Ritter, Claudia Corzine, Tina Ruszala, Lauren Maxwell, Ellen Anderson*

This panel session will give an overview on how some libraries handled collection development during a renovation, remodel, or new build. Topics covered are preparing the collection for a move, weeding decisions, ordering, circulation, physically moving the collection, communication, employees, what they learned from the experience, and how it influences their current practices.

### Be a Workflows Detective: Following Clues to Unravel Confusing Service Scenarios

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This interactive session will allow participants to engage with SWAN staff on BLUEcloud Analytics. We will prepare topics to showcase, but we hope you will come prepared with questions, wishlist reports, and other topics you wish to cover. Our Analytics experts are ready to help you use Analytics to its full potential. This session will focus on public services topics including users, holds, items, and any reports that help you day-to-day patron interactions.

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*Facilitated by Troy Siewert, Michaelyn Sloan, Marianne Bithos (NAMI)*

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### RAILS Delivery: Bins, Bags, and Beyond!

*Classroom 202/204*
*Presented by Mark Hatch (RAILS)*

Have you wondered how items requested items reach your library? RAILS delivery spans the entire SWAN region, and this session will illuminate how Illinois has one of the most robust library delivery networks in the world.
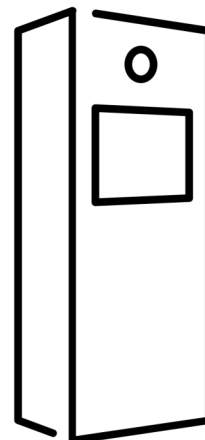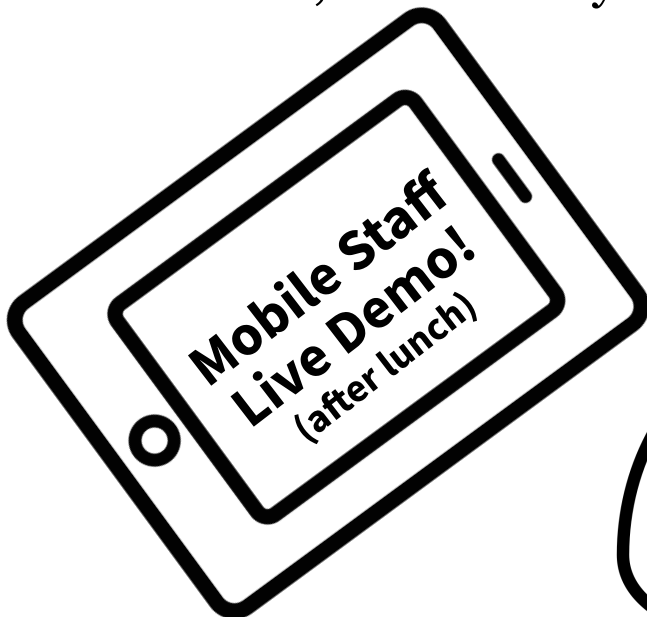
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## 3:00 p.m. - 3:45 p.m.
### Closing: In the Year 2075: We Predict the Future of SWAN
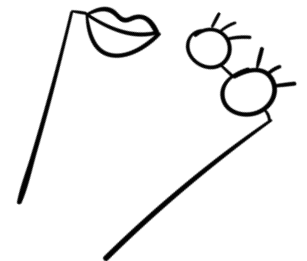*Conference Rooms A, B, C*

*Presented by Aaron Skog*
SWAN began as an idea in 1974 with 9 libraries joining the endeavor to bring technology to library operations. SWAN has reached its 50th anniversary, but what will the future look like for the organization for the next 50 years?

## Meanwhile, in the lobby...

Mobile Staff Live Demo! (after lunch)

SWAN swag!

Photo Booth!

# SWAN Expo 2024 Schedule
## Schedule At-A-Glance

| Room →<br>Time↓ | Conference A | Conference B | Conference C | 2nd Floor -<br>Comp Lab 203 | 2nd Floor -<br>Comp Lab 205 | 2nd Floor -<br>202/204 | 2nd Floor -<br>201 |
|---|---|---|---|---|---|---|---|
| 9:00 - 9:45 | Welcome & the State of SWAN | | | | | | |
| 9:45 - 10:45 | Keynote: From Confusion to Confidence: Improving Mental Health Crisis Intervention | | | | | | |
| 11:00 - 11:45 | Basic Copyright for Library Staff | School Partnerships: Issuing Student Cards | Roundtable: Self Care in the Balance of Work & Life | Be a Workflows Detective: Following Clues to Unravel Confusing Service Scenarios | BLUEcloud Analytics Basics | Utilizing the Illinois Digital Archives | - |
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| 1:00 - 1:45 | Local records management | Circulation best practices: Moments at the service desk | Roundtable: Staff development, library in-service days, & what libraries do for fun | Aspen for Library Staff | BLUEcloud Analytics Q&A for Technical Services | Crisis Plans from an HR Perspective | But wait….. I have a question! (NAMI) |
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| 3:00 - 3:45 | Closing: In the Year 2075: We Predict the Future of SWAN<br>Raffle for two Kindles! | | | | | | |