




SWAN Expo

August 22, 2022

SWAN Library Services



Welcome to
Moraine Valley
Community
College

- Dr Sylvia Jenkins, President



Welcome to SWAN Expo's 6th year



Access to WiFi:

Connect to: **MVConferenceCenter**
Passcode: **RegisterNow1**



How to access the event
schedule:

Visit
support.swanlibraries.net/swanexpo



What's for lunch?


Visit
support.swanlibraries.net/swanexpo



Hold on to your raffle ticket until the end of the event

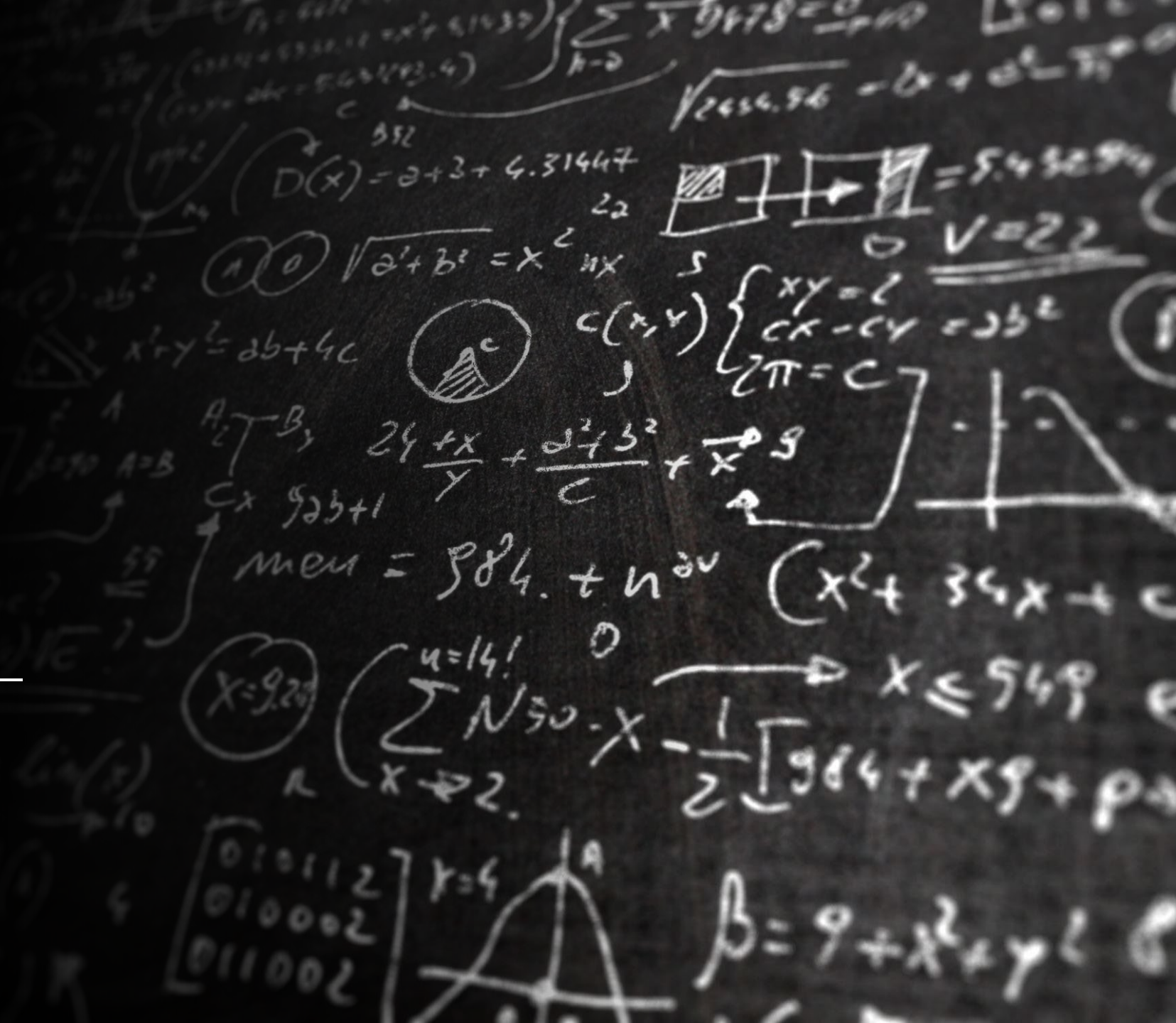


Reminder: MVCC is a smoke-free campus



Keynote: Big Ideas and Big Challenges

SWAN Expo 2022



The Purpose and Vision of SWAN Expo

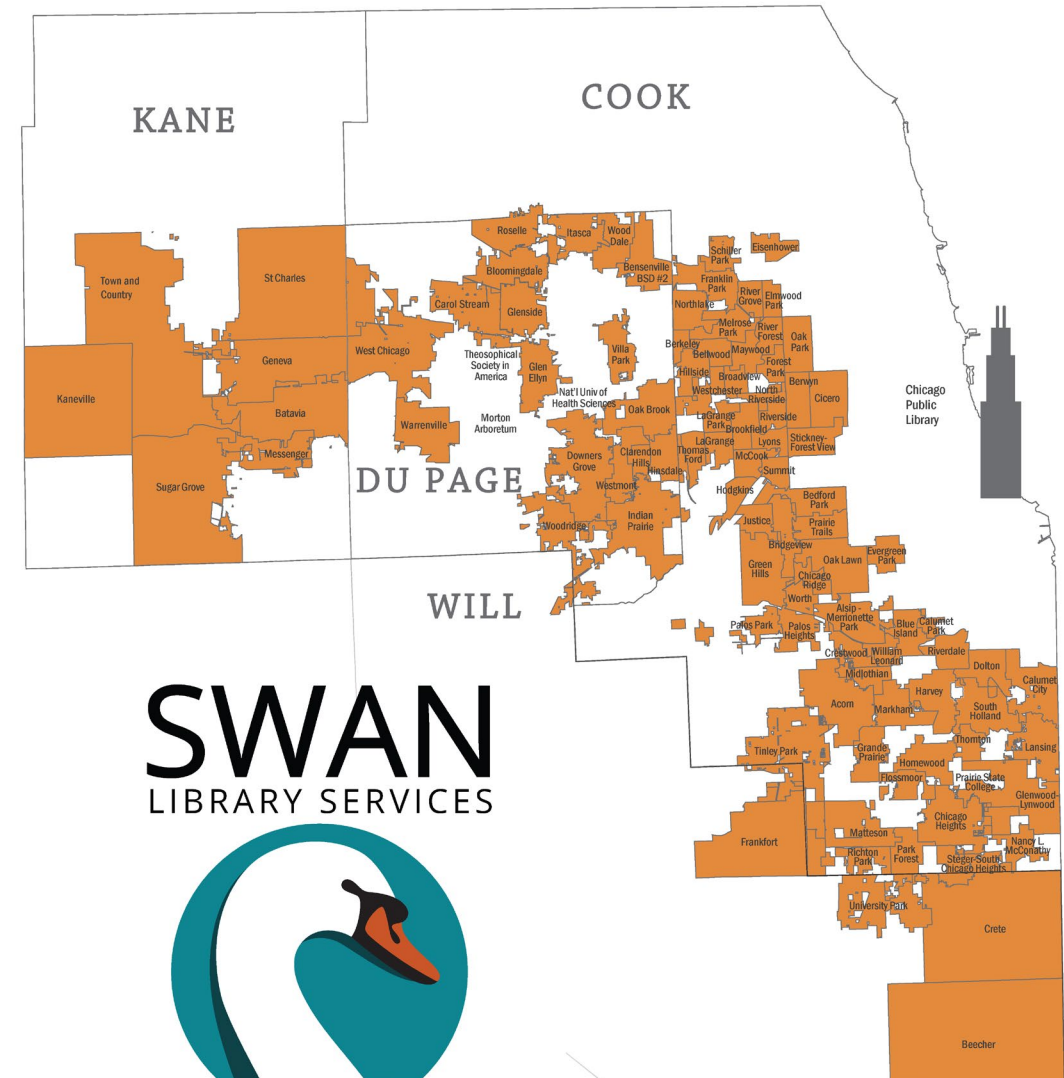
To create a gathering for the SWAN Membership and friends sharing expertise and big ideas, striving to bring best practices back to our colleagues

Special thanks to presenters

- Ahren Sievers, Elmwood Park Public Library
- Andrew Riis, Eisenhower Public Library District
- Ashley Boyer, Oak Park Public Library
- Christine Sporleder, Bloomingdale Public Library
- Jasmina Lapo, St Charles Public Library District
- Jenny Bean, Oak Lawn Public Library
- Julie Tegtmeier, St Charles Public Library District
- Kandice Krettler, Villa Park Public Library
- Kathleen Spale, Oak Park Public Library
- Lauren Maxwell, Geneva Public Library District
- Lizzie Matkowski, Downers Grove Public Library
- Lucas McKeever, Downers Grove Public Library
- MaryKellie Marquez, Warrenville Public Library District
- Meghan Moran, Oak Lawn Public Library
- Pam Kamin, Glenside Public library
- Pam Taylor, Oak Lawn Public Library
- Rachael Flewelling, Glen Ellyn Public Library
- Rebecca Bartlett, LaGrange Public Library
- Sandra Leyva, Alsip-Merrionette Park Public Library District
- Sarah Schroeder, Tinley Park Public Library
- Sarai Barrios, Eisenhower Public Library District
- Zach Musil, Tinley Park Public Library

The State of the SWAN Membership

- 100 libraries
- 1.5 million titles
- 8.3 million items
- 1 million users
- 13 million annual circulation (FY22)
 - 7.7 million checkouts
 - 5.3 million renewals (4.7 million autorenewals)
- 1 million ILL (FY22)
- 630 thousand reciprocal borrowing (FY22)
 - 463 thousand within SWAN
 - 168 thousand outside of SWAN



Accomplishments in the past 2 years for better user experience: **New Discovery Platform**



**Aspen
Discovery**

Research phase 2019

Testing phase May 2020 – Nov 2020

Pilot libraries Dec 2020 – May 2021

Library cohorts 1 Aug 2021- Oct 2021

Library cohort 2 Jan 2022 – Mar 2022

100 libraries live!

Better User Experience: Aspen Discovery

Themed per library

Grouped works

eResources integration

Placards

Masquerade mode

Browse categories

Spotlights

- Constant development: Monthly releases!
- See Expo session topic “Engaging Patrons with Aspen Panel”
11:00am

Aspen Discovery & BLUEcloud Visibility

Search results for your collections are in Google search results!

From January-May 2022, BLUEcloud Visibility links resulted in 22,988 visits to SWAN library catalogs.

The screenshot shows a Google search for "meera sodha east". The search results include a carousel of book covers for "East: 120 Easy and Delicious Asian-inspired Recipes" and "Fresh India: 130 Quick, Easy, and Delicious Vegetarian Recipes". Below the carousel, there are search results from Amazon, Macmillan, and The Guardian. A blue arrow points to the "Chicago Public Library" link in the "Get book" section on the right side of the page.

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Better User Experience: BLUEcloud Circulation

Alsip-Merrionette Park Public Library District

Batavia Public Library District

Carol Stream Public Library

Eisenhower Public Library District

Elmwood Park Public Library

Glenside Public Library

Homewood Public Library

Matteson Area Public Library District

River Forest Public Library

- BLUEcloud Circulation is a web-based tool that covers very basic circulation tasks
- SWAN is working closely with a small team of SWAN members to identify key functionality that needs to be developed in BLUEcloud Circulation
- Findings are shared with SirsiDynix through their Strategic Partnership Program (SPP)
- See Expo panel session “BLUEcloud Circulation: Lessons from the Field”

Welcome to BLUEcloud Circulation

Patron Search ↔

Scan or search for patrons

ALL_LIBS

Name



Patron Registration

Check In

Better User Experience: **Web Accessibility**

- Collaboration between SWAN & RAILS
- Goal to have vendors providing web services to libraries adhere to Web Content Accessibility Guidelines
- Voluntary Product Accessibility Template: “VPAT”

Libraries participating in RAILS VPAT directory

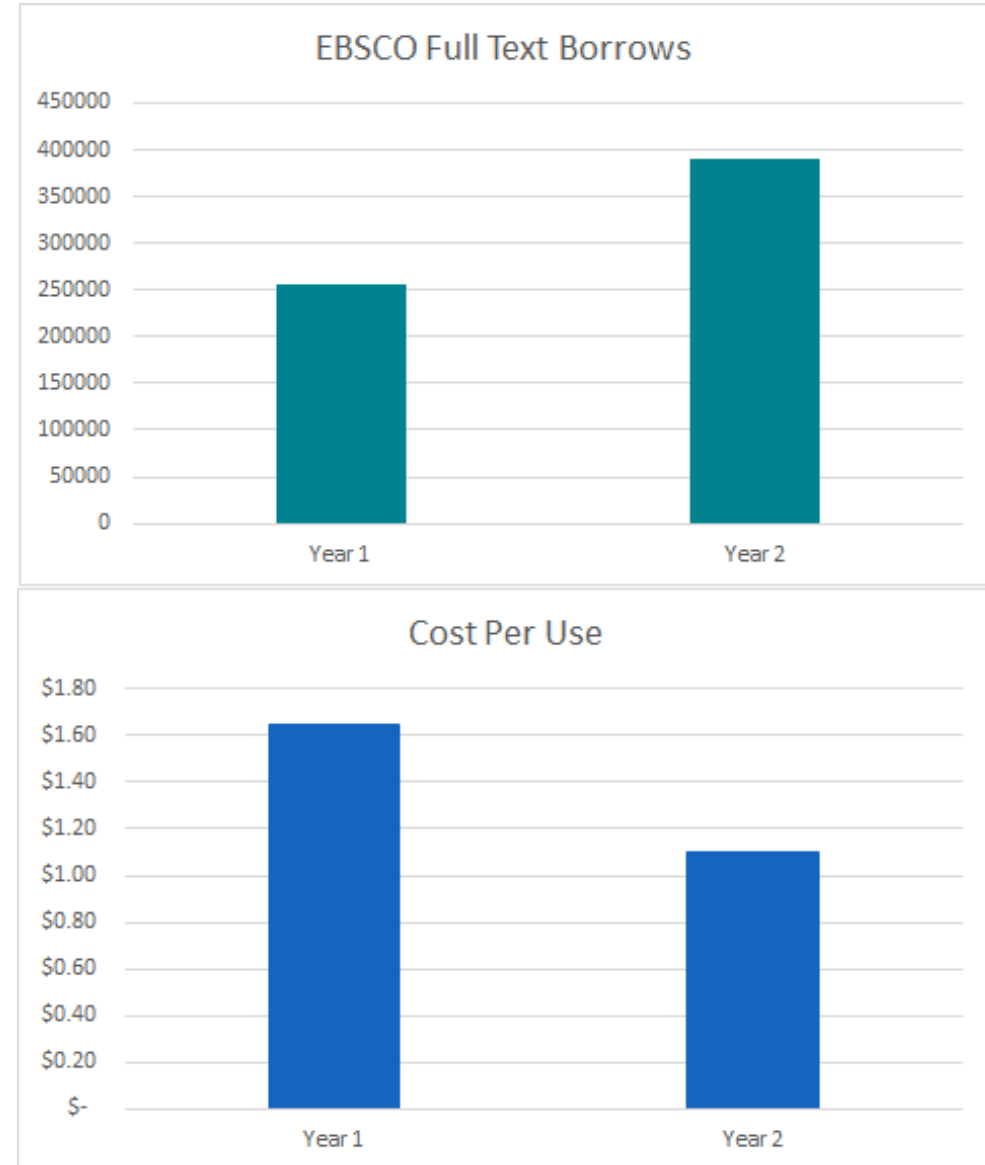
- Algonquin Area Public Library District
- Arlington Heights Memorial Library
- Barrington Public Library District
- Cook Memorial Public Library District
- Crystal Lake Public Library
- Des Plaines Public Library
- Fox River Valley Public Library District
- Gail Borden Public Library District
- Glenview Public Library
- Green Hills Public Library District
- Indian Prairie Public Library District
- Indian Trails Public Library District
- Lansing Public Library
- Midlothian Public Library
- Mount Prospect Public Library
- Normal Public Library
- Northbrook Public Library
- Oak Brook Public Library
- Oak Lawn Public Library
- Oak Park Public Library
- Park Ridge Public Library
- Prairie Trails Public Library District
- Saint Charles Public Library District
- Schaumburg Township District Library
- Vernon Area Public Library District
- Winfield Public Library
- Wood Dale Public Library District

E-content

SWAN negotiated deals

- Kanopy
- Comics Plus

- EBSCO group package
 - 84 libraries



Better User Experience: DEI in metadata

Illinois statewide initiative

Catalog LC record subject
headings

Engaging with impacted
groups

Inclusive terms



Get Your Online Card

Register for your digital library card today to access eBooks & online resources.

Better User Experience: Online Patron Registration

- The Online Patron Registration tool provides prospective patrons with a method of signing up for a temporary library card
- COPPA compliant
- Secured data

Better User Experience: Statewide Catalog


SWAN training on
WorldShare ILL, WorldCat
Discovery & WorldCat.org

“OHM” updates 25
million WorldCat records

Reset of all library
holdings in WorldCat in
2022

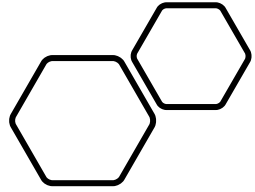
- In conjunction with upcoming
WorldCat.org interface update

See Expo session topic
“WorldShare ILL: Working
Smarter Not Harder”
11:00am



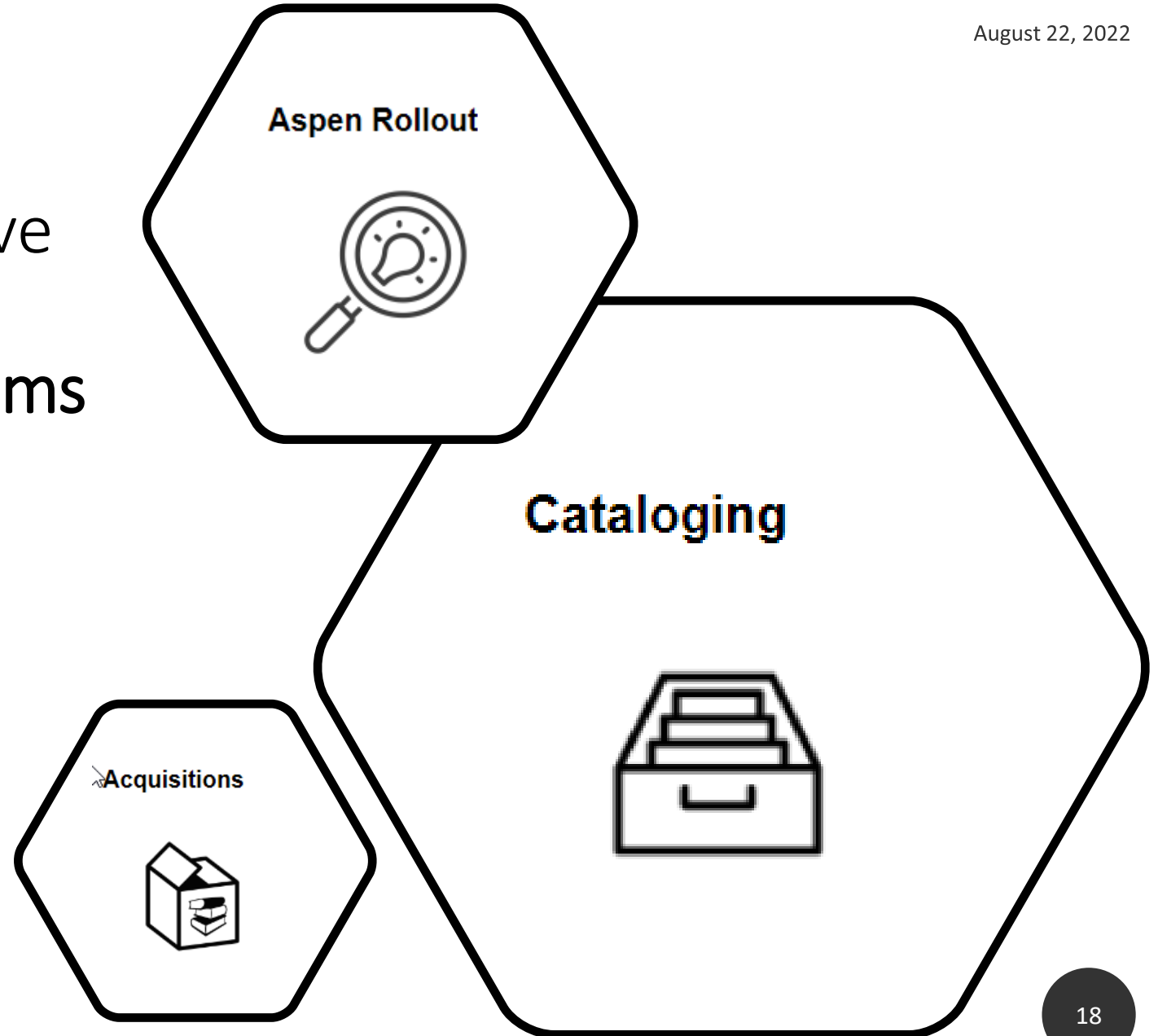
OCCLC

The OCCLC logo is centered on the right side of the slide. It features the letters 'OCCLC' in a bold, black, sans-serif font. Above the letters are three overlapping circles in blue, green, and orange. To the right of the circles is a solid orange circle. Below the letters are several yellow dashed lines of varying lengths, arranged in a curved pattern.



Strengthen the collective identity: **SWAN Community Forums**

- Launched 2019
- Connecting library staff during pandemic



New: Birds of a Feather

SWAN Community Forums

SWAN Birds of a Feather is a place for members to share their experiences, seek advice, and share tips/tricks using important complementary services.

Birds of a Feather | all | all tags | Top | Latest

Collection HQ
We have over 10 libraries in SWAN using Collection HQ to assist in analysis for collection development. Since we rely o...

Patron Point
Libraries are very interested in patron engagement platforms. Patron Point has been gaining in popularity and interest among...

Beanstack
With over half of our SWAN public libraries using Beanstack for summer and year-round reading challenges and tracki...

Niche Academy
We have over 20 SWAN libraries providing Niche Academy as a learning and training resources for patrons..

A place for members to share expertise and help colleagues using common 3rd party services

New: Online Learning Management System

Crystal Vela

Patron Account Blocks & Notes

RESUME COURSE DETAILS ▾

This course will acquaint staff with the patron blocks and notes including processing special notes.

- Introduction ✓
- Patron Blocks ✓
- Patron Notes ✓
- Summary ✓

CATALOG

100 Libraries
Learning together

1 + New? Create an account



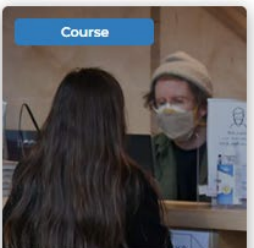
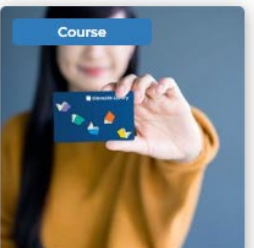

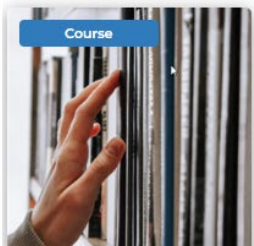
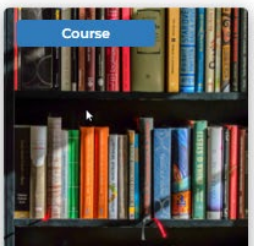
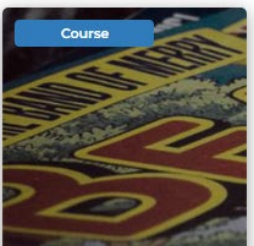


2 SIGN IN

SWAN
LIBRARY SERVICES

- Connect with Colleagues
- View the Online Course Catalog
- SWAN Recorded Training Sessions

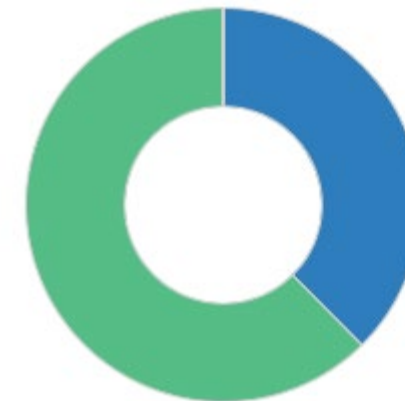
Online Learning – Users & Enrollments

10 courses (Patron & Technical Services)

 <p>Course</p> <p>PS100: Circulation Basics</p> <p>Cr: 3</p>	 <p>Course</p> <p>PS101: Patron Manage...</p> <p>Cr: 3</p>	 <p>Course</p> <p>PS104: Patron Account ...</p> <p>Cr: 1</p>	 <p>Course</p> <p>PS106: Lost Cards</p> <p>Cr: 1</p>	 <p>Course</p> <p>TS080: Searching in W...</p> <p>Cr: 3</p>
 <p>Course</p> <p>TS100: Adding Call Nu...</p> <p>Cr: 1</p>	 <p>Course</p> <p>TS101: Creating Pre-Cats</p> <p>Cr: 3</p>	 <p>Course</p> <p>TS120: Working with Se...</p> <p>Cr: 1</p>	 <p>Course</p> <p>TS200: Demystifying Se...</p> <p>Cr: 3</p>	 <p>Course</p> <p>TS201: Advanced Serials</p> <p>Cr: 1</p>



COURSE ENROLLMENTS (250)



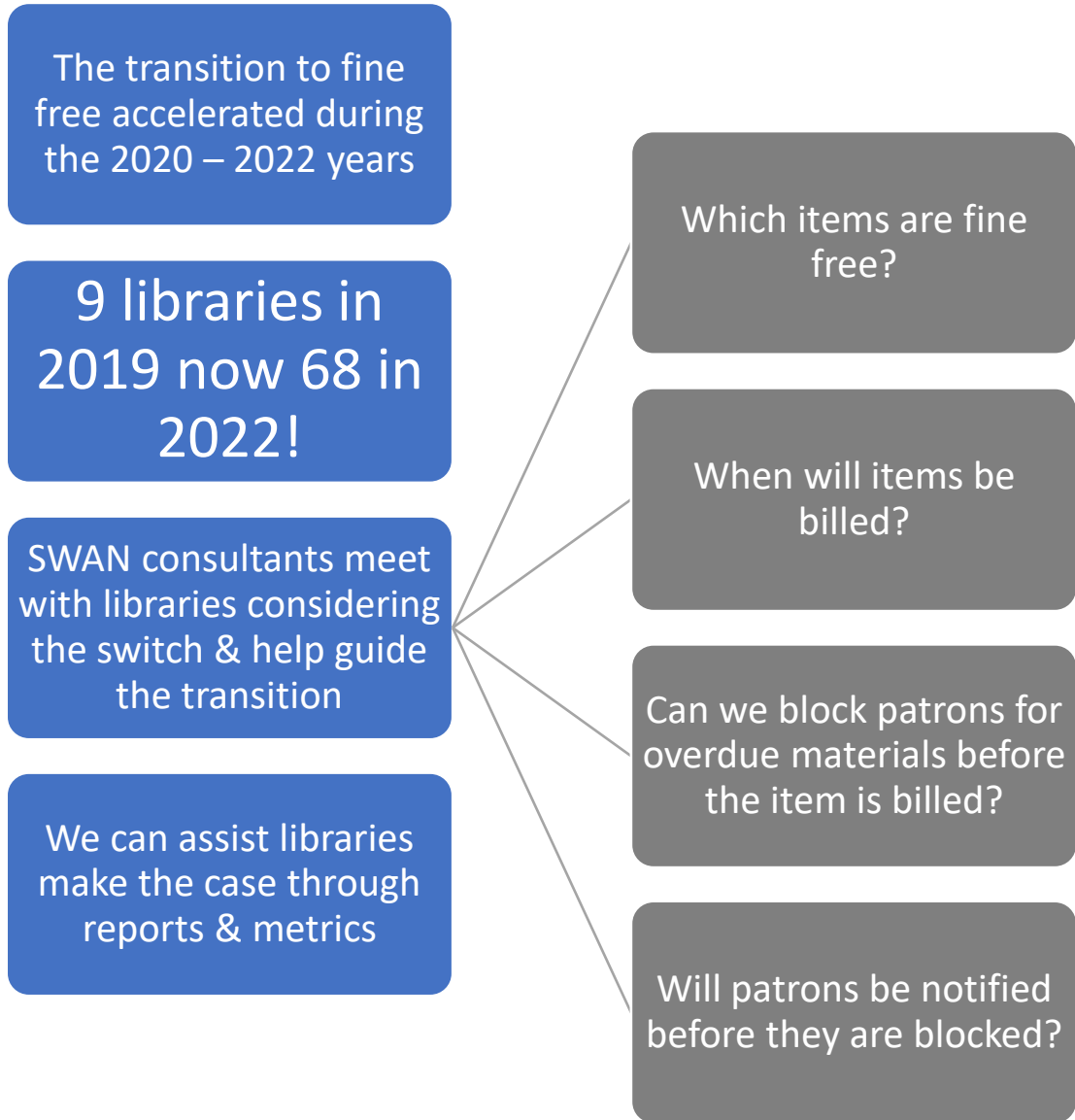
- Enrolled: 94 (38%)
- Completed: 156 (62%)
- Overdue: 0 (0%)
- Expired: 0 (0%)



Trends

2020 - 2022

Trends: Fine Free Libraries



- | | | |
|--|--|--|
| 1. Bedford Park Public Library District | 25. Hillside Public Library | 49. Richton Park Public Library District |
| 2. Bellwood Public Library | 26. Hinsdale Public Library | 50. River Forest Public Library |
| 3. Bensenville Community Public Library District | 27. Indian Prairie Public Library District | 51. River Grove Public Library District |
| 4. Berkeley Public Library | 28. Itasca Community Library | 52. Riverdale Public Library District |
| 5. Berwyn Public Library | 29. Justice Public Library District | 53. Riverside Public Library |
| 6. Bloomingdale Public Library | 30. Kaneville Public Library District | 54. Roselle Public Library District |
| 7. Bridgeview Public Library | 31. LaGrange Park Public Library District | 55. Saint Charles Public Library District |
| 8. Broadview Public Library District | 32. LaGrange Public Library | 56. Schiller Park Public Library |
| 9. Carol Stream Public Library | 33. Lansing Public Library | 57. South Holland Public Library |
| 10. Chicago Heights Public Library | 34. Linda Sokol Francis Brookfield Library | 58. Steger-South Chicago Heights Public Library District |
| 11. Chicago Ridge Public Library | 35. Matteson Area Public Library District | 59. Stickney-Forest View Public Library District |
| 12. Cicero Public Library | 36. Maywood Public Library District | 60. Thomas Ford Memorial Library |
| 13. Clarendon Hills Public Library | 37. Melrose Park Public Library | 61. Town and Country Public Library District |
| 14. Crete Public Library District | 38. Messenger Public Library of North Aurora | 62. Villa Park Public Library |
| 15. Downers Grove Public Library | 39. Midlothian Public Library | 63. Warrenville Public Library District |
| 16. Eisenhower Public Library District | 40. North Riverside Public Library District | 64. Westchester Public Library |
| 17. Elmwood Park Public Library | 41. Northlake Public Library District | 65. Westmont Public Library |
| 18. Flossmoor Public Library | 42. Oak Brook Public Library | 66. Wood Dale Public Library District |
| 19. Forest Park Public Library | 43. Oak Lawn Public Library | 67. Woodridge Public Library |
| 20. Franklin Park Public Library District | 44. Oak Park Public Library | 68. Worth Public Library District |
| 21. Geneva Public Library District | 45. Palos Heights Public Library | |
| 22. Glen Ellyn Public Library | 46. Palos Park Public Library | |
| 23. Glenside Public Library District | 47. Park Forest Public Library | |
| 24. Green Hills Public Library District | 48. Prairie Trails Public Library District | |

Trends: Library lockers & Drive-up windows

Library renovations & Innovative approaches to 24-hour service
SWAN implemented “pseudo libraries”
See panel topic “Pseudo Libraries: Locker/Drive-Up” 11am

Lockers

- Downers Grove
- Matteson
- North Riverside
- Oak Park
- Stickney
- Villa Park

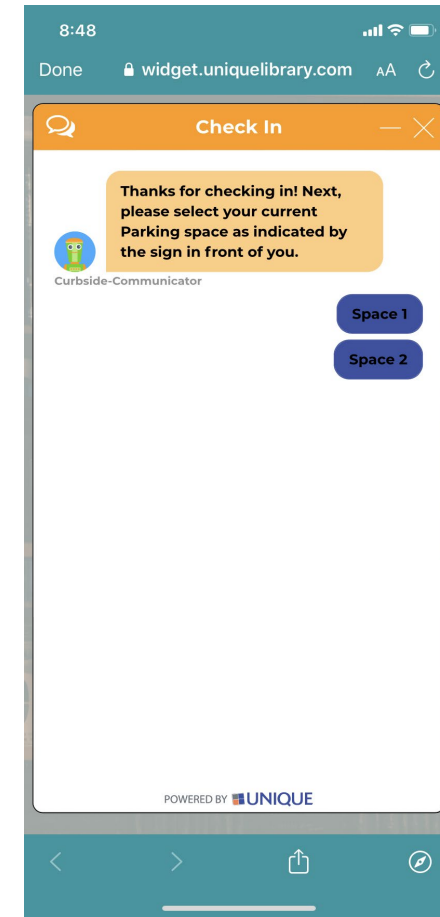
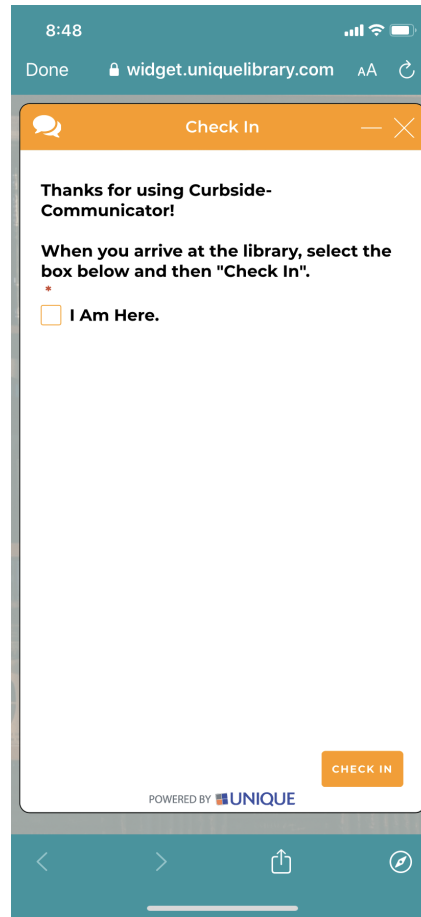
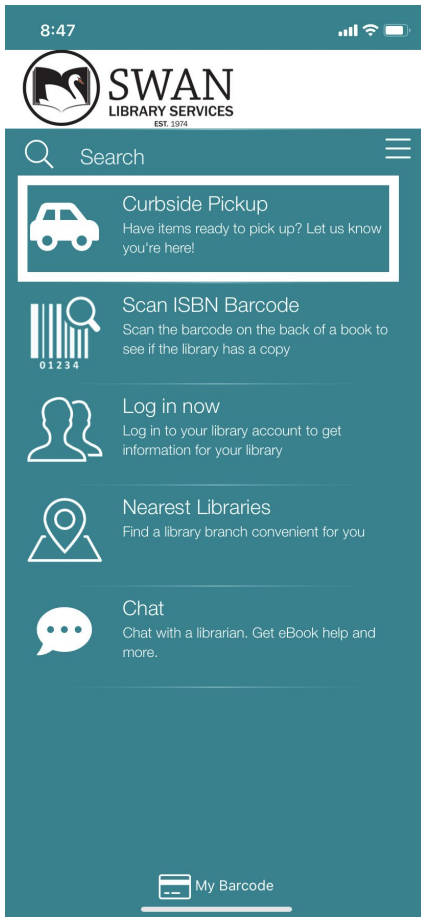
Drive-up Window

- Glen Ellyn
- Geneva
- Indian Prairie
- St Charles
- La Grange (coming)



Luxer One Lockers at Villa Park Public Library

Trends: Curbside Communicator via Mobile App






Big Ideas

Enhanced email notices

Library hold notice Inbox

 **Your Local Library** <sirsi@catalog2.swanlibraries.net>
to me

Monday, June 20, 2022

SWAN Headquarters
800 Quail Ridge Dr.
Westmont
IL 60559
<https://sws.swanlibraries.net>

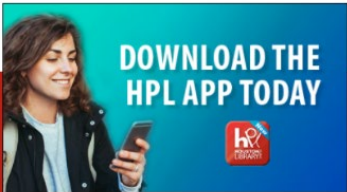

800 QUAIL RIDGE DR
WESTMONT
IL 60559

"PICKUP NOTICE"

The material you requested is available for checkout at the library. Please visit the library to checkout your material by the "Pickup by" date listed below.

If you are no longer interested in this material, please contact the library or login to your account online to cancel your hold. Thank you. Please do not reply to this email address.

1 The raid 2 / Sony Pictures Classics presents in association with Stage G Films ; a Pt. Merantau Films and XYZ Films production ; producers, Ario Sagantoro, Nate Bolotin and Aram Tertzakian ; written, directed and edited by Gareth Huw Evans.
Evans, Gareth, 1980-
call number:BLURAY RAI copy:1
Pickup by:6/27/2022
hold pickup library:SWAN Headquarters



HELLO Ron Swanson


This is a **countdown notice** to let you know that some items may be coming due soon. Items automatically renewed will display the renew due date. To avoid late fees please return materials on the listed due date.

[Library Account](#)

For questions about your library account please contact your local library.

[Library Locations](#) [Borrower Guidelines](#)

TITLE:	Harry Potter and the Philosopher's Stone
CALL#	123456
BARCODE:	12345
DUE DATE:	06-20-20
STATUS:	Hold




Houston Chronicle Digital Archives
1901 - 2017

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Hello!


Holds pick-up is now available by appointment or in-person at your branch.

- Option #1: Use our online calendar to schedule your [Outside Pick-up appointment](#). Monday-Friday. If you are unable to schedule online, please call your holds location.
- Option #2: Visit your holds location during regular [business hours](#). Monday-Saturday. **No appointment required.**

ITEM(S) AVAILABLE:

Title	Pickup Location
Where the Crawdads Sing	Central
Pickup by	
Thursday, August 20th	

 **Have an issue?**
[Send message](#)




Click here to book your appointment

akronlibrary.org

60 South High Street, Akron, Ohio 44306 (330) 643-9000 [Contact Us](#)

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Using geocode data to map activity

Heat Map - concentration of circulation activity January through February 2022

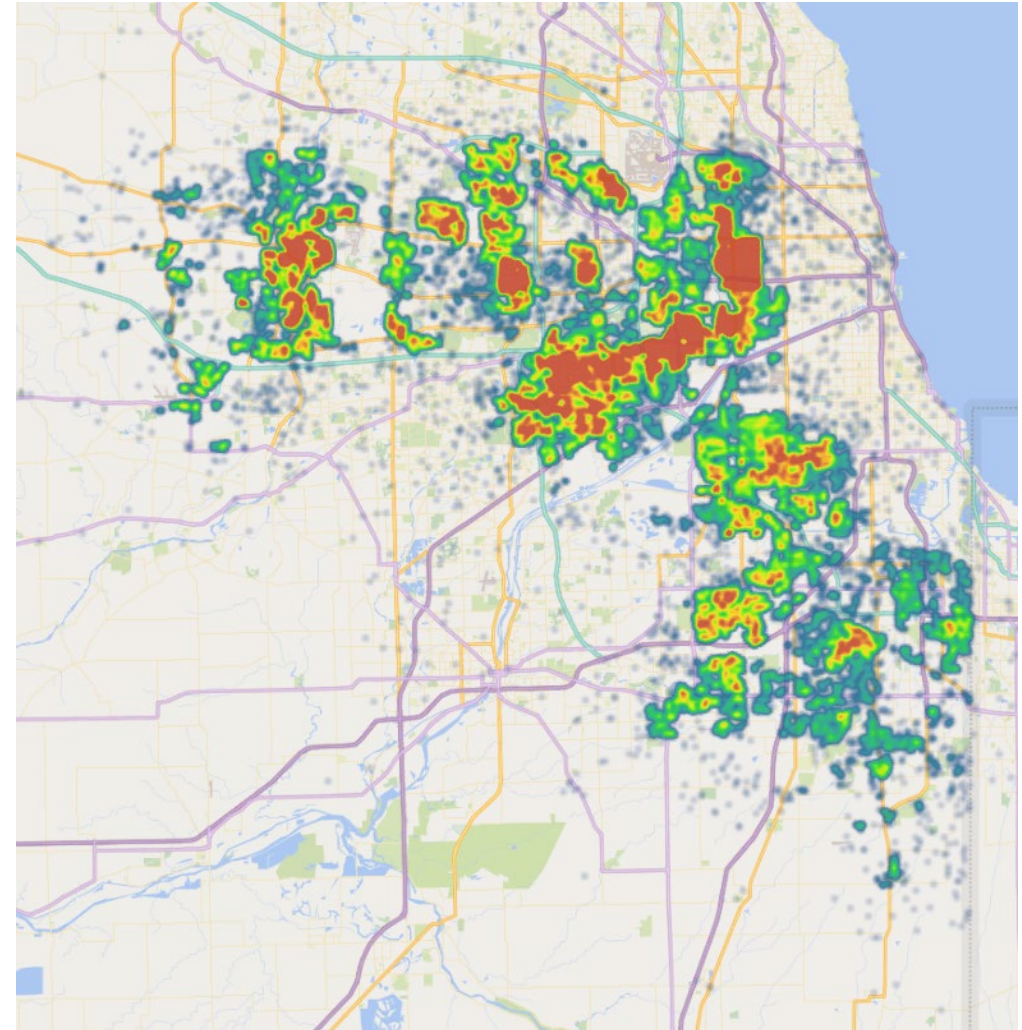
See Expo session “Using Data to Tell a Story” 1:00pm

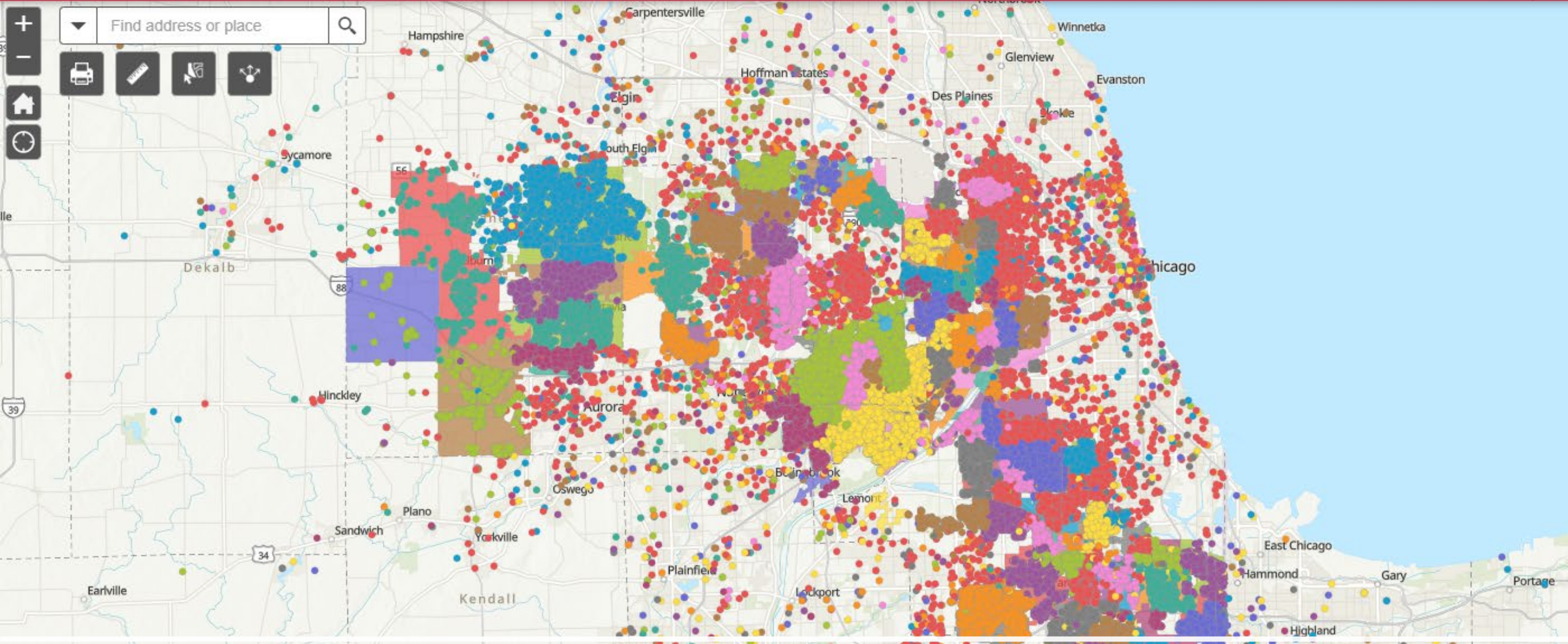
Thursday, Apr 21, 2022 | 2:00 pm - 3:00 pm

**SWAN BLUEcloud Analytics:
using geocode data to map
activity**

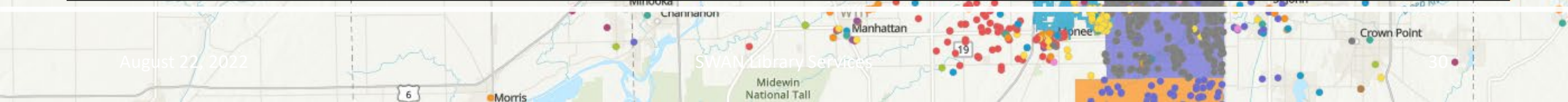
REGISTER

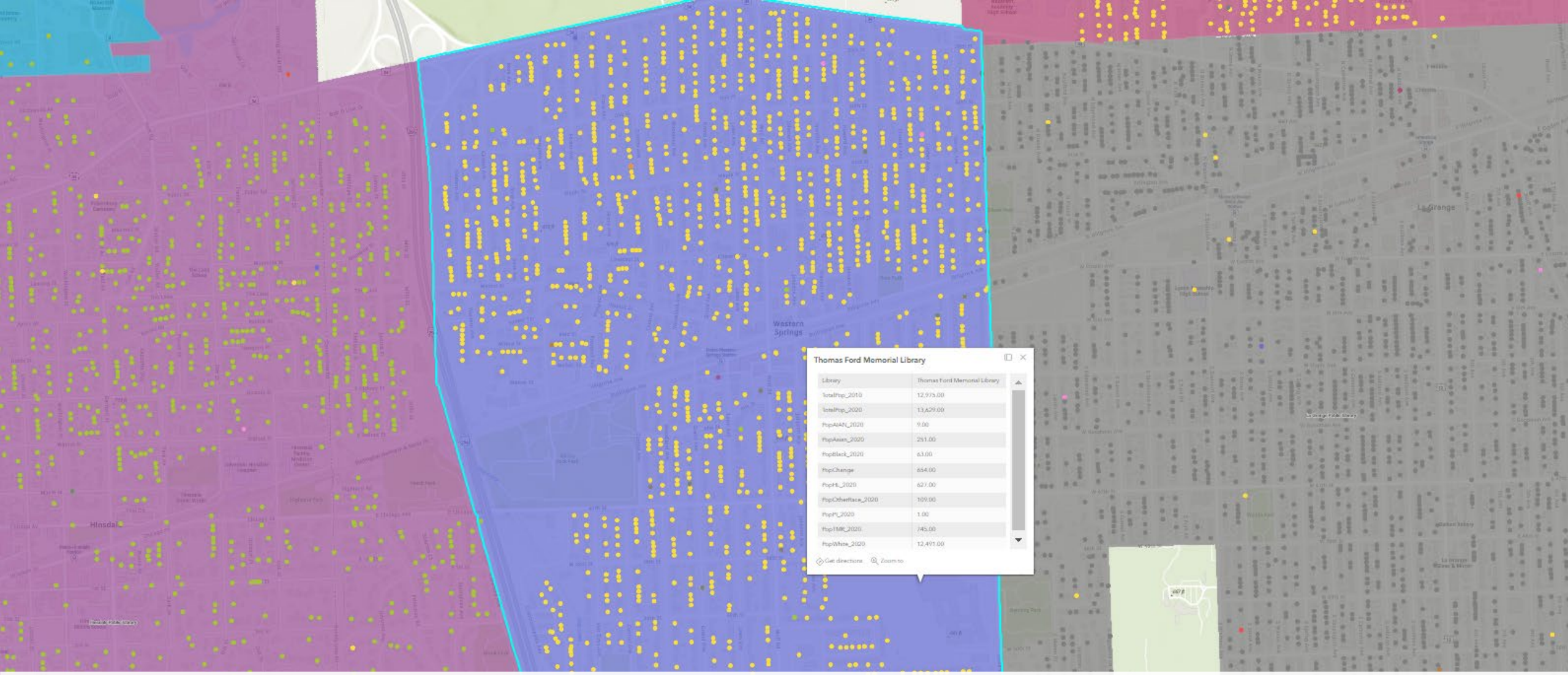
ADD TO CALENDAR





Mapping data in GIS: Geographic Information System





Mapping data in GIS: Geographic Information System



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- 630.326.7455

help@swanlibraries.net
support.swanlibraries.net
844-SWANLIB

Questions?

- You can reach our management team directly!