

# SWAN STRATEGIC PLANNING COMMITTEE NOTES

May 15, 2026

Online meeting

10:00 a.m. – 12:00 p.m.

## **Call meeting to order**

Meeting began at 10:00 a.m.

Present were:

Jennifer Cottrill, Midlothian Public Library, SWAN Vice-President

Zach Musil, Tinley Park Public Library, SWAN President

Ridgeway Burns, Itasca Community Library, SWAN Board of Trustees

Aaron Skog, SWAN Executive Director

## **Introduction of Visitors/Public Comment**

There was no public comment.

## **Review findings of strategic planning membership events**

The meeting focused on reviewing findings from recent board listening sessions conducted by Ridgeway, Zach, and Jennifer to gather member feedback on SWAN's strategic planning. The group discussed five key themes that emerged from the sessions, with the first two themes Strengthening the ILS as the Foundation of SWAN Services, and Enhancing Member Experience, Communication, and Support, being identified as highest priority. Participants expressed strong satisfaction with SWAN's core ILS functionality but raised concerns about workflow efficiency, customer service responses, and the need for better communication when features aren't available. The discussion also covered challenges around standardization versus local control, vendor partnerships, and the complexity of managing multiple integrated systems.

## **SWAN Board update discussion**

The team agreed to present the five strategic themes to the full board in their upcoming meeting packet, while also planning to engage the SWAN management team before the board meeting to discuss next steps and potential organizational changes.

## **Adjournment**

The meeting was adjourned at 12:00 p.m.

Minutes Prepared by Aaron Skog  
Respectfully Submitted,

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Samantha Johnson

Board Secretary