



# SWAN Quarterly Meeting

June 4, 2026

# Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of new directors
4. Approval of March minutes
5. Introduction to new board members
6. Q2 Projects Update
7. Strategic Planning update
8. Overview of information security audit & progress
9. Announcements

# SWAN Board election 2026: Introduction to new board members

# Welcome new board members

Kate Buckson

St Charles Public Library District

[kbuckson@scpld.org](mailto:kbuckson@scpld.org)

Tammy Sheedy

Berwyn Public Library

[tsheedy@berwynlibrary.org](mailto:tsheedy@berwynlibrary.org)

# Thank you!

Jennifer Cottrill

Midlothian Public Library

6 years

Board president

Board vice-president

Samantha Johnson

Roselle Public Library

3 years

Board secretary

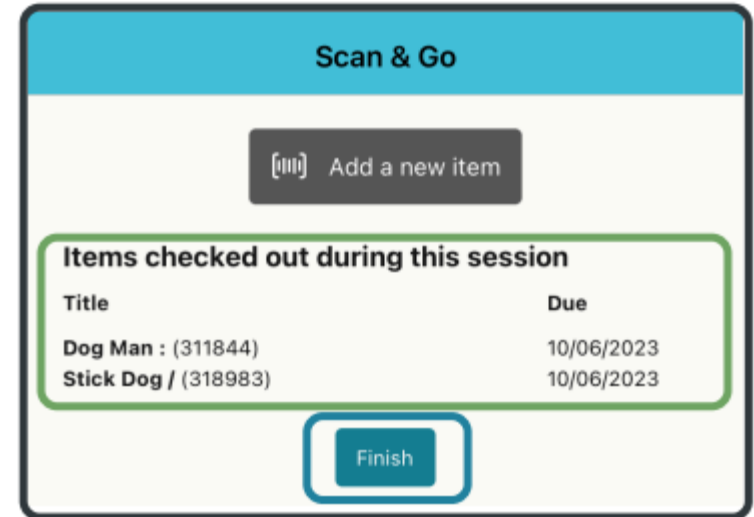
Board treasurer

# Q2 Projects Update

Scott Brandwein, SWAN Assistant Director

# Scan and Go Pilot

- Aspen LiDA feature for in-app self checkout
- Delayed due to issues with overrides
- SWAN & CLEVNET met with Grove for a detailed working session
- Pilot will resume July 2026

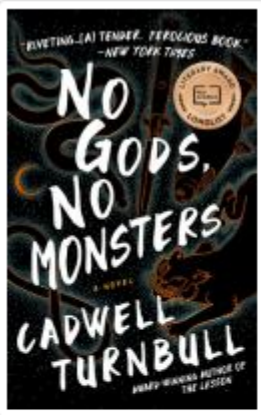


# Private Intelligence Server

- Migration completed successfully.
- Ongoing issue with subscription e-mails lacking authentication metadata leading to delivery failures
- Work on users, usage metrics, and dashboards on hold until resolved.

# Palace Project





★ ★ ★ ★ ★

**1) No gods, no monsters: a novel**

**Author** [Turnbull, Cadwell, 1987-](#)

**Series** [Convergence Saga volume book 1](#)  
[No Gods No Monsters](#)

**Language** English

**Appears on these lists** [2023 Summer Reading -Afrofuturism](#)  
[Black Authors - Fiction](#)  
[Black Voices \(WPL-ADULT\)](#)  
[More Lists...](#)

**eBook**

[Palace Project](#) [Available Online](#) [Check Out Palace Project](#)

[Show Edition](#) [Preview](#)

# Member Engagement Events

- *Accessibility for Websites and e-Resources*
- *The Ins and Outs of EDI Acquisitions*
- *Supporting Patrons with e-Content: Strategies & Solutions*
- *Habits of Highly-Effective Libraries: Sharing Techniques to Make Your Lives Easier*
- *Book Clubs and Beyond: Serving the Needs of All Readers...*
- *Working Smarter, Not Harder: Shortcuts to Make Common Tasks a Breeze*
- *RFID: A Discussion for Users and Prospective Users*
- **Managers Unite: Getting to Know Your Neighbors and SWAN Staff**
- **New Directors Meetup**
- **Outreach: Meeting Patrons Where They Are**
- **MobileStaff Applications and Ideas**
- **Choose the Fate of the Item: Use It or Loose It**

# SWAN Expo

- Session schedule being finalized
  - High member involvement this year
- Registration is open
- Pending
  - Keynote speaker topic
  - Library of Things showcase
  - Closing session

SWAN Expo is Friday, August 21<sup>st</sup> from 9:00-4:00 at NIU Naperville.

## Internal + Upcoming Projects

### Internal Projects

- Staff In-Service Day (4/10/2026)
- Laptop Refresh

### Upcoming Projects

- Talpa search pilot
- “Before You Buy” partnership reference
- Symphony 4.2 Upgrade
- Strategic Planning

# Strategic Planning update

Aaron Skog, SWAN Executive Director

- 5 events
- 4 locations, 1 online
- 3 SWAN Board members
- Planned 90 minutes
- Used 8 priorities identified by SWAN Board & SWAN Staff (separate) retreats

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## **Strategic planning event themes**

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Strengthening the ILS as the Foundation of SWAN  
Services

Enhancing Member Experience, Communication, and  
Support

Clarifying SWAN's Role and Strategic Focus

Balancing Standardization and Local Control

Managing Vendor Partnerships and System Integration

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# Theme 1

## Strengthening the ILS as the Foundation of SWAN Services

### What we heard

- Strong concern that the current ILS is overly complex, inefficient, and difficult to use in day-to-day workflows
- Frustration with delayed enhancements, usability limitations, reporting tools, and workflow inefficiencies
- Desire for SWAN to function as expert administrators, advocates, and communicators regarding the ILS and vendor relationship
- Concerns regarding transparency, feature access, permissions, and consistency of support across libraries
- Recognition that evaluating alternative ILS platforms involves significant trade-offs, risks, and operational complexity

### What to maintain

- System stability and reliability
- Strong technical capabilities and integrations, including API functionality and interoperability with external services
- Established vendor relationships and consortium leverage as a large customer

### What to improve

- Workflow efficiency, usability, and staff experience within the ILS
- Training, reporting support, and onboarding related to system use
- Transparency around feature access, permissions, and system decisions
- SWAN's role as liaison, advocate, and expert resource regarding the platform

# Theme 2 Enhancing Member Experience, Communication, and Support

## What we heard

- Concerns about responsiveness, consistency, transparency, and follow-through in member support and communication
- Confusion around participation pathways, working groups, forums, and opportunities for member input
- Desire for more collaborative, accessible, and relationship-focused engagement with SWAN staff and structures
- Positive feedback regarding trainings, fireside chats, website usability improvements, and opportunities for cross-library connection
- Expectation that SWAN act as a collaborative partner and trusted advisor to libraries

## What to maintain

- Strong outreach and engagement efforts across the membership
- Structured communication opportunities such as firesides, trainings, and meetings
- Forward-thinking approach to member support and engagement

## What to improve

- Communication clarity, responsiveness, and transparency
- Visibility and usability of participation pathways, forums, and engagement structures
- Customer service consistency, accessibility, and escalation processes
- Opportunities for broader membership input and collaborative problem-solving

# Theme 3

## Clarifying SWAN's Role and Strategic Focus

### **What we heard**

- Ongoing questions regarding what SWAN's role should be beyond the ILS
- Concerns about overlap or duplication with RAILS in vendor negotiations, eResources, and consortium services
- Desire for SWAN to remain focused on core priorities while clearly communicating the purpose of new initiatives
- Recognition that consortium scale can provide strategic advantages, but also introduces governance and operational complexity

### **What to maintain**

- Strong collaboration with RAILS and regional partners
- Strategic awareness of consortium relationships and opportunities

### **What to improve**

- Clarity regarding SWAN's role, priorities, and scope of services
- Alignment between initiatives, staffing capacity, and core strategic goals
- Coordination and communication with RAILS to avoid duplication and confusion

# Theme 4

## Balancing Standardization and Local Control

### What we heard

- Strong support for balancing consortium-wide consistency with local library flexibility
- Broad agreement that some technical and cataloging standards improve patron experience and operational efficiency
- Strong desire to preserve local authority over patron-facing policies such as fines, loan periods, renewals, and circulation practices
- Concerns about transparency, governance, and enforcement surrounding standardization decisions

### What to maintain

- Existing balance between standardization and local flexibility
- Shared cataloging and technical standards that improve discovery and consistency

### What to improve

- Transparency and communication around standardization decisions and governance
- Identification of areas where standardization meaningfully improves shared services and patron experience
- Flexible framework approaches that preserve local authority while supporting shared operational goals

# Theme 5

## Managing Vendor Partnerships and System Integration

### What we heard

- Growing reliance on multiple vendors and tools to supplement ILS functionality
- Concerns regarding integration, interoperability, affordability, and long-term sustainability of vendor solutions
- Questions regarding SWAN's role in vendor negotiations, purchasing guidance, and technology recommendations
- Recognition that consortium purchasing power can provide advantages, while also raising concerns about flexibility and mandatory adoption

### What to maintain

- Use of external tools and integrations that extend system capabilities
- Awareness of the evolving vendor and technology landscape

### What to improve

- Strategic coordination of vendor ecosystems, integrations, and purchasing decisions
- Communication and transparency regarding vendor recommendations and technology expectations
- Flexibility and affordability considerations related to consortium-wide tools and purchasing decisions

## Next Steps

- Updates to Mission, Values, Identity
- Proposed changes to be approved by Board
- Draft of plan to be shared with Board at June & July meetings
- Sharing & feedback with membership

# Overview of information security audit & progress

Lexii Klopp, SWAN Network Security Administrator, Information Technology & Systems Support

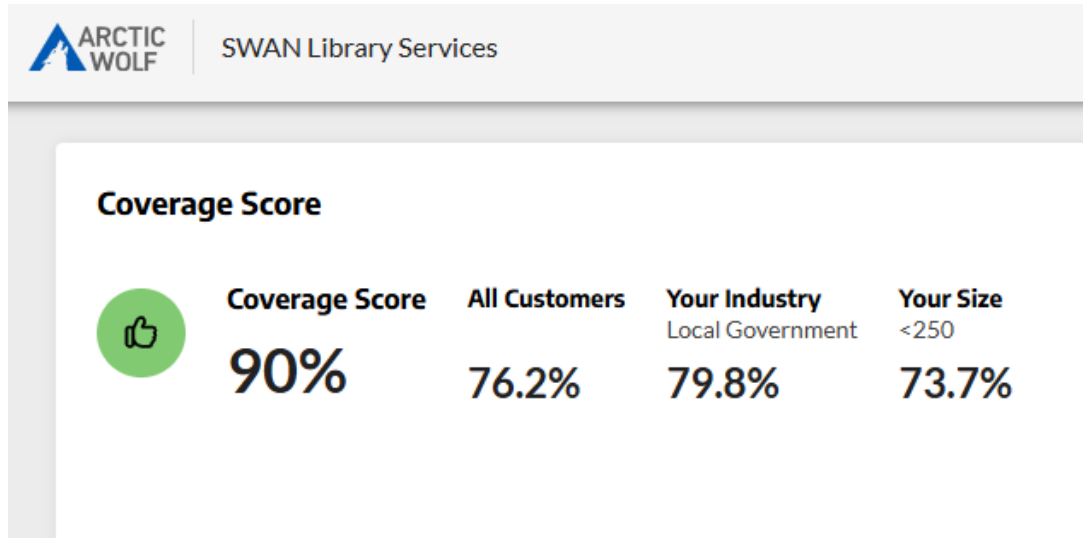
# Information Security Audit

- Security audit consultant Sikich
  - Reviewed policies, procedures
  - Interviewed key personnel
  - Presented key risks to SWAN Board March 2021
- Recommendations
  - Seek out **Manage Detection & Response** service
  - Continue work on identified areas

# Arctic Wolf

- Investigation in Manage Detection & Response
- Recommended Arctic Wolf to SWAN Board June 2023
  - Concierge team
  - Monitoring tools provided
  - Quarterly check-ins
  - Managed Risk & Detection
  - Warranty for cyber risk
  - Works with Microsoft Defender to provide greater visibility
- SWAN was without a dedicated network admin for 18 months
  - AW's concierge team was able to continue monitoring security

# Coverage score



## What is my Coverage Score?

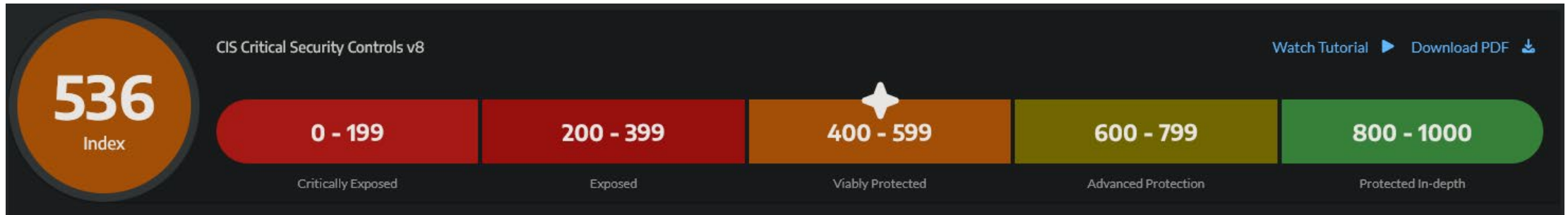
- Your Coverage Score represents key security metrics as well as how well your environment is engaged with the Arctic Wolf Managed Detection & Response (MDR) services.
- The Coverage Score is comprised of four components: Configuration, Monitoring, Ticketing, and External Scans

# CIS Score & Managed Risk

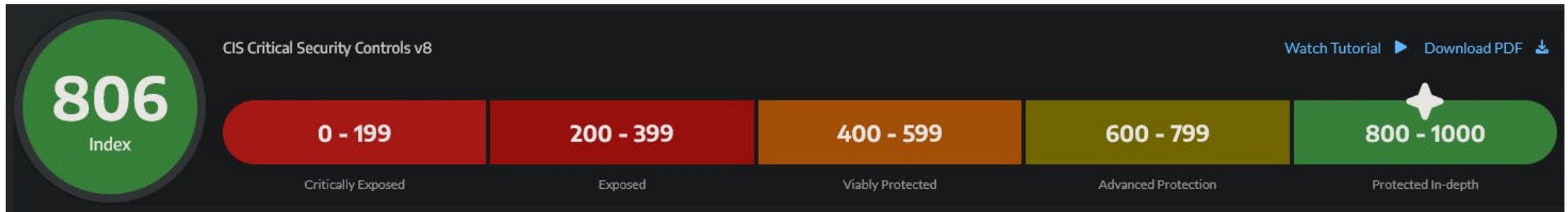
- The **Center for Internet Security** has a suggested set of safeguards called the CIS controls, which have 18 categories.
- These are meant to defend environments against the most common cyber attacks.
- The top three changes SWAN made are in the categories of account management, secure configuration of enterprise assets and software, and incident response and management.

# CIS Score & Managed Risk

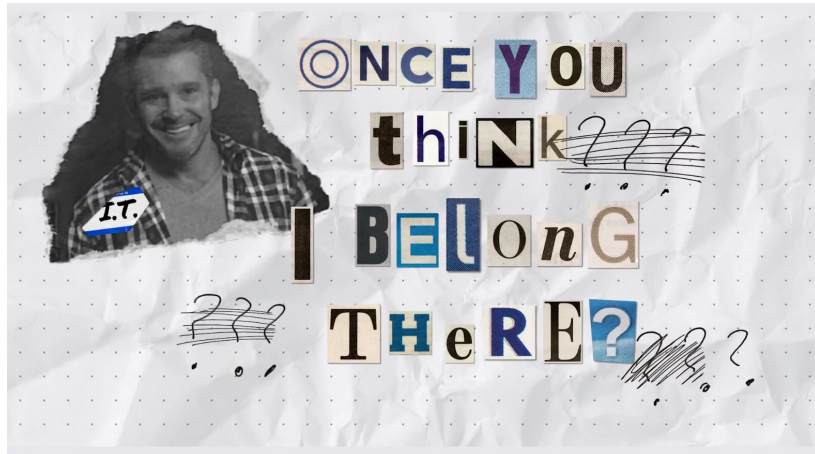
January 2025: A score of 536



June 2026: A score of 806



# Security awareness training videos



## The Electronic Mailroom: Special Delivery! Fake Authority


The team in the electronic mailroom is hard at work, cleaning up inboxes. Have you ever received an urgent message from someone important? Stop by to catch the latest.

[CLICK TO START](#)

**William** knows scammers use personal details to build trust, so he always **verifies first**.



**Doug** didn't realize scammers reuse old data to build trust, so he **trusted familiarity**.



# Security Awareness Training

Summary as of June 2026

Hello Aaron,

As an Administrator of the Managed Security Awareness Program, periodically you will receive an email containing a Status Report of your program.

Here is the current Status Report:

| Secure Culture Summary                             |                |
|--|----------------|
| <b>Secure Culture Score:</b>                       | 96 (EXCELLENT) |
| <b>Active Users:</b>                               | 20             |
| <b>Sessions Sent:</b>                              | 1,225          |
| <b>Session Completion Percentage:</b>              | 97%            |
| <b>Average Quiz Score:</b>                         | 88%            |
| <b>Phishing Simulations Sent:</b>                  | 577            |
| <b>Phishing Simulation Failures:</b>               | 2%             |
| <b>Phishing Remediation Completion Percentage:</b> | 100%           |

As always, you can see all of this real-time data in your [administrator dashboard](#), and you can consult with your Arctic Wolf Concierge and Customer Success representatives as needed.

Thanks,

**Arctic Wolf Managed Security Awareness Team**

# Announcements & Questions