



SWAN ADMINISTRATORS' & DIRECTORS' QUARTERLY MEETING

Meeting Packet

June 4, 2026

10:00 A.M.



SWAN Administrators' & Directors' Quarterly Meeting

June 4, 2026

10:00 a.m. – 12:00 p.m.

Oak Brook Public Library

600 Oak Brook Road, Oak Brook, IL 60523

Please register in advance for access to the Zoom live stream:

<https://swanlibraries-net.zoom.us/meeting/register/h-0q8ZaZT2y5IPnBQnKMYg>

Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the March 4, 2026 Quarterly meeting minutes (Exhibit pgs. 3-4)
5. Information Item—Introduction to new board members
6. Information Item— SWAN projects 2nd quarter update
7. Information Item— Strategic planning update (Exhibit pgs. 5-13)
8. Information Item— SWAN overview of information security audit & progress
9. Announcements and Questions
10. Next meeting: September 3, 2026

Member Comment after each agenda item. The Quarterly Meeting will be live streamed via Zoom.

SWAN Administrators' Quarterly Meeting

Minutes

March 5, 2026

10:00 a.m. – 12:00 p.m.

Oak Brook Public Library

600 Oak Brook Road, Oak Brook, IL 60523

Meeting recording link: <https://swanlibraries-net.zoom.us/rec/share/EZLvefLOd9TAF-jpKGvWeCCmQA9bkt7eXK4Khqdc84-W08PP3MrchWcydfhfU4c.HO4ecGFVJSUQQ9uJ>

1. Call to Order and Welcome

President Musil called the meeting to order at 10:01 a.m. Burns, Bussey, Cottrill, Johnson, Musil, Van Cleve, Weseloh were present to establish a board quorum.

2. Public Comment

No public comment.

3. Introduction of New Library Directors and Visitors

None

4. Action Item – Approval of the December 4, 2025 Quarterly meeting minutes

Burns (Itasca Community Library) motioned, seconded by Weseloh (West Chicago Public Library). Motion carried by unanimous voice vote.

5. Action Item – Approval of the fiscal year 2027 budget & membership fees

Weseloh (West Chicago Public Library) motioned, seconded by Van Cleve (Richton Park Public Library). Voting results: 29 YES, 0 NO, 71 ABSENT, motion passed.

6. Information Item – Board election 2026

Skog informed the members about the 2026 board election with two openings.

7. Information Item – Enhanced online patron registration update

Brandwein gave an overview of the patron registration usage statistics and anticipated changes later in the year announced by the vendor SpringShare.

8. Information Item – SWAN projects 1st quarter update

A discussion & Q&A ensued on the projects in the 1st quarter

9. Information Item – Strategic planning

Skog reviewed the strategic planning events to be held at three locations in the SWAN service area, and a Zoom event will be offered. Three members of the SWAN Board will lead the events—Ridgeway Burns, Jennifer Cottrill, and Zach Musil.

10. Announcements and Questions

11. Announcement and questions

12. Next meeting: June 4, 2026

Musil ended the meeting at 10:48 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

SWAN Strategic Planning Events: Summary & Themes

Introduction

Five events were held at four different locations hosted by libraries, and the fifth event was held online via Zoom. The events were shared at the March 5, 2026 Quarterly meeting and through SWAN's newsletter and membership events. The events were facilitated by three members of the SWAN Board on the Strategic Planning Committee:

- Jennifer Cottrill, Midlothian Public Library
- Zach Musil, Tinley Park Public Library
- Ridgeway Burns, Itasca Community Library

Overview

SWAN board and staff through two separate planning retreats selected top five priorities for the SWAN organization. These two lists were combined into eight priorities, which served as the beginning of a discussion for the strategic planning events.

Each event was open to directors and staff, and discussion often lasted longer than the planned 90 minutes for the event, for both in-person and online. There was a total of 38 attendees. No SWAN staff attended the events.

The facilitators took notes throughout the discussion and conducted dot voting on the eight priorities. The voting is shared at the end of this document in the appendix.

Themes

The discussion and priorities of the events are summarized below by the three SWAN Board members of the Strategic Planning Committee. The first two themes should be weighted higher than the other themes.

- 1) Strengthening the ILS as the Foundation of SWAN Services
- 2) Enhancing Member Experience, Communication, and Support
- 3) Clarifying SWAN's Role and Strategic Focus
- 4) Balancing Standardization and Local Control
- 5) Managing Vendor Partnerships and System Integration

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

Appendix: Priority Voting Results

Priority	Oak Brook	Villa Park	Tinley Park	Zoom	Total	Rank	Tier
1. Membership engagement with SWAN (e.g., quarterly meeting attendance, participation in working and networking groups, reaching out to board representatives, attendance at SWAN Expo)	1	8	1	4	14	6	Low
2. SWAN Staff engagement with membership (e.g., improving SWAN staff's understanding of member needs and assistance with pain points)	10	14	9	9	42	2	High
3. Satisfaction with SWAN ILS platform (e.g., work on points raised in platform survey, future ILS decision, administration of new surveys)	14	5	18	11	48	1	High
4. Vendor consolidation and rising costs (e.g., finding technology)	3	1	7	7	18	5	Mid

Priority	Oak Brook	Villa Park	Tinley Park	Zoom	Total	Rank	Tier
solutions when options are narrowing)							
5. Membership growth, retention, and definition (e.g., goals for recruitment, member satisfaction, identity as public vs multi-type consortium, future of membership fees)	3	2	3	2	10	7	Low
6. E-resource sharing (e.g., Could SWAN become a new Overdrive consortium, potential uses of Palace Project, future of membership fees)	4	10	8	2	24	4	Mid
7. SWAN communications (e.g., SWANcoms, forums, fireside chats, quarterly meeting)	2	3	2	2	9	8	Low
8. Standardization of patron experience through	8	7	7	3	25	3	Mid

Priority	Oak Brook	Villa Park	Tinley Park	Zoom	Total	Rank	Tier
compromise vs. individualization of individual libraries (e.g., expiration of library cards, checkout periods, renewals, holds)							