



SWAN ADMINISTRATORS' & DIRECTORS' QUARTERLY MEETING

Meeting Packet

September 3, 2026

10:00 A.M.



SWAN Administrators' & Directors' Quarterly Meeting

September 3, 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-0q8ZaZT2y5lPnBQnKMYg>

Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of new library directors
4. Action Item – Approval of the June 4, 2026 Quarterly meeting minutes
5. Information Item—Expo conference recap
6. Information Item— SWAN projects 3rd quarter update
7. Information Item—Enhanced online patron registration: a year in review
8. Information Item— SWAN process for ILS & analytics RFP
9. Information Item— Strategic plan update
10. Announcements
11. Next meeting: December 3, 2026

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

SWAN Administrators' Quarterly Meeting Minutes

June 4, 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-jpKGvWeCCmQA9bkl7eXK4Khqdc84-W08PP3MrchWcydfhfU4c.HO4ecGFVJSUQQ9w>

1. Call to Order and Welcome

President Musil called the meeting to order at 10:02 a.m. Burns, Bussey, Cottrill, Johnson, Musil, 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 March 4, 2026, Quarterly meeting minutes

Weseloh (West Chicago Public Library) motioned, seconded by Bussey (Glen Ellyn Public Library). Motion carried by unanimous voice vote.

5. Information Item – Introduction to new board members

Musil announced the new board members for FY27.

6. Information Item – SWAN projects 2nd quarter update

Brandwein gave an update on the 2nd quarter SWAN projects.

7. Information Item – Strategic planning update

Musil, Cottrill and Burns gave an update on strategic planning. Musil discussed all the themes in the packet. Q&A discussion ensued.

8. Information Item – SWAN overview of information security audit & progress

Lexii Klopp gave an overview of information security audit and progress.

9. Announcements and Questions

None

Next meeting: September 3, 2026

Musil ended the meeting at 11:52 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

DRAFT

ENHANCED ONLINE PATRON REGISTRATION YEAR 1 RESULTS

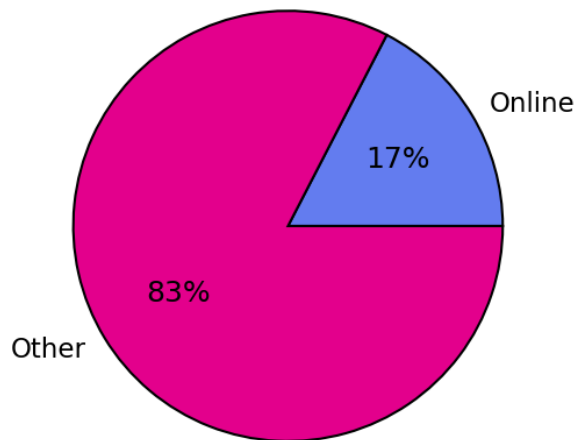
Reporting Period: August 16, 2025 to August 15, 2026

Key Metric	Value
Overall Registrations	87,065
Online Registrations	15,145
Average per Day	~41
Online Share of Total	17%

Key Highlights

- Available to all SWAN libraries.
- Uses GIS geolocation and Illinois library district maps to determine home library.
- 15,145 online registrations completed during year one.
- Largest non-approved categories were already registered patrons, identity verification failures, and out-of-area applicants.

Online Share of Total Registrations



Online Registration Outcomes



Non-approved application counts: Already Registered (6,270), Identity Cannot Be Verified (5,714), Out of SWAN Service Area (5,509), Age (791), and Invalid Address (688).

SWAN ILS & ANALYTICS PLATFORM SEARCH

Overview of the Request for Proposals (RFP) Process

August 2026

Why Are We Conducting This Search?

The SWAN Board has authorized moving forward with a Request for Proposals (RFP) process to evaluate future Integrated Library System (ILS) and analytics platforms. The goal is to identify the best long-term solution to support SWAN member libraries and ensure the consortium's technology infrastructure continues to meet evolving operational and reporting needs.

Search Committee

A ten-member search committee will guide the evaluation process and ultimately make a recommendation to the SWAN Board.

Committee Composition

- 5 SWAN staff members
- 5 representatives from SWAN member libraries

Committee Responsibilities

The committee will:

- Develop and finalize the RFP document
- Define requirements and evaluation criteria
- Review vendor responses
- Arrange and participate in vendor demonstrations
- Score proposals and pricing
- Gather feedback from the membership
- Recommend a preferred solution to the SWAN Board

Broad Member Participation

Input from library staff throughout SWAN will be an important part of the process. Representatives from the following groups will be invited to observe demonstrations and provide feedback:

- Circulation Task Force
- Cataloging & Acquisitions Task Force
- Analytics Task Force
- Library Directors Task Force
- IT & Integrations Task Force
- Support & Development Task Force

Search Timeline

Timeframe	Activity
July-September 2026	Develop requirements, questions, and evaluation tools
September 18, 2026	Board review of committee membership and RFP draft
September 21-26, 2026	Search committee kickoff meeting
October 2026	Release RFP
November 2026	Review initial vendor responses
December 2026	Request proposal clarifications
January 2027	Score proposals and pricing
February 2027	Vendor demonstrations and member feedback
March 2027	Request best and final pricing
April 2027	Final evaluation and recommendation
May 2027	Contract negotiations

Building the RFP

The committee is using industry best practices and reviewing previous and recent library consortium RFPs, including examples from Cuyahoga County Public Library, GALILEO, Main Library Alliance, Old Colony Library Network, PASCAL, SEO (Serve Every Ohioan), and STELLA. These resources are helping shape the structure, requirements, and evaluation criteria of the SWAN RFP.

Communication and Transparency

SWAN will provide regular updates throughout the project through:

- Dedicated website page
- News posts
- Fireside communications
- Quarterly updates
- Monthly newsletters
- Monthly Board reports

Opportunity to Participate

SWAN is seeking member library staff interested in serving on the ILS Search Committee.

Participants will:

- Help refine the RFP document
- Review and score vendor responses
- Evaluate product demonstrations
- Provide expertise and feedback throughout the process

Important Dates

- **Self-nomination deadline:** September 8, 2026
- **Committee approval:** September 18, 2026 SWAN Board meeting

For additional information and nomination details, visit the SWAN ILS Search Committee page.

Key Outcome

By spring 2027, the search committee will present a recommendation to the SWAN Board for the next generation of SWAN's ILS and analytics platforms, informed by vendor responses, demonstrations, pricing evaluations, and feedback from member libraries.

SWAN Strategic Plan (2026 – 2030)

Introduction

This is an early draft of the strategic plan under development. The plan is undergoing discussion and revision with Board and Executive Director.

Mission

Defines the problem in society the organization is trying to solve.

We strengthen libraries through equitable access to information, resource sharing, and technology.

Vision

Answers “What is the organization’s solution?”

Every library, regardless of size or resources, has reliable and equitable access to collections, technology, and expertise and can connect in a collaborative culture wherein libraries succeed together.

Values

Values underpin how the organization operates.

Cooperation & Collaboration

Reliability

Dedication

Trust

Equity

Privacy & Security

Strategic Objective 1

SWAN is a leader in resource sharing and equipped to fulfill the contemporary needs of libraries.

Goal 1: Identify statewide resource sharing priorities and practices.

Possible activities

- Conduct a study of SWAN library usage of RAILS Delivery and align priorities
- Provide RAILS SWAN's RFID standardization to ensure RAILS delivery compatibility

Goal 2: Clearly define the organizational scope of SWAN.

Possible activities

- Explicitly define SWAN's role in group purchasing, including criteria for central purchases versus recommendations and opt-in choices
- Establish regular communication with RAILS to align strategic and tactical Objectives and better define boundaries between organizations.

Goal 3: Assess and update SWAN service portfolio to reflect the newly defined organizational scope

Possible activities

- Evaluate service offerings against our scope to ensure that we can maintain competitive standards and that staff support is scaled. Develop a service strategy.

Strategic Objective 2

Improve the library staff experience through a usable, accessible, and adaptable technology platform.

Goal 1: Evaluate and implement changes to ILS and analytics platforms to improve user experience.

Possible activities

- Conduct evaluation and solicit cost proposals for ILS and analytics platform
- Prioritize client ease of access throughout ILS evaluation
- Compare ILS releases over the past three years for each ILS submitted for RFP to identify both quantity, quality/substantiveness, and frequency of enhancements
- Analyze member-facing analytics, obtain feedback, and align statistics to meet member needs

Goal 2: Help libraries extend the SWAN platform through streamlined vendor integration procedures.

Possible activities

- Evaluate and revise our vendor access agreement.
- Improve vendor integration process, including encouraging member communication before onboarding, tracking of member/vendor relationships, streamlining integration etc.
- Vendor database with library networking opportunities

Goal 3: Reach a balance between standardization and local policies

Possible activities

- Publish a map of local vs. consortium-standard policies to communicate the balance
- Review the Library Use Policy and define clear areas where membership may opt out of certain SWAN platform features, such as using an alternative mobile app, and areas where use is mandatory.

Strategic Objective 3

Strengthen collaboration between SWAN and the membership, emphasizing transparency and multiple methods of participation.

Goal 1: Attain a deeper understanding of membership needs to drive decision-making

Possible activities

- Examine membership input and structure; comparison with other library consortia
- Perform top-level evaluation of Working Groups to realign missions to SWAN staff needs -- consider alternative vectors for membership problem-solving such as task forces, project groups, etc. as a replacement for working group structure
- Explore opportunities for asynchronous member input including a re-evaluation of our current SWAN Forums platform

Goal 2: Establish avenues for ongoing feedback and collaboration from the membership

Possible activities

- Create an annual, trackable, platform agnostic membership satisfaction survey to track satisfaction trends over time
- Collaboratively evaluate core platforms over 5 years: ILS, Analytics, MessageBee, OCLC, Aspen, LiDA, LMS, Forums, Online Patron Registration
- Annual feedback on networking and working groups – structure, frequency, activities, etc.

Strategic Objective 4

SWAN support is robust and responsive to member needs.

Goal 1: Deliver procedures to ease transition of new libraries and staff into SWAN

Possible activities

- Evaluate documentation that outlines what needs to occur for libraries to join or depart SWAN
- Establish an onboarding task force to identify onboarding support needs across member libraries, in preparation for a rollout of new staff interfaces- including training content, delivery methods, and train-the-trainer support

Goal 2: Strengthen documentation and outward communication

Possible activities

- Develop and implement a SWAN communications strategy that will identify the communications channels, frequency, audiences, and balance of in-person, remote, synchronous, and asynchronous communications that best serve the membership.
- Clear documentation of third-party requirements and their interaction with ILS or Aspen Discovery for quick reference
- Fully document and share decisions made regarding software adopted for use by the entire SWAN organization

Goal 3: Develop a customer service model to provide exceptional support to member libraries

Possible activities

- Professional development for SWAN employees on products that SWAN supports
- Build training and documentation for third-party systems so local experts can support a given software
- Improve ability to find training and documentation for SWAN and membership through a more robust, centralized Knowledge Base
- Build a formal member support tiering and escalation framework

Strategic Objective 5:

SWAN is a trusted steward of shared technology; libraries have confidence that private data is secure while resources available to staff and the public are open, safe, and accessible.

Goal 1: Review current data practices within the ILS and recommend revisions as they pertain to Strategic Objective 2 Goal 1.

Possible activities

- Evaluate data privacy security practices within consortium - (patron photos, digital signatures, SIP2, VPN)

Goal 2: Follow accessibility standards for all core platforms

Possible activities

- Advance accessibility of the SWAN platform and ensure compliance with WCAG 2.1 and Title II of the Americans with Disabilities Act

Goal 3: Define AI usage within SWAN platforms

Possible activities

- Complete policies for membership and SWAN employees pertaining to the permitted use of Generative AI and attribution.