



Dawne Tortorella

History of SWAN - Print Guide



SWAN was formed in 1974 when staff from nine public libraries located in the south suburban Chicago area formed the System Wide Automation Network (SWAN) consortium. Currently, the SWAN member is 100 libraries strong. This includes 95 public libraries, 2 college libraries, 1 elementary school district with 3 libraries, and 2 special libraries.

Join us on a journey through SWAN's history, visiting some major milestones along the way.

- ≡ Early Beginnings 1974-1979

- ≡ 1980s - Decade of Growth

- ≡ 1990s - New Technologies Emerge

- ≡ 2000s - The New Millennium

- ≡ 2010s - System Mergers & Independence

≡ 2020s - Pandemic & Progress

≡ The Future - Opportunity & Challenges

Early Beginnings 1974-1979



SWAN Headquarters, 800 Quail Ridge Dr, Westmont, IL 2020

An organization is born based on the guiding principles of resource sharing and automation.

February, 1974

An Idea Forms

27 Library Directors attend a presentation by Computer Library Services, Inc. (CLSI) at Suburban Library System (SLS).

A "Two Cluster" model presented, and it is recommended that libraries wishing to automate, purchase a cathode ray tube (CRT) as first terminal which requires manual entry of data. Second options is a "light pen" which scans bar codes.

Suburban Library System News, March 1974



Vol. 8 No. 2

SUBURBAN LIBRARY SYSTEM

NEWS

COMPUTERIZED CIRCULATION

125 Tower Drive/ Hinsdale, Illinois 60521

Telephone: (312) 325-6640

Lester L. Stoffel, Executive Director

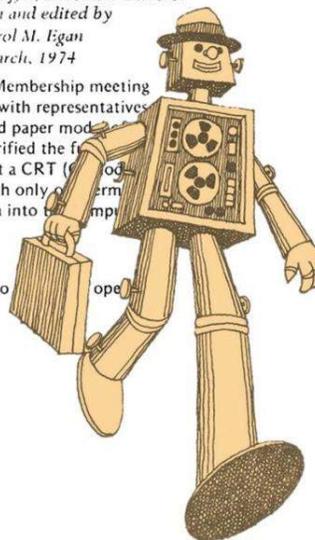
Written and edited by

Carol M. Egan

March, 1974

The Computerized Central Circulation Control proposal was explained at the General Membership meeting February 1. Twenty seven libraries indicated their interest in the program by meeting with representatives from Computer Library Services, Inc. (CLSI) on February 15. At this meeting a revised paper model of clusters was presented and the CLSI representatives answered several questions and clarified the functions of various computer components. For example, it was recommended after discussion that a CRT (Cathode Tube) display unit be purchased as the first terminal when a library intends to start with only one terminal rather than buying a light pen first. This would require typing abbreviated information into the computer rather than entering the information automatically with the light pen.

To facilitate the initial use of the computer, SLS agrees to spend several months prior to the opening of the computer, entering title and borrower information into the computer. Such a data base buildup will ease the individual library's task of entering information into the computer and help the program to run more smoothly in those hectic beginning months.



March, 1974

Nine Libraries Automate

SLS signs contract with CLSI on behalf of the first 9 libraries to automate circulation: Alsip, Dolton, Eisenhower, Elmhurst, Harvey, Lansing, Northlake, Oak Park, and Park Forest.

The 4-year contract is \$907,000 for 25 remote terminals. SLS bankrolls pioneer libraries, securing loans on their behalf which are then paid back to SLS.

JoAnn Klene, Support Services Director at SLS, is the CLSI Liaison.

JoAnne Klene, 1968



September, 1974

CLSI LIBS 100 Arrives

CLSI LIBS 100 Circulation Control System arrives at SLS headquarters: 2 terminals, 2 printers (1 CRT and 1 light pen).

Description in SLS newsletter reads: "A computer is like a TV set with a typewriter

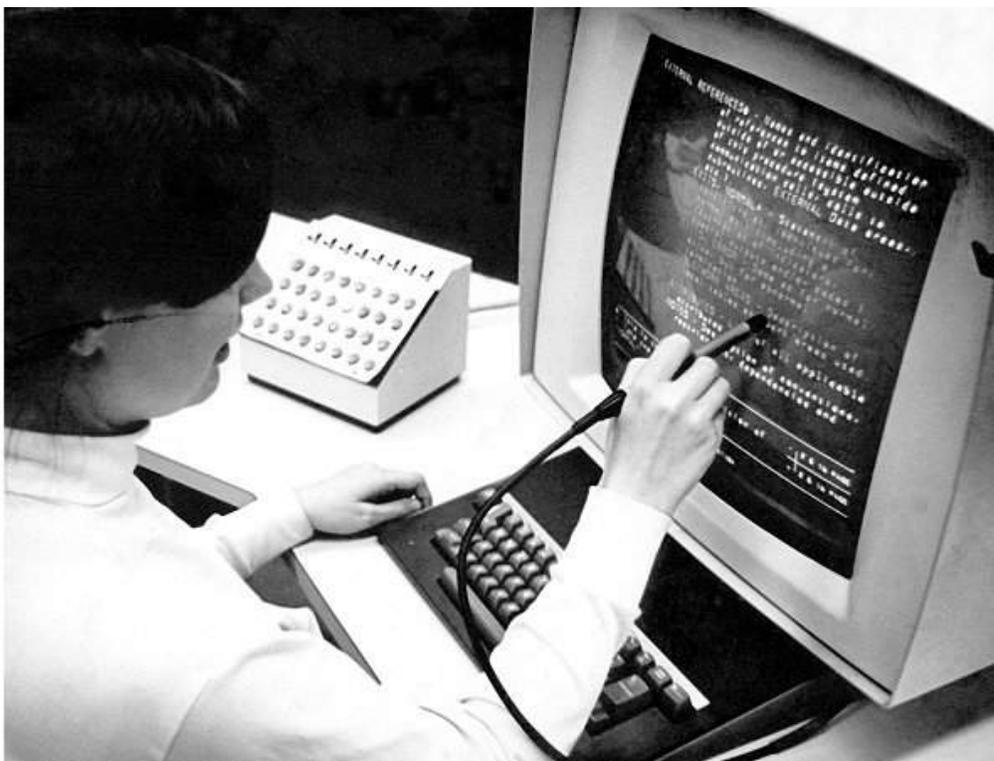
Description in SLS newsletter reads: "A computer is like a TV set with a typewriter keyboard attached. A light pen is a small scanning devices that reads barcodes. A computer operates by reading zebra labels on patrons' cards and in books."

Patron registration performed at pioneer libraries then set to SLS for input into databank.

Prior to going "live" all item information was also sent to SLS for entry into databank.

Photo by Greg Lloyd <http://www.computerhistory.org>

An example of a light pen and CRT, 1969



January, 1975

Online Data Entry Begins at Libraries

Oak Park is the first to start, with others following on a weekly basis.

June, 1975

Online Circulation Begins

Alsip-Merrionette Park is first to go live.

There are 2 clusters which operate separately.

North: Eisenhower, Elmhurst, Northlake, Oak Park

South: Alsip, Dolton, Harvey, Lansing, Park Forest

Databank Statistics:

North: 64,997 items; 20,340 patrons

South: 68,861 items; 29,261 patrons

Suburban Library System News, July 1975

SUBURBAN LIBRARY SYSTEM

NEWS

125 Tower Drive
Burr Ridge, Illinois 60521
Telephone: (312) 325-6640

Lester L. Stoffel, Executive Director
Written and edited by
Carol M. Egan
July, 1975

Vol. 9 No. 7

THE COMPUTER AGE HAS ARRIVED

On June 18, 1975, Alsip-Merrionette Park Library began computerized circulation of library materials. Eight other libraries — Dolton, Eisenhower, Elmhurst, Harvey, Lansing, Northlake, Oak Park and Park Forest — are scheduled to follow during the next two months. These nine libraries are sharing the purchase of a CLSI LIBS 100 Circulation System, and SLS is serving as coordinator of the project and as banker.

The console unit and data base is housed at SLS headquarters. At present, there are two clusters of libraries: four in the north area of the System sharing a data base and five in the south area. Early in 1976 these two clusters will be merged into one when the LIBS 200 unit is received.

Each of the nine libraries has a CRT Terminal (a cathode ray tube resembling a small TV screen) and a Light Pen Terminal. Books and patron cards have small bar-coded, numbered labels affixed to them. When a book is borrowed, its number and the patron's number are linked together in the computer's memory bank. This action is reversed when material is returned to the library. In case the book is kept overdue, the computer generates an overdue notice for the patron. (Dolly Ba...

an overdue notice for the patron. Early reports and Monthly Statistical reports are also a byproduct. Reserves can be placed on books in circulation, and the libraries "on-line" have access via the CRT Terminal to each other's holdings.

March, 1976

Dial Up Access

SLS signs \$25,000 Dial-up Access contract with 3 other CLSI organizations (North Suburban Library System, Northern Illinois Library System, and the Illinois State Library) for Interlibrary Loan (ILL) purposes.

January, 1977

CLSI Midwest Users' Group Meeting held at SLS

January, 1977

Oak Lawn Joins

The Oak Lawn Public Library joined SWAN in early 1977 within the South cluster.

The Oak Law Public Library as it appeared in 1964.

from "Then and Now: An Oak Lawn Story" by the Oak Lawn Public Library (Flickr photo)

from *Then and Now: An Oak Lawn Story* by the Oak Lawn Public Library (Flickr: b1p1_photos)



February, 1977

SLS Reports on Dial -Up Access

"... a title search takes 11 seconds, compared to 3 minutes which a search of the microfilm holdings list of the Illinois State Library takes."

March, 1977

Downers Grove and Frankfort Join

by Robin Faulkner, commissioned by the Downers Grove Friends of the Library



August, 1977

Elmwood Park Joins

Elmwood Park joins, pushing 2-cluster system past tipping point. 4 clusters are now created:

- A - Eisenhower, Oak Park
- B - Dolton, Frankfort, Harvey, Park forest
- C - Downers Grove, Elmhurst, Northlake
- D - Alsip, Lansing, Oak Lawn

All clusters must be searched separately but "...soon new equipment will allow merging of clusters - first to 2, then to 1".

Elmwood Park Public Library, c. 1976

from "A village Grows: Fifty Years of Life in Elmwood Park" by the Elmwood Park Public Library

<http://www.idaillinois.org/cdm/ref/collection/eppl/id/221>



December, 1978

Downtime Trouble

Excessive downtime necessitates meeting with CLSI executives.

August, 1979

Illinois State Library Announces Grants

ISL announces grants for Statewide computerization.

A 3-year program provides matching funds for systems to funnel to interested libraries, up to \$1.4 million per year.

16 SLS libraries immediately apply. Consortium grows rapidly!

A look at the computer room, 1979



With a solid start in the 1970s, the 1980s promise growth

1980s - Decade of Growth



As financial support became available through state grants and automation solutions gained stability and grew in functionality, libraries eager to collaborate and share resources continued to join SWAN.

September, 1981

Clusters A&B and C&D Merge

With expanded mainframe computer capacity, bibliographic and patron data split across four clusters was merged into two. This helped facilitate ease in expanding search within member libraries.

Intelligent Port Selector Arrives, 1981



December, 1981

Two Clusters Merge Into One

The cluster of 29 libraries agree on 16 set of loan rules. Down for 4 days to complete the merge.

Post-merge uptime is 92.5%

Loan Rule Chart, 1981

RESPONSES AGENCY CODE	9-23-81 Fines PER DAY			DELIVERABILITY THRESHOLDS			MAXIMUM FINE CHARGED			CALC. PERIOD	PACKAGE FEE	CHECK OUT TO HOLD SHELF	LOAN PERIODS (DAYS)				
	1	2	3	# ITEMS OVERDUE	# UNPAID ON RET'D OVERDUES	# ITEMS BILLED	1	2	3				1	2	3	4	5
DGS	.10	.05	.05	10		5.00	100.00	100.00	100.00	0	5	1	28	14	7	42	90
OLS } OPS }	.10	.05	.25	10		3.00	4.00	1.00	5.00	2	5	1	21	7	1	28	42
EHS	.05	*	*	*10	*	.25	4.00	4.00	*	3	5	1	21	7	1	28	42
PFS	.05	.05	.05	1	*	.25	5.00	5.00	5.00	3	*5	1	21	7	28	*84	*?
RSS	.05	*	*	10		5.00	300.00	300.00	300.00	2	5	1	21	7	28	42	*
WMS	.05	.03	2.00	10		5.00	*300.00	*300.00	*300.00	3	5	1	21	14	28	42	*91
FRS	.02	*.25	0	1		1.00	.25			3			21				
HDS } LDS }	.05	.03	2.00	10		5.00	15.00	3.00	15.00	5	3	1	14	7	28	42	91
HWS	.05	.10	2.00	1		2.00	300.00	300.00	300.00	3	5	1	14	7	1	28	42
RDS	.05	.10	2.00	5		2.00	300.00	300.00	300.00	3	5	1	14	7	1	28	42
BIS } ORS }	.05	.25	2.00	2		1.00	300.00	300.00	300.00	3	5	1	14	7	1	28	42
TPS }																	
HAS	.03	.02	.05	1	*	.01	*300.00	*300.00	*300.00	3	5	1	14	*7	*1	*28	*42
DOS	.02	.02	.10	*2		1.00	1.00	1.00	1.00	3	5	1	14	7	1	28	42
BPS	.02	.10	*1.00	*10	*	1.00	*300.00	*300.00	*300.00	3	*5	1	14	7	1	28	42

January, 1982

Baud Rate Increases

Libraries offered opportunity to increase baud rate from 300 to 1200. Cost is either \$100 or \$1,000 depending on age of equipment.

What's baud rate? For serial ports, that means the equipment is capable of sending 300-1200 bits per second.

Computer Room, 1981





December, 1982

Downtime Trouble

Continued downtime and lost data problems plague libraries, Frustration is evident.

Direct Loans Supplied, November 1982

	JULY	AUGUST	SEPTEMBER
Alsip-Merrionette Park	157	130	129
Bedford Park	83	129	147
Blue Island	130	152	185
Broadview	80	62	75
Dolton	190	155	224
Downers Grove	184	234	235
Eisenhower	100	119	359
Elmhurst	167	191	221
Elmwood Park	68	70	109
Flossmoor	65	71	80
Frankfort	63	54	56
Grande Prairie	0	3	8
Harvey	123	110	138
Hinsdale	107	89	126
Homewood	87	92	115
La Grange	130	123	170
Maywood	37	35	69
Northlake	62	50	66
Oak Lawn	645	580	816
Oak Park	242	177	231
Orland Park	81	84	86
Park Forest	172	160	175
Schiller Park	31	23	38
Totals:	3004	2641	3857

Nov. 1983

July, 1983

Database Cleanup

Old sketchy data entry is recognized as problematic. database clean-up begins with MARC/MATCH project via AutoGraphics.

MARC/MATCH Project, 1983





December, 1985

New Management

Joann Klene retires; Joan Spencer becomes CLSI Manager at SLS (Suburban Library System).

Joan Spencer, c. 1986



September, 1988

Introducing SWAN

SWAN is adopted as the name for the service. Prior to this, it was referred to as the "SLS Automated Cluster."

August, 1989

MARC Conversion Project

MARC conversion project begins. Campaign to delete "no item" title records.

September, 1989

Libraries Migrate to GEAC

The next generation of integrated library systems arrives. All libraries are migrated to the new platform.

Screenshot of GEAC from <https://darkarcives.wordpress.com>

```
Telnet { olis.ts } olis.ox.ac.uk
File Edit View Settings Connect... Commands Tools Help
Online Catalogue - MARC Display (1 of 1 titles)
Local Control # : 15857590 Transaction type : D BNB MARC
Last updated   : 06 JUN 2005 Leader       : nam a 2
Format type    : Book & monographs

008 050606r20052004enk          000 0 eng d
020 BB a 0340818667
100 1B a Fox, Kate.
245 10 a Watching the English :
      b the hidden rules of English behaviour /
      c Kate Fox.
260 BB a London :
      b Hodder,
      c 2005.
300 BB a vii, 424 p. :
      c 20 cm.
500 BB a First published: London : Hodder & Stoughton, 2004.

Options: | Move forward
Forward  Backward  Previous screen  Leader  Fixed field tag
New search  Retrieve  Brief display  Full display  Extend search
Review search  OPAC parms  Quit search
```



After reviewing the 1980s, 1990s usher new capabilities

1990s - New Technologies Emerge



Dawne Tortorella

Technologies, like email, transformed work. The 1990's introduced new ways of communicating and supporting library operations.

August, 1990

New Management

Diane Wilhelm begins as SWAN Manager.

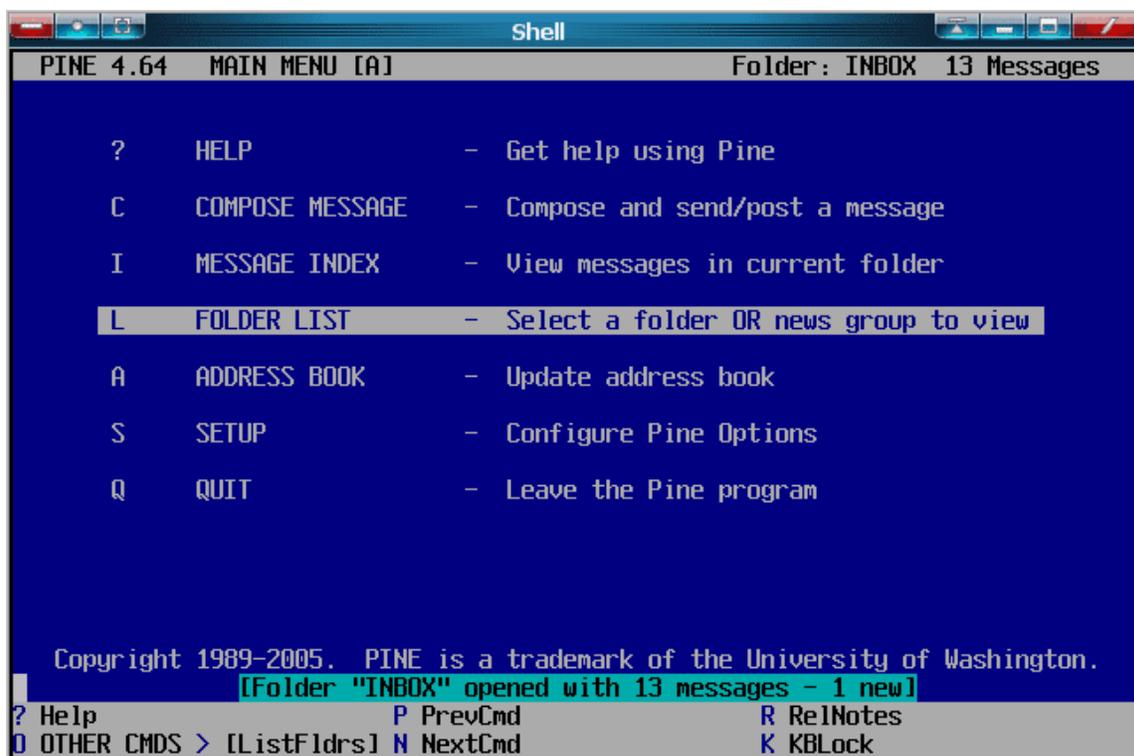
October, 1995

Email Access

First SWAN email sent to member libraries using PINE (Program for Internet News and E-mail).

"PineScreenShot" by Screencap from program output. Licensed under Fair use of copyrighted material in the context of Pin (email client) via Wikipedia -

<http://en.wikipedia.org/wiki/File:PineScreenShot.png#mediaviewer/File:PineScreenShot.png>



```
Shell
PINE 4.64  MAIN MENU [A]  Folder: INBOX  13 Messages

?  HELP          -  Get help using Pine
C  COMPOSE MESSAGE -  Compose and send/post a message
I  MESSAGE INDEX -  View messages in current folder
L  FOLDER LIST   -  Select a folder OR news group to view
A  ADDRESS BOOK  -  Update address book
S  SETUP         -  Configure Pine Options
Q  QUIT         -  Leave the Pine program

Copyright 1989-2005.  PINE is a trademark of the University of Washington.
[Folder "INBOX" opened with 13 messages - 1 new]
? Help          P PrevCmd      R ReINotes
O OTHER CMDS > [ListFldrs] N NextCmd    K KBLock
```

December, 1997

SLS Website Introduced

SWAN website launched via the SLS website.

SLS Newsletter, September 1997



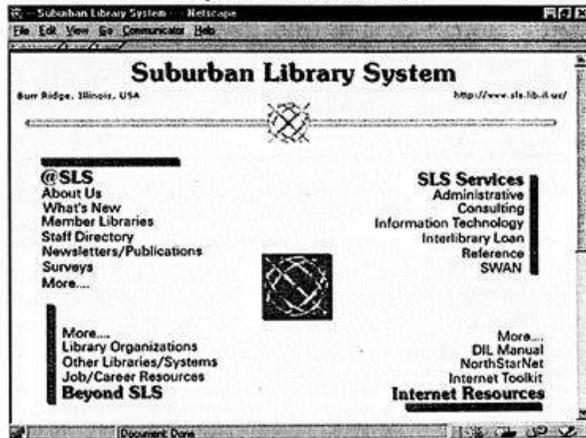
SLS NEWS

A Monthly Newsletter
of the Suburban Library System

September 1997

Volume 31 No. 9

ANNOUNCING THE SLS WEB SITE!!!! <http://www.sls.lib.il.us>



May, 1998

SWAN Selects Innovative Interfaces, Inc.

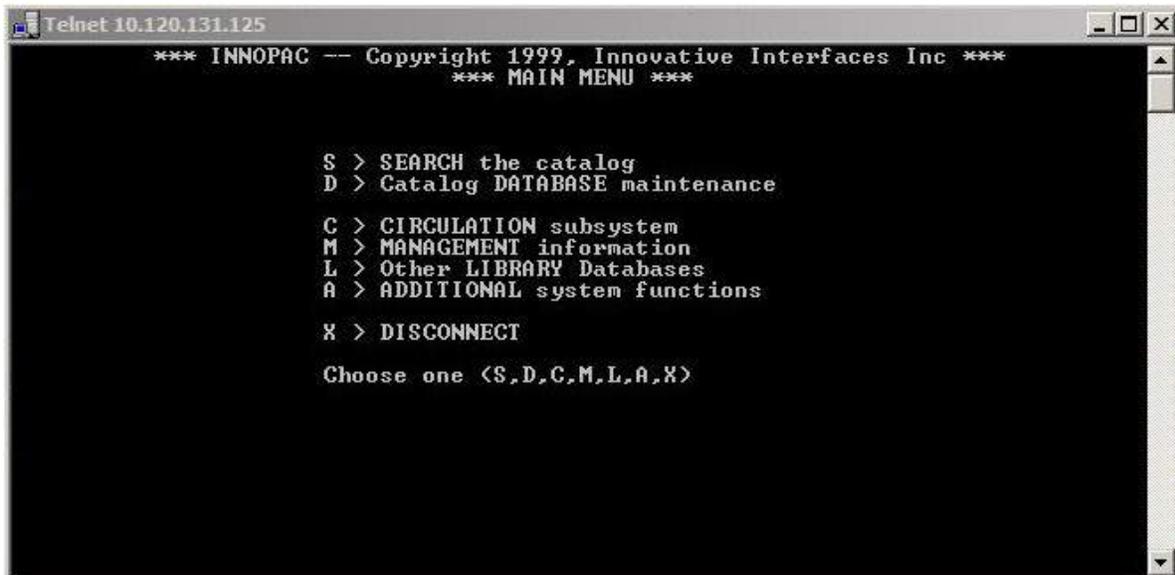
SWAN and III sign a contract, and SWAN begins migration planning.

August, 1998 - February, 1999

SWAN Migrates

SWAN migrates to Innovative Interfaces, Inc. INNOPAC software.

INNOPAC Main Menu



```
Telnet 10.120.131.125
*** INNOPAC -- Copyright 1999, Innovative Interfaces Inc ***
*** MAIN MENU ***

S > SEARCH the catalog
D > Catalog DATABASE maintenance

C > CIRCULATION subsystem
M > MANAGEMENT information
L > Other LIBRARY Databases
A > ADDITIONAL system functions

X > DISCONNECT

Choose one <S,D,C,M,L,A,X>
```

October, 1999

SWAN Introduces OPAC

Web access to SWAN online catalog launched from SLS webpage.

SWAN Catalog, 1999

Internet Archive, <http://web.archive.org/web/19991001213234/http://www.sls.lib.il.us/swan/index.html>

System Wide Automated Network

SWAN HOME

SWAN Online Catalog

SWAN Alert

What is SWAN?

Member Libraries

Whom to Call

Access to SWAN

SWAN User Guides

Questions and Answers

Troubleshooting

Search

And/Or: And

Search where? SWAN only

BEYOND SLS @ SLS SLS SERVICES NET RESOURCES

-Provides integrated library automation using [Innovative Interfaces Incorporated](#) software to a consortium of 75 SLS libraries.

-Provides access to SWAN's Online Catalog spanning more than 1 million titles of books, periodicals, records, cassettes, videos and other library materials.

-Provides networking opportunities to link other online catalogs within Suburban Library System and statewide.



Continue to the new millennium, the 2000s

2000s - The New Millennium



Dawne Tortorella

Leadership changes four times during this decade, setting the stage for SWAN's future.

March, 2000

T-1 Access

Illinois Century Network (ICN) expands T-1 line service to public libraries.

July, 2000

View Your Own Record Debuts

Public catalog allows patrons to view their own library record to see items checked out.

July, 2000

MilCirc Training Begins

First offerings of staff training on a new circulation interface, Millennium Circulation (MilCirc).

July, 2001

Database Cleanup

More database clean-up. MARC overlay begins.

May, 2003

New Management

Diane Wilhelm retires. Mark Zera becomes Director of SWAN.

by Michael Sears for the Milwaukee Journal Sentinel <http://www.jsonline.com/news/crime/42036987.html>



April, 2004

New Management

Dean Bryan heads SWAN services.

Dean Bryan <http://cuny.is/deanbryan>



October, 2008

New Management

Aaron Skog becomes Director of SWAN.



Continue to system mergers and independence, the 2010s

2010s - System Mergers & Independence



Amidst the challenging economic landscape, library systems merged and SWAN worked to become an independent entity to support member libraries. Expansive growth

October, 2010

SWAN Incorporates

SWAN becomes an independent organization.

July, 2011

System Merger

RAILS formed from merger of five regional library systems (Alliance Library System, DuPage Library System, Metropolitan Library System, North Suburban Library System, and Prairie Area Library System)

RAILS Burr Ridge



November, 2012

SWAN Researches ILS

SWAN ILS Committee formed and the search for new ILS vendor begins.

January, 2013

SWAN Retires INNOPAC

INNOPAC interface is retired.

February, 2013

New SWAN Website Launched

The new SWAN website combine support, statistics, documentation, and resources for members,

support.swanlibraries.net

SWAN

About Governance Meeting Documents News Help

Home SWANTech Events Members Services Statistics Documentation Migration Login

Catalog **Downloads**

Forms **Help Desk**

Staff **Statistics**

Log in for access to member content.

***Action Required: Please update L2 accounts by Friday, August 22nd ***
 08/26/2014 - 12:47 - by Rebecca Malinowski
 Migration Bulletin
 Please update your L2 accounts by Friday, August 22nd, to ensure timely access to SirsiDynix training materials.
 Sign In To Existing Account
 Create A New Account
[Read more](#) [Log in to post comments](#)

The Migration: Five Easy Pieces
 08/20/2014 - 09:53 - by Rebecca Malinowski
 Migration Bulletin

By now, it's fair to say that SWAN staff have been talking about the migration for months. Through a white paper, surveys, and presentations, we've shared details

SWAN Events

LIBRARY LEARNING

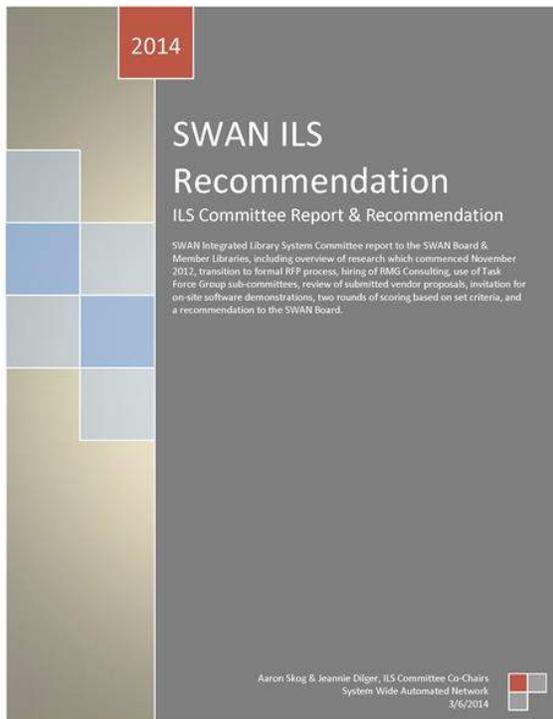
- SWAN Quarterly Meeting[Ⓔ]
Thursday, September 4
9:30 AM - 12:00 PM
- SWAN Orientation Lunch & Learn[Ⓔ]
Thursday, September 4
12:00 PM - 2:00 PM
- SWAN Board Meeting[Ⓔ]
Friday, September 12
9:30 AM - 2:00 PM
- SWAN Circ Advisory Committee Meeting[Ⓔ]
Wednesday, September 17
9:30 AM - 12:30 PM
- SWAN Board Meeting[Ⓔ]
Friday, October 17
9:30 AM - 2:00 PM
- SWAN Technology Users Group[Ⓔ]
Thursday, November 6
10:00 AM - 12:00 PM
- SWAN Committee of the Whole Meeting[Ⓔ]

February, 2014

SWAN ILS Committee Makes Recommendation

ILS Committee makes final recommendation to SWAN Board & libraries after 15 months of research and evaluation.

SWAN ILS Recommendation Report. March 3, 2014



April, 2014

SWAN Selects SirsiDynix

SWAN signs contract with SirsiDynix as next ILS vendor. Planning and training timeline targets April 2015 as the go-live for the new system.

The SirsiDynix Team





April, 2015

SWAN Migration

SWAN migrates to new library services platform, utilizing the Symphony ILS, with 77 individual Enterprise catalog profiles with eBook integration, and an integrated search with EBSCO Discovery Services.

April, 2016

Lansing Public Library Joins

Lansing Public Library joins the SWAN consortium.

Lansing Public Library





May, 2016

Franklin Park Public Library District Joins

Another addition to the SWAN family, Franklin Park joins SWAN. Franklin Park Public Library District is the first library to join SWAN outside of the service area formerly part of the Suburban Library System. As the merged library system RAILS grows in territory, SWAN's potential service area increases.

Franklin Park Public Library District





December, 2016

SWAN Moves to Independent Facility

SWAN moves to 800 Quail Ridge, Westmont, IL, leaving shared space with the regional library system.

SWAN Headquarters, 800 Quail Ridge Dr, Westmont, IL



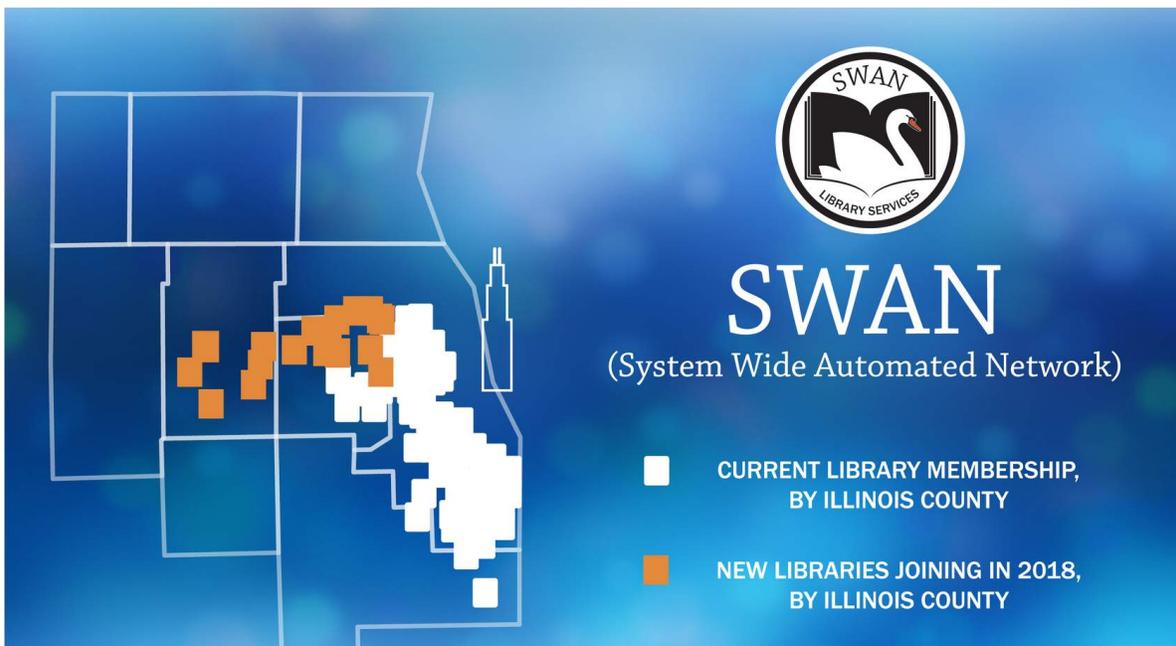


May, 2018

19 Libraries Join: SWAN Membership Grows by 20%

19 libraries from the former LINC and MAGIC consortium join SWAN on May 1, 2018. The consortium grows by 20% overnight. State funding through a \$295,000 grant from Reaching Across Illinois Library System brings together three library networks under one organization and library services platform.

Batavia Public Library District, Bensenville Community Public Library District, Bensenville Elementary School District #2, Bloomingdale Public Library, Carol Stream Public Library, Geneva Public Library District, Glen Ellyn Public Library, Itasca Community Library, Kaneville Public Library District, Messenger Public Library of North Aurora, National University of Health Sciences, Oak Brook Public Library, Saint Charles Public Library District, Sugar Grove Public Library District, Theosophical Society in America, Town and Country Public Library District, Villa Park Public Library, West Chicago Public Library District, & Wood Dale Public Library District



January, 2019

SWAN Moves to the Cloud

SWAN's primary library services platform and networking infrastructure moved to Microsoft Azure cloud service.

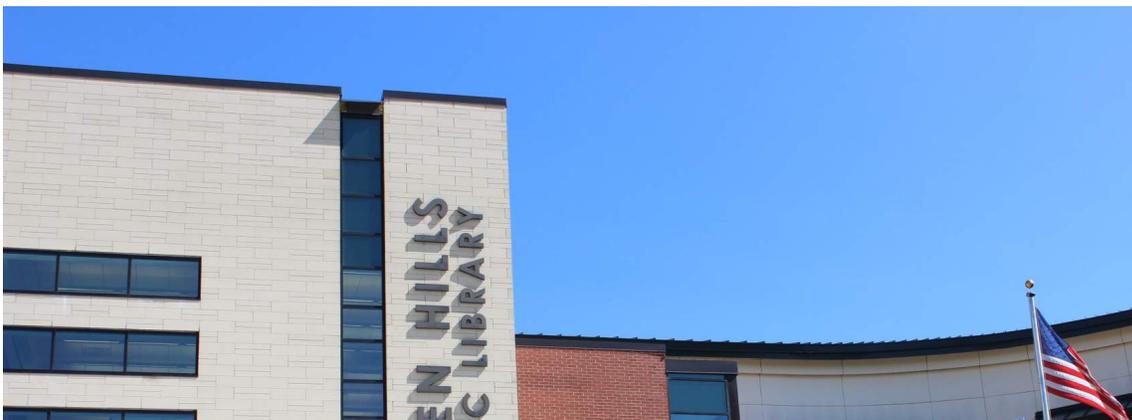
January 29, 2019

Green Hills Public Library District Joins SWAN

The Green Hills Public Library District, serving the communities of Palos Hills and Hickory Hills, joins SWAN.

Remember the polar vortex? That was go-live week!

Green Hills Public Library District





Continue to 2020 - new challenges

2020s - Pandemic & Progress



Dawne Tortorella

2020 started with a crisis none of us knew quite how to handle. The COVID-19 pandemic shut down libraries and forged new ways of working together, communicating, and providing services to our communities.

March, 2020

COVID-19 Shuts Down Libraries

March 13, 2020 was the day many of the SWAN libraries shut their doors to minimize risk of COVID-19. For the next several months, SWAN hosted Fireside and Poolside Chats to keep members informed, provide shared discussion, and problem solving.

Fireside/Poolside Chats - weekly, then bi-weekly, then monthly online meetings through 2020

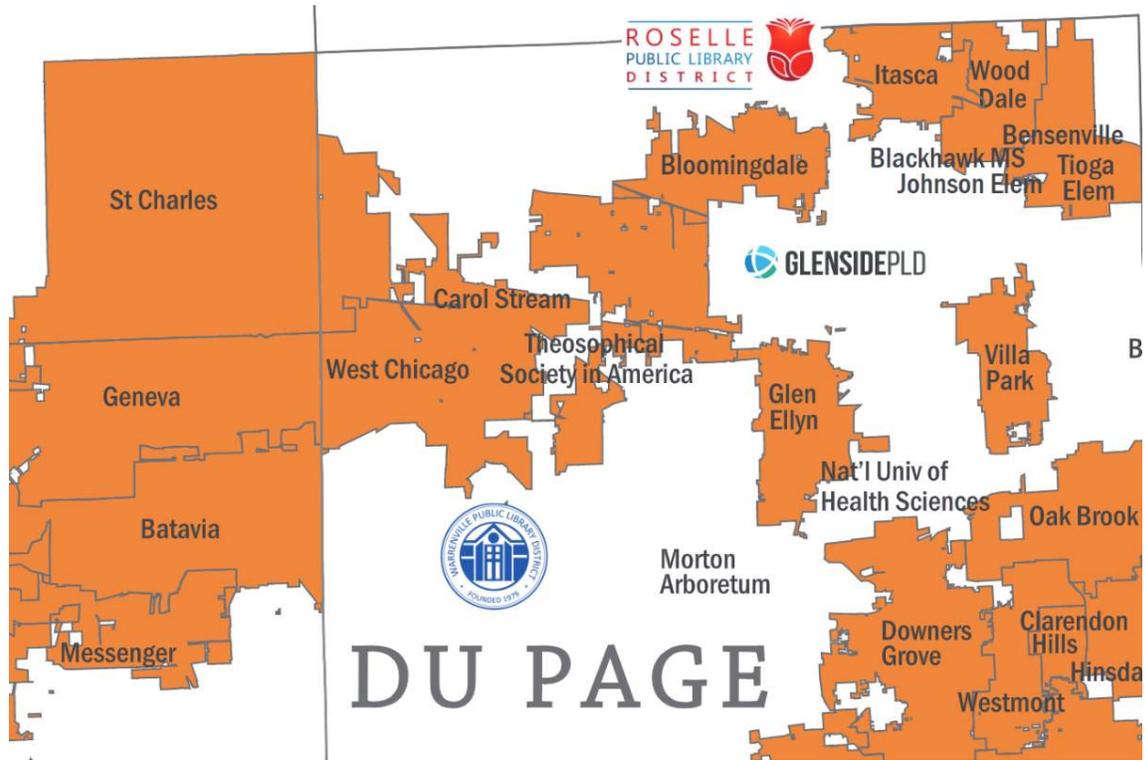


June, 2020

SWAN - 100 Libraries Strong: 3 Libraries Join

Glenside Public Library District, Roselle Public Library District, and Warrenville Public Library District officially join the SWAN membership.

Partial SWAN Membership Map showing incoming libraries, expanding coverage in Du Page county.



September, 2020

Logo Reboot

As part of reaching the milestone of 100 member libraries, SWAN introduced a logo reboot. The logo retains the familiar SWAN identity while moving away from the literal book background.

SWAN logo, 2020





SWAN

LIBRARY SERVICES

December 9, 2020

Go-Live for GSD, ROD, WVD

On December 9th, 2020 Glenside Public Library District, Roselle Public Library District, and Warrenville Public Library District officially started circulation in SWAN. Though a tight timeline, switch to online training and support, and balancing library restrictions, the teams worked to make this our smoothest migration to date. Kudos to these libraries for the success.



100 Libraries Strong
December, 2020



SWAN
LIBRARY SERVICES

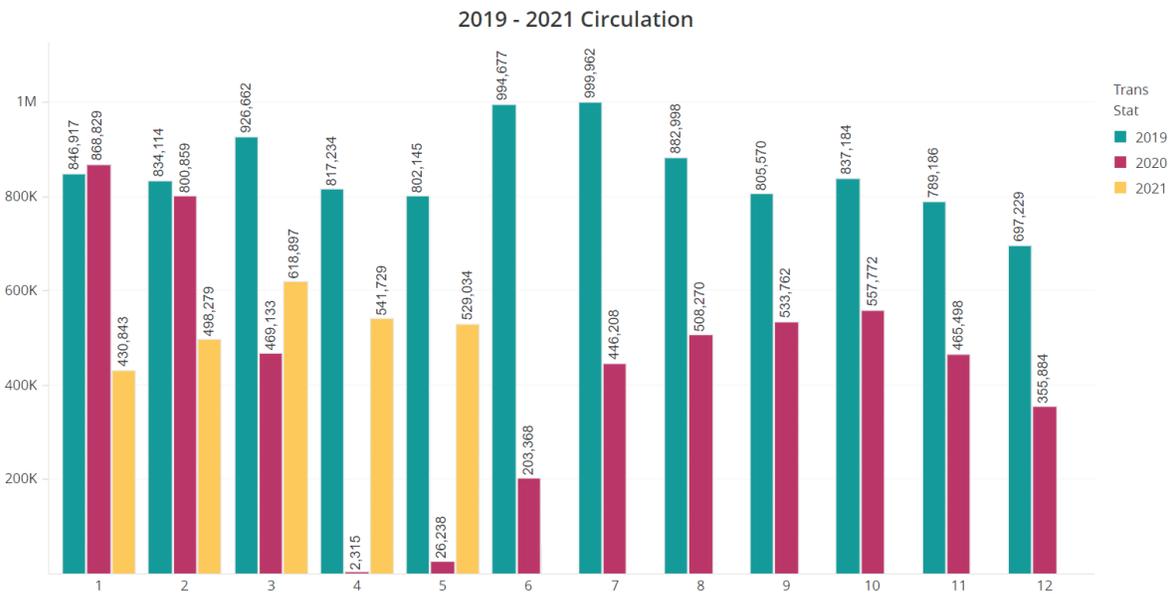
swanlibraries.net

June, 2021

Returning to a New Normal

In time to launch summer reading programs, summer 2021 showed a return to many pre-pandemic services, as well as continuing new services introduced in the past year. Online programs, curbside pick-up, lockers, and outreach are just a few examples.

While circulation lagged pre-pandemic levels, trends are positive.



June, 2021

Technology Independence

With the migration of the support ticketing system, support website, communication

mailing lists, and voice messaging system for notices to SWAN-supported cloud services, equipment and services previously housed and supported in the RAILS data center were decommissioned.

This milestone marked technology independence. SWAN extends gratitude to our library system partners (SLS, MLS, RAILS) through the decades.



Test your knowledge of SWAN agency codes

The Future - Opportunity & Challenges

 Dawne Tortorella

Priority, as defined by our strategic plan and work of member task forces, remains the patron experience. We strive to secure patron privacy while enhancing service and convenience to our patrons.



Balancing priorities, looking to the future
