SWAN

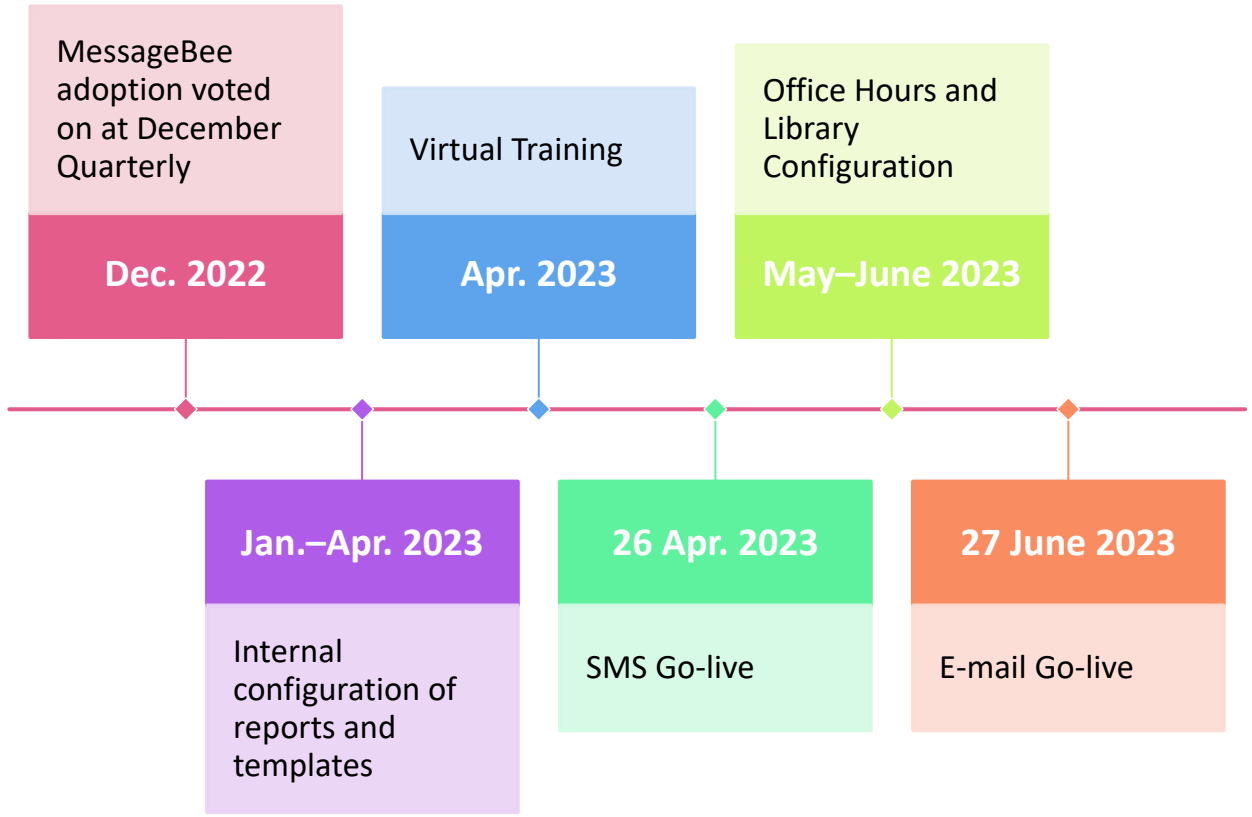
Plot your course

2023 Annual Conference

MESSAGEBEE IN PRACTICE AT LIBRARIES

MICHAEL SZARMACH, SYSTEM ADMINISTRATOR
SCOTT BRANDWEIN, ASSISTANT DIRECTOR

ROLLOUT TIMELINE

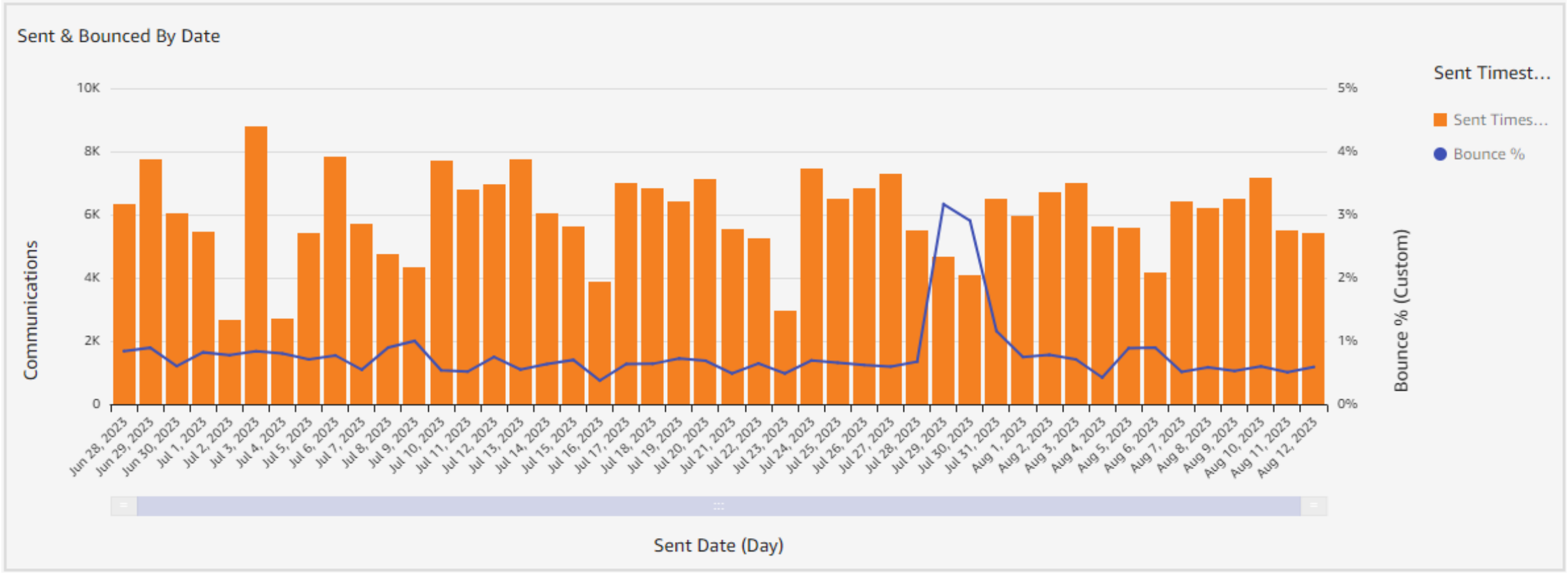


UPDATES SINCE JUNE

Reports-only portal access

2-Way SMS messaging feature

STATS SINCE JUNE



SUCCESS RATE

- Communications Sent: 269,640
- Bounces/Failed: 2,007
- Error Rate: 0.7%

PHASE 2 PLANNING

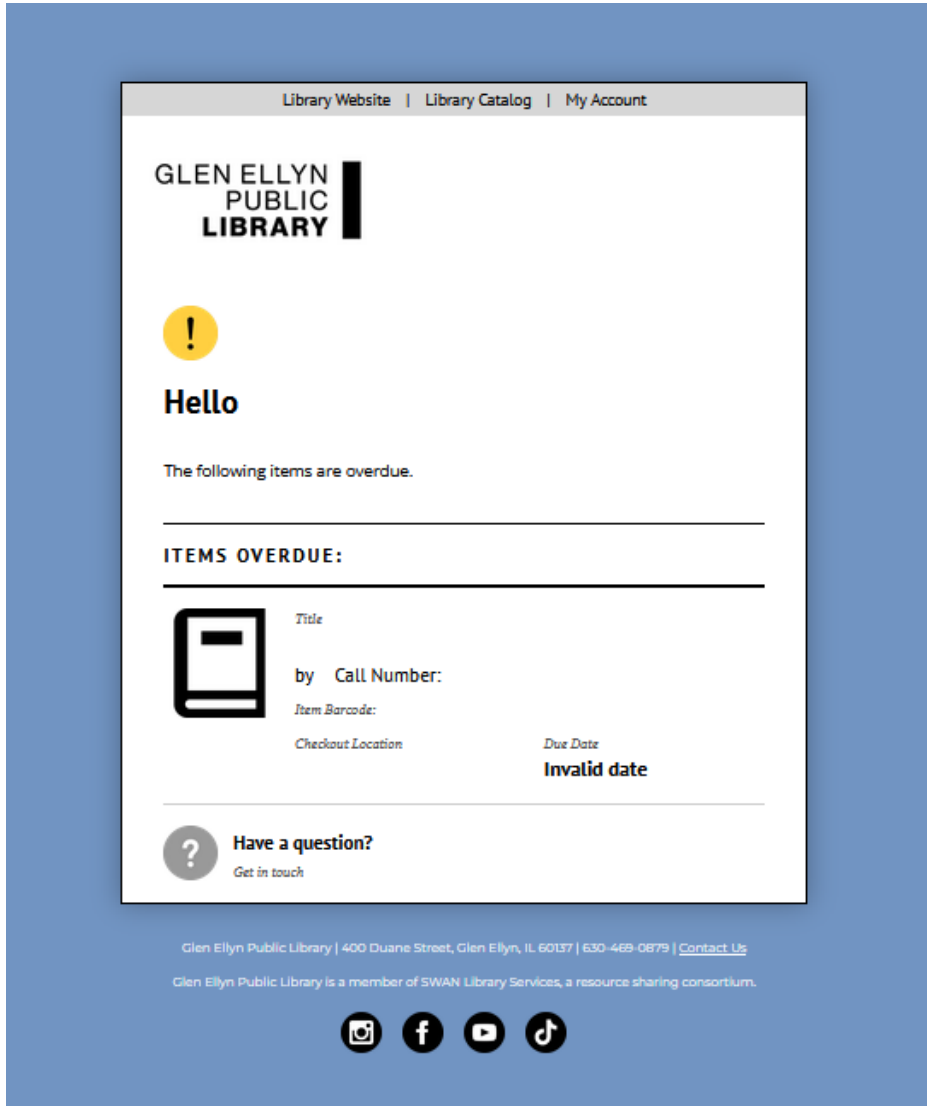
- Transferring Phone notifications to individual library accounts
- Investigation of List feature
- Resolution of the Autorenewals question: To re-implement or not?

TEMPLATE SHOWCASE

Design & Messaging

Banners & Promotion

SMS Templates


Library Website | Library Catalog | My Account
GLEN ELLYN PUBLIC LIBRARY
Hello
The following items are overdue.
ITEMS OVERDUE:
Title
by Call Number:
Item Barcode:
Checkout Location
Due Date
Invalid date
Have a question?
Get in touch
Glen Ellyn Public Library | 400 Duane Street, Glen Ellyn, IL 60137 | 630-469-0879 | Contact Us
Glen Ellyn Public Library is a member of SWAN Library Services, a resource sharing consortium.

the THEOSOPHICAL SOCIETY in America
Library Website | Library Catalog | My Account
Hello
The following items are overdue.
ITEMS OVERDUE:
Title
by Call Number:
Item Barcode:
Checkout Location
Due Date
Invalid date
Have a question?
Get in touch
1926 N Main St, Wheaton, IL 60187 | 630-668-1571 | Contact Us
is a member of SWAN Library Services, a resource sharing consortium.

BLOOMINGDALE PUBLIC LIBRARY
for learning...for life

Library Website | Library Catalog | My Account

Hello

The following items are overdue.

ITEMS OVERDUE:

Title

by Call Number:

Item Barcode:

Checkout Location | *Due Date* **Invalid date**

Have a question?
Get in touch

discover • inspire • grow
GPLD
GENEVA PUBLIC LIBRARY DISTRICT

Library Website | Library Catalog | My Account

Hello

The following items are overdue.

ITEMS OVERDUE:

Title

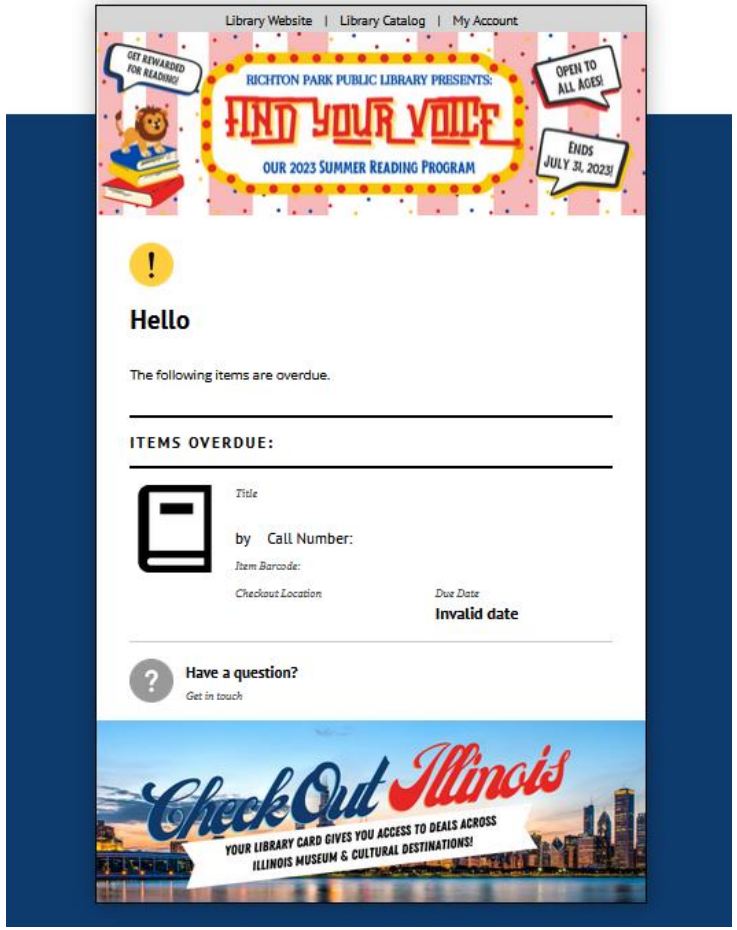
by Call Number:

Item Barcode:

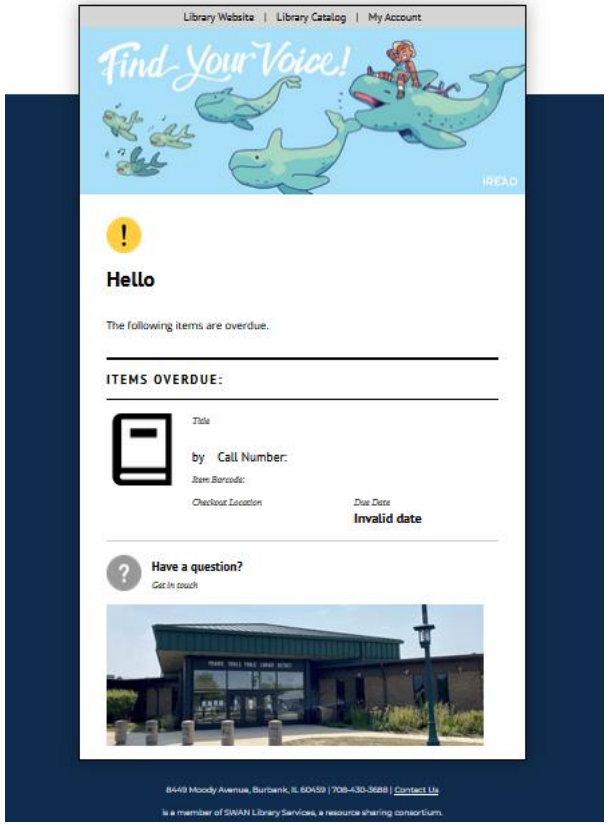
Checkout Location | *Due Date* **Invalid date**

Have a question?
Get in touch

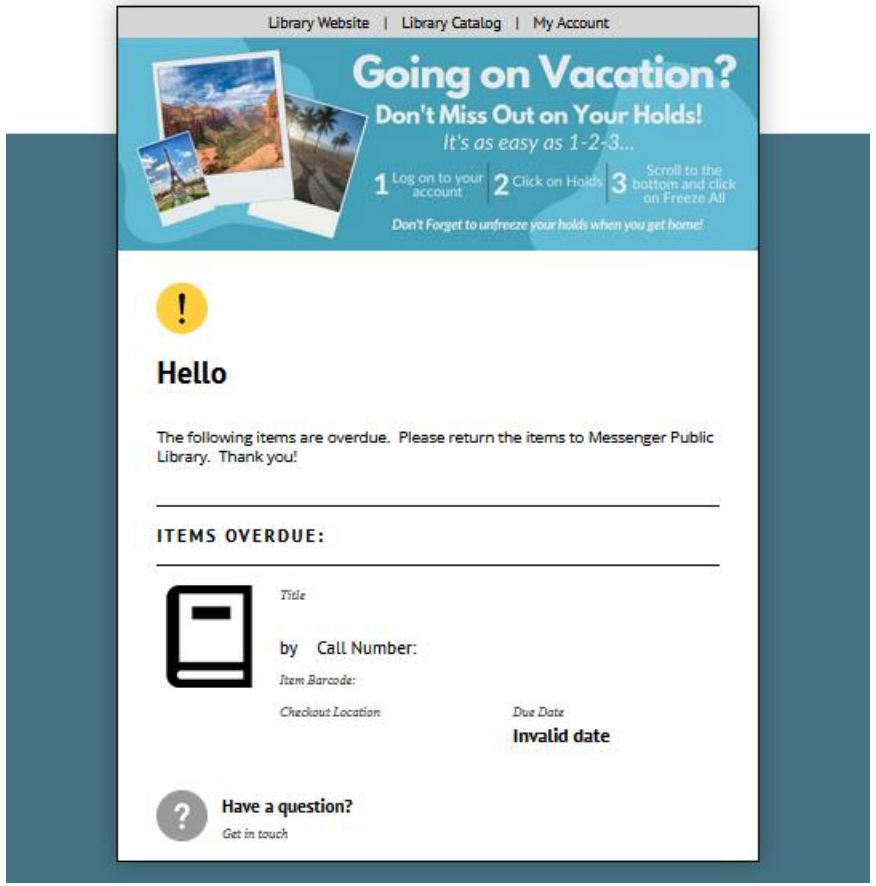
Richton Park Public Library



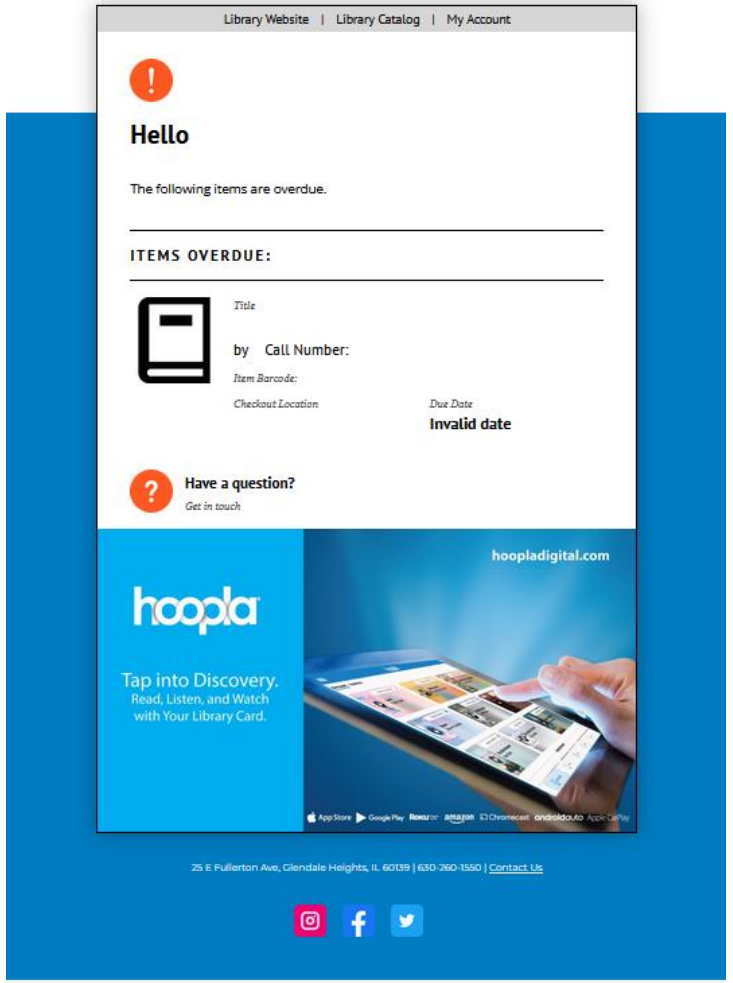
Prairie Trails Public Library



MPL MESSENGER PUBLIC LIBRARY OF NORTH AURORA



Glenside Library



EVERGREEN PARK PUBLIC LIBRARY

Library Website | Library Catalog | My Account

Hello

The following items are overdue. Please return as soon as you can to avoid further late fees.

Still need more time with your item? You can renew your item online via your SWAN account or call the Library at .

ITEMS OVERDUE:

Title

by Call Number:

Item Barcode:

Checkout Location

Due Date

Invalid date

Have a question?

Get in touch

9400 S. Troy Avenue, Evergreen Park, IL 60805 | 708-422-8522 | Contact Us

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Library Website | Library Catalog | My Account

Hello

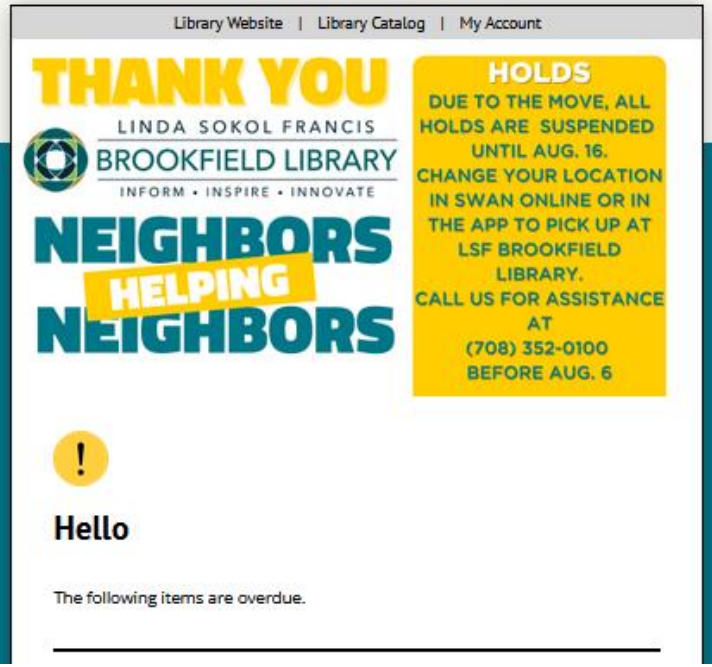
The following items are overdue. Please return as soon as you can to avoid further late fees.

Still need more time with your item? You can renew your item online via your SWAN account or call the Library at [redacted].

ITEMS OVERDUE:

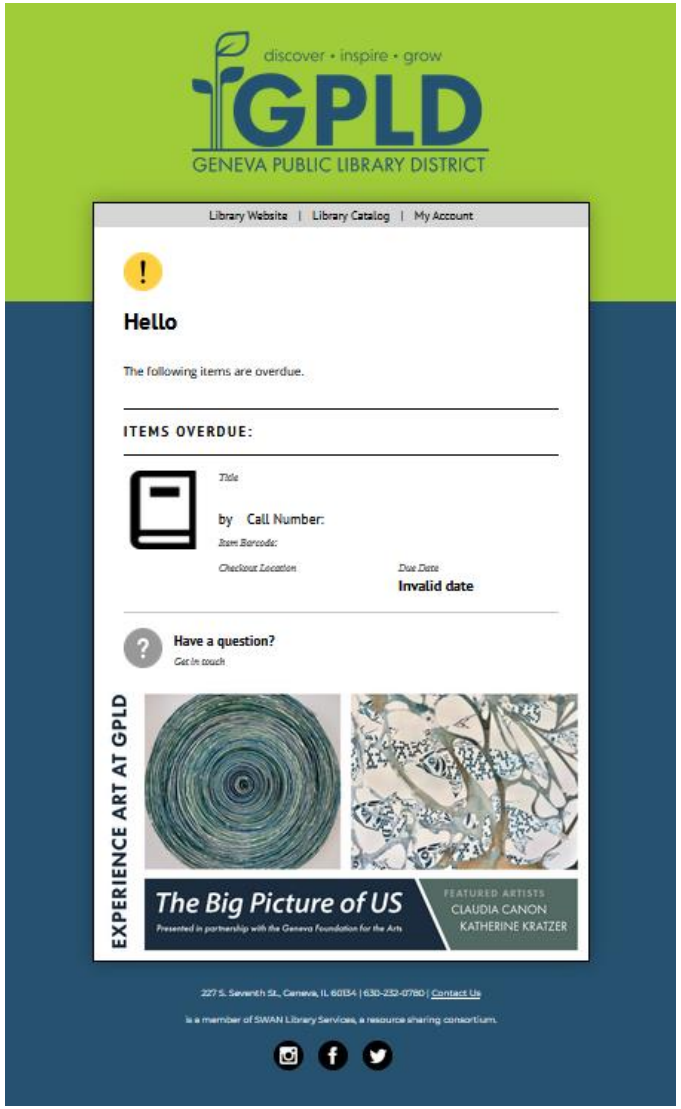
[redacted]

LA GRANGE PARK PUBLIC LIBRARY



LANSING Public Library

LANSING
Public Library
Library Website | Library Catalog | My Account
WE WILL BE CLOSED
FRIDAY, AUGUST 4
FOR STAFF IN-SERVICE DAY


discover • inspire • grow
GPLD
GENEVA PUBLIC LIBRARY DISTRICT
Library Website | Library Catalog | My Account
Hello
The following items are overdue.
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by Call Number:
Item Barcode:
Checkout Location
Due Date
Invalid date
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Get in touch
EXPERIENCE ART AT GPLD
The Big Picture of US
Presented in partnership with the Geneva Foundation for the Arts
FEATURED ARTISTS
CLAUDIA CANON
KATHERINE KRATZER
227 S. Seventh St., Geneva, IL 60134 | 630-232-0780 | Contact Us
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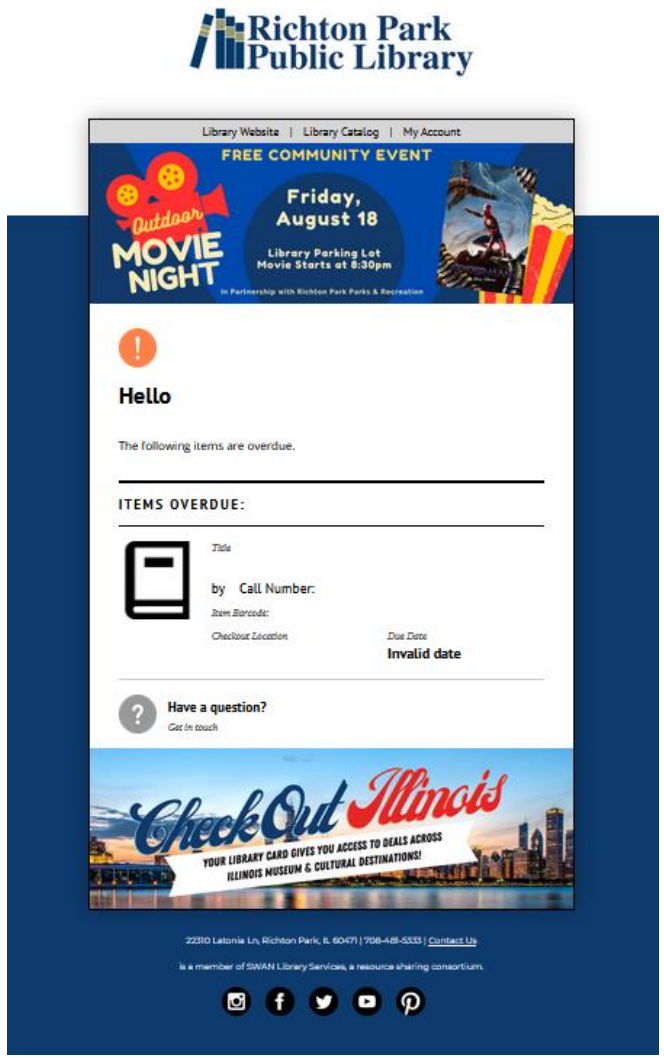
Richton Park Public Library
Library Website | Library Catalog | My Account
FREE COMMUNITY EVENT
Outdoor MOVIE NIGHT
Friday, August 18
Library Parking Lot
Movie Starts at 8:30pm
In Partnership with Richton Park Parks & Recreation
Hello
The following items are overdue.
ITEMS OVERDUE:
Title
by Call Number:
Item Barcode:
Checkout Location
Due Date
Invalid date
Have a question?
Get in touch
Check Out Illinois
YOUR LIBRARY CARD GIVES YOU ACCESS TO DEALS ACROSS ILLINOIS MUSEUM & CULTURAL DESTINATIONS!
22310 Latonia Ln, Richton Park, IL 60471 | 708-481-5333 | Contact Us
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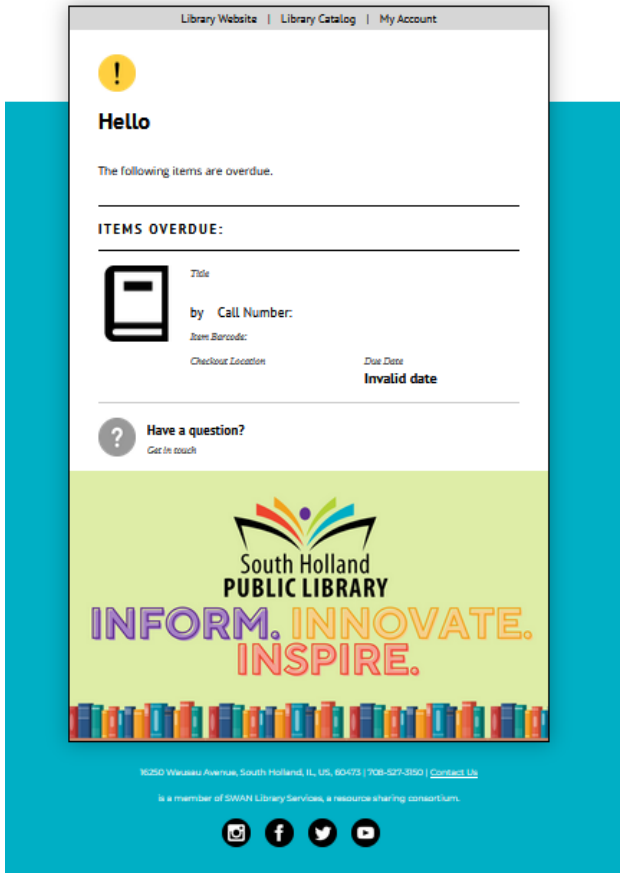
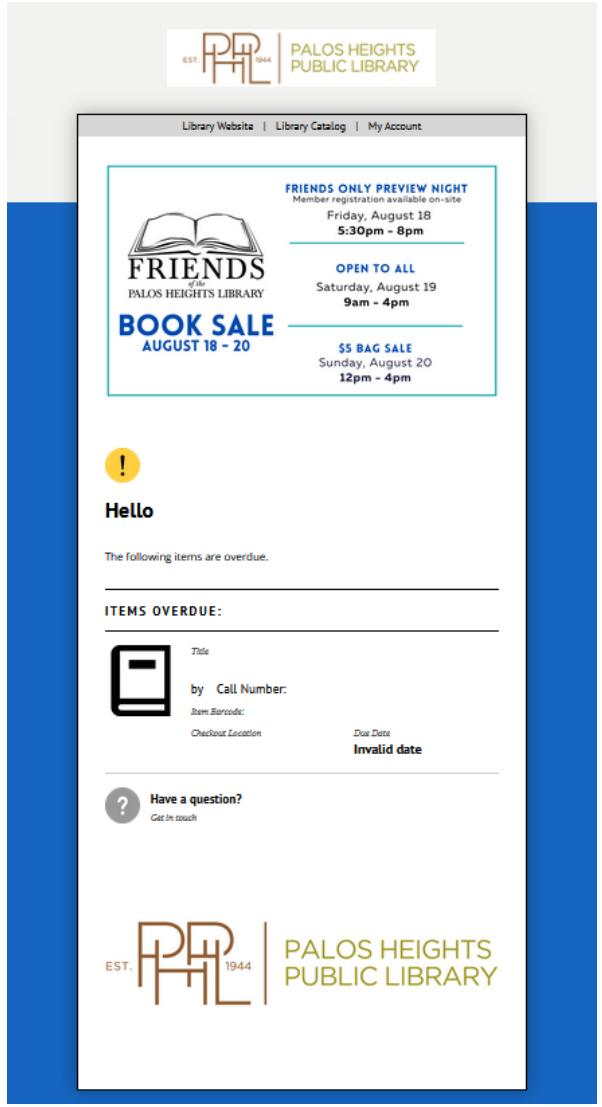
South Holland
PUBLIC LIBRARY



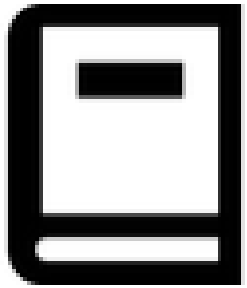


Indian Prairie Public Library
Explore, connect, and be inspired.
Library Website | Library Catalog | My Account
Hello
The following item(s) are now overdue.
Login to your account or click the "My Account" link above to see if the item(s) can be renewed.
ITEMS OVERDUE:
Title
by Call Number:
Item Barcode:
Checkout Location
Due Date
Invalid date
Have a question?
Get in touch
401 Plainfield Road, Darien, IL 60561 | 630/887-8760 | Contact Us
is a member of SWAN Library Services, a resource sharing consortium.

Hello

The following item(s) are now overdue.
Login to your account or click the "My Account" link above to see if the item(s) can be renewed.

ITEMS OVERDUE:



Title

by Call Number:

Item Barcode:

Checkout Location

Due Date

Invalid date

TINLEY PARK
public library

Library Website | Library Catalog | My Account

Hello

The items below did not automatically renew and are due soon.

ITEMS DUE SOON:

Title

by Call Number:

Item Barcode:

Checkout Location

Due Date
Invalid date

Have a question?
Get in touch

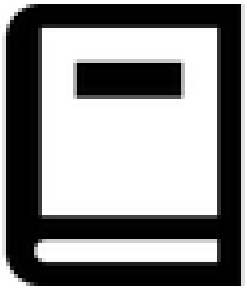
7851 Timber Dr., Tinley Park, IL 60477 | 708-532-0160 | Contact Us

is a member of SWAN Library Services, a resource sharing consortium.

Hello

The items below did not automatically renew and are due soon.

ITEMS DUE SOON:



Title

by Call Number:

Item Barcode:

Checkout Location

Due Date

Invalid date

BATAVIA PUBLIC LIBRARY

One or more library items will be due soon. Contact the Batavia Public Library or check your account online for details https://bld.swanlibraries.net/MyAccount

One or more library items are overdue. Please renew or return the item(s) to avoid accruing additional fines or being billed for the item(s). Contact the Batavia Public Library or check your account online for details. https://bld.swanlibraries.net/MyAccount/Home

Reminder: Your hold(s) are available to pick up at the Batavia Public Library and will be expiring soon. Contact the Library or check your account online for details https://bld.swanlibraries.net/MyAccount/Home

RIVER FOREST PUBLIC LIBRARY

This is the River Forest Public Library. You have overdue library items. Please check your account online or call us at xxx-xxx-xxxx. https://rfs.swanlibraries.net/MyAccount

This is the River Forest Public Library. Reminder: Your holds are ready for pickup. Check your online account for details or call us at xxx-xxx-xxxx with questions.

This is the River Forest Public Library. Your items will be due soon. https://rfs.swanlibraries.net/MyAccount

PALOS HEIGHTS PUBLIC LIBRARY

Overdue notice: Hello, this is the Palos Heights Public Library letting you know your library items are overdue. Please return your library items or call xxx-xxx-xxxx for more information. https://phs.swanlibraries.net/MyAccount

Hello, your Palos Heights Public Library holds are ready for pickup. Please check your online account for details or call us at xxx-xxx-xxxx for more information.

Hello, this is the Palos Heights Public Library letting you know your items will be due soon. Please check your account online or call us at xxx-xxx-xxxx for more information. https://phs.swanlibraries.net/MyAccount

QUESTIONS AND OPEN DISCUSSION

1. What staff do you have maintaining your templates? Who has access to your login tiers?
2. What feedback have you gotten from patrons and staff?
3. What is it like following up on errors? Do you find the details useful?
4. Has MessageBee changed your daily workflow? How have you integrated this into existing procedures?
5. How do you find working with the templates and banner tools?
6. What has been your experience working with Unique Management support?