

# SWAN

*Plot your course*

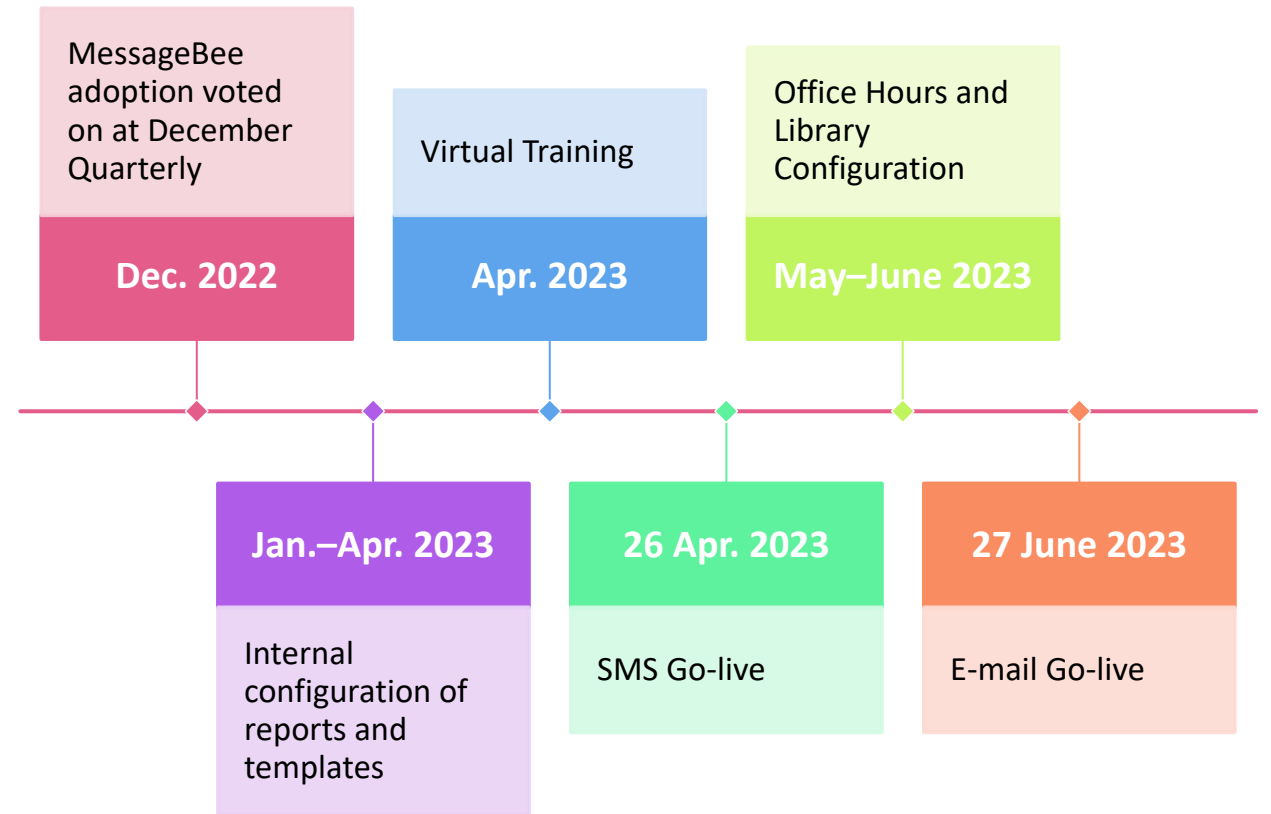
2023 Annual Conference



# MESSAGEBEE IN PRACTICE AT LIBRARIES

MICHAEL SZARMACH, SYSTEM ADMINISTRATOR  
SCOTT BRANDWEIN, ASSISTANT DIRECTOR

# ROLLOUT TIMELINE

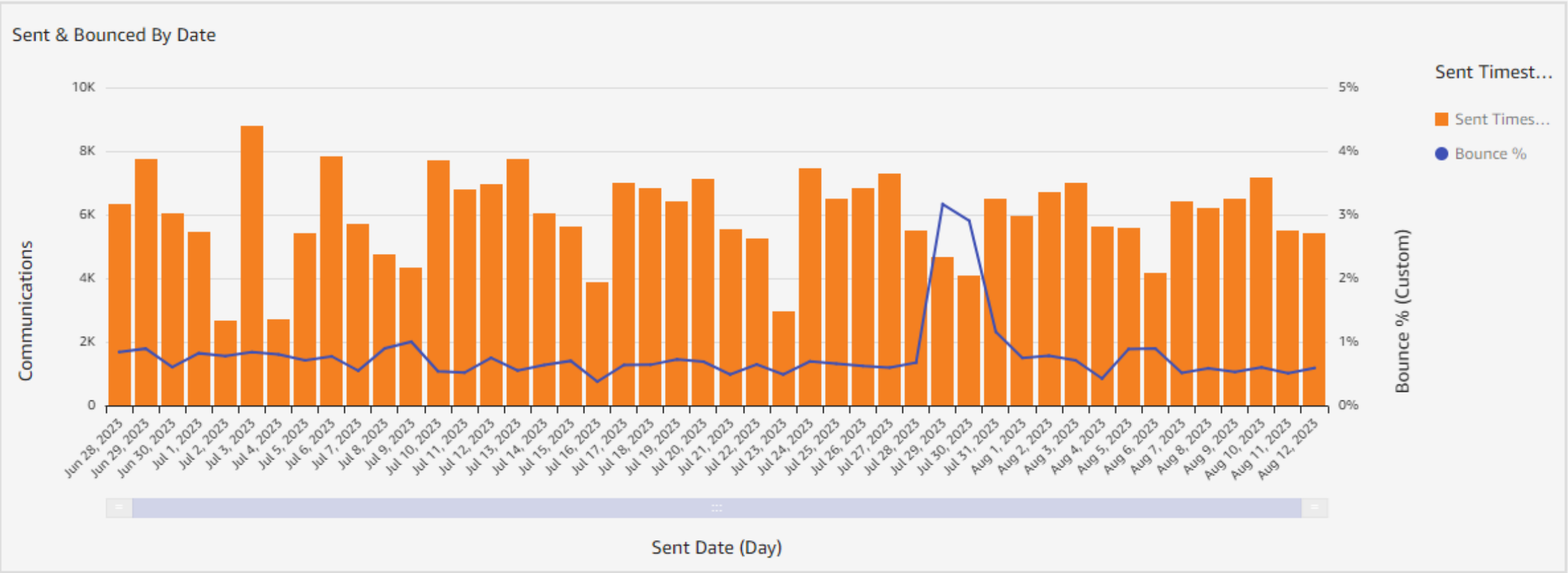


# UPDATES SINCE JUNE

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

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Design & Messaging

---

Banners & Promotion


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SMS Templates



Library Website | Library Catalog | My Account

**GLEN ELLYN  
PUBLIC  
LIBRARY**




**Hello**

The following items are overdue.


---

**ITEMS OVERDUE:**

---

	<i>Title</i>	
	by	Call Number:
	<i>Item Barcode:</i>	
	<i>Checkout Location</i>	<i>Due Date</i>
		<b>Invalid date</b>

---

 **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.



Library Website | Library Catalog | My Account

the **THEOSOPHICAL  
SOCIETY**  
in America




**Hello**

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---

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---


	<i>Title</i>	
	by	Call Number:
	<i>Item Barcode:</i>	
	<i>Checkout Location</i>	<i>Due Date</i>
		<b>Invalid date</b>

---

 **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.





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](#)

**ice cream social**

Thursday, August 3 | 5:30 - 8:30 p.m. | Library Parking Lot

Co-sponsored by the Village of Bloomingdale

Celebrate the end of Summer Reading with rides, games, music, face painting, and more!



Food Trucks available in the parking lot for dinner!



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](#)

GENEVA PUBLIC LIBRARY | 227 S. SEVENTH ST., GENEVA, IL

**2023 SUMMER BOOK SALE\***

BOOK PRICES:  
- NEW RELEASES: \$10  
- ALL OTHERS: \$5  
- CHILDREN'S: \$3  
- CLASSICS: \$2  
- PAPERBACKS: \$1.50

FRIDAY, JULY 28  
10 A.M. - 4 P.M.

30% DISCOUNT  
(FRIDAY 10 A.M. - 12 P.M. ONLY)


SATURDAY, JULY 29  
10 A.M. - 4 P.M.

SUNDAY, JULY 30  
12-4 P.M.

50% DISCOUNT (SUNDAY ONLY)

Geneva Public Library  
**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



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



8449 Moody Avenue, Burbank, IL 62459 | 708-330-3688 | [Contact Us](#)  
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Library Website | Library Catalog | My Account

## Going on Vacation?

Don't Miss Out on Your Holds!

It's as easy as 1-2-3...

1 Log on to your account

2 Click on Holds

3 Scroll to the bottom and click on Freeze All

Don't Forget to unfreeze your holds when you get home!

**!**


### Hello

The following items are overdue. Please return the items to Messenger Public Library. Thank you!

---

**ITEMS OVERDUE:**

---

	<i>Title</i>		<i>by</i>	<i>Call Number:</i>		<i>Item Barcode:</i>		<i>Checkout Location</i>		<i>Due Date</i>	<b>Invalid date</b>
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?

**Have a question?**  
Get in touch

Library Website | Library Catalog | My Account

**!**


### Hello

The following items are overdue.

---


**ITEMS OVERDUE:**

---


	<i>Title</i>		<i>by</i>	<i>Call Number:</i>		<i>Item Barcode:</i>		<i>Checkout Location</i>		<i>Due Date</i>	<b>Invalid date</b>
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**Have a question?**  
Get in touch





hoopladigital.com

Tap into Discovery.  
Read, Listen, and Watch  
with Your Library Card.



App Store Google Play Amazon Chromecast Android Apple TV

25 E Fullerton Ave, Glendale Heights, IL 60139 | 630-260-1550 | [Contact Us](#)



[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:



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](#)

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





## 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] [REDACTED]



LA GRANGE PARK  
PUBLIC LIBRARY

[Library Website](#) | [Library Catalog](#) | [My Account](#)

**THANK YOU**



LINDA SOKOL FRANCIS  
BROOKFIELD LIBRARY  
INFORM • INSPIRE • INNOVATE

**NEIGHBORS  
HELPING  
NEIGHBORS**



Hello

The following items are overdue.

**HOLDS**

DUE TO THE MOVE, ALL  
HOLDS ARE SUSPENDED  
UNTIL AUG. 16.  
CHANGE YOUR LOCATION  
IN SWAN ONLINE OR IN  
THE APP TO PICK UP AT  
LSF BROOKFIELD  
LIBRARY.  
CALL US FOR ASSISTANCE  
AT  
(708) 352-0100  
BEFORE AUG. 6



[Library Website](#) | [Library Catalog](#) | [My Account](#)

**BLOCK  
PARTY**  
BIGGER & BETTER

**JULY 29**  
LIBRARY  
SPECIAL HOURS  
**1-5PM**  
BLOCK PARTY  
**6PM-9PM**

~For All Ages~  
Entertainment  
Food Trucks  
Activities & more



[Library Website](#) | [Library Catalog](#) | [My Account](#)



**WE WILL BE CLOSED**  
**FRIDAY, AUGUST 4**  
**FOR STAFF IN-SERVICE DAY**







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

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 | 630-252-0790 | [Contact Us](#)

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



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



2230 Latonia Ln, Richton Park, IL 60471 | 708-481-5333 | [Contact Us](#)

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





South Holland  
PUBLIC LIBRARY

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



10250 Waukegan Avenue, South Holland, IL, US, 60473 | 708-527-3150 | [Contact Us](#)

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Library Website | Library Catalog | My Account



BOOK SALE  
AUGUST 18 - 20

FRIENDS ONLY PREVIEW NIGHT

Member registration available on-site

Friday, August 18  
5:30pm - 8pm

OPEN TO ALL  
Saturday, August 19  
9am - 4pm

5\$ BAG SALE  
Sunday, August 20  
12pm - 4pm



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



PALOS HEIGHTS  
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.





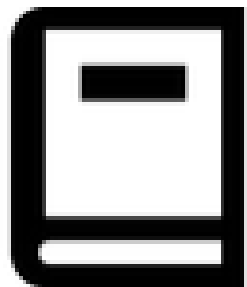
# Hello

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**

---



[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.





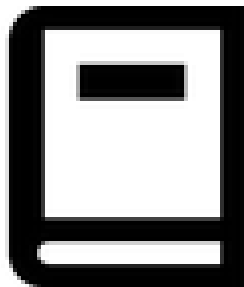
# Hello

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

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## 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

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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>

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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?