

SWAN BOARD SPECIAL MEETING AGENDA
800 Quail Ridge Drive, Westmont IL 60559

October 12, 2018 - Time 9:30 a.m.
Conference Room
630.326.7022

1. Call to Order, Roll Call
2. Introduction of Visitors/Public Comment (Public comment is allowed at SWAN meetings)
3. Action Item – Ratify Membership Approval of Green Hills Public Library District for SWAN Full Membership.
4. Discussion Item -- SWAN Organization Identity: Direct Democracy vs. Representative Democracy; “How does SWAN make decisions?”
5. Discussion Item – SWAN Organization Identity: Member-centric vs. Mission-centric; “How does SWAN make decisions?”
6. Discussion Item – SWAN Organization Mission: Public Utility problem vs. Climate Change problem; “What is the problem SWAN is trying to solve?”
7. Discussion Item – SWAN Organization Vision: Software as End Product vs. Software as Transformative Platform; “What does SWAN’s solution look like?”
8. Discussion Item -- SWAN Membership Survey Analysis (Exhibit pgs. 1-53)
9. Discussion Item – Analysis of IPLAR Data (Exhibit pgs. 54-57)
10. Discussion Item – Recommendations on Identity, Mission, & Vision
11. Discussion Item – Steps for Upcoming SWAN Board meetings on October 19, November 1.
12. Adjournment

SWAN Board Member	Library	Office	Term Expires
Jamie Bukovac	Indian Prairie Public Library	Treasurer	July 1, 2020
Julie Milavec	Downers Grove Public Library		July 1, 2021
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2020
Stacy Wittmann	Eisenhower Public Library District	Vice President	July 1, 2021
Rich Wolff	Tinley Park Public Library		July 1, 2019
Doug Losey	Hillside Public Library		July 1, 2019
Tiffany Verzani	Elmwood Park Public Library	Secretary	July 1, 2019

SWAN Strategic Direction Survey

Monday, September 24, 2018

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352

Total Responses

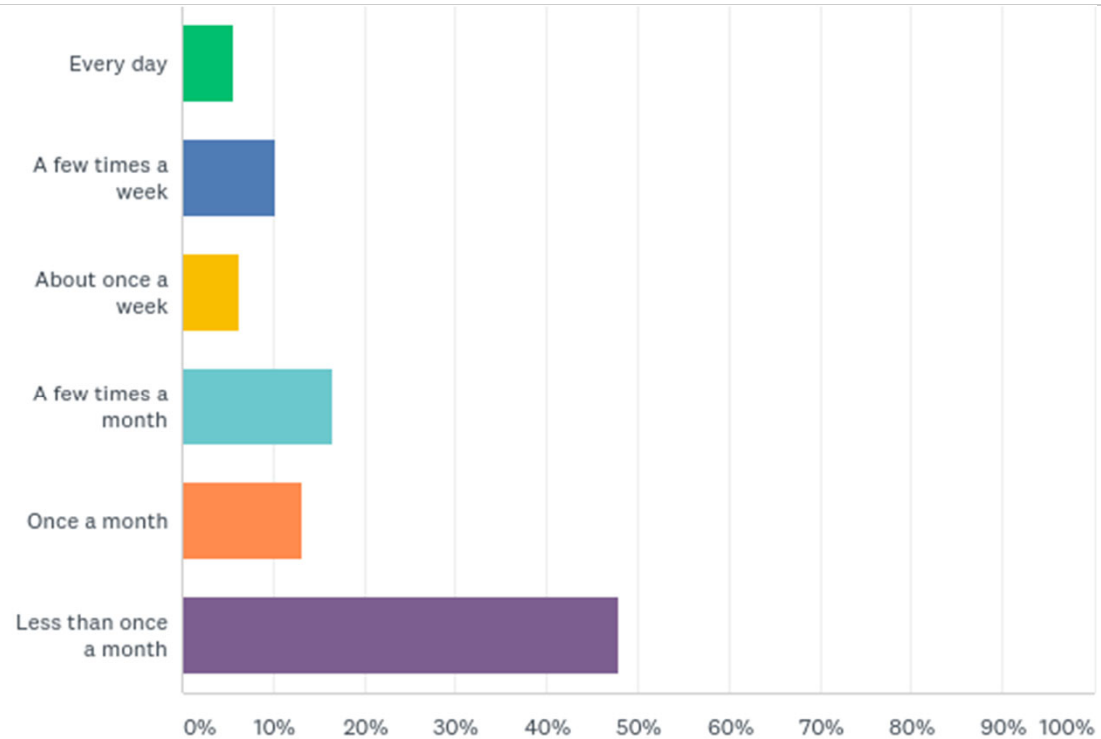
Date Created: Wednesday, August 22, 2018

Complete Responses: 305

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Q1: How often do you network with other SWAN library staff?

Answered: 350 Skipped: 2



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Q1: How often do you network with other SWAN library staff?

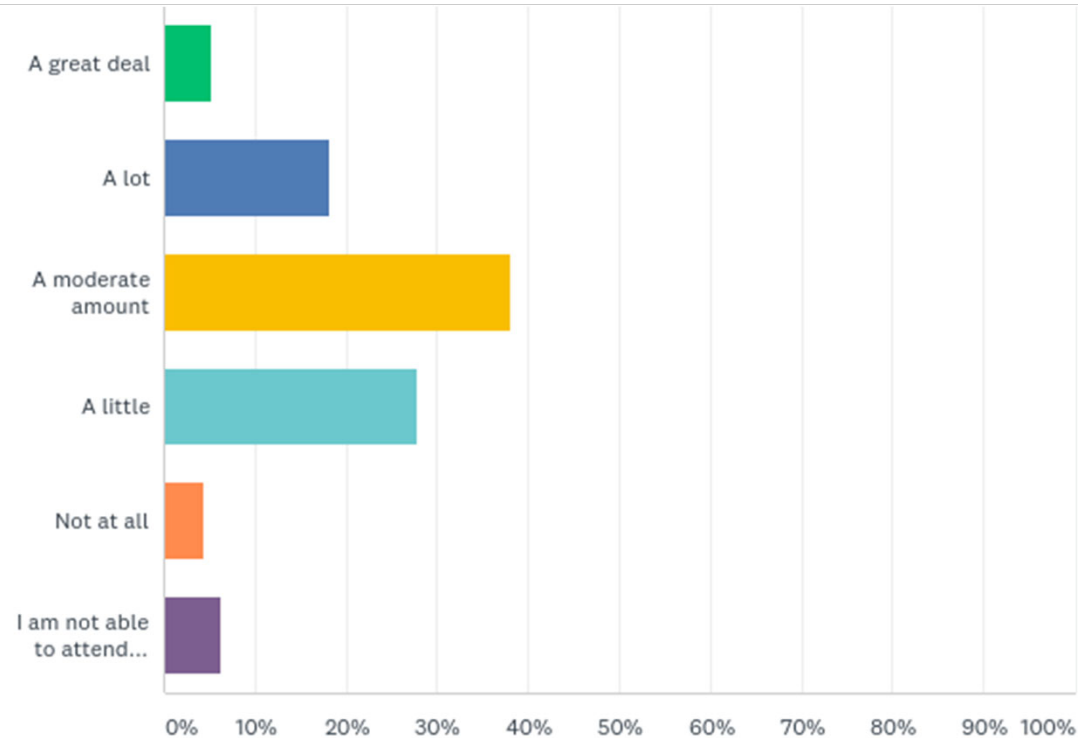
Answered: 350 Skipped: 2

ANSWER CHOICES	RESPONSES	
Every day	5.71%	20
A few times a week	10.29%	36
About once a week	6.29%	22
A few times a month	16.57%	58
Once a month	13.14%	46
Less than once a month	48.00%	168
TOTAL		350

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Q2: How well are your professional networking and learning needs being met? (outside of SWAN)

Answered: 346 Skipped: 6



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Q2: How well are your professional networking and learning needs being met? (outside of SWAN)

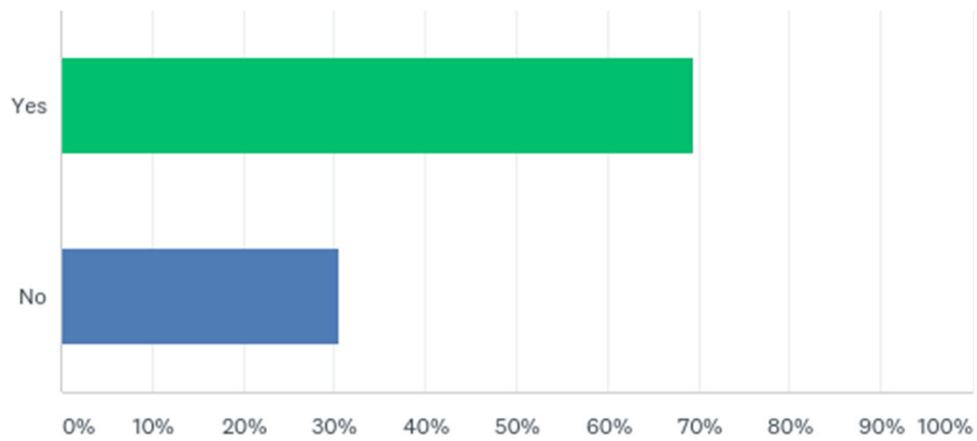
Answered: 346 Skipped: 6

ANSWER CHOICES	RESPONSES	
A great deal	5.20%	18
A lot	18.21%	63
A moderate amount	38.15%	132
A little	27.75%	96
Not at all	4.34%	15
I am not able to attend networking and/or training events outside of my library	6.36%	22
TOTAL		346

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Q3: Do you share practices, procedures, or seek help from your colleagues who work in other SWAN libraries?

Answered: 347 Skipped: 5



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Q3: Do you share practices, procedures, or seek help from your colleagues who work in other SWAN libraries?

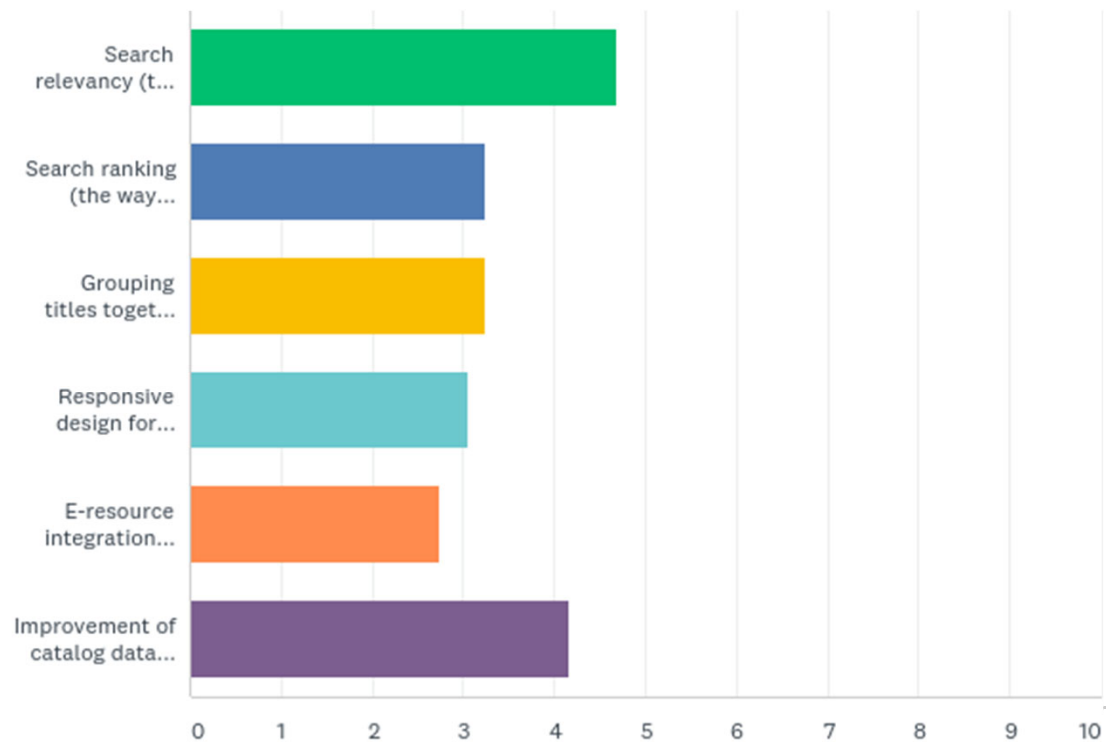
Answered: 347 Skipped: 5

ANSWER CHOICES	RESPONSES	
Yes	69.45%	241
No	30.55%	106
TOTAL		347

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Q4: SWAN has been working on improving the public Enterprise catalog over the past two years. Please rank the priorities for the next two years.

Answered: 324 Skipped: 28



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Q4: SWAN has been working on improving the public Enterprise catalog over the past two years. Please rank the priorities for the next two years.

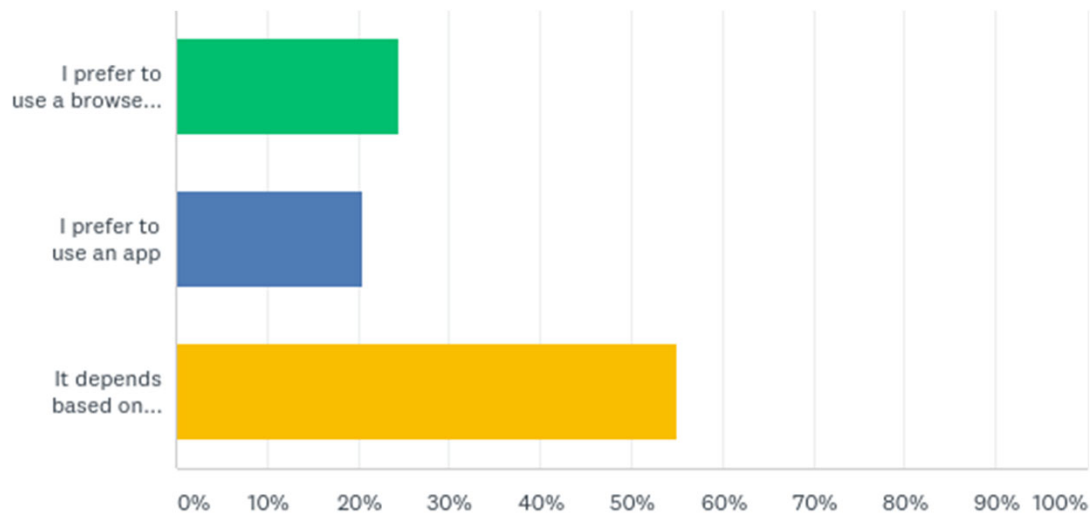
Answered: 324 Skipped: 28

	1	2	3	4	5	6	TOTAL	SCORE
Search relevancy (the accuracy of the search)	40.51% 126	22.19% 69	18.01% 56	8.04% 25	7.72% 24	3.54% 11	311	4.69
Search ranking (the way searches are ordered)	5.83% 18	17.80% 55	22.65% 70	19.42% 60	16.50% 51	17.80% 55	309	3.24
Grouping titles together by format (book, audiobook, e-book, etc.)	8.31% 26	15.34% 48	20.77% 65	22.68% 71	14.70% 46	18.21% 57	313	3.25
Responsive design for small screens and mobile devices	9.97% 31	12.54% 39	14.79% 46	21.22% 66	19.29% 60	22.19% 69	311	3.06
E-resource integration (e-books, streaming, searching databases)	5.45% 17	13.46% 42	10.58% 33	16.03% 50	28.85% 90	25.64% 80	312	2.74
Improvement of catalog data (removing duplicate records, standardizing entries)	32.25% 99	19.54% 60	13.68% 42	12.38% 38	12.05% 37	10.10% 31	307	4.17

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Q5: On your smartphone, do you prefer to use an app or a website? (for example, do you use the Amazon app, or just go to the Amazon website?)

Answered: 327 Skipped: 25



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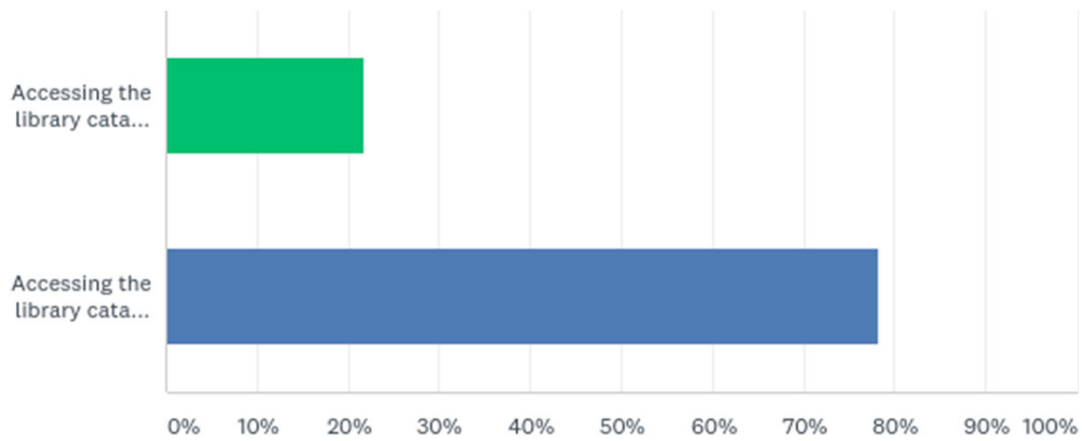
Q5: On your smartphone, do you prefer to use an app or a website? (for example, do you use the Amazon app, or just go to the Amazon website?)

Answered: 327 Skipped: 25

ANSWER CHOICES	RESPONSES	
I prefer to use a browser on my phone to go to the website	24.46%	80
I prefer to use an app	20.49%	67
It depends based on functionality of the app	55.05%	180
TOTAL		327

Q6: What's a higher priority for you to offer your patrons - library interaction within a mobile app, or library interaction via mobile website?

Answered: 325 Skipped: 27



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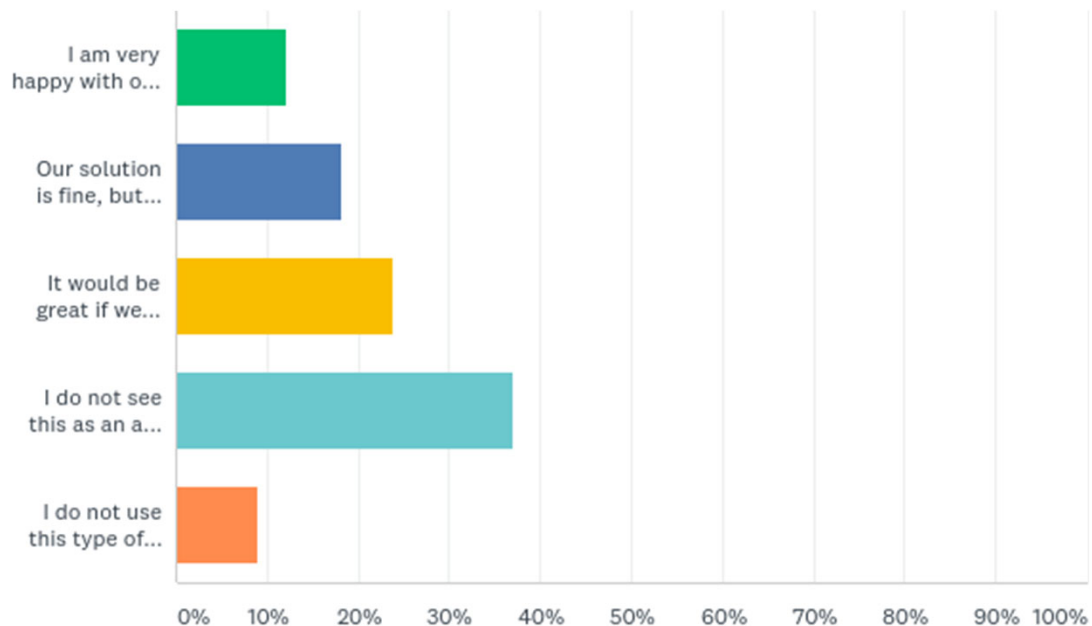
Q6: What's a higher priority for you to offer your patrons - library interaction within a mobile app, or library interaction via mobile website?

Answered: 325 Skipped: 27

ANSWER CHOICES	RESPONSES	
Accessing the library catalog through a mobile app	21.85%	71
Accessing the library catalog through a responsive display regardless of device used (phone, tablet, computer)	78.15%	254
TOTAL		325

Q7: How would your library users respond to a centralized, shared event management system? It could allow all library events and programs to be searched and managed by SWAN members.

Answered: 314 Skipped: 38



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Q7: How would your library users respond to a centralized, shared event management system? It could allow all library events and programs to be searched and managed by SWAN members.

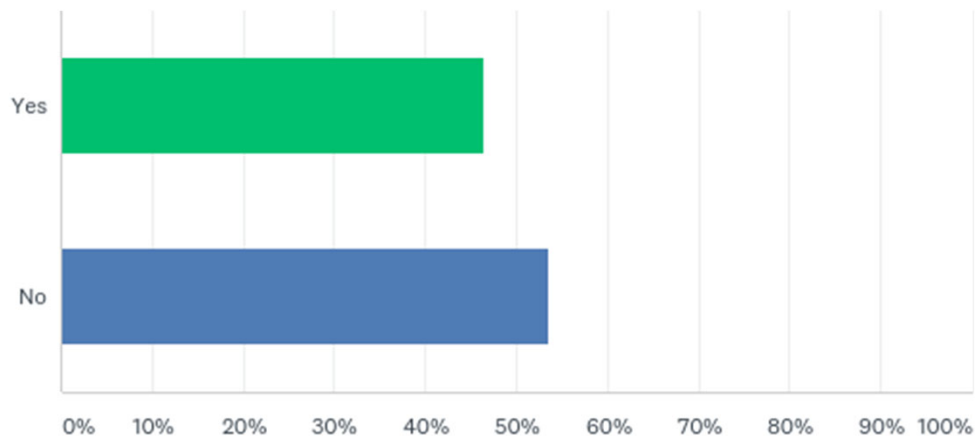
Answered: 314 Skipped: 38

ANSWER CHOICES	RESPONSES	
I am very happy with our current solution	12.10%	38
Our solution is fine, but it could be better	18.15%	57
It would be great if we could have a solution all SWAN libraries could use	23.89%	75
I do not see this as an area where SWAN should help us	36.94%	116
I do not use this type of software at my library	8.92%	28
TOTAL		314

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Q8: Would you like your patrons to be able to search and book meeting spaces at SWAN libraries?

Answered: 314 Skipped: 38



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Q8: Would you like your patrons to be able to search and book meeting spaces at SWAN libraries?

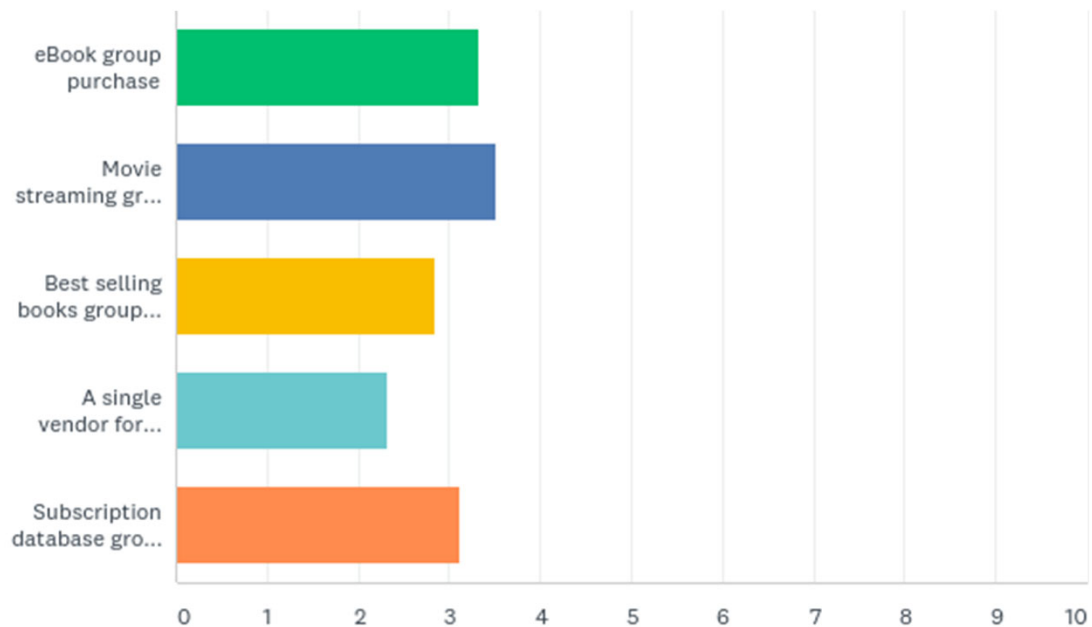
Answered: 314 Skipped: 38

ANSWER CHOICES	RESPONSES	
Yes	46.50%	146
No	53.50%	168
TOTAL		314

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Q9: Please rank the type of group purchases you think would be worthwhile for SWAN to explore over the next 5 years.

Answered: 297 Skipped: 55



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Q9: Please rank the type of group purchases you think would be worthwhile for SWAN to explore over the next 5 years.

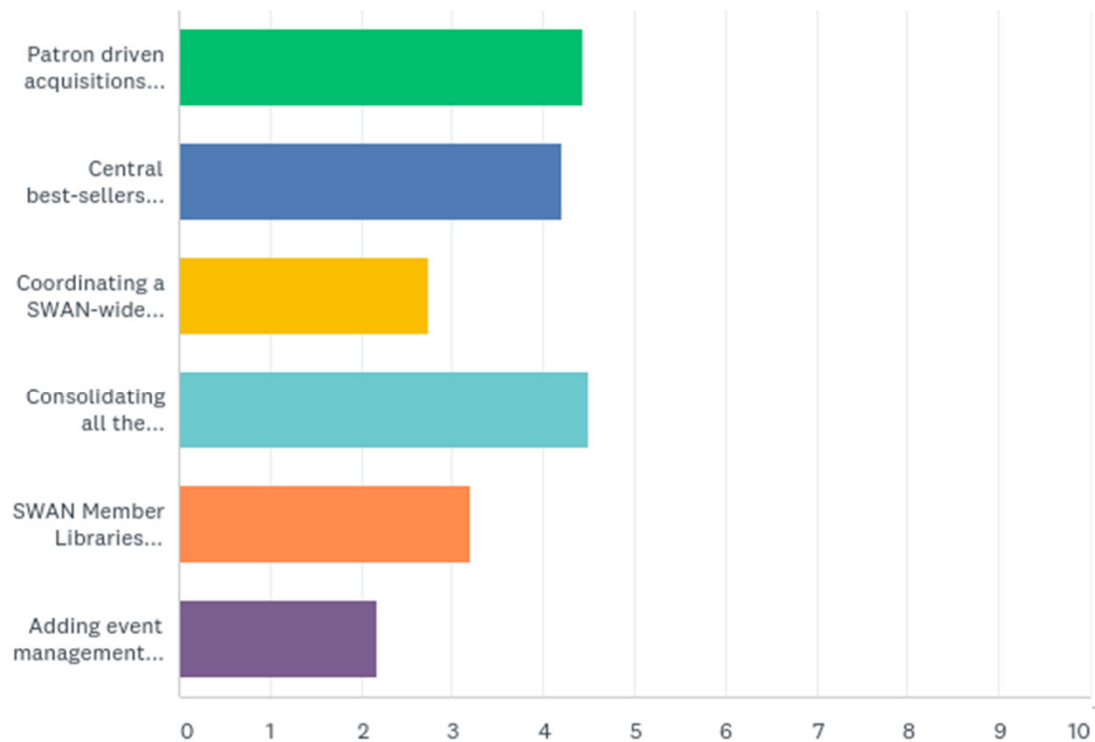
Answered: 297 Skipped: 55

	1	2	3	4	5	TOTAL	SCORE
eBook group purchase	18.79% 53	29.43% 83	25.89% 73	16.67% 47	9.22% 26	282	3.32
Movie streaming group purchase	30.85% 87	23.40% 66	23.05% 65	12.06% 34	10.64% 30	282	3.52
Best selling books group purchase	15.19% 43	19.43% 55	16.25% 46	32.16% 91	16.96% 48	283	2.84
A single vendor for library materials, at the lowest price possible	16.25% 45	7.94% 22	14.44% 40	15.16% 42	46.21% 128	277	2.33
Subscription database group purchase	22.11% 63	20.35% 58	20.00% 57	21.75% 62	15.79% 45	285	3.11

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Q10: Please rank the following in terms of what would be interesting to you or your library users/patrons that SWAN should explore over the next 5 years.

Answered: 295 Skipped: 57



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Q10: Please rank the following in terms of what would be interesting to you or your library users/patrons that SWAN should explore over the next 5 years.

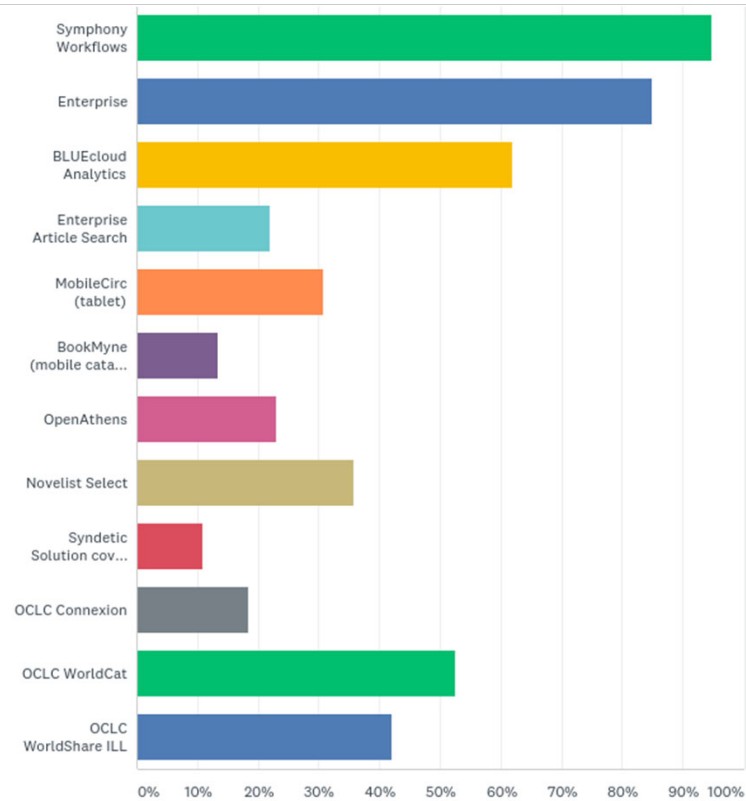
Answered: 295 Skipped: 57

	1	2	3	4	5	6	TOTAL	SCORE
Patron driven acquisitions, e.g. patron places hold on item, which triggers the purchase request of the item	40.22% 111	18.84% 52	14.13% 39	10.14% 28	4.71% 13	11.96% 33	276	4.44
Central best-sellers collection at SWAN, available to fill all holds	16.48% 44	31.46% 84	22.10% 59	19.10% 51	7.12% 19	3.75% 10	267	4.20
Coordinating a SWAN-wide one-book reading event	6.46% 17	9.51% 25	17.11% 45	12.55% 33	28.14% 74	26.24% 69	263	2.75
Consolidating all the OverDrive eBook collections into one SWAN-wide platform	33.69% 94	20.79% 58	21.86% 61	13.26% 37	6.45% 18	3.94% 11	279	4.50
SWAN Member Libraries provide centralized collection development of eBook collections through formal selection committee	4.55% 12	17.80% 47	17.05% 45	25.38% 67	24.62% 65	10.61% 28	264	3.20
Adding event management capabilities to SWAN	4.10% 11	3.36% 9	7.46% 20	17.91% 48	25.75% 69	41.42% 111	268	2.18

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Q11: Which application services do you use which are supported through your SWAN membership?

Answered: 305 Skipped: 47



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Q11: Which application services do you use which are supported through your SWAN membership?

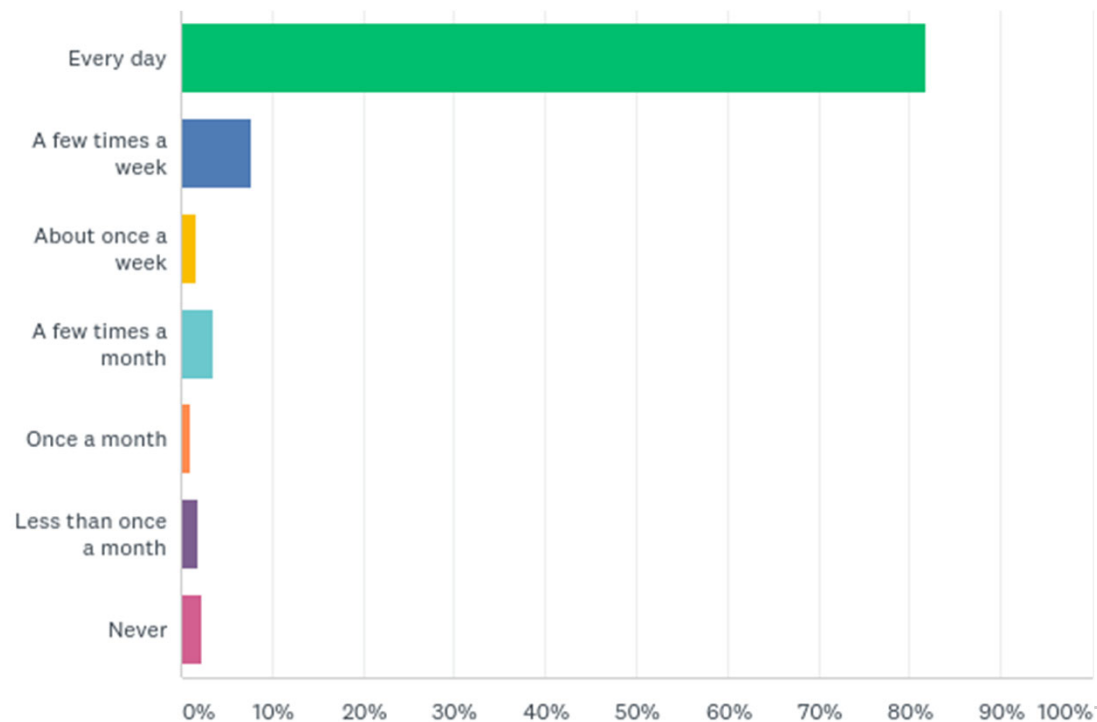
Answered: 305 Skipped: 47

ANSWER CHOICES	RESPONSES	
Symphony Workflows	94.75%	289
Enterprise	84.92%	259
BLUEcloud Analytics	61.97%	189
Enterprise Article Search	21.97%	67
MobileCirc (tablet)	30.82%	94
BookMyne (mobile catalog app)	13.44%	41
OpenAthens	22.95%	70
Novelist Select	35.74%	109
Syndetic Solution cover art	10.82%	33
OCLC Connexion	18.36%	56
OCLC WorldCat	52.46%	160
OCLC WorldShare ILL	41.97%	128
Total Respondents: 305		

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Q12: How often do you use Symphony Workflows?

Answered: 308 Skipped: 44



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Q12: How often do you use Symphony Workflows?

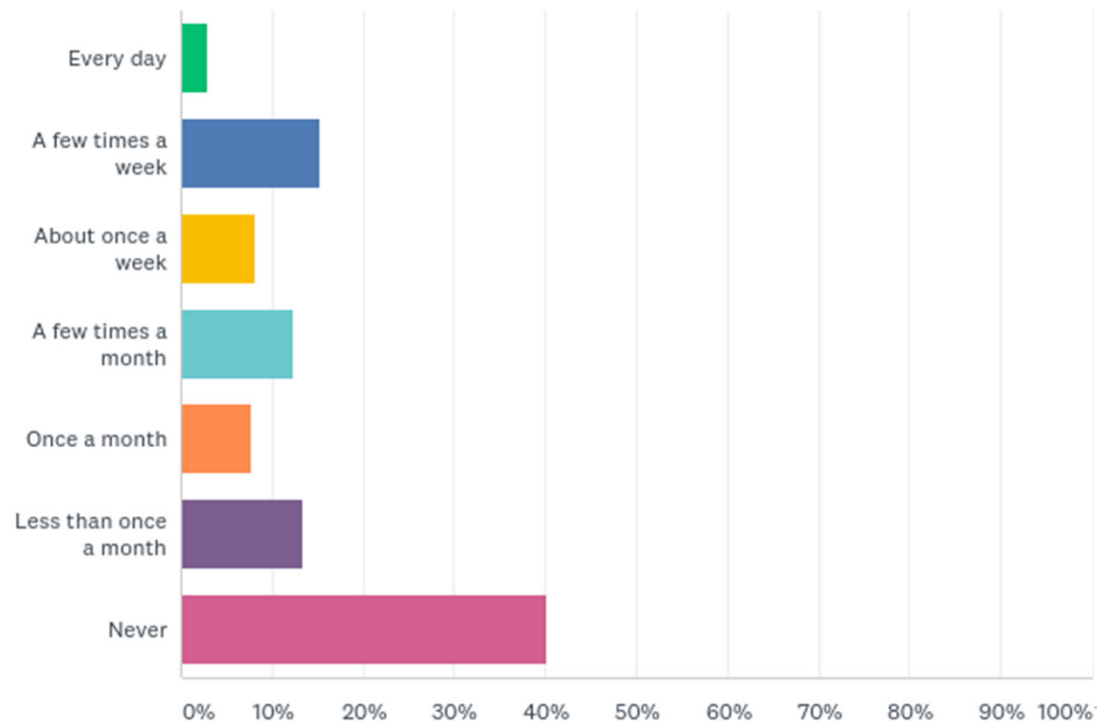
Answered: 308 Skipped: 44

ANSWER CHOICES	RESPONSES	
Every day	81.82%	252
A few times a week	7.79%	24
About once a week	1.62%	5
A few times a month	3.57%	11
Once a month	0.97%	3
Less than once a month	1.95%	6
Never	2.27%	7
TOTAL		308

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Q13: How often do you use BLUEcloud Analytics?

Answered: 308 Skipped: 44



Powered by 

Q13: How often do you use BLUEcloud Analytics?

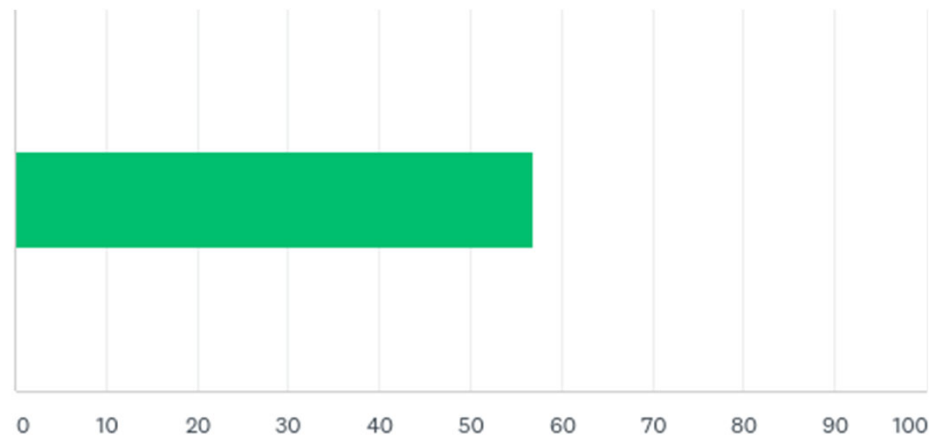
Answered: 308 Skipped: 44

ANSWER CHOICES	RESPONSES	
Every day	2.92%	9
A few times a week	15.26%	47
About once a week	8.12%	25
A few times a month	12.34%	38
Once a month	7.79%	24
Less than once a month	13.31%	41
Never	40.26%	124
TOTAL		308

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Q14: Does SWAN's shared Symphony integrated library system (ILS) allow your library to meet your library users/patron's needs?

Answered: 286 Skipped: 66



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Q14: Does SWAN's shared Symphony integrated library system (ILS) allow your library to meet your library users/patron's needs?

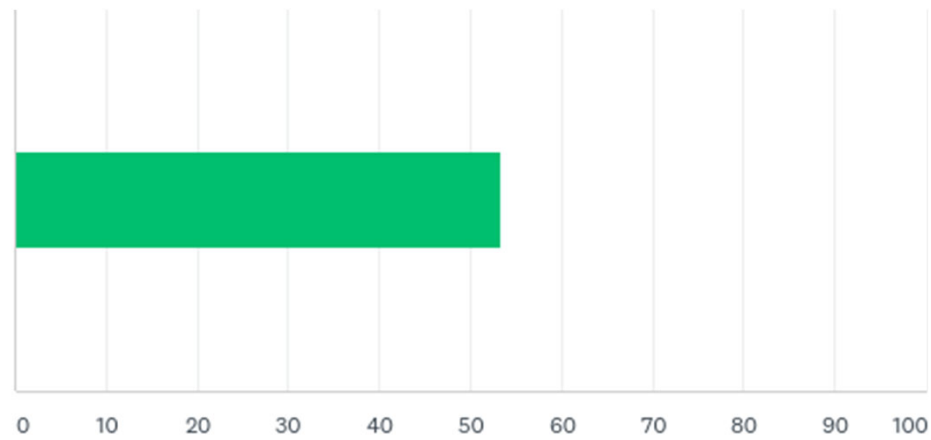
Answered: 286 Skipped: 66

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	57	16,262	286
Total Respondents: 286			

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Q15: Does SWAN's Symphony integrated library system allow you to complete your work efficiently?

Answered: 283 Skipped: 69



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Q15: Does SWAN's Symphony integrated library system allow you to complete your work efficiently?

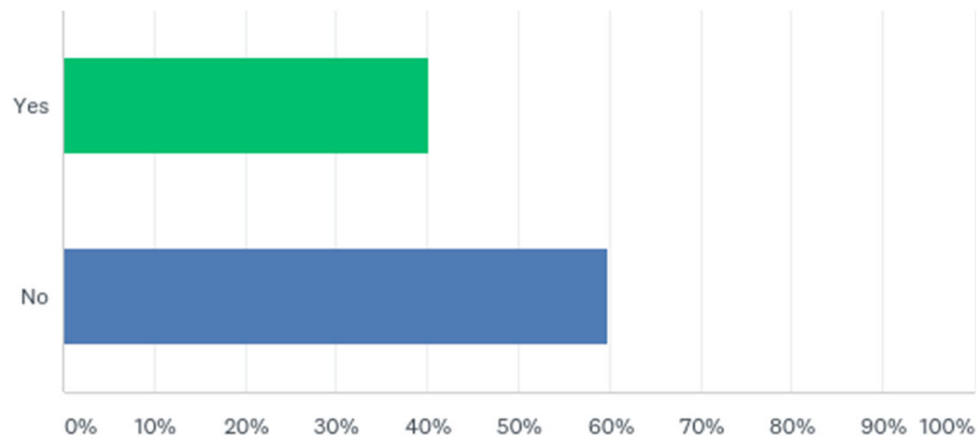
Answered: 283 Skipped: 69

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	53	15,069	283
Total Respondents: 283			

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Q16: Do you think SWAN should consider migrating to a different ILS system within the next five years?

Answered: 296 Skipped: 56



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Q16: Do you think SWAN should consider migrating to a different ILS system within the next five years?

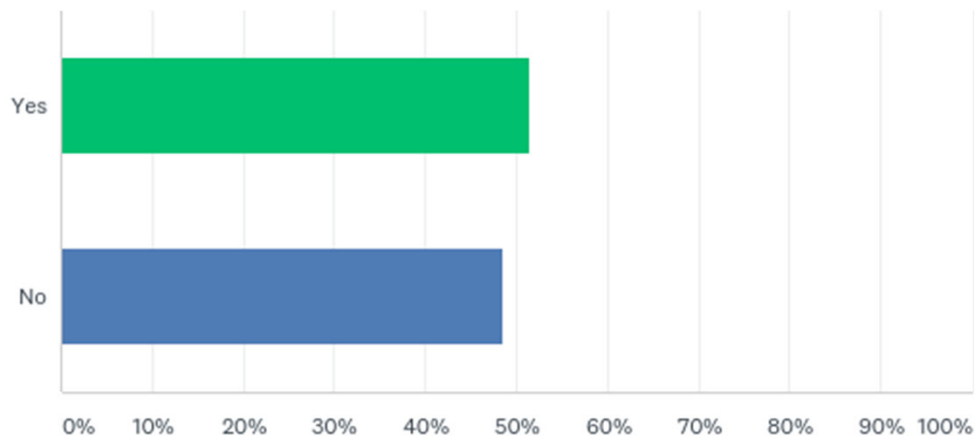
Answered: 296 Skipped: 56

ANSWER CHOICES	RESPONSES	
Yes	40.20%	119
No	59.80%	177
TOTAL		296

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Q17: Do you feel you that you have opportunities to participate in the leadership and direction of SWAN?

Answered: 292 Skipped: 60



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Q17: Do you feel you that you have opportunities to participate in the leadership and direction of SWAN?

Answered: 292 Skipped: 60

ANSWER CHOICES	RESPONSES	
Yes	51.37%	150
No	48.63%	142
TOTAL		292

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Q19: What is the primary role of SWAN?

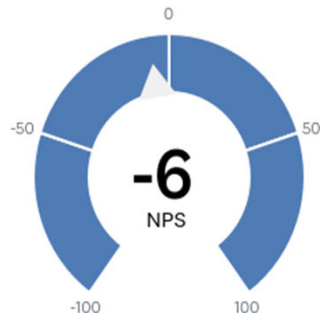
Answered: 300 Skipped: 52

	1	2	3	4	TOTAL	SCORE
SWAN hosts our library's integrated library system and catalog	44.44% 128	21.53% 62	18.75% 54	15.28% 44	288	2.95
SWAN is a resource sharing platform for library users/patrons	18.12% 50	40.58% 112	27.17% 75	14.13% 39	276	2.63
SWAN is a resource for efficient library automation and technology	10.04% 28	20.79% 58	34.05% 95	35.13% 98	279	2.06
SWAN is a community of libraries that have come together to share information and provide solutions	30.88% 88	16.14% 46	17.89% 51	35.09% 100	285	2.43

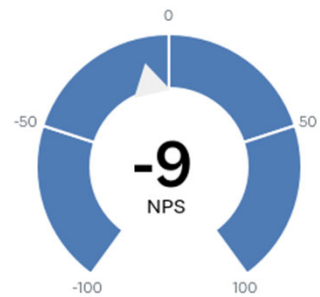
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Q20: How likely is it that you would recommend SWAN to a friend or colleague?

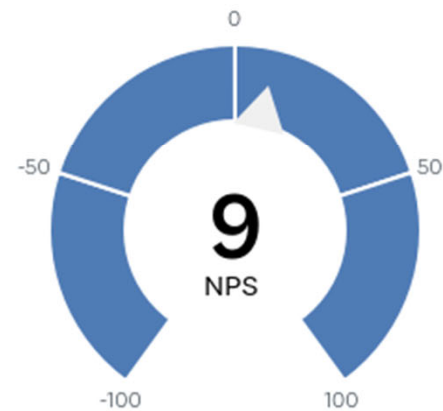
All Responders: 309 Skipped: 43



Cataloging/Acquisitions Answered: 131 Skipped: 0



Library Director Responses: 33 Skipped: 0



Q20: How likely is it that you would recommend SWAN to a friend or colleague?

All Answers: 309 Skipped: 43

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
35% 109	36% 110	29% 90	-6

Acquisitions/Cataloging Answered: 131 Skipped: 0

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
38% 50	33% 43	29% 38	-9

Directors Answered: 33 Skipped: 0

DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
30% 10	30% 10	39% 13	9

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Q23: What areas(s) are you responsible for at the library? Check all that apply.

Answered: 300 Skipped: 52

ANSWER CHOICES	RESPONSES	
Circulation	30.67%	92
Youth services	15.00%	45
IT/technology support	14.33%	43
Public services/readers advisory	38.67%	116
Cataloging support	18.33%	55
Acquisitions/collection management	36.67%	110
Administration	20.67%	62
Library director/administrator	11.00%	33
Total Respondents: 300		

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Q24: Feel free to share the SWAN library you work for. This is not required.

Answered: 122 Skipped: 230

ANSWER CHOICES	RESPONSES			
Acorn Public Library District	0.00%	0	Elmwood Park Public Library	4.92%6
Aisip-Merrionette Park Public Library District	1.64%	2	Evergreen Park Public Library	0.00%0
Batavia Public Library District	1.64%	2	Flossmoor Public Library	0.00%0
Bedford Park Public Library District	0.00%	0	Forest Park Public Library	0.00%0
Beecher Community Library District	0.00%	0	Frankfort Public Library District	4.10%5
Bellwood Public Library	0.00%	0	Franklin Park Public Library District	2.46%3
Bensenville Community Public Library District	0.00%	0	Geneva Public Library District	2.46%3
Bensenville Elementary School District #2	0.82%	1	Glen Ellyn Public Library	4.92%6
Berkeley Public Library	0.82%	1	Glenwood-Lynwood Public Library District	0.00%0
Berwyn Public Library	0.00%	0	Grande Prairie Public Library District	0.00%0
Bloomington Public Library	1.64%	2	Harvey Public Library District	0.82%1
Blue Island Public Library	0.82%	1	Hillside Public Library	0.00%0
Bridgeview Public Library	0.00%	0	Hinsdale Public Library	0.82%1
Broadview Public Library District	0.00%	0	Hodgkins Public Library District	0.00%0
Brookfield Public Library	1.64%	2	Homewood Public Library District	0.00%0
Brookfield Zoo	0.00%	0	Indian Prairie Public Library District	0.82%1
Calumet City Public Library	0.82%	1	Itasca Community Library	0.82%1
Calumet Park Public Library	0.82%	1	Justice Public Library District	0.82%1
Carol Stream Public Library	3.28%	4	Kaneville Public Library District	0.00%0
Chicago Heights Public Library	0.00%	0	La Grange Public Library	2.46%3
Chicago Ridge Public Library	1.64%	2	LaGrange Park Public Library District	0.00%0
Cicero Public Library	0.82%	1	Lansing Public Library	0.00%0
Clarendon Hills Public Library	0.00%	0	Lyons Public Library	0.82%1
Crestwood Public Library District	0.00%	0	Markham Public Library	0.00%0
Crete Public Library District	0.82%	1	Matteson Area Public Library District	0.82%1
Dolton Public Library District	0.00%	0	Maywood Public Library District	0.00%0
Downers Grove Public Library	5.74%	7	McCook Public Library District	0.00%0
Eisenhower Public Library District	4.92%	6	Melrose Park Public Library	0.00%0
			Messenger Public Library of North Aurora	2.46%3
			Midlothian Public Library	0.00%0

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Q24: Feel free to share the SWAN library you work for. This is not required.

Answered: 122 Skipped: 230

Morton Arboretum	0.00%	0	Thomas Ford Memorial Library	4.10%	5
Nancy L. McConathy Public Library District	0.82%	1	Thornton Public Library	0.00%	0
National University of Health Sciences	0.82%	1	Tinley Park Public Library	15.57%	19
North Riverside Public Library District	0.00%	0	Town and Country Public Library District	0.00%	0
Northlake Public Library District	0.00%	0	University Park Public Library District	0.00%	0
Oak Brook Public Library	0.00%	0	Villa Park Public Library	1.64%	2
Oak Lawn Public Library	3.28%	4	West Chicago Public Library District	3.28%	4
Oak Park Public Library	1.64%	2	Westchester Public Library	0.00%	0
Palos Heights Public Library	0.00%	0	Westmont Public Library	0.82%	1
Palos Park Public Library	0.00%	0	William Leonard Public Library District	0.00%	0
Park Forest Public Library	0.00%	0	Wood Dale Public Library District	0.00%	0
Prairie State College	0.00%	0	Woodridge Public Library	1.64%	2
Prairie Trails Public Library District	0.00%	0	Worth Public Library District	0.00%	0
Richton Park Public Library District	0.82%	1	TOTAL		122
River Forest Public Library	1.64%	2			
River Grove Public Library District	0.00%	0			
Riverdale Public Library District	0.00%	0			
Riverside Public Library	0.00%	0			
Saint Charles Public Library District	2.46%	3			
Schiller Park Public Library	0.00%	0			
South Holland Public Library	0.82%	1			
Steger-South Chicago Heights Public Library District	0.00%	0			
Stickney-Forest View Public Library District	0.00%	0			
Sugar Grove Public Library District	0.00%	0			
Summit Public Library District	0.00%	0			
Theosophical Society in America	3.28%	4			

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

Respondents	Responses
1	Fixing AV duplicate records and better search results (floating current library's results to the top).
2	Assume positive intent of your members as well as assuming a higher skill set. Many decisions seem to be made based on a lowest common denominator of expectations.
3	response time to issues
4	Better direction and standards for member libraries to follow for consistent policies across all member libraries
5	Unsure <input type="checkbox"/>
6	Update software for better report response time
7	n/a
8	Make the catalog faster, more accurate, and better at anticipating what patrons might want. Fix MobileCirc or develop a new application for that. <input type="checkbox"/> <input type="checkbox"/> Be more responsive, and have less down time.
9	There are reports in Workflows that are already built into the system that would be helpful to use, but we are not allowed to use them because we are told it will overload the system. It would be great if SWAN could find a way to allow these reports to be run since they are something our current system offers.
10	simplify system
11	Better accommodation for non-public libraries within consortium.
12	I haven't had enough experience with SWAN to say
13	Better response to problems. Wait for days or weeks to get call backs to problems that need more immediate answers. It seems to be getting worse.
14	Ability for me to have more control over certain WorkFlows functions instead of just submitting constant tickets
15	Staff need to be more responsive to the wants/needs of the consortium members. Staff confuse the meaning of "we can't" with "we won't." We feel like "no" is often the first/only response we hear instead of thoughtful consideration of ideas.
16	Much better customer service, responsiveness to requests, focus on core mission.

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

17	Perhaps share e-books and audio files. Be a little easier to use. <input type="checkbox"/> <input type="checkbox"/> Also, I think on your survey you should have a N/A or don't know or some such answer
18	Increase number of items in a basic workflows catalog search that can still be sorted by title, author, etc. <input type="checkbox"/> <input type="checkbox"/> Bring back ISBN as a searchable field. <input type="checkbox"/> <input type="checkbox"/> Have libraries more efficiently remove items from the catalog that lost, discarded, missing etc. Some records still allow for holds to be placed on withdrawn items without the need for an override.
19	It would have to be more user-friendly
20	The process for choosing the ILS a few years back was interesting, but I think we chose an old product. Many were swayed by the expensive marketing team at SIRSI who sold us an old system that is clunky. Workflows is awful! It is a dinosaur and doesn't have good functionality. <input type="checkbox"/> Lesson learned: look more closely at the company - do they have a separate marketing team that makes the product seem better than it is? Because we went with SIRSI, I believe we went backwards in many ways. Millennium had more functionality behind-the-scenes than SIRSI does, and that's not saying much! We really got taken by the unanswered promises of SIRSI. In particular, BlueCloud Analytics is clunky and difficult to use, and Workflows is difficult to learn to search for items on - so much unnecessary information in small windows that you can view into, and so little ability to be able to combine words to search. <input type="checkbox"/> More weight needs to go with the regular library staff who use the product and directors should be out of the decision making. Honestly - I'm an administrator, but the floor staff are the ones who know what is needed, not us!
21	Clean up and standardize collection data. Make the catalog friendlier for patrons to use.
22	accurate hold list, remove duplicate records, clear policies if the libraries are actually going to fill the holds, more efficiently pulling holds (from home library first if it is there on the shelf- not the first trapped hold from miles away)

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

23	It's difficult to say without having day to day access to SWAN's working environment. I would ask for more in-person contact with SWAN staff in the libraries, more hands on training and communication so that issues could potentially be researched and discussed together. Maybe an embedded team of roving customer support staff rather than a centralized group (I understand that logistics and budgets come into play there). I would also welcome SWAN offering shadowing opportunities for member library staff - I would love to work alongside a Member Services Consultant for a short time to really understand what goes into investigating an issue and the reality of handling support tickets. Opening up SWAN in this way could only benefit communication between members and support staff.
24	Improve ILS functionality
25	Remove duplicate records, limit by on shelf status in the public catalog, improve relevancy and ranking in search results.
26	Get rid of Workflows and get a more streamlined system.
27	There is a certain dynamic that SWAN seems to have with the Libraries it supports - one that feel paternalistic rather than a partnership. When we are told we aren't allowed to do something that is available in the software or are trained in a way that answers the questions that SWAN seems to want us to ask rather than the questions we really have, it feels a bit like the tail wagging the dog. The Libraries provide the funding for SWAN, much like our communities provide funding to us and it doesn't always seem that SWAN wants to be a steward of that money in ways that support what the membership wants, but what SWAN wants to do with their time. Focus on essentials. We are your partners and customers, not the bane of your work and, frankly, if you don't feel that way about us, don't treat us that way.
28	Move to Polaris please. Workflows is outdated and has not changed for the better. I remember using it 11 years ago and it has not changed. We need to move to something more technology friendly for our patrons. Also, I don't think centralizing collection development for ebooks or anything is a good idea. There's a lot of libraries in SWAN and we are all very different with different communities that need different things.
29	Get Polaris

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69

Skipped 283

30		More customer service to the new 19. Consider our ideas and experience in Sirsi/dynex and library world more readily. Improve errors in catalog and patron records.
31		N/A
32		Remember its original purpose. There are needs and there are wants. SWAN seems more focused on their wants than on our needs.
33		replace the current Evanced Program
34		more user friendly
35		Respond promptly to issues.
36		Loosen restrictions on WorkFlows configurations.
37		more accurate search results <input type="checkbox"/> especially when searches may be typed in with incomplete or misspelled words <input type="checkbox"/> Too many duplicate records <input type="checkbox"/>

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

38	<p>First, SWAN needs to act as a non-intrusive presence. A utility would be a perfect example. Your electric company provides electric but does not get involved with usage. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>Give libraries the granularity SWAN promised when we migrated to SirsiDynix. Remove the strangleholds and let libraries have the freedom to be as unique as the community that they serve. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>Second, libraries should access all aspects of the ILS modules. An example, the membership was told access to the inventory module would be immediately available when we migrated. When asked for an ETA for the module, SWAN's response is there were more important priorities. Use of the Inventory module on Symphony has finally come to fruition. This milestone was much too late for our library. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>We used the Millennium inventory option for years and had a staff member whose sole responsibility was inventory. I find it hard to believe that SWAN cared about our library or the staff member. Once again, act as the electric company, give us all the modules and let libraries use them as they wish. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p>In my option, SWAN is more of a hindrance than a help. <input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p> <p><input type="checkbox"/></p>
39	Use more data
40	Work on the SirsiDynix DB performance (speed).
41	I would like to be able to call someone when I have a question or problem. I don't like the ticket system. I don't always get a response. Sometimes we need to call and get an answer right away and no one answers the phone.
42	Continuing education.
43	More human contact. I can't believe that the support ticket system is efficient at all! It takes days (and sometimes weeks) for a response that would take minutes on a phone.

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

44	<p>Make the patron-side catalog responsive, combine multiple formats into one record, and accurately pull up the result the patron wants in the first 3 items. It should also be location sensitive and pull up the closest libraries items first. It should be much quicker and by default EXCLUDE ematerials especially Hoopla and other items that are cost per circ. Holds should default to the home library. <input type="checkbox"/></p> <p>Workflows is barely functional- old, very slow interface; popup windows cause staff to make errors, and no good reporting options available. BCA is incomplete and seems like is often behind current data/ doesn't match data from other sources. The interface is only functional because of determined staff finding work arounds to non-sensical limits and sloooooow functioning. MobileCirc is an essential service but it's flaky and not getting a lot of support. <input type="checkbox"/></p> <p>I'm not interested in SWAN assisting with networking efforts etc. at all. Most subject-area experts are better served by LACONI and national/state organizations. Please focus on getting the ILS to function more consistently and become more in line with what patrons expect. Do not direct any further messaging at patrons- please trust member library staff to pass the word.</p>
45	<p>help with e-book integration, and mobile technology options--better apps</p>
46	<p>It could fix the errors in catalog. They should provide more training for front line staff. The focus should be on fixing the issues that plague patrons and staff when looking up items. Providing an event space software should not be a focus at this time.</p>
47	<p>Denew older items earlier in the week to allow library employees to work with the lists through the week rather than denewing on Thurs. night</p>
48	<p>The challenges with the selection of SirsiDynix are considerable. We continue to be hindered by a ILS that lacks significant functionality.</p>
49	<p>It refreshes too often, usually while I'm still typing my search.<input type="checkbox"/> Searches often bringing back rhyming words that make no sense at all<input type="checkbox"/></p>

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

50	In what scenario would I be recommending SWAN to someone? Honestly, I can't imagine why I would ever NEED to recommend SWAN. What a strange question.
51	Better customer support. I have been trying to have an issue resolved for a month or more and often don't hear back after I send a follow-up ticket or email.
52	N/A
53	Acknowledge when information is beyond SWAN scope and acquire knowledge through expert consultants/code writers
54	more accurate searching
55	Have a structure -- software or storage-- in place that allow the current membership to adequately use Workflows every minute of every day without having performance issues.
56	<p>Fix the problems that have been ongoing for years now since the switchover to SirsiDynix, ie. system stops and slowdowns, duplicate records (especially movies), days old information in BCA, Workflows reports unavailable due to large system reports running in the middle of the workday, etc. instead of jumping at every new and shiny add-on or service that shows up. □</p> <p>And, while it is nice to expand SWAN and add numerous libraries, the service to the existing libraries needs to be prioritized. And, when the new libraries become members, their priorities and procedures should not be allowed to overtake the priorities and procedures of the system that has already been working together for decades. □</p> <p>So, basically, the focus needs to shift toward getting the system working before expanding it even further because, right now, there are a lot of things that are not working.</p>
57	More communication! When I call, no one answers. Ticket times are slow and many times you get an answer that doesn't really answer your question. I feel like things change, and no one is told until there is a problem or issue that rises.
58	Updated User Interface
59	Make the support site easier to use and have a place on that site where colleagues at various libraries could easily share information.
60	New ILS, new website

SWAN Strategic Direction Survey

Question 21: What changes would SWAN have to make for you to give it an even higher rating?

Answered 69
Skipped 283

61	Making better strides to deliver on promises and holding Sirsi-Dynix accountable when they fall short.
62	I feel SWAN in the last few years has taken a hands off approach to individual Library problems. Fixing issues with Sirsi is not a priority for SWAN.
63	SWAN needs to be a leader in on-going BCA training.
64	I think sometimes the SWAN staff forget that the decisions/priorities they make do not just impact the staff of 97 libraries; rather they impact hundreds of thousand of library users that are taxpayers and stakeholders in our various communities. Move away from the "that is how it has always been done" mentality. Embrace the challenges of integrating 19 newer members who may have different ideas and expectation .□
65	Better response time to inquiries ... we have waited weeks for responses to simple questions about how to create new user profiles and reports
66	easier training. More updated training information and easy access to workshops, or have them archived, and/or minutes
67	I don't understand the question. What would I recommend SWAN for? It's our catalog. Either you need to use the catalog or you don't.
68	Procedures less labor-intensive, more streamlined.□ Improve the reports issue- still takes way too long for acquisitions in the morning.
69	SWANs' role is as a vendor to libraries -- to coordinate and manage the ILS. SWAN shouldn't be hosting Extravaganzas or spend resources on coordinating group purchases. I wish the time SWAN staff spent trying to convince libraries that 1) they are doing things incorrectly 2) their patrons are doing things incorrectly and 3) they are powerless because Sirsi is in control would be spent working with and, if necessary, putting pressure on Sirsi to deliver the product that was promised.

SWAN Strategic Direction Survey

Q22: What does SWAN do really well?

Answered 57
Skipped 295

Respondents	Responses
1	Good communication when tech goes down to all libraries.
2	Documentation
3	Allows for easy editing of records
4	Very responsive to requests and tickets and issues brought to them
5	Manages the ILS
6	connecting libraries
7	Seamless in-person checkout for SWAN cardholders.
8	Response time to inquiries is usually good.
9	Massive reach and resource sharing.
10	It increases the amount of shareable resources
11	share materials
12	Provides a huge catalog for the patrons
13	Generally, IT staff are extremely responsive. Also, staff that handles troubleshooting and running reports are great.
14	SWAN provides a significant cost savings to my library.
15	Give us books, etc. that our members want
16	Allow libraries to more easily obtain materials for their patrons. Makes inter-library loans simpler and gets materials here in a quicker amount of time.
17	It allows you to search at other libraries for items and fill holds at other libraries
18	Communicate plans, meetings and decisions. □
19	manages huge amounts of data, nice online interface.
20	In my field, circulation, the Member Services staff are always so responsive to the bread and butter tickets and phone questions on a daily basis, but they are also comfortable hosting Q&A phone conferences about large scale projects such as fine free initiatives. The scaling of assistance and the implementation of knowledge at the correct level is something that SWAN excels at. Also the provision of networking groups and training for members is truly helpful, I've learned so much just from having the chance to be in a room with 30-40 smart people with a different opinion and approach to my own - thanks for making that happen!

SWAN Strategic Direction Survey

Q22: What does SWAN do really well?

21		Respond promptly even if a solution isn't immediately available
22		Interlibrary Loan
23		SWAN does a good job offering initial training on services or features being offered - multiple times and days. The staff who support reporting do a good job supporting.
24		Adding more libraries to the system that could benefit from our resources.
25		The wide system allows a lot of options for holds when the book my patrons want is unavailable.
26		Holds
27		The attitude of superiority has improved.
28		Opening up new material for library patrons in the system.
29		Allow library patrons to share resources across borders.
30		support its member libraries
31		consolidate databases
32		They used to get us together more often to network; I miss that.
33		describing data in the catalogue
34		Ticket system - expeditious response
35		N/A
36		Help desk
37		Unsure.
38		Not answer the phone.
39		Enable delivery of holds, allow patrons from other libraries to use their card seamlessly.
40		resource sharing, limited down time, systems support
41		Listen to our problems and respond.
42		I'm sorry, but I'm stymied by this question. Currently, there seem to be so many challenges within the ILS that it is difficult to focus on the benefits.
43		Library resource sharing
44		N/A
45		Lower costs. Notification of patrons holds/overdues.
46		I don't know yet
47		Responding to help tickets.☐ Creating documentation -- finding it is a problem.
48		Resource sharing
49		I really enjoy SWANstravaganza and this year's event was much improved over last year's. I also feel that most tickets get taken care of in a timely manner.
50		Quick help on support tickets.
51		Technology, infrastructure and uptime.

SWAN Strategic Direction Survey

Q22: What does SWAN do really well?

52		Communication through email is done really well.
53		respond to help tickets
54		Host the ILS
55		intergrate all the libraries and have many types of materials available to all
56		Quick responses to help tickets.
57		Refuse to accept accountability.

Analysis of RAILS Public Library IPLAR Data

Purpose

This overview examines the IPLAR data of RAILS public libraries for the past 5 years. The data is evidence there is widespread societal change in the use of public libraries. This analysis of data trends is extended for the next 5 years. Public libraries and library consortia that support them can use this analysis for strategic planning initiatives.

What Does IPLAR Data Show?

IPLAR data for the past five years shows some trends that all public libraries should become aware of.

- ★ Physical circulation is down overall 18% for all public libraries in RAILS
- ★ E-content circulation has increased 13%, but represents 8% of overall circulation for public libraries in RAILS
- ★ Library visits are down overall 11% for public libraries in RAILS
- ★ Library program attendance is up 20%, but represents 9% of overall library visits for public libraries in RAILS

Circulation

IPLAR circulation data reported is for physical collections.

Chart 1	Circulation Change from 2012 to 2017	E-Content Change from 2015 to 2017	Visits Change from 2012 to 2017	Programs Change from 2012 to 2017
CCS	-16%	22%	-11%	37%
Pinnacle Library Cooperative (PLC)	-13%	45%	-26%	30%
Resource Sharing Alliance (RSA)	-3%	51%	2%	11%
SWAN	-21%	15%	-4%	8%
Northern Illinois Cooperative (NIC)	-18%	29%	-32%	7%
Rock River Library Consortium (RRLC)	-40%	24%	32%	-18%
PrairieCat (PRCAT)	-22%	34%	-12%	10%
Stand Alone Libraries	-19%	-6%	-14%	26%
RAILS Public Overall	-18%	13%	-11%	20%

E-Content Usage

IPLAR began collecting e-content circulation in 2015 so there is only 3 years of data to examine. E-content includes eBooks and streaming services public libraries have made available. While e-content circulation is up 13% over the past 3-years, the percentage of the overall circulation remains small.

Chart 2	2015 E-Content Usage as Percentage of Overall Circulation	2016 E-Content Usage as Percentage of Overall Circulation	2017 E-Content Usage as Percentage of Overall Circulation
CCS	6%	7%	9%
PLC	6%	8%	11%
RSA	4%	7%	8%
SWAN	5%	7%	7%
NIC	6%	7%	9%
RRLC	5%	5%	9%
PRCAT	7%	9%	11%
STANDALONE	7%	7%	8%
RAILS Public Libraries	6%	7%	8%

Library Programs & Visits

Library program attendance has increased 20%, but the attendance as a percentage of library visits remains low.

Chart 3	2013 Program Attendance as a Percentage of Overall Library Visits	2015 Program Attendance as a Percentage of Overall Library Visits	2016 Program Attendance as a Percentage of Overall Library Visits	2017 Program Attendance as a Percentage of Overall Library Visits
CCS	6%	7%	8%	9%
PLC	9%	11%	12%	15%
RSA	7%	7%	7%	8%
SWAN	6%	6%	6%	7%
NIC	6%	8%	11%	9%
RRLC	7%	8%	6%	6%
PRCAT	9%	10%	11%	11%
STANDALONE	7%	8%	9%	9%
RAILS Public Libraries	7%	8%	8%	9%

What Can We Infer from this Data?

- ★ This is not catalog or ILS platform specific. Public Library circulation is falling broadly across various catalog interfaces and does not support the idea that a choice in a catalog platform has hurt circulation.
- ★ Public library e-content usage is not rising fast enough to counter the fall in physical circulation.
- ★ Program attendance is increasing, but it is not rising fast enough to counter the falling foot traffic due to library circulation falling dramatically.

What Will the Future Look Like?

If these trends continue over the next 5 years, the impact would look like this in terms of total numbers

Chart 4	2017 Physical Circulation	2022 Projection Circulation	2017 E- Content Circulation	2022 Projection E-Content Circulation	2017 Library Visits	2022 Projection Library Visits	2017 Program Attendance	2022 Projection Program Attendance
CCS	12,764,047	10,744,674	1,266,604	1,545,149	6,585,844	5,867,029	658,768	905,379
Pinnacle Library Cooperative	3,069,535	2,680,264	381,884	555,389	1,728,039	1,272,676	303,010	395,233
Resource Sharing Alliance (RSA)	5,617,132	5,427,587	471,501	713,829	3,417,670	3,477,473	282,275	313,484
SWAN	16,048,129	12,731,835	1,160,067	1,337,572	13,043,376	12,493,947	969,395	1,045,073
Northern Illinois Cooperative	1,284,491	1,053,100	121,863	157,248	708,005	481,331	66,906	71,378
Rock River Library Consortium	188,008	112,845	18,344	22,694	239,737	317,297	14,835	12,149
PrairieCat	5,229,563	4,063,268	643,582	862,403	4,059,047	3,567,982	490,041	538,263
Stand Alone Libraries	34,951,678	28,355,399	2,996,897	2,829,535	17,202,039	14,777,018	1,636,491	2,058,662
RAILS Public Overall	79,152,583	64,982,338	7,060,742	8,000,263	46,983,757	41,982,975	4,421,721	5,294,425

Physical circulation falls at the same rate as the past 5 years, 2012-2017. The falling circulation of physical materials would cause the overall percentage of e-content circulation to rise, despite its low growth. Program attendance at libraries would continue to rise and become a larger percentage of the overall library attendance.

Chart 5	5-Year Projection of Circulation Change: 2017-2022	2017 E- Content Usage as Percentage of Overall Circulation	5-Year Projection E-Content Usage of Percentage of Overall Circulation: 2017-2022	2017 Program Attendance as a Percentage of Overall Library Visits	5-Year Projection of Program Attendance Change as a Percentage of Overall Library Visits: 2017-2022
CCS	-16%	9%	13%	9%	13%
Pinnacle Library Cooperative	-13%	11%	17%	15%	24%
Resource Sharing Alliance (RSA)	-3%	8%	12%	8%	8%
SWAN	-21%	7%	10%	7%	8%
Northern Illinois Cooperative	-18%	9%	13%	9%	13%
Rock River Library Consortium	-40%	9%	17%	6%	4%
PrairieCat	-22%	11%	18%	11%	13%
Stand Alone Libraries	-19%	8%	9%	9%	12%
RAILS Public Overall	-18%	8%	11%	9%	11%

Questions about this analysis? Have some ideas for future ones? Contact me!

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