

# SWAN Clarity Task Force

## Agenda

Wednesday, August 14, 2019, 10:00 a.m. – 12:30 p.m.

SWAN Headquarters  
800 Quail Ridge Dr  
Westmont, IL 60559

1. Introductions & Welcome
2. Review Notes from July 10, 2019 Meeting
3. Gathering Information: using user experience methodologies
  - a. Feedback on the Journaling Process
  - b. Update on Time Study
  - c. Update on Interviews Completed
  - d. Update on Scheduled Focus Groups
4. Discussion on Holds
  - a. SWAN's Demand Management Configuration & Testing Plan
  - b. Review feedback from April 3, 2019 Clarity Meeting (refer to [online notes](#))  
What do your colleagues throughout the library most complain about in relation to SWAN?
    - i. WorkFlows is confusing, how to place holds
    - ii. Not all new titles available for holds is a huge patron frustration
  - c. Patron complaints related to SWAN services, software, etc.
    - i. Local complaints about holds notification — it is constant, low-level problem.
    - ii. Patron confusion on Enterprise when placing holds on a new item that is restricted and does not allow a hold to be placed on it by a member library.
5. Discussion on Clarity Findings Report: outline and assignments
6. Next meeting: Wednesday, September 11 (10-12:30) –  
<https://www.librarylearning.info/events/?eventID=28766>

### Task Force Membership:

- Kerry Halter, Technical Services Manager, Batavia Public Library District  
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- Kristina Howard, Adult Reference Manager, Tinley Park Public Library  
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- Amy Prechel, Head of Access Services, Downers Grove Public Library  
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- Ahren Sievers, Reference Technology Librarian, Elmwood Park Public Library  
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SWAN Staff:

- Dawne Tortorella, Assistant Director, Chair
- Aaron Skog, Executive Director
- Scott Brandwein, Bibliographic Services Manager
- Steven Schlewitt, Information Technology and Support Services Manager
- Tara Wood, User Experience Manager