

# SWAN Clarity Task Force

## Agenda

Wednesday, September 11, 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 August 14, 2019 Meeting
3. Update on Gathering Information: using user experience methodologies
  - a. Review Journaling Process - topic clusters
  - b. Time Study - corrections and ideas for additional targeted studies
  - c. Update on Focus Groups - 3 of 4 completed, final group scheduled 9/13
4. Holistic Discussion on Holds
  - a. Review July 24-August 31 data
  - b. Identifying issues related to holds
5. Develop assessment tool for outlining issues, responsibilities, corrective action, big plans
6. Clarity Findings Report: outline and assignments
7. Next meeting: Wednesday, October 9 (10-12:30)  
<https://www.librarylearning.info/events/?eventID=28767>

### 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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- Michelle Kurczak, Head of Youth and Young Adult Services, Messenger Public Library of North Aurora, [MKurczak@messengerpl.org](mailto:MKurczak@messengerpl.org)
- 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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- Colleen White, Cataloging Librarian, Oak 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