AGENDA

1:30 PM – 3:30 PM

Oak Brook Public Library

1. Welcome, introductions, and designate scribe
2. Strategic planning discussion
   a. Review current DUX charge (see next page of agenda)
   b. What has been working well?
   c. Expanding the role of user research and assessment
      i. Activity
      ii. Potential projects
      iii. Examples of research activities
   d. Training events
   e. Communication and engagement
   f. Meetings and membership
3. Wrap up & next steps
4. **Next meeting**
   a. Set date, time & location
SWAN Advisory Group: User Experience and Discovery

Charge and Guidelines

The name of the group will be SWAN Advisory Group: User Experience and Discovery.

The team will support SWAN operations by providing input on discovery configuration, including Enterprise, eResource Central, and EBSCO Discovery Service; recommending member library staff training topics and contributing to the development of training tools; and researching and testing new features, desired enhancements and configuration changes. The team will comprise 5 to 7 member library staff, who will work with SWAN staff from all departments.

Team members will be expected to:

- Attend group meetings in person or electronically
- Consult on training plans for public service staff
- Contribute to training as needed, potentially creating print or digital training aids and/or presenting group training sessions
- Participate in testing of new features or configuration changes.

Time Commitment Details

Meetings

- Launch: The months after April’s go live will be the most time intensive as SWAN works through member library feedback to improve existing configurations. Expect monthly meetings for 3 to 6 months, scheduled for 1.5 hours.
- Review: At 3 and 6 months, the team charge and progress will be reviewed. The meeting schedule may change to every other month or quarterly, depending on the needs of the group.

The first meeting will be held in Burr Ridge. At that time, the group will decide if future meetings will be held in person either at Burr Ridge or rotating to group member libraries, and if virtual meetings would be conducive to the group’s work. The group will schedule monthly meetings for the following 5 months at that time.

Joseph Miller, SWAN Special Projects Coordinator, will send an agenda in advance of each meeting based on reports and questions from all library staff, group members, and SWAN staff.

Between Meeting Participation

Group members will be expected to prepare for meetings in a number of ways, depending on the group’s current tasks. This work could include, but may not be limited to: testing a new feature, gathering feedback from colleagues, reading or viewing training materials, developing content for the SWAN support site or other training tools.