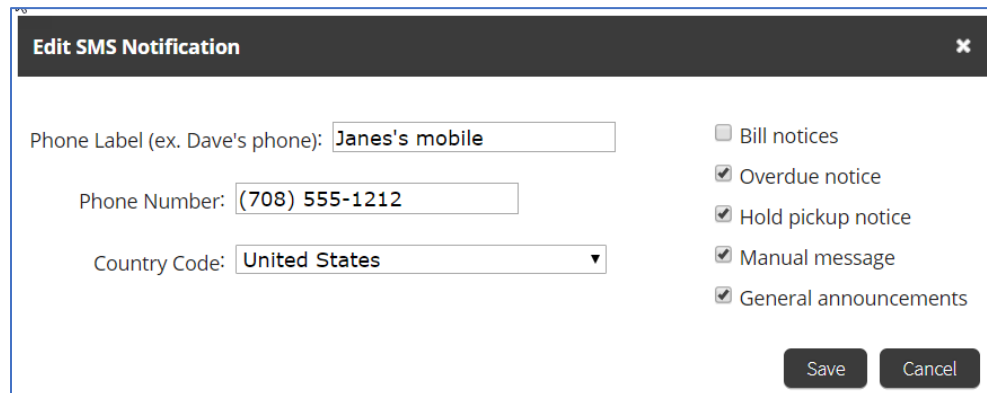


SCPL PATRON FAQ – NEW 19

1. What is SWAN? Why do I see so many libraries in my search now?
 - a. SWAN is an organization formed by Illinois libraries and run by Illinois libraries. Its roots go back to 1974 when the network started with nine public libraries. Over the decades, the network has grown. The concept of SWAN is simple: every library has something unique or popular to share.
2. How many libraries are in the SWAN consortium?
 - a. Your library will be part of a much larger network of sharing libraries. There will be 91 public libraries to request material from or visit with your library card. SWAN also has collections from special and unique libraries such as the Sterling Morton Library at the Morton Arboretum, National University of Health Sciences, and The Theosophical Society in America.
3. Will this change the delivery schedule? How long will I have to wait for a book, now?
 - a. Items requested from other libraries follow the same process of moving to a central hub. Items coming from a longer distance do not necessarily take longer to arrive at your library. On average it takes three days for an item to arrive at your library once it has become available.
4. Do I have to get a new library card? Will it still work at other libraries?
 - a. You can keep using your same library card. It will work with all of the other libraries in the SWAN network as well.
5. Will my PIN change?
 - a. PINs will transfer **if** your PIN is numeric. If you PIN is not numeric it will be changed to the last 4 digits of your PHONE number on record. If you do not have a phone number in your library record, please see library staff.

You can change your [PIN now](#)! You'll need the email address associated with your library record to make the change.
6. What email address will my notifications come from?
 - a. Email notifications are sent from sirsi@symphony.swanlibraries.net. We recommend allowing any email from *.swanlibraries.net to be accepted by your mail system.
7. Will I lose auto renewals?
 - a. Auto-renewals will continue. The number of renewals will increase - up to five.
8. Will fines change?
 - a. No. Fines are determined by the library where you check out items.

9. Will my checkout limits be the same if I borrow from another library?
- The number of items you can check out is determined by your library, so no charge.
10. How will I find out about my holds?
- Hold pick up notices go out several times a day. Depending on your preferences for text messaging, automated phone message, email, or print, these notices will be delivered to you soon after your hold is filled. Pick up a brochure on notice preferences at your local library.
11. What should Shoutbomb users know?
- Shoutbomb will be replaced by a new SMS notification. Sign up in My Account, using the personal information tab.



The screenshot shows a web form titled "Edit SMS Notification" with a close button (X) in the top right corner. The form contains the following fields and options:

- Phone Label (ex. Dave's phone):** A text input field containing "Janes's mobile".
- Phone Number:** A text input field containing "(708) 555-1212".
- Country Code:** A dropdown menu currently set to "United States".
- Notification Preferences:** A list of checkboxes on the right side:
 - ☐ Bill notices
 - ☒ Overdue notice
 - ☒ Hold pickup notice
 - ☒ Manual message
 - ☒ General announcements
- Buttons:** "Save" and "Cancel" buttons at the bottom right.

12. Will my Checkout History still be available?
- We will be transferring any lists that are currently saved in your online catalog account. Please note that while the titles will be retained in your list, you may find that Author and book images do not transfer. You can add the title with author and book cover images again by searching for the title in your list and adding it to your saved list.
13. Can I sign up for notifications in different languages?
- Currently email and print notices are generated in English, Spanish, and Polish. Any changes to language preference must be made by library staff.
14. How have the loan (or check-out) rules changed?
- Loan and checkout rules should remain unchanged or very closely aligned with current practice. Your SCPL card is automatically registered with the SWAN consortium libraries.
15. Does this raise my taxes/cost me more?
- No!
16. Does this affect eBooks?
- No, your eBook usage should not be affected by your library's transition to SWAN.

17. Will renewals for materials and library cards still work the same way?
 - a. Yes, the renewal periods and automatic renewals will work the same way. The number of renewals will increase up to 5 for eligible items.
18. When I search the catalog for materials, will it still default to my home library?
 - a. Yes, the catalog your library is using will still show your library's items first in search results. You can choose to search only local items or all of the items in the full SWAN catalog.
19. Where is the "I can't find an item in the catalog?" link? Can I still request items not in our "system"?
 - a. Look for an item request form and a link to search other catalogs under the "Library Information" link at the top of each catalog page.