

TO: All Staff, SWAN Libraries
FROM: Kate Boyle, SWAN Member Services Manager
DATE: January 21, 2014
SUBJECT: Upgrade to Release 2011 1.4 Announcement



SWAN is pleased to announce that we will be upgrading to R2011 1.4 beginning at 2 a.m. on January 29, 2014!

What does your library need to do before the upgrade?

- let your patrons know that the WebPAC/Encore will not be available from approximately 2 a.m. - 8 a.m. on the morning of Wednesday, January 29th
- make certain the appropriate staff are familiar with **Offline Circ** in case SWAN is not available by the time you open. Documentation for Offline Circ is available on the [SWAN website](#) (access requires a Member's Only login)
- all member libraries have already updated the SWAN client on all their Millennium workstations and reported their successful completion
- shutdown any self-check workstations or AMH (automatic material handler) when you close on Tuesday night, this hardware can be brought up when we announce the upgrade is successfully completed

What happens the morning of Wednesday, January 29th?

- When SWAN is notified that the upgrade is complete -- we will re-start the WebPAC and Encore -- hopefully this will be around 4 a.m.
- SWAN staff will test the Millennium modules to make certain everything is up and running correctly
- selected SWAN library staff will test modules from their libraries
- once all testing is complete and everything is okay, SWAN staff will open access to SWAN for our libraries
- library staff will be notified via SWANcom and the SWAN website when everything is ready for you to login, please do not attempt to log in until you have received notification to do so

When can we anticipate being up and running on Wednesday, January 29th?

- we anticipate starting our testing at 6 a.m. and hopefully access to SWAN will be available by 8 a.m.

Questions, Concerns – please contact SWAN Member Services at 630-734-5153 or help@swanlibraries.net