

To: SWAN Library Administrators and Staff
From: Kate Boyle, SWAN Member Services
Date: December 19, 2014
Re: Happy Holidays and SWAN Office Holiday Schedule

This time of year, Santa and his elves are busy making certain everyone gets their wish fulfilled.



And Aaron and the SWAN staff are working hard on SWAN migration with all the great enhancements it will bring for your patrons. However, SWAN staff will be taking a few days off to celebrate the holidays.

The SWAN Office will be closed on the following dates:

Closed Wednesday, Dec. 24th (phone support available at 630-734-5153)

Closed Thursday, Dec. 25th

Closed Wednesday, Dec. 31st (phone support available at 630-734-5153)

Closed Thursday, Jan. 1st

Phone support will be available as usual on the weekends. However, there will be no phone support available on the Dec. 25th or Jan. 1st. In the event you need to contact SWAN on the 25th or the 1st, you can send an email to help@swanlibraries.net or submit a ticket to <https://support.swanlibraries.net/otrs/customer.pl> a few of us will be monitoring our email remotely in case you need us.



from all the SWAN staff