



**Date:** August 19, 2014  
**To:** SWAN Member Library Directors & Administrators  
**From:** SWAN Executive Director  
**Re:** Moratorium on Specific Service Requests

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### **MORATORIUM ON SPECIFIC SERVICE REQUESTS**

Reasons for this moratorium are practical and strategic. First, as SWAN staff prepares the data for migration, we must deal with a set group of data that is as “fixed” as possible so that we can accurately target the new home for it in Symphony. Second, the preparation and amount of time our staff has dedicated to setting up Symphony is taking away time we usually dedicate to service requests from member libraries.

Member Services Moratorium: August 2014 – July 2015

- No additional Millennium Location Codes
- No further Millennium Loan Rule adjustments
- No new libraries implemented on Acquisition software

Bibliographic Services Moratorium: August 2014 – July 2015

- Slower response to cataloging requests

Exceptions

- Emergency or planned library closings
- Work related to the migration, e.g. a system-wide patron purge and/or data clean up

### **Why Does This Date Extend Past the April 2015 Go-Live?**

SWAN will be troubleshooting issues and fine-tuning the Symphony ILS as part of our post go-live activities.