

**SWAN BOARD SPECIAL MEETING MINUTES**  
**800 Quail Ridge Drive, Westmont IL 60559**

**November 1, 2018**

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:31 a.m. The following Board members were present to establish a quorum.

- a. Ted Bodewes
- b. Jamie Bukovac
- c. Doug Losey
- d. Julie Milavec
- e. Tiffany Verzani
- f. Stacy Wittmann
- g. Rich Wolff

2. Introduction of Visitors/Public Comment

Public comment is allowed at SWAN meetings

Aaron Skog, SWAN Executive Director  
Dawne Tortorella, SWAN Assistant Director  
Dawn Bussey, Glen Ellyn Public Library

There was no public comment.

3. Discussion Item

Strategic Plan Discussion (Presentation by Consulting Within Reach)

Curtis Chang, Consulting Within Reach (CWR), presented the Strategic Plan as developed in conjunction with the Board. The goals for the session included: confirmation of key decisions reached, presentation of initial draft of Strategic Plan, gather feedback, and set a path for Board ownership and presentation to the entire membership.

Summary of Decisions:

- SWAN should establish itself more clearly as a Representative Democracy.
- SWAN should adopt a mission that focuses on improving patron experience (through member libraries).
- For this plan, SWAN should focus on the “Public Utility” (the ILS), while investing in R/D on associated functionality.
- SWAN is developing solutions that are more Software as End Product.

Board consensus that this recap is accurate.

Chang presented the Overview of Strategic Objectives:

1. Develop a shared and accurate diagnosis of member dissatisfaction around the existing ILS
2. Deliver on the solutions that are under SWAN control – and decide about the ILS itself
3. Reconstitute as a mission driven 501c3 with clear representative governance practices
4. Increase presence of the patron perspective
5. Strengthen the collective identity
6. Raise grant funding for non-ILS initiatives

Discussion of the plan recognized the commitment to collective problem-solving. The framework strives for increased independence and focuses on the patron perspective. It introduces a shared commitment to R&D which helps address needs of the “Public Utility” (the ILS).

7. Discussion Item – Tactical Plan Discussion  
CWR and Skog will develop the Tactical Plan which the Board will review.
8. Discussion Item – Steps for Upcoming SWAN Board meetings on November 16, and December 6 SWAN Quarterly Meeting.

The timeline for review and presentation of the Strategic Plan includes:

Nov 5 – incorporate feedback

Nov 16 – Board votes to adopt final draft

Nov 16-Dec 6 – Board and ED meet to plan presentation to membership

Dec 6 – Presentation to the membership

Dec 13 – CWR prepares Tactical Plan with Executive Director Skog

Jan 2020 – Executive Director collaborates with Board around any revisions to Tactical Plan

The Finance Committee will meet on Monday, November 5, 2018 regarding budget. Some of the ideas surfaced through discussion during the strategic planning process will be included in the budget discussions such as consulting and legal expenses needed for the plan.

Skog was asked to prepare an executive summary of Find More Illinois and OCLC costs and benefits to the SWAN membership for the November 16<sup>th</sup> meeting.

Richton Park Director is now at Chicago Heights

9. **ADJOURNMENT**

There being no further business before the Board, President Bodewes called to adjourn the meeting.

Motion carried, and the meeting adjourned at 12:42.

Minutes Prepared by Dawne Tortorella

Respectfully Submitted,

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Tiffany Verzani  
Board Secretary