SWAN Administrators' Quarterly Meeting Notes
Oak Brook Public Library
600 Oak Brook Road
Oak Brook, IL 60523
March 7, 2019, 10:00 A.M.

1. **Call to Order and Welcome**
   President Bodewes called the meeting to order at 10:01 a.m. Losey, Bodewes, Verzani, Bukovac, and Wolff were present to establish a quorum

2. **Public Comment**
   No public comment

3. **Introduction of New Library Directors**
   Jane Jenkins, Green Hills Public Library
   Amy Hollis, Homewood Public Library
   Donna Dukes, Acorn Public Library

4. **Approval of the December 2018 Quarterly Meeting Minutes**
   Rich Wolff moved to approve the December 2018 Quarterly meeting minutes, seconded by Tiffany Verzani. Motion carried by unanimous voice vote.

5. **Approval of the FY20 Budget & Fee Schedule**
   Skog indicated that most of the increases on budget were due to vendors like OCLC, EBSCO, and Unique Management's notice printing which is due in large to annual increases and in part to finalizing licensing the 19 new libraries. Discussions at our Circulation Advisory Group about doing a "Go Green" campaign would be one way to bring down the printing cost. The personnel balance stayed flat. Buildings & Grounds had a slight increase. Biggest change you have seen is the LLSAP funding grant we get from RAILS, decreased by the amount of $74,000. This for public libraries results part of chart where you get a deduction, that amount is not as large as it was last year.

   Q&A
   Question: Why did EBSCO Novelist Select go up 64%.

   Answer: Skog wanted to make sure cost low as possible but did not factor in licensing going up with 19 new libraries.

   Question: Is there an increase expected each year.

Answer: This has been discussed with the board. We have a year to year agreement with them now. Skog will commit to a long-term agreement with large vendors with terms for a low increase.

Question: Why has the RAILS Grant decreased.

Answer: The biggest factor in that was they went from cutting Grant checks from 4 groups to 6.

Question: Is it still within SWAN'S long-range plan to become 100% fully independent of RAILS Funding? Why is SWAN still using RAILS for accounting services?

Answer: We still use RAILS Finance to do our accounting. Skog still open to bringing that in house, making changes with that. He will discuss this with the SWAN Treasurer.

Question: Do we have a voice at the table when those LLSAP formulas are made? We have a massive footprint. Do you think it is advantageous to not rely on RAILS to do our accounting, so we can become completely independent? Is our voice being heard?

Answer: Bukovac commented that we each have a voice. Each of us must talk to the board members of RAILS. The money needs to go towards reciprocal borrowing. The board members need to be talked to individually. As SWAN, what is our tactical plan.

Question: It would be interesting to see the breakdown of what amount each of the consortium's gets from the RAILS LLSAP Grant.

Answer: Skog will send out a SWAN com.

Question: Libraries have been closing their doors and as they close they are not going to be able to pay their SWAN bill. Along with the minimum wage going up, with all that taken into account, the fact that the last few audits have shown SWAN has gone over budget, how confident are you that this year you will stay within budget?

Answer: Skog said he was very confident. The deficient budgets were always planned. The three years where it was planned was in turn to pass onto the savings of 16% to all the membership. When the freeze came off and fees went up, members were questioning the increase. Some SWAN expenses can't be controlled. OCLC needs to be talked about. Bukovac pointed out we are using reserve money approved for BLUEcloud Mobile.

Comment: There are two issues being talked about. 1: How RAILS is educated about how they prioritize their funding through delivery, through resource sharing. That is something that needs to be conveyed through attendance at RAILS Board Meetings. 2: What we can control on how much funding we get. What can SWAN do organizationally.

Comment: The Committee that is going to be formed to create the 501c3, effective of the committee, being an independent 501c3, how financially independent we want to be.

Motion carried by roll call vote with the following results:
40 IN FAVOR, 0 NAY, 57 ABSENT, 0 ABSTAIN

6. **2019 SWAN Board Election Process**

Timeline for SWAN Board Elections with 3 Terms open. They are Three-year terms. Self-Nomination process began March 4th. April 1st announcements will be made. Ballot will be posted on April 29th and runs thru May 17th. Results will be tallied on May 21st. The results will be announced at next quarterly meeting on June 6th. First Board meeting will be June 21st. Term begins on July 1st.

7. **Internet Access Changes**

For background, the Internet Access libraries have a barcode to log into the catalog and place requests and then billed and routed by delivery to that location. Discussion at last Board meeting and last Quarterly meeting was looking at the Internet Access Service and either eliminating it or modifying it. The SWAN Board choose to modify it.   It would only be for schools. However, this would affect Orland School District, due to we are looking at a requirement that it should have a SWAN Public Library as a partner. Since Orland District #135 is not in SWAN, we would need to end the school district's internet access.

Comment: The fallback for small libraries would be OCLC. Could they get a little training?

Answer: Using OCLC is the responsibility of the libraries.

Question: Will RAILS Deliver to schools?

Answer: Delivery is either direct or indirect. So, depending on the school, we would have to check with RAILS Delivery if it is direct or indirect.

Skog would like to see more discussion on Teacher Cards in the future among SWAN libraries.

8. **Server Migration Recap: IT Manager – Steven Schlewitt**

18 Month project that has wrapped up. Rent Server Hardware from Microsoft, always ahead of the game. Went with Cloud Hosting Server. Had some troubleshooting. In November we upgraded RedHat Operating System. In January 2019 we rolled out a new email system. On January 13th we did the Microsoft Azure Upgrade. We had a few issues, but we have been stable since January 15th. We have 99.6% uptime on Symphony Server. Azure environment has made things more stable.

Schlewitt discussed the email instructions members should have with patrons.

Question: Is there a report for unreceived emails you can go back to see?

Answer: No, only your daily emails of bounced email addresses.

Question: What information do you need for inquiries regarding the unreceived emails?

Answer: Send a ticket to help@swanlibraries.net

Comment: It would be great to share the statistics in SWAN newsletter or at the June Quarterly meeting.

9. **SWAN Advisory Group Updates**
   Cataloging Advisory Group: Claudia Nickson

The last cataloging advisory group met in November and highlights from that meeting were as follows: ~~Box~~ Vox read along best practices discussion and we went to The ~~Box~~ Vox Branded audibles and other similar read along formats because currently they are split between print and audio formats in the catalog and sometimes it's hard to find them in Enterprise, so the goal was to choose a format and group the items together and fastest search in Enterprise to facilitate clearly recognizable. Consensus was ~~box~~ Vox read along and other read along formats are vast represented as audible formats, so they will have a 590 other audio in the format facet. The blue ray DVD video combo packs: discussed the splits, what is available, what is on hold, etc. Trying to establish new practices. SWAN Bib services working together with User Experience Team to find out what can be done as far as how to display in Enterprise. The local 591 tag: Bib Service used as an internal note among catalogers to add relevant records. This field is not in Enterprise. Reclamation project is complete. We are in the process of cataloging standards.

Circulation & Advisory Group: Crystal Vela

National Change of Address Project: Who do we want to capture with this project. We received tips on what we should do in the future: Timing – We did the NCOA right before winter of 2018, recommendation is for Spring which will do in the Spring of 2020. A lot of talk about notifying patrons. SWAN can work with this group via documentation, social media, flyers, etc. to notify patrons this is coming up.

Question: What about consideration not to block the addresses?

Answer: There is a consideration as to when to possibly block. A, block at all, B block later in the process, we will be working on this later.

Customer long overdue report: This is a report for SWAN to allow libraries to discard an item but retain all that information like barcode, item price, everything like that to make sure everyone is being paid accordingly. After 365 days it is no longer going to be accepted or flipping.

Annual Patron Purge: Circulation Advisory will come up with a criteria. It is then talked about, some recommendations are made and then put together. We take a lot of things into account. The group asked for reports, so they can have a list to decide whether to waive fines or not.

Green Hills Migration: Two members went to training and presented what Circulation Advisory does. They gave out contact information and they were there for general help, etc.

Outreach Module: This is a newer module to some of our libraries. St Charles library has been instrumental in helping create standardization and best practices. This was brought forth to the Circulation Advisory Group as there are Circ. rules for outreach patrons that are all encompassing.

Circulation Policy: A few things that have changed in the policy are as follows: Optional grace period has gone up to 3 days. Delivery slips, exceptions of multiple records.

Hold Wrapper and Patron Privacy: Discussion on how we create a great user experience for a patron that comes into your library and able to pick up a hold with ease. We will have examples at next meeting.

Mail Returned Status: This will allow libraries who send out mass mailers and don't have expiration dates to see if a patron has moved or is still active. This is an easily identifiable way to say" therefore this patron is blocked".

Consolidation of overdue notices: The best practices on how to really get patrons to give emails & phones numbers for text messages.

Unusual and Damage Material: A procedure was developed for the best decision possible.

Circulation Advisory Group is elected and most recently Circulation User Group has undergone a change where it is membership led. Circ User Group has Peggy Tomzik from Eisenhower leading the meetings.

Question: For the staff: What is the recommendation for attending which group—Circ Advisory or Circ User, and what is covered?

Answer: Advisory group is going to make best practices, procedures, talking about the circulation policy, giving SWAN recommendations on how to improve software. The 11

members of the Circ Advisory are elected and speak at the table. The Circulation User Group has support staff and it is membership driven discussion and topics. Agenda & packets are posted online. User groups are great way to network with your colleagues.

Question: What is the Outreach Module?

Answer: Allows you to take all your homebound patrons, create routes, allows reading suggestions, search interests. There are some standards.

Questions: How helpful is Outreach with history? Would it prompt you if they have already checked out material?

Answer: Will check into this.

Discovery User Advisory Group: Robin Hofstetter

Support Site Documentation: Documentation for all the things you need to know about OPAC, OpenAthens, E resource, Mobile App, Article Search, User Stats, Usability Studies. We discussed call numbers and we will clear that up for those unfamiliar with that.

Biblioboard: The sales people from Biblioboard were very diligent and wanted us to add to OPAC. Discuss the collections in biblioboard but are not necessarily electronic resources that people would expect to see mixed in with hoopla and overdrive, so we ask that everyone looks what is in the collection.

Usability Testing: We did some changes based on that testing. Enterprises outages & troubleshooting: back up and running smoothly. On Feb. 11th we upgraded Swan Libraries to New Novelist Select.

SirsiDynix Enhancement Forums: SWAN can summit enhancement requests, we then vote on these requests.

SWAN Electronic Recourse Licenses: We have been talking and meeting with vendors regarding SWAN signing a license for electronic resources. So far, we do not have anything that will work as far as a SWAN license, but we continue to meet with vendors.

Article Search Configuration Demo: We did a complete overall of the article search configuration. We will be doing an article search usability test in the Spring.

10. **BLUEcloud Mobile App & Enterprise Update: Tara Wood**

From our usability test we found that from the facets formats & icons were used the most but also ones that were struggled with the most.

BLUEcloud Mobile: SirsiDynix is currently working on building a graphics package. They will also set up administration packages. They will do training at all libraries as well as quality control. We will do our own testing as well. As we get closer we will give you an update.

11. Announcements and Questions

Directors University will be in Springfield first week of June.

Friday, March 15th will be the next Board Meeting

Thursday, June 6th will be the Next Quarterly Meeting

Adjournment: 11:45 A.M.