SWAN Administrators' Quarterly Meeting Minutes
Oak Brook Public Library
600 Oak Brook Road
Oak Brook, IL 60523
June 6, 2019 10:00 a.m.

1. **Call to Order and Welcome**
   President Bodewes called the meeting to order at 10:00 a.m. Bodewes, Verzani, Milavec, and Wittmann were present to establish a quorum

2. **Public Comment**
   No public comment

3. **Introduction of New Library Directors**
   Jane Jenkins, Green Hills Public Library
   Robin Wagner, South Holland Public Library

4. **Approval of the March 6, 2019 Quarterly Meeting Minutes**
   David Seleb (OPS) moved to approve the March 2019 Quarterly meeting minutes, seconded by Julie Milavec (DGS). Motion carried by unanimous voice vote.

5. **Information Item – 2019 SWAN Board Election Results**
   Bodewes gave Board Election results. Jane Jenkins, Robin Wagner were present. Dawn Bussey was not. Bodewes also recognized outgoing board members Rich Wolff, Doug Losey & Tiffany Verzani.

6. **Information Item – BLUEcloud Mobile App**
   Tara Wood gave an update at the meeting that the App is in the testing phase and going well. She stated they are closer to a go-live date. She gave a brief explanation on how the App will work.
   Q&A – What will it be branded in the App Store where you download it? –
   Wood answered – SWAN Libraries App, not published in the store yet, we are using a test. Promotional materials will be distributed.

7. **Information Item – Enterprise Usability Study: Article Search**
   Robin Hofstetter gave an update on Article Search Usability Testing. Recommendations are to have a pilot study with Eisenhower Public Library District as a volunteer.

8. **Information Item – SWAN Strategic Plan & 2019-2010 Roadmap**

Skog discussed the 6 objectives from the Strategic Plan. Skog went over the 1st objective which led to the formation of the Clarity Task Force. He explained the focus of the group is to come to a shared diagnosis on issues surrounding use of Symphony WorkFlows and Enterprise. We will get more feedback for a more accurate diagnosis. Based on what was shared, Skog wanted to know are we on the right track?

Q&A – Can the membership offer more input.

Tortorella commented that we hope to collect information from several sources including Town Hall meetings where initial findings can be shared and explored further.

Milavec – At the Board level I will make sure our process allows that.

Skog noted that the during this next fiscal year July 1 , 2019 through June 30, 2020 we will have a membership freeze. Skog indicated the libraries that are interested in SWAN. Part of the plan for adding libraries includes migration activities every other year which will contain need to allocate SWAN staff continuously for migration work.

There were comments applauding the pause/freeze for new libraries but also adding new libraries does affect existing libraries as well. We want to be doing the best practices for all involved.

Skog gave an update on the annual Summer SWAN Expo conference with planning underway. The event will be August 16th at Moraine Valley Community College.

Tortorella discussed ILS audit. Look at reports, how they are run. We would like to do that audit for all libraries

Tortorella gave an update on the dissatisfactions around the ILS, pinpointing inefficiencies in Symphony WorkFlows. BLUEcloud staff client is becoming a viable product in some work situations. We can provide feedback to SirsiDynix through involvement in their Strategic Partner Program and Pilot studies. They seek input from SWAN. We need to be involved in the product development to impact functionality that is important to our membership. La Grange & St. Charles are working with us in the BLUEcloud Acquisitions Phase III Pilot.

Skog discussed automated transit and delivery labels. Green Hills implemented the In Transit label upon go live and it is going very well. Skog showed on the SWAN website how the transit label system works. We have about 15 libraries using the system now.

Skog discussed SWAN Community Forums, which is in the very early stages. The topics are being discussed and we will continue to have other libraries participate in the discussions. The initial group of members participating is a group of cataloging staff collaborating with SWAN Bibliographic Services on cataloging standards.

Skog mentioned we are adding new documentation and expanding existing on our support site and encouraged members to take a look at the site.

OCLC Holdings Process – Scott Brandwein
We are working with a vendor called The MARC of Quality (TMQ) to maintain OCLC holdings on behalf of the entire consortium. One year from now they are retiring so we are meeting to put together a product to replicate this product.

Skog discussed the 501 c (3) option. SWAN is at the early stages with the Board Members, draft ideas, getting legal opinions. More discussion will follow at the July Board Meeting.

Q&A What is any is your timeline for completing this and what if any are the roadblocks:
Skog commented that SWAN would have to create new bylaws, a new membership agreement as this would entail moving away from an intergovernmental agreement. The 501c3 option would set the stage for fundraising, getting donations, and providing more avenues for participation. One of the first things we have discussed with the lawyers is what is the definition of "a public body". We are only in the initial stages.

Skog commented that we are in the final 5-year agreement with SyrsiDynix and plans to extend that agreement are underway.

Skog discussed briefly the net promoter score and how that will be used in future member surveying. It helps us gage how we are doing as a consortium.

Skog reviewed additional projects as outlined within the operational plan supporting the Strategic Plan.

9. **BLUEcloud Analytics Dossiers**

   Tortorella discussed the objective of providing numbers that can tell a story.

   Q&A – Are you running the reports for both sets of fiscal years January-Dec & July-June.

   Yes, they are different dates on your fiscal year.

   Is the report online?
   Yes, in BLUEcloud Analytics, look at SWAN reports > IPLAR > ILLINET Traffic Survey

Templates will be available in the next week or so.

10. Cataloging Library Overview & Eisenhower Welcome – Scott Brandwein

Brandwein mentioned Eisenhower Public Library joined earlier this year as a cataloging library. Brandwein discussed the application requirements & application process for becoming a cataloging library.

11. Information Item – Book Clubs:
A Holistic View – Scott Brandwein & Crystal Vela

Vela discussed Book clubs and what effect is has on libraries. Vela gave an example and how we will change to a standardized practice.

Q&A Will you be discussing the Library of Things?

Yes, it is on our radar.

Explain the High Demand Holds on page 25 in the packet
Tortorella indicated we have asked five libraries to test high demands holds and we have gotten very minimal feedback. We know this is due to the complexity and difficulty of running and analyzing this data. It is on our list to complete documentation, so we can roll out to everyone.

Vela recommends you run weekly report on holds that cannot be filled and contact those patrons, while determining what is best for your library and patrons in terms of filling those requests.

Q&A- How does a library become a pilot library?
Tortorella responded this question is a good one. SWAN staff work closely with our members and we are able to identify members who will have a strong voice and expertise in an area and/or benefit from the experience, while keeping the consortium perspective in mind.

Announcements:
Ted Bodewes stated Thomas Ford Memorial Library renovations are done.

La Grange Park Public Library renovations are done.

Tiffany Verzani -Elmwood Park stated her library main lobby is done.

Kelley Nichols from Chicago Heights spoke and let the members know she has now taken over as Library Director since there has not been one in 5-7 years. Tony Preckwinkle would

like to do a show time at all Cook County libraries - she will be contacting Dee Brennan at RAILS.

Next meeting: September 5, 2019 at Oak Brook Public Library

Adjournment: 11:41 a.m.

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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