

SWAN Administrators' Quarterly Meeting
RAILS Burr Ridge ~ 125 Tower Drive, Burr Ridge IL 60427
June 7, 2018 9:30 A.M.

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Approval of the March Quarterly Meeting Minutes – Action Item
5. SWAN Board Election Results 2018 – Information Item
6. Strategic Planning Process – Discussion Item
7. Revise FY19 Budget – Action Item

THE FY19 BUDGET LINE #5430 “CONSULTING” BE REVISED FROM \$18,500 TO \$44,500.

SWAN Library roll call vote performed by Tiffany Verzani, SWAN Board Secretary

Article IX Section 6 Voting: The following items require membership vote to pass:
Budget & Revisions (In-person affirmative vote of 2/3 of all members present is required)

8. Migration Final Recap – Information Item
9. Projects for June - August – Information Item
10. SWANstravaganza Annual Conference Update – Information Item
11. Member Suggestion for Electronic Participation – Discussion Item
12. Announcements and Questions
13. Next meetings

Friday, June 15th (next Board Meeting)

Thursday, September 6th (next Quarterly Meeting)

Meeting Information

- Member Comment after each agenda item
- The Quarterly Meeting will be live-streamed via GoToMeeting:
Please register for SWAN Quarterly on Thursday, June 7, 2018 9:30 AM - 12:00 PM CST at:
<https://global.gotomeeting.com/join/765166733>

After registering you will receive a confirmation email containing information about joining the training.

SWAN Administrators' Quarterly Meeting

**RAILS Burr Ridge
125 Tower Dr.
Burr Ridge, IL 60527
March 1, 2018 9:30 A.M.**

Call to Order and Welcome

Vice President Wittmann called the meeting to order at 9:31 a.m. Losey, Wittmann, Bodewes, Verzani, Bukovac and Milavec were present to establish a quorum.

Introduction of New Library Directors and Visitors – Public Comment –

None.

Action Item: Approval of the December Quarterly Meeting Minutes

Ted Bodewes moved to approve the December Quarterly meeting minutes, seconded by Tiffany Verzani. Motion carried by unanimous voice vote.

Action Item: Approve FY19 Budget & Fee Schedule

SWAN Library roll call vote performed by Tiffany Verzani, SWAN Board Secretary

SWAN Bylaws: The proposed budget and Annual Fees Schedule shall be approved by a vote of two-thirds (2/3) of all of the Members present at the March Quarterly meeting where a quorum of Members are present. The Member Libraries that aren't present at the March meeting shall be deemed to have approved said budget.

Doug Losey moved to approve the FY19 budget, seconded by Jamie Bukovac.

SWAN Board Secretary Tiffany Verzani performed a roll-call vote on approving the budget and fees document; the motion passed with an affirmative of at least 2/3 of all members attending.

Motion carried by roll call vote with the following results:

30 IN FAVOR, 0 NAY, 48 ABSENT, 0 ABSTAIN.

Skog walked the membership through the budget and fees process, then opened the floor for questions.

He noted that the multiplier did change from the initial presentation; the fees have become lower due to this. Kathy Parker og Glenwood-Lynwood asked if we could anticipate roughly the same number for fees for the next few years; Skog agreed that these numbers could be used for budgeting, but Bukovac shared that this isn't a "true" base budget yet with the New19 joining us. We will likely need another year or two to settle out to the true baseline. RAILS funding could certainly also change in the future, as they are only currently locked into a one-year agreement with us. Deiters clarified that one new full-time SWAN

position will be anticipated for this upcoming fiscal year (and two possible part-time positions), and Skog shared that line 5310 is increasing due to moving to cloud service.

Information Item: 2018 SWAN Board Election Process

Wittmann explained the election process for 2018, where we will have two open seats on July 1st. The self-nomination process will open this Monday, March 5th. The full timeline is also included in the packet. Skog stated that the New19 libraries will be eligible to vote on May 1st, when they become official SWAN members.

Discussion Item: Strategic Planning Process

Bukovac gave a brief update regarding where the Board is at with this process. An RFP for a consultant is in the works, and the Committee hopes to issue this document soon. End of July, early August is when it is hoped that Strategic Planning will begin. The goal will be to have a document to present to the membership at the December Quarterly, though the timeline will be finalized once a facilitator is chosen.

Information Item: Enterprise 5.0 Upgrade Announcement & Projects for March – May; New 19 Go-Live May 1, 2018 & Consortia Impact

Skog walked the membership through a Power Point presentation of updates and projects that SWAN and our User Experience Manager Tara Wood are working on to improve Enterprise and our patron interface. He also provided the migration timeline to date, and discussed the anticipated downtime.

Announcements and Questions

Deiters asked for any new news on Brookfield Zoo. Skog shared that no info has received regarding them withdrawing from SWAN, but that is all the news that we have at this time.

Adjournment at **10:31 a.m.**

SWAN Executive Director Report

June 7, 2018 Quarterly Meeting

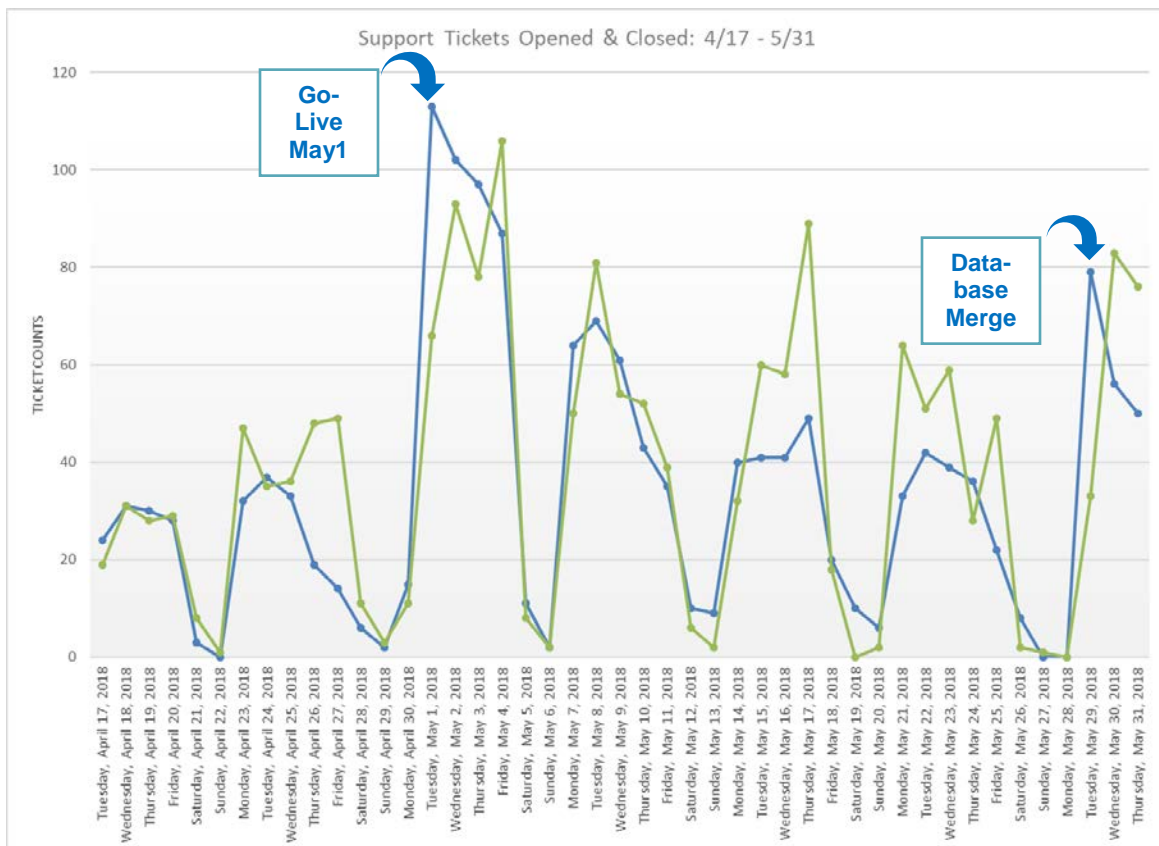
Review of New 19 Go-Live & Issues Encountered

The project of adding 19 libraries while simultaneously supporting 78 libraries proved to be extremely challenging. The split nature of this project meant at various points major work was underway, consuming lots of SWAN staff time with the 19 new libraries, and all the while we continued to have the annual advisory group meetings, upgrades, and providing new features after research and testing.

The big issues we fixed were holds, bills, and the LINC call numbers modified during data load. We continue to work with SirsiDynix on BLUEcloud Analytics performance, which appears to have been impacted by the increased data associated with SWAN's additional 19 libraries.

Support Tickets During New 19 Go-Live Week

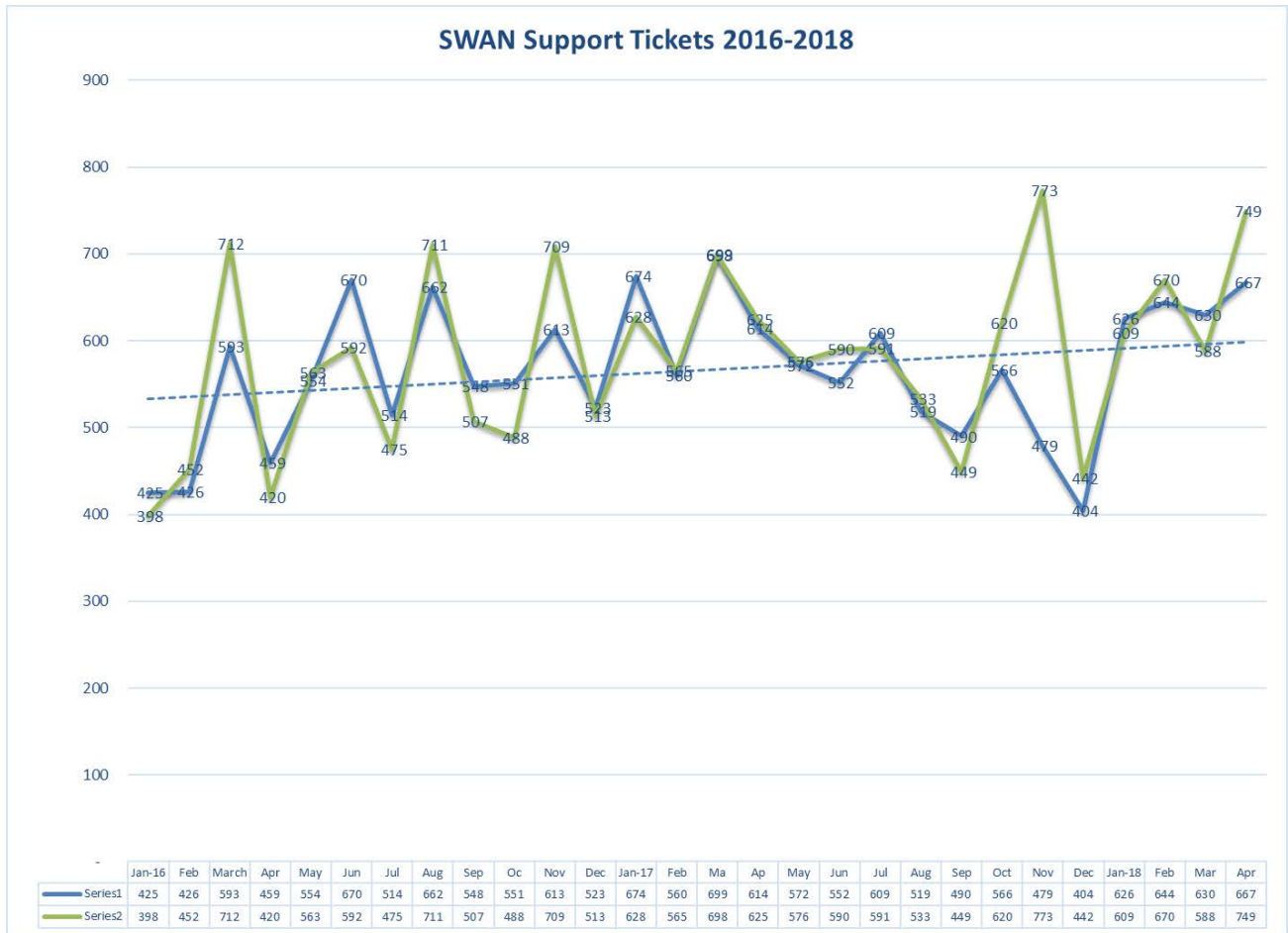
The period leading up to go-live for the 19 libraries (starting April 30) shows a huge spike in tickets submitted to SWAN staff. The total number of tickets opened in May 2018 is 1,284, which rivals the April 2015 total of 1,473 OTRS tickets opened during SWAN's major ILS migration.



Tickets submitted by library staff (blue) were sent to correct lending rules, request assistance with Symphony Acquisition setup, issues related to holds processing, and new procedures and processes encountered by new members. SWAN staff work on the submitted tickets until a resolution is arrived at and then those tickets are closed (green). The graph above shows SWAN staff are responding to questions and resolving them. The weekends are a lull in the tickets submitted.

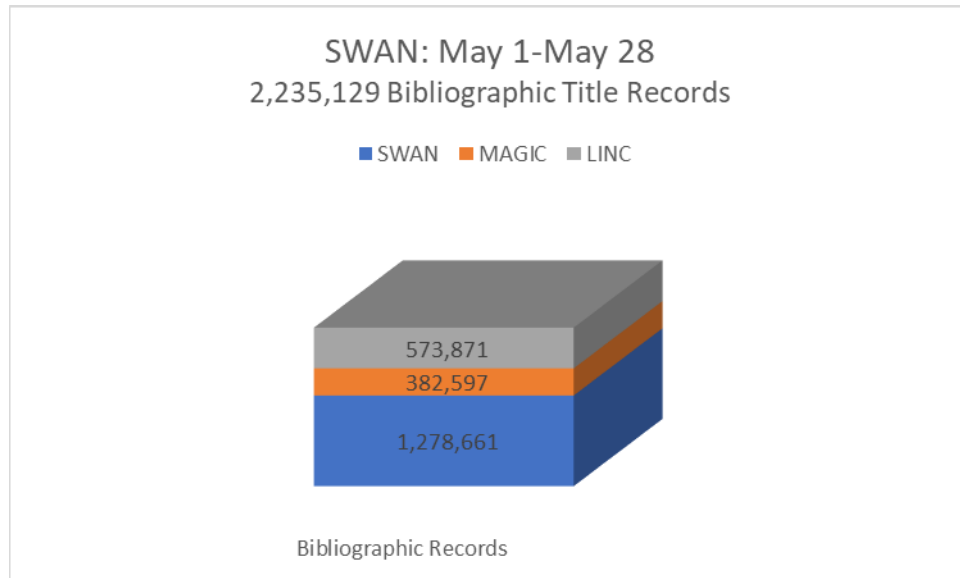
Monthly

The trendline is showing since 2016 the tickets opened have increased on average from 525 to 600. This chart does not have May 2018 data, so as we move forward we will monitor the impact of adding the 19 libraries has on the average increase.

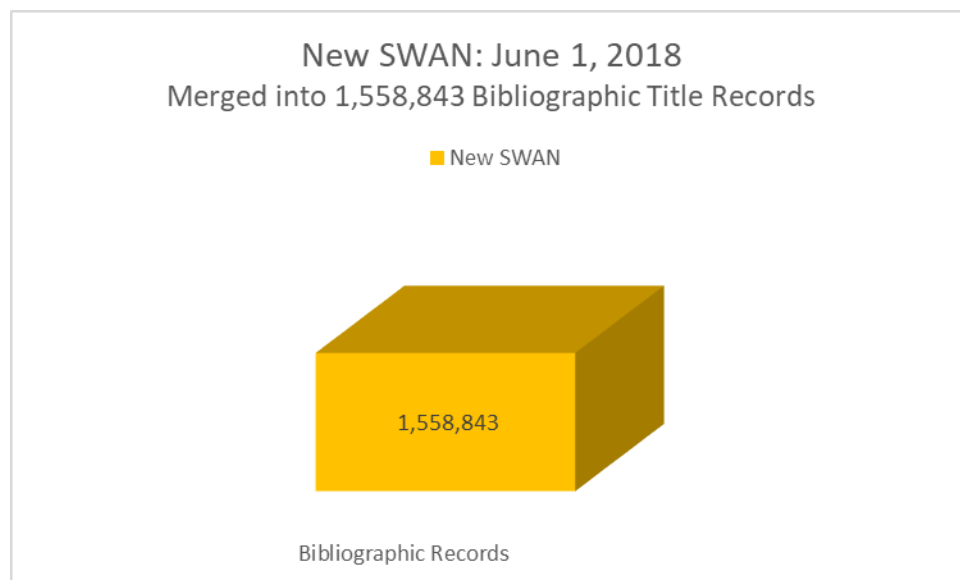


Catalog De-Duplication

For a period of 4 weeks the SWAN catalog contained separate titles for the original 78 libraries, the 11 former MAGIC libraries, and the 8 former LINC libraries.



Using a sophisticated matching algorithm of MARC field matches, we combined records, and reduced this duplication across the database by 30%.



This merge process moved merged hold queues as well.

June Quarterly Project Update

Upcoming Projects (timelines not final)

- Bibliographic database deduplication (Complete, yet some manual review and reconciliation is in progress)
- Authority database update with MARCIVE (June)
- OCLC reclamation of SWAN 97 library holdings (August)
- Patron Database Clean-up NCOA w/UMS (August)

- **Cloud Infrastructure-as-a-Service with Azure (June – Oct)**
- SWANx2018 Annual Conference (August 17)
- BLUEcloud Analytics statistical reports, moving away from Symphony Reports (June – Sept)
- Green Hills Public Library membership approval (September Quarterly)
- Symphony 3.5.3 upgrade (October)
- **Support site revamp (June - December)**

Cloud Infrastructure-as-a-Service with Azure



Following the completion of the New 19 migration, SWAN IT has resumed investigation and fine-tuning of the upgraded Red Hat Enterprise Linux OS instance and Azure Cloud environment that will soon be used to host the Symphony/WorkFlows server. While the official dates for the OS upgrade and subsequent Azure Cloud migration have yet to be determined, SWAN IT are aiming to perform the OS upgrade by the end of the summer and will plan the

Azure migration by the completion of that milestone. For both upgrades, minimal downtime is expected as the Symphony Bridge service will allow WorkFlows to remain online with full circulation functions but limited administrative functions. Once planned, announcements for these project dates will be sent via SWANcom and Support post.

Read more about this migration [on the SWAN support site](#).

Support Site Revamp



The work on the SWAN support site is already underway. SWAN User Experience Manager Tara Wood will conduct user studies with library staff, interviewing them to determine pain points on the support website and what could be prioritized. We are planning a survey to gather additional data on the support site, and have analytical data on site usage to draw upon as well.

SWAN will continue to use RAILS support for the support site, and the next version of the site will retain the features everyone appreciates, and revamp the areas identified. Long term, SWAN staff are exploring some documentation management tools. These go under the umbrella of “help authoring software.” Replacing SWAN’s helpdesk OTRS ticketing system is not planned in the scope of this year’s work.

New Features Implemented for SWAN

These features were added over the period of the New 19 project. Many of these are new features as a direct result of adding these libraries to SWAN. Please submit a ticket to the Help Desk if you would like more information or activation of these features. An asterisk (*) denotes features that are in the final stages of rollout and more information will be shared soon.

| Feature | Status |
|---|--|
| <i>Map It</i> | Saint Charles Public Library uses a service that integrates with Enterprise for collection location. SirsiDynix is a reseller for this product. https://catalog.swanlibraries.net/client/en_US/scd |
| <i>De-Newing Item Types*</i> | LINC used a Symphony API script that we converted to a Symphony Report that can be scheduled for use. This feature has some caveats, but it is working and eventually will be made available for libraries to have SWAN schedule. |
| <i>Patron Library Card Automatic Renewal</i> | This Symphony Report can be scheduled by SWAN staff to run for libraries on a schedule. |
| <i>Patron Canceling Holds</i> | Member Services provided documentation for allowing patrons to cancel available holds in Enterprise. Previously patrons could only cancel unfilled holds and staff had to cancel available holds. This feature allows patrons to get materials moved to the next patron more quickly when they no longer wish to pick up the item. |
| <i>Reciprocal Borrowers (including CPL) placing holds</i> | This was outlined to the SWAN membership at the Sept and Dec Quarterly meetings. |
| <i>Bounced Email Notification</i> | SWAN IT has implemented a way for libraries to better manage patron email notifications that bounce. Bounced email messages are forwarded to the aliased email for review and correction. Also BCA reports were developed to help diagnose ill-formed email and pro-actively resolve. |
| <i>Enterprise 5.0 Themes & Profile Customizations</i> | SWAN User Experience Manager Tara Wood is taking customization requests for the new Enterprise theme for all SWAN libraries. |
| <i>Offline Patron Lookup</i> | SWAN IT created a webpage that will allow library staff to look up patrons in SWAN. This tool was developed for use during offline circulation periods or could be offered to non-SWAN libraries |

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|--|--|
| | such as CPL to look up SWAN patrons that visit as a reciprocal borrower. |
| <i>WorkFlows Circulation Display changes</i> | Adjusted the Symphony interface to help library staff see patron information at a glance. |
| <i>Days Closed Wizard</i> | SWAN libraries can now set the library schedule for the year using Symphony, rather than send these requests to SWAN staff. |
| <i>Symphony User Groups</i> | The feature was shared with all libraries, along with an instructional video. |
| <i>Patron Notification Brochure</i> | The idea for the brochure pre-dated the New 19, but we used the addition of the libraries to put the promotional material into production. SWAN has printed 10,000 brochures to give to libraries. |

Member Library Inquiries: Update

Green Hills Public Library District (Palos Hills)

SWAN Project Manager Joseph Miller and I met with Jane Jenkins on April 24. I later presented to the Green Hills board of trustees on Monday, May 21st. More information will be gathered and provided to the SWAN Board, but the plan is to present a request for membership to SWAN libraries at the September 2018 Quarterly meeting. The project costs and SWAN FY19 budget take Green Hills into account, but SWAN libraries approve all prospective members via electronic vote.

Bartlett Public Library District

SWAN received an inquiry from Bartlett, and I sent a quotation letter on Thursday, March 29. Discussion with this library will resume in November 2018, after SWAN has completed its 5-year strategic plan.

Glenside Public Library District (Serving Glendale Heights & Glen Ellyn countryside)

Around the same time as Bartlett, staff from Glenside requested membership information. I sent a quotation letter on Thursday, March 29. Discussion with this library will resume in November 2018, after SWAN has completed its 5-year strategic plan.

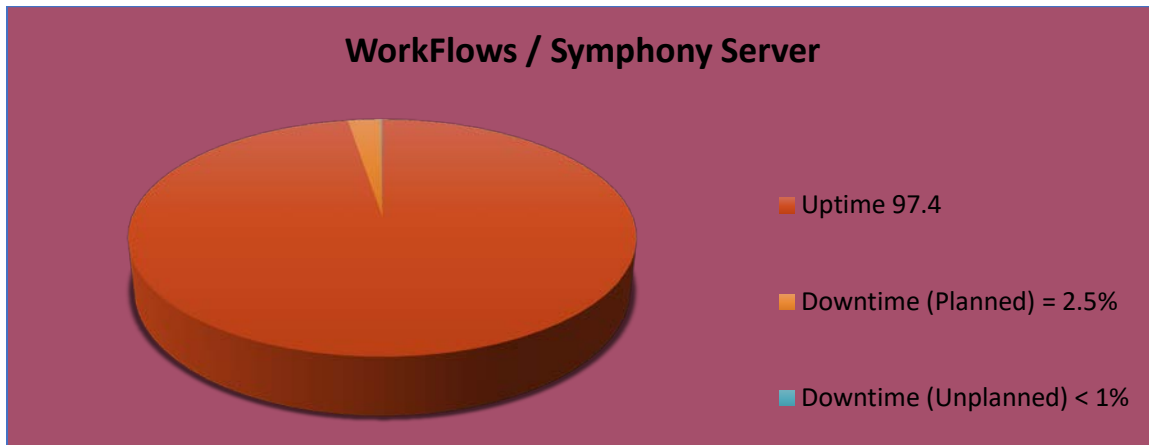
North Suburban Library District (within NIC consortium)

SWAN answered a request for information from NSLD, as did CCS, PrairieCat, and RSA. NSLD and NIC continue to discuss joining PrairieCat. A second meeting between PrairieCat and NIC was held in April.

Brookfield Zoo

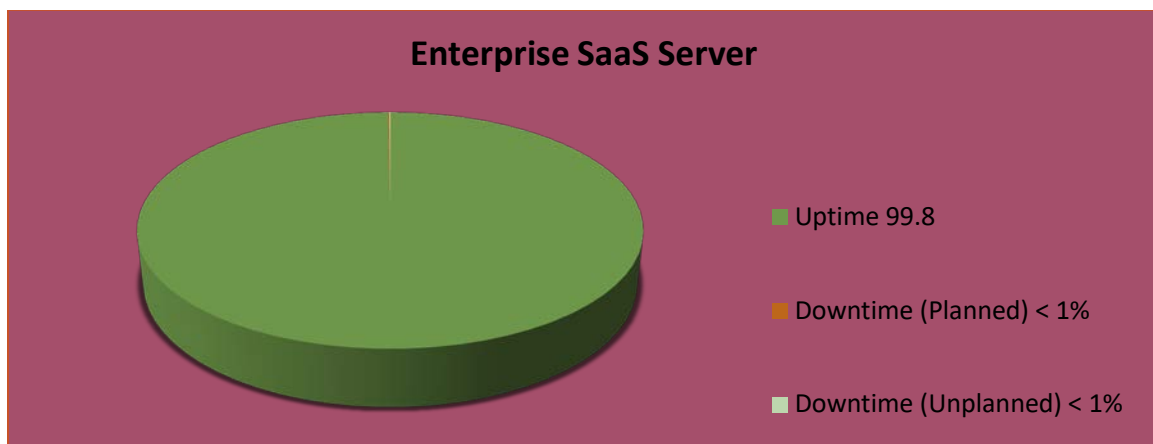
In November last year, SWAN received notice the Brookfield Zoo library was suspended. They sent an official letter to SWAN on May 25, 2018 requesting termination of SWAN Membership. SWAN's budget for the upcoming fiscal year did not include membership fees from Brookfield Zoo in anticipation of this step.

Uptime for Quarter March 1, 2018 through June 1, 2018



WorkFlows/Symphony

- April 29th and 30th, 34 hours, planned – Symphony database rebuild following completion of New 19 data load
- May 9th, 1 hour, unplanned – Server load average spike from runaway Web Services process, constituting system restart
- May 17th, 15 minutes, unplanned – RAILS/SWAN Datacenter ICN network outage
- May 27th, 22 hours, planned, holiday hours – Database rebuild following New 19 data deduplication



Enterprise OPAC

- March 21st, 1 hour, planned (after-hours) – Web Services 2017.09.1 upgrade
- March 21st, 4 hours, planned (after-hours) – Enterprise upgrade to 5.0
- March 21st, 10 minutes, unplanned – Troubleshooting of eResource Central harvesting and slowness issues following the Enterprise 5.0 upgrade
- April 5th, 30 minutes, unplanned – Enterprise SaaS service outage
- April 26th, 30 minutes, unplanned – Enterprise SaaS service outage
- May 8th, 20 minutes, unplanned (after-hours) – Enterprise SaaS service outage