SWAN BOARD MEETING AGENDA
800 Quail Ridge Drive, Westmont IL 60559

AGENDA
May 17, 2019
Time 9:30 a.m.
Conference Room

1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

   Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the May 17, 2019 SWAN Board Meeting Agenda

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 17, 2019 SWAN BOARD
   > MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, April 2019 (Exhibit pgs. 3-11)

   a. Balance sheet and detail of expenditures for April 2019
   b. Approval of the payment of bills for April 1, 2019 through April 30, 2019 in the amount of $190,220.13

   > RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1
   > THROUGH APRIL 30, 2019 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
   > EXPENDITURES FOR APRIL 2019

5. Action Item – Acceptance of the April 12, 2019 SWAN Board Meeting Minutes (Exhibit pgs. 12-16)

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 12, 2019 SWAN BOARD
   > MEETING MINUTES AS PRESENTED

6. Action Item – Acceptance of the April 12, 2019 SWAN Personnel Committee Meeting Minutes (Exhibit pgs. 17-18)

   > RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 12, 2019 SWAN BOARD
   > PERSONNEL COMMITTEE MEETING MINUTES AS PRESENTED

7. Reports
   a. Board President Report
   b. Executive Director Report (Exhibit pgs. 19-23)
   c. Operations Report (Exhibit pgs. 24-36)
   d. Treasurer Report
   e. Board Calendar (Exhibit pgs. 37-39)

8. Discussion Item – Accounting Services (Exhibit pgs. 40-42)

9. Discussion Item – Revised SWAN Holidays (Exhibit pg. 53)

10. Discussion Item – New Parental Leave Policy (Exhibit pgs. 56-57)

11. Discussion Item – Revised Harassment Policy (Exhibit pg. 66)

12. Discussion Item – New Names and Preferred Pronouns Policy (Exhibit pgs. 67-68)

13. Discussion Item – Revised Travel Policy (Exhibit pg. 91)

14. Discussion Item – SWAN June 6, 2019 Quarterly Meeting Agenda (Exhibit pgs. 94-95)

15. Action Item – Executive Session – SWAN Executive Director Yearly Review (Exhibit pgs. 96-100)
    > Executive Session for the purposes of discussing "The appointment, employment, compensation, discipline, performance, or dismissal of specific employees of the public body or legal counsel for the public body." 5 ILCS 120/2(c) (1).

16. Next Board Meeting
    The next SWAN Board Meeting will be held on June 21, 2019 at Thomas Ford Memorial Library at 9:30 a.m.

17. Adjournment

*All agenda items may be acted upon by the SWAN Board

SWAN Board Member	Library	Office	Term Expires
Jamie Bukovac	Indian Prairie Public Library	Treasurer	July 1, 2020
Julie Milavec	Downers Grove Public Library		July 1, 2021
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2020
Stacy Wittmann	Eisenhower Public Library District	Vice President	July 1, 2021
Rich Wolff	Tinley Park Public Library		July 1, 2019
Doug Losey	Hillside Public Library		July 1, 2019
Tiffany Verzani	Elmwood Park Public Library	Secretary	July 1, 2019

April 2019	YTD Actual	FY19 Revised Budget	83%
Revenues	2,683,922.98	3,114,401.00	86%
Expenses	2,627,317.43	3,184,484.00	83%
Excess of Revenues over (under) Expenses	56,605.55	(70,083.00)	

	Balance End Of Month			
			Average Interest Rates & Interest Earned during April	
Assets				
Cash & cash equivalents				
Cash- MaxSafe	1,581,612.50		2.440%	$3,165.54
Cash- Hinsdale Bank Checking	916,881.43		0.000%	$ -
Total Cash & cash equivalents	2,498,493.93		Investment Income	$3,165.54
ProPay Funds				
ProPay Funds	93.53			
Total ProPay Funds	93.53			
Accounts receivables				
Accounts Receivable	180,106.88			
Total Accounts receivables	180,106.88			
Prepaid expenses				
Deposits	23,467.08			
Prepaid Expenses	87,230.31			
Total Prepaid expenses	110,697.39			
Capital assets, net				
Building And Improvements	6,895.00			
Equipment	36,500.50			
Computers	324,383.36			
Accumulated Depreciation	(305,635.57)			
Total Capital assets, net	62,143.29			
Other Assets				
Deferred Outflows - OPEB	6,383.00			
Total Other Assets	6,383.00			
Total Assets	2,857,918.02			
Liabilities				
Payroll				
Salaries Payable	35,577.34			
PR Tax Withheld Payable	11,208.76			
PR Tax Expense Payable	3,712.42			
Total Payroll	50,498.52			
Other Postemployment Benefits				
Postemployment Benefits	36,924.00			
Total Other Postemployment Benefits	36,924.00			
Deferred revenue				
Deferred Revenue	513,158.41			
Deferred Revenue - MAGIC Fee Supplement Grant	205,532.00			
Total Deferred revenue	718,690.41			
Compensated absences				
Compensated Absences	82,948.91			
Total Compensated absences	82,948.91			
Facilities				
Rent Payable	50,766.00			
Total Facilities	50,766.00			
Other liabilities				
Deferred Inflows - OPEB	3,954.00			
Total Other liabilities	3,954.00			
Total Liabilities	943,781.84			
Net Assets				
Beginning Net Assets				
Unrestricted	1,857,530.63			
Total Beginning Net Assets	1,857,530.63			
Current YTD Net Income	56,605.55			
Total Net Assets	1,914,136.18			
Total Liabilities and Net Assets	2,857,918.02			

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
Revenue								
4050	**Other Grants**	9,311.24	100.00	84,735.50	1,000.00	1,200.00	7,061.29%	**RAILS New 19 LLSAP Grant Revenues for Remainder of First Year OCLC Fees and NCOA Fees, RAILS Green Hills Grant, as well as the RAILS SWANstravaganza Grant**
4060	**Fees For Services And Materials**	205,101.83	206,601.00	2,051,018.30	2,055,517.00	2,468,716.00	83.08%	**SWAN Quarterly, Annual, and Semi-Annual Fees**
4061	**Internet & Enhanced Access Fees**	353.79	608.00	5,660.66	6,080.00	7,300.00	77.54%	**SWAN Annual Internet Access Fees**
4070	**Reimbursements**	0.00	2,542.00	11,697.26	25,420.00	30,500.00	38.35%	**Member Reimbursements for SWANstravaganza Meals and SWANstravaganza Vendor Table Registration Fees**
4071	**Reimbursements - Lost Materials**	(128.91)	0.00	(141.32)	0.00	0.00	0.00%	**Reciprocal Borrowing and ILL Losses**
4072	**Reimbursements - Collection Agency Fees**	20.00	75.00	120.00	750.00	900.00	13.33%	**Reciprocal Borrowing and ILL Loss Collection Agency Fees**
4075	**Group Purchase Receipts**	0.00	0.00	1,254.15	0.00	0.00	0.00%	**Credit Card Swipes and Envisionware Subscriptions for Members**
4080	**Investment Income**	3,165.54	567.00	30,424.30	5,670.00	6,800.00	447.41%	**Interest**
4090	**Other Revenue**	49,915.43	49,915.00	499,154.13	499,153.00	598,985.00	83.33%	**RAILS Support to SWAN**
Total Revenue		267,738.92	260,408.00	2,683,922.98	2,593,590.00	3,114,401.00	86.18%	
Expenses								
5000	**Library Professionals**	24,737.10	24,916.00	273,271.56	274,068.00	323,900.00	84.36%	**Staff Salaries**
5010	**Other Professionals**	54,197.08	74,208.00	634,677.61	816,284.00	964,700.00	65.79%	**Staff Salaries**
5020	**Support Services**	23,991.34	19,862.00	237,854.42	218,476.00	258,200.00	92.12%	**Staff Salaries**
5025	**Vacation Expense**	0.00	0.00	0.00	0.00	2,800.00	0.00%	**Compensated Absences for Vacation Time Accrued**
5030	**Social Security Taxes**	7,456.13	9,108.00	83,246.70	100,184.00	118,400.00	70.30%	**Social Security Taxes**
5050	**Worker's Compensation**	245.17	183.00	2,815.16	1,830.00	2,200.00	127.96%	**Worker's Compensation Insurance**
5060	**Retirement Benefits**	10,081.82	10,892.00	110,626.01	119,816.00	141,600.00	78.12%	**Retirement Benefits and Retirement Plan Fees**
5070	**Health, Dental, Life And Disability Insurance**	17,177.62	19,358.00	178,131.59	193,580.00	232,300.00	76.68%	**Health, Dental, Life & Disability Insurance**
5080	**Other Fringe Benefits**	0.00	208.00	0.00	2,080.00	2,500.00	0.00%	**Tuition Reimbursements**
5085	**Wellness Benefits**	50.00	425.00	1,838.60	4,250.00	5,100.00	36.05%	**Staff Wellness**
5100	**Recruiting**	0.00	75.00	248.60	750.00	900.00	27.62%	**Background Checks and Job Postings**
5110	**Print Materials**	0.00	667.00	4,062.57	6,670.00	8,000.00	50.78%	**Printed Materials Including SWAN Branded Items for SWANstravaganza (partially offset by GL Account #'s 4050 and 4070) as well as Branded Calendars for Members and Branded Items for Green Hills Go-Live**
5130	**E-Resources**	0.00	42.00	0.00	420.00	500.00	0.00%	**ALA TechSource Subscription**

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5140	Rent/Lease	11,014.90	8,420.00	96,838.00	84,200.00	101,044.00	95.83%	Facility Lease (Including Tenant's Share of Real Estate Taxes, Operating Expenses, and Insurance)
5150	Utilities	414.91	450.00	4,784.67	4,500.00	5,400.00	88.60%	Gas and Electric
5160	Property Insurance	123.00	123.00	1,230.00	1,230.00	1,476.00	83.33%	Flood Insurance
5170	Repairs And Maintenance	470.10	17.00	1,001.10	170.00	200.00	500.55%	Key Fob Maintenance and Other Facility Maintenance
5180	Custodial/Janitorial Service And Supplies	902.15	708.00	8,027.25	7,080.00	8,500.00	94.43%	Cleaning Services and Supplies
5190	Other Buildings and Grounds	0.00	8.00	150.00	80.00	100.00	150.00%	Security Camera Surveillance Subscription
5250	In-State Travel	81.14	183.00	1,622.03	1,830.00	2,200.00	73.72%	In-State Travel
5260	Out-Of-State Travel	1,225.32	917.00	1,952.39	9,170.00	11,000.00	17.74%	Out-of-State Travel
5270	Registrations And Meeting, Other Fees	365.26	242.00	3,056.72	2,420.00	2,900.00	105.40%	Snacks, Supplies, and Lunches for Meetings and Staff Events
5280	Conferences And Continuing Education Meetings	2,000.00	1,167.00	23,457.48	11,670.00	14,000.00	167.55%	Sirsi Dynix Training, Staff Conference and Class Registrations, Usability Study Participant Gift Cards, and Swanstravaganza Expenses (partially offset by GL Account #'s 4050 and 4070)
5300	Liability Insurance	677.50	742.00	7,400.22	7,420.00	8,900.00	83.14%	General Liability, Crime, Cyber Crime, and D&O Insurance
5310	Computers, Software And Supplies	2,982.46	5,207.00	24,482.50	52,070.00	62,481.00	39.18%	Computer, Software, and Supplies under $5,000 Individual Cost as well as Subscriptions for Adobe Creative Cloud, Adobe Acrobat Pro, LastPass, No IP, Noun Project, Microsoft Office 365, Panda Security, SendGrid Email Delivery System, Snagit Software, Envisionware Subscription, Asana Project Management, Go To Assist Software, Avangate Installer Software, StatusCake System Monitoring, Microsoft pfSense Usage, and Microsoft Azure
5320	General Office Supplies And Equipment	69.83	750.00	1,559.08	7,500.00	9,000.00	17.32%	Office Supplies and Equipment under $5,000 Individual Cost Including Coffee
5330	Postage	7.35	75.00	69.41	750.00	900.00	7.71%	Postage
5380	Telephone And Telecommunications	1,586.84	1,675.00	15,129.45	16,750.00	20,100.00	75.27%	Phone, Chat, and Internet
5390	Equipment Rental	438.40	308.00	3,401.33	3,080.00	3,700.00	91.92%	Copier Lease and Usage

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5400	Equipment Repair And Maintenance Agreements	45,978.18	40,974.00	488,137.98	409,735.00	491,683.00	99.27%	Sirsi Dynix Annual Maintenance, Sirsi Dynix eRC Connector, SMS Notifications, Sirsi Dynix JavaScript Enhancement, Sirsi Dynix Server Upgrade, EBSCO Open Athens Subscription, EBSCO Discovery Subscription, VM Software License Costs, Dell Warranty, Lenovo Warranty, Sonicwall Maintenance, Smartnet Maintenance, NetGate Support, and Linux Software Maintenance
5410	Legal	2,664.50	150.00	3,613.00	1,500.00	1,800.00	200.72%	Legal Fees
5420	Accounting	0.00	833.00	5,200.00	8,330.00	10,000.00	52.00%	Audit and Actuary Expenses
5430	Consulting	84.17	5,425.00	37,466.70	54,250.00	65,100.00	57.55%	Stategic Planning Consulting, Management Association Costs, and Benchmarking
5435	Payroll Service Fees	243.02	317.00	2,813.92	3,170.00	3,800.00	74.05%	Paylocity Payroll Service Fees
5440	Contractual Staff	200.00	200.00	1,600.00	2,000.00	2,400.00	66.66%	Answering Service Costs
5450	Information Service Costs	23,080.68	22,767.00	229,236.39	227,670.00	273,200.00	83.90%	Formsite Membership Costs, OCLC Fees, Authority Processing, Syndetic Reviews, SSL Certificate Costs, Survey Monkey Subscription, MailChimp Subscription, ALA RDA Toolkit, and EBSCO Novelist Subscription
5460	Contract Agremt W/ Systems, Member Libraries & Cooperatives	9,310.74	0.00	79,280.24	0.00	0.00	0.00%	RAILS New 19 LLSAP Grant Expenses for Remainder of First Year OCLC Fees and NCOA Costs, and RAILS Green Hills Grant Expenses
5480	Other Contractual Services	1,724.47	1,842.00	28,256.26	18,420.00	22,100.00	127.85%	Unique Management Placements, Monthly Notice Printing, NCOA Costs not covered by the RAILS New 19 Grant, and HR Source Support Costs
5485	Group Purchases	221.85	0.00	1,527.50	0.00	0.00	0.00%	Credit Card Swipes and Envisionware Subscriptions for Members
5490	Depreciation	2,847.29	0.00	28,472.90	0.00	0.00	0.00%	Monthly Depreciation Expense
5500	Professional Association Membership Dues	0.00	33.00	250.00	330.00	400.00	62.50%	Professional Memberships for SWAN and Staff
5510	Miscellaneous	0.00	83.00	438.70	830.00	1,000.00	43.87%	Member Overpayments and Double Payments to be Reimbursed as well as Reciprocal Borrowing and Vendor Adjustments from Prior Years
5515	Miscellaneous - E-Commerce Fees	40.40	0.00	89.39	0.00	0.00	0.00%	Fees for SWAN ProPay Account Used for Testing
Total Expenses		246,690.72	253,560.00	2,627,317.43	2,674,563.00	3,184,484.00	82.50%	
Excess of Revenues over (under) Expenses		21,048.20	6,848.00	56,605.55	(80,973.00)	(70,083.00)		

Effective D...	Vendor Name	Transaction Description	Check Amount
4/1/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:March 30, 2019 Payroll	4,915.91
4/1/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:March 30, 2019 Payroll	1,663.01
4/4/2019	Paylocity Corporation	Net Wages: March 30, 2019 Payroll	35,441.55
4/4/2019	Paylocity Corporation	Payroll Taxes: March 30, 2019 Payroll	14,910.52
4/5/2019	Paylocity Corporation	Payroll Service Fees: March 30, 2019 Payroll	83.93
4/10/2019	Alsip-Merrionette Park Public Library	Reciprocal Borrowing for April 2019	81.68
4/10/2019	Beecher Community Library District	Reciprocal Borrowing for April 2019	22.00
4/10/2019	Bloomingdale Public Library	Reciprocal Borrowing for April 2019	297.98
4/10/2019	Bensenville Community Public Library District	Reciprocal Borrowing for April 2019-for School District #2	98.00
4/10/2019	Bensenville Community Public Library District	Reciprocal Borrowing for April 2019	20.97
4/10/2019	Blue Island Public Library	Reciprocal Borrowing for April 2019	268.70
4/10/2019	Bedford Park PLD	Reciprocal Borrowing for April 2019	92.80
4/10/2019	Brookfield Zoo Library	Reciprocal Borrowing for April 2019	18.00
4/10/2019	Broadview Public Library District	Reciprocal Borrowing for April 2019	90.00
4/10/2019	Bridgeview Public Library	Reciprocal Borrowing for April 2019	174.77
4/10/2019	Berwyn Public Library	Reciprocal Borrowing for April 2019	2,381.29
4/10/2019	Calumet City Public Library	Reciprocal Borrowing for April 2019	808.36
4/10/2019	Clarendon Hills Public Library	Reciprocal Borrowing for April 2019	96.94
4/10/2019	Chicago Ridge Public Library	Reciprocal Borrowing for April 2019	99.39
4/10/2019	Downers Grove Public Library	Reciprocal Borrowing for April 2019	348.38
4/10/2019	Downers Grove North High School District #99	Reciprocal Borrowing for April 2019	90.64
4/10/2019	Elmwood Park Public Library	Reciprocal Borrowing for April 2019	393.91
4/10/2019	Eisenhower Public Library District	Reciprocal Borrowing for April 2019	667.31
4/10/2019	Flossmoor Public Library	Reciprocal Borrowing for April 2019	217.05
4/10/2019	Franklin Park PLD	Reciprocal Borrowing for April 2019	163.11
4/10/2019	Forest Park Public Library	Reciprocal Borrowing for April 2019	597.60

Effective D...	Vendor Name	Transaction Description	Check Amount
4/10/2019	Green Hills Public Library District	Reciprocal Borrowing for April 2019	51.00
4/10/2019	Hodgkins PLD	Reciprocal Borrowing for April 2019	78.00
4/10/2019	Homewood Public Library District	Reciprocal Borrowing for April 2019	394.65
4/10/2019	Hillside Public Library	Reciprocal Borrowing for April 2019	77.18
4/10/2019	Indian Prairie Public Library District	Reciprocal Borrowing for April 2019	229.42
4/10/2019	Itasca Community Library	Reciprocal Borrowing for April 2019	169.22
4/10/2019	Kaneville PLD	Reciprocal Borrowing for April 2019	32.95
4/10/2019	LaGrange Park Public Library District	Reciprocal Borrowing for April 2019	48.59
4/10/2019	LaGrange Public Library	Reciprocal Borrowing for April 2019	120.96
4/10/2019	Lansing Public Library	Reciprocal Borrowing for April 2019	56.20
4/10/2019	Matteson Public Library	Reciprocal Borrowing for April 2019	199.01
4/10/2019	McCook Public Library District	Reciprocal Borrowing for April 2019	16.98
4/10/2019	Midlothian Public Library	Reciprocal Borrowing for April 2019	245.97
4/10/2019	Melrose Park Public Library	Reciprocal Borrowing for April 2019	3.55
4/10/2019	Messenger Public Library	Reciprocal Borrowing for April 2019	233.95
4/10/2019	Nancy L McConathy Public Library District	Reciprocal Borrowing for April 2019	148.60
4/10/2019	Oak Brook Public Library	Reciprocal Borrowing for April 2019	12.10
4/10/2019	Orland Park Public Library	Reciprocal Borrowing for April 2019	14.00
4/10/2019	Palos Heights Public Library	Reciprocal Borrowing for April 2019	163.44
4/10/2019	Prairie State College	Reciprocal Borrowing for April 2019	78.00
4/10/2019	Richton Park Public Library District	Reciprocal Borrowing for April 2019	210.90
4/10/2019	River Grove Public Library District	Reciprocal Borrowing for April 2019	76.90
4/10/2019	Schiller Park Public Library	Reciprocal Borrowing for April 2019	53.00
4/10/2019	South Holland Public Library	Reciprocal Borrowing for April 2019	233.26
4/10/2019	St. Charles Public Library District	Reciprocal Borrowing for April 2019	212.30
4/10/2019	Steger-South Chicago Heights Public Library District	Reciprocal Borrowing for April 2019	56.21
4/10/2019	Sugar Grove PLD	Reciprocal Borrowing for April 2019	115.55

Effective D...	Vendor Name	Transaction Description	Check Amount
4/10/2019	Tinley Park Public Library	Reciprocal Borrowing for April 2019	285.28
4/10/2019	Woodridge Public Library	Reciprocal Borrowing for April 2019	33.40
4/10/2019	Worth Public Library District	Reciprocal Borrowing for April 2019	23.11
4/11/2019	BuildingStars	Cleaning Service for April 2019	598.00
4/11/2019	Cintas #769	Mats for Doorway Entry	96.20
4/11/2019	Claudia Nickson	Travel Reimbursement-4/5/19	31.82
4/11/2019	ICMA Retirement Corporation	Retirement Plan 4/1-6/30/19	250.00
4/11/2019	Klein, Thorpe and Jenkins, Ltd.	Legal Services Through February 2019	2,664.50
4/11/2019	Limricc-Phip	Health Insurance for April 2019	21,769.58
4/11/2019	Wellness Insurance Network-WIN	Life Insurance for April 2019	186.20
4/11/2019	Marcive Inc	Authority Processing	360.90
4/11/2019	Reliance Standard Life Insurance Co	LTD/STD for April 2019	890.18
4/11/2019	Rudolph Host	Travel Reimbursement-COSUGI	460.82
4/11/2019	Steven Schlewitt	Travel Reimbursement-3/24-3/...	98.80
4/11/2019	Unique Integrated Communications, Inc.	Answering Service-January 2019	200.00
4/11/2019	Unique Management Services, Inc.	Notice Printing Service	1,724.47
4/11/2019	Virginia Blake	Travel Reimbursement-2/22-3/...	49.32
4/11/2019	Wells Fargo Vendor Fin Serv	Copier Lease	219.20
4/11/2019	Steven Schlewitt	Travel Reimbursement-3/24-3/...	(98.80)
4/15/2019	Steven Schlewitt	Staff Reimbursement-COSUGI	282.58
4/15/2019	First Bankcard	April 2019 Credit Card Payment of Feb./March Balances	5,849.71
4/15/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:April 13, 2019 Payroll	4,915.91
4/15/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:April 13, 2019 Payroll	1,663.01
4/18/2019	Paylocity Corporation	Net Wages: April 13, 2019 Payroll	35,892.55
4/18/2019	Paylocity Corporation	Payroll Taxes: April 13, 2019 Payroll	15,046.22
4/19/2019	Paylocity Corporation	Payroll Service Fees: April 13, 2019 Payroll	159.09
4/22/2019	Quail Ridge Drive Investors, LLC	Calendar Year 2018 CAMS Payment	2,189.59

Effective D...	Vendor Name	Transaction Description	Check Amount
4/24/2019	Quail Ridge Drive Investors, LLC	May 2019 Rent Payment	9,116.24
4/29/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:April 27, 2019 Payroll	4,915.91
4/29/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:April 27, 2019 Payroll	1,663.01
4/30/2019	Cintas #769	Mats for Doorway Entry	107.79
4/30/2019	Comcast	Internet Service 4/15-5/14/19	1,255.00
4/30/2019	ComEd	Electric 3/20-4/18/19	328.12
4/30/2019	Nicor Gas	Gas 3/15-4/13/19	86.79
4/30/2019	Reaching Across Illinois Library System	GHS Grant Funds owed to RAILS	9,310.74
4/30/2019	Wells Fargo Vendor Fin Serv	Copier lease	219.20
		Total 1003 - Cash- Hinsdale Bank Checking	**190,220.13**
Report Total			**190,220.13**

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

April 12, 2019

1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

   Sharon Swanson, RAILS Staff Accountant
   Aaron Skog, SWAN Executive Director
   Dawne Tortorella, SWAN Assistant Director

   Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the April 12, 2019 SWAN Board Meeting Agenda

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 12, 2019 SWAN BOARD
   MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, March 2019

   a. Balance sheet and detail of expenditures for March 2019
   b. Approval of the payment of bills for March 1, 2019 through March 31, 2019 in the
      amount of $182,462.70

   RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR MARCH 1
   THROUGH MARCH 31, 2019 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
   EXPENDITURES FOR MARCH 2019

   Bodewes asked if Skog expects support services staff line – Account # 5020 to go over
   budget this year.   Account # 5010 is under budget. Skog replied the 3 categories are
   based on positions for education requirements. In general, Skog would like to put them
   altogether.

   Motion carried by roll call vote with the following results:
   Ayes: Losey, Bodewes, Milavac, Wolff, Wittmann

5. Action Item – Acceptance of the March 15, 2019 SWAN Board Meeting Minutes

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 15, 2019 SWAN BOARD
   MEETING MINUTES AS PRESENTED

   Wolff noted: Page 12 of the April Board Packet – Paragraph 3 - ~~the~~ than

   Wolff Moved, seconded by Milavec that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 15, 2019 SWAN BOARD
MEETING MINUTES AS PRESENTED

Motion carried by unanimous voice vote.

6. Reports

   a. Board President Report

   Personnel Committee Meeting scheduled after board meeting today

   b. Executive Director Report

   Skog indicated the SWAN support site has the Ballot for the Board Elections which
begins on April 29th. Bodewes is excited 5 people are on the ballot, 4 of which are from
new libraries.

   SWAN had their first Clarity Task Force Meeting. Tortorella facilitated the meeting.
There was a lot of notes at the initial meeting.

   Skog discussed the letter from our SWAN Attorney regarding the legal opinion on 501(c)
(3). The attorney outlined 8 areas in the letter and Skog felt we should discuss
individually as items of discussion at the upcoming board meetings. Skog felt College of
DuPage case in the attorney letter was good in that it showed what avoid.

   Planning for annual event SWANx19 is underway. We have had two meetings. Skog
indicated we have had several great ideas for sessions, Downers Grove being one of
them.

   Skog indicated 3 SWAN staff members attended COSUGI Conference in Minneapolis. He
summarized what went on at the conference in the packet.

   Skog reached out to Dee Brennan at RAILS on Explore More & Find More for more
clarification on the two programs. RAILS will get back to Skog. Tortorella indicated they
met with developers at Quipu at the COSUGI conference. Wolff asked if there is anyone
else expressing any interest in Find More besides Matteson Area Public Library. Skog
indicated that Matteson is the only one he is aware of interested in Find More Illinois,
but 5-6 libraries have reached out to Skog on Explore More Illinois.

   Wolff's question from last month's Board meeting has been included in financial packet.

c. Operations Report

Skog indicated one director asked about the discontinuing of BookMyne and BookMyne + (plus). It is the BookMyne + that is being discontinued by SirsiDynix in July 2019. Skog will mention this is the SWAN newsletter update.

d. Treasurer Report

No report

e. Board Calendar

Skog indicated he expects the Consortia support grant application update from RAILS next week at RAILS Consortia Committee Meeting.

Review Evaluation form for the Executive Director is in the packet.

Skog and the Board members agree to delay the By Laws discussion.

Skog noted that OCLC has been renewed for 2 more years by the Illinois State Library, so we can take our time and plan during this period.

7. Action Item – Approve Eisenhower Public Library District as SWAN Cataloging Library

Moved by Wolff, seconded by Milavec that it be

Wittmann noted that Victoria Bitters is not comfortable at being a presenter for SWANx19 but has an idea for a session – can she propose vs. present? Skog: Yes, have her send in her idea.

8. Discussion Item – Legal Opinion on SWAN 501(c) (3) Conversion

The board discussion centered on two areas of concern, which are the organization as "public body" and the governance piece. The rest of the legal opinion is exactly what you would expect and none of it appears to be problematic. This legal opinion helps us identify the things we need to understand better. A few things for example, if we are not a public body, SWAN can't join IMRF? One idea regarding an expanded board is can bring in people with other points of view and expertise like Ryan Dowd who is associated with the homeless.

Bodewes foresees the selling of a SWAN governing board not made of constitute directors as an extremely difficult sell to the membership.

Wolff noted that HR Source is a nonprofit organization. Wolff is on HR Source governing board and is a member. The HR Source Board is around fifteen members who represent their

customers, meets quarterly, reviews financials. The CEO of HR Source recruits' individuals to serve on their board.

The SWAN Board identified questions to bring back to attorney:

Is the composition of the board mission critical or just a recommendation to keep us from the public body definition? Is it a deal breaker or is it not?

Can the attorney expand on the board composition? What is that recommendation based on?

And how does the board composition affect donations and fundraising?

Skog noted two questions from SWAN staff are:
If this conversion were to take place, what would be SWANS eligibility for IMRF if we ever wanted to get back in.

Second question: what does this entity change mean for public service student loan forgiveness.

9. Discussion Item -- Executive Director Evaluation Form

Bodewes stated this is the document we give back to Aaron is a lot of information for him to go through and give action steps. The SWAN Board agreed to have a May 17th closed session for discussing the Executive Director Evaluation at the Board Meeting. Skog will send his self-evaluation before the meeting.

Wolff added Skog should provide the SWAN pay grade to Bodewes. And consider HR Source update the Executive Director position benchmark.

10. Next Board Meeting

The next SWAN Board Meeting will be held on May 17, 2019 at SWAN Quail Ridge at 9:30 a.m. Will include Executive Session.

11. Adjournment 10:30

      Update calendar for 6/21 meeting.

*All agenda items may be acted upon by the SWAN Board

SWAN Board Member	Library	Office	Term Expires
Jamie Bukovac	Indian Prairie Public Library	Treasurer	July 1, 2020
Julie Milavec	Downers Grove Public Library		July 1, 2021
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2020
Stacy Wittmann	Eisenhower Public Library District	Vice President	July 1, 2021
Rich Wolff	Tinley Park Public Library		July 1, 2019
Doug Losey	Hillside Public Library		July 1, 2019
Tiffany Verzani	Elmwood Park Public Library	Secretary	July 1, 2019

SWAN Personnel Committee Meeting
800 Quail Ridge Drive, Westmont, IL 60559
April 12, 2019
Minutes

SWAN Board Members in Attendance: Doug Losey, Julie Milavec

Visitors: Aaron Skog, Executive Director, SWAN; Ginny Blake, Office Manager, SWAN.

Call to Order: The meeting was called to order at 11:00 a.m.

Discussion Item
Parental Leave Policy Update

Skog noted that at the April SWAN Board meeting, Board President Bodewes would like to see the Committee make a recommendation. The policy would go before the board.

The Personnel Committee worked on the current SWAN Parental Leave policy that is in the packet. This is the current policy SWAN has. It refers to FMLA however, SWAN being under 50 employees FMLA does not apply to us.

There was agreement if you are going to have Maternity leave you should have Paternity leave, which would be parental leave. Skog noted that HR Source is monitoring the parental leave law being worked on in committee for Illinois employers, but as it stands the draft of the law would apply to employers of 50 or more staff.

Milavec noted one important aspect of parental leave is the idea of going consecutive vs. concurrent. This affects staff filling in for scheduled shift coverage during the time frame the employee is off for paternity leave.

Skog noted that SWAN is providing coverage off hours, weekends, on call staff, and we have done very well with that. With the new staff changes in March, we do not see any issues with coverage, and in fact it will be improved coverage moving forward should a parental leave policy be put into place.

Milavec shared another concern would be members perception. This is the possibility of some push back should SWAN provide parental leave while other libraries cannot be as "generous." Plus, with the minimum wage increase mandated by Illinois law, this could be viewed as an insensitive decision by SWAN Board members. Milavec shared there was a lot of fear about minimum wage discussion at a RAILS membership meeting recently. A lot of the discussion was about compression of wages and how it will affect higher pay grades as well as lower ones.

Losey said he thinks that the minimum wage that people seemed to be panicked about is premature. He noted the wage hikes are spread out over a period of years, allowing libraries to phase these changes into their budgets accordingly. In terms of budgeting for SWAN, what would SWAN do if anything differently to budget for Paternity Leave?

Skog stated the goal for today was to see if we can draft parental leave, find out if this is even doable with the Personnel Committee, and have a discussion at the SWAN Board meeting. We can follow up with answers to questions. Skog recommended four weeks Paternity Leave as a possibility for discussion.

Milavec agreed that she would like more board input before we ever get to the voting point.

Skog will write up an overview, reorganization is larger and cross training gets job done. Recruitment, retention, benefits. He will ask HR Source to help draft the Parental Leave policy and have a Question & Answer for the May meeting and see if the board wants to decide by June.

Discussion Item
Harassment Policy Update

In the Personnel Committee meeting packet, page 42 of the drafted Employee Handbook has been updated on the Harassment Policy. These additions were recommended by HR Source after SWAN employees underwent training by HR Source last year.

Discussion Item
MLK Holiday Revision

We made a recent addition and added MLK as a list of Holidays. With MLK that we just had, there were many libraries that were open that we decided to look at two holidays and decided to split between MLK & President's Day for staff. This is a modified "floating" holiday that SWAN managers will approve on a per employee basis.

Additional Policy Discussion
Travel Policy
Skog said the Travel policy will be tightened up with some of the policy wording and some of the per diem wording.

Names and Preferred Pronouns
Skog shared this was discussed by SWAN managers, but after the Personnel Committee meeting agenda was posted. He would add a draft of this to the SWAN Employee handbook and make it part of the Board discussion.

Adjournment:
The meeting was adjourned at 12:00pm

SWAN Executive Director Report

May 17, 2019

Libraries Interested in SWAN

I have been contacted by the library directors from each of the following standalone libraries, beginning in March 2018 with Bartlett and Glenside, and more recently Roselle and Warrenville in April 2019. I have completed quotations for all four libraries, and requested a letter of intent indicating acceptance of the quotation and timeline discussed.

Library	SWAN Quotation FY21	Current ILS	Letter of Intent Received
Bartlett	$ 32,445.72	Millennium III	
Glenside	$ 45,674.26	Polaris III	Yes
Roselle	$ 29,622.80	Library.Solution TLC	
Warrenville	$ 29,960.42	Horizon III	

Region

These libraries are in the area where the New 19 libraries are located. The purple pins in the map below note the location of the four libraries.
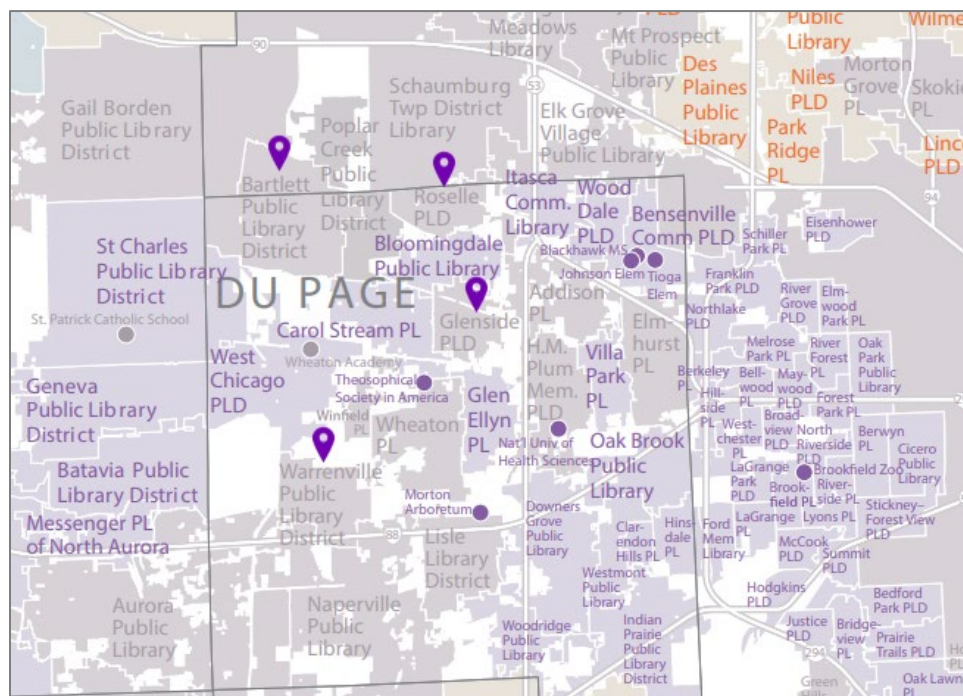
Revenue Benefit

The addition of these libraries would bring in an estimated revenue of $137,700 and increase operating expenses $68,420. The net revenue to SWAN would be $69,280. SWAN would receive $34,425 in a one-time joining fee for cash reserves.

RAILS Catalog Grant

I have provided updates to Anne Slaughter at RAILS on the prospect of four libraries joining SWAN in FY21. It would be possible to apply for the grant and be awarded prior to the project start, as funds must be spent within 18 months of being awarded the grant.

Tentative Timeline

The SWAN Tactical Plan freezes adding libraries during the FY20 period, July 1, 2019 through June 30, 2020. I have discussed with these libraries the timeline of joining SWAN in the second half of 2020.

Membership approval	June 2020
Migration Project Start	July 2020
Staff Training	October 2020
Go-Live	November 2020

Recommendation

1. SWAN Board endorses moving forward with limiting new membership to 4 libraries in FY21. This can be made an agenda topic at a future Board meeting.
2. Depending on the next round of interested libraries, SWAN should set an "open period" and maximum number for joining. The next window could be July – November 2022.
3. SWAN staff involvement should be limited only to the SWAN Executive Director and Assistant Director with these library conversations and plans for the FY20 period, honoring the tactical plan membership freeze.
4. Update the SWAN directors at the June and September 2019 quarterly meetings and solicit feedback.
5. Use the FY20 period to create a recommended ILS configuration and data mapping for all new incoming libraries.

SWAN Board Election

The online ballot was made available on Monday, April 29th. The ballot will close automatically on Friday, May 17th at 5 p.m.

SWAN Strategic Plan 2019-2023

Here are updates on the plan objectives.

Objective 1: Develop a Shared and Accurate Diagnosis of Member Dissatisfaction Around the Existing ILS and OPAC (Staff Interface and Online Catalog)

Guiding Principle
At this stage, the primary goals are gaining insight and developing a culture of collective ownership of problems.

Clarity Task Force

The group held its second meeting on May 2, 2019. For this meeting we wanted to follow up on the statistical reporting concerns shared at the first meeting, to further explore membership participation in our standing groups, and assess the level of involvement libraries wish to expend on shaping new software.

Our meeting started with a demonstration and review of Collection HQ as an example of an analytics tool with a more intuitive interface than BLUEcloud Analytics. Developing more consortium-wide use and consistency in Analytics was identified by Clarity as important to libraries. This will enable members to better analyze data rather than merely report on numbers. Actionable data is the goal. The group felt the best approach is to provide initial tools and allow members to react, working with the Clarity Task Force and a new group of members actively involved in data reporting and analysis.

The Clarity Task Force recognized the importance of being involved with the next generation of library software, which is the BLUEcloud application through SirsiDynix Strategic Partners Program and Pilots. Clarity discussed and agreed that our involvement in shaping product development to meet SWAN needs is important, and that participation does not come without a cost: staff time, both SWAN and member staff. Clarity discussed that rather than rely on the same members who share their time and expertise, perhaps a schedule could be developed where member participation rotates after a period of time.

The Task Force reviewed the SWAN membership groups and discussed the governance structure of each. Consensus showed there is not a prescriptive governance model recommended. Clarity felt a continuous evaluation of group effectiveness and course correction is the best approach for positive impact and collective problem-solving.

Objective 3: Reconstitute as a Mission Driven 501c3 with Clear Representative Governance Practices

Complete a 501c3 Conversion Study

We have a follow up legal opinion on the make up of the governing board for a 501c3, and how that would affect the fundraising/donations for the organization.

Last month we discussed how to divide the topics on a 501c3 model over several meetings. SWAN Board President Ted Bodewes recommended the Board review the second legal opinion at its June meeting.

Governance Study Committee
A draft of the written charge was discussed at the January and February 2019 SWAN Board meetings.

Objective 5: Strengthen the Collective Identity
Establish Vision & Direction of SWANx19 Event
The planning group for the annual SWAN event held two meetings and brainstormed on the event.

SLUI 2019
The SirsiDynix Library Users of Illinois held its annual meeting May 7th at Downers Grove Public Library. The meeting was attended by staff representing 25 SWAN libraries and several standalone libraries in the area. SirsiDynix personnel in attendance included Chief Product Office Berit Nelson, Library Relations Manager Pam Arnold, and Executive Account Manager Justin Swain. I held a lunch meeting with Berit, Pam, and Justin and we discussed the issues with Mobile and eResource Central integration, our preparation for assessing BLUEcloud Staff, the Strategic Partnership Program with BLUEcloud Acquisitions, and our libraries using Symphony Acquisitions.

Explore More Illinois & SWAN
Quipu and RAILS have signed the NDA with SWAN. RAILS has approved the SWAN Vendor Access Policy. The connection information for SWAN's SirsiDynix Web Services has been shared with RAILS on March 11th. However, Quipu will undertake some additional setup for participating libraries. RAILS Associate Executive Director Jane Plass indicated SWAN libraries would miss the April 1, 2019 launch, but would be added afterwards. I have requested clarification from RAILS on when SWAN libraries could expect participation to begin.

Internet Access
Cancellation letters were sent to Lisle, Hometown, Phoenix, and Orland Park School District #135. Orland Park Public Library Director Mary Weimar was copied on the letter to the school district.

Monthly Financial Report
The libraries with outstanding prior and current period SWAN fees, as of April 30, include:
- Harvey – Owing $24,285.25 in total. As of February 7, SWAN also received payment for the third quarter fiscal year 2019 SWAN fees.
- Brookfield Zoo – Owing $477 in total
- Calumet Park – Owing $16,800.74 in total

SWAN has received $457,728.25 (77%) of the total invoiced fourth quarter SWAN fees of $591,143.25 within less than one month of billing.

The annual Internet Access fees were billed out in late February, and SWAN has received payments totaling $2,729.25, which is 75% of the total billed fees of $3,639 within two months of invoicing.

Per the SWAN procedure on non-payment of membership dues, Calumet Park Public Library was sent a letter on April 24th regarding the $16,800.74 owed to SWAN. This is the fifth time since 2017 SWAN has sent a letter and the outstanding invoices to Calumet Park Public Library. The Calumet Park board president let me know there would be a discussion at their next board meeting in May. I spoke with Katrina Harris who is acting as an interim library director for Calumet Park, and she let me know that the last several board meetings have not had a quorum, so they have been unable to take steps to resolve the outstanding invoice.

On June 3, 2019 (70-Day Threshold) SWAN will:
1. Disable ability for the library's patrons to place holds in SWAN.
2. Limit library's circulation to only checkout local collection items.
3. Allow circulation to continue for items found on shelf at the local library.

Following continued non-payment, on September 1, 2019 (90-Day Threshold) SWAN will:
1. Hide the library's collection, i.e. "shadow" the collection in Symphony. Within the Enterprise catalog this would result in the local library's catalog showing nothing.
2. Place notice in library's Enterprise profile explaining local library's items are available for patrons if they go visit the library.
3. Allow circulation to continue for items found on the shelf at the local library

SWAN Operations Report: May 17, 2019

SWAN Assistant Director (Dawne Tortorella)

As we revise our reporting within the Operations Report, we would appreciate feedback/recommendations on how to convey member engagement and interaction. Currently we have broken this out in each section, but it may be more effective as a combined report of activities related to site visits, training, and networking.

Admin Site Visits, Training, and Networking

During the past reporting period (April 10th - May 13th):

- 4/10 – Workshop: Resource Sharing Overview (Dawne)
- 4/17 – Circulation Users Group (Dawne)
- 4/22 – Workshop: OCLC WorldShare ILL – Setting up Groups & Deflection (Dawne)
- 4/25 – RFID Users Group Meeting (Dawne)
- 4/25—Discovery and User Experience (DUX) Meeting (Dawne)
- 4/26—Outreach Users Group Meeting (Dawne)
- 4/29 – Open Lab: OCLC Configuration & Setup (Dawne)
- 5/2 – Clarity Task Force (Aaron, Dawne)
- 5/3 – LLSAP Cataloging Managers meeting with OCLC (Dawne)
- 5/7 – SLUI (Aaron, Dawne)
- 5/8 – Site Visit: SCD to review Bookings module and configuration (Dawne)
- 5/9 – Cataloging Advisory/Acquisitions User Group (Dawne)

SirsiDynix Support & Consulting

- 4/11 – Sure Sailing Call
  - Updated system settings to allow authorization on LC Genre and Form Terms
  - Developed scripts for fixing database errors when paying a bill
  - Central site administration and review of old logins
  - Entry type of phone fields and impact on SVA
- 5/10 – Sure Sailing Call
  - Api script for pulling out SMS field settings
  - Review consulting offerings in Acquisitions reports and efficiencies
  - Meeting with training staff to review BLUEcloud Central users/groups/roles and how that ties into Symphony policies
  - Modifying labels in EDS for limiters
  - Discussion of multiple ACTIVEID clean-up

Interlibrary Loan and Non-SWAN Account Management

Helen Pinder is leading efforts to reconcile all library accounts associated with non-SWAN borrowing. This includes data reconciliation of SHARE Illinois accounts, OCLC (In-State and Out-of-State), and Internet Access libraries. By standardizing policies and data, the next phase of the In-Transit label will be

able to effectively rely on data in the record to determine how to check-out and route material to these non-SWAN libraries.

Helen is also leading efforts in review of old patron accounts associated with libraries that left SWAN (Elmhurst, Orland Park, Brookfield Zoo). Part of the clean-up efforts includes developing practice for future use when libraries leave the consortium so that outstanding fines/fees are properly accounted and transferred with the exiting library.

Related to these efforts is development of school year end-of-term and start-of-term processing to properly handle holds and material in transit.

BLUEcloud Analytics

Grant Halter is working on a monthly snapshot which will provide a consistent view of circulation related activity for each library, including visualization of that data at both the library level and within the full SWAN consortium (in Analytics, these visualizations are called dossier). This dossier of reports will be presented at the Clarity Task Force meeting in June. The following examples help illustrate the progress we are making on providing more meaningful composite data to our members. We will be conducting focused training sessions, quarterly written reports for the membership, and dossier/dashboard tools for members to query data directly.

Preview of Monthly Snapshot

In addition to the individual library and SWAN-wide data reporting, we will be presenting various forms of visualizing data to see which methods are most useful in snapshot form.
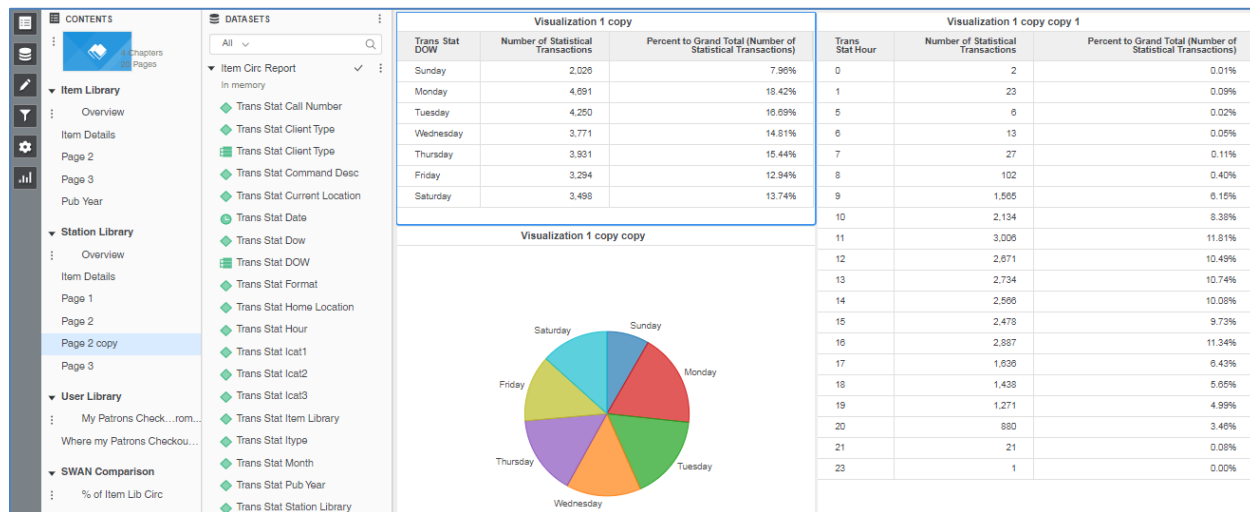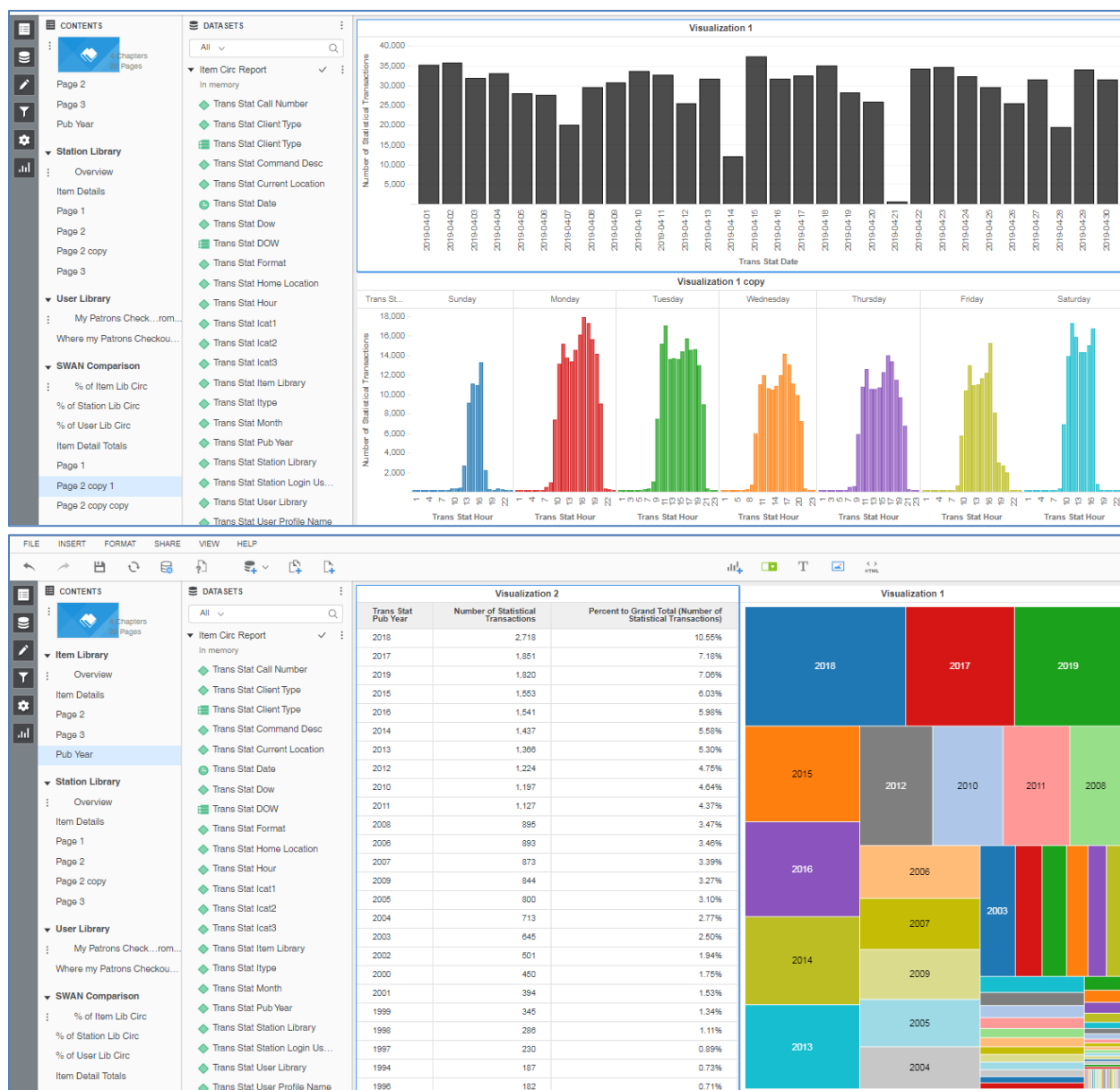
Preview of High Demand Holds

We are working on documentation for the BLUEcloud Analytics High Demand Holds report which Michael and Grant have been enhancing. This report has been piloted by four libraries, but feedback has been minimal. While these BLUEcloud Analytics dossiers provide valuable information, we realize that the interface to selecting filters, sorting, and modifying views is not intuitive. Therefore our efforts are in documenting these options and providing training to assist libraries in effective use of the information the report surfaces.

Table of Holds and Items For Any Title With a Hold at the Pickup Library

Catalog Flex Id	Catalog Title	Catalog Author	Catalog Pub Year	Pickup Library Holds	Pickup Library Copies	Pickup Library Hold/Item Ratio	Consortium Holds	Consortium Copies	Total Holds/Total Items Ratio
a2065674	Game of thrones.		2015	7		0.00	95	2	47.50
a2770485	Bohemian rhapsody /		2019	7		0.00	46	1	46.00
a2757632	Grace and Frankie.		2017	2		0.00	34	1	34.00
a2743395	The reckoning	Grisham, John	2018	3		0.00	33	1	33.00
a1624319	Ed Slott's retirement decisions guide : 125 ways to save & stretch your wealth.	Slott, Ed.	2017	4		0.00	31	1	31.00
a2780248	Green book /		2019	2		0.00	31	1	31.00
a2782750	Spider-man.		2019	4		0.00	29	1	29.00
a2727632	Life Itself		2018	3	1	3.00	85	3	28.33
a2793452	Marvel's Avengers - Endgame		2019	22	1	22.00	28	1	28.00
a2778216	Captain Marvel		2019	36	1	36.00	195	7	27.86

BLUEcloud Analytics can assist us in analysis of SWAN-wide trends and characteristics to better understand patterns of circulation. For example, the following charts show a peak usage of patrons aged 32 to 42, but under closer examination, the material they are checking out is largely juvenile, illustrating that usage patterns can be deceiving. Without including analysis of the material circulated we would have made incorrect assumptions (e.g. 32-42 year olds are most active readers). On closer examination we find that these most active users are parents checking out material for their children.

The SWAN-wide view of the data shows a smoother graph.
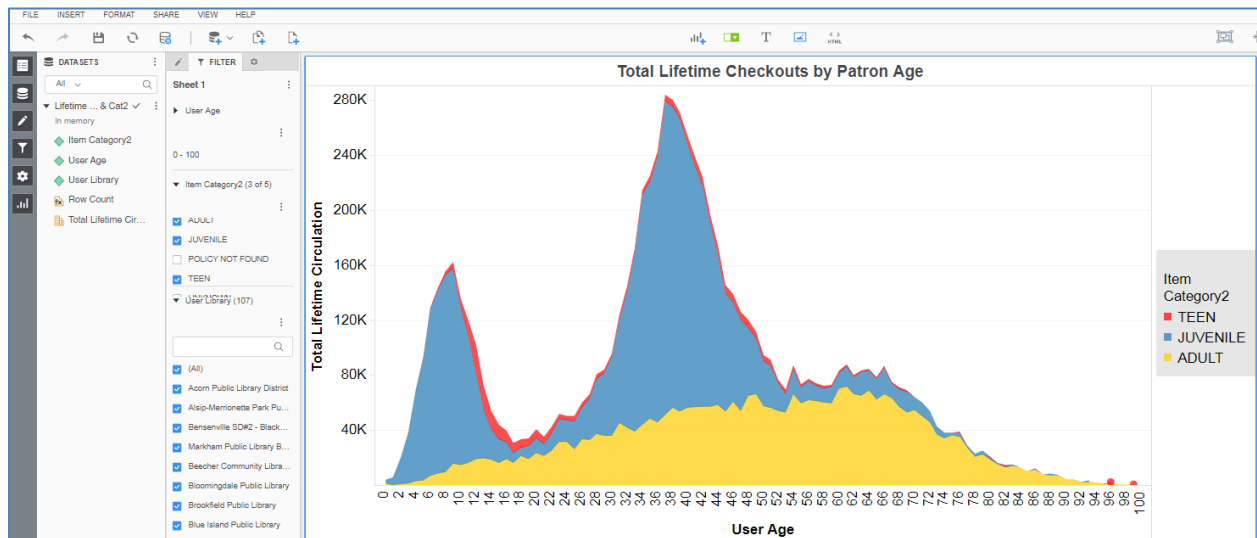
An individual library may show more peaks based on impact of some patrons, but still indicates the overall pattern of 30-40s as peak age usage, with large juvenile material checkouts.
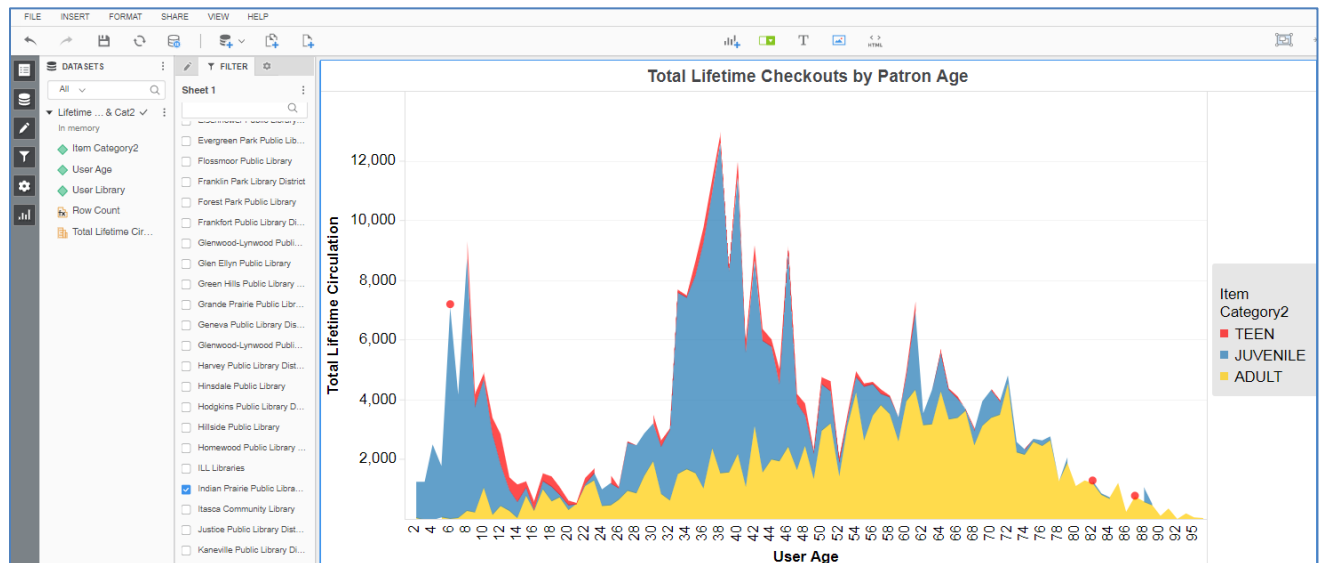
Collaborative Projects

We officially launch our BLUEcloud Staff Client project on Tuesday, May 14th with a staff meeting to define scope and timeline. BLUEcloud is the platform SirsiDynix has created for its future software solutions. It is a web interface that has a central configuration for administration, but a new staff interface is being created. The BLUEcloud Staff interface will eventually replace the WorkFlows client.

We have scheduled a meeting for our member library collaborators the week of May 21st (list of libraries follows). Dawne will manage the project and work across functional teams.

This evaluation will include the following components:

- BLUEcloud Central – account management and roles (will be managed by SWAN staff)
- BLUEcloud Circulation – will include SWAN staff and members evaluating readiness for BLUEcloud Circulation usage in specific use-cases
- BLUEcloud Cataloging – will include SWAN staff and members evaluating how BLUEcloud Cataloging can support specific use-cases and functional areas (e.g. copy cataloging)
- BLUEcloud Acquisition Pilot – Phase III – SWAN staff, LGS and SCD will be working on a controlled pilot through the summer to provide product development feedback to SirsiDynix and assess readiness of the product for our membership

Our work will be focused on functional use of these staff interfaces and begin some initial work in usability testing of the staff client. Team members will receive detailed resources to review and assignments once we have our kick-off meeting. Members are expected to contribute no more than 4 hours per week during this evaluation and in many cases, it may be less. The Acquisitions Pilot group will be performing more rigorous testing and evaluation.

BLUEcloud Central

- Steven Schlewitt, SWAN
- Rudy Host, SWAN
- Ian Nosek, SWAN
- Dave Pacin, SWAN
- Michael Szarmach, SWAN
- Vickie Totton, SWAN

BLUEcloud Circulation

- Tara Wood, SWAN
- Crystal Vela, SWAN
- Peggy Tomzik, ESS
- Ridgeway Burns, HDS
- Bonni Ellis, SCD
- Cindy Maiello Gluecklich, MPS

BLUEcloud Cataloging

- Scott Brandwein, SWAN
- Samantha Dietel, SWAN
- Claudia Nickson, SWAN
- Diane Nickolaou, SWAN
- Joy Anhalt, TPS
- Amanda Kaiser, SCD
- Julie Tegtmeier, SCD

BLUEcloud Acquisitions Pilot

- Scott Brandwein, SWAN
- Samantha Dietel, SWAN
- Claudia Nickson, SWAN
- Vickie Totton, SWAN
- Rebecca Bartlett, LGS
- Linda Ertler, LGS
- Amanda Kaiser, SCD
- Julie Tegtmeier, SCD

We thank our volunteers for their time and expertise in this work. Their input and voices are important to the application development efforts by SirsiDynix and to SWAN as we assess product readiness and work to increase efficiencies and ease of use in your daily work.

SWAN Bibliographic Services (Scott Brandwein)

Bibliographic Services Team Site Visits, Training, and Networking

During the past reporting period (April 10th – May 10th):

- 4/22 – GWS Pre-Cat/Serials Training (Claudia, Sam)
- 5/2 – Acquisitions Overview for BWS & FPS (Scott, Claudia, Sam)
- 5/3 – Cataloging Standards Task Force (Full Team)
- 5/3 – LLSAP Catalogers Meeting (Scott)
- 5/7 – SLUI Annual Meeting (Scott, Angela, Diane, Sue, Sam)
- 5/9 – Cataloging Advisory/Acquisitions User Group (Full Team)

Cataloging Advisory Meeting & Combo Packs

The May 9th Cataloging Advisory meeting was combined with the Acquisitions User Group to discuss some crossover issues. The primary agenda topic of this type was SWAN's final proposal for a new method of processing Blu-Ray/DVD combo packs, including a set of standards and a new format term. The proposal was met with generally positive response, but member staff raised a couple of questions requiring follow-up. Bibliographic Services will seek those answers, and we plan to go forward with this plan with a soft start date of July 2019.

The new format term is "COMBO PACK" and will be used in SWAN's custom 590 MARC field. Instead of mapping to a search facet in Enterprise, however, these items will appear under faceted searches for Blu-Rays or DVDs. Patrons will not see the new format itself, but they will benefit from more robust search results. Enterprise records for these materials will display both the Blu-Ray and DVD format icons. Tara Wood was instrumental in setting this up.

Cataloging Standards Task Force

Following the discussion of cataloging standards at the March Cataloging Advisory meeting, it became clear that further expert-level discussion was needed before committing to a set of standards. We reached out those member catalogers who had participated in the discussion or followed up afterwards to invite them to a series of meetings to flesh out these document drafts.

Our first meeting was May 3rd, and we discussed the *Fields to Delete* draft. The discussion was productive, and we will continue to meet monthly until we are happy with the resulting set of standards. We hope to be finished with these meetings by September.

Data Cleanup

We have been taking steps to clean up bibliographic data in small ways that hopefully will have a big impact. We have implemented a fix to heading authorization in WorkFlows, which allows Library of Congress Genre/Form Terms to be "authorized". This should help catalogers spot errors in genre terms.

Claudia Nickson is spearheading a second phase of an audit of periodical volume information. The first phase of this project took place in February after the release of new standards, and it resulted in a great deal of communication between SWAN and member libraries on this issue. This phase will involve

follow-up on new items from those libraries as well as a broader audit of periodical titles not included in the first phase.

Cataloging Counts: SWAN Bibliographic Services

Counts do not include nineteen cataloging libraries. Original cataloging counts are new records created for SWAN and added to the OCLC WorldCat database. Copy cataloging counts are records downloaded from OCLC and added to SWAN's bibliographic database.

For April, there were 140 upgrades of minimal level records in OCLC to full records.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2017	96	132	169	131	133	209	266	184	96	195	93	112	**1,816**
Copy 2017	3,133	3,616	3,203	3,576	3,456	2,954	3,848	4,856	3,031	3,135	3,392	4,054	**42,254**
Orig 2018	122	89	147	70	119	148	118	167	116	209	194	92	**1,591**
Copy 2018	3,896	3,348	5,157	4,614	2,851	1,493	2,138	2,459	2,010	1,866	1,376	2,056	**33,264**
Orig 2019	126	82	106	211									
Copy 2019	2,565	1,952	1,939	2,352									

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

SWAN is taking some steps internally on how we manage support tickets from our membership. With the staffing changes we made in March 2019, IT & System Support Services will provide written updates on ticket counts and trends.

While April showed an increase in tickets opened, the pace of closing tickets continues to outpace new issues. During the month of April 748 tickets were opened and 773 closed. As of May 10th, 77 tickets were unresolved.

SWAN Support Tickets 2016-2019

	Jan-16	Feb	March	Apr	May	Jun	Jul	Aug	Sep	Oc	Nov	Dec	Jan-17	Feb	Ma	Ap	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-18	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-19	Feb	Mar	Apr
Opened	425	426	593	459	554	670	514	662	548	551	613	523	674	560	699	614	572	552	609	519	490	566	479	404	626	644	630	667	1,2	925	829	860	752	806	702	716	920	780	644	748
Closed	398	452	712	420	563	592	475	711	507	488	709	513	628	565	698	625	576	590	591	533	449	620	773	442	609	670	588	749	1,1	960	881	869	788	850	722	680	967	798	667	773

One of the reasons for this rise in opening of tickets is increased internal oversight in creating tickets submitted to individuals via email. These direct email requests are passed into the ticketing system. SWAN's preferred path is to report all issues and questions through the ticketing system. We have staff dedicated to monitoring tickets and researching/routing to appropriate staff, as needed.

Ticket categories have been updated this past month to provide better internal tracking of trends and severity of issues.

IT Team Site Visits, Training, and Networking
During the past reporting period (April 10th – May 13th):

- 4/10 – GED transit label project follow-up (Rudy, Steven, Vickie)
- 4/17 – SFS firewall install (Ian & Michael)
- 4/17 – Circ Users Group Meeting (Steven & Vickie)
- 4/19 – RAILS L2 Town Hall Meeting (Steven)
- 4/25 – RFID Users Group Meeting (Ian, Steven, Michael, Vickie)
- 4/30 – TPS MobileCirc device registration (Rudy)
- 5/7 – SLUI event (Ian, Michael, Vickie, Dave)
- 5/10 – Steven presents on IT service models in SWAN libraries at LACONI (Steven)

SWAN RFID Users Group Meeting

Ian and the IT Team hosted the RFID Users Group meeting on April 25th at the Downers Grove Public Library. Eight libraries were represented at the meeting, where St. Charles's implementation of the PV Supa RFID system was discussed, along with satisfaction of support with RFID vendors and various RFID best practices throughout our libraries.

General Projects

This month, the IT team progressed forward on a variety of smaller internal projects, as bulleted below. Additionally, a large focus this month and for the next several months was on sharing task responsibility for the purposes of cross-training and documenting our standard procedures for support requests and technical troubleshooting. The team have leveraged a shared Microsoft OneNote as their shared repository for this purpose.

- BC Mobile Testing for UX Team – Ian and Michael
- Enhancement of on-call support procedures – Steven
- Refinement of support ticket categories and response procedures – Steven
- Microsoft SharePoint rollout and testing for SWAN staff – Steven and Ian
- Microsoft Teams rollout and testing for SWAN staff – IT team
- Acquisitions libraries' fiscal rollovers – Vickie
- Phone field consolidation in Symphony – Dave
- SWAN staff account and profile cleanup in Symphony – Dave and Rudy
- Updates to Grasshopper (SWAN 800-number) call options and recordings – Steven
- Continued investigation into Symphony file transfer security – Rudy
- Transit label generator project - Rudy
- Coordination of Enterprise 5.0.0.9 off-hours upgrade – Steven
- BZS patron and item purging – Dave, Vickie, Steven
- CLR local transactions follow-up – Vickie

Email Notice Tracking

SWAN sent 422,568 email notifications from the SWAN Symphony server over the past 30 days. SWAN observed a delivery success rate of 98.89% (417,874), with 0.15% (637) of those emails bouncing due to a patron email issue and 0.01% (52) of those emails reported as SPAM by the patron. The remaining amount is currently in a "delivering" status. While the bulk of these emails are patron notifications, some of the emails are to library staff for Symphony reports/statistics.

Outage Tracking

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
4/7/2019	18:30	10	Symphony	Yes	No	Planned Symphony server outage to perform reconfiguration
4/7/2019	18:30	10	Enterprise	Yes	No	Web Services outage relating to Symphony planned outage

4/9/2019	16:42	50	Symphony	No	Yes	**Symphony server outage and redeployment due to hardware failure in Azure environment**
4/9/2019	16:42	50	Enterprise	No	Yes	**Web services outage relating to Symphony server outage**
4/10/2019	9:00	5	Symphony	Yes	Yes	**Symphony services cycle to correct issue with label templates**
4/10/2019	9:00	5	Enterprise	Yes	Yes	**Web services outage relating to Symphony server outage**
4/15/2019	10:12	5	Enterprise	No	Yes	**Intermittent Enterprise outages caused by an outage of Syndetics cover art provider**
4/16/2019	2:15	30	Enterprise	Yes	No	**Enterprise 5.0.0.9 upgrade**
4/17/2019	9:45	15	Enterprise	No	Yes	**Intermittent Enterprise outages caused by an outage of Syndetics cover art provider**
4/23/2019	13:30	20	Enterprise	No	Yes	**Intermittent outages of Web Services due to search load spikes in Enterprise**

SWAN User Experience (Tara Wood)

User Experience Team Site Visits, Training, and Networking

During the past reporting period (March 11th – April 9th):

- 4/17—Circulation Users Group Meeting (Crystal)
- 4/23 – 4/24 –Usability Testing at ESS and INS (Tara, Robin)
- 4/25—Discovery and User Experience (DUX) Meeting (Tara, Robin, Lauren, Crystal)
- 4/26—Outreach Users Group Meeting (Crystal, Tara)
- 5/2—Clarity Task Force Meeting (Tara)
- 5/7 – SLUI Meeting (Tara, Robin, Lauren, Crystal)
- 5/15 – Completion of Introduction to User Experience Principles and Processes Course (Tara, Robin, Lauren, Crystal)

BLUEcloud Mobile

SWAN received the BLUEcloud Mobile test app on April 25th, and we divided up the 97 library profiles among SWAN staff to test with a testing script that Lauren developed. A big thank you to our testers: Ian, Michael, Claudia, Sam, Aaron, Dawne, Lauren, Crystal, and Robin.

After testing, we concluded that there are several features that SirsiDynix needs to configure before we can set a go-live date. These include:

- Reviewing and correcting eResource Central (eRC) integrations for each library
- Resolving issues with viewing holds, and suspending and unsuspending holds
- Configuring the display of item availability
- Troubleshooting our Syndetics integration, which provides item covers, summaries, table of contents, and other enhanced content for items
- Setting up fines and ProPay integration

Tara submitted a detailed testing report to SirsiDynix outlining the issues found, and we have a consulting call with SirsiDynix scheduled for May 22nd to plan next steps and discuss remaining issues in more detail.

We will update the membership when a go-live date is scheduled, or we have more news about the progress of our app configuration.

Usability Testing on Article Search and EBSCO Discovery Service

Robin and Tara visited Eisenhower Public Library and Indian Prairie Public Library for usability testing. Thanks to Molly Bitters and Tony Lucarelli for assisting us with recruitment and set up for testing.

We conducted usability testing on the following interfaces:

- Searching in the Enterprise Article Search interface
- Searching in the EBSCO Discovery Service interface
- Logging in through OpenAthens
- Searching for articles from the library website
- Searching for articles from the Chicago Public Library website (Bibliocommons)

We tested with a total of 6 participants, who we recruited through an online survey posted on each library's Enterprise catalog.

A full usability testing report will be available soon and presented at the next Discovery and User Experience (DUX) meeting.

BLUEcloud Circulation Evaluation

Tara and Crystal participated in training sessions from SirsiDynix on BLUEcloud Circulation, and we planned our initial research steps. Crystal is currently developing a feature matrix, which will outline the features available in BLUEcloud Circulation and potential features that would be needed for this application to be useful to our libraries. We also plan to conduct desk observations to identify potential use cases for BLUEcloud Circulation.

Continuing Education Class on User Experience Research and Design

The UX Team will complete the Introduction to User Experience Principles and Processes, the first course in the User Experience Research and Design Specialization from the University of Michigan, on May 15th. As part of the course, the team completed sketching activities and a heuristic analysis. The next course is Understanding User Needs, and the team will learn more about conducting interviews and observations and analyzing results through affinity diagramming.

Discovery and User Experience (DUX) Advisory Group

In the last DUX meeting, representatives from Gale gave a demo of Gale Courses. The group also discussed holds from a patron experience perspective. We looked at several different holds scenarios and discussed the advantages and disadvantages of each. This will likely be an ongoing discussion that SWAN staff will take to additional advisory groups.

Outreach Users Group

Dawne, Crystal, Vickie, Sam, and Tara attended the April Outreach Users Group meeting. The group shared the initiatives they are working on in their communities and had a show-and-tell of the fidget aprons and conversation props they use in their programs. Training covered how to setup an outreach patron account and user profile using SWAN best practices. Based on feedback from the group, SWAN developed another BLUEcloud Analytics report to report on items checked out by facility for easier tracking when staff visit facilities for collection of material to return.

Circulation Users Group

Crystal attended the Circulation Users Group meeting in April, which was led by Peggy Tomzik. Topics discussed included how to properly delete data from a patron record, helpful circulation reports, handling expired holds on the holds shelf and missing hold shelf items, and what to do with items coming from a home or facility that has recently had a norovirus outbreak.

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Sunday, July 1, 2018		SWAN FY19 Budget goes into effect.
Friday, July 20, 2018	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Board self-evaluation.
Wednesday, August 1, 2018		LLSAP Grant application package due to RAILS
Friday, September 21, 2018	Regular SWAN Board Meeting	Closed session minutes 6 month review
August–September 2018		RAILS reviews LLSAP grant applications and determines awards
Monday, October 1, 2018		RAILS responds with award letter and grant agreement
Friday, September 21, 2018	Regular SWAN Board Meeting	Identify SWAN policies to review. Review budget process timetable with SWAN Board.
Friday, October 12, 2018	Special SWAN Board Meeting	Strategic Plan: requires SWAN leadership agreement on desired future
Friday, October 19, 2018	Regular SWAN Board Meeting	Aaron begins work on FY20 budget, brings questions to SWAN Board if needed.
		Strategic Plan: requires SWAN leadership agreement on desired future
Thursday, November 1, 2018	Special SWAN Board Meeting	Strategic Plan: requires SWAN leadership agreement on desired future
		CWR presentation to SWAN Board remotely
Monday, November 5, 2018	Finance Committee	Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed.
Friday, November 16, 2018	Regular SWAN Board Meeting	Board accepts FY18 audit.
		Review Initial Tactical Plan: 1-year tactical plan created by CWR & SWAN ED
		Aaron to bring FY20 Budget draft; Board discuss Fees and determines next steps.
		Set Board approves meeting dates for 2019 calendar.

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Thursday, December 6, 2018	Quarterly	Announce FY20 Budget Process
		Present SWAN Strategic Plan
Friday, December 21, 2018	Regular SWAN Board Meeting	Review of FY20 Budget Draft.
		Approve FY20 LLSAP grant agreement
Tuesday, January 1, 2019		Signed LLSAP grant agreements due to RAILS
Friday, January 25, 2019	Regular SWAN Board Meeting	Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.
		Recommend Draft of SWAN Budget for Membership Presentation. Set Budget Meeting date for February for membership review? Review Succesion Plan for ED.
		SWAN Board reviews and adopts strategic plan.
January 2019 [TBD]	SWANcom	Board present draft budget to membership.
January 2019 [TBD]	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Tuesday, February 5, 2019	Membership Meeting	Meeting to discuss FY20 budget, fees, and reserves worksheet.
		Present SWAN Strategic Plan
Friday, February 15, 2019	Regular	Incorporate changes, suggestions to SWAN budget. Create recommendation to membership. SWAN Board Election Process Review.
		Review Board Election Timetable.
		Yearly review of SWAN Bylaws; establish committee if needed.
		Closed session minutes 6 month review.
Thursday, March 7, 2019	Quarterly	Roll call vote to approve SWAN budget. Announce Board election process.

DATE	MEETING TYPE	ACTION ITEMS
Friday, March 15, 2019	Regular SWAN Board Meeting	Determine if Finance/Personnel Committee meeint is needed.
March 2019 [TBD]	Finance Committee/ Personnel Committee Joint [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Friday, April 19, 2019	Regular SWAN Board Meeting	RAILS provides FY20 consortial support grant applications to consortia.
		Review and approve Board Self Evaluation Form; assign date for completion.
		Review proposed Bylaws changes (if any). Vote on recommendation to membership; send out SWANcom notification of amendment.
May 2019 [TBD]	SWANcom	Announce election info.
Friday, May 17, 2019	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 6, 2019	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 14, 2019	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts
		Director Evaluation - Provide results and discuss (Executive Session).
Sunday, June 30, 2019		OCLC State-wide Group Services Agreement Ends
Monday, July 1, 2019		FY20 RAILS LLSAP grant payments and in-kind services begin
Friday, July 19, 2019	Regular SWAN Board Meeting	Elect Officers: President, VP, Treasurer, Secretary & Complete Signature Card Changes for Bank Accounts. OMA Officers must complete training. Nominate for committees. Board self-
Friday, January 31, 2020		FY20 LLSAP Grant semiannual reports due to RAILS

Accounting Services for SWAN

Introduction

At the March 2019 SWAN Quarterly meeting, the question arose if SWAN was considering a change in its accounting service. The SWAN Treasurer Jamie Bukovac and I discussed this after the meeting and we thought it would be time to conduct research and consider a change.

Knowing that the CCS library consortium was utilizing a non-RAILS provided accounting service, I arranged a visit to their offices with Ginny Blake, SWAN Office Manager, and Dawne Tortorella, SWAN Assistant Director. We met with the CCS Executive Director and Office Manager. They provided an overview of the arrangement, the accounting software used, and the service cost. After discussing this with the SWAN Treasurer, we wanted to introduce this topic to the SWAN Board.

Background

The current arrangement for SWAN accounting services is with RAILS Finance. The services provided are summarized.

- Board financial documents
- Assistance with annual audit
- Accounts payable
- Accounts receivable
- Cash management
- Bank and credit card reconciliation
- Lockbox service for deposits (a PO box with SWAN's bank)
- Maintains and stores SWAN financial records (record retention)

Under this arrangement, SWAN administration provides invoices and approvals to RAILS Finance. SWAN runs its payroll independently. There is a shared "Dropbox-like" folder used between RAILS and SWAN for generated reports, approvals, and invoices.

Benefits

SWAN would see the following benefits with a change of the accounting service.

- Better oversight: direct access to the accounting software would allow better oversight of SWAN's budget. The inability for SWAN administration to run reports and monitor activity directly in the accounting software is inefficient.

- New chart of accounts: SWAN could create a new budget designed for its needs, rather than a chart of accounts designed for library systems. Currently, SWAN is using a chart of accounts shared by RAILS, PrairieCat, and RSA.

- Access to dedicated vendor: while the RAILS Finance department is excellent, the future of the service is frozen. RAILS does not offer financial services to new LLSAPs, and has instead grandfathered in PrairieCat, RSA, and SWAN. The use of a dedicated vendor would allow SWAN to tap into a deeper pool of accounting experience as it considers 501(c)3 status, multiple funds, donations, and fundraising.

- Independence: as noted in the legal opinion for SWAN regarding 501(c)3 status, direct ties to governmental entities such as RAILS could be interpreted that SWAN is a "public body" and would complicate its future 501(c)3 status.

SWAN has transitioned from a department of its parent library system (SLS/MLS) beginning in 2010, taking on its own employees in 2012, and moving to an independent facility in 2016. A transition of the accounting services would complete this transition to full independence for the organization.

Costs

Prior to the new LLSAP funding arrangement which began in FY20, RAILS charged $41,651 for financial services. As of this year, this is no longer deducted from the LLSAP grant amount. SWAN would instead have to pay an annual fee to the accounting service and pay a fee to the bank for the lockbox service for deposits. RAILS currently pays for the lockbox.

Accounting services annual estimate: $9,000 - $13,400

Lockbox annual service estimate: $1,200 - $1,500

SWAN would increase the accounting budget line and offset the increase expense through personnel and benefits budget. Based on the timeline below, SWAN's FY20 budget line #5420 Accounting could go over budget by $9,000 for the 10 months of accounting service (September 2019 – June 2020). SWAN Office Manager Ginny Blake is experienced in accounting software, accounts payable, and accounts receivable.

Timeline

Should SWAN decide to move forward with changing the accounting service. The following timeline should be considered.

August 2019	ED brings recommendation for accounting service
September 2019	SWAN staff complete training with accounting service
October 2019	Complete design of new chart of accounts with board input
November 2019	Draft FY21 budget and refine new accounts with board input
January – February 2020	Migrate prior fiscal year data into accounting software
March 2020	FY21 budget is approved: includes full year of accounting service costs, lockbox costs
April - June 2020	Run parallel accounting system against RAILS Finance system
July 2020	SWAN is live in new accounting system

Next Steps

1. SWAN Board directs Executive Director to complete an RFI for accounting services.

2. SWAN Board reviews recommendation by Executive Director, approves new service.
3. Current year SWAN budget would either exceed the Accounting budget line, or the membership would amend the budget at a quarterly meeting.

Date: May 17, 2019
To: SWAN Board
From: Aaron Skog, Executive Director
Re: Employee Policy Revision

_____
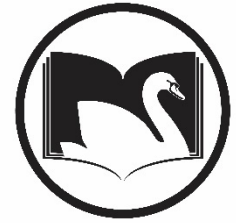
There are four policies on the agenda for the SWAN Board May 17, 2019 meeting for discussion. Please refer to the Personnel Committee meeting minutes from April 12, 2019 as additional background. This memo was requested by the Personnel Committee as additional background on these new and revised policies.

Questions & Answers Regarding Policy

Parental Leave (New)

The SWAN Management Team requested that a paid leave for parents be considered for adoption by the SWAN organization. This language of the proposed policy was provided by HR Source. The length of the paid leave of 4 weeks was discussed by the Management Team. The Personnel Committee discussed the proposed Parental Leave and suggested a question and answer document be included in the SWAN Board packet. The Personnel Committee met on April 12, 2019 and asked these questions to be answered.

Q: Would support coverage be a problem for SWAN if this proposed Parental Leave policy put into effect?

A: No, and this is due to the way SWAN has structured its support coverage. SWAN's recent staffing change has moved more staff into the IT & Support Services department. This team divides coverage for off-hours (evening and weekend support) among its staff, and it now has twice as many staff to provide support ticket and off-hours coverage as it did prior to this staffing change.

Q: Are there challenges in recruiting & retention of employees where adding this benefit would help SWAN?

A: Yes. The positions SWAN has most recently created, recruited, and filled have come directly from the college/university setting, where a Parental Leave policy often already exists. Candidates have asked about SWAN benefits during the negotiation, so having some equivalent policy on Parental Leave will keep SWAN competitive for the future. We anticipate further hires for open/new positions with candidates from an academic background.

Q: Isn't Family and Medical Leave Act (FMLA) enough in assuring employees their position will be held should they take an unpaid parental leave?

A: FMLA applies to organizations that have over 50 employees, so this would not apply to SWAN.

Harassment Policy (Revised)

HR Source recommended additional language be added to SWAN's current Harassment Policy.

Holidays (Revised)

SWAN would like to honor the MLK holiday, but we are contending with providing coverage to its libraries, many of which are open on the MLK holiday as they are hosting holiday events. The SWAN Management team believes the proposed modification of a limited floating holiday with President's Day will help provide proper coverage and respect for the MLK holiday.

Names & Preferred Pronouns Policy (New)

The Management Team discussed including preferred pronouns in the email signature for SWAN staff. After approaching HR Source on this topic, the recommended Name policy was provided. The use of preferred pronouns is not mandatory to staff. SWAN already accommodates preferred names for employees, and this policy makes this clear.

Below are some background articles on the growing use of preferred pronouns in organizations.

SHRM Connect: Gender Pronouns in Email Signature

https://blog.shrm.org/blog/shrm-connect-gender-pronouns-in-email-signature

Cultural Amp Blog: Why sharing gender pronouns at work matters

https://blog.cultureamp.com/sharing-gender-pronouns-at-work

Human Rights Campaign: Gender Pronouns in Email Signature

https://www.hrc.org/resources/talking-about-pronouns-in-the-workplace

Human Rights Campaign: Talking About Pronouns in the Workplace

https://assets2.hrc.org/files/assets/resources/TalkingAboutPronouns_onesheet_FINAL.pdf?_ga=2.2391
80491.933437194.1557349670-1376501785.1557349670

Travel Policy

These changes were made to clarify the per diem and ensure out of state travel are the lowest cost choices.

SYSTEM WIDE AUTOMATED NETWORK

(SWAN)

EMPLOYEE HANDBOOK

Last Updated 4/26/2018

SWAN Board Meeting 5/17/2019

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Contents

INTRODUCTION

WELCOME

Welcome to the System Wide Area Network (SWAN)!

Created in 1974, SWAN (System Wide Automated Network) is a membership organization of 78 libraries in the suburban Chicago area that was designed to house their collections of books, music, movies, and data in a shared, collaborative environment. Member libraries use a shared online catalog to access to each other's collections and facilitate sharing across libraries. In addition to a vast combined collection of books, movies, and music of the public libraries and community colleges in the network, the catalog includes unique collections from the Brookfield Zoo and the Morton Arboretum.

We believe that each employee plays an important role in helping SWAN support our member libraries and contributes directly to our growth and success. We hope you will take pride in being a member of our team.

This handbook outlines the policies, programs, and benefits available to employees as well as some of the expectations we have of our employees. Please take the time to thoroughly review this handbook as it will answer many questions that you may have about employment.

We hope that your experience here will be fulfilling, enjoyable, and rewarding and wish you every future success!

INTRODUCTORY STATEMENT/EMPLOYMENT AT WILL

This handbook is designed to acquaint you with SWAN and provide you with information about working conditions, employee benefits and some of the policies affecting your employment. You are responsible for reading, understanding and complying with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SWAN to benefit employees.

SWAN therefore reserves the right to revise, supplement, deviate from or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. SWAN will make an effort to notify you of such changes as they occur.

The employee handbook is not intended to create a contract of employment. Rather, it is simply intended to describe SWAN's policies and procedures, employee benefits, and general guidelines. Employment may be terminated, with or without cause, and with or without notice, at any time at the option of either the employee or SWAN. No representative of SWAN, other than the Board, has the authority to enter into any agreement for a specified period of time or to make any agreement contrary to the foregoing. Any such agreement must be by individual agreement, in writing, and signed by you and the Executive Director or President of the SWAN Board. No one has the authority to make any verbal statements of any kind, at any time, which are legally binding on behalf of SWAN or SWAN's Board.

Federal, state or local laws or regulations shall supersede these stated policies, until corrections can be published, in the following instances:

- If any of the policies are or become in conflict with federal, state or local laws or regulations.

- If any omissions or inclusions cause conflict with federal, state or local laws or regulations.

- If typographical or printer error should cause conflict with any federal, state or local laws or regulations.

Some of the subjects described herein are covered in detail in official policy documents, e.g., benefit plans. You should refer to these documents for specific information, since the handbook only briefly summarizes SWAN's policies, procedures and benefits.

Should there be any questions as to the interpretation of the policies or benefits listed in this guide; the final explanation and resolution will be at the sole and absolute discretion of SWAN's Board, subject to federal, state and local laws.

EQUAL EMPLOYMENT OPPORTUNITY

SWAN will provide equal opportunity to all employees and applicants for employment regardless of race, color, religion, age, sex, national origin, ancestry, disability (mental or physical), pregnancy, military status, marital status, order of protection status, genetic information, sexual orientation, transgender status, or any other category protected by law, all in accordance with applicable law. Such action shall ~~include, but~~include but is not limited to: initial consideration for employment; job placement and assignment of responsibilities; performance evaluation; promotion and advancement; compensation and fringe benefits; training and professional development opportunities; formulation and application of human resource policies and rules; facility and service accessibility; and discipline and termination.
Any employee who believes this policy has been violated should report the situation to a SWAN supervisor or the Executive Director. All such matters will be thoroughly investigated and rectified if a policy violation is identified. Please refer to the policy governing sexual and other types of harassment for more detailed information concerning SWAN's investigative procedures.

SWAN strongly encourages use of this policy if necessary and assures its employees that they need fear no reprisals for bringing forth a good faith claim, regardless of the results of any investigation.

BENEFITS AND SERVICES

EMPLOYEE BENEFITS

Eligible employees of SWAN are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification.

The actual plan documents, which are available by making a written request to SWAN's Executive Director, are the final authority in all matters relating to benefits described in this Handbook and will govern in the event of any conflict. Additionally, SWAN reserves the right to change or eliminate any benefits at any time in accordance with applicable law.

INSURANCE

SWAN offers health insurance benefits to employees who work 30 or more hours per week, beginning on the 1st of the month following the employee's start date. SWAN will pay a portion of the premium for full-time employees and may pay a portion for family coverage for full-time employees as set by the SWAN Board. Should an employee choose to participate in the plan, the employee's portion of the premium will automatically be deducted from the employee's paycheck. Specific enrollment and plan information will be provided when an employee becomes eligible to participate. A plan description which explains coverage of the benefits in greater detail is also available.

SWAN also offers dental, vision, life and disability insurance. Plan descriptions explaining coverage in more detail are available.

SWAN provides a 401a retirement plan to employees who work 30 hours or more per week. A plan description which explains coverage of the benefits in more detail is available. An optional 457(b) plan and Roth IRA plan are also offered to all employees.

For a copy of any of the plan descriptions or if you have any questions regarding these benefits, please see Human Resources.

INSURANCE BENEFITS FOR RETIREES

Employees who are enrolled in SWAN's group health plan and resign for any reason at age 59.5 or older, may purchase insurance benefits through SWAN's insurance plan until the retiree has other group health insurance coverage, whether public or private, available to him or her or until the retiree becomes eligible for Medicare. All costs for the benefits are born by the retiring employee and will also include an administrative fee. This policy is subject to availability of retiree coverage as allowed by the health insurance provider. At the time of retirement, participation in the plan is continuous; no retiree can exit the plan and join at a later date.

Specific enrollment and plan information will be provided when an employee becomes eligible to participate. A plan description which explains coverage of the benefits in greater detail is also available. Questions regarding this policy should be addressed to Human Resources.

RETIREMENT GIFT POLICY

Retiring employees will typically be honored by the SWAN Board with a gift. The Executive Director upon retirement may be fêted with a public reception to be held in a location to be determined. Long term employees upon retirement will typically have a staff reception held in their honor. SWAN will purchase and provide refreshments for the reception.

Year of Service at Retirement	Price Range
5 years	$25.00
10 years	$50.00
15 years	$75.00
20 years	$100.00
25 years	$150.00
30 years	$200.00

Employees will typically receive a Visa gift card at the price range that has been established for the terminal year of service.

TUITION BENEFIT

SWAN believes that dollars spent on approved programs of study which increase an employee's value to our member libraries and overall job performance are dollars well spent. Because of this belief, SWAN encourages employees to further their education and training in work-related areas and may provide employees with the financial support to do so.

Eligibility

Education assistance is available to assist any employee who has been with SWAN for at least 3 months and is considered by his/her supervisor to have a satisfactory performance rating.

Courses must specifically be related to the employee's current position or to the employee's career development with SWAN. Courses must have the approval of the Executive Director **prior** to class enrollment in order to qualify for reimbursement.

Employees wishing to pursue degree or certificate programs will be considered on a case-by-case basis, taking into consideration alignment with individual objectives and SWAN need.

Reimbursement
The maximum reimbursement that will be made to an individual employee is $1,000 per calendar year. SWAN will reimburse employees for the actual cost of the coursework, textbooks, and any applicable laboratory fees. A satisfactory grade of B or higher must be received in the course in order for it to be eligible for reimbursement. Reimbursement will be provided upon receipt of a paid tuition bill and official grade report. Requests for reimbursement must be completed within 60 days of course completion.

Employees eligible for reimbursement from any other source (e.g., a government-sponsored program or a scholarship) may seek assistance under our educational assistance program but are reimbursed only for the difference between the amount received from the other funding source and the actual course cost. Total aid from SWAN and other sources may not exceed 100% of the allowable tuition and fees.

Tax consequences (if any) as a result of company reimbursement under this plan are the sole responsibility of the employee. Taxable earnings (if applicable) may be added to overall earnings and reflected on an employee's W-2.

The SWAN Board will allocate funds in the annual appropriation to cover the reimbursement of anticipated tuition costs. The Executive Director will not authorize any activity under this section for which funds are not available.

SWAN expects employees utilizing tuition reimbursement funds to remain with the organization for at least six months following the completion of a course. Employees who fail to remain with SWAN for that time period shall be obligated to reimburse the organization for all of the tuition benefits received during the prior 6 months.

WELLNESS BENEFIT

As a benefit to all employees, SWAN will reimburse up to $35 per month/$420 per year for wellness-related activities. This benefit will be considered taxable ~~income, and~~income and paid via the payroll process. Wellness-related activities are those that result in a direct physical, nutritional, or other health-related benefit.

Examples include:

- Gym or fitness club membership
- Fitness classes, such as Zumba, yoga, Pilates, CrossFit, cardio kickboxing, spin, and run clubs
- Registration for activities such as runs, fitness workshops, and triathlons
- Flu shots and health screenings
- Smoking cessation programs
- Nutrition programs, nutrition counseling, or nutrition consultations

If you are unsure whether your activity qualifies or have questions about this policy, please speak to Human Resources or the Executive Director. When the employee has finished the event or activity, documentation must be provided along with a completed expense form. Acceptable documentation includes payment receipt and/or attendance forms. This documentation should be signed by the Executive Director. Reimbursement will then be provided to the employee in check form.

HOLIDAYS

SWAN recognizes the following holidays and will be closed:

1. New Year's Day
2. Martin Luther King Day/President's Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving
7. Friday after Thanksgiving
8. Christmas Eve
9. Christmas Day
10. New Year's Eve Day

When one of the above holidays falls on a Saturday, SWAN will be closed on the preceding Friday, and eligible employees will be paid for the holiday. If a holiday falls on a Sunday, SWAN will be closed on the following Monday, and eligible employees will be paid for the holiday. Martin Luther King Day and President's Day will be limited floating holiday. Department managers will coordinate with employees on the days off, which be will be Martin Luther King Day or President's Day, but not both.

The following conditions apply to SWAN's holiday pay policy:

- Holiday pay **will not** be considered as time worked for the purpose of overtime calculations.

- Employees regularly scheduled to work at least 20 hours per week on a consistent basis are entitled to receive holiday pay of 7.5 hours for each holiday.

- Holiday pay is computed at an individual employee's base rate of pay.

- Holidays will not be paid to employees on any type of unpaid leave.

- Holidays falling within an approved scheduled vacation will be recorded as holiday pay.

VACATION

Because SWAN recognizes the importance of vacation time in providing the opportunity for rest, recreation, and personal activities, SWAN grants annual, paid vacations. The amount of vacation to which employees are entitled depends on their ~~their~~ length of service as of their anniversary date. Part-time employees who work at least 20 hours per week on a consistent basis are eligible for pro-rated paid vacation, depending on the number of hours worked per week. For example, an employee who works 3 days per week is eligible for 3/5 of what a full-time employee is entitled to (i.e., 10 days x 3/5 = 6 days).

Vacation is accrued on a bi-weekly basis. Vacation time will not accrue during any unpaid leave of absence of 10 days or more.

Eligibility for vacation for full-time employees is as follows:

0 – less than 10 years of service	20 days per year
More than 10 years of services	25 days per year

Vacation Scheduling

Vacation time may be taken in half-hour increments. It is each employee's responsibility to schedule and take all earned vacation. Employees must receive the permission of their supervisor prior to scheduling and taking vacation days. When approving vacation time, supervisors will consider the needs of SWAN as well as the need to provide employees the opportunity to use vacation time. Vacation time will be granted in the order requested with consideration of fairness to all employees in a department.

The maximum amount of vacation time that can be held by an employee is the equivalent of 5 days over their total annual accrual. Time accrued beyond the maximum will be lost if not taken by the end of the month. Any exceptions must be approved by the Executive Director.

Upon termination of employment, employees will be paid for vacation benefits that have been earned through the employee's final pay period, but not yet taken.

PERSONAL TIME

All full-time employees are eligible for three (3) personal days each year. All part-time employees who work at least 20 hours per week on a consistent basis are eligible for one and one-half (1.5) personal days.

Personal days are awarded at the start of each fiscal year and they must be used by the end of the fiscal year in which they are received. Unused personal time will not be paid out upon termination.

The personal day benefit will be subject to the following additional rules:

1. To receive payment for personal time, an employee must notify the supervisor prior to the day of absence, if possible, or satisfy the notification procedure set forth in the Attendance Policy.

2. If personal days are to be used the day before or after a paid holiday or to extend vacations or weekends, this type of scheduling will require advanced notice to the employee's supervisor, to ensure departmental coverage.

3. Personal time may be taken in half-hour increments.

SICK LEAVE

Paid sick leave is provided to all regular employees, who work at least 20 hours per week on a consistent basis. Sick leave is provided for the exclusive purpose of allowing employees to take time off for medical reasons. An employee may use personal sick leave benefits provided by the employer for absences due to an illness, injury, or medical appointment of the employee's child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or step-parent, for reasonable periods of time as the employee's attendance may be necessary, on the same terms upon which the employee is able to use sick leave benefits for the employee's own illness or injury. Sick leave may be taken in half-hour increments. Taking sick leave under false pretenses is a violation of trust that is subject to disciplinary action, up to and including dismissal.

Sick leave accrual

Full-time employees receive one sick day per month accrued on a bi-monthly basis. Part-time employees who work at least 20 hours per week on a consistent basis earn a pro-rated amount according to their number of regularly scheduled hours per week. For example, an employee who works 3 days per week is eligible for 3/5 of what a full-time employee is entitled to (i.e., 12 days per year x 3/5 = 7.2 days).

Employees may accrue a maximum of 90 days of sick leave (675 hours). Sick leave will not be paid out upon employment termination.

Notice of absence

Employees who know in advance that they will be absent for health reasons must give their supervisor advance notice, including the probable start date and duration of the absence. If a sudden illness makes it impossible for an employee to request sick leave before the workday begins, the employee should notify the supervisor within one hour of the scheduled start time. (Please see the Attendance Policy for more information).

Proof of need for absence

When an employee is absent on sick leave SWAN may require a note from a health care practitioner certifying that the employee was unable to work for health reasons and, when applicable, a note that the employee is fit to return to duty. Failure to provide appropriate documentation may result in the time off being unpaid and/or disciplinary action.

Confidentiality of medical information

All information about an employee's medical condition is confidential and will be kept in separate files by SWAN's Executive Director. When an employee is absent for medical reasons, the employee's regular personnel file contains only the dates of the medical absence, not the medical reason(s) for the absence.

GENERAL LEAVE OF ABSENCE

Occasionally, for personal or other reasons, you may need to apply for an unpaid personal leave of absence when you do not qualify for a leave under another SWAN's policy. Under these circumstances, you may qualify for a leave of absence. This leave of absence is typically granted for a maximum of 30 calendar days.

You must apply in writing for this leave of absence and submit your request to the Executive Director. Your request should include the reason for the leave, the date on which you wish the leave to begin, the date on which you will return to active employment with SWAN and any documentation supporting your need for leave. The granting of a leave of absence, and the terms and conditions surrounding the leave of absence, are at the sole discretion of SWAN. While SWAN will make every effort to reinstate the employee to his/her previous position, there are no guarantees.

Requests for an extension of a general leave of absence should be submitted in writing to the Executive Director for re-evaluation. Failure to return from a leave of absence at the time agreed upon will normally result in immediate termination of employment.

PARENTAL LEAVE

All employees of the Company are eligible for parental leave. This leave is available for the birth of any employee's own child or the placement of a child with the employee in connection with adoption or foster care.

Under this policy, all employees are eligible for up to four (4) weeks of paid parental leave. All leave under this policy must be taken consecutively and during the child's first year with the employee. These 4 weeks of paid parental leave should be used before any accrued vacation or sick benefits However, regardless of what policy leave is taken under (Parental, short term disability, sick, vacation, etc.), leave related to the birth of a child or placement of the child with the employee in connection with adoption or foster care shall not exceed 12 weeks per 12 months period. SWAN cannot guarantee a staff's position will be held after 12 weeks.

You must apply in writing for this leave of absence and submit your request to your supervisor at least 60 days in advance (or as much notice as practicable if the leave is not foreseeable). Your request should include the reason for the leave, the date on which you wish or believe the leave will begin, the date on which you expect to return to active employment and any documentation supporting your need for leave.

Generally, SWAN will continue to pay its portion of the cost of the employee's benefits while an employee is on parental leave. An employee must continue to pay their portion of the benefits (i.e. medical, dental, vision, etc.) through payroll deduction, when applicable, or by check or money order

made payable to SWAN. Contribution payments must be submitted by the first of the month in which coverage is effective. Failure to make payments for more than 30 days may result in termination of coverage(s).

FUNERAL/BEREAVEMENT LEAVE

SWAN recognizes the importance of family and the difficulties an employee faces following the loss of a loved one. For that reason, SWAN grants its employees paid bereavement leave in accordance with the following provisions.

If a member of an employee's "immediate family" dies, an employee may take up to five regularly scheduled work days of paid bereavement leave. "Immediate family" includes the employee's parent, spouse, child, domestic partner, brother, sister, grandparent, or grandchild, mother/father in-law, brother/sister in-law or daughter/son in-law. Step-relatives and relatives by adoption are included on the same basis as blood relatives. Employees are also eligible to take an additional unpaid week of bereavement for the death of a child or step-child.

Additional time or unpaid leave for persons not covered in the definition of "immediate family" may be allowed in some circumstances at the discretion of the Executive Director. Proof of the need for the leave may be required.

JURY DUTY

Employees shall be given paid time off for jury duty. Any employee summoned for jury duty should provide his/her supervisor with as much notice as possible (typically no less than 15 days prior to when jury duty is scheduled to begin or the date the employee is required to call to see if he/she must appear). Employees requesting and/or returning from jury duty leave will be required to provide verification of jury duty service.

MILITARY LEAVE

Leaves of absence without pay for military or reserve duty are granted to all employees of SWAN. Employees called to active military duty or to reserve or National Guard training, or volunteering for the same, should submit copies of their military orders to their supervisor as soon as practicable. Employees will be granted a military leave of absence for the period of military service in accordance with applicable federal and state laws. Employees who are reservists or members of the National Guard are granted time off for required military training. Their eligibility for reinstatement after the completion of their military duty and/or training and benefit continuation/eligibility issues are determined in accordance with applicable federal and state laws. Employees may elect, but are not required, to use any vacation entitlement for the absence.

VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA)

STATEMENT OF POLICY

Eligible employees may use unpaid victims' economic and security and safety leave for up to 8 weeks in a 12-month period for any one or more of the following reasons:

A. Seeking medical attention for, or recovering from, physical or psychological injuries caused by domestic or sexual violence to the employee or the employee's family or household member; or

B. Obtaining services from a victim services organization for the employee or the employee's family or household member; or

C. Obtaining psychological or other counseling for the employee or the employee's family or household member; or

D. Participating in safety planning, temporarily or permanently relocating, or taking other actions to increase the safety of the employee or the employee's family or household member from future domestic or sexual violence or ensuring economic security; or

E. Seeking legal assistance or remedies to ensure the health and safety of the employee or the employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

DEFINITIONS

A. "12-Month Period" - means a rolling 12-month period measured forward from the date leave is taken and continuous with each additional leave day taken.

B. "Family or Household Member" – means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household;

C. "Parent"- means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.

D. "Son or Daughter" means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under 18 years of age, or is 18 years of age or older and incapable of self-care because of a mental or physical disability.

E. "Domestic or Sexual Violence" - means domestic violence, sexual assault, or stalking.

COVERAGE AND ELIGIBILITY
Both full and part-time employees are eligible to apply for this leave.

INTERMITTENT OR REDUCED LEAVE
An employee may take leave intermittently (a few days or a few hours at a time) or on a reduced leave schedule.

SUBSTITUTION OF TIME OFF
An employee may elect to substitute accrued paid vacation, sick or personal time or any other applicable paid time off for any part of victims' economic security and safety leave. Such substitution will not extend the employee's total allotment of time off under this policy.

NOTICE REQUIREMENT
An employee is required to give 48 hours' notice to SWAN in the event of a foreseeable leave. In unexpected or unforeseeable situations, an employee should provide as much notice as is practicable, usually verbal notice within one or two business days of when the need for leave becomes known.

CERTIFICATION
A. For leaves taken pursuant to this policy, the employee may be required to submit a certification demonstrating the need for the leave. The certification must be provided by the employee as soon as reasonably possible, but in most cases, within 15 days after request.

B. The certification requirement may be satisfied by the submission of a sworn statement from the employee and one of the following:

- Documentation from a victim services organization, attorney, clergy, or medical or other professional from whom the employee or the family/household member has sought assistance from in addressing domestic or sexual violence and/or its effects;

- A police or court record; or

- Other corroborating evidence.

C. All documentation related to the employee's need for the leave pursuant to this policy will be held in strict confidence and will only be disclosed as required/permitted by law.

EFFECT ON BENEFITS

During an approved VESSA leave, SWAN will maintain your health, disability, and life benefits, as if you continued to be actively employed. If paid leave is substituted for unpaid VESSA leave, SWAN will deduct your portion of the health plan premium as a regular payroll deduction. If your leave is unpaid, you must pay your portion of the premium during the leave. Your group health care coverage may cease if your premium payment is more than 30 days late. If you do not return to work at the end of the leave period, you may be required to reimburse SWAN for the cost of the premiums paid by SWAN for maintaining coverage during your unpaid leave, unless you cannot return to work because of the continuation, recurrence, or onset of domestic or sexual violence or other circumstances beyond your control.

JOB PROTECTION

If you wish to return to work at the expiration of your leave, you are entitled to return to your same position or to an equivalent position with equal pay, benefits and other terms and conditions of employment. If you take leave because of your own medical condition, you are required to provide medical certification that you are fit to resume work. You may obtain return to Work Medical Certification forms from Human Resources. Employees failing to provide the Return to Work Medical Certification Form will not be permitted to resume work until it is provided.

REASONABLE ACCOMMODATIONS

SWAN supports the Victims' Economic Security and Safety Act and will attempt to provide reasonable accommodations for people who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for SWAN.

Reasonable accommodation applies to applicants and employees and may include adjustment to a job structure, workplace facility, or work requirement, transfer, reassignment, or modified schedule, leave, a changed telephone number or seating assignment, installation of a lock, implementation of a safety procedure or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

A qualified individual is an individual who, but for being a victim of domestic or sexual violence or with a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Should you wish to request a reasonable accommodation pursuant to this policy, you should contact Human Resources.

VOTING TIME

An employee may be permitted two hours of paid leave for the purpose of voting in a state or national election if the employee's working hours begin less than two hours after the opening of the polls **AND** end less than two hours before the closing of the polls. If you need to take time off to vote, you should notify your supervisor of your plans no later than the day before the election. Your supervisor will notify you of the two hour block of time assigned to you for voting purposes. Proof of attendance at the polls may be required.

MEMBERSHIPS AND DUES

SWAN will pay for the membership of employees in professional associations related to their jobs. If you are interested in taking advantage of this benefit, please speak with your supervisor. Membership will be approved based on available funds.

EMPLOYMENT CLASSIFICATIONS

It is the intent of SWAN to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship, at will, at any time is retained by both the employee and SWAN.

Each employee is designated as either NON-EXEMPT or EXEMPT according to the Fair Labor Standards Act. NON-EXEMPT employees are entitled to overtime pay and are under the specific provisions of federal and state wage and hour laws. EXEMPT employees are not entitled to overtime pay and are excluded from specific provisions of federal and state wage and hour laws.

In addition to the above categories, each employee will belong to one other employment category:

REGULAR FULL-TIME employees are those who are regularly scheduled to work a minimum of 30 hours per week or more. Generally, they are eligible for SWAN's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who work an average of less than 30 hours per week on a regular, authorized pre-arranged basis. They are eligible for some of SWAN's benefit package, in addition to those required by law, subject to the terms, conditions and limitations of the individual benefit program.

TEMPORARY employees are those who work over a designated, predetermined period of time, usually not to exceed six months. Temporary employees are not eligible for any of SWAN's benefit package except those required by law.

PAY PERIODS AND PROCEDURES

Employees are paid bi-weekly, every other Friday, and the pay period begins on Sunday and ends on Saturday. If a payday falls on a weekend or holiday, payday will be on the last prior workday. Direct deposit of funds is recommended and employees are encouraged to receive payment via this option.

All employees must complete weekly time sheets. The time sheet is an employee's time record and it is important that it is filled out correctly as it is the basis of the employee's pay record. Falsification of this record or failure to accurately and/or timely complete the record will subject an employee to severe discipline up to and including discharge.

SWAN takes all reasonable steps to assure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there

is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Office Manager, so that corrections can be made as quickly as possible. Once legitimate underpayments are identified, they will be corrected in the next regular paycheck. Overpayments will also be corrected in the next regular paycheck unless this presents a burden to the employee (where there is a substantial amount owed). In that case, SWAN will attempt to arrange a schedule of repayments with the employee to minimize the inconvenience to all involved.

PAY DEDUCTIONS

It is the policy of SWAN not to take any improper pay deductions that would be in violation of the Fair Labor Standards Act, its regulations (specifically Section 541.602(a)) or relevant state law or local ordinance.

Employees who believe their pay has been improperly deducted should report such improper deduction immediately to the Office manager. The complaint will be promptly investigated and the results of the investigation will be reported to the complaining employee. If the employee is unsatisfied with the findings of the investigation, the employee may appeal the decision to the Executive Director.

Any employee whose pay is improperly deducted shall be reimbursed for such improper deduction no later than the next pay period after the improper deduction is communicated to management.

OVERTIME

Every effort is made to allocate overtime work fairly and in the best interest of everyone. When overtime is necessary, employees will be notified as far in advance as possible. Employees are expected to work overtime if additional work effort is required to serve our members. Non-exempt employees must have the Executive Director's authorization prior to working overtime. Working unauthorized overtime is prohibited and may be disciplined up to and including termination.

Overtime is paid only after a non-exempt employee has worked more than forty (40) hours during the work week. Paid time off (including but not limited to vacation, sick time, personal days, holidays, bereavement, etc.) do not count as hours worked for purposes of overtime. All overtime is paid at one and one-half the employee's regular hourly rate.

ON-CALL

Purpose
The implementation of this policy is to accomplish the following:

- To ensure employees understand the on-call policy and that on-call compensation will only be awarded consistent with this policy.

Applicability
This policy applies to non-exempt employees only.

Statement of Policy

SWAN employees may be required to serve on-call to provide necessary services to members such as LLSAP services. On-call pay will be awarded to employees who are called back to work outside their normal work schedules consistent with this policy.

Definitions

1. On-call duty is defined as an unscheduled request by a supervisor or other appropriate SWAN management team member for an employee to return to work for emergency purposes outside of his/her regular work schedule.

2. An employee is considered on-call when the employee is assigned on-call duty and is available to report back to his/her assigned work station within 60 minutes. On-call duties may include travelling to the worksite and/or when an employee performs duties such as answering questions, consulting with a supervisor, or any other on-call related matters.

Policy

It is the responsibility of each employee assigned on-call duty to:

1. Provide a current telephone number where he/she may be reached when the employee is assigned to the on-call schedule.

2. Remain near a telephone and notifies his/her supervisor of the telephone number where he/she may be reached or paged. (The employee is free to move about as he/she pleases).

3. Make a verbal response to the call within a maximum response time of 30 minutes to confirm that the employee has received the call/page and will report for duty.

4. Be available and ready to return to his/her workstation (or other location as requested) within 60 minutes of receiving a call. When the employee returns to duty, the employee shall complete the required documentation.

5. Comply with all SWAN policies, including Illegal Drugs and Alcohol in the Workplace. Employees who fail to comply with any SWAN policies will be disciplined, up to and including termination of employment.

Eligibility for Compensation

Non-exempt employees who serve in an on-call capacity as outlined above are eligible for compensation as follows:

1. Employees shall receive one hour's pay at straight time for eight hours of on call time.
2. An employee who is called back to work outside his or her normal work schedule will be paid for the time actually worked.
3. If an employee is called back to work, he or she will be paid for travel time. If an on-call employee is not called back, no travel pay will be earned.

4. Overtime compensation is only applicable when total hours worked exceed 40 hours in a workweek.

Compliance with On-Call Policy

It is imperative that employees comply with the policy and procedures outlined herein. Depending on the nature of the problem, failure to respond to emergency calls could result in poor service to SWAN members. Any employee who is, or becomes, unable to meet his/her on-call obligation shall immediately notify the supervisor.

The supervisor must approve any changes to the approved "on-call" schedule. Employees who fail to meet their "on-call" obligations are subject to disciplinary action.

Failure to respond to a telephone call and/or refusal to report for duty when called during the period an employee is designated for on-call duty may result in disciplinary action, up to and including dismissal.

PERFORMANCE REVIEWS/SALARY ADJUSTMENTS

Performance reviews are normally conducted on a yearly basis or more frequently if recommended by the employee's supervisor. They are designed to provide communication between the employee and supervisor on the employee's job performance. The review also serves as an objective basis for salary adjustment recommendations. However, a salary adjustment does not necessarily result from a performance review. Salary adjustments will be approved by the Executive Director and normally take place in conjunction with SWAN's fiscal year, which begins July 1.

SENIORITY

SWAN values the service of our employees by recognizing seniority for certain benefits, service awards and employment decisions. The following guidelines have been created to provide consistency in the establishment and use of seniority.

Calculating Seniority

- Seniority starts with the date of hire as a regular employee and continues to accrue until employment is terminated. If employment is terminated and the employee is rehired at a later date, the employee will retain the seniority earned at the time of termination. Temporary employment is not recognized in calculating seniority.

- Seniority continues to accrue during paid leaves of absence.

- For SWAN staff hired on July 1, 2012, service as an employee of the Reaching Across Illinois Library System, the Metropolitan Library System, and the Suburban Library System will be counted toward SWAN seniority.

Employee Guidelines

SEXUAL AND OTHER FORMS OF HARASSMENT

SWAN is committed to maintaining a work environment that is free of discrimination. In keeping with this commitment, SWAN will not tolerate harassment of SWAN employees by anyone, including any supervisor, co-worker, vendor, patron, contractor, or other regular visitor of SWAN.

Harassment consists of unwelcome conduct, whether verbal, physical, or visual, that is based upon a person's protected status such as race, color, religion, age, sex, pregnancy, national origin, ancestry, disability (mental or physical), military status, marital status, order of protection status, genetic information, sexual orientation, transgender status, and any other category protected by law. SWAN will not tolerate harassing conduct that affects tangible job benefits, interferes unreasonably with an individual's work performance, or that creates an intimidating, hostile or offensive working environment.

The conduct forbidden by this policy specifically includes, but is not limited to: (a) epithets, slurs, negative stereotypes or intimidating acts that are based on a person's protected status; and (b) written or graphic material circulated within or posted within the workplace that shows hostility toward a person because of protected status.

"Sexual harassment" consists of unwelcome sexual advances; requests for sexual favors; and other verbal or physical conduct of a sexual nature when made by any employee to another employee where:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment;

2. Submission to or rejection of such conduct is used as the basis for any employment decisions affecting such individual; or

3. Such conduct has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment, as defined above, may include, but is not limited to:

1. Uninvited sex-oriented verbal "kidding" or demeaning sexual innuendoes, leers, gestures, teasing, sexually explicit or obscene jokes, remarks or questions of a sexual nature;

2. Graphic or suggestive comments about an individual's dress or body;

3. Displaying sexually explicit objects, photographs or drawings;

4. Unwelcome touching, such as patting, pinching or constant brushing against another's body; or

5. Suggesting or demanding sexual involvement of another employee whether or not such suggestion or demand is accompanied by implicit or explicit threats concerning one's employment status or similar personal concerns.

Keep in mind that an employee may complain about harassment if the employee is subjected to consensual behavior between two or more other employees.

All SWAN employees are responsible to help assure that SWAN avoids harassment. An employee who believes that he or she has been subjected to sexual or other types of harassment or who has witnessed harassment should immediately submit a complaint to the Executive Director. If you are uncomfortable speaking with the Executive Director, then the complaint shall be submitted to the President of the SWAN Board. All complaints shall be investigated in accordance with the procedures contained herein.

SWAN shall promptly and thoroughly investigate all complaints. Reporting harassment or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any employee who retaliates against another for exercising their rights under this policy shall be subject to discipline up to and including discharge. The rights to confidentiality, both of the complainant and of the accused, will be respected consistent with SWAN's legal obligations and with the necessity to investigate allegations of misconduct and to take corrective action when this conduct has occurred.

A substantiated charge against an employee will subject the employee to disciplinary action up to and including discharge.

Retaliation Prohibited

Reporting harassment or discrimination or participating in an investigation will not reflect adversely upon an individual's status or affect future employment. Any form of retaliation against an employee who reports harassment or discrimination or participates in an investigation is strictly prohibited by the Illinois Human Rights Act, the Illinois State Officials and Employees Act, the Illinois Whistleblower Act, Title VII of the Civil Rights Act of 1964, and Company policy. Any employee who retaliates against another for exercising his or her rights under this policy shall be subject to discipline, up to and including termination.

Resolution Outside Company

The purpose of this policy is to establish prompt, thorough and effective procedures for responding to every complaint and incident so that problems can be identified and remedied internally. However, an employee has the right to contact the Illinois Department of Human Rights (IDHR) or the Equal Employment Opportunity Commission (EEOC) about filing a formal complaint. An IDHR complaint must be filed within 180 days of the alleged incident(s) unless it is a continuing offense. A complaint with the EEOC must be filed within 300 days.

Contact Information:

Illinois Department of Human Rights (IDHR)
- Chicago: 312-814-6200 or 800-662-3942; TTY: 866-740-3953
- Springfield: 217-785-5100; TTY: 866-740-3953
- Marion: 618-993-7463; TTY: 866-740-3953

Illinois Human Rights Commission (IHRC)
- Chicago: 312-814-6269; TTY: 312-814-4760
- Springfield: 217-785-4350; TTY: 217-557-1500

United States Equal Employment Opportunity Commission (EEOC)

- Chicago: 800-669-4000; TTY: 800-869-8001

REASONABLE ACCOMMODATIONS

SWAN supports the Illinois Human Rights Act and Americans with Disabilities Act as amended and will attempt to provide reasonable accommodations for pregnant employees and employees with disabilities in the workplace unless such accommodations would present an undue hardship for SWAN.

Reasonable accommodations apply to all covered employees and include, but are not limited to, hiring practices, job placement, training, pay practices, promotion and demotion policies, and layoff and termination procedures.

A pregnant employee includes any woman affected by and undergoing pregnancy, childbirth, or medical or common condition related to pregnancy or childbirth. A qualified person with a disability is any individual with a medically recognized disability. In both cases, the individual must, with or without reasonable accommodation, perform the essential functions of the job the individual has or wants, and not pose a direct threat to the health or safety of himself/herself or other individuals in the workplace.

Contact Human Resources for further information regarding SWAN's policy on reasonable accommodation or to request a reasonable accommodation in the workplace.

NAMES & PREFERRED PRONOUNS POLICY

An employee has the right to be addressed by the name and pronoun that correspond to the employee's gender identity, upon request. A court-ordered name or gender change is not required. The intentional or persistent refusal to respect an employee's gender identity (for example, intentionally referring to the employee by a name or pronoun that does not correspond to the employee's gender identity) can constitute harassment and is a violation of the SWAN's anti-harassment policy. If you are unsure what pronoun a coworker might prefer, you can politely and privately ask your coworker how they would like to be addressed.

Gender pronouns are words that an individual would like others to use when talking to or about them. The most commonly used pronouns are "he, him, his" and "she, her, hers." People who are transgender or gender nonconforming may choose to use pronouns that don't conform to binary male/female gender categorizations, such as "they, them, their."

Email Signature

SWAN includes preferred pronouns in the organization email signature. The gender pronoun options for SWAN's email signature currently include:

- she, her, hers

- he, him, his

- they, them, their

- she/her/hers and they/them/their

- he/him/his and they/them/their

If the preferred pronoun choice is not currently provided in the list above, a request should be made to SWAN Human Resources.

SWAN employees will be asked to provide their preferred pronoun as part of their onboarding process, or effectively after the adoption of this policy by the organization. The choice will be included in the employee's email signature. It is up to individual employees to opt-out of email signature identification of preferred pronouns.

Official Records

SWAN will change an employee's official record to reflect a change in name or gender upon request from the employee. Certain types of records, like those relating to payroll and retirement accounts, may require a legal name change before the person's name can be changed. Most records, however, can be changed to reflect a person's preferred name without proof of a legal name change. As quickly as possible, we will make every effort to update any photographs at a transitioning employee's workplace, so the transitioning employee's gender identity and expression are represented accurately. If a new or transitioning employee has questions about SWAN records or ID documents, the employee should contact the SWAN Executive Director.

ILLEGAL DRUGS AND ALCOHOL/DRUG FREE WORKPLACE

SWAN endeavors to provide a safe and productive work environment for all employees. To eliminate unacceptable safety risks, and to enhance the organization's ability to operate effectively and efficiently, the organization maintains strict standards regarding alcohol and illegal drugs in the workplace.

Prohibited Activity

The possession, consumption, purchase, sale, transfer, or distribution of alcohol on the organization's premises or while engaged in organization business is prohibited, unless an exception is made by the Executive Director. No employee shall be under the influence of alcohol while on the organization's premises or while performing organization business off the premises, except a moderate amount of alcohol may be consumed at approved organization events provided such consumption does not adversely affect an employee's behavior or judgment and, if the employee will drive a motor vehicle following the event, does not adversely affect the employee's ability to safely and legally drive the vehicle.

"Legal drugs" are: (1) drugs that are permitted under state and federal law, (2) obtained by an employee with a physician's prescription or over-the-counter and (3) used for the purposes for which they were prescribed or sold. Employees using legal drugs must be aware of any potential effect such drugs may have on their judgment or ability to perform their duties. If such effects could adversely affect the employee's ability to safely perform his/her job, the employee must report such use and potential effect to the Executive Director prior to reporting to work. In the event an employee fails to report such use and creates a safety threat, neither a physician's prescription nor other medical reason will be an acceptable excuse for being in violation of this policy.

"Illegal drugs" are drugs or controlled substances that are: (1) not legally obtainable under federal and state law, or (2) legally obtainable, but not obtained in a lawful manner. Examples include marijuana, cocaine, mind-altering chemicals, depressants, stimulants, inhalants, and prescription drugs that were not lawfully obtained. The use, purchase, sale, transfer, possession, being under the influence, or the presence in one's system of a detectable amount of an illegal drug by any employee is prohibited: (1) on SWAN's premises or (2) where the employee is performing SWAN business off the premises.

Testing for Alcohol and Illegal Drugs

SWAN will require a drug and alcohol test of any employee where there is a reasonable basis to believe that he or she may be using drugs or may be under the influence of drugs or alcohol. "Reasonable basis to believe" includes, but is not limited to: abnormal conduct, speech, or odor; detection of alcohol or illegal drugs in the area where an employee has been working; an unexplained decline in work performance or attendance; a reliable report of illegal drug or alcohol use, or involvement in an injury or accident at work or while performing organization business. Employees will be required to sign a consent and release form prior to drug or alcohol testing. Test results will be kept confidential to the extent possible and consistent with applicable law.

If an employee tests positive for alcohol or illegal drugs, fails to report immediately to the testing location upon request, comply with any testing procedures (including attempting to substitute, dilute or otherwise change specimens to be tested) and/or fails to provide specimens unless medically incapable, will be considered as refusing to test and subject to discipline, up to and including termination.

Notification of Drug Conviction

Employees must notify the organization of any criminal drug conviction no later than 5 days after such conviction. Employees who drive on organization business must similarly notify the organization no later than 5 days following any DUI conviction. Employees convicted of off-the-job drug or alcohol-related activity may be considered to be in violation of this policy.

WORKPLACE SECURITY AND INSPECTIONS

To safeguard the property of employees, members, and SWAN, and to help prevent the possession, sale, and use of weapons and illegal drugs on SWAN's premises, SWAN reserves the right to question employees and all other persons entering and leaving our premises, and to inspect any packages or any other possessions or articles carried to and from SWAN's property. In addition, SWAN reserves the right to search any employee's office, desk, files, locker, or any other area or article on our premises. In this connection, it should be noted that all offices, desks, files, lockers, and so forth, are the property of SWAN and are issued for the use of employees only during their employment with SWAN. Inspections may be conducted at any time at the discretion of SWAN.

Persons entering the premises who refuse to cooperate in an inspection conducted pursuant to this policy will not be permitted to enter the premises. Employees working on or entering or leaving the premises who refuse to cooperate in an inspection will be subject to disciplinary action up to and including discharge.

HIRING OF RELATIVES/NEPOTISM

Members of an employee's family, or those in a close personal relationship with the employee, will not be considered for employment without prior approval from the Executive Director. Such approval is preceded by a determination that neither a conflict of interest, nor a situation exists whereby any family member or significant other has a supervisory/subordinate working relationship, or any other interference with SWAN's operations is likely to occur.

For the purposes of this policy, immediate family includes: mother, father, husband, wife, son, daughter, sister, brother, the above in-law relationships and step-children.

Employees who marry or establish close personal relationships may continue employment as long as it does not result in the above. If the conditions outlined above should occur, attempts may be made to find a suitable position within the organization to which one of the employees may transfer. If accommodations of this nature are not feasible, the employees will be permitted to determine which of them will resign.

ACCESS TO PERSONNEL FILES

Personnel files are the property of SWAN, and access to the information they contain is restricted. Generally, only officials and representatives of SWAN who have a legitimate reason to review information in a file (such as an employee's manager, the Executive Director, the employee him or herself, or HR) are allowed to do so. With reasonable advance notice and a written request, an employee may review material in his or her file up to two times per calendar year, but only in SWAN's offices and in the presence of the individual appointed by SWAN to maintain the file. Certain records, such as letters of reference, are not available for inspection.

An employee must also provide a written release in order for SWAN to release information to outside parties. Requests for references should be directed to the Executive Director or her/his designee. Only this individual has the authority to release information to outside parties.

It is the responsibility of each employee to promptly notify SWAN of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents*, marital status*, insurance beneficiary*, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times.

SWAN cannot be held responsible for situations resulting from employees withholding correct and accurate information.

Such information need only be disclosed if pertinent to a benefit received.

IMMIGRATION LAW COMPLIANCE

SWAN is committed to employing only those applicants who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must, in certain circumstances, complete a new I-9 form.

Expiration of Work Authorization

Employees who have a work authorization that expires will need to provide an updated work authorization. The employee's Form I-9 will be updated to reflect the renewed authorization to work. Updated information will be initialed and dated by the management representative performing the reverification.

Employees who fail to provide proof of their renewed authorization to work prior to the expiration of the authorization documented on their Form I-9 are subject to immediate suspension without pay or termination.

REFERENCE AND BACKGROUND CHECKS

This section provides guidelines when inquiries are received concerning the work history of current or previous employees as well as when background checks may be conducted.

A. All requests for reference checks shall be referred to the Executive Director or her/his designee to ensure uniformity and consistency. He/she may consult with person(s) more familiar with the employee's work history.

B. SWAN will provide the following minimum information in response to a reference inquiry:

- Verification that the individual worked for SWAN as a full-time or part-time employee and the period during which the individual was employed.

- Verification of the position or positions held by the individual during his/her tenure of employment.

- Verification of the individual's final salary.

C. Any letters of reference written by SWAN employees about current or former SWAN employees must be reviewed and approved by the Executive Director or her/his designee before being sent.

SWAN must have a signed consent form authorizing SWAN to release this information from the individual's personnel records. To be acceptable, this consent form must indicate the general and specific types of information that can be released and release SWAN from all potential liability related to the authorized disclosure.

Government Requests for Information

The only exception to the above procedures applies to information requests received by SWAN from federal, state, or local authorities, including officials and authorized representatives of the courts, as well as law enforcement and other government agencies. SWAN normally honors all such requests and provides the information sought in the form requested by the agency or official. Where SWAN releases information about an employee or former employee in response to a subpoena, it normally informs or attempts to inform the individual about the disclosure. However, SWAN reserves the right to refrain from informing individuals of government information requests related to an ongoing investigation of criminal activity**.**

Reference and Background Check Procedures

Reference checks may be conducted by mail, telephone, face-to-face interviews, or a combination of methods. For certain positions, such as those involving financial or security matters, SWAN reserves the right to use a SWAN representative or third-party agency to conduct background checks. SWAN will notify applicants before conducting any reference checks.

Inaccurate or Fraudulent Information

SWAN will eliminate from further consideration for employment any applicant who provides false, misleading, or willfully deceptive information on his or her job application or resume or during an interview. Employees hired based on false information discovered after employment begins are subject to discipline, up to and including discharge.

HOURS OF WORK/MEAL/BREAK PERIODS

Department supervisors shall determine and establish a daily and weekly schedule of normal work hours necessary to provide services. The schedule may be temporarily changed in order to meet emergency or other defined needs. It is the personal responsibility of each employee to be at his/her work station and fully prepared to begin work at the time the scheduled work hours begin. Employees are not permitted to alter works hours without the permission of the supervisor. "Altering work hours" includes arriving early and then leaving early and/or arriving late and staying late. Employees are not authorized to "trade hours" without the permission of the supervisor.

Employees may schedule their own meal/break periods as long as meal/break periods are staggered to ensure department coverage. An employee who works 7.5 continuous hours or more shall be provided an unpaid meal period of at least 30 minutes. The meal period must be taken by an employee no later than 5 hours after beginning work. In addition, employees may take a paid break of 15 minutes during each half-day's schedule. An additional paid break of 15 minutes per day will be provided for employees taking part in SWAN's Walking Club, to be used exclusively for fitness walking only. Break periods do not accumulate and are not to be used for making up time, leaving early, or lengthening a meal break.

ATTENDANCE

Consistent attendance and punctuality contribute to the success of SWAN's business operations. Attendance problems disrupt operations, lower productivity and create a burden for other employees. All employees of SWAN are expected to assume responsibility for their attendance and promptness. Poor attendance and/or punctuality will be reflected in an employee's performance review, and is subject to disciplinary action.

Rules Concerning Attendance

- Inform SWAN in advance when possible. When an employee knows in advance that he or she cannot avoid absence from work, the employee must request arrangements in advance with the employee's supervisor for such absence.

- If it is not feasible for an employee to make arrangements in advance for an absence, the employee is then required to contact his/her supervisor as soon as possible, and no later than 60 minutes before the employee's normal starting time. In the event the employee cannot reach the supervisor, the employee should leave a voicemail with a contact number where the employee can be reached. Be prepared to explain the reason for the absence and give an expected date of return to work.

- Employees must personally contact SWAN on a daily basis, during all absences, except those arranged in advance.

- SWAN may require that additional documentation substantiating the reason for the absence be furnished. In instances of absence due to an employee's health, the organization reserves the right to require the employee to obtain a doctor's report explaining the condition and the doctor's restriction that the employee not work. Ordinarily any absence due to illness over three consecutive days requires a report from the attending doctor. Where deemed appropriate, SWAN may delay its decision as to the employee's physical fitness to return to work until a doctor's report is submitted.

- Two consecutive work days of absence without notice to SWAN constitutes job abandonment and will result in termination of an employee as a voluntary separation.

CONDUCT AND WORK RULES

As integral members of SWAN's team, employees are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times.

Employee conduct reflects on SWAN not only when an employee is at work, but also when an employee is away from SWAN conducting SWAN business. Employees are consequently encouraged to observe the highest standards of professionalism at all times. The following is a list of behaviors that could result in disciplinary action up to and including termination. Be aware that this list is not intended to be "all inclusive," and that other behaviors may, at SWAN's discretion, also result in disciplinary action up to and including termination. Establishment of these standards of conduct does not alter the employment-at-will relationship. Employees should seek further clarification from their supervisor on issues related to conduct if they do not understand a particular rule or are uncertain regarding a particular behavior.

BREACHES OF CONDUCT
- Falsifying employment application, time sheet, expense report, personnel or other documents or records of SWAN.

- Unauthorized possession of SWAN member or employee property.

- Possession, distribution or use of weapons or explosives, or violating criminal laws, on the premises of SWAN, in accordance with the Illinois Firearm Concealed Carry Act.

- Fighting and/or other disorderly conduct.

- Dishonesty, fraud, theft or sabotage against SWAN or its employees.

- Threatening, intimidating, coercing, using abusive or vulgar language, or interfering with the performance of other employees of SWAN or its members.

- Insubordination or failure to perform reasonable duties which are assigned.

- Unauthorized use of material, time, equipment or property of SWAN or a member.

- Damaging or destroying property through careless or willful acts.

- Performance that does not meet the requirements for the position.

- Negligence in observing fire prevention and safety rules.

- Abuse or negligence of our security or confidential materials, including unauthorized access to records and information of SWAN or its members.

- Installing unauthorized or illegal copies of software on a SWAN-owned computer.

- Failure to cooperate with SWAN audits or investigations.

- Rudeness and other inappropriate behavior towards members.

- Revealing any confidential information to any person who isn't authorized to receive it, and who does not need to know it.

- Repeated tardiness or absence; failure to report for work without a satisfactory reason; abuse of leave privileges.

- Violation of SWAN's drug/alcohol policy.

- Any behavior that results in an employee not performing his/her job, including sleeping on the job.

- Engaging in such other practices as SWAN determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of SWAN, its employees or patrons.

DISCIPLINARY STEPS

Should performance, work habits, conduct or demeanor become unsatisfactory in the judgment of SWAN, based on violations either of the above or of any other of SWAN's policies, rules or regulations, an employee may be subject to disciplinary actions as follows:

1. First Offense   Verbal Warning

2. Second Offense   Written Warning

3. Third Offense   Disciplinary Suspension/Final Written Warning/PIP

4. Fourth Offense   Discharge

SWAN is not necessarily required to go through the entire disciplinary action process. Discipline may begin at any step, including immediate discharge (especially during the early stages of employment), dependent upon the severity of the incident. The progressive disciplinary steps and the failure to follow the steps in every situation do not in any way create a contractual right to continued employment.

Sometimes SWAN will find it necessary to investigate the infraction for which an employee may face discharge. In this case, SWAN may suspend the employee, with or without pay, pending the investigation. The objective of this suspension will be to determine if discharge is the proper decision. Following the investigation, if SWAN decides not to discharge the employee, the employee will be reinstated with or without back pay, depending on the circumstances.

PROBLEM SOLVING/GRIEVANCE PROCEDURE

The problem solving procedure should be used to address problems that typically occur in the workplace. If an employee has a complaint, problem or situation that needs to be addressed, the following procedure should be utilized:

Step One: The employee should informally discuss the situation with his/her manager as soon as possible. The employee should give the manager an opportunity to investigate and then get back to the employee. If the question or concern cannot be/is not resolved on this basis, the employee should prepare a written explanation of the facts detailing his or her concern and offer a solution or desired outcome, and submit it to his or her manager. The manager is expected to review the employee's concern and provide a formal written response as quickly as he or she is able. If the manager is unable to respond within five business days, he or she will otherwise advise the employee as to when a written response can be provided.

Step Two: If the employee is not satisfied that the problem is resolved, the employee can present the problem to the Executive Director. The Executive Director will review the employee's concern and provide a written response as quickly as he or she is able. If the Executive Director is unable to respond within five business days, he or she will otherwise advise the employee as to when a written response can be provided.

Step Three: If the employee is still not satisfied that the problem is resolved, the employee can present the problem to the President of the SWAN Board. The President of the SWAN Board, in consultation with the Board, will consider the situation at the next regularly scheduled meeting of the Board, and it will provide a written response to the concern as quickly as they are able. The written response of the Board to any employee's concern represents a final and complete resolution of the matter.

NO SOLICITATION/NO DISTRIBUTION

In the interest of maintaining a proper business environment and preventing interference with work and inconvenience to others, employees may not distribute literature or printed materials of any kind, sell merchandise, solicit financial contributions, or solicit for any other cause during working time. Employees who are not on working time (e.g., those on lunch hour or breaks) may not solicit or distribute literature or printed material of any kind to employees who are on working time. Non-employees are prohibited from distributing material or soliciting employees on SWAN's premises at any time.

PERSONAL APPEARANCE

Employees are expected to use good judgement at all times regarding their personal appearance to promote a positive image of SWAN and to maintain safety. During business hours, employees are

expected to dress appropriately for the work being performed, to be neat, to wear clean clothing, and to maintain good personal hygiene.

Employees who are assigned to attend organization meetings or workshops should be particularly conscious of maintaining dress and grooming standards that present a more professional image than the day-to-day casual dress normally permitted.

Employees who have questions about the dress code should speak to their manager. An employee who reports for work in violation of this policy may be sent home to correct the violation and may be sent home without pay to correct the violation. Repeated violations will be grounds for additional discipline, up to and including termination.

USE OF ELECTRONIC AND TELEPHONE EQUIPMENT

It is the policy of SWAN to provide or contract for the communication services and equipment necessary to promote the efficient conduct of business. Business and telecommunication equipment are provided to SWAN staff through a contractual arrangement with Reaching Across Illinois Library System (RAILS). All business equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in SWAN's information systems, including computers, phones, faxes, copiers, emails, voicemails, Internet, etc. (collectively "electronic systems") are organization property and are to be used primarily for job-related purposes.

When using SWAN's business equipment, employees should note the following:

1. Electronic systems are owned/leased and maintained by SWAN and electronic communications are the sole property of the organization. Excessive personal use of electronic systems by employees is prohibited. *SWAN will, or reserves the right to, monitor the use of electronic systems and to review or inspect all material stored therein. No communications are guaranteed to be private or confidential.*

2. The electronic systems of the organization may not be used by employees for commercial purposes, personal financial gain or illegal or criminal purposes.

3. All workstations will be configured with virus protection software, which should not be removed or disabled. Each employee is responsible for protecting his/her computer against virus attack by following appropriate guidelines for scanning all incoming communications and media, and by not disabling the anti-virus application installed on their workstation. All data disks and files entering or leaving SWAN should be scanned for viruses.

4. Personal software or messages shall not be installed or stored on SWAN's equipment unless prior approval is obtained. The downloading or use of any software sharing programs is explicitly prohibited. In addition, employees are prohibited from encrypting, attempting to decrypt or modifying data, files, or programs without prior written authorization. Employees are prohibited from deleting or destroying data, files, or programs, except in the ordinary course of business, *i.e.* deletion of an email after it is read.

5. Employees are prohibited from using codes, accessing files, or retrieving any stored communication without prior authorization. No employee may use a pass code unknown to SWAN. The use of personal passwords, assigned to the employee, is not grounds for an employee to claim privacy rights in the electronic or communications systems. SWAN reserves the right to override personal passwords. Employees may be required to disclose passwords or codes to SWAN to allow access to the systems.

6. In order to maintain network and information security, the sharing or misuse of passwords is prohibited. As an employee, you are responsible for protecting the confidentiality of your password(s). Passwords should not be written down or left in places that they are accessible to others.

7. SWAN's prohibition against sexual, racial, and other forms of harassment are extended to include the use of electronic systems. Harassing, vulgar, obscene, or threatening communications are strictly prohibited, as are sexually oriented messages or images. Employees who receive email or other information on their computers which they believe violate this policy should immediately report this activity to the Executive Director.

8. Privileged or confidential material, such as, but not limited to, trade secrets, attorney-member communications, proprietary financial information, etc. should not be exchanged haphazardly by e-mail, facsimiles, etc.

9. Employees are prohibited from violating copyright or licensing laws.

10. Outsiders or non-employees are prohibited from using the organization's electronic communications to communicate with employees or the organization for any purpose unrelated to SWAN's business.

11. Employees must be aware of the possibility that electronic messages that are believed to have been erased or deleted can frequently be retrieved by systems experts and can be used against an employee or SWAN. Therefore, employees should be cautious and use the systems only in the appropriate manner and consult with systems experts to guarantee that information to be deleted is truly eliminated.

12. Employees should exercise care so that no personal correspondence appears to be an official communication of SWAN. Employees may not use SWAN's address for receiving personal mail or utilize SWAN stationery or postage for personal letters.

SOCIAL MEDIA USE

Social Media is defined as: blogs, other types of self-published online journals, and collaborative Web-based discussion forums including, but not limited to, LinkedIn, Facebook, Pinterest and Twitter.

Rules and Guidelines

The following rules and guidelines apply to the use of social media, whether such use is for SWAN on company time, for personal use during non-work time, outside the workplace or during working time while using SWAN owned equipment. (Using SWAN equipment to access social media sites is also governed by the Use of Electronic and Telephone Equipment policy. Employees should also refer to this policy before accessing such sites via SWAN's equipment). These rules and guidelines apply to all SWAN employees.

1. Employees are prohibited from discussing confidential information through the use of social media, such as SWAN trade secrets, marketing lists, member account information, strategic business plans, member lists, SWAN financial information, business contracts, and other proprietary and nonpublic company information. See the Confidentiality Policy for more information.

2. Employees cannot use social media to harass, threaten, bully or discriminate against co-workers, managers, members, clients, vendors or suppliers, any organizations associated or doing business with SWAN, or any members of the public, including web site visitors who post comments. SWAN's anti-harassment and EEO policies apply to use of social media in the workplace.

3. This policy is not intended, nor shall it be applied, to restrict employees from discussing their wages, hours and working conditions with co-workers.

SWAN-Sponsored Social Media

SWAN-sponsored social media is used to: convey information about products and services; advise members about service updates; obtain member feedback, exchange ideas or trade insights about service trends; reach out to potential new markets; provide marketing support to raise awareness of SWAN's services; issue or respond to breaking news; brainstorm with employees and members; and discuss activities and events.

All such SWAN-related social media is subject to the following rules and guidelines, in addition to rules and guidelines set forth above:

1. Only employees designated and authorized by SWAN can prepare content for or delete, edit, or otherwise modify content on SWAN-sponsored social media.

2. Employees cannot post any copyrighted information where written reprint permission is not obtained in advance.

3. Designated employees are responsible for ensuring that SWAN-sponsored social media conform to all applicable company rules and guidelines. These employees are authorized to remove immediately and without advance warning any content, including inappropriate content such as pornography, obscenities, profanity, and/or material that violates SWAN's EEO and/or anti-harassment policies.

4. Employees who want to post comments in response to content should identify themselves as employees.

Personal Use of Social Media

The following rules and guidelines, in addition to the rules and guidelines set forth above, apply to employee use of social media on the employee's personal time.

1. Employees should abide by SWAN's Use of Electronic and Telephone Equipment Policy concerning personal use of SWAN computer and related equipment.

2. Employees who utilize social media and choose to identify themselves as employees of SWAN are strongly encouraged to state explicitly, clearly, and in a prominent place on the site that their views are their own and not those of SWAN or of any person or organization affiliated or doing business with SWAN.

3. Employees should respect all copyright and other intellectual property laws. For the organization's protection, as well as your own, it is critical that you show proper respect for all the laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property, including SWAN's own copyrights, trademarks, and brands.

4. Employees cannot advertise or sell SWAN products or services through social media.

SWAN Monitoring

SWAN reserves the right to monitor employees' use of social media including but not limited to statements/comments posted on the Internet, in blogs and other types of openly accessible forums, diaries, and personal and business discussion forums.

Employees should have no expectation of privacy while using company equipment and facilities for any purpose, including the use of social media. SWAN reserves the right to monitor, review, and block content that violates SWAN rules and guidelines.

Violations

SWAN will investigate and respond to all reports of violations of SWAN's rules and guidelines or related company policies or rules. Employees are urged to report any violations of this policy to the Executive Director. A violation of this policy may result in discipline up to and including termination of employment.

USE OF MOBILE PHONES/SWAN'S PHONES

Employees may make and receive local personal calls on SWAN's telephones or personal cellular phones during working hours. These calls should be brief and not interfere with the employee's job duties. If an employee is found to be making or receiving personal calls that interfere with work performance, disciplinary steps up to and including termination may be taken.

USE OF CELLULAR PHONES/COMPANY PHONES

SWAN encourages and promotes cell phone safety when operating a motor vehicle for Association business. If the employee finds that it is absolutely necessary to utilize a cellular phone while driving, the following should be observed:

- Place calls while stopped or have someone place the call for you.

- *Employees may only use a cellular phone while driving if they are utilizing a hands-free device (such as a headset) or are using the phone in a voice activated mode.*

- Avoid intense, emotional or complicated conversations.

- Assess traffic conditions before making a call. Do not utilize a cell phone in heavy traffic conditions, inclement weather or in unfamiliar terrain.

- Give driving your full attention.

- Ensure that the phone is within easy reach.

- Use memory dial to minimize dialing time.

- Do not take notes or look up phone numbers while driving.

Do not compose, send or read electronic messages while operating a motor vehicle.

TELECOMMUTING

Telecommuting is a work arrangement that allows employees to work at home or at some other off-site location for all or some of their regularly scheduled work hours. Although not all jobs can be performed satisfactorily from other locations, SWAN recognizes that, in some cases, telecommuting arrangements can provide a mutually beneficial option for both SWAN and employees.

Candidates for telecommuting arrangements must:

- Have worked at SWAN for minimum of six months;

- Possess good time-management and organizational skills, be self-motivated, self-reliant, and disciplined as assessed by SWAN;

- Obtained a satisfactory rating on the most recent performance evaluation, as determined by SWAN; and

- Responsible for work that has clearly defined tasks, measurable work activity and does not require the individual's presence in the workplace.

Telecommuting arrangements are approved by on a case-by-case basis. Not all positions can be performed from off-site locations. For example, positions requiring face-to-face interaction with members and office personnel are not suitable for telecommuting arrangements.

In order to telecommute, the following basic requirements must be met:

- Employees must be able to carry out the same duties, assignments, and other work obligations at their home office as they do when working on SWAN's premises.

- An employee must work the same hours from home as the employee would work in SWAN's office. Employees must be reachable by phone and email when telecommuting.

- Employees must be available to attend scheduled meetings and participate in other required office activities at the home office as needed. Employees who telecommute may be required to attend these meetings and other activities "in person."

- Employees must arrange for child/elder care during their work hours.

A SWAN telecommuting arrangement will specify the number of hours to be worked at home and the specific time in which this will occur (e.g., every Tuesday, the first Monday of the month, etc.). At this time, the maximum amount of time that a SWAN employee may work from home on a regular basis is two full days per work week.

SWAN does not provide telecommuting employees with equipment or office furnishings for their home offices. (Some exceptions may be made with respect to computer equipment and will be discussed on a case by case basis). Employees are responsible for equipping and maintaining their home offices so that they can accomplish their work in an efficient and expeditious manner. Depending on the nature of their jobs, this may require having computers, printers, computer software, fax machines, data and telecommunications equipment, and other equipment available for their use. The specifics concerning required equipment will be discussed with the individual employee. Employees are responsible for providing office furnishings—such as desks, chairs, file cabinets, and lighting—at their own expense.

Employees interested in telecommuting arrangements should discuss the matter with their supervisor. Permission to telecommute must be granted by SWAN's Executive Director or her/his designee.

SWAN has the right to cancel or suspend employee telecommuting privileges at any time, for any reason or for no reason at all.

FLEXIBLE SCHEDULING

Who is eligible?

SWAN employees that work 30 hours per week are eligible to apply for flexible scheduling. You must be a full-time employee with SWAN for a minimum of 6 months before you are eligible to apply for flexible scheduling.

However, please note that based upon your job duties and the coverage in your department, certain scheduling options may not be available to you. This can be discussed in greater detail after review by your supervisor.

Types of Flexible Work Options
Flexible work options can be organized in a variety of ways. The most common flexible scheduling options are flexible work hours, compressed work schedules, or a hybrid of these.

1. Flexible Work Hours
Flexible Work Hours represent any arrangement that varies from the typical "9-5 Monday through Friday" work option. Examples of some flextime arrangements:
- Individualized start and end times that remain constant each work day (i.e. changing your shift from 8-4 or 10-6).
- Individualized start and end times that vary daily, however, the same number of hours are worked every day (i.e. 8-4 Mon and Tues, 9-5 Wed – Fri).
- Individualized start and end times with varied daily hours but consistency in the total number of hours worked every week.
  Extended lunch times offset by additional hours at the beginning and/or end of the day.

2. Compressed Work Schedules
A Compressed Work Schedule is a traditional 37.5 hour work week condensed into fewer than five work days. With a compressed work schedule, the focus is on outcomes and managing the appropriate workload in a condensed version of the work week.

Common examples of Compressed Work Schedules:
- Four 9.5-hour days
- Four varied days: (examples: three 10-hour days, and one 7.5-hour day or four 8.5-hour days and one 3.5 hour day.) Specific options can be discussed with your manager.

*Compressed schedules do not include lunch, only actual hours worked. A meal period of at least 20 minutes must still be taken for any shifts of 7.5 hours or longer, per Illinois state law, which would add to the actual shift time worked.

4. Hybrid Options
This would include any mixture of previously listed scheduling, including telecommuting, as arranged with your manager.

IDENTITY PROTECTION

Purpose

The purpose of this policy is to protect social security numbers from unauthorized disclosure. Regarding the use of social security numbers, SWAN intends to comply with the provisions of the Identity Protection Act (5 ILCS 179/1 *et seq.*).

Requirements

A. All employees who have access to social security numbers in the course of performing their duties will be trained to protect the confidentiality of social security numbers. Training will include instructions on the proper handling of information that contains social security numbers from the time of collection through the destruction of the information.

B. Only employees who are required to use or handle information or documents that contain social security numbers will have access to such information or documents.

C. Social security numbers requested from an individual will be provided in a manner that makes the social security number easily redacted if required to be released as part of a public records request.

D. When collecting a social security number, or upon request by the individual, a statement of the purpose or purposes for which the social security number is being collected and used must be provided.

Prohibited Activities

No employee may do any of the following:

A. Publicly post or publicly display in any manner an individual's social security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise intentionally make available to the general public.

B. Print an individual's social security number on any card required for the individual to access products or services.

C. Encode or embed an individual's social security number in or on any cards or documents, including, but not limited to, using a bar code, chip, magnetic strip, RFID technology, or other technology.

D. Require an individual to transmit his or her social security number over the internet, unless the connection is secure or the social security number is encrypted.

E. Print an individual's social security number on any materials that are mailed to the individual, through the U.S. Postal Service, any private mail service, electronic mail, or any similar method of delivery, unless state or federal law requires the social security number to be on the document to be mailed. Notwithstanding any provision in this section to the contrary, social security numbers

may be included in applications and forms sent by mail, including, but not limited to, any material mailed in connection with the administration of the Unemployment Insurance Act, any material mailed in connection with any tax administered by the Department of Revenue, and documents sent as part of an application or enrollment process or to establish, amend, or terminate an account, contract, or policy or to confirm the accuracy of the social security number. A social security number that may permissibly be mailed under this section may not be printed, in whole or in part, on a postcard or other mailer that does not require an envelope or be visible on an envelope without the envelope having been opened.

F. Collect, use, or disclose a social security number from an individual, unless:

- Required to do so under state or federal law, rules, or regulations, or the collection, use, or disclosure of the social security number is otherwise necessary for the performance of that agency's duties and responsibilities;

- The need and purpose for the social security number is documented before collection of the social security number; and

- The social security number collected is relevant to the documented need and purpose.

G. Require an individual to use his or her social security number to access an Internet website.

H. Use the social security number for any purpose other than the purpose for which it was collected.

The prohibitions listed immediately above do not apply in the following circumstances:

A. The disclosure of social security numbers is pursuant to a court order, warrant, or subpoena.

B. The collection, use, or disclosure of social security numbers is in order to ensure the safety of other employees.

C. The collection, use, or disclosure of social security numbers is for internal verification or administrative purposes.

D. The collection or use of social security numbers is to investigate or prevent fraud, to conduct background checks, to collect a debt, to obtain a credit report from a consumer reporting agency under the federal Fair Credit Reporting Act, to undertake any permissible purpose that is enumerated under the federal Gramm Leach Bliley Act, or to locate a missing person, a lost relative, or a person who is due a benefit, such as a pension benefit or an unclaimed property benefit.

Public Inspection and Copying of Documents

Notwithstanding any other provision of this policy to the contrary, all employees must comply with the provisions of any other state law with respect to allowing the public inspection and copying of information or documents containing all or any portion of an individual's social security number. This includes requests

for information or documents under the Illinois Freedom of Information Act. Employees must redact social security numbers before allowing the public inspection or copying of the information or documents.

Public Availability

A copy of this policy shall be made available to the public upon request.

Applicability

This policy does not apply to the collection, use, or disclosure of a social security number as required by state or federal law, rule, or regulation.

CONFIDENTIALITY

All employees must safeguard confidential information obtained as a result of working for SWAN. This confidential information includes, but is not necessarily limited to, financial information, member information, pricing information, product cost information, new product/service plans, research and development, member lists, mailing lists, technical information, systems information, and in particular, any material identified by SWAN as "confidential."

Access to confidential information should be on a "need to know" basis and must be authorized by the Executive Director. Unauthorized use or disclosure of any confidential information will cause irreparable harm to SWAN. SWAN may seek all remedies available under the law for any threatened or actual unauthorized use or disclosure of confidential information. Any employee who is unsure about the confidentiality of any information should immediately seek the assistance of a supervisor prior to disclosing such information.

Employees should use reasonable security measures with respect to confidential information, including but not limited to the following:

- Confidential information should not be disclosed to any third party except upon SWAN's prior written approval;

- No copies should be made of any confidential information except to promote the purposes of the employee's work for SWAN;

- Employees should not use confidential information for their own benefit, nor for the benefit of any third party, without SWAN's prior written approval.

All confidential information shall remain the sole property of SWAN, and all copies must be returned to SWAN upon termination of employment or upon demand at any other time.

VISITORS

Personal visitors are generally not appropriate at SWAN during an employee's working time. Visitors should only be received during break and lunch times provided that they do not disturb those who are working or members who are using SWAN, unless in an emergency or previously approved by the employee's direct manager.

BUSINESS USE OF VEHICLES

At times, employees may be required to use their personal vehicle for business purposes including attending meetings, seminars, etc. Employees doing so will receive a mileage reimbursement at the Internal Revenue Service approved rate for any miles above their normal work to home commute. This allowance is to compensate for the cost of gasoline, oil, depreciation, insurance, and wear and tear. In addition, employees driving on SWAN business may claim reimbursement for parking fees and tolls actually incurred.

Employees who drive a vehicle on SWAN's business must possess a valid driver's license and minimum insurance coverage in accordance with Illinois law. Any change in status must be reported immediately to the direct supervisor and the Office Manager (e.g. the license is suspended, revoked, limitations, etc.).

SAFETY

Establishment and maintenance of a safe work environment are shared responsibilities of SWAN and employees from all levels of SWAN. SWAN will attempt to do everything within its control to assure a safe environment and compliance with federal, state, and local safety regulations. Employees are expected to obey safety rules and to exercise caution in all their work activities. Disregard for safety rules or procedures will result in disciplinary action up to and including discharge.

Employees have an absolute obligation to immediately report any unsafe conditions to their supervisor. Not only supervisors, but employees at all levels of SWAN are expected to correct unsafe conditions as promptly as possible. SWAN will not take reprisals against an employee who comes forth with a safety recommendation or refuses to operate any equipment or work in an area he/she reasonably feels is unsafe.

All accidents, especially those that result in injury, must be reported immediately to the nearest available supervisor, regardless of how insignificant they may appear. Such reports are necessary to comply with federal and state laws and initiate insurance and workers' compensation procedures. Failure to immediately report an accident may result in discipline, up to and including discharge.

If you are disabled and would need special assistance during an emergency, please inform your supervisor.

WORKPLACE VIOLENCE

SWAN is concerned about the increased violence in society, which has also filtered into many workplaces throughout the United States, and has taken steps to help prevent incidents of violence from occurring at SWAN. In this connection, it is the policy of SWAN to expressly prohibit any acts or threats of violence. Accordingly, SWAN will not condone any acts or threats of violence against it's employees, members or visitors on SWAN's premises, at any time or while they are engaged in business with or on behalf of SWAN, on or off SWAN's premises.

In keeping with the spirit and intent of this policy, and to ensure that SWAN's objectives in this regard are attained, is the commitment of SWAN:

- To provide a safe and healthful work environment.

- To take prompt remedial action up to and including immediate termination, against any employee who engages in any threatening behavior or acts of violence or uses any threatening language or gestures.
- To take appropriate action when dealing with members, former employees, or visitors to SWAN's facilities who engage in such behavior. Such action may include notifying the police or other law enforcement personnel and prosecuting violators of this policy to the maximum extent of the law.
- To prohibit employees, former employees, members, and visitors from bringing unauthorized firearms or other weapons onto SWAN premises, in accordance with the Illinois Firearm Concealed Carry Act.
- To establish viable security measures to ensure that SWAN's facilities are safe and secure to the maximum extent possible and to properly handle access to SWAN facilities by the public, off-duty employees, and former employees.

All employees are responsible for maintaining a workplace that is free from violence. Accordingly, each employee has a duty to report any threat, instance of harassment or offensive conduct, or violent act observed or experienced at work. In addition, any employee who has a reason to believe that a violent act may be committed on the worksite or against an individual related to the business in any way must promptly report that belief or suspicion to the Executive Director, the Associate Executive Director, or his/her supervisor. No employee who in good faith either makes a report or participates in an investigation under this policy will experience retaliation of any kind.

The duties above are in addition to an employee immediately phoning 9-1-1 in the event an employee believes an immediate threat of harm exists.

Any employee who displays a tendency to engage in violent, abusive, or threatening behavior will be subject to disciplinary action, up to and including discharge.

Any employee who applies or obtains a protective or restraining order which lists SWAN premises as being protected areas should inform the Executive Director or her/his designee. SWAN will require the employee to furnish SWAN with a copy of the order.

SMOKING

SWAN is committed to protecting the safety and welfare of its employees, members and visitors.

No smoking of any kind, including e-cigarettes, will be permitted in SWAN's facilities and vehicles or within 15 feet of any entrance, exit, window, ventilation intake office or work area, restroom, conference or classroom, break room or cafeteria and/or other common area.

Smoking is only allowed during authorized break times and in authorized areas.

We encourage you to report violations of our smoke-free facility policy to a supervisor/manager. Any employee who fails to comply with this policy will be subject to disciplinary action, including written warnings, suspension, and possible termination for continued violations.

This policy applies equally to all employees, members, and visitors.

EMERGENCY WEATHER CLOSING

SWAN's Executive Director or her/his designee will make the decision to close all or selected SWAN locations due to inclement weather or other unforeseen circumstances. If the decision is made to close a SWAN location prior to opening for business in the morning, an effort will be made to contact employees via a phone chain, email and/or to post a message on the intranet.

If the decision to close a SWAN location is made during the work day, the Executive Director or her/his designee will contact each supervisor with the scheduled closing time to be communicated to employees.

If SWAN is closed due to inclement weather, all full-time and part-time employees scheduled to work on the day of the closing will be paid for their regularly scheduled work hours. If an employee chooses not to come to work or leaves early due to inclement weather when SWAN remains open, the employee may choose to use any remaining vacation or personal days or take a day without pay, upon consultation with the employee's supervisor.

WHISTLEBLOWER COMPLIANCE

A whistleblower as defined by this policy is an employee of SWAN who reports an activity that he/she considers to be illegal or dishonest to one or more of the parties specified in this policy. The whistleblower is not responsible for investigating the activity or for determining fault or corrective measures; appropriate management officials are charged with these responsibilities.

An example of an illegal or dishonest activity is a violation of federal, state or local laws or financial wrongdoing. If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact the Executive Director or the President of the SWAN Board. The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

Whistleblower protections are provided in two important areas -- confidentiality and against retaliation. Insofar as possible, the confidentiality of the whistleblower will be maintained. However, identity may have to be disclosed to conduct a thorough investigation, to comply with the law and to provide accused individuals their legal rights of defense. SWAN will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against must contact SWAN immediately. The right of a whistleblower for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to the Executive Director who is responsible for investigating and coordinating corrective action. In the event the Executive Director is the accused, reports of illegal and dishonest activities will be promptly submitted to the President of the SWAN Board.

Employees with any questions regarding this policy should contact the Executive Director.

TERMINATION OF EMPLOYMENT

Employees desiring to terminate their employment relationship with SWAN are urged to notify SWAN at least two weeks in advance of their intended termination. Such notice should be given in writing to the employee's supervisor. Proper notice generally allows SWAN sufficient time to calculate all accrued overtime (if applicable) as well as other monies to which the employee may be entitled and to include such monies in the final paycheck.

As mentioned elsewhere in this handbook, all employment relationships with SWAN are on an at-will basis. Thus, although SWAN hopes that SWAN's relationship with employees is long-term and mutually rewarding, SWAN reserves the right to terminate the employment relationship at any time.

Exit interviews with SWAN's Executive Director are normally scheduled for outgoing employees after the notice of intent to terminate is received. The purposes of this interview are to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all SWAN property that may be in the employee's possession (e.g., keys, laptops, ID cards, cell phones, etc.), and to provide employees with an opportunity to discuss their job-related experiences.

Employees who terminate their employment relationship with SWAN are welcome to reapply for employment with SWAN in the future.

TRAVEL POLICY

Employees are encouraged to attend professional meetings and participate in professional activities. SWAN's annual budget provides funds for certain professional activities and travel allowances. Participation may be limited by the needs of the department and budget allocations.

PRIOR APPROVAL
1. No travel or activity involving reimbursement of expenses or use of regular work time will be undertaken by any employee without the prior approval of the Executive Director.
2. The selection of employees to attend specific conferences, workshops and meetings will be made by the Executive Director.

REIMBURSABLE EXPENSES
Subject to the availability of funds budgeted each fiscal year, the following expenses related to professional activities and travel on library business will be reimbursed.

Transportation
1. Round trip transportation by the most convenient and/or economical means will be determined by the Executive Director or his or her designee.

2. When travel by private auto is the most convenient or economical, reimbursement will be at the rate per mile as most recently published by the Internal Revenue Service up to a maximum of 1,000 miles for each round trip, but not to exceed the cost of round-trip airfare to the destination.
3. All parking and toll charges incurred while traveling on authorized SWAN business or while attending approved professional activities or meetings will be reimbursed. No reimbursement will be made, however, if parking and toll charges apply to travel by private auto beyond the 1,000 mile limit exceed the cost of round-trip airfare to the destination.

Lodging and Meals
1. A per diem rate, as most recently published by the U.S. General Services Administration, will typically be established to cover room, meals and gratuities.[1]
2. The rate allowed will depend upon location, time of year and other local conditions.
3. Per diem reimbursement guidelines, establish a not-to-exceed expense, and will be made only when travel requires an overnight stay and absence away from home of at least 24 hours. Employees must submit all individual receipts for expenses associated with travel with daily total reimbursement not exceeding per diem rate. Reimbursement will be for actual expenses as documented with receipts.
4. The per diem rate and the number of days per diem allowed will be established by the Executive Director before travel actually begins, and reimbursement will not exceed the amount authorized.
5. Single meals which do not involve an overnight stay or per diem allowance will be reimbursed in the amount actually paid by the employee including reasonable gratuities, not to exceed U.S. General Services Administration guidelines.
6. Registration fees required for attendance at conferences and workshops or at other related organizational or civic meetings will be fully paid by SWAN.
7. Hotels will not be reimbursed for conferences taking place in the metro Chicago area unless specifically authorized by the Executive Director.

RECORDS AND RECEIPTS
Where appropriate and with the approval of the Executive Director, SWAN will prepay transportation, registration and hotel expenses with the understanding that if the advance exceeds the actual authorized expenses, the employee will refund the excess amount. Otherwise, minor travel and activity expenses will be reimbursed by petty cash and major travel and activity expenses will be reimbursed by check, once per month.

1. The employee should keep a written record of mileage by private auto.
2. Reimbursable expenses involved in authorized travel or attendance at professional activities will be paid only upon presentation of proper evidence that the travel has actually been performed or the activity actually attended.
3. Receipts for commercial transportation, registration fees, room rental and meals not covered by the per diem rate will be required.

NON-REIMBURSABLE EXPENSES

SWAN's policy is to reimburse its staff for all reasonable and necessary expenses incurred on behalf of SWAN. There are specific types of expenses that are considered to be personal and therefore not reimbursable. These include, but are not limited to, the following:

1. Any travel, hotel and meal costs incurred by immediate family members accompanying the SWAN representative on official SWAN business.
2. If personal travel is combined with business travel, any additional expenses related to the personal travel.
3. Expenses, such as cleaning, personal care products, personal entertainment, health and fitness services, airline insurance, barber, shoe shine, coat check, and alcohol.

EMPLOYEE ACKNOWLEDGMENT FORM

The employee handbook describes important information about SWAN and I understand that I should consult SWAN's Executive Director regarding any questions not answered in the handbook.

Since the information, policies, and benefits described herein are necessarily subject to change, I acknowledge that revisions to the handbook may occur. All such changes will normally be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board has the right to approve and adopt any revisions to the policies in this handbook.

I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Furthermore, I acknowledge that I have entered into my employment relationship with SWAN voluntarily and acknowledge that my employment is at will, and either SWAN or I can terminate the relationship at will, with or without cause, at any time, unless stated otherwise in an employment contract signed by the Executive Director or Board President.

Employee Name (printed)

Employee Signature

Date

SWAN Administrators' & Directors' Quarterly Meeting

June 6, 2019
10:00 a.m. – 12:00 p.m.
Oak Brook Public Library, 600 Oak Brook Road, Oak Brook, IL 60523
Meeting Room

Agenda

1. Call to Order and Welcome (Ted)

2. Public Comment (Ted)

3. Introduction of New Library Directors (Ted)

4. Action Item-- Approval of the March 6, 2019 Quarterly Meeting Minutes (Ted)

5. Information Item – 2019 SWAN Board Election Results (Ted)

6. Information Item—BLUEcloud Mobile App (Tara)

7. Information Item -- Enterprise Usability Study: Article Search (Tara & Robin)

8. Information Item – SWAN Strategic Plan & 2019-2020 Roadmap (Aaron)

9. Information Item – Patron Privacy & User Experience (Crystal & Steven)

10. Information Item -- BLUEcloud Analytics Dossiers (Dawne)

11. Information Item -- Cataloging Library Overview & Eisenhower Welcome (Scott)

12. Information Item – Book Clubs: a Holistic View (Scott, Tara, Crystal)

13. Information Item – SWAN Advisory Group Updates

    a. Cataloging (Scott & Claudia)

    b. Circulation (Crystal)

    c. Discovery (Tara)

14. Announcements and Questions (Ted)

15. Next meetings

Meeting Information

Member Comment after each agenda item.

The Quarterly Meeting will be live-streamed via GoToMeeting. The URL below is specific to the date of the meeting. Please join the meeting from your computer, tablet or smartphone.

https://global.gotomeeting.com/join/746435605

You can also dial in using your phone.
United States: +1 (646) 749-3122
Access Code: 746-435-605

First GoToMeeting? Let's do a quick system check:
https://link.gotomeeting.com/system-check

PART I

3   Exceeds Expectations: Director has gone beyond what you would expect.
2   Meets Expectations: Director meets all or most of what you expect.
1   Does Not Meet Expectations: Director is not working at a level acceptable to you.
0   No Information: You have not had an opportunity to observe these behaviors.

Category 1: Organizational Leadership

	3	Exceeds Expectations	Competency Description
	2	Meets Expectations	• Understands and implements the mission of the organization.
	1	Does Not Meet Expectations	• Works as an advocate for the organization before RAILS, Illinois State Library, SWAN members, and the general public.
	0	No Information	• Stays current with new ideas and trends among libraries.
			• Effective decision maker: gathers input, makes timely decisions and communicates results.
			• Proactive problem solver.
			• Articulates a guiding vision.
Behavioral Evidence:			

Category 2: Business and Financial Management

	3	Exceeds Expectations	Competency Description
	2	Meets Expectations	• Keeps informed about financial needs of the organization.
	1	Does Not Meet Expectations	• Understands and supervises the financial accounting programs for the organization.
	0	No Information	• Ensures that organization funds are spent appropriately, always in the best interest of those we serve.
			• Provides the board accurate, understandable information about the financial status of the organization through regular financial reports.
			• Makes well-supported budgeting recommendations to the board.
			• Assists the board in keeping the organization financially sound.
			• Explores and proposes to the board new potential sources of finance for programs and services.
			• Plans and organizes work effectively.
			• Ensures that all governmental and legal requirements of the organization are met.
Behavioral Evidence:			

Category 3: Customer Service

			Competency Description
	3	**Exceeds Expectations**	• Understands the needs of the SWAN membership and seeks to fill those needs with the organization's programs and community services.
	2	**Meets Expectations**	
	1	**Does Not Meet Expectations**	
	0	**No Information**	
			• Gains respect and support of other persons and organizations who come in contact with our organization.
			• Articulates clear vision to staff about the paramount importance of customer service and models best practices behavior.
Behavioral Evidence:			

Category 4: Relationship with the Board

			Competency Description
	3	**Exceeds Expectations**	• Keeps board members informed about issues, needs and operation of the SWAN organization.
	2	**Meets Expectations**	
	1	**Does Not Meet Expectations**	
	0	**No Information**	
			• Offers direction to the board when needed on issues requiring board action and makes appropriate recommendations based on thorough study and analysis.
			• Interprets the intent of and executes board policy.
			• Seeks and accepts from the board and constructive criticism of work.
			• Supports board policy and actions to staff, customers and the public.
			• Understands his/her role in administration of board policy.
Behavioral Evidence:			

Category 5: Personal Characteristics that Impact Job Performance

			Competency Description
	3	**Exceeds Expectations**	• Maintains high standards of ethics, honesty and integrity in personal and professional relationships.
	2	**Meets Expectations**	
	1	**Does Not Meet Expectations**	
	0	**No Information**	
			• Works well with individuals and groups.
			• Exercises good judgment in arriving at decisions.
			• Maintains poise and emotional stability in the full range of professional activities.
			• Writes clearly and concisely.
			• Responds well when faced with unexpected/disturbing situations.
			• Remains open to ideas, suggestions and criticism from the board.
			• Admits mistakes.
			• Intellectually curious.
Behavioral Evidence:			

Category 6: Personnel/Management and Development

			Competency Description
	3	**Exceeds Expectations**	**Competency Description**
	2	**Meets Expectations**	• Justifies the need for staff development funds, actively campaigns for them and accounts for their use.
	1	**Does Not Meet Expectations**	
	0	**No Information**	• Analyzes staff functioning periodically with the object of creating the greatest efficiencies.
			• Emphasizes equal opportunity employment and affirmative action hiring practices.
			• Delegates authority and efficiently organizes the work of personnel.
			• Inspires staff to do their best work by acting as supporter and motivator; providing necessary resources, encouragement and appreciation.
			• Addresses performance issues and takes actions necessary to correct problems, both with staff and him/herself.
Behavioral Evidence:			

Category 7: Innovation/Improvement

			Competency Description
	3	**Exceeds Expectations**	**Competency Description**
	2	**Meets Expectations**	• Seeks out and promotes change that will better serve patrons and members.
	1	**Does Not Meet Expectations**	
	0	**No Information**	• Constantly pushes to improve efficiency & effectiveness.
			• Demonstrates concern about quality and getting better results.
			• Functions well in fast-paced, changing environment.
			• Anticipates change and develops appropriate coping strategies.
			• Actively works on personal development; seeks out feedback on how to improve.
			• Responds effectively and proactively to organizational changes.
			• Accomplishes responsibilities with superior outcomes.
			• Demonstrates resolve and urgency to get things done.
			• Commits to reach timely and successful closure on work.
			• Strong work ethic; does whatever it takes to get the job done.
			• Drives to excel in all matters.
			• Participates in conferences and training.
			• Stays abreast of current trends and makes recommendations to the board.
Behavioral Evidence:			

Category 8: Planning and Problem Solving

			Competency Description
	3	**Exceeds Expectations**	**Competency Description**
	2	**Meets Expectations**	• Works with SWAN Board to establish strategic goals that enable the organization to better serve the community and anticipate future needs.
	1	**Does Not Meet Expectations**	
	0	**No Information**	
			• Supports a vision that keeps the organization current and knowledgeable in technology, programming and services.
			• Establishes clear long and short term objectives that are attainable and promote betterment of the organization.
Behavioral Evidence:			

Category 9: Interpersonal Effectiveness

			Competency Description
	3	**Exceeds Expectations**	**Competency Description**
	2	**Meets Expectations**	• Establishes rapport and maintains productive relationships with subordinates, board, members and community.
	1	**Does Not Meet Expectations**	
	0	**No Information**	• Handles differences openly, candidly and constructively with the best interests of the organization in mind.
			• Seeks input from others; creates a collegial atmosphere where ideas and information are easily exchanged.
			• Willingly accepts responsibility for actions and eagerly gives credit to staff.
			• Creates strong, collaborative work groups focused on attaining superior results.
			• Encourages a culture of open communication.
Behavioral Evidence:			

PART II

Describe 3-5 areas where performance is particularly effective:

1.

2.

3.

4.

5.

Describe 3-5 areas where performance could be more effective:

1.

2.

3.

4.

5.