SWAN BOARD MEETING AGENDA

SWAN
800 Quail Ridge, Westmont, IL 60559
July 19, 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 July 19, 2019 SWAN Board Meeting Agenda

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JULY 19, 2019 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Appoint SWAN Board Officers and Committee Members (Exhibit pg. 1)

5. Action Item – Approval of SWAN Financials, June (Exhibit pgs. 2-8)

   a. Balance sheet and detail of expenditures for June 2019
   b. Approval of the payment of bills for June 1, 2019 through June 30, 2019 in the amount of $178,245.30

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

6. Action Item – Acceptance of the June 28, 2019 SWAN Board Meeting Minutes (Exhibit pgs. 9-15)

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE June 28, 2019 SWAN BOARD MEETING MINUTES AS PRESENTED

7. Reports
   a. Board President Report
   b. Executive Director Report (Exhibit pgs. 16-18)
   c. Operations Report (Exhibit pgs. 19-27)
   d. Treasurer Report
   e. Board Calendar (Exhibit pgs. 28-30)

8. Action Item – Approve SWAN Fund Transfers from Money Market Account to Operating Account

   RESOLVED, THAT THE SWAN BOARD APPROVES THE FUND TRANSFER OF $200,000

FROM MAXSAFE MONEY MARKET ACCOUNT TO THE SWAN OPERATING ACCOUNT

9. Action Item – Approve Revision to Vendor Access Policy (Exhibit pgs. 31-33)

10. Discussion Item –Revision to Reserve Cash Policy, or, Fund & Net Position Policy (Exhibit pgs. 34-36)

11. Next Board Meeting

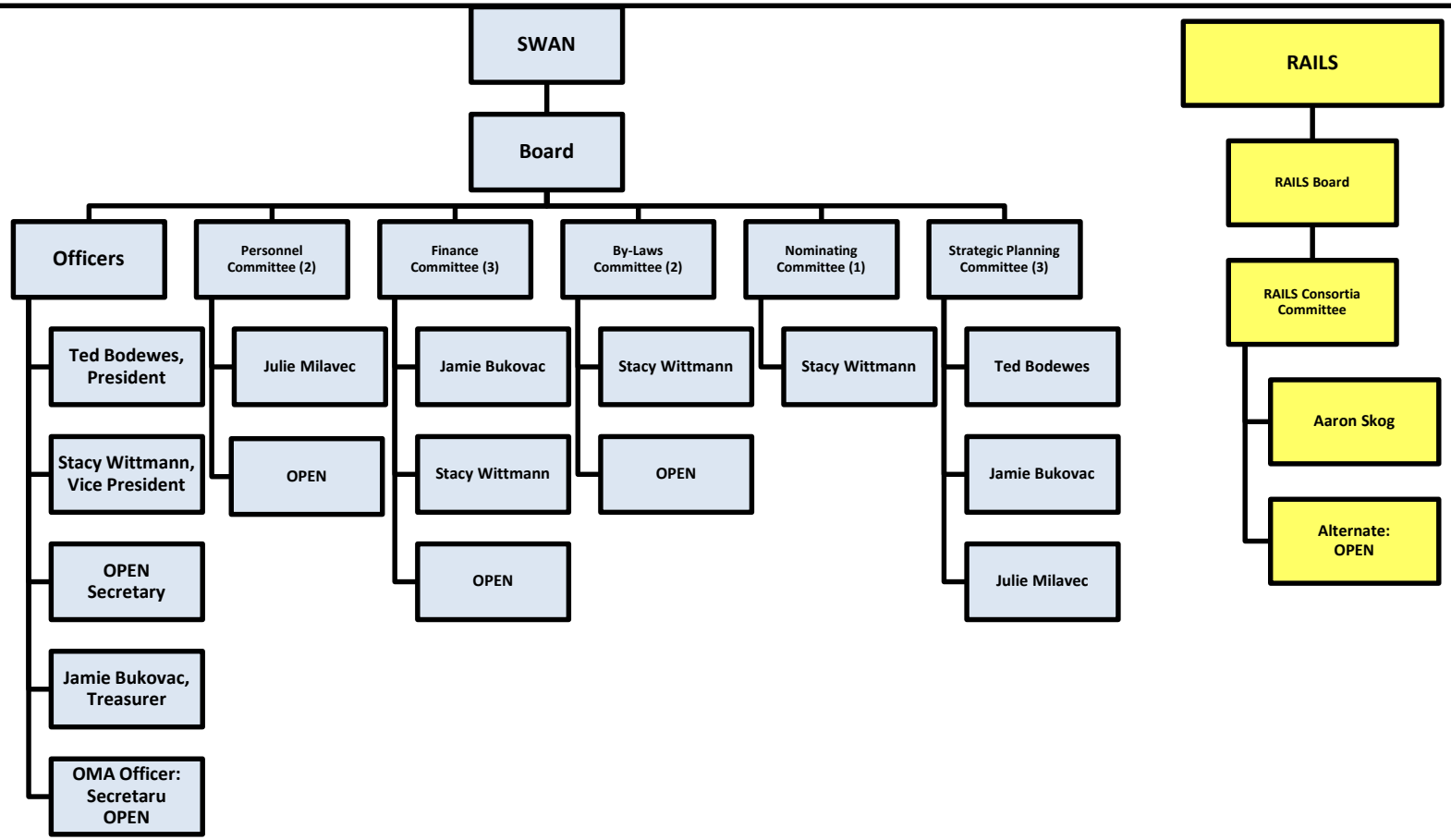
    The next SWAN Board Meeting will be held on August 9, 2019 at SWAN Quail Ridge at 9:30 a.m.

12. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2020
Jamie Bukovac	Indian Prairie Public Library	Treasurer	July 1, 2020
Stacy Wittmann	Eisenhower Public Library District	Vice President	July 1, 2021
Julie Milavec	Downers Grove Public Library		July 1, 2021
Dawn Bussey	Glen Ellyn Public Library		July 1, 2022
Robin Wagner	South Holland Public Library		July 1, 2022
Jane Jenkins	Green Hills Public Library District		July 1, 2022

SWAN Board Officers & Representation on Committees: FY20



SWAN
Balance Sheet
As of 6/30/2019

Preliminary and Unaudited

	Balance End Of Month	Average Interest Rates & Interest Earned during June	
Assets			
Cash & cash equivalents			
Cash- MaxSafe	**1,588,003.46**	2.410%	$ 3,140.20
Cash- Hinsdale Bank Checking	**658,873.05**	0.000%	$ -
Total Cash & cash equivalents	**2,246,876.51**	Investment Income	$ 3,140.20
ProPay Funds			
ProPay Funds	**93.53**		
Total ProPay Funds	**93.53**		
Accounts receivables			
Accounts Receivable	**47,062.93**		
Total Accounts receivables	**47,062.93**		
Prepaid expenses			
Deposits	**23,467.08**		
Vendor Credits	**8,658.18**		
Prepaid Expenses	**69,540.55**		
Total Prepaid expenses	**101,665.81**		
Capital assets, net			
Building And Improvements	**6,895.00**		
Equipment	**36,500.50**		
Computers	**324,383.36**		
Accumulated Depreciation	**(311,330.15)**		
Total Capital assets, net	**56,448.71**		
Other Assets			
Deferred Outflows - OPEB	**8,157.00**		
Total Other Assets	**8,157.00**		
Total Assets	**2,460,304.49**		
Liabilities			
Accounts payable			
Accounts Payable	**219.20**		
Total Accounts payable	**219.20**		
Accrued Liabilities			
Accrued Liabilities	**109,603.12**		
Total Accrued Liabilities	**109,603.12**		
Payroll			
Salaries Payable	**17,887.00**		
PR Tax Withheld Payable	**5,640.53**		
Retirement Payable	**3,289.46**		
PR Tax Expense Payable	**1,866.50**		
Total Payroll	**28,683.49**		
Other Postemployment Benefits			
Postemployment Benefits	**39,101.00**		
Total Other Postemployment Benefits	**39,101.00**		
Deferred revenue			
Deferred Revenue	**3,016.25**		
Deferred Revenue - MAGIC Fee Supplement Grant	**205,532.00**		
Total Deferred revenue	**208,548.25**		
Compensated absences			
Compensated Absences	**99,559.16**		
Total Compensated absences	**99,559.16**		
Facilities			
Rent Payable	**50,475.07**		
Total Facilities	**50,475.07**		
Other liabilities			
Deferred Inflows - OPEB	**14,016.00**		
Total Other liabilities	**14,016.00**		
Total Liabilities	**550,205.29**		
Net Assets			
Beginning Net Assets			
Unrestricted	**1,857,530.63**		
Total Beginning Net Assets	**1,857,530.63**		
Current YTD Net Income	**52,568.57**		
Total Net Assets	**1,910,099.20**		
Total Liabilities and Net Assets	**2,460,304.49**		

SWAN
Statement of Revenues and Expenses
From 6/1/2019 Through 6/30/2019
(100.00% through FY2019)

Preliminary and Unaudited

		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	0.00	100.00	84,735.50	1,200.00	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	205,101.87	206,598.00	2,476,824.50	2,468,716.00	2,468,716.00	100.32%	SWAN Quarterly, Annual, and Semi-Annual Fees
4061	Internet & Enhanced Access Fees	353.80	612.00	6,368.25	7,300.00	7,300.00	87.23%	SWAN Annual Internet Access Fees
4070	Reimbursements	0.00	2,538.00	11,697.26	30,500.00	30,500.00	38.35%	Member Reimbursements for SWANstravaganza Meals and SWANstravaganza Vendor Table Registration Fees
4071	Reimbursements - Lost Materials	(1,474.03)	0.00	(1,588.35)	0.00	0.00	0.00%	Reciprocal Borrowing and ILL Losses
4072	Reimbursements - Collection Agency Fees	0.00	75.00	120.00	900.00	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	3,140.20	563.00	36,815.26	6,800.00	6,800.00	541.40%	Interest
4090	Other Revenue	49,915.44	49,917.00	598,985.00	598,985.00	598,985.00	100.00%	RAILS Support to SWAN
Total Revenue		257,037.28	260,403.00	3,215,211.57	3,114,401.00	3,114,401.00	103.24%	
Expenses								
5000	Library Professionals	30,921.38	24,916.00	328,930.04	323,900.00	323,900.00	101.55%	Staff Salaries
5010	Other Professionals	67,945.10	74,208.00	756,609.79	964,700.00	964,700.00	78.42%	Staff Salaries
5020	Support Services	30,119.13	19,862.00	292,292.34	258,200.00	258,200.00	113.20%	Staff Salaries
5025	Vacation Expense	16,610.25	2,800.00	16,610.25	2,800.00	2,800.00	593.22%	Compensated Absences for Vacation Time Accrued
5030	Social Security Taxes	9,361.87	9,108.00	100,284.25	118,400.00	118,400.00	84.69%	Social Security Taxes
5050	Worker's Compensation	245.17	187.00	3,305.50	2,200.00	2,200.00	150.25%	Worker's Compensation Insurance
5060	Retirement Benefits	12,289.78	10,892.00	132,747.61	141,600.00	141,600.00	93.74%	Retirement Benefits and Retirement Plan Fees
5070	Health, Dental, Life And Disability Insurance	26,301.48	19,362.00	224,444.86	232,300.00	232,300.00	96.61%	Health, Dental, Life & Disability Insurance
5080	Other Fringe Benefits	0.00	212.00	0.00	2,500.00	2,500.00	0.00%	Tuition Reimbursements
5085	Wellness Benefits	278.88	425.00	2,117.48	5,100.00	5,100.00	41.51%	Staff Wellness
5100	Recruiting	0.00	75.00	248.60	900.00	900.00	27.62%	Background Checks and Job Postings
5110	Print Materials	259.90	663.00	4,322.47	8,000.00	8,000.00	54.03%	Printed Materials Including SWAN Branded Items for SWANstravaganza (partially offset by GL Account #'s 4050 and 4070) as well as Branded Calendars for Members, Branded Items for Green Hills Go-Live, and Branded Items for BlueCloud Mobile

Preliminary and Unaudited

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5130	E-Resources	0.00	38.00	0.00	500.00	500.00	0.00%	ALA TechSource Subscription
5140	Rent/Lease	0.00	8,424.00	105,633.81	101,044.00	101,044.00	104.54%	Facility Lease (Including Tenant's Share of Real Estate Taxes, Operating Expenses, and Insurance)
5150	Utilities	484.26	450.00	5,669.09	5,400.00	5,400.00	104.98%	Gas and Electric
5160	Property Insurance	123.00	123.00	1,476.00	1,476.00	1,476.00	100.00%	Flood Insurance
5170	Repairs And Maintenance	177.00	13.00	1,207.60	200.00	200.00	603.80%	Key Fob Maintenance and Other Facility Maintenance
5180	Custodial/Janitorial Service And Supplies	897.04	712.00	9,701.71	8,500.00	8,500.00	114.13%	Cleaning Services and Supplies
5190	Other Buildings and Grounds	0.00	12.00	150.00	100.00	100.00	150.00%	Security Camera Surveillance Subscription
5250	In-State Travel	640.58	187.00	2,302.62	2,200.00	2,200.00	104.66%	In-State Travel
5260	Out-Of-State Travel	0.00	913.00	2,994.28	11,000.00	11,000.00	27.22%	Out-of-State Travel
5270	Registrations And Meeting, Other Fees	877.44	238.00	4,228.30	2,900.00	2,900.00	145.80%	Snacks, Supplies, and Lunches for Meetings and Staff Events
5280	Conferences And Continuing Education Meetings	1,006.67	1,163.00	24,637.85	14,000.00	14,000.00	175.98%	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	749.50	738.00	8,899.22	8,900.00	8,900.00	99.99%	General Liability, Crime, Cyber Crime, and D&O Insurance
5310	Computers, Software And Supplies	9,992.04	5,204.00	38,141.65	62,481.00	62,481.00	61.04%	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, Go To Meeting Software, Avangate Installer Software, StatusCake System Monitoring, Microsoft pfSense Usage, and Microsoft Azure
5320	General Office Supplies And Equipment	584.37	750.00	2,215.95	9,000.00	9,000.00	24.62%	Office Supplies and Equipment under $5,000 Individual Cost Including Coffee
5330	Postage	26.55	75.00	95.96	900.00	900.00	10.66%	Postage
5380	Telephone And Telecommunications	2,250.22	1,675.00	18,966.51	20,100.00	20,100.00	94.36%	Phone, Chat, and Internet
5390	Equipment Rental	277.47	312.00	3,898.00	3,700.00	3,700.00	105.35%	Copier Lease and Usage

Preliminary and Unaudited

		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	74,692.00	40,975.00	583,240.36	491,683.00	491,683.00	118.62%	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	4,031.70	150.00	10,231.76	1,800.00	1,800.00	568.43%	Legal Fees
5420	Accounting	0.00	837.00	5,200.00	10,000.00	10,000.00	52.00%	Audit and Actuary Expenses
5430	Consulting	2,669.13	5,425.00	40,220.00	65,100.00	65,100.00	61.78%	Stategic Planning Consulting, Management Association/HR Source Costs, and Benchmarking
5435	Payroll Service Fees	244.92	313.00	3,389.59	3,800.00	3,800.00	89.19%	Paylocity Payroll Service Fees
5440	Contractual Staff	0.00	200.00	1,600.00	2,400.00	2,400.00	66.66%	Answering Service Costs
5450	Information Service Costs	24,230.56	22,763.00	276,433.21	273,200.00	273,200.00	101.18%	Formsite Membership Costs, OCLC Fees, Authority Processing, Syndetic Reviews, SSL Certificate Costs, Survey Monkey Subscription, MailChimp Subscription, ALA RDA Toolkit, WebDewey, and EBSCO Novelist Subscription
5460	Contract Agremt W/ Systems, Member Libraries & Cooperatives	0.00	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	3,410.68	1,838.00	33,614.73	22,100.00	22,100.00	152.10%	Unique Management Placements, Monthly Notice Printing, NCOA Costs not covered by the RAILS New 19 Grant, and HR Source Support Costs
5485	Group Purchases	0.00	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	34,167.48	0.00	0.00	0.00%	Monthly Depreciation Expense
5500	Professional Association Membership Dues	0.00	37.00	350.00	400.00	400.00	87.50%	Professional Memberships for SWAN and Staff
5510	Miscellaneous	105.31	87.00	1,167.00	1,000.00	1,000.00	116.70%	Member Overpayments and Double Payments to be Reimbursed, Allowance for Doubtful Accounts Additions, Credit Card Overage Charges, as well as Reciprocal Borrowing and Vendor Adjustments from Prior Years
5515	Miscellaneous - E-Commerce Fees	0.00	0.00	89.39	0.00	0.00	0.00%	Fees for SWAN ProPay Account Used for Testing
Total Expenses		324,650.67	256,362.00	3,162,643.00	3,184,484.00	3,184,484.00	99.31%	
Excess of Revenues over (under) Expenses		(67,613.39)	4,041.00	52,568.57	(70,083.00)	(70,083.00)		

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 6/1/2019 Through 6/30/2019

Effective D...	Vendor Name	Transaction Description	Check Amount
			0.00
6/3/2019	First Bankcard	June 2019 Credit Card Payment of April/May Balances	8,050.43
6/5/2019	Asana, Inc.	Project Management Software Subscription	2,997.50
6/5/2019	Dawne Tortorella	Travel Reimbursment 12/2018-6/3/19	513.86
6/5/2019	HR Source	Annual Membership Dues Through 6/30/2020	1,040.00
6/5/2019	Klein, Thorpe and Jenkins, Ltd.	Legal Services through April 2019	3,311.79
6/5/2019	Limricc-Phip	Health Insurance for June 2019	21,769.58
6/5/2019	Wellness Insurance Network-WIN	Life Insurance for June 2019	186.20
6/5/2019	Reliance Standard Life Insurance Co	LTD/STD Insurance for June 2019	890.18
6/10/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:June 8, 2019 Payroll	4,915.91
6/10/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:June 8, 2019 Payroll	1,663.01
6/13/2019	Paylocity Corporation	Net Wages: June 8, 2019 Payroll	35,871.49
6/13/2019	Paylocity Corporation	Payroll Taxes: June 8, 2019 Payroll	15,029.62
6/14/2019	Paylocity Corporation	Payroll Service Fees: June 8, 2019 Payroll	85.83
6/19/2019	Joliet Public Library	Reciprocal Borrowing-October 2017	(12.00)
6/21/2019	Melrose Park Public Library	Reciprocal Borrowing-April 2018	(18.00)
6/24/2019	Management Association Of IL, Corp.	Refund for Double Payment	(250.00)
6/24/2019	Quail Ridge Drive Investors, LLC	July 2019 Rent Payment	9,116.24
6/24/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:June 22, 2019 Payroll	4,915.91
6/24/2019	ICMA Retirement Corporation	Retirement Deduction and Contribution:June 22, 2019 Payroll	1,665.80
6/25/2019	BuildingStars	Cleaning Service for June 2019	598.00
6/25/2019	Chicago Public Library	Reciprocal Borrowing Payment for Unreturned 3/11/19	1,474.03
6/25/2019	Cintas #769	Mats for Doorway Entry 6/19/19	107.80
6/25/2019	Claudia Nickson	Travel Reimbursement-6/7/19	27.03
6/25/2019	Comcast	Internet Service 6/15-7/14/19	1,255.00

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 6/1/2019 Through 6/30/2019

Effective D...	Vendor Name	Transaction Description	Check Amount
6/25/2019	ComEd	Electric 5/17-6/18/19	447.91
6/25/2019	HR Source	Refund for Double Payment	250.00
6/25/2019	HR Source	Ad-hoc Benchmarking	2,585.00
6/25/2019	IHLS-OCLC	WebDewey-Carol Stream 11/2018-10/2019	255.60
6/25/2019	IHLS-OCLC	WebDewey-Villa Park PL 4/1/19-3/31/20	184.50
6/25/2019	IHLS-OCLC	WebDewey-Batavia 4/1/19-3/31/20	184.50
6/25/2019	IHLS-OCLC	WebDewey-Theosophical 4/1/19-3/31/20	184.50
6/25/2019	IHLS-OCLC	WebDewey-Oak Brook 5/1/19-4/30/20	324.45
6/25/2019	Image Tec	Copier Maintenance	294.88
6/25/2019	Joliet Public Library	Reciprocal Borrowing-October 2017	12.00
6/25/2019	Marcive Inc	Authority Processing for May 2019	430.50
6/25/2019	Melrose Park Public Library	Reciprocal Borrowing-April 2018	18.00
6/25/2019	Nicor Gas	Gas 5/14-6/13/19	36.35
6/25/2019	Reaching Across Illinois Library System	Reimburse RAILS for ALA Toolkit User Licenses	3,458.40
6/25/2019	Reliance Standard Life Insurance Co	LTD/STD Insurance for July 2019	890.18
6/25/2019	Steven Schlewitt	Travel Reimbursement-10/25-...	17.06
6/25/2019	Steven Schlewitt	Travel Reimbursement-2/20-6/...	45.19
6/25/2019	United States Treasury	PCORI Fee for Calendar Year 2017	64.53
6/25/2019	United States Treasury	PCORI Fee for Calendar Year 2018	75.95
6/25/2019	Unique Management Services, Inc.	Placements for May 2019	17.90
6/25/2019	Unique Management Services, Inc.	Material Recovery for May 2019	1,939.74
6/25/2019	Victoria Totton	Refreshments -Serials User Group	40.94
6/25/2019	Virginia Blake	Travel Reimbursement-5/15-6/...	37.44
6/25/2019	Victoria Totton	Refreshments -Serials User Group	(40.94)
6/25/2019	Virginia Blake	Travel Reimbursement-5/15-6/...	(37.44)
6/25/2019	Victoria Totton	Refreshments -Serials User Group	40.94
6/25/2019	Virginia Blake	Travel Reimbursement-5/15-6/...	37.44
6/27/2019	Paylocity Corporation	Net Wages: June 22, 2019 Payroll	35,981.95
6/27/2019	Paylocity Corporation	Payroll Taxes: June 22, 2019 Payroll	15,103.53

SWAN

Check/Voucher Register - Check and Disbursement Register
1003 - Cash- Hinsdale Bank Checking
From 6/1/2019 Through 6/30/2019

Effective D...	Vendor Name	Transaction Description	Check Amount
6/28/2019	**Paylocity Corporation**	**Payroll Service Fees: June 22, 2019 Payroll**	**159.09**
		Total 1003 - Cash- Hinsdale Bank Checking	**178,245.30**
Report Total			**178,245.30**

SWAN BOARD MEETING MINUTES

Thomas Ford Memorial Library
800 Chestnut Street, Western Springs, IL 60558

June 28, 2019

Call to Order, Roll Call

President Bodewes called the meeting to order at 9:35 a.m. The following members were present to establish a quorum:

Ted Bodewes
Jamie Bukovac
Julie Milavec
Doug Losey
. Stacy Wittmann arrived at 9:38
Rich Wolff
Tiffany Verzani

Introduction of Visitors/Public Comment

Dawn Bussey, Glen Ellyn Public Library
Edith Craig, St. Charles Public Library
Jane Jenkins, Green Hills Public Library District
Robin Wagner, South Holland Public Library
Aaron Skog, SWAN Executive Director
Dawne Tortorella, SWAN Assistant Director

Public comment is allowed at SWAN meetings

Action Item – Acceptance of the June 28, 2019 SWAN Board Meeting Agenda

Wolff moved, seconded by Milavec that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 28, 2019 SWAN BOARD MEETING AGENDA AS AMENDED.

Motion carried by unanimous voice vote.

Action Item – Approval of SWAN Financials, April 2019

Wolff moved, seconded by Bukovac that it be

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

DRAFT

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

Action Item – Acceptance of the May 17, 2019 SWAN Board Meeting Minutes

Losey moved, seconded by Verzani that it be

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

Motion carried by unanimous voice vote.

Reports

a. Board President Report

Bodewes thanked the outgoing Board Members, Wolff, Losey, and Verzani for their contributions and leadership to the SWAN Board and membership.

b. Executive Director Report

Skog provided an orientation for new Board members Jenkins and Wagner on Tuesday, June 25. They considered the orientation beneficial. He will be talking to new Board member Bussey too.

Skog updated the Board on the Strategic Plan and the work underway as outlined in the tactical work plan. Wood announced the BLUEcloud Mobile app is available for testing with formal release on July 15th. Libraries will be receiving bookmarks to promote the mobile app and the SWAN support site included additional documentation and promotional materials. Training for library administrators, allowing customization of additional content will be conducted later this summer. In the meantime, any requests for customization will be handled by Wood's team.

Two libraries with past due membership fees are making progress on payment. Vendor credits for Green Hills Public Library is based on credits from their payment to the vendor which were passed on to SWAN and subsequently being credited to the library.

Operations Report

Internet Access clean-up has allowed us to move to the next level in creation of In Transit labels. There was discussion on whether SWAN should be encouraging or mandating libraries to use the In-Transit labels. Some libraries are concerned with the cost of the initial printer purchase and ongoing cost for sticky paper. Perhaps next year we can look at purchasing paper and printers for libraries unable to allocate these purchases. Currently RAILS provides the labels used for hand labeling items set in transit. If SWAN as a group wants to encourage adoption of the automated label, it probably needs to be considered as a program for funding.

DRAFT

SWAN community forums will start with a cataloging working group discussing the standards. The success of the forums is less based on the tool as it is on the behavior of participants and learning to effectively collaborate and communicate in forums.

Having information regarding the success rate of emails sent to patrons is helpful in the Operations Report. Additional tools to assist library staff in tracking patron email success are forthcoming.

c. Treasurer Report

Skog sent out letter to solicit additional accounting firm recommendations. Letters were sent directly to accounting firms to provide accounting services with a deadline of July 29, 2019 for submission.

d. Board Calendar

The calendar includes dates for the fiscal year 2020 (July 1, 2019 through June 30, 2020). Please note that the September 21st Board Meeting needs to be removed from the calendar (duplicate/error).

Action Item – Approve Revised SWAN Holidays

Wittman moved, seconded by Verzani that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE SWAN HOLIDAY SCHEDULE INCLUDING ONE OF EITHER PRESIDENTS DAY OR MARTIN LUTHER KING DAY TO BE APPROVED BY SWAN MANAGEMENT, ENSURING SWAN SUPPORT COVERAGE ON BOTH DAYS.

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

Action Item – Approve Personal Paid Leave Policy

Discussion on providing a broader leave policy included consideration of language provided by HR Source recommending a broader policy determined at the discretion of the Executive Director. Consistency of determination would need to be guided by precedent and procedures and guidelines established out the scope of the policy. It was recommended that these guidelines include a review of critical services and key players to determine impact on the organization.

Discussion weighed Personal Paid Leave versus Parental Leave. SWAN does not qualify for FMLA, but could a policy based upon FMLA guidelines be used instead? What are the implications if FMLA guidelines are followed since SWAN does not qualify for FMLA?

At this time, the Board is comfortable with accepting Parental Leave and continue discussion of Personal Paid Leave. The Personnel Committee will need to work on

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language and add to an agenda item to discuss for the future. We need more from HR Source regarding the mirroring FMLA and what the impact would be on the organization. The use of intermittent time should be included in this future discussion.

RESOLVED, THAT THE SWAN BOARD APPROVES THE PERSONAL PAID LEAVE POLICY.

The vote was tabled, and topic will be added as a future agenda item.

Action Item – Approve Parental Leave Policy

Wolff moved, seconded by Milavec that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PARENTAL LEAVE POLICY.

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

Action Item – Approve Revised Harassment Policy

Wolff moved, seconded by Milavec that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE REVISED HARASSMENT POLICY.

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

Action Item – Approve Names and Preferred Pronouns Policy

Wolff moved, seconded by Wittman that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE NAMES AND PREFERRED PRONOUNS POLICY.

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

Action Item – Approve Revised Travel Policy

Milavec moved, seconded by Wolff that it be
RESOLVED, THAT THE SWAN BOARD APPROVES THE TRAVEL POLICY

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

Action Item – Approve to Write Off Allowance for Doubtful Accounts Balance
Rich, Tiffany

DRAFT

RESOLVED, THAT THE SWAN BOARD APPROVES THE WRITE OFF ALLOWANCE FOR DOUBTFUL ACCOUNTS TOTALLING $622.99 IN RECIPROCAL BORROWING CHARGES.

Discussion Item – Legal Opinion on 501(c)3 Governing Board and Donations

Ongoing conversation based on two legal opinions ensued. Bodewes wanted the input of our departing board members as well as incoming on this topic.

The discussion was on board composition and ability to accept donations, and whether an entity can be a 501(c)3 and abide by OMA/FOIA while being eligible to accept donations.

Board composition which does not include library directors as a majority of the future 501(c)3 board is difficult to see as advantageous. Being able to fundraise and not have SWAN governed by library directors is not a trade-off seen as advantageous. Going to a 501(c)3 shifts the board composition and responsibility to fundraising activities. What type of board members and expertise would we be looking to recruit? There are benefits of moving to a non-profit status, but it is difficult to understand the implications of changing the dynamic and investment of Board Members.

Bodewes reiterated the reasons why the strategic planning process and the Board pursued moving towards 501c3:

1) expand participation and ability to vote, not bound by physical location
2) plethora of grants available to non-profits,
3) ability to accept donations and fundraise

All of these are important, but not at the expense of changing Board composition.

The strategic plan outlines that SWAN is governed as a representative democracy. As a representative Board, Board members must understand the needs of the membership. Board needs to be representative of the membership and more active in reaching members on a personal level. Board development is needed to make that happen. With the Board serving as a representative body, the progression of voting has happened with membership voting being primarily for approving the annual budget and new member libraries.

Losey noted there is a need for the oncoming board to understand non-profits and the purpose of a not-for-profit board.

The SWAN service as provided is an integral part of what the members need to operate. The investment and purpose of SWAN is very different than 501(c)3 and associations because of the fundamental nature of the services provided and what we do as libraries.

We need to pursue additional lines of inquiry with legal:
Is there another type of organizational structure we should be considering?
Can we follow OMA and still be eligible for donations and fundraising?
Does board composition alone designate public entity consideration?

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If we want to do donations and additional grants, but don't want to change composition of the Board, can we be 501c3 or a different composition?

Action Item – Approve to Write-Off Allowance for Doubtful Accounts Balance

Wolff moved, seconded by Verzani that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE WRITE OFF ALLOWANCE FOR DOUBTFUL ACCOUNTS TOTALLING $622.99 IN RECIPROCAL BORROWING CHARGES.

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

Discussion Item – Board Officers Election & Committee Appointments

Skog review committee compositions and open appointments. Committee assignments and officer appointments will be made at the July Board meeting.

Information Item – RAILS FY21 LLSAP Support Grant Application, Due August 1, 2019

Skog will complete the grant application for submission to RAILS.

Information Item – RAILS FY20 LLSAP Support Grant Allocations

Skog shared FY20 LLSAP Support Grant allocation for comparison purposes in planning.

Motion to go to closed session 11:21 a.m. for purpose of SWAN Executive Director Yearly Review

Wolff moved, seconded by Verzani that it be

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).

Motion carried by unanimous voice vote.

Board reconvened, at 11:35 a.m.

Ms. Verzani moved, seconded by Ms. Milavec, that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE EXECUTIVE DIRECTOR YEARLY REVIEW AS PRESENTED, AND APPROVES A 3% SALARY INCREASE FOR MERIT TO BEGIN WITH THE NEW FISCAL YEAR ON JULY 1, 2019

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Motion carried by unanimous voice vote.

The meeting was adjourned by President Bodewes at 11:38 p.m.

Next Board Meeting

The next SWAN Board Meeting will be held on July 19, 2019 at SWAN Quail Ridge at 9:30 a.m.

Minutes Prepared by Dawne Tortorella
Respectfully Submitted,

_____

Board Secretary

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SWAN Executive Director Report

July 19, 2019

Revise the "Reserve Cash Policy" as "Fund & Net Position Policy"

I included discussion item on the July 19, 2019 agenda for the SWAN Board to accept a change to the Reserve Cash policy. This is due to a recommended change per the FY18 audit management letter which stated the following.

> *We recommended SWAN create and adopt a net position policy to be in compliance with GASB Statement No. 54. SWAN should address net position reporting categories (invested in capital assets, restricted, and unrestricted) as well as review minimum net position policies.*

RAILS Staff Accountant Sharon Swanson provided wording adopted by PrairieCat. I have included the current Reserve Cash Policy, PrairieCat's policy, and a revised SWAN policy with redlined changes in the board meeting packet for this month.

SWAN Strategic Plan 2019-2023

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

Clarity Task Force Update

SWAN's five-year strategic plan contains an initiative to develop a shared diagnosis around some member library dissatisfaction around the Symphony integrated library system and the Enterprise catalog. To this end, SWAN formed the Clarity Task Force of 8-member library staff to assist with that diagnosis.

Clarity met on July 10th to finalize a study where library dissatisfaction can be captured in detail using user experience methodologies. These eight libraries are participating in a study within their libraries during the July 22nd through August 12th period. SWAN staff will complete interviews at other member libraries and arrange focus groups of 10 people at 4 regional locations for library staff to attend.

Clarity Task Force Study

During the summer, members of the Clarity Task Force and SWAN staff will gather input from our members to help identify and surface areas of concerns regarding our Library Services Platform.

The following methods of research will be used:

1. Time studies
2. Diary studies
3. Interviews
4. Focus Groups

The time studies of Symphony WorkFlows and diary studies will include libraries represented by Clarity Task Force members. This will allow Task Force members to help guide their colleagues in completion of these studies. Upon initial review of the studies, Clarity and SWAN will determine if including additional members in these studies would be beneficial to gathering input. There will be a written report compiling what is learned and provide recommendations to the SWAN Board.

Time Study

With time slice studies, it is helpful to have a specific day/time for capture of screen recordings. This provides an opportunity to see a cross section of activity across multiple libraries within the same period – enabling review of both commonalities and uniqueness.

This independent capture of Symphony WorkFlows activity will allow us to determine exactly what features of the software are most accessed and the efficiency of that work process. It will help identify areas where finding information of completing actions could be improved. It will reinforce potential differences in periods of the day and at libraries, providing a range of activity patterns to observe. We may also uncover areas where additional training or configuration of the interface could be helpful.

Clarity Task Force members will upload their recordings into a secure online folder in the team-based SWAN Clarity Taskforce SharePoint project. SWAN staff will download these screen captures to a secure storage for coding. The function of coding does not include any barcodes or personal identification. That analysis will capture functions enabled during the session.

Diary Studies

Journaling, or diary studies, are intended to provide a method of capturing noteworthy interactions with the software and how that impacts either daily operational work processes or providing services to end users. This is a common methodology employed within user interface design. The journaling activity Clarity Task Force is based on “Universal Methods of Design.”

The journals were distributed to the 8 Clarity Task Force members. Each journal is supplied with a set of prompted or questions which vary slightly based on the role within the library.

Interviews

The first group of interviews were determined through volunteers at the SWAN Circulation User Group held in June. Tara Wood and Crystal Vela have been visiting these staff to conduct interviews. These interviews will be compiled as part of the Clarity Task Force Study.

Focus Groups

These will be group meetings of 10 staff held in locations north, south, central, and west of SWAN's region. Dawne Tortorella will facilitate these meetings with one other SWAN staff present as notetaker.

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

Evaluate Organization Legal Entity

I recommend the 501(c)3 discussion continue at the August 9, 2019 SWAN Board meeting.

Monthly Financial Report

Please note that the June 2019 financials are preliminary, unaudited, and pending additional expenses for vendor invoices that have yet to be received, any adjustments to Accrued Liabilities, any additional expense reclassifications, and/or any adjustments that the auditors see fit to recommend at the conclusion of the FY19 audit.

As of June 30, the libraries with outstanding prior and current period SWAN fees, include:

- Harvey – Owing $24,285.25 in total. No change from last month.
- Calumet Park – Owing $12,045.74 in total. No change from last month

Two large invoices will be paid in July to SirsiDynix $370,356.11 and EBSCO as part of the annual renewal of services. I have included an action item on the July 19, 2019 SWAN Board agenda to approve a transfer of $200,000 from the Max Safe account to the SWAN checking. The SWAN Board took the same step last year but ended up transferring $100,000 twice so I recommend this year one $200,000 transfer.

SWAN Operations Report: July 19, 2019

Member Engagement – All Staff

The following abbreviations are used to show departments: UX – User Experience, Bib Srvs – Bibliographic Services, IT – Information Technology and Systems Support, Adm – Admin.

Site Visits, Training, and Networking

During the past reporting period (June 20th – July 12th):

- 6/20 - BLUEcloud Analytics Open Lab (Bib Srvs: Sam, UX: Crystal)
- 6/26 - Site Visit Green Hills Public Library District re: OCLC configuration and ILL (Adm: Dawne)
- 6/27 - Discovery and User Experience (DUX) Meeting (UX: Tara-chair, Robin, Bib Srvs: Scott, Adm: Dawne)
- 6/27 - Site Visit Oak Park Public Library re: online patron registration (IT: Steven, Vickie, Dave, Rudy)
- 7/1 - Site Visit South Holland Public Library re: Credit Card Swipe Installation (IT: Dave)
- 7/5 - LLSAP Cataloging Managers (Adm: Dawne, Bib Srvs: Scott)
- 7/8 - WorkFlows Circulation Interview at Acorn Public Library District (UX: Crystal, Tara)
- 7/8 - WorkFlows Circulation Interview at Alsip-Merrionette Park Public Library District (UX: Crystal, Tara)
- 7/9 - Site Visit Geneva Public Library District re: license MobileCirc devices (IT: Michael, Vickie)
- 7/10 - Clarity Task Force (Adm: Aaron, Dawne, Bib Srvc: Scott, IT: Steven, UX: Tara)
- 7/10 - BLUEcloud Analytics Open Lab (Adm: Dawne, UX: Crystal)
- 7/11 - Online Training: Creating Pre-Cats (Bib Srvs: Claudia)
- 7/11 - BLUEcloud Circulation & Cataloging Research Meeting (Bib Srvs: Scott, Diane, Claudia, UX: Tara, Crystal, IT: Steven, Ian, Dave, Michael, Vickie, Adm: Aaron, Dawne-chair)

SirsiDynix Support & Consulting

- 7/11 - SirsyDynix BLUEcloud Acquisitions Pilot Kick-Off Meeting (Adm: Dawne, Bib Srvs: Scott, Claudia, IT: Vickie, Steven, Dave; La Grange Public Library, St. Charles Public Library)
- 7/12 - Sure Sailing Call (SWAN staff from all departments participate)
    - Outreach templates
    - Enterprise eRC resource checkout options labeling
    - Tools/community resources for managing bib data export to database
    - Holds Management review
    - SWAN development work review (In Transit label version 2, SendGrid email delivery verification)

SWAN Assistant Director (Dawne Tortorella)

BLUEcloud Staff Client Research & Development

Work continues on the assessment and evaluation of Cataloging and Circulation features and functional readiness of the BLUEcloud staff client. SWAN staff conducted an overview session for member participants and distributed BLUEcloud Central accounts required to access these web-based applications. While these products are not ready for large-scale deployment within the membership, our library partners assisting with evaluation are determining potential niche staff functions where these applications may be ready to use in a production environment. We will continue to be active in the SirsiDynix Strategic Partners Program for both Cataloging and Circulation, to provide ongoing input into product development. Based on time commitments of member libraries, we will look to rotate participating members to involve more member libraries in the future and to share responsibility in research and development activities related to the future staff client.

Partner Libraries in BLUEcloud Cataloging:

- La Grange Public Library
- St. Charles Public Library
- Tinley Park Public Library

Partner Libraries in BLUEcloud Circulation:

- Eisenhower Public Library
- Hinsdale Public Library
- Melrose Park Public Library
- St. Charles Public Library

BLUEcloud Acquisitions Pilot

Partner Libraries in BLUEcloud Acquisitions:

- La Grange Public Library
- St. Charles Public Library

The BLUEcloud Acquisitions Pilot is a more rigorous and time-constrained pilot project. The pilot testing schedule includes:

- May 27-July 12: Pilot Preparation (training and system configuration)
- July 15-27: Setting up BLUEcloud Acquisitions
- July 29-Aug 2: Managing Fund Accounts
- Aug 5-9: Managing Vendor Records
- Aug 12-16: Managing Selection Lists
- Aug 19-23: Selecting Titles
- Aug 26-Sept 6: Creating and Managing Orders
- Sept 3-6: Pilot Status Meeting

- Sept 9-13: Receiving Ordered Material
- Sept 23-27: Running Acquisitions Reports
- Sept 30-Oct 4: Processing Year-End
- Oct 7-11: Security & Consortia Support
- Oct 14: Pilot End

During the pilot, we will be answering the following questions:

1. What areas of BC Acquisitions provide you the ease-of-use experience?
2. What features do you prefer in BC Acquisitions over Symphony Acquisitions?
3. What features to you prefer in Symphony Acquisitions over BC Acquisitions given that both products have the given features?
4. How likely are you to take BC Acquisitions live?
5. If you can't take BC Acquisitions live, what features are keeping you from going live?
6. How would you improve the implementation experience for new customers adopting BC Acquisitions?
7. How would you improve the product training you received for new customers adopting BC Acquisitions?

After the pilot, our pilot libraries and SWAN staff will determine work processes and situations where BLUEcloud Acquisitions may be considered production-ready. This many mean new libraries wanting to use acquisitions are transitioned directly into BLUEcloud Acquisitions. It could also provide some hybrid approaches where some libraries use Selection Lists in BLUEcloud Acquisitions while continuing to use Symphony Acquisitions.

We greatly appreciate the time and expertise our partner libraries are devoting to research, development, and feasibility testing in the BLUEcloud staff client software suite.

SWAN Bibliographic Services (Scott Brandwein)

MARCIVE Comprehensive Notification Service

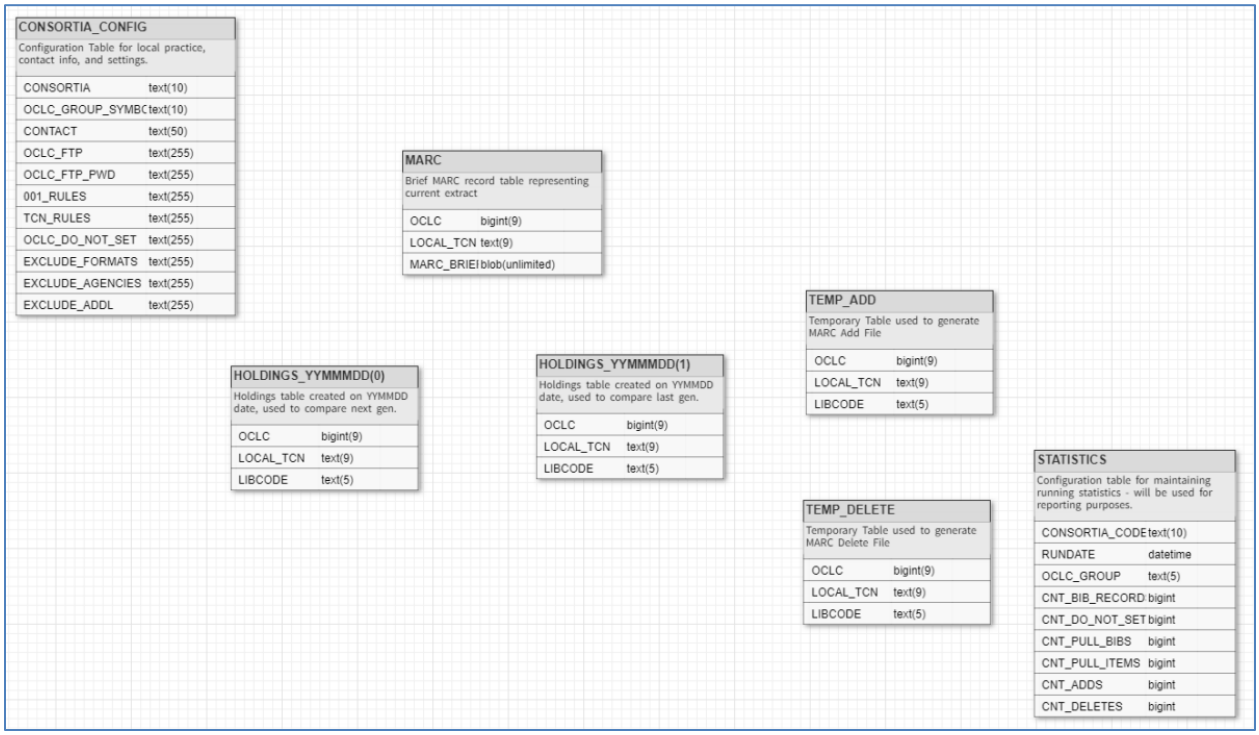
MARCIVE, our vendor who provides bibliographic updating and authority control services that enhance our bibliographic collection, has sent the data we receive as part of our Comprehensive Notification Services package. This is a service that tracks changes to author, title, subject, and series headings and sends SWAN updated bibliographic records reflecting those changes. Files of new, updated, and deleted authority records accompany the updated bibliographic records. We also receive records reflecting enhancements to MARCIVE's bibliographic clean-up and RDA conversion services.

We received 45,000 updated bibliographic records, which we are gradually introducing into the system. The process should be complete by July 17th.

OSMOSIS/Project X Update

We have made some progress on the planning of the Project X utility that will maintain OCLC holdings for our libraries after the sunsetting of TMQ next summer. We have come up with a more detailed

design specification and have determined that we need a database to sit at the center of this tool to assist in the storing and comparison of data. We have created a mock-up of what this database might look like:



The diagram includes tables to hold consortial configuration, holdings from the previous run, holdings from the current run, MARC data, adds and deletes generated by the current run, and statistics.

The utility will ingest a MARC extract, perform the needed analysis, generate two MARC files (one for adds, one for deletes) and send those files to OCLC via SFTP, and provide statistics about the run. The final step of telling the OCLC client to process the files they have received will be in the hands of the individual, who can make that choice based on the accuracy of the statistical report.

As the tool will need to both deconstruct and knit together MARC records, we are in search of pre-existing utilities that may assist.

Cataloging Standards Task Force

The next meeting of the Cataloging Standards Task Force was July 15th but has not taken place as of this writing. We will continue to work our way through a MARC record field by field, highlighting required fields and recommended practices. The discussion should encompass edition statements, publication information and dates, physical description, and the relatively new content, format, and encoding codes that are part of RDA description.

I will also be proposing a change to our database's indexing structure that will fine-tune how standard numbers (ISBNs, ISSNs, and UPCs) are treated by Symphony's internal processes. The plan should allow us to retain all instances of these numbers for search and retrieval, while limiting increasing the

accuracy of bibliographic matching. We can align this change with widely-accepted cataloging standards (i.e. SWAN cataloging will not need to be a special case.) After it is implemented, and some clean-up takes place, I anticipate that batch-loading, especially through Acquisitions, will be a much cleaner process for SWAN staff.

All members of the group are registered for our online forum pilot, and we hope that platform will be a place to continue these discussions.

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.

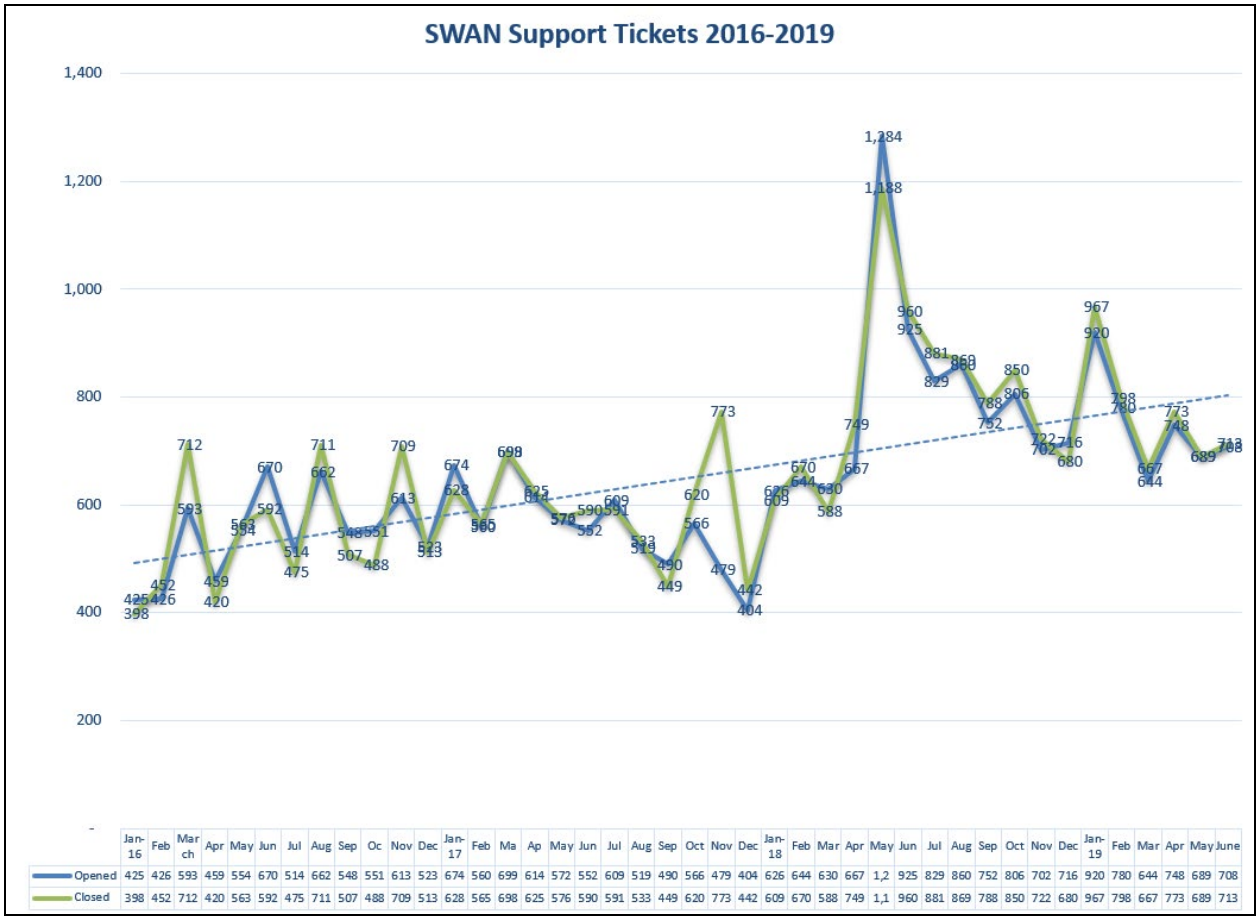
For June, there were 123 upgrades of minimal level records in OCLC to full records.

	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	92	163							
Copy 2019	2,565	1,952	1,939	2,352	2,032	2,070							

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

As of July 12th, 97 tickets are currently open. The IT team continues to refine the ticket tracking process to ensure an appropriate balance between open cases and ongoing projects, while also freeing up the work of other departments. Additional IT staff will also soon be reallocated to the weekly support and on-call rotation which should help to further balance team assignments.



General Projects

- Microsoft Teams rollout for SWAN staff – Ian, Steven
- BLUEcloud Central account and permission configuration – IT team
- Koios vendor integration setup for Oak Park – Steven, Rudy, Ian
- SimplyE vendor integration setup for Green Hills – Steven, Rudy, Ian
- Acquisitions libraries' fiscal rollovers – Vickie
- Extended patron info consolidation in Symphony – Dave
- Custom Long Overdue Report local transactions follow-up – Vickie
- Training & Rollout of GoToMeeting for SWAN staff – Steven, Ian
- Assistance with Batavia RFID project – Vickie
- Cancelled on-order items custom patron notification – Rudy, Ian
- Weekly SPAM email digest custom development for libraries – Rudy

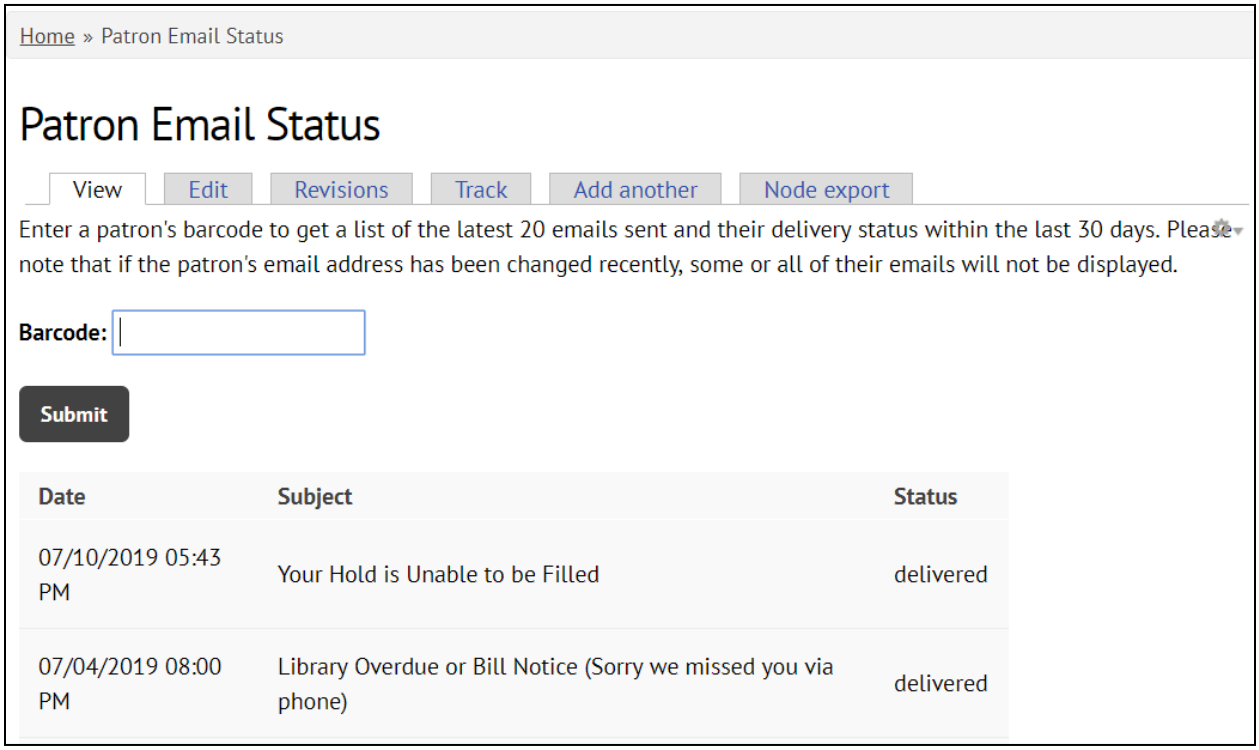
Online Patron Registration

On June 27th, Steven Schlewitt, Dave Pacin, Rudy Host, and Vickie Totton met with Martyn Churchouse of the Oak Park Public Library to review initial requirements and prospects for a long-anticipated Online Patron Registration tool. With recent update enhancements to Symphony Web Services and Rudy's growing skillset in development against the platform, the IT team is now confident that a custom utility

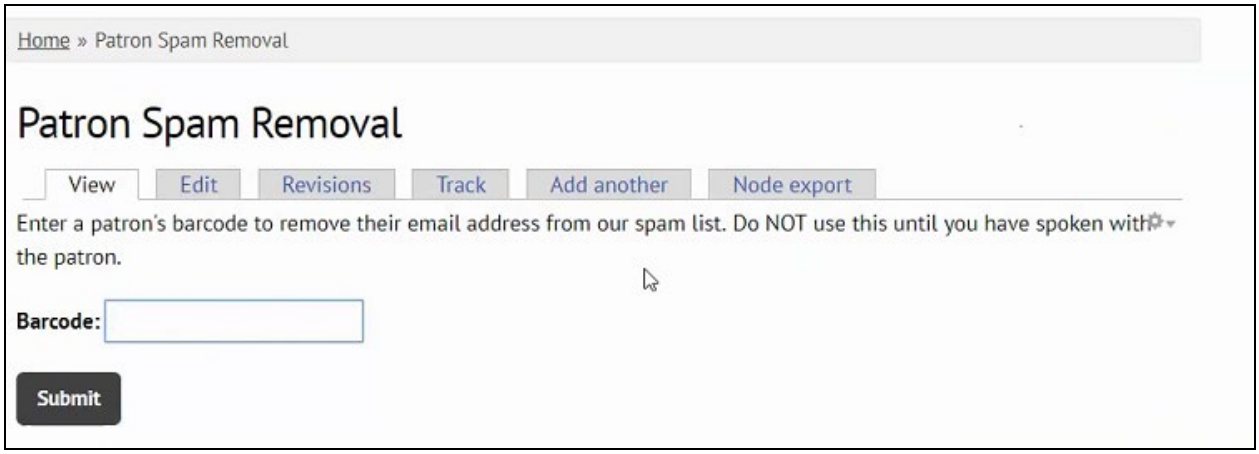
can be created to serve SWAN patrons. The project is currently only in a planning stage, but more information will be shared in the upcoming months.

Patron Email Status and SPAM Whitelisting Tool

Rudy Host has started development on a new Support Site-integrated tool that works with the SendGrid email API to lookup the status of a patron's most recent notice emails. By entering a patron's barcode, library staff will be able to verify email delivery success, the date/time, and the subject of recent notices sent.



Additionally, a related tool has been developed to remedy patron addresses that have marked SWAN as SPAM, after confirmation from the patron that they've whitelisted the SWAN server. If a patron is identified in the status tool as having marked SWAN emails as SPAM, library staff will have the option to remove them from a SPAM list after having spoken and resolved the issue with the patron.



Email Notice Tracking

As of July 12th, SWAN sent 429,322 emails from the Symphony server over the previous 30-day period and observed a delivery success rate of 98.73% (425,857), with 0.16% (707) of those emails bouncing due to a patron email issue and 0.00% (13) of those emails reported as SPAM by the patron. The remaining amount reflect a "delivering" status. While the majority of emails sent from the SWAN server are patron notifications, some emails counted here include Symphony reports and statistics for staff.

Outage Tracking

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
6/22/2019	19:10	5	Enterprise	No	Yes	Enterprise service restart due to harvesting error
6/24/2019	19:03	5	Enterprise	No	Yes	Enterprise service restart due to harvesting error
6/28/2019	21:22	5	Enterprise	No	No	Enterprise service restart due to harvesting error
7/1/2019	19:03	5	Enterprise	No	Yes	Enterprise service restart due to harvesting error
7/2/2019	19:14	5	Enterprise	No	Yes	Enterprise service restart due to harvesting error
7/4/2019	19:08	5	Enterprise	No	Yes	Enterprise service restart due to harvesting error
7/6/2019	10:42	5	Enterprise	No	Yes	Web services outage and restart due to search load spike
7/6/2019	19:05	5	Enterprise	No	Yes	Enterprise service restart due to harvesting error
7/8/2019	22:02	5	Enterprise	Yes	No	Enterprise service restart to resolve ongoing harvest errors

SWAN User Experience (Tara Wood)

BLUEcloud Mobile

The BLUEcloud Mobile app is here! See the support site for details about downloading and using the app.

SWAN will also offer two trainings for app administration at the end of August and September. While some libraries may be excited to dig into configuring and editing their apps, we wanted to make sure we had a smooth rollout and a stable app before introducing more variables and devoting staff time to training.

BLUEcloud Circulation Evaluation

Crystal shared a short training and tasks for BLUEcloud Circulation evaluation team to try at their libraries. We've asked the team to try several common tasks and weigh in on what immediate uses they could see BLUEcloud Circulation serving. While this tool isn't ready for "prime time" it may be useful in some specific cases.

Workflows Circulation Evaluation

As part of the Clarity Task Force study, Crystal led two interviews with circulation managers on how they use Workflows in their libraries. Tara took notes. Interviews were in a "show and tell" format that is a combination of an interview and a usability test. Crystal asked interview questions and participants also demonstrated tasks in Workflows while Crystal and Tara observed.

We have one more interview in this round, and we will share the results in a report. We are also discussing what additional interviews in other functional areas are needed to get a full picture of Workflows Circulation functions.

Freegal Records in Enterprise

The Freegal connector is now available for any library that request it. So far, three libraries have requested the connector. Glen Ellyn, our pilot library, is live in Enterprise for any libraries that would like to see the Freegal connector in action.

Discovery and User Experience (DUX) Advisory Group

In the last DUX meeting, we worked on a journey mapping activity to chart how eBook and eAudiobook downloads from Enterprise work (and don't work). DUX members worked in pairs to do mock usability testing of the process to download an eBook or eAudiobook, charted the steps, and identified the "highs and lows" of the experience – what steps were most frustrating, and what steps were most enjoyable.

Scans of the journey maps are available on the SWAN support site.

Tara and Robin are using the journey maps to develop a service map – basically an ideal process of how we would like the process of finding, downloading, and viewing eRC items from Enterprise to work. With that service map, we will be able to submit enhancement requests to SirsiDynix and implement some improvements through our own development.

Exploration for an eResources Group

Tara and Robin are investigating the possibility of an eResources Group. DUX members are currently discussing through the DUX email list how they would like to see this group work and how frequently it should meet. So far, DUX members are enthusiastic about having a separate group to dig into issues around authentication, consortia-wide purchases, vendor negotiations, and instruction and marketing for e-resources to name a few.

SWAN

Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Monday, July 1, 2019		SWAN FY20 Budget goes into effect.
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-evaluation.
Thursday, August 1, 2019		LLSAP Grant application package due to RAILS
Friday, August 9, 2019	Regular SWAN Board Meeting	
Friday, August 16, 2019	SWAN Expo	Annual conference at Moraine Valley Community College
Friday, September 20, 2019	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
August–September 2019		RAILS reviews LLSAP grant applications and determines awards
Tuesday, October 1, 2019		RAILS responds with award letter and grant agreement
Friday, October 18, 2019	Regular SWAN Board Meeting	Aaron begins work on FY21 budget, brings questions to SWAN Board if needed.
November [TDB]	Finance Committee	Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed.
Friday, November 15, 2019	Regular SWAN Board Meeting	Board accepts FY19 audit.
		Aaron to bring FY20 Budget draft; Board discuss Fees and determines next steps.
		Set Board approves meeting dates for 2020 calendar.
Thursday, December 5, 2019	Quarterly	Announce FY21 Budget Process
Friday, December 20, 2019	Regular SWAN Board Meeting	Review of FY21 Budget Draft.
		Approve FY21 LLSAP grant agreement
Wednesday, January 1, 2020		Signed LLSAP grant agreements due to RAILS

SWAN

Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
Friday, January 17, 2020	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 2020 [TBD]	SWANcom	Board present draft budget to membership.
	SWANcom	Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
February 2020 [TDB]	Membership Meeting	Meeting to discuss FY21 budget, fees, and reserves worksheet.
Friday, February 21, 2020	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 5, 2020	Quarterly	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 20, 2020	Regular SWAN Board Meeting	Determine if Finance/Personnel Committee meeint is needed.
March 2020 [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 17, 2020	Regular SWAN Board Meeting	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 2020 [TBD]	SWANcom	Announce election info.
Sunday, May 17, 2020	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.

DATE	MEETING TYPE	ACTION ITEMS
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 4, 2020	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 19, 2020	Regular SWAN Board Meeting	Review/Write Off Allowance for Doubtful Accounts
		RAILS provides FY22 consortial support grant applications to consortia.
		Director Evaluation - Provide results and discuss (Executive Session).
Tuesday, June 30, 2020		OCLC State-wide Group Services Agreement Ends
Wednesday, July 1, 2020		SWAN FY21 Budget goes into effect
		FY21 RAILS LLSAP grant payments and in-kind services begin
Friday, July 17, 2020	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-
Sunday, January 31, 2021		FY21 LLSAP Grant semiannual reports due to RAILS

Published on *SWAN Library Services* (https://support.swanlibraries.net)

Vendor Access Policy Agreement

Approved by the SWAN Board on 9/15/2017
Revisions:
3/15/2019
7/19/2019

SWAN defines a vendor as any third-party business, organization, or person that seeks to interact with the Member Libraries to provide supplementary services in conjunction with the ILS.
In the interest of our Member Libraries, SWAN is willing to partner with vendors that provide services in observance of the conditions below. By participating in a contract with a SWAN Member Library or with SWAN directly, vendors agree to comply with this Policy. The vendor acknowledges that any violation of any of this Policy below may result in the termination of its contract with the Member Library and/or SWAN, and could result in permanent removal from SWAN Services. SWAN reserves the right to deny a vendor access for any reason and/or decline integration setup of the vendor for an associated Member Library.

Agreement with Member Library

Commented [DT1]: Moved section

1. Vendor must provide explicit documents stating the nature of the services to be provided to a Member Library or SWAN, and how these services interact with the ILS, with specific reference to interactions with patron, circulation, and catalog data.

Respect of Patron Privacy, Data Integrity

1. Vendor acknowledges that all data stored or processed by SWAN and its Member Libraries, including patron, circulation, and catalog data, are considered confidential and must be handled in a responsible manner, ensuring end-to-end transaction encryption, secure storage (when applicable), and full transparency with SWAN, the Member Library, and affected parties.
2. Vendor agrees not to collect any patron data, including, but not limited to, circulation statistics, contact information, or demographics, with the intention to redistribute to any parties outside of the requesting Member Library or SWAN.
3. Vendor agrees that patron, circulation, and catalog data will not be used for any monetary or personal gain outside of their agreement with the Member Library or SWAN.
4. Vendor agrees to notify both the Member Library and SWAN in the event of a security

breach, data leak, or mishandling of data.

5. ~~Vendor agrees to sign an Agreement, which includes a Non-Disclosure provision, provided by SWAN, a copy of which is attached and incorporated hereto.~~
6. Vendor agrees to keep patron and circulation data anonymous whenever achievable through rendered services.
7. Vendor agrees to comply with the Illinois Library Records Confidentiality Act, 75 ILCS 70/1, et seq, as amended from time to time.
8. The definition of a public record in the Freedom of Information Act (5 ILCS 140/1 et seq.) ("FOIA") includes a "public record that is not in the possession of a public body but is in the possession of a party with whom the agency has contracted to perform a governmental function on behalf of the public body and that directly relates to the governmental function and is not otherwise exempt under this Act." (5 ILCS 140/7(2). Consequently, the vendor agrees to maintain and make available to SWAN and Member Libraries, upon request, its public records relating to the performance of its agreement with SWAN and/or Member Libraries in compliance with the requirements of the Local Records Act (50 ILCS 205/1 et seq.) and FOIA. To facilitate a response by SWAN or a Member Library to any FOIA request, the vendor agrees to provide all requested public records within five (5) business days of a request being made by SWAN or a Member Library. The vendor agrees to defend, indemnify and hold harmless SWAN and Member Libraries, and agrees to pay all reasonable costs connected therewith (including, but not limited to, reasonable attorney and witness fees, filing fees and any other expenses) for SWAN and Member Libraries to defend any and all causes, actions, causes of action, disputes, prosecutions or conflicts arising from the vendor's actual or alleged violation of the FOIA or the vendor's failure to furnish all public records as requested by SWAN or Member libraries. Furthermore, should the vendor request that SWAN or Member Libraries utilize a lawful exemption under FOIA in relation to any FOIA request thereby denying that request, the vendor agrees to pay all costs connected therewith (such as reasonable attorney and witness fees, filing fees and any other expenses) to defend the denial of the request. The defense shall include, but not be limited to, challenged or appealed denials of FOIA requests to either the Illinois Attorney General or a court of competent jurisdiction. The vendor agrees to defend, indemnify and hold harmless SWAN and Member Libraries, and agrees to pay all costs incurred by SWAN and Member Libraries connected therewith (such as reasonable attorney and witness fees, filing fees, penalties, fines, and any other expenses) to defend any denial of a FOIA request pursuant to the vendor's request to utilize a lawful exemption.

ILS Connectivity

1. Vendor must have a tested and established method of gaining connectivity to the ILS and/or associated data, and this method must be agreeable to SWAN, in SWAN's sole

discretion, by meeting the following criteria:

2. All data transactions are secured via VPN, SSL, or other approved encryption method.
3. Data is only communicated between SWAN, the Member Library and the vendor.
4. Any desired changes to encryption or connection method to the ILS is discussed with SWAN with at least 30 days of advance notice.
5. If vendor does not have a tested and established method of connectivity with the ILS, the vendor will coordinate with its software providers and SWAN for any additional development or consulting required to establish the necessary connectivity. SWAN shall not charge vendor for any additional costs or expenses in relation thereto without the prior written approval of vendor.

Indemnification of SWAN

1. Vendor agrees, to the fullest extent permitted by law, to indemnify, hold harmless and defend SWAN, its officers, directors, trustees, employees, and agents from and against any and liabilities, claims, damages, suites, costs and expenses (including but not limited to expert witness fees and reasonable attorney fees) arising out of access to and/or use of the data or any information described in this Agreement.

By signing this agreement, the vendor acknowledges and agrees to observe the requirements stated above throughout the length of their services with SWAN and/or associated Member Libraries.

Please print this document for signing. Return to SWAN via scanned PDF to it@swanlibraries.net.

Vendor Name:

- _____

Library Administrator's Name (If Applicable):

- _____

Vendor's Signature:

- _____Date:_____

SWAN Administrator's Signature:

- _____Date:_____

Source URL (modified on 03/20/2019 - 12:22): https://support.swanlibraries.net/node/64791

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Reserve Cash Policy

Reviewed and revised by the SWAN Board on 12/19/2014.

The equivalent of four months operating expenditures shall be maintained as reserve cash.

In March of each year the SWAN Board will review the projected balance of the current fiscal year. If the balance is projected to be more than 50% of the current year's operating budget, the board will prepare a recommendation as to management of the overage. This recommendation will be brought to the June membership quarterly meeting for a membership vote.

Source URL (modified on 01/30/2019 - 09:03): https://support.swanlibraries.net/node/64798

C. Management and administrative responsibility for the investment program is delegated to the PRAIRIECAT Director. The PRAIRIECAT Director is responsible for establishing internal controls and written operational procedures designed to prevent loss, theft or misuse of funds.

D. Reporting: investments and the status of such accounts will be reported at each regularly scheduled meeting of the Administrative Council and include interest earned as of the report date.

E. Ethics and Conflicts of Interest: Officers and employees involved in the investment process shall refrain from personal business activities that might conflict with the proper execution and management of the investment program, or that could impair their ability to make impartial decisions, or that could give the appearance of impropriety. Such individuals shall disclose any material financial interests in financial institutions with which PRAIRIECAT conducts business. They shall further disclose any personal financial/investment positions that could be related to the performance of the investment portfolio.

VII. Funds and Net Position

PRAIRIECAT's financial accounting shall consist of one general fund which shall operate on a July 1st through June 30th fiscal year. The General Fund is detailed in the annual budget. A report of the General Fund's year-to-date and previous-month activities shall be presented to the Administrative Council at each month's meeting. The assets within that fund are divided into designated and undesignated assets:

A. Undesignated funds - the purpose is to provide the fiscal structure required to conduct the day-to-day operations of PRAIRIECAT. Monies in the undesignated funds are to be maintained in a checking account in such amount as is required to meet expenditure demands. Additional funds may be deposited in an interest-bearing account in such manner as to gain the maximum possible financial benefit while maintaining emergency access to those funds. Investment income shall be reinvested. The undesignated funds will not exceed 12 months of projected operating expenses; any amounts in excess of 12 months operating expenses will be designated for future capital expenditures by the Administrative Council.

B. Capital Reserves) –the purpose is to maintain and grow funds that may be necessary for future major repairs of or replacements to hardware and software used by PRAIRIECAT. In order to grow the reserves and prepare to meet future needs, it is a goal of PRAIRIECAT to include at least a $25,000 allocation into designated future capital expenditures as part of each annual budget. A portion of each PRAIRIECAT member's annual fees are specifically earmarked as designated for future capital expenditure contributions. In addition, each new PRAIRIECAT member is required to make an initial contribution designated for future capital expenditures, as specified in Appendix A of this manual.

C. Net Position - it is the goal of PRAIRIECAT to maintain a fund balance, or reserve, in an amount of no less than 25% of annual General Fund expenditures at all times. Any fiscal-year-end funds budgeted but not expended shall remain in the General Fund as part of fund balance or shall be allocated to expenditures in the following fiscal year.

~~RESERVE CASH POLICY~~FUNDS & NET POSITION POLICY

Reviewed and revised by the SWAN Board on 12/19/2014. Draft for Discussion by the SWAN Board on 7/19/2019

~~The equivalent of four months operating expenditures shall be maintained as reserve cash.~~

~~In March of each year the SWAN Board will review the projected balance of the current fiscal year. If the balance is projected to be more than 50% of the current year's operating budget, the board will prepare a recommendation as to management of the overage. This recommendation will be brought to the June membership quarterly meeting for a membership vote.~~

SWAN's financial accounting shall consist of one general fund which shall operate on a July 1 through June 30 fiscal year. The General Fund is detailed in the annual budget. A report of the General Fund's year -to -date and previous -month activities shall be presented to the SWAN Board at each month's regular meeting. The assets within that fund are divided into designated and undesignated assets:

Undesignated funds

The purpose is to provide the fiscal structure required to conduct the day-to-day operations of SWAN. Monies in the undesignated fund are maintained in a checking account in such amount as is required to meet expenditure demands. Additional funds may be deposited in an interest-bearing account in such manner as to gain the maximum possible financial benefit while maintaining emergency access to those funds. Investment income shall be reinvested.

In March of each year the SWAN Board will review the projected balance of the current fiscal year. If the balance is projected to be more than 50% of the current year's operating budget, the board will prepare a recommendation as to management of the overage. This recommendation will be brought to the June membership quarterly meeting for a membership vote.

Capital Reserves

The purpose is to maintain and grow funds that may be necessary for future repairs, replacements, or projects by SWAN. SWAN may include an additional annual fee specifically earmarked as designated for future capital expenditure contributions. SWAN may assess a Joining Fee as a contribution designed for future capital expenditures.

Net Position

The equivalent of four months operating expenditures shall be maintained as reserve cash. Any fiscal-year-end funds budgeted but not expended shall remain in the General Fund as part of the fund balance or shall be allocated to expenditures the following fiscal year.