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 March 16, 2018 SWAN Board Meeting Agenda (Exhibit pgs. 1-2)

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 16, 2018 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, February (Exhibit pgs. 3-9)
   a. Balance sheet and detail of expenditures for February 2018
   b. Approval of the payment of bills for February 1, 2018 through February 28, 2018 in the amount of $169,359.31

   RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1 THROUGH FEBRUARY 28, 2018 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR FEBRUARY 2018

5. Action Item – Acceptance of the November 30, 2017 SWAN Board Finance Committee Meeting Minutes (Exhibit pgs. 10-12)

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE NOVEMBER 30, 2017 SWAN BOARD FINANCE COMMITTEE MEETING MINUTES AS PRESENTED

6. Action Item – Acceptance of the February 16, 2018 SWAN Board Meeting Minutes (Exhibit pgs. 13-18)

   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 16, 2018 SWAN BOARD MEETING MINUTES AS PRESENTED

Reports
   a. Board President Report
   b. Executive Director Report (Exhibit pgs. 19-27)
   c. Operations Report (Exhibit pgs. 28-34)
   d. Treasurer Report
   e. Board Calendar (Exhibit pgs. 35-38)
7. Action Item— Action Item – Ratify FY19 Budget Vote

RESOLVED, THAT THE SWAN BOARD APPROVES THE FISCAL YEAR 2019 BUDGET FOR JULY 1, 2018 THROUGH JUNE 30, 2019 AS VOTED ON BY THE SWAN FULL MEMBER LIBRARIES ON MARCH 1, 2018

8. Action Item – Executive Session – Review Executive Session Minutes Recommendation

Executive Session for the for the purpose of approving Executive Session minutes per 5 ILCS 120/2.06(d) b. Determination of Executive Session Minutes per 5 ILCS 120/2.06 (d)

9. Action Item – Approve Batavia Public Library District, Bloomingdale Public Library, Carol Stream Public Library, Glen Ellyn Public Library, Messenger Public Library of North Aurora, National University of Health Sciences, Oak Brook Public Library, Saint Charles Public Library District, Sugar Grove Public Library District, Theosophical Society in America, Town and Country Public Library District, and Villa Park Public Library as SWAN Cataloging Library (Exhibit pgs. 39-40)

10. Discussion Item – Circulation Policy & Maximum Renewals

11. Information Item – Strategic Planning RFP

12. Next Board Meeting

The next SWAN Board Meeting will be held on April 20, 2018 at SWAN Quail Ridge at 9:30 a.m.

13. Adjournment

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

<table>
<thead>
<tr>
<th>SWAN Board Member</th>
<th>Library</th>
<th>Office</th>
<th>Term Expires</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jamie Bukovac</td>
<td>Indian Prairie Public Library</td>
<td>Treasurer</td>
<td>July 1, 2020</td>
</tr>
<tr>
<td>Julie Milavec</td>
<td>Downers Grove Public Library</td>
<td></td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Ted Bodewes</td>
<td>Thomas Ford Memorial Library</td>
<td></td>
<td>July 1, 2020</td>
</tr>
<tr>
<td>Stacy Wittmann</td>
<td>Eisenhower Public Library District</td>
<td>Vice President</td>
<td>July 1, 2018</td>
</tr>
<tr>
<td>Rich Wolff</td>
<td>Tinley Park Public Library</td>
<td>President</td>
<td>July 1, 2019</td>
</tr>
<tr>
<td>Doug Losey</td>
<td>Hillside Public Library</td>
<td></td>
<td>July 1, 2019</td>
</tr>
<tr>
<td>Tiffany Verzani</td>
<td>Elmwood Park Public Library</td>
<td>Secretary</td>
<td>July 1, 2019</td>
</tr>
<tr>
<td>February 2018</td>
<td>YTD Actual</td>
<td>FY18 Budget</td>
<td>67%</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>------------------</td>
<td>---------------</td>
<td>------</td>
</tr>
<tr>
<td>Revenues</td>
<td>1,600,238.70</td>
<td>2,520,921.00</td>
<td>63%</td>
</tr>
<tr>
<td>Expenses</td>
<td>1,775,231.10</td>
<td>2,806,050.00</td>
<td>63%</td>
</tr>
<tr>
<td>Excess of Revenues over (under) Expenses</td>
<td>(174,992.40)</td>
<td>(285,129.00)</td>
<td></td>
</tr>
</tbody>
</table>
## Balance Sheet
As of 2/28/2018

### Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Balance End Of Month</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cash &amp; cash equivalents</strong></td>
<td></td>
</tr>
<tr>
<td>Cash- MaxSafe</td>
<td>1,841,082.99</td>
</tr>
<tr>
<td>Cash- Hinsdale Bank Checking</td>
<td>351,425.93</td>
</tr>
<tr>
<td><strong>Total Cash &amp; cash equivalents</strong></td>
<td>2,192,508.92</td>
</tr>
<tr>
<td><strong>Average Interest Rates &amp; Interest Earned during February</strong></td>
<td></td>
</tr>
<tr>
<td></td>
<td>1.260% $ 1,750.14</td>
</tr>
<tr>
<td></td>
<td>0.000% $ -</td>
</tr>
<tr>
<td><strong>ProPay Funds</strong></td>
<td></td>
</tr>
<tr>
<td>ProPay Funds</td>
<td>93.41</td>
</tr>
<tr>
<td><strong>Total ProPay Funds</strong></td>
<td>93.41</td>
</tr>
<tr>
<td><strong>Accounts receivables</strong></td>
<td></td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>73,731.45</td>
</tr>
<tr>
<td><strong>Total Accounts receivables</strong></td>
<td>73,731.45</td>
</tr>
<tr>
<td><strong>Prepaid expenses</strong></td>
<td></td>
</tr>
<tr>
<td>Deposits</td>
<td>23,994.00</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>174,212.49</td>
</tr>
<tr>
<td><strong>Total Prepaid expenses</strong></td>
<td>198,206.49</td>
</tr>
<tr>
<td><strong>Capital assets, net</strong></td>
<td></td>
</tr>
<tr>
<td>Building And Improvements</td>
<td>6,895.00</td>
</tr>
<tr>
<td>Equipment</td>
<td>36,500.50</td>
</tr>
<tr>
<td>Computers</td>
<td>324,383.36</td>
</tr>
<tr>
<td>Accumulated Depreciation</td>
<td>(265,773.51)</td>
</tr>
<tr>
<td><strong>Total Capital assets, net</strong></td>
<td>102,005.35</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td>2,566,545.62</td>
</tr>
</tbody>
</table>

### Liabilities

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Accrued Liabilities</strong></td>
<td></td>
</tr>
<tr>
<td>Accrued Liabilities</td>
<td>2.10</td>
</tr>
<tr>
<td><strong>Total Accrued Liabilities</strong></td>
<td>2.10</td>
</tr>
<tr>
<td><strong>Other Postemployment Benefits</strong></td>
<td></td>
</tr>
<tr>
<td>Postemployment Benefits</td>
<td>2,869.00</td>
</tr>
<tr>
<td><strong>Total Other Postemployment Benefits</strong></td>
<td>2,869.00</td>
</tr>
<tr>
<td><strong>Deferred revenue</strong></td>
<td></td>
</tr>
<tr>
<td>Deferred Revenue</td>
<td>405,605.56</td>
</tr>
<tr>
<td><strong>Total Deferred revenue</strong></td>
<td>405,605.56</td>
</tr>
<tr>
<td><strong>Compensated absences</strong></td>
<td></td>
</tr>
<tr>
<td>Compensated Absences</td>
<td>57,340.04</td>
</tr>
<tr>
<td><strong>Total Compensated absences</strong></td>
<td>57,340.04</td>
</tr>
<tr>
<td><strong>Facilities</strong></td>
<td></td>
</tr>
<tr>
<td>Rent Payable</td>
<td>52,872.77</td>
</tr>
<tr>
<td><strong>Total Facilities</strong></td>
<td>52,872.77</td>
</tr>
<tr>
<td><strong>Total Liabilities</strong></td>
<td>518,689.47</td>
</tr>
</tbody>
</table>

### Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beginning Net Assets</strong></td>
<td></td>
</tr>
<tr>
<td>Unrestricted</td>
<td>2,222,848.55</td>
</tr>
<tr>
<td><strong>Total Beginning Net Assets</strong></td>
<td>2,222,848.55</td>
</tr>
<tr>
<td><strong>Current YTD Net Income</strong></td>
<td>(174,992.40)</td>
</tr>
<tr>
<td><strong>Total Net Assets</strong></td>
<td>2,047,856.15</td>
</tr>
</tbody>
</table>

**Total Liabilities and Net Assets**

2,566,545.62
### SWAN Statement of Revenues and Expenses
From 2/1/2018 Through 2/28/2018
(66.67% through FY2018)

<table>
<thead>
<tr>
<th>General Ledger Line Item</th>
<th>Detail</th>
<th>Current Month Actual</th>
<th>Current Month Budget</th>
<th>YTD Actual</th>
<th>YTD Budget</th>
<th>Total Budget</th>
<th>Percent of Annual Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4050 Other Grants</td>
<td></td>
<td>0.00</td>
<td>17,888.00</td>
<td>99,250.00</td>
<td>143,104.00</td>
<td>214,659.00</td>
<td>46.23% RAILS New 19 LLSAP Grant</td>
</tr>
<tr>
<td>4060 Fees For Services And Materials</td>
<td></td>
<td>139,788.84</td>
<td>139,789.00</td>
<td>1,118,310.70</td>
<td>1,118,312.00</td>
<td>1,779,720.00</td>
<td>62.83% SWAN Quarterly, Annual, and Semi-Annual Fees</td>
</tr>
<tr>
<td>4061 Internet &amp; Enhanced Access Fees</td>
<td></td>
<td>707.58</td>
<td>608.00</td>
<td>5,660.65</td>
<td>4,864.00</td>
<td>7,300.00</td>
<td>77.54% SWAN Annual Internet Access Fees</td>
</tr>
<tr>
<td>4070 Reimbursements</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>7,570.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00% SWANstravaganza Lunch and Table Registration Fees</td>
</tr>
<tr>
<td>4071 Reimbursements - Lost Materials</td>
<td></td>
<td>(78.00)</td>
<td>0.00</td>
<td>5,604.52</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00% Reciprocal Borrowing and ILL Losses</td>
</tr>
<tr>
<td>4072 Reimbursements - Collection Agency Fees</td>
<td></td>
<td>0.00</td>
<td>75.00</td>
<td>50.00</td>
<td>600.00</td>
<td>900.00</td>
<td>5.55% Reciprocal Borrowing and ILL Loss Collection Agency Fees</td>
</tr>
<tr>
<td>4075 Group Purchase Receipts</td>
<td></td>
<td>0.00</td>
<td>475.00</td>
<td>3,114.15</td>
<td>3,800.00</td>
<td>5,700.00</td>
<td>54.63% Credit Card Swipes and Envisionware for Members</td>
</tr>
<tr>
<td>4080 Investment Income</td>
<td></td>
<td>1,750.14</td>
<td>567.00</td>
<td>11,687.44</td>
<td>3,800.00</td>
<td>5,700.00</td>
<td>62.83% SWANstravaganza Lunch and Table Registration Fees</td>
</tr>
<tr>
<td>4090 Other Revenue</td>
<td></td>
<td>41,954.00</td>
<td>42,153.00</td>
<td>335,632.00</td>
<td>337,227.00</td>
<td>505,842.00</td>
<td>66.35% RAILS Support to SWAN</td>
</tr>
<tr>
<td>4091 Lost Materials</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>13,359.24</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00% CPL Reciprocal Borrowing and ILL Losses from Prior Fiscal Years</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td></td>
<td>184,122.56</td>
<td>201,555.00</td>
<td>1,600,238.70</td>
<td>1,612,443.00</td>
<td>2,520,921.00</td>
<td>63.48%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Expenses</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>5000 Library Professionals</td>
<td></td>
<td>23,952.62</td>
<td>26,746.00</td>
<td>197,460.35</td>
<td>227,341.00</td>
<td>347,700.00</td>
<td>56.79% Staff Salaries</td>
</tr>
<tr>
<td>5010 Other Professionals</td>
<td></td>
<td>64,236.74</td>
<td>59,877.00</td>
<td>513,780.03</td>
<td>508,954.00</td>
<td>778,400.00</td>
<td>66.00% Staff Salaries</td>
</tr>
<tr>
<td>5020 Support Services</td>
<td></td>
<td>19,331.82</td>
<td>22,492.00</td>
<td>159,759.88</td>
<td>191,182.00</td>
<td>292,400.00</td>
<td>54.63% Staff Salaries</td>
</tr>
<tr>
<td>5030 Social Security Taxes</td>
<td></td>
<td>7,790.40</td>
<td>8,354.00</td>
<td>63,674.65</td>
<td>71,009.00</td>
<td>108,600.00</td>
<td>58.63% Social Security Taxes</td>
</tr>
<tr>
<td>5040 Unemployment Insurance</td>
<td></td>
<td>0.00</td>
<td>0.00</td>
<td>1,269.56</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00% Unemployment Benefits</td>
</tr>
<tr>
<td>5050 Worker’s Compensation</td>
<td></td>
<td>0.00</td>
<td>183.00</td>
<td>2,830.03</td>
<td>1,464.00</td>
<td>2,200.00</td>
<td>128.63% Worker’s Compensation Insurance</td>
</tr>
<tr>
<td>5060 Retirement Benefits</td>
<td></td>
<td>10,332.23</td>
<td>10,038.00</td>
<td>84,463.49</td>
<td>85,323.00</td>
<td>130,500.00</td>
<td>64.72% Retirement Benefits</td>
</tr>
<tr>
<td>5070 Health, Dental, Life And Disability Insurance</td>
<td></td>
<td>18,245.19</td>
<td>15,492.00</td>
<td>136,166.85</td>
<td>123,936.00</td>
<td>185,900.00</td>
<td>73.24% Health, Dental, Life &amp; Disability Insurance</td>
</tr>
<tr>
<td>5080 Other Fringe Benefits</td>
<td></td>
<td>0.00</td>
<td>208.00</td>
<td>0.00</td>
<td>1,664.00</td>
<td>2,500.00</td>
<td>0.00% Tuition Reimbursements</td>
</tr>
<tr>
<td>5085 Wellness Benefits</td>
<td></td>
<td>0.00</td>
<td>425.00</td>
<td>1,113.44</td>
<td>3,400.00</td>
<td>5,100.00</td>
<td>21.83% Staff Wellness Reimbursements through Payroll</td>
</tr>
<tr>
<td>5100 Recruiting</td>
<td></td>
<td>0.00</td>
<td>75.00</td>
<td>0.00</td>
<td>600.00</td>
<td>900.00</td>
<td>0.00% Background Checks and Job Postings</td>
</tr>
<tr>
<td>5110 Print Materials</td>
<td></td>
<td>0.00</td>
<td>667.00</td>
<td>2,994.58</td>
<td>5,336.00</td>
<td>8,000.00</td>
<td>37.43% Signature Stamp for Treasurer, Calendars for Members, and SWANstravaganza Sweatshirts and Buttons</td>
</tr>
<tr>
<td>5130 E-Resources</td>
<td></td>
<td>389.00</td>
<td>42.00</td>
<td>389.00</td>
<td>336.00</td>
<td>500.00</td>
<td>77.80% ALA TechSource Subscription</td>
</tr>
<tr>
<td>5140 Rent/Lease</td>
<td></td>
<td>8,420.31</td>
<td>7,884.00</td>
<td>74,159.26</td>
<td>63,072.00</td>
<td>94,607.00</td>
<td>78.38% Facility Lease (Including Tenant’s Share of Real Estate Taxes, Operating Expenses, and Insurance)</td>
</tr>
<tr>
<td>5150 Utilities</td>
<td></td>
<td>503.30</td>
<td>1,150.00</td>
<td>4,146.70</td>
<td>9,200.00</td>
<td>13,800.00</td>
<td>30.04% Gas and Electric</td>
</tr>
<tr>
<td>5160 Property Insurance</td>
<td></td>
<td>123.00</td>
<td>100.00</td>
<td>984.00</td>
<td>800.00</td>
<td>1,200.00</td>
<td>82.00% Flood Insurance</td>
</tr>
<tr>
<td>5170 Repairs And Maintenance</td>
<td></td>
<td>0.00</td>
<td>17.00</td>
<td>595.39</td>
<td>136.00</td>
<td>200.00</td>
<td>297.69% Key Fob Maintenance and Door Strike Replacement</td>
</tr>
<tr>
<td>5180 Custodial/Janitorial Service And Supplies</td>
<td></td>
<td>794.86</td>
<td>775.00</td>
<td>6,871.85</td>
<td>6,200.00</td>
<td>9,300.00</td>
<td>73.89% Cleaning Services and Various Hardware, Cleaning Supplies, and Maintenance Supplies</td>
</tr>
</tbody>
</table>
## Statement of Revenues and Expenses

From 2/1/2018 Through 2/28/2018  
(66.67% through FY2018)

<table>
<thead>
<tr>
<th>General Ledger Line Item</th>
<th>Current Month Actual</th>
<th>Current Month Budget</th>
<th>YTD Actual</th>
<th>YTD Budget</th>
<th>Total Budget</th>
<th>Percent of Annual Budget</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>5190 Other Buildings and Grounds</td>
<td>150.00</td>
<td>48.00</td>
<td>150.00</td>
<td>384.00</td>
<td>580.00</td>
<td>25.86%</td>
<td>Security Camera Surveillance Subscription</td>
</tr>
<tr>
<td>5250 In-State Travel</td>
<td>118.34</td>
<td>183.00</td>
<td>889.43</td>
<td>1,464.00</td>
<td>2,200.00</td>
<td>40.42%</td>
<td>In-State Travel</td>
</tr>
<tr>
<td>5260 Out-of-State Travel</td>
<td>82.54</td>
<td>242.00</td>
<td>1,865.37</td>
<td>1,936.00</td>
<td>2,900.00</td>
<td>64.32%</td>
<td>Out-of-State Travel</td>
</tr>
<tr>
<td>5270 Registrations And Meeting, Other Fees</td>
<td>695.00</td>
<td>1,167.00</td>
<td>18,322.89</td>
<td>9,336.00</td>
<td>14,000.00</td>
<td>130.87%</td>
<td>Snacks, Supplies, and Lunches for Meetings and Staff Events and Sirsi Dynix Training, Staff Conference Registration, Swanstravaganza (partially offset by GL Account #4070 - $7,570), and Usability Study Expenses</td>
</tr>
<tr>
<td>5300 Liability Insurance</td>
<td>457.42</td>
<td>633.00</td>
<td>5,855.16</td>
<td>5,064.00</td>
<td>7,600.00</td>
<td>77.04%</td>
<td>General Liability, Crime, Cyber Crime, and D&amp;O Insurance</td>
</tr>
<tr>
<td>5310 Computers, Software And Supplies</td>
<td>1,704.51</td>
<td>1,883.00</td>
<td>10,633.32</td>
<td>15,064.00</td>
<td>22,600.00</td>
<td>47.05%</td>
<td>Computer, Software, and Supplies under $5,000 Individual Cost as well as Subscriptions for Adobe Creative Cloud, Adobe Acrobat Pro, Axure Pro, LastPass, Domain Name Registrations, Microsoft Office 365, Panda Security, Asana Project Management, Amazon Web Services Usage, and Microsoft Azure</td>
</tr>
<tr>
<td>5320 General Office Supplies And Equipment</td>
<td>313.85</td>
<td>750.00</td>
<td>1,466.97</td>
<td>6,000.00</td>
<td>9,000.00</td>
<td>16.29%</td>
<td>Office Supplies and Equipment under $5,000 Individual Cost Including First Aid Kit Supplies and Coffee</td>
</tr>
<tr>
<td>5330 Postage</td>
<td>516.79</td>
<td>75.00</td>
<td>584.23</td>
<td>600.00</td>
<td>900.00</td>
<td>64.91%</td>
<td>Postage</td>
</tr>
<tr>
<td>5380 Telephone And Telecommunications</td>
<td>1,569.71</td>
<td>1,658.00</td>
<td>12,163.96</td>
<td>13,264.00</td>
<td>19,900.00</td>
<td>61.12%</td>
<td>Phone, Chat, and Internet</td>
</tr>
<tr>
<td>5390 Equipment Rental</td>
<td>706.92</td>
<td>225.00</td>
<td>2,833.47</td>
<td>1,800.00</td>
<td>2,700.00</td>
<td>104.94%</td>
<td>Copier Lease and Usage</td>
</tr>
<tr>
<td>5400 Equipment Repair And Maintenance Agreements</td>
<td>27,856.89</td>
<td>28,100.00</td>
<td>221,777.76</td>
<td>224,800.00</td>
<td>373,565.00</td>
<td>59.36%</td>
<td>Sirsi Dynix Annual Maintenance, Platinum Services, Sirsi Dynix Blue Cloud EMR and Visibility Subscription, EBSCO Open Athens Subscription, VM Software License Costs, VEEAM Software License Costs, Dell Warranty, Lenovo Warranty, Sonicwall Maintenance, Smartnet Maintenance, and Linux Software Maintenance</td>
</tr>
<tr>
<td>5410 Legal</td>
<td>0.00</td>
<td>150.00</td>
<td>1,168.50</td>
<td>1,200.00</td>
<td>1,800.00</td>
<td>64.91%</td>
<td>Legal Fees</td>
</tr>
<tr>
<td>5420 Accounting</td>
<td>0.00</td>
<td>422.00</td>
<td>7,900.00</td>
<td>3,536.00</td>
<td>5,300.00</td>
<td>149.05%</td>
<td>Audit Expenses</td>
</tr>
<tr>
<td>5430 Consulting</td>
<td>81.67</td>
<td>1,417.00</td>
<td>8,838.36</td>
<td>11,336.00</td>
<td>17,000.00</td>
<td>51.99%</td>
<td>Management Association and Usability Study Costs</td>
</tr>
<tr>
<td>5435 Payroll Service Fees</td>
<td>413.34</td>
<td>175.00</td>
<td>2,076.50</td>
<td>1,400.00</td>
<td>2,100.00</td>
<td>98.88%</td>
<td>Paylocity Payroll Service Fees</td>
</tr>
<tr>
<td>5440 Contractual Staff</td>
<td>200.00</td>
<td>200.00</td>
<td>1,600.00</td>
<td>1,600.00</td>
<td>2,400.00</td>
<td>66.66%</td>
<td>Answering Service Costs</td>
</tr>
<tr>
<td>5450 Information Service Costs</td>
<td>20,928.67</td>
<td>16,678.00</td>
<td>162,297.31</td>
<td>133,424.00</td>
<td>200,139.00</td>
<td>81.09%</td>
<td>Formline Membership Costs, OCLC Fees, Authority Processing, RDA Toolkit, Syndetic Reviews, SSL Certificate Costs, Survey Monkey Subscription, MailChimp Subscription, and EBSCO Novelist Select and Discovery Subscriptions</td>
</tr>
</tbody>
</table>
### Current Month Actual | Current Month Budget | YTD Actual | YTD Budget | Total Budget | Percent of Annual Budget |
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>5460</strong> Contract Agreement W/ Systems, Member Libraries &amp; Cooperatives</td>
<td>0.00</td>
<td>9,972.00</td>
<td>4,250.00</td>
<td>79,776.00</td>
<td>119,659.00</td>
</tr>
<tr>
<td><strong>5480</strong> Other Contractual Services</td>
<td>1,461.30</td>
<td>200.00</td>
<td>9,547.65</td>
<td>1,600.00</td>
<td>2,400.00</td>
</tr>
<tr>
<td><strong>5485</strong> Group Purchases</td>
<td>0.00</td>
<td>475.00</td>
<td>2,997.10</td>
<td>3,800.00</td>
<td>5,700.00</td>
</tr>
<tr>
<td><strong>5490</strong> Depreciation</td>
<td>2,847.29</td>
<td>0.00</td>
<td>41,403.98</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td><strong>5500</strong> Professional Association Membership Dues</td>
<td>0.00</td>
<td>33.00</td>
<td>100.00</td>
<td>264.00</td>
<td>400.00</td>
</tr>
<tr>
<td><strong>5510</strong> Miscellaneous</td>
<td>5,157.90</td>
<td>83.00</td>
<td>4,952.95</td>
<td>664.00</td>
<td>1,000.00</td>
</tr>
<tr>
<td><strong>5515</strong> Miscellaneous - E-Commerce Fees</td>
<td>0.00</td>
<td>0.00</td>
<td>0.66</td>
<td>0.00</td>
<td>0.00</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Total Expenses</th>
<th>219,381.61</th>
<th>220,181.00</th>
<th>1,775,231.10</th>
<th>1,825,201.00</th>
<th>2,806,050.00</th>
<th>63.26%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excess of Revenues over (under) Expenses</td>
<td>(35,259.05)</td>
<td>(18,626.00)</td>
<td>(174,992.40)</td>
<td>(212,758.00)</td>
<td>(285,129.00)</td>
<td></td>
</tr>
<tr>
<td>Effective Date</td>
<td>Vendor Name</td>
<td>Transaction Description</td>
<td>Check Amount</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
<td>--------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>Chicago Public Library</td>
<td>Reciprocal Borrowing-Outstanding Invoices</td>
<td>5,157.90</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>Cintas #769</td>
<td>Mats for Doorway Entry</td>
<td>66.09</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>Image Tec</td>
<td>Copier &amp; Toner Maintenance 3/13-6/12/18</td>
<td>268.52</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>Wellness Insurance Network-WIN</td>
<td>Life Insurance for February 2018</td>
<td>193.42</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>Nicor Gas</td>
<td>Gas Use 12/29/17-1/29/18</td>
<td>178.15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/5/2018</td>
<td>Wells Fargo Vendor Fin Serv</td>
<td>Copier Lease</td>
<td>219.20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>American Library Association</td>
<td>Renewal For ALA TechSource 5/1/18-4/30/19</td>
<td>389.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Brande Overbey</td>
<td>Travel Reimbursement 1/30/18 &amp; 2/6/18</td>
<td>19.18</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>BuildingStars</td>
<td>Cleaning Service-February 2018</td>
<td>598.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Cintas #769</td>
<td>Mat for Doorway Entry</td>
<td>66.09</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Claudia Nickson</td>
<td>Travel Reimbursement 1/16/18</td>
<td>27.33</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Limricc-Phip</td>
<td>Health Insurance for February 2018</td>
<td>23,786.36</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Marcive Inc</td>
<td>Authority Processing for January 2018</td>
<td>383.22</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Netgate</td>
<td>Support/ Maintenance Agreement with Netgate 24/7 for 1 year</td>
<td>2,148.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Quail Ridge Drive Investors, LLC</td>
<td>Facility Rent/ OE for March 2018</td>
<td>8,532.49</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Susan Ricker</td>
<td>Travel Reimbursement 1/30-2/7/18</td>
<td>71.83</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Unique Integrated Communications, Inc.</td>
<td>Answering Service</td>
<td>200.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/13/2018</td>
<td>Unique Management Services, Inc.</td>
<td>Notice Printing Service-January 2018</td>
<td>1,434.45</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Effective D...</td>
<td>Vendor Name</td>
<td>Transaction Description</td>
<td>Check Amount</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------</td>
<td>--------------------------------------</td>
<td>------------------------------------------------------------------</td>
<td>--------------</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/20/2018</td>
<td>I CMA Retirement Corporation</td>
<td>Retirement Deduction and Contribution: Feb. 17, 2018 Payroll</td>
<td>2,640.87</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/22/2018</td>
<td>Paylocity Corporation</td>
<td>Net Wages: Feb. 17, 2018 Payroll</td>
<td>36,748.05</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/28/2018</td>
<td>Comcast</td>
<td>Internet Service 1/15-2/15/18</td>
<td>1,250.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/28/2018</td>
<td>ComEd</td>
<td>Electric 1/19-2/19/18</td>
<td>325.15</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2/28/2018</td>
<td>Wells Fargo Vendor Fin Serv</td>
<td>Copier Lease</td>
<td>219.20</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Total 1003 - Cash-Hinsdale Bank Checking</td>
<td>169,359.31</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Report Total                                                                 | 169,359.31
SWAN Board Members in Attendance: Tiffany Verzani, Elmwood Park; Stacy Wittmann, Eisenhower, and Jamie Bukovac, Indian Prairie.
Absent: None.

Introduction of Visitors/Public Comment: Aaron Skog, Executive Director, SWAN; Brande Overbey, Operations Manager, SWAN.

Call to Order: Skog called the meeting to order at 9:50 a.m.

Discussion Item
Emergency Succession Plan

This document was created to provide an overview and guide, in the event of the temporary or permanent absence of the Executive Director.

Verzani shared her comments and feedback on the document. First, for an interim director she felt that having a background or experience in technology would be helpful. Discussion was held as to the need of an interim director – depending upon the timing, and other needs and circumstances at that time, would this role be needed or could tasks be delegated to other staff to serve for a short-term absence. Discussion was also held as to who might serve as interim – staff currently at SWAN, retired directors looking to serve as a consultant or part-time support role in a limited basis, etc. Bukovac also noted that it will be important to let other consortia and LLSAP organizations know about the transition, should this occur. She felt that there would be a lot involved in finding a new ED – two committees may be needed, one Committee to find an interim director (or equivalent) and ensure the ongoing functionality and operations of SWAN, and one Committee to actively search for our new ED. Discussion was also held as to whether this document would need attorney review, but since it is not a legal document, it was decided that it would not be. Should an offer be made for an interim director or a new executive director, an offer letter would be made to that affect.

The document was highlighted to note that the green areas would need further board review – this document will be updated and presented to the Board at the December Board Meeting for further feedback and eventual vote.

Discussion Item
Review FY19 Budget Timeline

This document provides an overview of the coming year and SWAN requirements regarding budget and contract meetings. It was decided that since the COW meeting is already set for February 6, 2018, we can announce this at the December Quarterly and again via SWANcom in early January, as a reminder.

Discussion Item
Review Initial FY19 Budget Draft
The most pertinent budget requests that we acknowledge today, as outlined in the Narrative, are personnel needs and the cloud transition. Costs should be included to reflect renting cloud space. This will also reflect a further independence from RAILS, which is an objective that is also important for RAILS and a stipulation for the grant that we receive from RAILS (sustainability of SWAN). It should also be noted what our cost savings would be from RAILS support if they are no longer hosting our data center for us. Wittmann also noted that it will be important to share with the membership the security of the new system, and how much research was done into ensuring that this new system will be secure for both our members and our patrons.

Discussion was also held on staffing needs going forward, especially in light of the increased support needs for the New19 libraries. Looking at options for part-time staff, focused on addressing tickets and calls, will free up other full-time consultants for more field work and library visits.

He also shared how new content and memberships are starting to go stagnant, since we do not have any staff time to devote to library staff training and sharing of these features. Verzani asked if the Resource Integration Position and the Special Projects position would share too many duties and would they both be justified in being full-time positions? Also, would the focus of this position be on helping library staff to better understand the value of these features, or to collect data and information? Skog noted that this position would report to the User Experience Manager and be a UX-focused role. The Committee asked that Skog review this position with his staff in more depth, so that he can provide additional information to justify the new full-time role. Bukovac request that Tortorella also be at the December Board Meeting to help them better understand her vision for staffing going forward, and Verzani noted that she’d love to know the priorities for this position. Wittmann noted that she feels this position would be incredibly valuable, as libraries often do not have the staff time to devote to this, but that these features could help to improve library statistics.

The Committee discussed when we would feel that we have a new baseline budget, reflecting the New19 and the change in needs, going forward. It was decided that FY19 would be too short a turnaround time, since migration is May 1st and the FY19 budget is approved in March, but they felt confident in saying that the FY20 budget would be a more accurate depiction of true costs and stability in budgeting going forward into other fiscal years.

Bukovac asked about the beneficial nature of the SWANstravaganza and the costs going forward. She would like to know how much benefit that this brings to the member libraries and to have this examined further going forward; it is a tremendous amount of staff time that is devoted to creating this event. Wittmann also noted that she has received feedback from other directors as to the focus of this event – should it be more specific training on problem areas in the past, or should it be held at all? This will be a good conversation topic for Strategic Planning meetings going forward as well.

A thorough review of the FY19 budget draft, line by line, was conducted by the Committee and Skog, and questions raised and addressed as they went.

**Discussion Item**

MAGIC Library Sustainability Plan and Support

Reviewed as presented; no questions.

**Discussion Item**
SWAN Capital Plan

Bukovac provided a few suggested updates to this document. Reviewed as presented.

**Discussion Item**
SWAN-RAILS FY19 Intergovernmental Agreement: Feedback on RAILS-SWAN contract extension agreements due to RAILS

This was included in the packet to show the agreement as it currently exists, which was what we had anticipated after this year’s discussions with RAILS. Skog would like to send this on to the attorney for review before it becomes formalized.

**Next Board Meeting**
The next SWAN Board meeting will be held on December 15, 2017 in Burr Ridge at 9:30 a.m.

**Adjournment**
The meeting was adjourned at 12:51 p.m.
REGULAR MEETING
SWAN BOARD
Westmont, IL February 16, 2018
MINUTES

1. **Call to Order, Roll Call**

President Wolff called the meeting to order at 9:31 a.m. The following Board members were present to establish a quorum.

   a. Ted Bodewes  
   b. Rich Wolff  
   c. Doug Losey  
   d. Tiffany Verzani  
   e. Jamie Bukovac  
   f. Stacy Wittmann

2. **Introduction of Visitors/Public Comment**

   Aaron Skog, SWAN Executive Director  
   Brande Overbey, SWAN Operations Manager  
   Sharon Swanson, RAILS Staff Accountant  
   Edith Craig, Director of St. Charles Public Library  
   Dawn Bussey, Director of Glen Ellyn Public Library and LINC Board President

3. **ACTION ITEM**

   Acceptance of the February 16, 2018 SWAN Board Meeting Agenda

   Mr. Losey moved, seconded by Mr. Bodewes that it be

   **RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 16, 2018 SWAN BOARD MEETING AGENDA AS PRESENTED**

   Motion carried by unanimous voice vote.

4. **ACTION ITEM**

   Executive Session – Executive Director 6 Month Review; Closed Session Minutes 6 Month Review

   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), and (21) “Discussion of minutes of meetings lawfully closed under this Act, whether for purposes of approval by the body of the minutes or semi-annual review of the minutes as mandated by Section 2.06.”

   Mr. Losey moved, seconded by Ms. Verzani, that it be

   **RESOLVED, THAT THE SWAN BOARD GO INTO EXECUTIVE SESSION AT 9:35 a.m.**

   Motion carried by unanimous voice vote.
Mr. Bodewes moved, seconded by Mr. Losey, that it be
RESOLVED, THAT THE SWAN BOARD RECONVENE AT 9:44 a.m.
Motion carried by unanimous voice vote.
Board reconvened at 9:44 a.m.
Ms. Bukovac moved, seconded by Ms. Wittmann, that it be
RESOLVED, THAT THE SWAN BOARD APPROVES THE CLOSED SESSION MINUTES FOR JUNE 2017 AND DECEMBER 2017, AS AMENDED
Motion carried by unanimous voice vote.

5. **ACTION ITEM**
   Approval of SWAN Finances for January

   Mr. Losey moved, seconded by Mr. Bodewes that it be
   RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JANUARY 1 THROUGH JANUARY 31, 2018 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JANUARY 2017 AS PRESENTED

   Motion carried by roll call vote with the following results:

   Ayes: Ms. Verzani, Mr. Losey, Mr. Wolff, Ms. Wittmann, Mr. Bodewes, Ms. Bukovac.

   Bukovac requested an update on MERGE and the ongoing usability study, which Skog provided. Bukovac also noted that perhaps we could survey libraries about the yearly SWAN strip calendar and their need for them before mailing them out, as her library does not use them.

6. **ACTION ITEM**
   Acceptance of the January 19, 2018 SWAN Board Meeting Minutes

   Mr. Losey moved, seconded by Mr. Bodewes, that it be
   RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 19, 2018 SWAN BOARD MEETING MINUTES AS AMENDED

   Motion carried by unanimous voice vote.

7. **ACTION ITEM**
   Acceptance of the February 6, 2018 SWAN Board Committee of the Whole Meeting Minutes

   Ms. Wittmann moved, seconded by Mr. Bodewes, that it be
RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 6, 2018 SWAN BOARD COMMITTEE OF THE WHOLE MEETING MINUTES AS AMENDED

Motion carried by unanimous voice vote.

REPORTS

a. Board President Report
   None.

b. Executive Director Report
   Skog walked the Board through a few small changes he had made to the FY19 budget document since the last meeting, which ultimately produced lower fees for the membership.

c. Operations Report
   Reviewed as presented. Skog provided additional details on the display work being done on Enterprise by the User Experience group. Bukovac stated that we could better advertise the DUX training sessions so that the membership knows what a valuable tool this is. The Board also discussed New19 marketing materials and the adaptability of those to the rest of our membership afterwards.

d. Treasurer Report
   None.

e. Board Calendar
   Reviewed as presented.

8. ACTION ITEM
   Appoint SWAN Board OMA Officer

   Ms. Bukovac moved, seconded by Mr. Losey, that it be

   RESOLVED, THAT THE SWAN BOARD APPOINTS TIFFANY VERZANI TO SERVE AS THE SWAN BOARD OMA OFFICER

   Motion carried by unanimous voice vote.

9. ACTION ITEM
   Approve FY19 Intergovernmental Agreement between RAILS and SWAN

   Mr. Bodewes moved, seconded by Mr. Losey, that it be

   RESOLVED, THAT THE SWAN BOARD APPROVES THE FY19 RAILS AND SWAN INTERGOVERNMENTAL AGREEMENT AS PRESENTED
Motion carried by unanimous voice vote.

10. **ACTION ITEM**
    Recommend FY19 Budget for Membership Approval

    Ms. Wittmann moved, seconded by Mr. Bodewes, that it be

    RESOLVED, THAT THE SWAN BOARD RECOMMENDS THE FY19 BUDGET DRAFT AS
    PRESENTED FOR MEMBERSHIP VOTE AT THE MARCH QUARTERLY MEETING

    Motion carried by unanimous voice vote.

    Bukovac clarified that potential Green Hills migration fees are included, but done so separately
    in order to make the document clean and easier to follow. A tentative timeline was discussed
    for membership vote, if Green Hills does opt to pursue SWAN membership. More discussion was
    held regarding bond payments and the fees formula.

11. **DISCUSSION ITEM**
    eRead Illinois Participation for SWAN Libraries

    An initial discussion was held with the membership at the recent Committee of the Whole
    meeting on February 6th. There was not a general interest in adding eRead for current SWAN
    members, but there was enthusiasm for investigating other group purchases. MAGIC and LINC
    are currently enjoying a 30% discount on eRead for their groups, but they will lose this discount
    upon joining SWAN since we do not have a consortium-wide membership, which is required.
    The Board discussed the usage at their various libraries who do or did have an eRead
    membership.

12. **DISCUSSION ITEM**
    Strategic Planning RFP Draft, Next Steps

    Bukovac walked the Board through the supplemental documents provided in the packet. Some
    of the RFP document will need additional input, from SWAN staff for example to better describe
    the organization.

    What is our intent and our timeline? What will this process and final document look like? If we’d
    like to have this completed in time to start the fall budget process, the summer would be the
    time to bring everyone together to do strategic planning. SWAN staff and time commitments
    are important to consider, with our New19 libraries joining us in May. Verzani noted we can get
    started in the summer to get an idea of our direction, and Wittmann clarified that it was ok if it
    does trickle over into the budget planning in fall or even beyond, if needed. She feels that this
    will very much need to be a focus at the Quarterly in March and June, since there will be limited
    time if we are looking to have this completed or nearly completed for the fall budget planning.
    Skog asked about how deep we intend to get with the focus groups. Should it be directors,
    advisory groups? Bodewes feels that we should utilize the expertise of the facilitator that we
    hire to help us provide direction for this service and recommendations about factors like this.
    Visitor Edith Craig shared that expectations should be clear when interviewing consultants. Skog
felt that perhaps looking at a 5-year plan rather than 3 years would be a good idea. Mission/Vision/Values and philosophy, “What is SWAN” was also discussed. The SWANtravaganza event in August will be a great opportunity to talk to the membership at large and get them involved in this process. The Strategic Planning Committee (Bukovac, Milavec, and Bodewes) will do the legwork and make the decision/recommendation on which facilitator will be best. Skog will work with the group to provide background info to flesh out the RFP document with organizational information.

13. **DISCUSSION ITEM**
   SWAN Board Election Timetable 2018

   The nominating committee was previously struck from the bylaws, so that was removed from the draft document. This timeline for our 2018 election process will be shared with the membership at the March Quarterly meeting.

14. **DISCUSSION ITEM**
   Yearly SWAN Bylaws Review

   The Board discussed the need for a review and felt that it was not needed this year, since we just completed the review of this document and amendments later in the year for 2017.

15. **DISCUSSION ITEM**
   March Quarterly Agenda Review

   Wolff will not be in attendance so Wittmann will be leading this meeting. Strategic Planning was added as a Discussion Item to the agenda draft.

16. **Next Board Meeting**

   The next SWAN Board Quarterly Meeting will be held on March 1, 2018 at RAILS Burr Ridge at 9:30 a.m.

   The next SWAN Board Meeting will be held on March 16, 2018 at SWAN Quail Ridge at 9:30 a.m.

**ADJOURNMENT**

There being no further business before the Board, President Wolff called to adjourn the meeting.

Motion carried and the meeting at adjourned at 11:42 a.m.

Minutes Prepared by Brande Overbey

Respectfully Submitted,
Member Library Inquiries: Update for SWAN Board

Green Hills Public Library District (Palos Hills)

Green Hills approached SWAN in June 2016 for membership. The process for adding the 19 libraries from LINC and MAGIC was well underway, so I have tried to keep Green Hills Library Director Jane Jenkins updated throughout the interim period, while we complete the addition of the 19 libraries.

For FY18, RAILS suspended the Catalog Membership Grants: “Due to budget uncertainties, this program is currently suspended.” RAILS has not completed its budgeting for FY19 yet, but has indicated the LLSAP grant will be part of that budget (dependent on funding).

The migration cost for Green Hills is estimated at $25,000 and is budgeted for FY19.

Bartlett Public Library District

On January 15, 2018, Dee Brennan met with the trustees at Bartlett Public Library District. The library is completing a strategic plan and within its plan is to explore consortia membership. Bartlett’s board president Dave Barry is a current member of the RAILS Board.

The trustee meeting was reported in The Examiner of Bartlett, on January 17, 2018. I have included that article in this update.
I reached out to Library Director Karolyn Nance on January 16th. We completed an initial conference call with some of the Bartlett library staff and Karolyn. Bartlett is interested in SWAN membership pricing and an overview of features included in SWAN.

Library Board provided data on consortium

By Joe Hyland
At their Monday, Jan. 15 meeting, the Bartlett Library Board of Trustees heard a presentation on what joining a library consortium might mean.

"I am here at your request," said Executive Director Dee Brennan of the Reaching Across Illinois Library Systems Consortium (RAILS). "I don't really have a formal presentation, per se."

Brennan noted that the board is in the midst of its strategic planning process.

"So I understand you are considering your future in terms of your integrated library system," Brennan said.

Brennan showed trustees a map showing the various consortia RAILS supports.

"The colors on here are the different consortia we support," Brennan said, noting that the Bartlett district would be a member of the System Wide Automated Network. "You are surrounded by SWAN."

Brennan said that there were a number of advantages to joining a consortium.

"Every library, no matter how small, has something to offer," Brennan said. "One of the main reasons we exist is to promote resource sharing."

Brennan said that membership would allow the library to realize economies of scale with respect to collections. She said it would also help the library save on administrative costs and added that RAILS would help defray any costs to the district for joining.

"Because this is our mission, we do provide financial support for libraries to join the consortium," Brennan said. "What RAILS funds is the migration cost."

Several of the trustees had questions. Board President Dave Barry asked about on-line searching from home.

Brennan replied that this would be available as part of consortium membership. However, the library's collection would remain under its control. She said SWAN does not have a centralized collection. In addition, patrons could order on-line without having to go through their local library staff. Patrons could also go to a library in their consortium and use their Bartlett card.

Trustee Eric Shipman asked whether there were any drawbacks to joining SWAN.

"It's almost all public libraries in SWAN," Brennan said, noting that this lead to a rather homogeneous consortium as opposed to those consortia that include school and university libraries.

Brennan reiterated that the library would maintain ultimate control over its collection.

"You don't have to loan everything," Brennan said.
On February 22, 2018 the Glenside Public Library District contacted SWAN about membership information and costs. They are a standalone library and want to evaluate options as they consider a move away from the Millennium ILS. Glenside Public Library District borders on Carol Stream and Bloomingdale.

I have been communicating via email with the Assistant Director.

North Suburban Library District
The North Suburban Library District requested information from CCS, RSA, PrairieCat, and SWAN. This library is a member of the Northern Illinois Cooperative (NIC) library consortium.

I completed the request for information for North Suburban, and in December I spoke with the library director Mary Petro and their consultant Rob McGee of RMG.
The library board at North Suburban accepted the following recommendation:

*Based on the assessments and judgments explained by the following tables, NSLD has determined that its preferred directional choices for its ILS Future are, in order of preference:*

*To move to another consortium with all other (or as many as possible) NIC Libraries together Else To move another consortium as a Single Library*

I responded to Mary Petro that I would bring up this topic at the SWAN Board meeting in January, which I did and was discussed. North Suburban Library District is also discussing possible membership with PrairieCat.

**Process for Adding Libraries, Growth & Infrastructure**

The libraries approaching SWAN at this stage border on other SWAN libraries, except for the North Suburban Library District (NIC). I have provided my thoughts below in regards with these inquiries.

**Membership Cost:** in order to provide an accurate membership fee estimate, assumptions on what SWAN’s future operating costs are must be determined. Only then can the public library fee formula provide the fee. For the New 19, this proved difficult as SWAN was transitioning its facility and modifying its fee formula at the same time. Now that we have completed these changes, it is somewhat easier to build a SWAN membership fee estimate.

**Process:** SWAN’s process for approving membership involves a lot of uncertainty due to the SWAN Bylaws. With final approval by the Membership, uncertainty exists for a large period of time. Here are the steps we have undertaken with adding libraries since SWAN became independent in 2010.

1. Provide cost estimate to interested library
2. Answer the library’s questions about features, membership, etc.
3. Inform SWAN Board
4. Inform Membership
5. Provide interested library SWAN agreement, set date for library trustee approval
6. Write recommendation & profile on library, discuss at membership meeting
7. SWAN Membership votes for admission (possible no vote)

**Migration:** timeline for a migration is the work after membership approval. There are factors such as the interested library’s server hardware, expiring vendor agreements, and the process for transforming library rules and data (called “Profiling”), any needed training (which can be extensive if the library is moving from a different ILS than SWAN’s), and IT network setup.
Infrastructure: SWAN is transitioning to an infrastructure-as-a-service arrangement, with the recommendation to utilize Microsoft Azure. SWAN has not completed this transition. This infrastructure will allow SWAN flexibility for our needs; particularly as one of the largest SirsiDynix consortia, our ILS requires that we process consortium data in overnight activities (rebuilding search indexes, deleting items) and throughout the business hours (patron notification). Having high-performance infrastructure makes it possible for these processing times to occur within acceptable windows and not impact library business hours or patron activities negatively, e.g. a mid-day patron notification process will impact libraries running acquisitions, as both activities compete for processing time.

Growth & Uniformity: SWAN’s growth is dependent on some uniformity within the configuration of various services, such as the ILS or OPAC. Libraries retain local control over various practices (lending rules), but the greatest benefit to reducing complexity is to find areas of our service where SWAN can provide some options to libraries and patrons, but limit those options to reduce complexity and help with ILS performance. An example is SWAN using a unified patron notification configuration across all libraries, where scheduled times and notification options are run in tightly controlled windows. The benefit is that SWAN patrons get a lot of notification options, but we cannot allow for individual libraries to determine specific notification times or have 3rd party choices.

Change Management: adding libraries and providing support to the existing membership requires some trade-offs. SWAN staff are attempting to add libraries and provide support to the existing membership. This creates some tension within SWAN operations, and some solutions such as allocating personnel in various arrangement (staff dedicated to adding libraries, versus support staff) could be explored. Experience in these migrations is key, and SWAN lost key personnel involved in the 2015 migration. We now have staff that once again have gained experience in adding libraries, so do we move forward with adding libraries because we have that experience? Or do we settle down for a period, and then face having to relearn and retrain new hires in this process?

SWAN is clearly a benefit to those communities that participate in the consortium. It is natural for libraries are not part of SWAN and border our libraries to see the value of being in the network. I see extending those benefits to those communities as a key aspect of SWAN’s mission. However, the amount of change SWAN has gone through since 2015 and our need to get our infrastructure transitioned to Azure, cannot be understated.
SWAN Configuration & Circulation Policy

Woodridge Public Library is interested in moving from its Maximum Renewals of 10 to a lower number, and suggested that we consider Max 3. Circulation Policy approved by the SWAN Board in July 2017 does not allow for Max 3.

SWAN’s Circulation Policy limits libraries to Maximum Renewals as was recommended by SWAN staff during the 2014 configuration of Symphony. The purpose of this recommendation was to keep the key components of Symphony from growing exponentially. Those components are the Circulation Map and the Hold Map. The “Max Renewals” setting is part of those Symphony maps, and it was recommended by SWAN staff to create only a few Max renewal options to keep those maps within an acceptable number of map lines.

For comparison, the 32 consortia running Symphony responded to a 2017 survey put forward by the COSUGI Consortia Special Interest Group. The Circ and Hold maps are a key metric for consortia administrators.

SWAN is listed twice in the table below, in gray for 2017, and in yellow for 2018 with New 19 added. SWAN already had the largest Hold Map of the 32 consortia in the 2017 survey.

<table>
<thead>
<tr>
<th>Consortia (COSUGI Consortia Special Interest Group) 2017 Survey Responses</th>
<th>Total Libraries</th>
<th>Size Rank</th>
<th>Circ Map Rank</th>
<th>Hold Map Rank</th>
<th>Items Rank</th>
<th>Pop Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>SEO Library Center</td>
<td>237</td>
<td>1</td>
<td>4</td>
<td>10</td>
<td>4</td>
<td>10</td>
</tr>
<tr>
<td>Resource Sharing Alliance, NFP</td>
<td>145</td>
<td>2</td>
<td>7</td>
<td>5</td>
<td>6</td>
<td>11</td>
</tr>
<tr>
<td>South Australian Public Library System</td>
<td>142</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>10</td>
<td>4</td>
</tr>
<tr>
<td>Harrington Library Consortium</td>
<td>131</td>
<td>4</td>
<td>21</td>
<td>22</td>
<td>18</td>
<td>19</td>
</tr>
<tr>
<td><strong>SWAN 2018</strong></td>
<td><strong>97</strong></td>
<td><strong>5</strong></td>
<td><strong>5</strong></td>
<td><strong>1</strong></td>
<td><strong>3</strong></td>
<td><strong>3</strong></td>
</tr>
<tr>
<td>UPRLC (Upper Peninsula Region of Library Cooperation)</td>
<td>84</td>
<td>6</td>
<td>22</td>
<td>11</td>
<td>19</td>
<td>22</td>
</tr>
<tr>
<td><strong>SWAN 2017</strong></td>
<td><strong>78</strong></td>
<td><strong>7</strong></td>
<td><strong>8</strong></td>
<td><strong>2</strong></td>
<td><strong>5</strong></td>
<td><strong>6</strong></td>
</tr>
<tr>
<td>Joint Library Catalog</td>
<td>77</td>
<td>8</td>
<td>14</td>
<td>3</td>
<td>7</td>
<td>17</td>
</tr>
<tr>
<td>North Country Library System</td>
<td>73</td>
<td>9</td>
<td>16</td>
<td>19</td>
<td>24</td>
<td>20</td>
</tr>
<tr>
<td>SAILS Library Network</td>
<td>66</td>
<td>10</td>
<td>10</td>
<td>9</td>
<td>8</td>
<td>13</td>
</tr>
<tr>
<td>Pasadena Independent School District</td>
<td>66</td>
<td>11</td>
<td>33</td>
<td>23</td>
<td>26</td>
<td>32</td>
</tr>
<tr>
<td>Consortia (COSUGI Consortia Special Interest Group) 2017 Survey Responses</td>
<td>Total Libraries</td>
<td>Size Rank</td>
<td>Circ Map Rank</td>
<td>Hold Map Rank</td>
<td>Items Rank</td>
<td>Pop Rank</td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>-----------------</td>
<td>-----------</td>
<td>---------------</td>
<td>---------------</td>
<td>------------</td>
<td>----------</td>
</tr>
<tr>
<td>Réseau BIBLIO de la Montérégie</td>
<td>62</td>
<td>12</td>
<td>13</td>
<td>33</td>
<td>31</td>
<td>30</td>
</tr>
<tr>
<td>Ramapo Catskill Library System</td>
<td>48</td>
<td>13</td>
<td>17</td>
<td>17</td>
<td>16</td>
<td>14</td>
</tr>
<tr>
<td>CLEVNET</td>
<td>44</td>
<td>14</td>
<td>1</td>
<td>6</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Mid York Library System</td>
<td>43</td>
<td>15</td>
<td>19</td>
<td>26</td>
<td>22</td>
<td>23</td>
</tr>
<tr>
<td>Four County Library System</td>
<td>42</td>
<td>16</td>
<td>29</td>
<td>31</td>
<td>20</td>
<td>21</td>
</tr>
<tr>
<td>Yavapai Library Network</td>
<td>41</td>
<td>17</td>
<td>30</td>
<td>21</td>
<td>23</td>
<td>26</td>
</tr>
<tr>
<td>Westchester Library System</td>
<td>38</td>
<td>18</td>
<td>23</td>
<td>18</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td>Merrimack Valley Library Consortium</td>
<td>36</td>
<td>19</td>
<td>11</td>
<td>14</td>
<td>11</td>
<td>12</td>
</tr>
<tr>
<td>LOUIS: The Louisiana Library Network</td>
<td>35</td>
<td>20</td>
<td>32</td>
<td>32</td>
<td>1</td>
<td>28</td>
</tr>
<tr>
<td>LOGIN Libraries</td>
<td>31</td>
<td>21</td>
<td>26</td>
<td>20</td>
<td>13</td>
<td>8</td>
</tr>
<tr>
<td>CEFLS</td>
<td>30</td>
<td>22</td>
<td>20</td>
<td>12</td>
<td>32</td>
<td>29</td>
</tr>
<tr>
<td>Old Colony Library Network</td>
<td>29</td>
<td>23</td>
<td>12</td>
<td>16</td>
<td>12</td>
<td>15</td>
</tr>
<tr>
<td>WALS</td>
<td>29</td>
<td>24</td>
<td>15</td>
<td>30</td>
<td>15</td>
<td>18</td>
</tr>
<tr>
<td>Suburban Library Cooperative</td>
<td>27</td>
<td>25</td>
<td>6</td>
<td>13</td>
<td>21</td>
<td>9</td>
</tr>
<tr>
<td>SWIFT</td>
<td>25</td>
<td>26</td>
<td>2</td>
<td>8</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>LMxAC</td>
<td>25</td>
<td>27</td>
<td>9</td>
<td>7</td>
<td>27</td>
<td>24</td>
</tr>
<tr>
<td>Polk County Library Cooperative Chemeketa Cooperative Regional Library Service</td>
<td>20</td>
<td>28</td>
<td>28</td>
<td>25</td>
<td>29</td>
<td>16</td>
</tr>
<tr>
<td>Réseau des bibliothèques de l'Université de Moncton</td>
<td>19</td>
<td>29</td>
<td>31</td>
<td>28</td>
<td>25</td>
<td>33</td>
</tr>
<tr>
<td>MAGIC</td>
<td>16</td>
<td>30</td>
<td>25</td>
<td>27</td>
<td>30</td>
<td>25</td>
</tr>
<tr>
<td>San Joaquin Valley Library System</td>
<td>14</td>
<td>31</td>
<td>27</td>
<td>15</td>
<td>28</td>
<td>27</td>
</tr>
<tr>
<td>Manitowoc Calumet Library System</td>
<td>10</td>
<td>32</td>
<td>18</td>
<td>24</td>
<td>14</td>
<td>1</td>
</tr>
</tbody>
</table>
To be clear, the ideal is to **not be at the top** of these rankings in terms of Symphony Circ and Hold maps. That is a sign that a consortium needs to focus on reigning in configuration complexity. CLEVNET has taken the number 1 spot for Circ Map due to consortium growth without new libraries compromising on lending rules. It is now a major challenge for CLEVNET to reduce that Circ Map.

I outlined in my July 28, 2017 memo to the SWAN Board (see pgs. 44-45) the impact of expanding Max Renewals options:

“Each additional option will result in approximately 1,000 lines to Symphony configuration if the library choses that new option (currently SWAN has approximately 4,000 lines in the circulation map table, and 2,500 lines in the hold table).”

SWAN’s Circulation Policy consolidates the Max Renewals into the 0, 2, 5, 10, or 15. At the July 28th meeting, the SWAN Board eliminated 15 from the policy.

After adding the 19 new libraries, SWAN’s Circ Map is now 4,752 lines long and the Hold Map is now 3,080 lines. SWAN staff did an excellent job working with the New 19 to build the Symphony Circ and Hold maps and utilized the SWAN Circulation Policy’s Max Renewals to prevent these Symphony configuration maps from growing too large.

To summarize:

- SWAN profiled 19 libraries and used the set Circulation Policy to configure the Max Renewals of 0, 2, 5, and 10 for those libraries.

- When I spoke with Woodridge, I emphasized that we need to approach this if we offer a new Renewal Maximum, we should take one away, e.g. if we add Max 3, we should no longer offer Max 10.

- Last year, there was some interest in offering a Max of 1 renewal (see June 16, 2017 SWAN Board Minutes “10. Discussion Item: Updated SWAN Circulation Policy”)

- SWAN is about 7 weeks from our May 1 go-live for the New 19

I recommend that I discuss this with SWAN staff, and determine a future date to bring to Circulation Advisory and other membership groups for discussion. If we eliminate Max 10, would they want Max 3 or Max 1 instead? If there is consensus around one of those, I can share that with the SWAN Board.

If there is frustration with the length of this process, and that SWAN staff should not be questioning these configuration settings requested by libraries, I can understand and sympathize. But we are balancing the care and management of a very large consortium ILS, and we need to listen to these
concerns from those individuals that administer it. Circulation and Hold maps affect every item in the 
system, so every hold placed by library users and every item checked out must go through these maps.

I have already set the March 21st Circulation Advisory Group meeting to discuss the masking of patron 
PINs in Symphony, as part of the process we promised the New 19. I believe the soonest we can begin 
discussion Circulation Policy in regards to Max Renewals is July 2018.

Library Visits

**Nancy McConathy Public Library (Sauk Village)**
Susan Ricker and I met with the library director, Nannette Wargo, and were introduced to some of the 
staff at the library. We discussed the history of the library, and identified some of the concerns Nan 
and her staff have as a SWAN member library, including the 2018 patron purge, the expiring hold shelf 
process, Symphony User Groups, and the status of the ProPay EMV/chip enabled devices.

**Matteson Area Public Library District**
Susan Ricker and I visited Matteson but unfortunately were not able to meet with director Kathy 
Berggren due to a family emergency. We toured the library with staff who outlined the completed 
building renovations. Matteson Library also has implemented RFID and self-check systems, including an 
automated material handler from the vendor D-Tech.
Board Financial Report (Sharon Swanson)

As of February 28, SWAN had received $387,747.50 (95%) of the total invoiced third quarter SWAN fees of $406,244 within less than two months of billing. The five libraries that had not paid as of this date were Calumet Park, Harvey, Northlake, Riverdale, and William Leonard. SWAN internet access fees were billed out in mid-January, and, as of February 28, SWAN had received payment from all but four libraries. The libraries with outstanding prior period SWAN fees include:

- Calumet Park – Owing $5,642.50 in total, which includes the third quarter (mentioned above) as well as a portion of the first quarter, the entire second quarter, and two reciprocal borrowing billings.
- Harvey – Owing $15,555.25 in total, which includes the third quarter (mentioned above) as well as the first quarter, second quarter, three reciprocal borrowing billings, and a credit card swipe purchase.
- Riverdale – Owing $6,706 in total for both the second and third quarters.
- William Leonard – Owing $4,239.50 in total for both the second and third quarters.

Also of note, as of February 5, SWAN received payment from Brookfield Zoo for their third quarter SWAN fees, but they still owe for two quarters of reciprocal borrowing billings totaling $142.

After much discussion between Chicago Public Library (CPL) and SWAN, the invoices for past and current reciprocal borrowing and ILL losses totaling $20,304.42 were generated and sent to CPL in January for their review and payment. The amount payable to CPL for reciprocal borrowing and ILL losses totaling $5,157.90, per the reports generated by CPL, was recorded within miscellaneous expenses to segregate this amount from current year expenses. SWAN’s payment was generated and received by CPL within the month of February, and we are currently awaiting their review and payment of SWAN’s invoices.

The interest rate continues to rise on the SWAN money market account. Between January and February, the rate increased from 1.15% to 1.26%.

SWAN Administration

Assistant Director (Dawne Tortorella)

As detailed below, all staff are fully involved in the New 19 migration at this point in time. For the next two months cross-department work teams will be addressing the list of open issues which accompany a major migration.

Of note are the extensive training and documentation resources developed as part of this project to inform the new membership, but also to support our combined consortium. Additional print materials, staff and patron tutorials, documentation, and formal training materials have been developed and
revised. Questions raised by the New 19 have been helpful in revisiting practice and procedures, as well as clarifying with data and concrete risk/benefit analysis decisions in configuration and implementation. This engagement has been beneficial for the full SWAN membership.

Also noteworthy this past month, as discussed by Steven in the IT Services update, was our decision to postpone the Symphony Operating System upgrade. In all matters of our IT infrastructure, testing/feedback and risk analysis are part of the process of go/no-go decisions.

Having attended the initial session of each training topic, I have been impressed with our collective knowledge. Post Go-Live we plan to coordinate internal SWAN staff training so that all members of our team can benefit from this information and expertise.

Support tickets, as highlighted by Kate in the Member Services update, continue to be a priority. For the past three months open tickets have been consistently below 100. This is especially noteworthy given the large uptick in support tickets from New 19 testing and migration work. For example 29/95 open tickets are from the New 19.

**Operations Manager (Brande Overbey)**

On Thursday, March 8th I attended the annual HR conference for Management Association, which was held at a new venue this year in Itasca. The “hot topic” for this year’s conference was what we’ve been seeing a lot of in the news lately, harassment and discrimination. SWAN has a harassment and discrimination training session led by Management Association set up for this month as well. The conference also covered other topics such as cyber security (the keynote speaker was an FBI hacker, who taught us that second only to CEO’s, HR is the most popular department in an organization for hackers to target!), legal updates, the ADA and accommodation requests, ‘essential functions’ in job descriptions, the EEOC, unemployment, and effective leadership techniques. As always it was an excellent conference and I am very thankful to have been able to attend!

**Library Relations Specialist (Susan Ricker)**

On February 21, Aaron Skog and I visited the Nancy L. McConathy Public Library and met with their staff and director, Nanette Wargo. We were able to generate some ideas for how to improve communication, including easier SWAN staff contact information, and also had the chance to discuss some current SWAN policies and share more information. We brought away a to-do list of ways we can improve service to that particular library community, and were also able to get a better idea of some challenges the surrounding towns are facing. More library visits are being scheduled, focusing on members we haven’t had a chance to connect with recently.

In addition, we're printing a number of materials for the New 19 and current SWAN member libraries to educate all library staff and patrons on our growing membership. Our patron-facing website, [https://www.swanlibraries.net/](https://www.swanlibraries.net/), is also undergoing improvements and we are soliciting membership feedback on how we can make this resource more valuable.
Special Projects Coordinator (Joseph Miller)
The New 19 go-live is just over seven weeks away and we are finalizing cut-over plans with LINC and MAGIC. Between now and May 1, we have several events and a number of project chunks to complete:

- The fourth and final Q&A session on April 4th
- Final dedup planning and prep—final dedup will run the last week of May, with a rebuild on Memorial Day (May 28)
- Final SmartPort configuration for New 19 cataloging libraries
- Creation and implementation of the “De-Newing” Report
- Creation of Symphony reports templates for New 19 libraries
- Production Enterprise profile creation
- Article Search finalization and testing
- SIP2 configuration and testing
- Final Data Call and Data Resolutions with SirsiDynix
- Final cutover tasks and assignments for LINC and MAGIC servers

Beyond the New 19 go-live, we are targeting additional work after May 1. For example, as shared at the third Q&A, we are planning a full MARCIVE update of our bibliographic authority control records in June. After determining SWAN would not move forward with an OS upgrade, we are working to determine an upgrade date for late summer or early fall. And lastly, we will be looking to upgrade to the newest version of Symphony—version 3.5.3—as soon as we are able.

SWAN IT Services (Steven Schlewitt)
The IT team rounded out the month of February with exhaustive testing against the Azure and RAILS server environments to determine the source of the performance bottleneck that has served to delay the Symphony Operating System upgrade. This performance issue would cause delays to database rebuild processing, which could negatively impact the overnight maintenance window. With this upgrade now expected after the New 19 migration, the IT team has additional time to ensure optimal tuning for rebuilds by investigating Oracle performance options that may even be beyond SirsiDynix’s purview. Relating to the ongoing research into Azure services, Rudy and Ian attended the annual Chicago Microsoft Technology Summit to explore recent updates to Azure and other Microsoft services used by SWAN.

With relation to the New 19 migration, work continues to audit and configure SIP and vendor connections, which will move into a testing phase next month where the IT team will reach out to all library IT staff to share new SIP credentials and ensure the SIP configuration operates as expected against the SWAN environment. Additionally, at this point, all VPN connections to the New 19 libraries have been established, but two are undergoing extended troubleshooting, which has involved many hours of investigation and outside contractors for those two libraries. The SWAN IT team is now considering alternate options for establishing the VPN connection to these libraries, including a PC client.
(in lieu of a full network VPN), which is a connection method that could benefit all SWAN libraries in the long run as we continue to evolve our network security.

The team have also worked to refine their documentation process, having now adopted Microsoft OneNote to ensure cross-understanding of various technical processes. Additionally, Rudy has finalized the configuration for a secured FTP server that will serve to provide MARC extracts to several of SWAN’s external vendors. We hope to test this service initially with Communico in the upcoming weeks.

Downtime Report

WorkFlows/Symphony
 - No measurable downtime was experienced during this period

Enterprise OPAC
 - No measurable downtime was experienced during this period

SWAN Bibliographic Services (Scott Brandwein)
This month, Bibliographic Services has nearly completed cataloging training for the New 19 libraries. The final session will take place Tuesday, March 13th, after which we will summarize some of the major issues and questions that arose to send back to the participating libraries. These should be of special interest to libraries who were trained earlier in the process.

The first Cataloging Advisory meeting of the year also took place this month. It marked the first time we combined the Advisory and OCLC Cataloging library meetings, though it was also unusual in that there was a great deal of information to disseminate. We announced the launch of the new format facet for maps and other cartographic materials, pointed out some changes to the input of call numbers including some new classification scheme options, and officially announced the availability of the genre terms now available to use in Item Category 4. Other major topics included the migration timeline and its effect on Technical Services departments and the future of periodical volume information, which we may change later this year (the conversation is set to continue at the May 25th meeting.) Further details on these topics and more can be found on the meeting notes on the support site.

From now until go-live, Bibliographic Services will be making a concerted push to process as many pre-cats and as much cleanup of records as possible. To this end, we will be foregoing the processing of certain materials that tend to take longer such as original cataloging of foreign language materials. Once the bibliographic deduplication begins, we will return to our usual workflow.

Cataloging Counts: SWAN Bibliographic Services
Counts do not include six 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 February, there were 193 upgrades of minimal level records in OCLC to full records.
Support tickets are a priority of Member Services in addressing member needs, problems, and special concerns. The SWAN membership submitted 644 support tickets over the last 30 days. Of the tickets created during that time only 73 are still open.

The Circulation Advisory Committee will meet on Wednesday, March 21st. Topics of discussion include: Fine free staff profile (updating Circ Policy), processing fees, masking of PINs, and the completed patron purge.

New 19 Migration/spring training classes: 27 workshops on 9 distinct topics have been prepared by Member Services. The training calendar is on L2 and registration is open. In January, 134 library staff attended the three training sessions on BCA (BlueCloud Analytics). Thus far in February and March, we have had 480 attendees for the 18 classes scheduled.

Training sessions scheduled during the month of February/March and their registration numbers include:

<table>
<thead>
<tr>
<th>Date</th>
<th>Title</th>
<th>Number of registrants</th>
<th>Host library</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/13</td>
<td>Acquisitions</td>
<td>21</td>
<td>Batavia PL</td>
</tr>
<tr>
<td>2/14</td>
<td>Quarterly Billing/Debt Collection</td>
<td>28</td>
<td>Westmont PL</td>
</tr>
<tr>
<td>2/15</td>
<td>Enterprise</td>
<td>32</td>
<td>Oak Brook PL</td>
</tr>
<tr>
<td>2/20</td>
<td>SWAN Support</td>
<td>40</td>
<td>Batavia PL</td>
</tr>
<tr>
<td>2/22</td>
<td>Swan Serials</td>
<td>32</td>
<td>Batavia PL</td>
</tr>
<tr>
<td>2/27</td>
<td>SWAN ILL</td>
<td>39</td>
<td>Carol Stream PL</td>
</tr>
<tr>
<td>2/28</td>
<td>Circ 101</td>
<td>39</td>
<td>Woodridge PL</td>
</tr>
<tr>
<td>3/1</td>
<td>Circ 102</td>
<td>30</td>
<td>Woodridge PL</td>
</tr>
<tr>
<td>3/2</td>
<td>Circ 101+</td>
<td>15</td>
<td>Bensenville PL</td>
</tr>
<tr>
<td>3/6</td>
<td>Enterprise</td>
<td>37</td>
<td>Bloomingdale PL</td>
</tr>
<tr>
<td>3/8</td>
<td>Quarterly Billing/Debt Collection</td>
<td>19</td>
<td>Batavia PL</td>
</tr>
<tr>
<td>3/13</td>
<td>Quarterly Billing/Debt Collection</td>
<td>18</td>
<td>Carol Stream PL</td>
</tr>
<tr>
<td>3/14</td>
<td>Circ 101</td>
<td>40</td>
<td>St Charles PL</td>
</tr>
<tr>
<td>3/15</td>
<td>Acquisitions</td>
<td>8</td>
<td>Bensenville PL</td>
</tr>
<tr>
<td>3/22</td>
<td>SWAN Support</td>
<td>15</td>
<td>Bensenville PL</td>
</tr>
<tr>
<td>3/27</td>
<td>Acquisitions</td>
<td>7</td>
<td>Messenger PL</td>
</tr>
</tbody>
</table>
Below is a summary of some of the highlights of Member Services activity this past month.

- All Member Services staff presenting workshops (see table above)
- Crystal Vela: writing SWAN Support training
- Dave Pacin: distribution and orientation of swipes to member libraries, patron purge, creation and configuration of New 19 staff accounts
- Lauren Levaggi: creation of User Group video tutorial with Crystal Vela and an ILL_LIBS video tutorial, and working on the SWAN Support Website content revamp
- Helen Pinder: working on identifying reports for New 19 member libraries
- Samantha Dietel: fine free profile and circ map updating
- Vickie Totton: coordinating the data testing of LINC and MAGIC data with Claudia Nickson
- Vickie Totton: coordinating the Patron Purge and rollout of Custom Long Overdue report
- Consultants: fine free profiles, Collection HQ, working on Days Closed on test server

**SWAN User Experience (Tara Wood)**

**Enterprise 5.0 Upgrade**

In preparation for the Enterprise 5.0 upgrade on March 21st, we will be updating current SWAN library profiles to the new theme and detail displays throughout the day Tuesday, March 20th. No action is required on the part of our members. Color themes have been selected based on current themes, which you can see on the development profiles.

The upgrade itself will involve down time, which is outlined in further detail on the support site. SirsiDynix will begin the upgrade at 3 a.m. on March 21st, and it is anticipated to take 6 hours. We are hopeful that all services will be up and running by 9 a.m.

**Enterprise Trainings**

SWAN staff have conducted two Enterprise trainings for the New 19 libraries so far, at Oak Brook Public Library and Bloomingdale Public Library. The training has covered Enterprise customization options, a broad overview of Article Search and Open Athens, and differences between searching and My Accounts in SWAN, MAGIC, and LINC.

**Enterprise Profile Customizations Request Form**

This form was released to the new 19 libraries, and they have a deadline of March 14th to complete their requests. Libraries have options to choose colors, custom links, an optional Evanced events feed, links to pre-filtered searches (e.g. New Picture Books), New York Times book rivers, and default search limits.
The form is posted to the SWAN support site, and it is also available for current SWAN libraries to fill out and request new features. However, we are not yet publicizing it to manage the influx of requests. DUX member libraries have had the option to request themes and add an Evanced events feed in advance of the Enterprise 5.0 upgrade to help with testing.

**Enterprise Inventory**

Throughout the migration process, I have been working on an inventory to track settings and customizations for our member libraries. Lauren Levaggi was extremely helpful, tracking down events, contact, and hours links for our member libraries. We’ll be able to use these to post some Enterprise customizations for our current member libraries without making everyone fill out a survey. Thanks, Lauren!
SWAN Board Budget Timeline

SWAN Board members should review the timeline for the creation of the FY19 budget and the FY19 contract extension with RAILS. I have also included preliminary steps for RAILS FY20 LLSAP grants and a "LLSAP Financial Sustainability Plan" required by RAILS. The Financial Sustainability Plan is a new concept from RAILS, and details regarding it will be forthcoming from Anne Slaughter at RAILS.

<table>
<thead>
<tr>
<th>DATE</th>
<th>MEETING TYPE</th>
<th>ACTION ITEMS</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 9/12/2017</td>
<td>Aaron &amp; RAILS</td>
<td>Hold meetings with RSA, PrairieCat, and SWAN to discuss FY19 contracts, FY20 support process development, and in-kind services</td>
</tr>
<tr>
<td>September 9/15/2017</td>
<td>Regular SWAN Board Meeting</td>
<td>SWAN policies review. Review budget process timetable with SWAN Board.</td>
</tr>
<tr>
<td>October 10/16/2017</td>
<td>RAILS Board Consortia Committee Meeting</td>
<td>Open meeting at RAILS Burr Ridge. Consortial Model Working Group recommendations will be presented. Questions regarding the RAILS Overlay and Fulfillment Project will be answered.</td>
</tr>
<tr>
<td>October 10/17/2017</td>
<td>Committee of the Whole at Oak Lawn Public Library</td>
<td>Presentation and discussion on SWAN Fees Committee recommendation.</td>
</tr>
<tr>
<td>October 10/20/2017</td>
<td>Regular Board Meeting</td>
<td>Aaron begins work on FY19 budget, brings questions to SWAN Board if needed.</td>
</tr>
<tr>
<td>November 11/17/2017</td>
<td>Regular SWAN Board Meeting</td>
<td>RAILS shares FY19 contract extension agreements with PrairieCat, RSA, SWAN</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Board accepts FY16 audit.</td>
</tr>
<tr>
<td>DATE</td>
<td>MEETING TYPE</td>
<td>ACTION ITEMS</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Aaron to bring FY19 Budget Goals, Approach; Board discuss FY19 Fee Formula feedback and determines next steps.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Set Board approves meeting dates for 2018 calendar.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Feedback on RAILS-SWAN contract extension agreements due to RAILS.</td>
</tr>
<tr>
<td>November</td>
<td>Finance Committee/Personnel Committee Joint</td>
<td>Aaron Skog and Treasurer review Budget; SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.</td>
</tr>
<tr>
<td>TBD</td>
<td>[if needed]</td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>Quarterly</td>
<td>Announce FY18 Budget Process</td>
</tr>
<tr>
<td>12/7/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Thursday]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>December</td>
<td>Regular SWAN Board Meeting</td>
<td>Review of Budget Draft.</td>
</tr>
<tr>
<td>12/15/2017</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Friday]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>Regular SWAN Board Meeting</td>
<td>RAILS provides guidelines for “financial sustainability plan” to PrairieCat, RSA, SWAN. SWAN Board decision on appointed committee to complete plan, or use regular SWAN Board meetings.</td>
</tr>
<tr>
<td>1/19/2018</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[Friday]</td>
<td></td>
<td>Review and recommend draft of SWAN Budget for Membership presentation. Set COW date for February for membership review.</td>
</tr>
<tr>
<td>DATE</td>
<td>MEETING TYPE</td>
<td>ACTION ITEMS</td>
</tr>
<tr>
<td>------------</td>
<td>-----------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>January</td>
<td>RAILS Board Consortia Committee Meeting</td>
<td>Consortia Committee meeting – review of draft application form, process, timeline, support factors, and award criteria</td>
</tr>
<tr>
<td>1/22/2018</td>
<td>[Monday]</td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>SWANcom</td>
<td>Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.</td>
</tr>
<tr>
<td>1/23/2018</td>
<td>[Tuesday]</td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>Membership Meeting</td>
<td>Membership meeting for budget discussion.</td>
</tr>
<tr>
<td>2/6/2018</td>
<td>[Tuesday]</td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>Regular SWAN Board Meeting</td>
<td>Incorporate changes, suggestions to SWAN budget</td>
</tr>
<tr>
<td>2/16/2018</td>
<td>[Friday]</td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>Quarterly</td>
<td>Roll call vote to approve SWAN budget. Announce Board election process.</td>
</tr>
<tr>
<td>3/1/2018</td>
<td>[Thursday]</td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>Regular SWAN Board Meeting</td>
<td>LLSAP boards FY19 contract extension approval.</td>
</tr>
<tr>
<td>3/16/2018</td>
<td>[Friday]</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>Regular SWAN Board Meeting</td>
<td>RAILS provides FY20 consortial support grant applications to consortia.</td>
</tr>
<tr>
<td>4/20/2018</td>
<td>[Friday]</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td>Regular SWAN Board Meeting</td>
<td>SWAN Board reviews SWAN’s draft of “LLSAP financial sustainability plan” required by RAILS.</td>
</tr>
<tr>
<td>5/18/2018</td>
<td>[Friday:]</td>
<td></td>
</tr>
<tr>
<td>DATE</td>
<td>MEETING TYPE</td>
<td>ACTION ITEMS</td>
</tr>
<tr>
<td>--------------------</td>
<td>--------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>June 6/22/2018</td>
<td>Regular SWAN Board Meeting</td>
<td>LLSAP financial sustainability plans due to RAILS June 30, 2018. SWAN Board reviews and approves plan.</td>
</tr>
<tr>
<td>July 1, 2018</td>
<td></td>
<td>SWAN FY19 Budget goes into effect. Contract extension with RAILS goes into effect.</td>
</tr>
</tbody>
</table>
Recommendation to Add 12 Individuals Representing 12 Libraries as SWAN Cataloging Library Members

Introduction
Per the SWAN policy Requirements for SWAN Cataloging Libraries, “If all... requirements are met and future obligations are agreed to, the SWAN member library seeking status as a SWAN Cataloging Library will contact the SWAN Bibliographic Services Manager directly. The SWAN Bibliographic Services Manager will make a recommendation to the SWAN Board for approval.

While the membership of the OCLC Cataloging Group has remained consistent for a long time, the Bibliographic Services team and I are interested in harnessing the talent of our membership by expanding this group. With the upcoming changes to SWAN’s membership, we welcome as many critical eyes as possible assisting with the workload and maintaining the integrity of our data.

The policy states, “Any financial incentives for the new cataloging library will begin in the next SWAN fiscal year.” The SWAN Fees Committee recommended the elimination of the incentive, and this was accepted by the SWAN Board at its November 2017 meeting.

SWAN Bibliographic Services Manager Scott Brandwein Recommends 12 Staff Representing 12 Libraries
I would like to recommend the following individuals from Batavia Public Library District, Bloomingdale Public Library, Carol Stream Public Library, Glen Ellyn Public Library, Messenger Public Library of North Aurora, National University of Health Sciences, Oak Brook Public Library, Saint Charles Public Library District, Sugar Grove Public Library District, Theosophical Society in America, Town and Country Public Library District, and Villa Park Public Library for membership in SWAN’s Cataloging Library group: the group of member institutions with rights to contribute full-level original and copy cataloging to the SWAN bibliographic database.

The librarians representing these libraries are highly-trained catalogers with extensive experience in the software and practices required to maintain our standards. I have met with the heads of each department at these libraries, and the following individuals would act as representatives for these 12 libraries and meets all our qualifications.

<table>
<thead>
<tr>
<th>Batavia Public Library District</th>
<th>Kerry Halter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bloomingdale Public Library</td>
<td>Christine Sporleder</td>
</tr>
<tr>
<td>Carol Stream Public Library</td>
<td>Mary Clemens</td>
</tr>
<tr>
<td>Glen Ellyn Public Library</td>
<td>Jamie Simmons</td>
</tr>
<tr>
<td>Messenger Public Library of North Aurora</td>
<td>Joanne Galloway</td>
</tr>
<tr>
<td>National University of Health Sciences</td>
<td>Anne Hope</td>
</tr>
<tr>
<td>Oak Brook Public Library</td>
<td>Melissa Stroud</td>
</tr>
<tr>
<td>Library</td>
<td>Contact</td>
</tr>
<tr>
<td>------------------------------</td>
<td>----------</td>
</tr>
<tr>
<td>Saint Charles Public Library District</td>
<td>Amanda Kaiser</td>
</tr>
<tr>
<td>Sugar Grove Public Library District</td>
<td>Mary Clapp</td>
</tr>
<tr>
<td>Theosophical Society in America</td>
<td>Marina Maestas</td>
</tr>
<tr>
<td>Town and Country Public Library District</td>
<td>Karen Flamand</td>
</tr>
<tr>
<td>Villa Park Public Library</td>
<td>John Bradford</td>
</tr>
</tbody>
</table>

I have spoken with the current SWAN Cataloging Member Libraries about these 12 libraries potential designation, and they were unanimously in favor of their addition to the team. We are confident that these individuals and their staff would be an asset to the expansion and maintenance of SWAN’s catalog.

Scott Brandwein

**Board Action**

Resolved, the SWAN Board approves the addition of Batavia Public Library District, Bloomingdale Public Library, Carol Stream Public Library, Glen Ellyn Public Library, Messenger Public Library of North Aurora, National University of Health Sciences, Oak Brook Public Library, Saint Charles Public Library District, Sugar Grove Public Library District, Theosophical Society in America, Town and Country Public Library District, and Villa Park Public Library effective May 1, 2018 as a SWAN Cataloging Library.