

SWAN BOARD MEETING AGENDA

SWAN

800 Quail Ridge, Westmont, IL 60559

April 17, 2020 - Time 9:30 a.m.

Online Meeting

<https://global.gotomeeting.com/join/894018965>

You can also dial in using your phone.

United States: +1 (872) 240-3212

Access Code: 894-018-965

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 April 17, 2020 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 17, 2020 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, March (Exhibit pgs. 1-10)
 - a. Balance sheet and detail of expenditures for March 2020
 - b. Approval of the payment of bills for March 1, 2020 through March 31, 2020 in the amount of \$158,195.03

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR MARCH 1 THROUGH MARCH 31, 2020 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR MARCH 2020

5. Action Item – Acceptance of the March 20, 2020 SWAN Board Meeting Minutes (Exhibit pgs. 11-14)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 20, 2020 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports
 - a. Board President Report
 - b. Executive Director Report (Exhibit pgs. 15-18)

5. Action Item – Acceptance of the March 20, 2020 SWAN Board Meeting Minutes (Exhibit pgs. 11-14)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MARCH 20, 2020 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 15-19)
- c. Operations Report (Exhibit pgs. 20-30)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs. 31-32)

7. Discussion Item – SWAN Tactical Plan 2020 – 2021 (Exhibit pgs. 33-45)

8. Action Item – Approve SirsiDynix Agreement Extension (Exhibit pgs. 46-52)

RESOLVED, THAT THE SWAN BOARD APPROVES THE SIRSIDYNIX AGREEMENT FOR MAY 1, 2020 THROUGH APRIL 30, 2025.

The next SWAN Board Meeting will be held on May 22, 2020 at SWAN Quail Ridge at 9:30 a.m.

9. 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	Secretary	July 1, 2022
Robin Wagner	South Holland Public Library		July 1, 2022
Jane Jenkins	Green Hills Public Library District		July 1, 2022

SWAN
Balance Sheet
As of 3/31/2020

	Balance End Of Month	
Assets		Average Interest Rates & Interest Earned during March
Cash & cash equivalents		
Cash- MaxSafe	1,407,601.13	1.25% \$ 557.81
Cash- Hinsdale Bank Checking	<u>763,803.08</u>	0.00% \$ -
Total Cash & cash equivalents	2,171,404.21	Investment Income <u>\$ 557.81</u>
ProPay Funds		
ProPay Funds	<u>42.86</u>	
Total ProPay Funds	42.86	
Accounts receivables		
Accounts Receivable	<u>28,552.43</u>	
Total Accounts receivables	28,552.43	
Prepaid expenses		
Deposits	23,467.08	
Vendor Credits	(3,043.68)	
Prepaid Expenses	<u>207,398.33</u>	
Total Prepaid expenses	227,821.73	
Capital assets, net		
Building And Improvements	6,895.00	
Equipment	36,500.50	
Computers	324,383.36	
Accumulated Depreciation	<u>(336,955.76)</u>	
Total Capital assets, net	<u>30,823.10</u>	
Total Assets	<u>2,458,644.33</u>	
Liabilities		
Accounts payable		
Accounts Payable	<u>4,253.80</u>	
Total Accounts payable	4,253.80	
Accrued Liabilities		
Accrued Liabilities	<u>3,772.16</u>	
Total Accrued Liabilities	3,772.16	
Payroll		
Salaries Payable	35,669.24	
PR Tax Withheld Payable	11,360.12	
PR Tax Expense Payable	<u>3,736.46</u>	
Total Payroll	50,765.82	
Deferred revenue		
Deferred Revenue	29,997.28	
Deferred Revenue - MAGIC Fee Supplement	<u>164,426.00</u>	
Total Deferred revenue	194,423.28	
Compensated absences		
Compensated Absences	<u>99,559.16</u>	
Total Compensated absences	99,559.16	
Facilities		
Rent Payable	<u>47,672.57</u>	
Total Facilities	<u>47,672.57</u>	
Total Liabilities	<u>400,446.79</u>	
Net Assets		
Beginning Net Assets		
Unrestricted	1,889,166.60	
Total Beginning Net Assets	1,889,166.60	
Current YTD Net Income	<u>169,030.94</u>	
Total Net Assets	<u>2,058,197.54</u>	
Total Liabilities and Net Assets	<u>2,458,644.33</u>	

SWAN
Statement of Revenues and Expenses
From 3/1/2020 Through 3/31/2020
(75.00% through FY2020)

		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	416.00	0.00	3,750.00	5,000.00	0.00%	RAILS Grants
4060	Fees For Services And Materials	224,242.33	228,386.00	2,051,324.97	2,055,469.00	2,740,626.00	74.84%	SWAN Quarterly, Annual, and Semi-Annual Fees
4061	Internet & Enhanced Access Fees	303.25	0.00	2,729.25	0.00	0.00	0.00%	SWAN Annual Internet Access Fees
4070	Reimbursements	0.00	634.00	8,482.69	5,700.00	7,600.00	111.61%	Member Reimbursements and SWANx Sponsor Table Registrations
4071	Reimbursements - Lost Materials	(714.70)	0.00	1,229.04	0.00	0.00	0.00%	Reciprocal Borrowing and ILL Losses
4072	Reimbursements - Collection Agency Fees	10.00	75.00	50.00	675.00	900.00	5.55%	Reciprocal Borrowing and ILL Loss Collection Agency Fees
4075	Group Purchase Receipts	0.00	60.00	954.15	540.00	721.00	132.33%	Group Purchases for Members
4080	Investment Income	557.81	1,834.00	19,597.67	16,500.00	22,000.00	89.08%	Interest
4090	Other Revenue	<u>43,723.22</u>	<u>43,723.25</u>	<u>393,509.05</u>	<u>393,509.25</u>	<u>524,679.00</u>	<u>74.99%</u>	RAILS Support to SWAN
Total Revenue		<u>268,121.91</u>	<u>275,128.25</u>	<u>2,477,876.82</u>	<u>2,476,143.25</u>	<u>3,301,526.00</u>	<u>75.05%</u>	
Expenses								
5000	Library Professionals	26,466.86	24,915.00	257,619.44	249,155.00	323,900.00	79.53%	Staff Salaries
5010	Other Professionals	55,720.02	74,208.00	544,768.21	742,076.00	964,700.00	56.47%	Staff Salaries
5020	Support Services	21,146.44	19,862.00	238,620.42	198,614.00	258,200.00	92.41%	Staff Salaries
5030	Social Security Taxes	7,453.30	9,108.00	75,517.86	91,076.00	118,400.00	63.78%	Social Security Taxes
5050	Worker's Compensation	342.92	184.00	2,436.99	1,650.00	2,200.00	110.77%	Worker's Compensation Insurance
5060	Retirement Benefits	9,910.67	10,838.00	100,604.57	108,386.00	140,900.00	71.40%	Retirement Benefits and Retirement Plan Fees
5070	Health, Dental, Life And Disability Insurance	(25,134.65)	19,550.00	116,235.11	175,950.00	234,600.00	49.54%	Health, Dental, Life & Disability Insurance
5080	Other Fringe Benefits	0.00	209.00	0.00	1,875.00	2,500.00	0.00%	Tuition Reimbursements
5085	Wellness Benefits	0.00	425.00	148.98	3,825.00	5,100.00	2.92%	Staff Wellness
5100	Recruiting	0.00	75.00	0.00	675.00	900.00	0.00%	Background Checks and Job Postings
5110	Print Materials	0.00	666.00	1,914.90	6,000.00	8,000.00	23.93%	Printed Items (Branded) and Materials for Office
5130	E-Resources	0.00	41.00	0.00	375.00	500.00	0.00%	ALA TechSource Subscription
5140	Rent/Lease	0.00	8,826.00	77,255.09	79,428.00	105,904.00	72.94%	Facility Lease (Including Tenant's Share of Real Estate Taxes, Operating Expenses, and Insurance)
5150	Utilities	748.74	534.00	4,420.67	4,800.00	6,400.00	69.07%	Gas and Electric
5160	Property Insurance	130.42	125.00	1,151.52	1,125.00	1,500.00	76.76%	Flood Insurance
5170	Repairs And Maintenance	0.00	99.00	536.96	885.00	1,180.00	45.50%	Key Fob Maintenance and Other Facility Maintenance
5180	Custodial/Janitorial Service And Supplies	1,898.01	709.00	7,714.07	6,375.00	8,500.00	90.75%	Cleaning Services and Supplies
5190	Other Buildings and Grounds	0.00	9.00	150.00	75.00	100.00	150.00%	Security Camera Surveillance Subscription

SWAN
Statement of Revenues and Expenses
From 3/1/2020 Through 3/31/2020
(75.00% through FY2020)

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5250	In-State Travel	73.60	184.00	1,260.97	1,650.00	2,200.00	57.31%	In-State Travel
5260	Out-Of-State Travel	347.19	916.00	1,410.19	8,250.00	11,000.00	12.81%	Out-of-State Travel
5270	Registrations And Meeting, Other Fees	375.40	241.00	1,811.43	2,175.00	2,900.00	62.46%	Snacks, Supplies, and Lunches for Meetings and Staff Events
5280	Conferences And Continuing Education Meetings	1,670.00	1,166.00	21,978.28	10,500.00	14,000.00	156.98%	Sirsi Dynix Training and Staff Conference and Class and Test Registrations as well as SWANx and Usability Study Expenses
5300	Liability Insurance	765.41	741.00	6,856.96	6,675.00	8,900.00	77.04%	General Liability, Crime, Cyber Crime, and D&O Insurance
5310	Computers, Software And Supplies	5,418.11	5,202.00	38,428.32	46,819.00	62,426.00	61.55%	Computer, Software, and Supplies under \$5,000 Individual Cost as well as Subscriptions for Envisionware for SWAN, TechSmith Snagit Software, StatusCake System Monitoring, Adobe Creative Cloud, Adobe Acrobat Pro, Sonicwall Licenses, Microsoft Office 365, Panda Security, SendGrid Email Delivery System, Asana Project Management, Go To Assist Software, Go To Meeting Software, Microsoft pfSense Usage, and Microsoft Azure
5320	General Office Supplies And Equipment	98.85	334.00	4,820.71	3,000.00	4,000.00	120.51%	Office Supplies and Equipment under \$5,000 Individual Cost Including Coffee
5330	Postage	86.96	75.00	506.28	675.00	900.00	56.25%	Postage
5380	Telephone And Telecommunications	1,600.02	1,616.00	13,644.42	14,550.00	19,400.00	70.33%	Phone, Chat, Fax, and Internet
5390	Equipment Rental	288.56	309.00	2,349.48	2,775.00	3,700.00	63.49%	Copier Lease and Usage
5400	Equipment Repair And Maintenance Agreements	54,623.08	54,475.00	492,187.59	490,275.00	653,700.00	75.29%	Sirsi Dynix Annual Maintenance, Sirsi Dynix eRC Connectors, Sirsi Dynix Blue Cloud Mobile Subscription, EBSCO Open Athens Subscription, EBSCO Discovery Subscription, Lenovo Warranty, Smartnet Maintenance, NetGate Support, Global Sonicwall Licenses, and Linux Software Maintenance
5410	Legal	848.00	416.00	848.00	3,750.00	5,000.00	16.96%	Legal Fees
5420	Accounting	0.00	1,796.00	5,350.00	16,166.00	21,555.00	24.82%	Audit and Actuary Expenses
5430	Consulting	86.67	166.00	780.03	1,500.00	2,000.00	39.00%	HR Source Membership
5435	Payroll Service Fees	267.70	325.00	2,705.75	2,925.00	3,900.00	69.37%	Paylocity Payroll Service Fees
5440	Contractual Staff	0.00	200.00	0.00	1,800.00	2,400.00	0.00%	Answering Service Costs

SWAN
Statement of Revenues and Expenses
From 3/1/2020 Through 3/31/2020
(75.00% through FY2020)

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5450	Information Service Costs	26,581.82	28,016.00	242,977.79	252,150.00	336,200.00	72.27%	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
5480	Other Contractual Services	1,058.17	3,775.00	14,386.43	33,975.00	45,300.00	31.75%	Unique Management Placements, Monthly Notice Printing, and HR Support Costs
5485	Group Purchases	594.15	60.00	955.90	540.00	721.00	132.57%	Group Purchases for Members including Credit Card Swipes and Envisionware Subscriptions
5490	Depreciation	2,847.29	0.00	25,625.61	0.00	0.00	0.00%	Monthly Depreciation Expense
5500	Professional Association Membership Dues	0.00	34.00	686.00	300.00	400.00	171.50%	Professional Memberships for SWAN and Staff
5510	Miscellaneous	593.78	84.00	177.87	750.00	1,000.00	17.78%	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	<u>0.49</u>	<u>0.00</u>	<u>3.08</u>	<u>0.00</u>	<u>0.00</u>	0.00%	Fees for SWAN ProPay Account Used for Testing
Total Expenses		<u>196,907.98</u>	<u>270,514.00</u>	<u>2,308,845.88</u>	<u>2,573,545.00</u>	<u>3,385,086.00</u>	<u>68.21%</u>	
Excess of Revenues over (under) Expenses		<u>71,213.93</u>	<u>4,614.25</u>	<u>169,030.94</u>	<u>(97,401.75)</u>	<u>(83,560.00)</u>		

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 3/1/2020 Through 3/31/2020

<u>Effective D...</u>	<u>Vendor Name</u>	<u>Transaction Description</u>	<u>Check Amount</u>
3/2/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: Feb. 29, 2020	4,961.35
3/2/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: Feb. 29, 2020	1,729.90
3/4/2020	Chicago Public Library	Reciprocal Borrowing 1/31/20	784.50
3/4/2020	Cintas #769	Mats for Doorway Entry	75.29
3/4/2020	Cintas #769	Mats for Doorway Entry	75.29
3/4/2020	ComEd	Electric 1/21-2/19/20	304.62
3/4/2020	Genesis Technologies, Inc.	Copier Lease	128.35
3/4/2020	Justice Public Library District	Refund for Inv#6602 Overpayment	376.76
3/4/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	64.50
3/4/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	150.50
3/4/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	242.00
3/4/2020	Wellness Insurance Network-WIN	Life insurance for March 2020	174.39
3/4/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for March 2020	856.78
3/4/2020	Samantha Dietel	Travel Reimbursement	24.84
3/4/2020	T.A. Systems Inc.	Cleaning Service for February 2020	560.00
3/4/2020	Unique Management Services, Inc.	Placements for February 2020	44.75
3/4/2020	Unique Management Services, Inc.	Notices for February 2020	1,013.42
3/5/2020	Chicago Public Library	Reciprocal Borrowing 1/31/20	(784.50)
3/5/2020	Cintas #769	Mats for Doorway Entry	(75.29)
3/5/2020	Cintas #769	Mats for Doorway Entry	(75.29)
3/5/2020	ComEd	Electric 1/21-2/19/20	(304.62)
3/5/2020	Genesis Technologies, Inc.	Copier Lease	(128.35)
3/5/2020	Justice Public Library District	Refund for Inv#6602 Overpayment	(376.76)
3/5/2020	Unique Management Services, Inc.	Placements for February 2020	(44.75)
3/5/2020	Unique Management Services, Inc.	Notices for February 2020	(1,013.42)
3/5/2020	T.A. Systems Inc.	Cleaning Service for February 2020	(560.00)
3/5/2020	Samantha Dietel	Travel Reimbursement	(24.84)
3/5/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for March 2020	(856.78)
3/5/2020	Wellness Insurance Network-WIN	Life insurance for March 2020	(174.39)
3/5/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	(64.50)
3/5/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	(150.50)

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 3/1/2020 Through 3/31/2020

<u>Effective D...</u>	<u>Vendor Name</u>	<u>Transaction Description</u>	<u>Check Amount</u>
3/5/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	(242.00)
3/5/2020	Chicago Public Library	Reciprocal Borrowing 1/31/20	784.50
3/5/2020	Cintas #769	Mats for Doorway Entry	75.29
3/5/2020	Cintas #769	Mats for Doorway Entry	75.29
3/5/2020	ComEd	Electric 1/21-2/19/20	304.62
3/5/2020	Genesis Technologies, Inc.	Copier Lease	128.35
3/5/2020	Justice Public Library District	Refund for Inv#6602 Overpayment	376.76
3/5/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	64.50
3/5/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	150.50
3/5/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services	242.00
3/5/2020	Wellness Insurance Network-WIN	Life insurance for March 2020	174.39
3/5/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for March 2020	856.78
3/5/2020	Samantha Dietel	Travel Reimbursement	24.84
3/5/2020	T.A. Systems Inc.	Cleaning Service for February 2020	560.00
3/5/2020	Unique Management Services, Inc.	Placements for February 2020	44.75
3/5/2020	Unique Management Services, Inc.	Notices for February 2020	1,013.42
3/5/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for March 2020	(856.78)
3/5/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for March 2020	856.78
3/5/2020	Paylocity Corporation	Net Wages: Feb. 29, 2020	35,350.88
3/5/2020	Paylocity Corporation	Payroll Taxes: Feb. 29, 2020	15,025.39
3/6/2020	Paylocity Corporation	Payroll Service Fees: Feb. 29, 2020	103.55
3/16/2020	Cintas #769	Mats for Doorway Entry	75.29
3/16/2020	Limricc-Phip	Health Insurance for March 2020	23,972.83
3/16/2020	Marcive, Inc.	Authority Processing	329.70
3/16/2020	Victoria Totton	Travel Reimbursement	48.76
3/16/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: March 14, 2020	4,961.34
3/16/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: March 14, 2020	1,729.90
3/17/2020	First Bankcard	March 2020 Credit Card Payment of Jan./Feb. Balances	7,697.10
3/19/2020	Paylocity Corporation	Net Wages: March 14, 2020	35,430.27
3/19/2020	Paylocity Corporation	Payroll Taxes: March 14, 2020	15,059.40

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 3/1/2020 Through 3/31/2020

Effective D...	Vendor Name	Transaction Description	Check Amount
3/20/2020	Paylocity Corporation	Payroll Service Fees: March 14, 2020	164.15
3/30/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: March 28, 2020	4,949.33
3/30/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: March 28, 2020	1,729.90
		Total 1003 - Cash- Hinsdale Bank Checking	158,195.03
Report Total			158,195.03

March 2020	YTD Actual	FY20 Revised Budget	75%
Revenues	2,477,876.82	3,301,526.00	75%
Expenses	2,308,845.88	3,385,086.00	68%
Excess of Revenues over (under) Expenses	169,030.94	(83,560.00)	

SWAN BOARD MEETING MINUTES

March 20, 2020 9:30 a.m.

SWAN 800 Quail Ridge Drive, Westmont, IL 60559

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:33a.m. (online) The following Board members were present to establish a quorum.

- a. Ted Bodewes
- b. Dawn Bussey
- c. Jane Jenkins (arrived 9:37)
- d. Julie Milavec
- e. Robin Wagner
- f. Stacy Wittmann

2. Introduction of Visitors/Public Comment

Dawne Tortorella, SWAN Assistant Director
Ginny Blake, SWAN Office Manager

No public comment.

3. Action Item

Acceptance of March 20, 2020 SWAN Board Meeting Agenda

Wagner moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE MARCH 20, 2020 SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote.

4. Action Item

Approval of SWAN Financials, February 2020

Milavec moved, seconded by Wittmann that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1, 2020 THROUGH FEBRUARY 29, 2020 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR FEBRUARY 2020 AS PRESENTED

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Milavec, Wagner, Wittmann

5. **Action Item** - Acceptance of the February 21, 2020 SWAN Board Meeting Minutes

Wagner moved, seconded by Milavec that it be

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 21, 2020 SWAN BOARD MEETING MINUTES AS PRESENTED

Motion carried by unanimous voice vote

6. **Action item** - Executive Session

This was decided upon by Bodewes to remove from the Agenda

7. **Reports**

a. **Board President Report**

Bodewes made the decision not to have Action Item #6 Executive Session on the agenda.

b. **Executive Director Report**

Skog was not in attendance, Dawne Tortorella gave the report. All SWAN Staff will begin working from home at this time. SWAN will have a weekly fireside chat on Tuesdays at 11:00 for all members. Discussion amongst the board members on coordinating openings, when to turn holds back on, and how the current pandemic crisis affects libraries. The contract negotiations with SirsiDynix was discussed. Next steps will be to draw up, review by our attorney and ready for voting at the next board meeting. The EBSCO Group Purchase is moving forward per membership approval.

c. **Operations Report**

Tortorella discussed the surge report and the number of books patrons checked out prior to the closing of the libraries.

d. **Treasurer Report**

No report

e. **Board Calendar**

The calendar will be a little fluid for now.

8. **Action Item** -- Ratify SWAN FY21 Budget Vote

Wittmann moved, seconded by Wagner that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE FISCAL YEAR 2021 BUDGET FOR JULY 1, 2020 THROUGH JUNE 30, 2021 AS VOTED ON BY THE SWAN FULL MEMBER LIBRARIES ON MARCH 5, 2020

Motion carried by roll call vote with the following results:
Ayes: Bodewes, Bussey, Jenkins, Milavec, Wagner, Wittmann

9. Action Item – Authority to Pay Bills for March 2020 and April 2020

Bussey moved, seconded by Milavec that it be

RESOLVED, THAT THE SWAN BOARD AUTHORIZES THE EXECUTIVE DIRECTOR TO SIGN ALL CHECKS AND PAYMENTS, AND FOR THE SECOND SIGNATURE WILL UTILIZE THE TREASURER'S STAMP WITH PRIOR APPROVAL ELECTRONICALLY, UNTIL JUNE 30, 2020

Motion carried by roll call vote with the following results:
Ayes: Bodewes, Bussey, Jenkins, Milavec, Wagner, Wittmann

10. Discussion Item - SWAN COVID-19 Crisis & Future Actions

Robin Hofstetter is working to try and get as much access as possible to electronic content. Working with Leila at RAILS to see if we can get EBSCO to turn us on early. SWAN has a lot of information on the patron help site to make available to patrons. Bodewes indicated we would continue to have our board meetings online until the Governor changes OMA back or until it is safe.

11. Discussion Item – SWAN Bylaws Revisions

The revisions did not pass at the Quarterly Meeting on March 5, 2020. Milavec made a second recommendation to allow for in person voting. We will need to have the board election online. We should take another look at Bylaws down the line due to the current crisis. Dawne Tortorella read the revisions that were voted on at the Quarterly meeting and the definition of each. They will be added to the April Board Meeting as an Action Item.

12. Discussion Item – Updated Board Election Timetable

Currently only have one self-nomination. We may have to extend some of the dates so we can get more candidates.

13. Discussion Item - Review SWAN Executive Director Performance Document

The board agreed to use the same form as last year.

14. Discussion Item – Update on SirsiDynix Agreement Extension

Dawne Tortorella discussed in the Executive Report. Approval will be ready for April meeting.

The next SWAN Board Meeting will be held on April 17,2020 at 9:30 a.m.

Adjournment: 10:10 a.m.

Milavec moved, seconded by Jenkins that it be

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Dawn Bussey

Board Secretary

DRAFT

SWAN Executive Director Report

April 17, 2020

COVID-19 Crisis Update

SWAN is providing weekly updates on the resource sharing system. Those can be followed on the COVID-19 page which has been configured to have a news feed. SWAN staff have been very creative in coming up with ways of adjusting Enterprise, creating new tools for patrons, and adjusting system parameters each week.

Online Membership Meetings

We have held 4 fireside chats which have been attended by 150 users on average. These sessions are being recorded and posted on the SWAN support site. We plan on continuing these weekly as long as interest in them remains high.

Community Forums

We expanded the online forums and had a huge sign-up by library staff since the announcement on March 24th. We now have 224 total users registered in the forums.

E-Content Strategy

Robin Hofstetter has had a huge job of coordinating the rapidly changing e-content across the consortium. Ancestry.com access required a special access created by SWAN staff as there were numerous complications with the OpenAthens proxy setup of this resource. The EBSCO subscription is being readied for a July 1, 2020 start. EBSCO is not prepared to start the agreement prior to that date.

Online Patron Registration

This system built by SWAN was rolled out to all member libraries. The usage of this system is detailed in the April Operations Report in your meeting packet.

Reopening Plans

We have been discussing internally and with selected member libraries participating in the SWAN Community Forums on what library services look like for SWAN members for the second half of 2020.

The support of curbside service is an area where SWAN can provide additional support to member libraries. The consortia should be considered a bulk purchaser of supplies and equipment needed for library staff to provide a curbside pickup of material. We are also researching the ability for patrons to text library staff within a curbside service, e.g. "My car is in line for pick up of my requested material," and with a capability for library staff to reply with instructions.

Resource sharing will likely remain shut down for the foreseeable months. Library staff have expressed relief that we would suspend delivery of requested items from other libraries for at least the first few months of libraries reopening with limited service.

Our conversations with library staff have also expressed that a return to “full library service” would not be likely until a widely deployed COVID-19 vaccine is in place. This could be 12-18 months away. Libraries would continue to provide services to the public in an online format.

Fine Free Libraries

Concerns expressed about library staff handling money during this 12-18-month period have brought forward renewed interest in libraries going fine free.

Board Considerations

Online Board Election

The Executive Order by the Illinois Governor was interpreted by the Illinois State Attorney:
http://foia.ilattorneygeneral.net/pdf/OMA_FOIA_Guide.pdf

Executive Order 2020-07 prohibits all public and private gatherings of 50 or more people. . . . [P]ublic bodies are encouraged to cancel any public meetings in which they expect more than 50 people to attend. For a public body that determines it must hold a meeting during the COVID-19 pandemic, the Executive Order 2020-07 suspends the in-person attendance requirement for members of the public body and allows for remote participation. If a meeting is necessary, public bodies are encouraged to provide video, audio, and/or telephonic access to maintain openness and transparency to members of the public.

See the underlined part of the quoted Illinois Attorney General recommendation. Based on the in-person requirement of our revised SWAN ByLaws for SWAN Board elections, the SWAN Board election will be held online in the format conducted prior.

June 4, 2020 Quarterly Meeting

The question of whether SWAN decides if this meeting is necessary is more a matter if library directors have an interest in attending. SWAN is holding weekly membership meetings, so hosting this scheduled June meeting is not an issue.

Staff Merit Increases

I recommend SWAN not provide merit increases during its performance review process. These merit-pay increases would normally take place in July within next year’s budget.

SWAN Strategic Plan 2019-2023

Tactical Plan 2020-2021

The goals for the next year are included in the April 17th Board meeting packet. These incorporate the Clarity Task Force recommendations and the changed landscape of providing library services during a global pandemic.

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

Renew SirsiDynix Agreement 2020-2024

This agreement renewal and its terms will be provided directly to SWAN Board members. My recommendation is included in the April 17th Board meeting packet.

Assess the Discovery Platform for SWAN & Provide Recommendation

The Discovery Platform Evaluation is posted online. This study was completed in three phases with a (1) survey, (2) SUS analysis, and (3) discovery platform feature matrix. This process narrowed the final selection between Aspen Discovery Service, BiblioCommons BiblioCore, and SirsiDynix Enterprise. The Aspen Discovery Service received the highest score of the platforms evaluated by SWAN, with 1,362 points out of 1,617 possible which is an 83.95% score. Enterprise received a 64.40% score and BiblioCommons received a 73.78% score.

The Discovery Platform Evaluation phase 1-3 is available to all member libraries.

<https://support.swanlibraries.net/documentation/67126>

I recommend SWAN begin negotiations with ByWater Solutions to assist SWAN with one-time costs of installing and configuring Aspen Discovery. SWAN can begin the evaluation of Aspen against our Symphony ILS data starting in May 2020 and this would run in parallel with SWAN's Enterprise. If this Aspen test is successful, SWAN would involve member libraries in additional testing of the Aspen catalog to help determine if Aspen is the catalog solution SWAN is seeking.

SWAN Objective 2: Deliver on the Solutions that Can Be Readily Implemented, While Focusing on Long Term Solutions

EBSCO Subscription Database Group Purchase

The group-purchase database selection form was shared on April 6th. The deadline for libraries to complete their selections is Thursday, April 30th.

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

SWAN Governance Study Committee

There was expressed interest in the SWAN Board Governance Study Committee, which could move forward, but it would likely need to meet 100% online. The written charge of this committee is included in the April 17th Board meeting packet.

Libraries Joining SWAN: Glenside, Roselle, Warrenville

Dawne, Steven, Scott, Sam, and Aaron had a meeting on Wednesday, April 1st with the library directors the three prospective libraries. We provided an introduction to this SWAN migration team and provide overview of what data migration and training will look like. We are working on the RAILS Catalog grant application that had its submission deadline extended 1 month to May 15th.

Monthly Financial Report

Accounts Receivable Update

SWAN has received all the total invoiced third quarter SWAN fees of \$667,099.50 with the exception of Harvey. As of March 31, the libraries with outstanding prior and current period SWAN fees, include:

- Harvey – Owing \$21,191.94 in total, which includes the third quarter of fiscal year 2020 plus the most recent fiscal year 2020 reciprocal borrowing invoice, the first and fourth quarters of fiscal year 2019, as well as the fourth quarter of fiscal year 2018 and partial fees for the third quarter of fiscal year 2018. Their most recent payment was received on February 3 in the amount of \$7,950.03 which was applied against their second and third quarter fiscal year 2018 SWAN fees.
- Calumet Park – SWAN received identical payments from Calumet Park on July 15, August 12, September 23, October 11, and November 14 in the amounts of \$3,755.00 that completely paid off all prior and current period SWAN fees. Additional payments received on December 5 and 30 as well as February 10 and 24 paid off their third quarter SWAN fees as well as all recently billed reciprocal borrowing fees, leaving them with an account credit (overpayment) totaling \$2,500.00 to be applied against their upcoming fourth quarter SWAN fees.

Internet access fees were invoiced on January 29th in the total amount of \$3,639.00, and, as of March 31st, SWAN has received all invoiced fees with the exceptions of Bremen School District #228 and Brookwood School District #167.

SWAN Governance Study Committee

Charge & Guidelines

The name of the committee will be the SWAN Governance Study Committee

It will be composed of 5 voting members representing small, medium, large, north, west, and south libraries. The Committee will be chaired by a member of the SWAN Board. The SWAN Executive Director will be an ex-officio member.

The charge to Governance Study Committee is to review the current governance structure, identify and review other forms of governance, and develop a recommendation for the SWAN Membership.

Members of the Governance Study Committee will be expected to:

- Attend committee meeting either in person or through online conference as often as every month;
- Study other governance models;
- Attend 3 advisory group meetings;
- Attend 1 full membership meeting;
- Meet with SWAN Board upon request.

Members of the study group must be good communicators.

The goal is to make a presentation and a recommendation to the full membership at a special meeting in October. December 2019 is the target for completing the process.

The Committee will request information from other consortia for review and possible follow-up. Other Illinois library consortia and the Consortia of Academic and Research Libraries in Illinois (CARLI) will be surveyed as well.

Three membership meetings will be held to do scenario planning and to present models for membership reaction. A facilitator will be retained to conduct these meetings.

Operations Report: April 17, 2020

Member Engagement – All Staff

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

Site Visits, Training, and Networking

During the past reporting period (March 17th – April 13th) – Note, more SWAN staff attended but due to online meeting, attendance is not fully reflected. Staff presenting and primarily involved in facilitation are acknowledged.

Date	Event Name	Attendees	Teams Represented	Topic
3/17/2020	Training: Creating Pre-Cats	Claudia	Bib Svcs	Training
3/18/2020	Circulation Advisory Meeting	Crystal, Sam	UX, Bib Svcs, IT, Admin	Member meeting
3/19/2020	Training: BLUEcloud Analytics Advanced	Dawne	Admin	Training
3/19/2020	Virtual Site Visit (Northlake) Fine Free	Vickie, Crystal	IT, UX	Consultation
3/20/2020	SWAN Board Meeting	Dawne, Ginny	Admin	Governance
3/23/2020	Virtual Site Visit (Flossmoor) Fine Free	Vickie, Crystal	IT, UX	Consultation
3/24/2020	Training: Serials Control	Sam	Bib Svcs	Training
3/24/2020	SWAN Fireside Chat #1	Aaron, Dawne, Steven, Tara, Robin & all staff		Member meeting
3/26/2020	Virtual Site Visit (Geneva) Library Move Planning	Dawne, Scott, Sam, Claudia, Helen	Admin, Bib Svcs	Consultation
3/31/2020	SWAN Fireside Chat #2	Aaron, Dawne, Steven, Tara, Robin & all staff		Member meeting
4/1/2020	Joining SWAN Meeting	Aaron, Dawne, Steven, Scott, Same	Admin, IT, Bib Svcs	Planning
4/2/2020	Technology Users	Steven, Ian	IT	Member meeting
4/2/2020	Virtual Site Visit (Crestwood) Circ/Hold Map Review	Vickie	IT	Consultation
4/2/2020	Discovery & User Experience Advisory	Tara, Robin	UX	Member meeting
4/6/2020	Training: BLUEcloud Analytics Open Lab	Dawne, Michael	Admin, IT	Training
4/6/2020	SWAN eXpo Web Series: Unique Chat Services	Dawne, Aaron	Admin	SWANx Web Series
4/6/2020	Virtual Site Visit (Indian Prairie, Eisenhower) - Member Training			
4/10/2020	Planning	Crystal, Vickie	UX, IT	Training

4/7/2020	SWAN Fireside Chat #3	Aaron, Dawne, Steven, Tara, Robin & all staff		Member meeting
4/8/2020	Training: Using Workflow and Enterprise Search to Assist Patrons	Scott, Tara	Bib Svcs, UX	Training
4/9/2020	Virtual Site Visit (Geneva) Library Move Planning	Dawne, Helen	Admin	Consultation
4/13/2020	Virtual Site Visit (Bensenville School District #2) - Material Return	Vickie, Steven, Michael, Dawne	IT, Admin	Consultation
4/13/2020	Training: OCLC Configuration Open Lab	Dawne	Admin	Training

SirsiDynix & Vendor Partner Support & Consulting

- 3/20 – LLSAP Cataloging Managers meeting – demonstration of OCLC Holdings Manager (OHM)
- 3/24 – OCLC Consultation with RSA to OHM setup
- 3/26 – Meeting with Baker & Taylor to discuss rental options and BLUEcloud Acquisition
- 3/30 – ByWater Solutions – discussion of OPAC research options
- 4/10 – Sure Sailing, consultation with SirsiDynix
 - Enterprise message modification on My Account direct link
 - Transit/Holds reporting
 - Holds Configuration – options for partial delivery/reopening
 - Updating status of items currently on hold shelf

SWAN Assistant Director (Dawne Tortorella)

COVID-19

The weekly Fireside Chats, held Tuesdays at 11 AM since March 24th, have proven quite effective in communicating with our membership and staying abreast of changes in the situation. SWAN will continue these weekly chats for as long as they are beneficial to the membership. Recordings to all Fireside Chat sessions are available to view - <https://support.swanlibraries.net/covid-19/fireside-chats>.

For membership updates, visit the SWAN Support Site - <https://support.swanlibraries.net/covid19>

To assist patrons, the SWAN Patron Help Site has a featured page regarding COVID-19 information and closures - <https://swanlibraries.net/blog/2020/03/13/use-your-library-during-a-closing/>.

SWAN eXpo 2020 Web Series

The SWAN Management Team made the decision to cancel the in-person annual event planned for August, 2020. To meet the ongoing needs of both training and networking, we have launched a series of web short segments providing 30 minute presentation, followed by 15 minutes of Q&A on popular topics. These sessions are presented by library partners, member library staff, and SWAN staff. We encourage members to submit proposals - <https://support.swanlibraries.net/news/2020-04/69320>. SWAN staff will facilitate all logistics and record these sessions.

The growing list of sessions can be accessed in L2 using the #SWANxWebSeries tag - <https://www.librarylearning.info/tags/?SWANxWebSeries>

Planning during closures

While our libraries are closed, all of us are busy reviewing procedures and policies in this changing landscape. SWAN staff are working on the following activities related to system configuration, which includes consultation and discussion with many of our member libraries.

- Establishing a universal solution and configuration for libraries wishing to go fine free
- Reviewing Circulation rules with libraries to assist in simplifying loan rules
- Developing new configuration settings and policies to facilitate soft reopening and services such as curbside delivery
- Review of item types and impact across the consortium to provide more consistent application of circulation rules when circulating item types not in station library collection. This item type review will include recommended item type usage for new libraries joining SWAN with the opportunity to assist other libraries in adoption, as requested.
- Increasing understanding of usage of patron card expiration of NEVER, coupled with inactive cards for monthly removal of inactive cards.

SWAN Bibliographic Services (Scott Brandwein)

Pending Bibliographic Cleanup and Ongoing Maintenance

As of the last report, Bibliographic Services had pending overflow from the bibliographic updates performed the weekend of February 23-24. Due to the library closures in response to COVID-19, we were able to push more records through this process without overloading our nightly indexing processes. These updates were completed in late March.

We have also developed a daily automated process that will continue to apply these updates to new and updated records. This will apply only to fully cataloged records because some of the data being cleaned up is beneficial to brief (pre-cat) records such as projected release dates and junk tags indicating the source of acquisitions records.

Bibliographic Services Activity During Library Closures

Since the current crisis has closed our libraries and causes catalog use to drop, Bibliographic Services has seen a sharp decline in help tickets and maintenance requests. We are taking this opportunity to examine our data holistically and embark on a mission of cleanup and quality control. We are still processing the pre-cat backlog and hope to make considerable headway, but the other projects we have lined up include:

- OCLC Number cleanup – We have pulled a list of records without OCLC numbers for catalog overlay. This was initiated in concert with the transition to OHM, which depends on these numbers to properly maintain holdings, but it has the added benefit of turning our attention to

problem records that have slipped through the cracks. We hope this will increase visibility of these items in our catalog.

- Item Type Consolidation – as part of the Clarity Task Force recommendation, we are looking at Item Type usage across SWAN to identify ways we can merge terms and simplify the landscape. This will require collaboration with member libraries as we gather perform more analysis. Item Types drive hold and loan rules, so the cleaner this is, the less confusing lending policies will be for our patrons.
- Known Issue Auditing – We will be examining some known problem areas in our data such as ensuring cataloging changes for Blu-ray/DVD combo have been implemented, inconsistencies in volume information affecting hold placement, and redundant or unused MARC Holdings records on serials. These smaller projects all involve providing feedback to member libraries, sometimes with a call to action. We will prepare reports to provide after libraries re-open and workflows have returned to normal.

Technical Services & COVID-19

Although many of our members are home, not all technical services functions have ceased. While at home, many employees are looking for opportunities to contribute. We have seen a great increase in webinar attendance, and SWAN's virtual Fireside Chats draw large crowds. With this in mind, Bibliographic Services is brainstorming ways we might provide an outlet for our members to keep busy during this time.

We are developing a method to filter the cleanup lists mentioned above to provide Cataloging Libraries with actionable cleanup opportunities for items on their shelves. Where pre-cat processing is tied to receiving, labeling, sorting, etc., cleaning up records for on-shelf items may be easier to do from home.

Alongside this, we are planning to provide access to BLUEcloud Cataloging for those members that may be struggling to connect to the database for lack of local VPN configuration. BLUEcloud Cataloging will allow users to perform limited cataloging functions without the need for VPN access to their home libraries.

OHM Update (OSMOSIS Replacement)

OHM development continues after last month's success in transitioning SWAN holdings management to the new system. We processed another batchload in early April and will continue to perform this work monthly for the time being. Holdings maintenance via TMQ took place only 9 times per year.

Current development priorities include 1) assisting participating Illinois LLSAPs with the OCLC configuration that will allow OHM to manipulate their holdings data, and 2) developing an interface and file sharing process by which users can send bibliographic data and trigger OHM's processing.

Cataloging Counts: SWAN Bibliographic Services

Counts do not include seventeen 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.

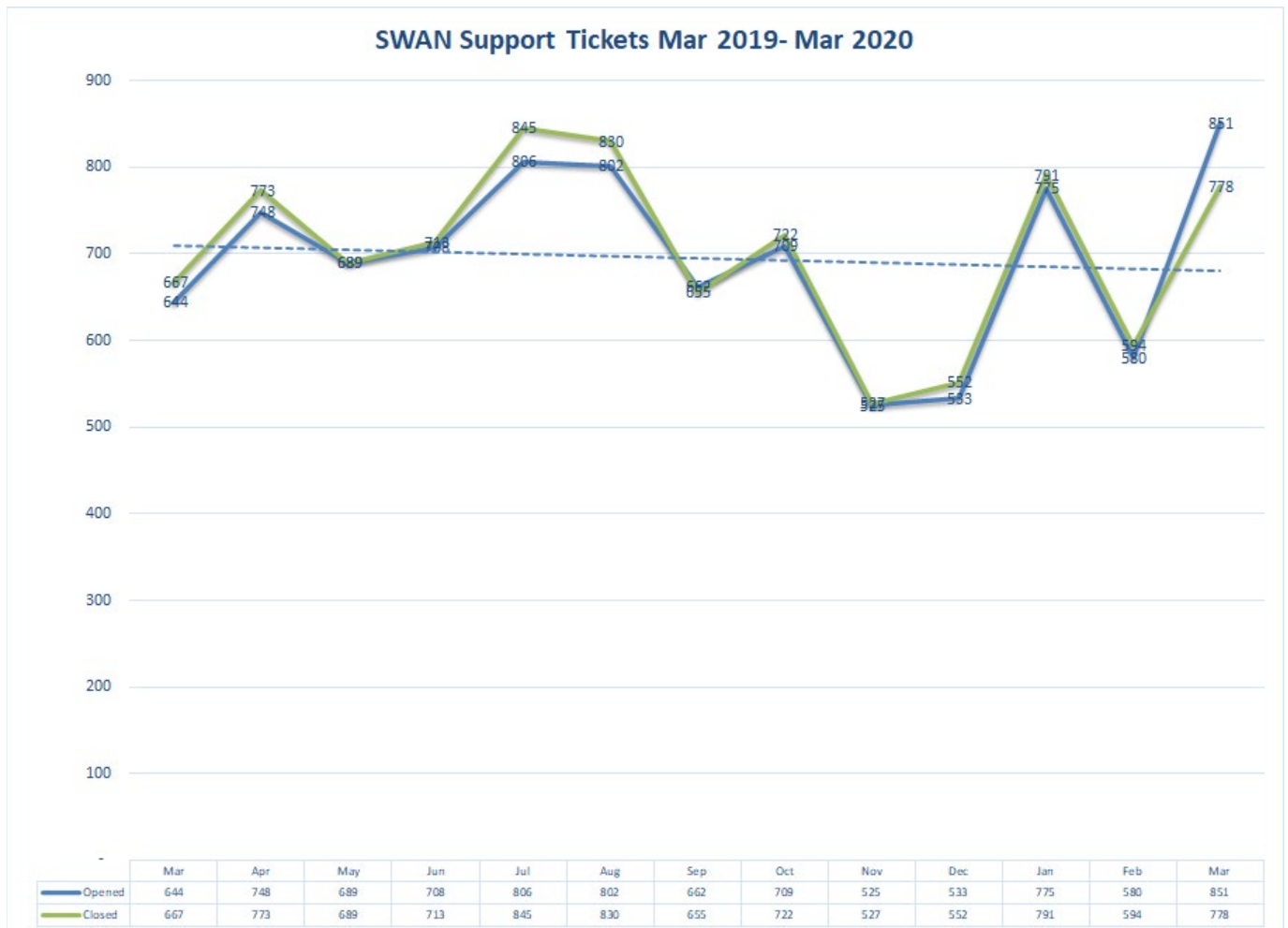
For February, there were 261 upgrades of minimal level records in OCLC to full records.

	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
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	127	175	171	102	97	107	1,569
Copy 2019	2,565	1,952	1,939	2,352	2,032	2,070	1,672	1,872	2,362	2,605	1,648	1,587	24,656
Orig 2020	99	111	69										
Copy 2020	1,908	1,717	1,863										

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Notable ticket trends this month coincided with library closure questions, requests for SWAN Community Forums invites, requests for Online Patron Registration configurations, and requests for the setup of several of online reference tools, most notably Ancestry.com. Robin Hofstetter of the UX team fielded or assisted with the setup of many reference tool requests.



Tickets Submitted to SWAN

General Projects

- Tracking/follow-up on SWAN community forums invite requests – Ian, Vickie, Michael
- Patron mass-email communications for COVID closures by library request – Ian, Vickie, Michael
- Online Patron Registration form configuration requests and follow-up – IT Team
- Continued Library Closure reconfigurations and follow-up – IT Team
- Systems, libraries, and staff security discussions and response planning – Steven, Rudy, Ian
- Self-Checkout integration setup request for D-Tech, Carol Stream – Ian
- External vendor integration setup requests for Hoopla – Ian
- External vendor integration setup requests for Baker & Taylor PressReader – Ian
- External vendor integration setup request for OrangeBoy at Downers Grove – Steven
- Project OHM development, live SWAN testing – Rudy with Scott (Bib Svcs)
- Library “Fine Free” consultations – Vickie
- SWANx 2020, SWANx Web Series planning – Steven with Admin Team
- Custom development for removal of bills with deleted titles – Vickie, Dave
- Research for FY21 SWAN laptop and phone equipment refresh – Ian

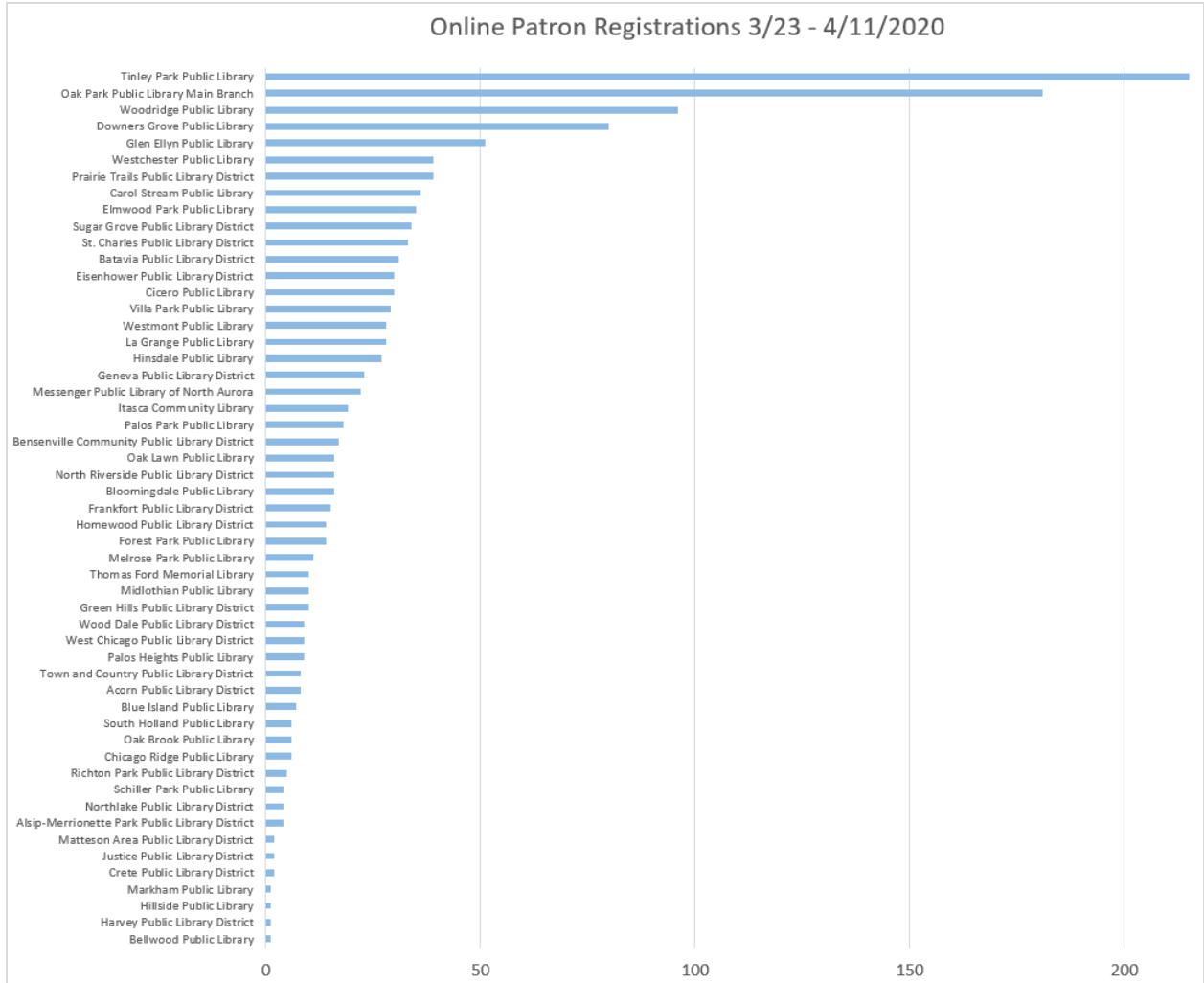
- Library addressing for EBSCO subscription – Ian
- SWAN100 project kickoff, library IT surveys and grant coordination – Steven with Admin team
- MARC listener tool troubleshooting and research – Rudy
- Ancestry.com custom development of authentication tool – Rudy with Robin (UX)
- BLUEcloud Central roles and privileges discussion and follow-up – Steven with various SWAN staff

SWAN Community Forums

Recognizing the need to bring libraries together to share best practices and thoughts during the COVID-19 quarantine, the decision was made to release the SWAN Community Forums to all member library staff. Following the initial announcement at the SWAN Fireside Chat on March 31st, over 100 invitation requests have been sent, resulting in 96 new registrations completed as of April 12th. While some discussions have been slow to gain momentum, upcoming topics regarding library reopening are likely to show greater feedback and response.

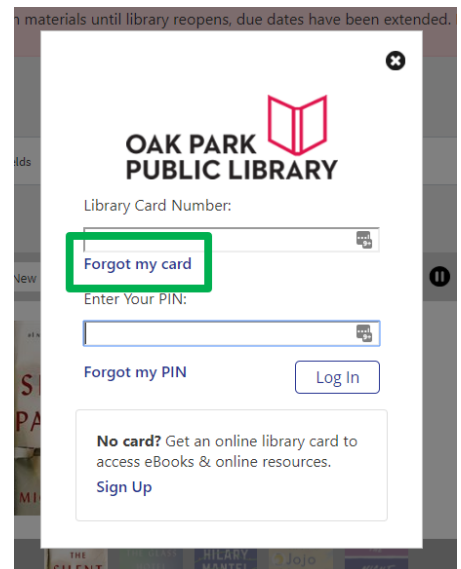
Online Patron Registration

With an expedited launch to accommodate the COVID-19 library closures, Online Patron Registration became available for all SWAN public libraries on March 24th. Rudy, Steven, Vickie, and Dave had just wrapped up further development inquiries with Oak Park, intending to expand their pilot to the prospective patrons of the Oak Park Public Library during the week of the 23rd. As the development was largely complete, the decision was instead made to immediately expand to all inquiring SWAN libraries. As of April 12th, 60 SWAN libraries have had Online Patron Registration configured for their Enterprise portals and library homepages, with most configuration requests completed and deployed to those libraries within the first week following the announcement. The tool has also seen incredible use by prospective patrons, with 1,368 registrations completed through April 11th. The following chart illustrates the number of patron accounts created through the Online Patron Registration tool since March 23rd.



“Forgot My Card” Enterprise Patron Tool

Having Online Patron Registration available to our libraries, Rudy recognized a need for patrons that had registered for library cards, but since forgotten their barcodes. Following a short day of custom development, Rudy was able to create a simple tool, available on the Enterprise login page that allows a patron to have their barcode emailed to them by verifying information present on their patron record.



Email Notice Tracking (as of April 12th)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
1/20/2020	388,977	98.99% (385,029)	0.11% (411)	0.00% (19)
2/14/2020	427,067	98.96% (422,632)	0.11% (449)	0.00% (6)
3/15/2020	411,235	99.04% (407,299)	0.12% (484)	0.00% (12)
4/12/2020	220,288	97.48% (214,741)	1.43% (3,156)	0.02% (38)

Outage Tracking (as of April 12th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
4/7/2020	17:05	5	Enterprise	No	Yes	Enterprise service outage and restart
4/7/2020	19:07	13	Enterprise	No	Yes	Enterprise service outage and restart
4/11/2020	9:50	34	Symphony	No	Yes	Database log size exceeded allocated storage requiring correction
4/11/2020	9:50	34	Enterprise	No	Yes	Web Services outage due to Symphony server outage

SWAN Technology Users Group Meeting

Steven hosted a meeting of the SWAN Technology Users group via GoToMeeting on April 2nd. The meeting drew a little over 20 attendees online where topics discussed included IT-oriented best practices to accommodate remote work and other COVID-19 developments in our libraries. The group also discussed responses to ransomware and growing security threats in libraries. Take-aways from the discussion will be incorporated into SWAN's project to explore library security initiatives.

SWAN User Experience (Tara Wood)

Circulation Advisory

Circulation Advisory met in their first online meeting March 18th. The primary topic of discussion was steps around handling library closures. Crystal shared statistics that showed a surge in checkouts for libraries that announced their closures in advance. The group also discussed due date extensions, library card expiration extensions, and the needs for standardization on extensions.

Discovery & User Experience Advisory

The Discovery and User Experience Advisory (DUX) group met online April 2nd. The group shared their strategies for online services and e-collection development. Tara shared the state of the Discovery Platform Evaluation project, but the group shared that discovery is not a priority in the current landscape of closures and uncertainty.

Trainings

Crystal conducted the Patron Management training, and she is currently working with Peggy Tomzik from Eisenhower Public Library and Debbie Sheehan from Indian Prairie Public Library on Circulation Reports training. Tara and Scott conducted another installment of the Using Workflows and Enterprise Search to Assist Patrons.

Patron Help Site

Crystal developed a list of resources for parent and student resources for use during COVID-19. This list includes links for Tumblebooks that Robin worked with the vendor to set up. Tara added a graphic to promote online resource use and make news updates more prominent.

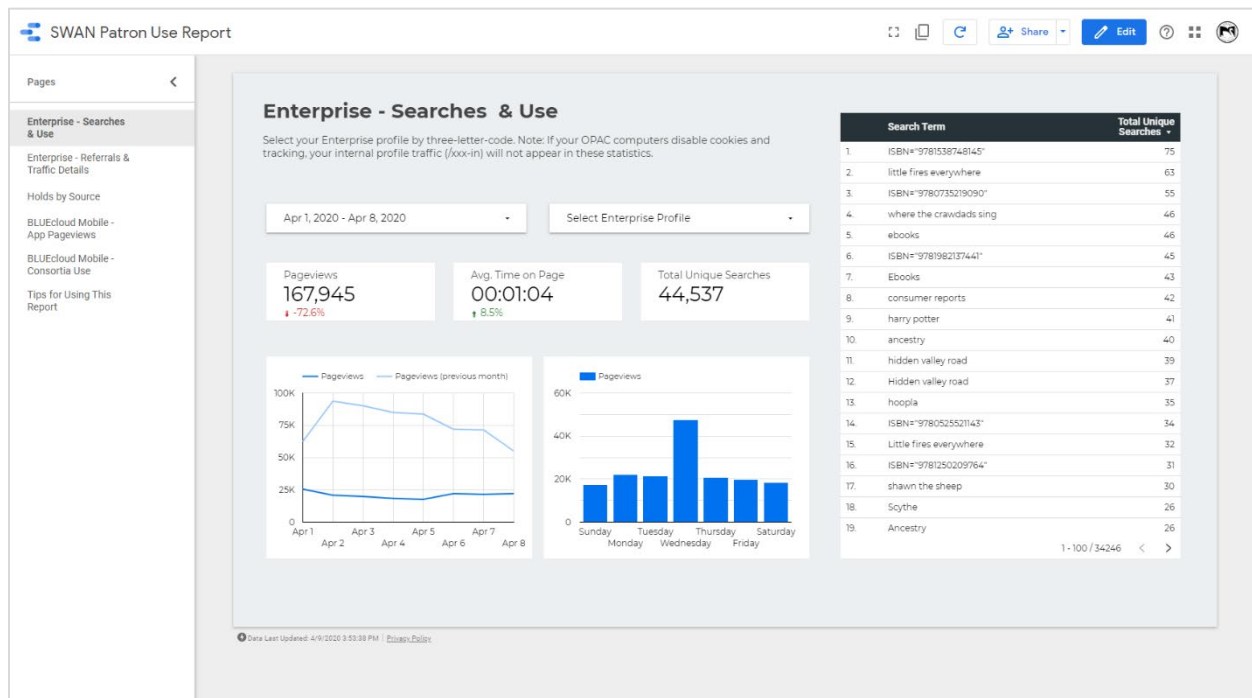
Support Site

The Bibliographic Services team has started their content review of support site documentation, and Crystal is working with them to coordinate those reviews. Tara and Crystal are working on designing a way to share information about key BLUEcloud Analytics reports in a searchable, filterable manner. Tara worked with Dawne and Aaron to set up a section of the site to aggregate COVID-19 news and webinar updates.

Patron Use Report

Tara worked with Dawne to develop a Patron Use Report. It contains live statistics for Enterprise, pulled in dynamically from Google Analytics. It also includes statistics on holds and BLUEcloud Mobile usage uploaded on a monthly basis. This was shared with DUX through the forums and will soon be shared with the full membership.

<https://datastudio.google.com/reporting/2b676c5b-32ad-41d7-84b7-40ef2cc4059f>



eResource Expansion

Robin is leading our work in expanding e-resource access for library patrons during this crisis. They have seen a massive increase in tickets around authentication setup and expansion for new e-resources, closing 76 tickets in 28 days. They gathered a list of online resources available to libraries during this crisis, which you can review on the SWAN support site: <https://support.swanlibraries.net/node/68548>

After OpenAthens was unable to resolve proxy issues for Ancestry.com, Robin and Rudy worked together to provide an alternate authentication method. Robin has also been working with the three Overdrive consortia to remove blocks based on a fine threshold, and helping individual libraries reach out to Hoopla and Baker and Taylor. Interest in BiblioBoard integrations into Enterprise have also increased, and Robin has been working with libraries to add that integration on a per-request basis. Robin also investigated a Project Gutenberg integration, which unfortunately offers such a poor user experience that we do not recommend it for our libraries.

EBSCO Group Database Purchase

Robin released the database selection form for the EBSCO group purchase on April 7th. You can find more information about that process on the support site: <https://support.swanlibraries.net/news/2020-04/69763>

In addition, they investigated the possibility of starting access early. While EBSCO was open to this and tried to make it work, our size makes it impossible to complete that setup any sooner. Robin and the rest of the UX team are working to make these resources available in the previously set timeline of July 1st, 2020.

Crystal assisted Robin in configuring databases to automatically appear in your EDS (Article Search) configurations so these newly added databases will immediately appear.

Robin is also working with EBSCO on the possibility of creating one SWAN-wide OpenAthens configured link for each of the standard databases in the group purchase. This would mean that SWAN has far fewer links to manage, and patrons across SWAN could use the same link for these resources.

Tara is working on a method to share resource links through the SWAN patron site. Library staff and patrons could select their library and see a list of the databases offered through the group purchase for their library, with a link to more databases through the library website if available. Many libraries do not have websites that include online resources, so the patron site can fill in that gap as needed and also provide a convenient way to deliver database links to libraries.

Discovery Platform Evaluation

The Discovery Platform Evaluation is complete. You can review an overview of the process and findings on the SWAN support site: <https://support.swanlibraries.net/documentation/67126>

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	CANCELLED
Friday, August 16, 2019	SWAN Expo	Annual conference at Moraine Valley Community College
Friday, August 23, 2019	Regular SWAN Board Meeting	Discussion with Secretary on Closed Session Review
Thursday, September 5, 2019	Quarterly	Introduce new SWAN Board members
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
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 Succession Plan for ED.
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.
Tuesday, February 4, 2020	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 meeting is needed.

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
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.
Friday, May 15, 2020	Regular SWAN Board Meeting	Review Board Self-Evaluation Results.
		Director Evaluation - Review document in preparation to complete for June. Assign deadline for completion.
Thursday, June 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-evaluation.
Sunday, January 31, 2021		FY21 LLSAP Grant semiannual reports due to RAILS

SWAN Tactical Plan

IN SUPPORT OF STRATEGIC PLAN FOR FISCAL YEARS 2020 &
2021

AARON SKOG, EXECUTIVE DIRECTOR, SWAN

Strategic Plan Objectives

1. Develop a Shared and Accurate Diagnosis of Member Dissatisfaction Around the Existing ILS and OPAC (Staff Interface and Online Catalog)
2. Deliver on the Solutions that Can Be Readily Implemented, While Focusing on Long Term Solutions
3. Reconstitute as a Mission Driven 501c3 with Clear Representative Governance Practices
4. Increase Presence of the Patron Perspective
5. Strengthen the Collective Identity
6. Seek External Funding Options to Support the Research & Development Initiatives of SWAN

Tactical Plan

April – June 2020

Recommend Replacement of Discovery Interface

Objective 1

Aaron Skog, Executive Director

The Enterprise discovery interface was identified within the Clarity report as a major stumbling block for SWAN libraries in providing patrons a streamlined interface for print, e-content, and eBooks.

Implement Parallel Discovery Platform

Objective 1

Tara Wood, User Experience Manager

The next version of SWAN's catalog will require setup in SWAN's Azure infrastructure and need to integrate with the Symphony ILS. The parallel discovery platform will need months of work ensuring the complex SWAN ebook requirements are working for each member library. This interface will be evaluated and tested with SWAN's bibliographic data and e-resources to ensure FRBRized format grouping assists library users in finding the precise format and owning library within SWAN.

Create, Recruit, and Hire Web Application Development Position

Objective 2

Aaron Skog, Executive Director

Once the parallel discovery platform is up and running in SWAN's test environment, the decision on recruiting and hiring the new Web Application Development position will need to move forward.

Create Structure/Procedures for Handling Libraries in Staff Furlough

Objective 1

Dawne Tortorella, Assistant Director

The global pandemic has led to many SWAN member libraries to take unprecedented steps in shutting down and furloughing library staff. This scenario has already occurred in April 2020 and requires SWAN to develop an approach for managing the library's online collection and suspended resource sharing.

Standardize the Management of Holds for New Items (Clarity Recommendation)

Objective 1

Dawne Tortorella, Assistant Director

Clarity identified that the way libraries in the consortium handle new items creates friction among libraries who need local copies for home library patrons, and confusion in accurately explaining the hold queues. The March-April 2020 shutdown of SWAN's resource sharing presents a unique opportunity to revamp the resource sharing configuration in handling new items. SWAN will provide a recommendation for handling new materials within the consortium and create a set of benchmarks for reviewing and moving new items back into the generally available collection.

Hold SWAN Expo Web Series to Substitute 2020 Event

Objective 5

Dawne Tortorella, Assistant Director

Steven Schlewitt, IT & System Support Manager

The in-person event held at Moraine Valley Community College will be instead converted to a series of webinar sessions recruited from member library staff and SWAN staff.

Develop Audio-Visual Item Type Recommendations for SWAN100

Objective 2

Samantha Dietel, Consultant, Bibliographic Services

Establish reduced standard set of audio-visual item types for new libraries joining SWAN. This work will serve as model and more uniform set of item types to drive circulation and holdability. This work will inform the Item Type Task Force as a model to expand.

Establish Uniform Parameters for Fine Free

Objective 2

Vickie Totton, Consultant, IT & Systems Support

Crystal Vela, Consultant, User Experience

Develop a uniform set of guidelines to provide a consistent staff and user experience in implementing fine free policies across the SWAN consortium. Provide a consultation service to review circulation rules, holdability, item types, user profiles, and bill forgiveness during the process of implementation for a library.

Pilot BLUEcloud Acquisitions and Baker & Taylor Rental

Objective 2

Samantha Dietel, Consultant, Bibliographic Services

Scott Brandwein, Manager, Bibliographic Services

Implement BLUEcloud Acquisitions into SWAN's production BLUEcloud environment and implement a limited rental program with Baker & Taylor to target high demand holds introducing additional copies into circulation. This pilot is intended to test BLUEcloud Acquisitions in production, maintaining close working collaboration with SirsiDynix development team and a major SWAN library vendor. In addition, implementation of Baker & Taylor rentals provides a controlled test of introducing needed copies to meet high demand within the consortium.

Continue BLUEcloud Staff Interface Pilot & Targeted Deployment

Objective 2

Samantha Dietel, Consultant, Bibliographic Services [Acquisitions]

Claudia Nickson, Consultant, Bibliographic Services [Cataloging]

Crystal Vela, Consultant, User Experience [Circulation]

Steven Schlewitt, IT & Systems Support Manager [Security & Account Deployment]

Maintain ongoing SharePoint project repository and active participation in SirsiDynix Strategic Partners Program (SPP), including staff from SWAN member libraries. Provide Member Update Sessions with new releases and assignments to member participants. Expand participation as product feasibility addresses niche services areas. Phase II pilot of Circulation targets public service staff.

July – September 2020

Form Item Type Task Force (Clarity Recommendation)

Objective 1

Dawne Tortorella, Assistant Director

Clarity identified the need to consolidate Symphony Item Types. Several members of the Task Force have offered to participate and lead a new task force of library peers to review the current ILS configuration and provide guidance. This Item Type Task Force will call for library staff to self-nominate

and commit to meeting monthly for an estimated 6 months.

Support & Promote the EBSCO Group-Purchase

Objective 2

Robin Hofstetter, Consultant - Electronic Resources, User Experience

Tara Wood, User Experience Manager

SWAN will provide centralized management and configuration of databases, including links for remote access use. The responsibility of SWAN will be to serve as a centralized point-of-contact for sales and contract renewal, centralized support and troubleshooting – through SWAN help/ticket system.

We will provide instructional support through library subject guides and online tutorials, accessible from the SWAN patron website. This entails online training for library staff in use of resources, including targeted resources to assist library staff in collection development, reference, and readers advisory (working in collaboration with SWAN member library experts). SWAN will provide training and support in reporting statistics; consortium-wide statistical analysis. SWAN will provide continued collaboration with RAILS and the Illinois State Library to expand access to electronic resources with significant cost savings.

Form Governance Study Committee

Objective 3

Aaron Skog, Executive Director

Ted Bodewes, Board President

The charge to Governance Study Committee is to review the current governance structure, identify and review other forms of governance, and develop a recommendation for the SWAN Membership. The SWAN Board will formally call upon library directors and administrators to self-nominate for the Board appointed Governance Study Committee.

Create Net Promoter Score Survey

Objective 1

Aaron Skog, Executive Director

SWAN Executive Director will create an organization membership survey to set a baseline and ongoing evaluation of the performance and value of SWAN through a “net promoter score.” This will require outside consulting for survey design that can be used consistently for the 5-year duration of this plan’s objective.

Continue to Improve Patron Data & ILS Platform Security

Objective 2

Steven Schlewitt, IT & System Support Manager

SWAN's 3rd party integrations with a number of vendors needs to move away from SIP2 and over to a secure system for authenticating patrons. This effort will entail SWAN IT & System Support educating the membership on the issues within the flawed, "easy" methods presented by 3rd party vendors.

Continue to Improve ILS Platform System Reliability

Objective 2

Steven Schlewitt, IT & System Support Manager

With new tools available in the Azure Cloud infrastructure, the IT and System Support team will finalize a plan for essential infrastructure disaster recovery, incorporating responses for service outages and security threats. Execute a planned fire drill of system outage to test redundancy and backup recovery.

Add Three Libraries to SWAN – SWAN100 Project

Objective 2

Dawne Tortorella, Assistant Director

Scott Brandwein, Bibliographic Services Manager

Steven Schlewitt, IT & System Support Manager

Samantha Dietel, Consultant, Bibliographic Services

The public libraries Glenside, Roselle, and Warrenville will need membership approval for admission in June 2020. The project will be funded by RAILS Catalog Grants to cover one-time costs. The go-live of the libraries is expected in the first week of December 2020. "Project SWAN100" (the number of total libraries SWAN will have afterwards) will include profiling of circulation and bibliographic data mapping, bibliographic, patron, and circulation data migration, and training for new members.

Build "Your Library Statistics" Monthly Report

Objective 2

Dawne Tortorella, Assistant Director

The BLUEcloud Analytics platform has a lot of capabilities for revealing consortia-wide resource sharing as well as the individual library performance. We will create a uniform "Your Library Statistics" showing performance and activity of the collective, as well as individual library contribution to the whole. Sharing this data monthly and/or quarterly will help strengthen the collective identity.

Expand Patron Driven Acquisitions AV Experiment

Objective 4

Scott Brandwein, Bibliographic Services Manager

The membership survey showed high interest in patron driven acquisitions. Patron driven acquisitions is a process through which patrons trigger the request for purchase of an item found in the library catalog. The existing SWAN software platform cannot support individual library efforts for a “local patron driven acquisitions.” However, a consortia-wide or subset of libraries in SWAN could participate in a centralized collection with material budget funds allocated towards the patron driven acquisitions activity. In 2019, SWAN experimented with patron driven acquisitions for the St Charles Public Library music collection. This experiment revealed a workable solution that could be targeted for specific collection development such as purchasing music AV.

October – December 2020

Provide Recommendation on Marketing Automation Platform for Libraries

Objective 5

Aaron Skog, Executive Director

The COVID-19 pandemic has revealed a deep need for SWAN member libraries to have a set of tools for digital marketing directly with library patrons that goes beyond a weekly newsletter. The SirsiDynix Community Engagement Platform is a new component of the SirsiDynix Library Services Platform. Patron Point is another service with wide adoption, including the CLEVNET library consortium.

January – March 2021

Replace SWAN Automated Voice Notification

Objective 2

Steven Schlewitt, IT Manager

SirsiDynix Voice Automation (known as SVA) is due for server replacement. The system resides in the RAILS datacenter. The Operational Think Tank recommendations an ILS audit will inform areas for improvement within SWAN’s voice notification system. SWAN should consider 3rd party solutions outside of the ILS vendor, as the system selected should ideally stand in front of any ILS SWAN choses.

April – June 2021

Migrate RAILS Hosted Servers to SWAN Infrastructure

Objective 2

Steven Schlewitt, IT & System Support Manager

The RAILS FY21 funding grant requires SWAN to transition its ticketing system, support site, and single-sign-on service out of the RAILS network and into SWAN's Azure infrastructure by June 30, 2021.

Long Range Plan (2021-2023)

Objective 1: Long Range Plan

Incorporate Patron Experience Within

Research and performance enhancements SWAN completed within Objective 1 should not lose sight of finding ways to improve the patron experience as part of objective 4.

Objective 2: Long Range Plan

Staffing for Research & Development

Following the marker in this objective of finding solutions and “emphasizing ones that are most under SWAN control,” we will dedicate more staff time towards software development. Recent success in this area has allowed SWAN to provide solutions that are not native to the ILS or catalog. The SWAN patron lookup webpage and the automated delivery label are examples of how we can create solutions using our proprietary vendor’s tools.

Build Web Interface for Library Self-Check System

Building on the success of the custom Online Patron Registration interface which integrates with the SirsiDynix Web Services and Symphony ILS, SWAN would like to provide member libraries a web-application that could serve as low-cost self-check system.

Objective 5: Long Range Plan

Fund Membership Ideas & Initiatives

Use the objective 6 funds to create a “Shark Tank” for member library staff ideas that require funding and benefit the SWAN community. These could entail regional programs for patrons in areas of technology that match the SWAN needs in Objective 1 and Objective 2.

Objective 6: Long Range Plan

Seek Out Alternative Funding or Grants

This Objective 6 is dependent on Objective 3’s goal of SWAN becoming a 501c3. SWAN will continue to utilize grants to help with funding projects and operations. SWAN will need to structure budget funds based on 501c3 determination to segregate operations, grants, reserves, and capital plans.

Completed Goals

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

Form Operational Think Tank, AKA Clarity Task Force

Clarity issued its report in November 2019. The report in full can be found online under the Strategic Plan Objective 1 on the SWAN support site ([link to PDF](#)). Findings from the Task Force have been added to the 2020 Tactical Plan.

Create a Curriculum of Training for Library Staff

SWAN created a curriculum of training for member library staff and provided these classes as ongoing online or in-person events. Courses

Conduct ILS Processing Inefficiencies Evaluation

The Symphony ILS configuration was reviewed for holds management, lending, and record loading within the Acquisitions workflow. A key step will be documenting internally SWAN's configuration and procedures.

Create More Online Documentation

The SWAN support website relaunched in December 2018 and staff continued focus on writing documentation for library staff.

Assess the Discovery Platform for SWAN & Provide Recommendation

SWAN User Experience Manager completed catalog and discovery interface studies in 6 months intervals. Discovery & User Experience members were trained in user interface testing. The Discovery Platform Evaluation is posted online and the Aspen Discovery Service received the highest score of the platforms evaluated by SWAN.

<https://support.swanlibraries.net/documentation/67126>

Objective 2: Deliver on the Solutions that Can Be Readily Implemented, While Focusing on Long Term Solutions

Complete Infrastructure Migration

The transition to new servers and firewalls was completed in January 2019. The new volume email service was leveraged to provide an email lookup web application to member library staff. Cloning and backups procedure documentation was updated internally.

Membership Implementation Schedule

The Executive Director provided a recommendation on new libraries being allowed to join on a window that opens every other year, with a go-live set for the fourth quarter of the calendar year starting in 2020.

Internet Access membership was modified to only be provided to school libraries that have an existing partnership with a SWAN public library member.

Offer Library Patrons Mobile Application through BLUEcloud Mobile

All SWAN libraries now have a mobile app that has individual library branding (called Mobile templates). The SWAN Mobile app integrates with each library's e-content through the SirsiDynix eResource Central metadata harvest.

Create New OCLC Holdings Update Process for SWAN: OHM

The long-standing arrangement of updating OCLC through The MARC of Quality (TMQ) will come to an end in 2019. SWAN has replaced this process for updating OCLC holdings with a new system called OCLC Holding Management (OHM). This was completed in a collaborative arrangement amongst our consortia peers (Illinois and SirsiDynix consortia).

Study & Offer E-Content Consortia Purchases

The membership indicated a high level of interest in a consortium purchase for online subscriptions and e-content for library patrons. The SWAN Electronic Resources Consultant completed an e-content subscription through EBSCO offering to the 92 public libraries.

Evaluate BLUEcloud Staff Interface

Perform research/evaluation/usability testing on the new web-based interface BLUEcloud Staff which will replace the Java based client WorkFlows. Phase I evaluation includes Cataloging and Circulation. SWAN libraries (La Grange, St. Charles, SWAN headquarters) also participated in a controlled Phase III Pilot of BLUEcloud Acquisitions under the direction of SirsiDynix. All participants in pilot activities are also engaged in SirsiDynix Strategic Partners Program (SPP) feedback and activities.

Perform an Assessment of BLUEcloud Acquisitions

The BLUEcloud platform includes for SWAN a new system for library acquisitions. SWAN, LaGrange Public Library, and St Charles Public Library District participated in an official pilot for BLUEcloud Acquisitions with SirsiDynix. The assessment was shared at the December 2019 Quarterly membership meeting.

Automated Delivery In-Transit Label

SWAN staff deployed an automated In Transit Delivery Label using the software development skills currently in-house. This tool is now in wide use throughout the membership, and is being made a requirement for new member libraries to use at go-live.

Negotiate Extension of SirsiDynix Agreement

Executive Director negotiated renewal options for SirsiDynix vendor and presented a recommendation to SWAN Board for approval.

Year 6: May 1, 2020 (Extension begins, 0% escalation)

Year 7: May 1, 2021 (0% escalation, ability to remove specific products such as Enterprise begins)

Year 8: May 1, 2022 (0% escalation)

Year 9: May 1, 2023 (1.9% escalation)

Year 10: May 1, 2024 (1.9% escalation)

Negotiate Long Term Agreements with EBSCO & OCLC

EBSCO is now in a multiyear contract with fixed escalation rates. The EBSCO role is in SWAN's e-content platform with EBSCO for Discovery Service, Novelist Select, and OpenAthens. The OCLC statewide group services contract for cataloging and statewide resource sharing preclude SWAN from negotiating a contract outside of that negotiated by the Illinois State Library.

Determine Community Driven Software Initiatives within FY21 Operations Budget

Staff positions were either unfilled or eliminated in order to support moving forward with a Web Application Developer to be hired on staff by SWAN.

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

Evaluate Organization Legal Entity

Executive Director will work with legal counsel on 501c3 implications to organization, employees, membership, services

- Findings of conversion from Illinois Intergovernmental Instrumentality presented to SWAN Board
- SWAN Board creates Governance Study Committee with written charge with a goal to provide recommendation on organization governance and leadership
- Executive Director implements changes in SWAN operations for accounts payable/accounts receivable.

SWAN has experimented with its governance structure and representation over the 44 years of its existence. The membership in 2006 formed a Governance Study Group comprised of member library

directors/administrators and provided recommendations that were enacted. Based on the success of that approach, the SWAN Board should form an official committee with board and membership representation.

Revise SWAN Budget Structure

The FY18 audit management letter recommended SWAN create accounting funds in addition to the operating budget fund. The SWAN budget fund structure with goals of segregated operations, grants, capital improvements, and collections was completed as part of the FY21 SWAN budget.

Objective 4: Increase Presence of Patron Experience

Develop & Deploy Online Patron Registration

Develop and implement the ability for patrons to register online for a library card.

Develop & Incorporate Patron Help into Public Catalog

Redesign patron facing website into a patron-focused help system, providing a platform for instruction, linked from the online public access catalog.

Objective 5: Strengthen the Collective Identity

Pilot Online Membership Forums

The SWAN Community Forums was rolled out over the past year and is now available for all SWAN user groups.

Plan SWANx19 Event

The annual user group SWANx19 theme was rebranded as SWAN Expo. The event feedback and results was shared at the September 2019 Quarterly membership meeting.

Clarify Role of SWAN Advisory & User Groups

SWAN provides library staff networking and advisory opportunities. The role of these should be clarified for the membership in 2019. Any changes will be incorporated into the 2020 calendar year schedule.

Refer to the User Groups detailed on the SWAN Support site:

<https://support.swanlibraries.net/meetings-trainings/user-groups>

Recommendation on SirsiDynix Library Service Platform

This report is an overview of the major component of SWAN's library service platform (LSP) with SirsiDynix. SWAN's LSP includes EBSCO, OCLC, and SirsiDynix's LSP. The SirsiDynix 5-year agreement has reached the end of its duration.

Recommendation

1. Approve a new 5-year extension of the SirsiDynix contract with the option to remove licensed products beginning May 1, 2021.
2. BLUEcloud staff client is an exciting web-based replacement of the aging WorkFlows staff client. SWAN member libraries participating in our testing of the BLUEcloud staff interface report positively on the interface and its improvements overall. The BLUEcloud Acquisitions phase 3 pilot SWAN participated in last year showed a great deal of promise and a much needed replacement of the current Symphony Acquisitions.
3. If SWAN determines Enterprise is no longer necessary and should be replaced by a superior product, this revised agreement will allow SWAN to remove Enterprise and have a significant reduction to the maintenance bill. I recommend SWAN dedicate resources to testing the Aspen Discovery Service as a replacement to Enterprise.
4. This negotiated extension locks SWAN in with 3 years of 0% escalation to the maintenance, and the final two years at 1.9% increases. This agreement would end April 30, 2025.
5. This agreement continues the set add-on cost for new libraries to join SWAN. It also includes a set price for SWAN should it decide within those 5-years to move away from its Azure infrastructure and 100% into the SirsiDynix SaaS.

The remainder of this report provides an overview of software options for SWAN and a timeline for replacing Enterprise or a full migration from SirsiDynix.

Cost Table of the SirsiDynix Agreement

Product Categories	Cost	Notes
Symphony ILS	\$257,257.36	Includes Symphony Core, Circulation, Cataloging, Acquisitions, Outreach, Debt Collection Agency Interface, Serials, Universal SIP2 Server, and a single Symphony Test System.
Enterprise	\$58,735.16	Discovery platform SaaS hosted plus the Portfolio digital asset system add-on, plus a single Enterprise SaaS Test System.
eResource Central	\$25,000.00	Integrates eBooks & eStreaming to Enterprise catalog profiles through API connectors with OverDrive, Freegal, cloudLibrary, OneClickDigital, Hoopla, BiblioBoard, and Axis360.
BLUEcloud Add-ons	\$47,351.48	BLUEcloud eResource Management, MobileCirc, and Analytics.
BLUEcloud Mobile	\$70,450.00	Mobile app for all SWAN members with 97 library templates integrating with all eResource Central connections.
Notification Services	\$9,950.00	Text notification service licensed at 1 million messages, plus licensing for the phone notification system SirsiDynix Voice Automation (SVA).
SirsiDynix Consulting	\$20,000.00	Includes Platinum Services Package of 20 hours of custom services annually, monthly meeting with an assigned consulting expert through the SureSailing service.
SirsiDynix Library Services Platform	\$488,744.00	Escalation at 0% for years 1-3, and 1.9% for years 4-5. In this new agreement, SWAN can remove specific licensed products at the May 1st renewals, beginning in 2021.

SirsiDynix Library Service Platform

Background

In 2014, SWAN negotiated a 5-year contract with SirsiDynix at the conclusion of an 18-month selection process. SWAN used a formal board-level committee of library personnel, SWAN staff, and the SWAN board. Work to migrate from the Innovative Interfaces platform of Millennium, WebPAC Pro, and Encore took an additional 13 months to complete and the 5-year agreement began May 1, 2015 once all SWAN's go-live obligations were met. There were no maintenance percentage increases during the 5 years. The agreement with SirsiDynix ends April 30, 2020.

The SirsiDynix agreement provides SWAN libraries a library services platform of the following.

- Symphony Integrated Library System with Cataloging, Circulation, Offline, Reports, Inventory, & Authority Control
- Unlimited use of WorkFlows staff client
- Enterprise Discovery
- eResource Central Gateway with 5 connectors to the vendors OverDrive, cloudLibrary, Axis360, Hoopla, & OneClickDigital
- Debt Collection Agency Interface
- BLUEcloud Cataloging, Circulation
- BLUEcloud Acquisitions
- BLUEcloud Analytics
- BLUEcloud Commerce
- BookMyne Mobile App
- MobileCirc
- Patron SMS/Text Notification
- SirsiDynix Web Services
- SIP2, Z30.50, NCIP Servers
- Set cost for adding new libraries to SWAN
- Monthly consulting with SWAN staff
- Renewable block of consulting hours with SWAN

Other software tools were included in the agreement. While these were not requested in the RFP, SirsiDynix included these as options for SWAN libraries.

- Social Library Facebook integration
- Portfolio Digital Asset
- BookMyne Plus Mobile App

SWAN added the following SirsiDynix software to the agreement:

- Outreach (added May 2015)
- BLUEcloud Visibility (added 2 years 2016-2017, & not renewed)
- BLUEcloud Mobile App (added July 2019)
- eResource Central Connectors to Freegal & BiblioBoard (added 2019)
- Increased Patron SMS/Text Notification to 1 million annually (added 2020)

21 libraries joined SWAN during the 5-year agreement. SWAN continues to attract inquiries from standalone libraries in the suburban service region. SWAN membership costs represent a significant savings to new libraries when compared to their prior systems.

Discovery Platform Replacement Options

Based on the Clarity Task Force study, dissatisfaction with Enterprise remains high among SWAN library staff users. Research conducted by SWAN staff with the Discovery & User Experience Advisory Group has concluded that outside of a full system-wide migration of all software products, SWAN could replace Enterprise with either of the following.

1. Aspen Discovery Service
2. BiblioCommons BiblioCore

Replacing Enterprise would require careful planning as currently Enterprise works well for SWAN's complex e-content environment. Enterprise Discovery is able to accommodate individual library profiles of isolated e-content.

Replacing Enterprise with either of the two options will not save SWAN money but require additional expenses. SWAN could cancel the Enterprise subscription and lower the overall SirsiDynix maintenance bill, but the cost of Enterprise is lower than any replacement options.

Aspen Discovery Service is the open-source solution that has its origins in the Pika catalog created by the Marmot Library System. Aspen is now fully supported through ByWater Solutions which provides support, and ongoing software development. Aspen is further along than BiblioCommons with its consortia e-content integration and support. Aspen's development plans include integrating EBSCO Discovery Service in 2020.

Library Services Platform Replacement Options, e.g. Complete Migration

The timeline for deciding upon a new library services platform vendor through the go-live on the software platform is 2.5 years. For background, the SWAN ILS Committee was formed in November 2012 and after 15 months of work it concluded with a recommendation to the SWAN Board in February 2014. This committee was originally appointed by the SWAN Board to conduct research and make a recommendation as to whether to continue the agreement with Innovative Interfaces or conduct a request for proposals. After the recommendation was made, there were two months of contract negotiation. The final agreement was signed in April 2014, and 12 months of work to prepare the system, migrate data, and train all personnel ensued before the April 15, 2015 go-live.

For the past four years, the library software market has undergone two broad trends which affects SWAN: (1) company mergers which result in product lines being discontinued, and (2) the strengthening of library community driven open source solutions.

Innovative Interfaces was purchased by Ex Libris in late 2019. ExLibris is owned by ProQuest. Innovative as a company is very different from the company SWAN used for 16 years (1999-2015), having new leadership and now private ownership through ProQuest.

If by the third year of the SirsiDynix agreement SWAN is ready to replace all of its LSP platform with SirsiDynix, SWAN will have only three viable options.

1. ExLibris: Polaris, LEAP, & PowerPAC (to a lesser extent Sierra & Encore)
2. Evergreen ILS & catalog (supported by Equinox or ByWater Solutions)
3. SirsiDynix Library Services Platform (our current platform)

The following would at first appear to be options for SWAN to consider but are in fact targeted for academic libraries and are not designed for a public library resource sharing platform.

1. Ex Libris Alma & Primo

2. OCLC WorldShare & WorldCat

Neither Ex Libris nor OCLC vendors provided proposals to SWAN back in 2013 during its RFP. Since that time the Ex Libris company was acquired by ProQuest. Alma continues to be an academic library only solution. The Orbis Cascade Alliance consortium of academic libraries utilizes ProQuest Ex Libris software solutions for resource sharing and e-content management.

Open source solutions for library resource sharing consortium continue to grow and represent possible solutions to SWAN.

1. Evergreen: traditional ILS with a discovery OPAC component designed for large library resource sharing consortium
2. Koha: traditional ILS with discovery OPAC component designed for public libraries and small-scale consortium
3. FOLIO: new ILS platform targeted for academic libraries, yet to have a site in production

Discovery layer options for the consortium could be made independent of a full migration. For example, Chicago Public Library replaced its catalog interface two years prior to replacing its ILS.

SWAN Executive Director Recommendation

SWAN should extend the agreement with SirsiDynix for 5-years with the negotiated options to remove platform components at set costs, e.g. Enterprise. SWAN has capped maintenance increases of 0% for three years and 1.9% for final two years of the 5-year extension. The strategic, long-term recommendation of existing, deliverable solutions as recommended by the SWAN ILS Committee in 2013 has been realized under the SirsiDynix agreement and should continue.

While some software solutions within the SirsiDynix LSP have not been fully realized for SWAN (Social Library, Portfolio digital asset tool, BookMyne Plus), these were not the major initiatives of the SWAN RFP. They do represent some of the “broken promises” of the 5-year SirsiDynix agreement.

SWAN will soon have a staff facing tool in the BLUEcloud platform. The WorkFlows staff interface will remain in use as a power-user application, but over the next three years public services staff, cataloging and acquisitions staff, and circulation staff will have a new BLUEcloud web-based interface as options. SirsiDynix software development is focused entirely on BLUEcloud and Enterprise. The Symphony ILS will continue to be supported and developed, but libraries should not expect WorkFlows to undergo any significant design changes. The Symphony ILS will remain as the business logic of the SWAN LSP.

The new BLUEcloud Mobile app and the Enterprise 5.0.1 provide SWAN libraries the mobile friendly interfaces needed by library patrons. SirsiDynix has targeted the Enterprise 5.0.2 release for accessibility improvements, and the 5.0.3 release for search relevancy improvements.

SirsiDynix has created a long-term LSP that has the breadth and depth required of libraries within SWAN. The SWAN consortium continues to move 2 million items between libraries flawlessly, and process nearly 19 million circulation transactions. SWAN is able to tailor the public facing catalog to match the e-content as determined by each library’s needs (Freegal, Hoopla, OverDrive, Axis360, EBSCOhost, etc.). There is no aspect of the SWAN SirsiDynix LSP that is fundamentally broken or non-functional. SWAN has led an investigation into some dissatisfaction expressed by library staff and has released a list of

targeted fixes to these issues. None of the issues identified by libraries require SWAN to discontinue the SirsiDynix agreement.¹

If SWAN should wish to negotiate a new LSP from a vendor, the overall timeline would take three years total starting with a committee driven process and ending with the go-live of a replacement LSP. SWAN has committed to evaluating the Enterprise 5.0.1 catalog and its e-content integration solutions during 2020.

Extending the agreement for 5-years will benefit SWAN libraries in the following areas.

Years 1-3: 2020, 2021, 2022

I recommend that SWAN commit resources to catalog replacement options such as Aspen Discovery Service. Aspen Discovery could be implemented in parallel with the SirsiDynix LSP for an evaluation and development period. Aspen Discovery meets many of SWAN's needs for a new catalog. SWAN has priced the Aspen Discovery Service solution and we have one-time costs for setting up a test system through ByWater Solutions.

If Aspen Discovery is found to be the ideal catalog for SWAN libraries, the SirsiDynix contract renewal May 1, 2021 could remove Enterprise.

The following years 2021 and 2022 would be dedicated to research and development of a new mobile app. The new mobile app's feature set should include e-content integration that allows SWAN to no longer require eResource Central. This would allow BLUEcloud Mobile and eResource Central to be removed from the SirsiDynix annual maintenance either May 1, 2022 or May 1, 2023.

BLUEcloud staff interfaces will begin to fill niche areas of libraries over the 2020, 2021, and 2022 years. At the end of those 3 years SWAN could initiate a process to evaluate a full LSP replacement if BLUEcloud staff is deemed insufficient.

Years 4-5: 2023, 2024

SWAN will need time to evaluate alternate solutions to either replacing the LSP entirely, which prior experience shows it takes 2.5 years.

ExLibris (now owns Innovative Interfaces Inc.) development of Inspire and the Polaris LEAP platform's development will become much clearer during the 4 to 6-year period. We should expect some of the library software product lines ExLibris now owns to be discontinued.

Open source options such as Evergreen will require significant time and dedication within the consortium to evaluate and will likely require capital reserve investment in the development of software features not present in the current version. SWAN attempted to include an open source solution within its 2013 RFP, and Equinox did respond with the Evergreen solution. However, all library resource sharing consortium that have adopted Evergreen did so after significant internal evaluation and made a conscious, strategic decision to adopt the community supported Evergreen solution. SWAN should not

¹ SWAN Shared Diagnosis: Clarity Task Force Report, November 2019:
https://support.swanlibraries.net/system/files/Public/201912/SWAN_Clarify_Task_Force_Report.pdf

attempt to utilize an RFP to evaluate a solution such as Evergreen. Instead, the Evergreen ILS should be set up in SWAN's infrastructure and evaluated with SWAN's imported data.

Proprietary solutions such as Polaris do have an established base of Illinois consortium and library systems. These organizations have stable resource sharing systems running on Polaris.

If SWAN decides to end the agreement with SirsiDynix's LSP solution, SWAN would use 1.5 years to issue an RFP, and then a full year to configure, provide training, and replace the LSP with a new solution. SirsiDynix has allowed customers to extend its maintenance agreements on a pro-rated monthly basis if this is needed to continue migration work beyond May 1, 2024.