SWAN BOARD MEETING AGENDA

SWAN
800 Quail Ridge, Westmont, IL 60559
May 22, 2020 - Time 9:30 a.m.
Online Meeting
https://global.gotomeeting.com/join/683503421
You can also dial in using your phone.
United States: +1 (571) 317-3122
Access Code: 683-503-421

1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

    Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the May 22, 2020 SWAN Board Meeting Agenda (Exhibit pgs. 1-2)

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

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

    a. Balance sheet and detail of expenditures for April 2020
    b. Approval of the payment of bills for April 1, 2020 through April 30, 2020 in the amount
        of $249,875.75

        RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR APRIL 1
        THROUGH APRIL 30, 2020 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
        EXPENDITURES FOR APRIL 2020

5. Action Item – Acceptance of the April 17, 2020 SWAN Board Meeting Minutes (Exhibit pgs. 12-14)

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

6. Action Item – Acceptance of the April 29, 2020 SWAN Committee of the Whole Meeting Minutes
    (Exhibit pgs. 15-16)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE APRIL 29, 2020 SWAN COMMITTEE OF THE WHOLE MEETING MINUTES AS PRESENTED

7. Reports
    a. Board President Report
    b. Executive Director Report (Exhibit pgs. 17-22)
    c. Operations Report (Exhibit pgs. 23-32)
    d. Treasurer Report
    e. Board Calendar (Exhibit pgs. 33-34)

8. Action Item – Approve Updated SWAN Circulation Policy (Exhibit pgs. 35-38)

9. Discussion Item – SWAN Impact Study on Addition of Glenside, Roselle, and Warrenville Public Library Districts as SWAN Full Member Libraries (Exhibit pgs. 39-42)

10. Discussion Item – SWAN June 4, 2020 Quarterly Meeting Agenda (Exhibit p. 43)

11. Information Item – SWAN Customer Satisfaction Survey (Exhibit pgs. 44-52)

    The next SWAN Board Meeting will be held on June 19, 2020 at SWAN Quail Ridge at 9:30 a.m.

12. Adjournment

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

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

April 2020	YTD Actual	FY20 Revised Budget	83%
Revenues	2,752,451.36	3,301,526.00	83%
Expenses	2,574,926.41	3,385,086.00	76%
Excess of Revenues over (under) Expenses	177,524.95	(83,560.00)	

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SWAN
Balance Sheet
As of 4/30/2020

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	Balance End Of Month		Average Interest Rates & Interest Earned during April	
Assets				
Cash & cash equivalents				
Cash- MaxSafe	1,408,762.69		1.00%	$ 1,161.56
Cash- Hinsdale Bank Checking	947,362.09		0.00%	$ -
Total Cash & cash equivalents	2,356,124.78		Investment Income	$ 1,161.56
ProPay Funds				
ProPay Funds	42.86			
Total ProPay Funds	42.86			
Accounts receivables				
Accounts Receivable	374,164.87			
Other Receivables	4,335.00			
Total Accounts receivables	378,499.87			
Prepaid expenses				
Deposits	23,467.08			
Prepaid Expenses	124,229.65			
Total Prepaid expenses	147,696.73			
Capital assets, net				
Building And Improvements	6,895.00			
Equipment	36,500.50			
Computers	324,383.36			
Accumulated Depreciation	(339,802.79)			
Total Capital assets, net	27,976.07			
Total Assets	2,910,340.31			
Liabilities				
Deferred revenue				
Deferred Revenue	546,643.15			
Deferred Revenue - MAGIC Fee Supplement Grant	150,724.00			
Total Deferred revenue	697,367.15			
Compensated absences				
Compensated Absences	99,559.16			
Total Compensated absences	99,559.16			
Facilities				
Rent Payable	46,722.45			
Total Facilities	46,722.45			
Total Liabilities	843,648.76			
Net Assets				
Beginning Net Assets				
Unrestricted	1,889,166.60			
Total Beginning Net Assets	1,889,166.60			
Current YTD Net Income	177,524.95			
Total Net Assets	2,066,691.55			
Total Liabilities and Net Assets	2,910,340.31			

		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	417.00	0.00	4,167.00	5,000.00	0.00%	RAILS Grants
4060	**Fees For Services And Materials**	228,385.33	228,385.00	2,279,710.30	2,283,854.00	2,740,626.00	83.18%	SWAN Quarterly, Annual, and Semi-Annual Fees
4061	**Internet & Enhanced Access Fees**	303.25	0.00	3,032.50	0.00	0.00	0.00%	SWAN Annual Internet Access Fees
4070	**Reimbursements**	0.00	633.00	8,482.69	6,333.00	7,600.00	111.61%	Member Reimbursements and SWANx Sponsor Table Registrations
4071	**Reimbursements - Lost Materials**	981.17	0.00	2,210.21	0.00	0.00	0.00%	Reciprocal Borrowing and ILL Losses
4072	**Reimbursements - Collection Agency Fees**	20.00	75.00	70.00	750.00	900.00	7.77%	Reciprocal Borrowing and ILL Loss Collection Agency Fees
4075	**Group Purchase Receipts**	0.00	60.00	954.15	600.00	721.00	132.33%	Group Purchases for Members
4080	**Investment Income**	1,161.56	1,833.00	20,759.23	18,333.00	22,000.00	94.36%	Interest
4090	**Other Revenue**	43,723.23	43,723.25	437,232.28	437,232.50	524,679.00	83.33%	RAILS Support to SWAN
Total Revenue		274,574.54	275,126.25	2,752,451.36	2,751,269.50	3,301,526.00	83.37%	
Expenses								
5000	**Library Professionals**	26,466.86	24,915.00	284,086.30	274,070.00	323,900.00	87.70%	Staff Salaries
5010	**Other Professionals**	55,720.02	74,208.00	600,488.23	816,284.00	964,700.00	62.24%	Staff Salaries
5020	**Support Services**	21,146.45	19,862.00	259,766.87	218,476.00	258,200.00	100.60%	Staff Salaries
5030	**Social Security Taxes**	7,482.34	9,108.00	83,000.20	100,184.00	118,400.00	70.10%	Social Security Taxes
5050	**Worker's Compensation**	263.75	183.00	2,700.74	1,833.00	2,200.00	122.76%	Worker's Compensation Insurance
5060	**Retirement Benefits**	9,910.67	10,838.00	110,515.24	119,224.00	140,900.00	78.43%	Retirement Benefits and Retirement Plan Fees
5070	**Health, Dental, Life And Disability Insurance**	16,852.69	19,550.00	133,087.80	195,500.00	234,600.00	56.72%	Health, Dental, Life & Disability Insurance
5080	**Other Fringe Benefits**	0.00	208.00	0.00	2,083.00	2,500.00	0.00%	Tuition Reimbursements
5085	**Wellness Benefits**	0.00	425.00	148.98	4,250.00	5,100.00	2.92%	Staff Wellness
5100	**Recruiting**	0.00	75.00	0.00	750.00	900.00	0.00%	Background Checks and Job Postings
5110	**Print Materials**	0.00	667.00	1,914.90	6,667.00	8,000.00	23.93%	Printed Items (Branded) and Materials for Office
5130	**E-Resources**	0.00	42.00	0.00	417.00	500.00	0.00%	ALA TechSource Subscription
5140	**Rent/Lease**	18,736.66	8,825.00	95,991.75	88,253.00	105,904.00	90.64%	Facility Lease (Including Tenant's Share of Real Estate Taxes, Operating Expenses, and Insurance)
5150	**Utilities**	343.23	533.00	4,763.90	5,333.00	6,400.00	74.43%	Gas and Electric
5160	**Property Insurance**	130.42	125.00	1,281.94	1,250.00	1,500.00	85.46%	Flood Insurance
5170	**Repairs And Maintenance**	177.00	98.00	713.96	983.00	1,180.00	60.50%	Key Fob Maintenance and Other Facility Maintenance
5180	**Custodial/Janitorial Service And Supplies**	203.62	708.00	7,917.69	7,083.00	8,500.00	93.14%	Cleaning Services and Supplies
5190	**Other Buildings and Grounds**	0.00	8.00	150.00	83.00	100.00	150.00%	Security Camera Surveillance Subscription

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5250	In-State Travel	0.00	183.00	1,260.97	1,833.00	2,200.00	57.31%	In-State Travel
5260	Out-Of-State Travel	0.00	917.00	1,410.19	9,167.00	11,000.00	12.81%	Out-of-State Travel
5270	Registrations And Meeting, Other Fees	178.77	242.00	1,990.20	2,417.00	2,900.00	68.62%	Snacks, Supplies, and Lunches for Meetings and Staff Events
5280	Conferences And Continuing Education Meetings	(745.00)	1,167.00	21,233.28	11,667.00	14,000.00	151.66%	Sirsi Dynix Training and Staff Conference and Class and Test Registrations as well as SWANx and Usability Study Expenses
5300	Liability Insurance	765.41	742.00	7,622.37	7,417.00	8,900.00	85.64%	General Liability, Crime, Cyber Crime, and D&O Insurance
5310	Computers, Software And Supplies	4,902.54	5,202.00	43,330.86	52,021.00	62,426.00	69.41%	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	182.72	333.00	5,003.43	3,333.00	4,000.00	125.08%	Office Supplies and Equipment under $5,000 Individual Cost Including Coffee
5330	Postage	0.00	75.00	506.28	750.00	900.00	56.25%	Postage
5380	Telephone And Telecommunications	2,067.12	1,617.00	15,711.54	16,167.00	19,400.00	80.98%	Phone, Chat, Fax, and Internet
5390	Equipment Rental	157.12	308.00	2,506.60	3,083.00	3,700.00	67.74%	Copier Lease and Usage
5400	Equipment Repair And Maintenance Agreements	54,623.08	54,475.00	546,810.67	544,750.00	653,700.00	83.64%	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	4,043.00	417.00	4,891.00	4,167.00	5,000.00	97.82%	Legal Fees
5420	Accounting	0.00	1,796.00	5,350.00	17,962.00	21,555.00	24.82%	Audit and Actuary Expenses
5430	Consulting	86.67	167.00	866.70	1,667.00	2,000.00	43.33%	HR Source Membership
5435	Payroll Service Fees	252.70	325.00	2,958.45	3,250.00	3,900.00	75.85%	Paylocity Payroll Service Fees
5440	Contractual Staff	0.00	200.00	0.00	2,000.00	2,400.00	0.00%	Answering Service Costs

		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	26,497.51	28,017.00	269,475.30	280,167.00	336,200.00	80.15%	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	12,758.20	3,775.00	27,144.63	37,750.00	45,300.00	59.92%	Unique Management Placements, Monthly Notice Printing, Aspen Discovery Testing Set-Up, and HR Support Costs
5485	Group Purchases	0.00	60.00	955.90	600.00	721.00	132.57%	Group Purchases for Members including Credit Card Swipes and Envisionware Subscriptions
5490	Depreciation	2,847.03	0.00	28,472.64	0.00	0.00	0.00%	Monthly Depreciation Expense
5500	Professional Association Membership Dues	0.00	33.00	686.00	333.00	400.00	171.50%	Professional Memberships for SWAN and Staff
5510	Miscellaneous	(10.00)	83.00	167.87	833.00	1,000.00	16.78%	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	39.95	0.00	43.03	0.00	0.00	0.00%	Fees for SWAN ProPay Account Used for Testing
Total Expenses		266,080.53	270,512.00	2,574,926.41	2,844,057.00	3,385,086.00	76.07%	
Excess of Revenues over (under) Expenses		8,494.01	4,614.25	177,524.95	(92,787.50)	(83,560.00)		

Effective D...	Vendor Name	Transaction Description	Check Amount
4/1/2020	Comcast	Internet Service 3/15-4/14/20	1,260.00
4/1/2020	ComEd	Electric 2/19-3/19/20	278.92
4/1/2020	Klein, Thorpe and Jenkins, Ltd.	Professional Services Through February 29, 2020	391.00
4/1/2020	Nicor Gas	Gas 2/14-3/14/20	165.20
4/1/2020	Reliance Standard Life Insurance Co.	LTD/STD April Insurance	892.68
4/1/2020	T.A. Systems Inc.	Cleaning Service	1,076.00
4/1/2020	The Hartford, Inc.	Worker's Compensation Insurance	190.00
4/1/2020	Quail Ridge Drive Investors, LLC	April 2020 Rent Payment with CY 2019 CAMS Reconciliation	10,511.41
4/2/2020	Paylocity Corporation	Net Wages: March 28, 2020	35,669.24
4/2/2020	Paylocity Corporation	Payroll Taxes: March 28, 2020	15,096.58
4/3/2020	Paylocity Corporation	Payroll Service Fees: March 28, 2020	88.55
4/13/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: April 11, 2020	4,949.33
4/13/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: April 11, 2020	1,729.90
4/15/2020	Bloomingdale Public Library	Reciprocal Borrowing April 2020	231.11
4/15/2020	Bensenville Community Public Library District	Reciprocal Borrowing April 2020	37.84
4/15/2020	Berkeley Public Library	Reciprocal Borrowing April 2020	38.00
4/15/2020	Batavia Public Library	Reciprocal Borrowing April 2020	539.06
4/15/2020	Bedford Park Public Library District	Reciprocal Borrowing April 2020	52.00
4/15/2020	Broadview Public Library District	Reciprocal Borrowing April 2020	110.00
4/15/2020	Bridgeview Public Library	Reciprocal Borrowing April 2020	157.78
4/15/2020	Berwyn Public Library	Reciprocal Borrowing April 2020	143.01
4/15/2020	Calumet City Public Library	Reciprocal Borrowing April 2020	506.86
4/15/2020	Cintas #769	Mats for Doorway Entry	75.29
4/15/2020	Clarendon Hills Public Library	Reciprocal Borrowing April 2020	51.05
4/15/2020	Chicago Ridge Public Library	Reciprocal Borrowing April 2020	207.20
4/15/2020	Carol Stream Public Library	Reciprocal Borrowing April 2020	12.57
4/15/2020	Crestwood Public Library District	Reciprocal Borrowing April 2020	54.00

Effective D...	Vendor Name	Transaction Description	Check Amount
4/15/2020	Downers Grove Public Library	Reciprocal Borrowing April 2020	1,035.34
4/15/2020	Eisenhower Public Library District	Reciprocal Borrowing April 2020	123.26
4/15/2020	Evergreen Park Public Library	Reciprocal Borrowing April 2020	53.61
4/15/2020	Flossmoor Public Library	Reciprocal Borrowing April 2020	206.05
4/15/2020	Franklin Park Public Library District	Reciprocal Borrowing April 2020	289.81
4/15/2020	Hodgkins Public Library District	Reciprocal Borrowing April 2020	69.06
4/15/2020	Homewood Public Library District	Reciprocal Borrowing April 2020	196.58
4/15/2020	Hillside Public Library	Reciprocal Borrowing April 2020	400.00
4/15/2020	Itasca Community Library	Reciprocal Borrowing April 2020	112.19
4/15/2020	Justice Public Library District	Reciprocal Borrowing April 2020	66.26
4/15/2020	La Grange Public Library	Reciprocal Borrowing April 2020	161.86
4/15/2020	Lansing Public Library	Reciprocal Borrowing April 2020	127.08
4/15/2020	Limricc-Phip	Health Insurance for April 2020	21,441.32
4/15/2020	Wellness Insurance Network-WIN	Life Insurance for April 2020	174.39
4/15/2020	Lyons Public Library	Reciprocal Borrowing April 2020	46.50
4/15/2020	Marcive, Inc.	Authority Processing for March 2020	291.42
4/15/2020	Markham Public Library	Reciprocal Borrowing April 2020	250.79
4/15/2020	Matteson Public Library	Reciprocal Borrowing April 2020	85.50
4/15/2020	McCook Public Library District	Reciprocal Borrowing April 2020	60.99
4/15/2020	Midlothian Public Library	Reciprocal Borrowing April 2020	39.02
4/15/2020	Messenger Public Library	Reciprocal Borrowing April 2020	201.68
4/15/2020	North Riverside Public Library District	Reciprocal Borrowing April 2020	49.51
4/15/2020	Oak Brook Public Library	Reciprocal Borrowing April 2020	35.36
4/15/2020	Oak Lawn Public Library	Reciprocal Borrowing April 2020	841.62
4/15/2020	Oak Park Public Library	Reciprocal Borrowing April 2020	1,259.87
4/15/2020	Palos Heights Public Library	Reciprocal Borrowing April 2020	63.05
4/15/2020	Palos Park Public Library	Reciprocal Borrowing April 2020	52.00

Effective D...	Vendor Name	Transaction Description	Check Amount
4/15/2020	Park Forest Public Library	Reciprocal Borrowing April 2020	64.06
4/15/2020	Prairie State College	Reciprocal Borrowing April 2020	189.00
4/15/2020	Richton Park Public Library District	Reciprocal Borrowing April 2020	117.05
4/15/2020	River Grove Public Library District	Reciprocal Borrowing April 2020	24.95
4/15/2020	Riverdale Public Library District	Reciprocal Borrowing April 2020	42.01
4/15/2020	Riverside Public Library	Reciprocal Borrowing April 2020	25.20
4/15/2020	Schiller Park Public Library	Reciprocal Borrowing April 2020	51.01
4/15/2020	St. Charles Public Library District	Reciprocal Borrowing April 2020	42.78
4/15/2020	Steger-South Chicago Heights Public Library District	Reciprocal Borrowing April 2020	91.95
4/15/2020	Summit Public Library District	Reciprocal Borrowing April 2020	91.00
4/15/2020	Theosophical Society	Reciprocal Borrowing April 2020	130.91
4/15/2020	Thornton Public Library	Reciprocal Borrowing April 2020	58.00
4/15/2020	Unique Management Services, Inc.	Placements for March 2020	26.85
4/15/2020	Unique Management Services, Inc.	Notices for March 2020	456.35
4/15/2020	University Park Public Library District	Reciprocal Borrowing April 2020	29.05
4/15/2020	Villa Park Public Library	Reciprocal Borrowing April 2020	51.50
4/15/2020	Westchester Public Library	Reciprocal Borrowing April 2020	71.57
4/15/2020	Wood Dale Public Library District	Reciprocal Borrowing April 2020	143.28
4/15/2020	First Bankcard	April 2020 Credit Card Payment of Feb./March Balances	8,472.34
4/16/2020	Paylocity Corporation	Net Wages: April 11, 2020	36,144.23
4/16/2020	Paylocity Corporation	Payroll Taxes: April 11, 2020	15,096.60
4/17/2020	Paylocity Corporation	Payroll Service Fees: April 11, 2020	164.15
4/24/2020	Quail Ridge Drive Investors, LLC	May 2020 Rent Payment	9,175.37
4/27/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: April 25, 2020	4,961.34
4/27/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: April 25, 2020	1,729.90
4/29/2020	ByWater Solutions	Installation/Configuration of Aspen	12,275.00

Effective D...	Vendor Name	Transaction Description	Check Amount
4/29/2020	Comcast	Internet Service 4/15-5/14/20	1,260.00
4/29/2020	ComEd	Electric 3/19-4/17/20	229.27
4/29/2020	Genesis Technologies, Inc.	Copier Lease	128.35
4/29/2020	John McCabe	Refund for Sponsorship	300.00
4/29/2020	Klein, Thorpe and Jenkins, Ltd.	legal Services	4,043.00
4/29/2020	Nicor Gas	Gas 3/15-4/13/20	113.96
4/29/2020	Reliance Standard Life Insurance Co.	LTD/STD for May 2020	928.58
4/30/2020	Paylocity Corporation	Net Wages: April 25, 2020	35,762.15
4/30/2020	Paylocity Corporation	Payroll Taxes: April 25, 2020	15,136.29
		Total 1003 - Cash- Hinsdale Bank Checking	249,875.75
Report Total			**249,875.75**

SWAN BOARD MEETING MINUTES
April 17, 2020 9:30 a.m.
Held Remotely

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

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

   a. Ted Bodewes
   b. Jamie Bukovac
   c. Jane Jenkins
   d. Julie Milavec
   e. Robin Wagner
   f. Stacy Wittmann

2. **Introduction of Visitors/Public Comment**
   Aaron Skog, SWAN Executive Director
   Dawne Tortorella, SWAN Assistant Director
   Ginny Blake, SWAN Office Manager

   No public comment

3. **Action Item**
   Acceptance of April 17, 2020 SWAN Board Meeting Agenda

   Wittmann moved, seconded by Milavec that it be

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

   Motion carried by unanimous voice vote.

4. **Action Item**
   Approval of SWAN Financials, March 2020

   Wittmann moved, seconded by Milavec that it be

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

   Question: General Ledger Account #5070, (Health Insurance) shows a credit. Skog to follow up.

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

5. **Action Item**

   Acceptance of the March 20, 2020 SWAN Board Meeting Minutes

   Wittmann moved, seconded by Milavec that it be

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

   Motion carried by unanimous voice vote

6. **Reports**

   a. **Board President Report**

   Skog's review this time around will be done by having all board members fill out a form (as it was done in the past) and Bodewes will compile into a single document. Skog to complete the self-evaluation by May meeting.

   b. **Executive Director Report**

   Skog discussed the summary for the responses on the COVID19 crisis. Discussion for a director only meeting is needed.

   SWAN looking into bulk orders of PPE's for the consortium. Several directors and libraries are looking into starting curbside pickup. SWAN can be a "pass thru" for the order of PPE and invoice libraries for their purchases.

   A plan to be able to have libraries pick up materials from RAILS storage was discussed.

   The option of "Fine Free for Now" is of interest with all consistent check out times for the immediate future.

   Special meetings on "sustainability" is of interest and will be a focus of upcoming SWAN Board meetings.

   The Board members felt SWAN employees should receive merit increases in the upcoming budget.

   Skog touched on the Tactical Plan for 20-21 as part of the SWAN Strategic Plan. ByWater Solutions will be contracted for the Aspen Discovery setup.

   The EBSCO subscription is still scheduled for July 1st.

   The Governance Study Committee can be pushed back for now.

   The three new potential libraries joining SWAN will be voted upon as an online membership approval.

Operations Report
No additional comments.

    c. Treasurer Report
No report

    d. Board Calendar
The calendar will be a little fluid for now, so some tasks such as a review of closed sessions could be delays.

7. Discussion Item
SWAN Tactical Plan 2020-2021: Skog discussed the plan objective. He also went through the objectives and discussed as well as the completed goals.

8. Action Item
Approve SirsiDynix Agreement Extension

Wittmann moved, seconded by Milavec that it be

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

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

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

Adjournment: 10:10 a.m.

Wittmann moved, seconded by Milavec that it be

                                   Minutes Prepared by Ginny Blake

                                   Respectfully Submitted,

                                   _____

                                   Dawn Bussey

                                   Board Secretary

SWAN BOARD COMMITTEE MEETING OF THE WHOLE
Library Directors & Administrators

MINUTES
April 29, 2020 - Time 10 a.m.
Held Remotely

Call to Order: Ted Bodewes called the meeting to order at 10:00 a.m.
Bodewes reminded members there is an open election. SWAN also has a new community forum for all the library directors.

Recap on SWAN COVID19 Responses
Skog discussed the online fireside chats SWAN has been providing. The Online Patron Registration is now up to approximately 60 libraries. The E Resources are getting updated at the Fireside chats as well. The System is still up for patrons to place holds. The SWAN Community Forum is a great way to communicate/coordinate with other libraries. The Non-Resident rules were briefly explained.   SWAN has a good support page on the support site. Skog recapped the Library Consortia Meeting along with shared Resources.

Library Reopening Survey Results
Skog shared the reopening survey results. A lot of libraries have shown interest in PPE and supplies. SWAN has been looking into vendors, costs and SWAN will post suppliers to go to if libraries are interested. Skog discussed further the supplies: masks, face shields, workstations, portable sinks.

SWAN's Reopening Plan
Skog explained the 5 phases SWAN is looking at for reopening. We are currently at Phase 1 heading towards Phase 2.

Preparation & Coordination of Library Services
SWAN will coordinate with the libraries when they are ready for curbside pickup. We will unsuspend the Holds and get target dates for each libraries openings of curbside and modify the days libraries are open.
SWAN will have 3 training sessions that will be available to the membership.

Communication to the Public
Time is the best measure of safety. The three days of quarantining of materials is an adequate and safe measure.
SWAN patron site information on contactless pickup and how materials are processed is available.
Shared materials, information can be shared and is a linked page for all our catalogs.

Adjourn

Bodewes adjourned the meeting ended 11:20 a.m.

SWAN Executive Director Report

May 22, 2020

COVID-19 Crisis Update

SWAN Reopening Plan
I wrote a plan for SWAN as guide for organization and to help member libraries understand when specific functions will be turned back on. The SWAN plan was shared at the Committee of the Whole meeting and is posted online along with the other library reopening plans posted under the COVID-19 update page.

Online Membership Meetings
SWAN has hosted 9 Fireside Chats as of this report date. The meetings are all recorded and shared online under the Meetings & Documents section of the SWAN support site. The meeting platform was upgraded to GoToWebinar on May 5th which allows for more simultaneous users. We are also posting the Q&A that occurs during the meeting as notes. We had 304 online users at the May 12th meeting.

Community Forums
At the suggestion of the SWAN Board, the Directors Forum was created, and invitations sent out to all SWAN directors listed in L2.

Board Considerations

Online Board Election
The election ended Friday, May 15th at 5 p.m. The election had 46 libraries participate. The results are the following:

Ted Bodewes 28 votes
Jesse Blazek 25 votes
Jennifer Cottrill 37 votes

Circulation Policy Revision (Needs Board Approval)
The official SWAN Circulation Policy is ready for the SWAN Board to review and approve. The modifications are part of a continuing effort to clarify the wording of the written policy. These changes are based on feedback from SWAN Circulation Advisory and SWAN staff.

Holds: we updated some language to reflect the current practice and needs within libraries. We removed "unless it is your user and your item" as hold queues should be honored regardless. We also updated this section to make sure the status of the item in the system be accurately reflected, which means staff should not allow items to sit on hold shelf which have expired and the system reflects a different status such as In Transit to another library. This policy now clarifies pick-up dates should not be modified-- previous wording indicated the specific timeframe which may change in some circumstances. And section E was struck as this is a procedure, not a policy (so this is now part of SWAN support site documentation).

Financial Concerns: some slight revisions to the billing cycle and clarifications around replacement costs were needed. We removed the $5 limit as billing is automated and handling of any material costs is acceptable, and also removed extraneous billing process information which is included in billing procedures.

Lost & Claims Returned Items: we clarified some wording, and struck Section C as it was a procedure, not a policy.

Patron Accounts/Records: Section A has clarification of a patron versus a user records, e.g. in-house accounts do not require a birthdate.

HR Source Survey Proposal (Information Item)
In support of the strategic goal "Create Net Promoter Score Survey" I requested a quotation from HR Source. I am including this quotation in the board packet for reference.

SWAN Strategic Plan: Tactical Plan April – June 2020

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

<u>Negotiate Extension of SirsiDynix Agreement</u>
The agreement was completed and sent to SirsiDynix. Each year many customers are invited to participate in an annual survey. I thought you would like to see the survey response I provided:

What do you like about your experience with SirsiDynix?
SirsiDynix made a lot of improvements to the BLUEcloud staff interface this past year. SWAN participated in the BLUEcloud Acquisitions Phase 3 Pilot and came away very impressed with its development direction (and we loved working with Mike Hilmo). The SirsiDynix support team is always a pleasure to work with. SWAN continues to utilize the Platinum and SureSailing services and are very satisfied with the consulting provided overall. BLUEcloud Mobile is an excellent replacement of the BookMyne app. It

was based on all of this that SWAN moved forward with a 5-year extension of its agreement with SirsiDynix.

How could SirsiDynix better meet your needs?
The discovery platform or OPAC that SirsiDynix provides is the weakest part of the SirsiDynix library services platform. SWAN completed a Discovery Platform Evaluation this past year as part of our resource sharing consortium activities related to understanding our library dissatisfaction with the discovery layer. This study was completed in three phases with a (1) survey, (2) System Usability Scale (SUS) analysis, and (3) discovery platform feature matrix. This process narrowed the evaluation of library discovery platforms 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.

This next year SWAN will be testing the Aspen Discovery Service platform as a potential replacement of Enterprise.

The overall development and improvement of SirsiDynix public discovery tools was not without SWAN efforts to better understand the way these software platforms can be improved. These studies are publicly available and could serve as a valuable resource to SirsiDynix in its roadmap for improving Enterprise. The usability studies are collected under this single URL:
https://support.swanlibraries.net/usability

Frankly, there is something not quite right within the software development program SirsiDynix has in place for Enterprise. The development of Enterprise is very slow and there are choices made over this five-year period that puzzles SWAN, e.g. the decision of mobile pages versus a responsive design interface. During the five-year period that SWAN has used Enterprise, the Pika/Aspen Discovery software was created from scratch with a very small development team, likely a single person. Aspen now integrates with major eBook vendors, utilizes a FRBR display, has a real responsive design interface, and is consortia friendly. The Aspen Discovery software is released under an open source software license and I would suggest that SirsiDynix strongly consider studying it. It might be that this is the discovery platform that SirsiDynix should move towards as an eventual replacement of Enterprise. The library community would welcome a commercial vendor like SirsiDynix within a library open source project such as Aspen. It would give SirsiDynix a distinct advantage in winning over the hearts and minds of the library community and would set SirsiDynix apart from the company's narrowing competitors.

Implement Parallel Discovery Platform
We have completed an agreement with ByWater Solutions to create an Aspen Discovery system in the SWAN Azure environment. The fee for setting up this system for SWAN will go towards the one-time cost of a full Aspen Discovery implementation should we decide Aspen is worth the switch. The SWAN and ByWater teams held a kickoff meeting and outlined the work to get started.

Create Structure/Procedures for Handling Libraries in Staff Furlough

For the moment, we have created a set of EBSCO databases that will be implemented for SWAN public libraries that have not reported their selection.

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

The Phase 2 of the SWAN Reopening Plan has put the SWAN demand management into a configuration where resource sharing across libraries is very limited. This goal might take some time to complete over the next few months.

Create Net Promoter Score Survey

The proposal to complete a customer satisfaction survey is included in the SWAN Board packet as an information item.

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.

Establish Uniform Parameters for Fine Free

The SWAN support site now has documentation on SWAN's Fine Free Configuration and strategy.

Develop Audio-Visual Item Type Recommendations for SWAN100

The Bibliographic Services Consultant Sam Dietel and Manager Scott Brandwein are working together to collapse the Item Types for AV material.

Pilot BLUEcloud Acquisitions and Baker & Taylor Rental

We have completed an agreement with B&T on the rental configuration.

Continue BLUEcloud Staff Interface Pilot & Targeted Deployment

The Bibliographic Services team held an online webinar on using BLUEcloud Cataloging and have expanded sign-up to library staff. This expansion was possible due to the use of individual logins already in place with Symphony WorkFlows for those cataloging staff.

Create, Recruit, and Hire Web Application Development Position

The position description has been drafted. As we move forward with the Aspen Discovery test phase, the position will be finalized or decided if it is best filled by a contracted hire.

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

SWAN Governance Study Committee
The Board last meeting agreed to delay the formation of this committee in lieu of the pandemic.

SWAN Objective 5: Strengthen the Collective Identity

Hold SWAN Expo Web Series to Substitute 2020 Event
The web series was announced on April 1st as part of a retooling of SWAN events in response to the COVID-19 pandemic.

Web Series - Unique Chat Services 4/6
SWAN Fine Free Planning & Discussion 4/16
Security & Patron Privacy Tips 4/22
Cataloging Genealogy Items 5/6
Coping with Compassion Fatigue 5/11 (86 attendees)

Libraries Joining SWAN: Glenside, Roselle, Warrenville

Dawne, Steven, Scott, Sam, and Aaron had a meeting on Wednesday, April 29th to review the RAILS Catalog Grant applications. I will be issuing an online approval for the libraries and have included in this packet the written recommendation to admit these three libraries.

Monthly Financial Report

Revenue & Expense Report
Last month there was a question on the large credit of $25,134.65 in the budget line 5070 Retirement Benefits. This is due to an OPEB (other post-employment benefits) adjustment. The OPEB has been part of the

SWAN's OPEB actuary re-ran the retiree health insurance plan numbers per a request from RAILS Finance. After lowering the expected participation rate to 15% instead of 20% (the actuary estimated a reasonable percentage for the average organization was between 5% and 25%), the Net OPEB Liability dropped from $39,101 to $29,326.

Per SWAN's auditor Lauterbach, this amount falls under the materiality thresholds for SWAN, which means that SWAN can simply monitor the pool of participants going forward for any significant changes in composition and participation and SWAN can exclude this amount from its financial statements.

SWAN's auditor recommended/required an adjustment within the current year due to a difference in the interpretation of the standards language. RAILS Finance accountant Sharon Swanson recorded the adjustment as recommended/required by SWAN's auditor.

Thanks to the efforts of RAILS Finance, the auditor, and the actuary, SWAN will save time and money in the future by eliminating this liability. We will no longer be paying for this bi-annual $1,800 evaluation, nor devoting staff time to gathering the required data and recording this liability, and not incurring additional audit costs related to this liability.

Accounts Receivable Update

SWAN has received $323,325.50 of the total invoiced fourth quarter SWAN fees of $657,888.00. As of April 30, the libraries with outstanding prior and current period SWAN fees, include:

- Harvey – Owing $26,335.62 in total, which includes the third and fourth quarters of fiscal year 2020 plus the last two FY20 reciprocal borrowing invoices, the first and fourth quarters of FY19, as well as the fourth quarter of FY18 and partial fees for the third quarter of FY18. Their most recent payment was received on February 3rd in the amount of $7,950.03 which was applied against their second and third quarter FY18 SWAN fees.

Internet Access fees were invoiced on January 29th in the total amount of $3,639.00, and, as of April 30, SWAN has received all invoiced fees except for Bremen School District #228.

Operations Report: May 22, 2020

Member Engagement – All Staff

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

Site Visits, Training, and Networking

During the past reporting period (April 14th – May 14th) – 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
4/14/2020	Training: Acquisitions Overview	Sam	Bib Srvs	Training
4/14/2020	SWAN Fireside Chat #4	Aaron, Dawne, Steven, Tara, Scott, Robin		Member meeting
4/14/2020	Virtual Site Visit (Hinsdale) Fine Free	Vickie, Crystal, Dawne	IT, UX, Admin	Consultation
4/15/2020	Circulation Users Meeting	Crystal, Sam, Vickie, Dawne (Peggy Tomzik, Juan Estrada)	UX, Bib Srvs, IT, Admin	Member meeting
4/15/2020	SWAN 100 Check-in Meeting	Aaron, Dawne, Steven, Scott, Sam	Admin, IT, Bib Srvs	Consultation
4/16/2020	Virtual Site Visit (Wood Dale) Renovation	Dawne, Scott, Claudia	IT, Bib Srvs	Consultation
4/16/2020	SWAN eXpo Web Series: Fine Free Planning & Discussion	Vickie, Crystal, Dawne	IT, UX, Admin	SWANx Web Series
4/17/2020	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
4/20/2020	Training: Resource Sharing Overview	Dawne	Admin	Training
4/20/2020	Training: BLUEcloud Cataloging as a Work-from-Home Tool	Scott, Claudia	Bib Srvcs	Training
4/21/2020	Training: Quarterly Billing Overview & Check-In	Helen	Admin	Training
4/21/2020	SWAN Fireside Chat #5	Aaron, Dawne, Steven, Tara, Scott, Robin		Member meeting
4/21/2020	Virtual Site Visit (La Grange) Acq Rollover	Vickie, Sam	IT, Bib Srvs	Consultation
4/21/2020	Training: Helpful Reports for Managing Circulation	Crystal, Vickie, Sam (Peggy Tomzik, Debbie Sheehan)	UX, IT, Bib Srvs	Training
4/22/2020	Training: Article Search and EBSCO Discovery Service for Reference Support	Robin	UX	Training
4/22/2020	Virtual Site Visit (Tinley Park) Reopening Planning	Aaron, Dawne	Admin	Consultation

4/22/2020	SWAN eXpo Web Series: Security & Patron Privacy	Steven, Rudy (Ahren Sievers)	IT	Training
4/23/2020	RFID Users	Ian, Steven, (Ahren Sievers)	IT	Member meeting
4/23/2020	E-Resource Advisory	Robin, Tara	UX	Member meeting
4/24/2020	Outreach Users	Crystal, Dawne (Dana Hintz, Lynda Spraner)	UX, Admin	Member meeting
4/28/2020	SWAN Fireside Chat #6	Aaron, Dawne, Steven, Tara, Scott, Robin		Member meeting
5/1/2020	Training: Fine Free for Now	Crystal, Vickie	UX, IT	Training
5/4/2020	Training: Staff Preparedness Videos	Sam, Ian	Bib Srvs, IT	Training
5/5/2020	SWAN Fireside Chat #7	Aaron, Dawne, Steven, Tara		Member meeting
5/6/2020	Training: Patron Use Report	Tara	UX	Training
5/6/2020	SWAN eXpo Web Series: The Cataloging Maintenance Center	Dawne, Scott, Claudia	Admin, Bib Srvs	Training
5/7/2020	Cataloging Advisory	Scott, Claudia, Sam, Diane, Angela, Sue	Bib Srvcs	Member meeting
5/8/2020	Virtual Site Visit (Elmwood Park) Curbside/Reopening Discussion	Dawne	Admin	Consultation
5/11/2020	SWAN 100 Consultation	Dawne	Admin	Consultation
5/11/2020	SWAN eXpo Web Series: Coping with Compassion Fatigue	Dawne	Admin	Training
5/12/2020	SWAN Fireside Chat #8	Aaron, Dawne, Steven, Tara		Member meeting
5/14/2020	Training: BLUEcloud Analytics Overview	Dawne	Admin	Training

SirsiDynix & Vendor Partner Support & Consulting

- 4/20 – Lauterbach, Accounting
- 5/15 – ByWater Solutions – discussion of OPAC research options
- 5/15 – Sure Sailing, consultation with SirsiDynix
  - API and Data Control for MARC record processing updates
  - Holds Management

SWAN Assistant Director (Dawne Tortorella)

COVID-19

We have continued our weekly Fireside Chat sessions to share updates and stay in touch with the membership during COVID closures and phased reopening. The weekly Fireside Chats, held Tuesdays at 11 AM since March 24th will continue on a weekly basis through May and then transition to bi-weekly in June. 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.

Member libraries are working towards a phased reopening and sharing reopening plans with colleagues. SWAN staff have developed training for staff in quarantine practices and revised workflows to ensure safety. Supplementing the training on operational processes is the provision of PPE for libraries who are lacking in supplies needed to reopen in any capacity.

- Reopening Plans - https://support.swanlibraries.net/documentation/71031
- Staff Preparedness Training - https://support.swanlibraries.net/documentation/71853
- Personal Protective Equipment (PPE) & Supplies - https://support.swanlibraries.net/documentation/71395
- Curbside Planning - https://support.swanlibraries.net/documentation/72662

SWAN eXpo 2020 Web Series, Training, Member Meetings

We have continued to expand our guest and member presentations through the SWAN eXpo Web Series, and develop additional training. All SWAN events are accessible via L2 using the tag #SWAN2020 - https://www.librarylearning.info/tags/?SWAN2020.

Member meetings are all recorded and recording, as well as session chat logs are provided. Look within the Meetings & Documents page (https://support.swanlibraries.net/meetings-trainings/meeting-documents) on the SWAN Support Site for a full list of meetings and resources. The Tutorials & Training Resources page (https://support.swanlibraries.net/meetings-trainings/tutorials/search) provides training recordings, including SWAN eXpo Web Series sessions.

Our current online meeting limit is 250 attendees. As we have experienced larger participation at our weekly Fireside Chat sessions, we have expanded our online conferencing capabilities to include GoToWebinar with a maximum of 1,000 attendees. L2 will provide the appropriate link or registration to participate in meetings.

SWAN 100 Planning

The RAILS LLSAP Grant application deadline was extended to May 15, 2020. Glenside Public Library District, Roselle Public Library District, and Warrenville Public Library District have all submitted applications for grant funding to join SWAN. Membership voting will occur within the next month with work commencing after membership is approved.

SWAN Bibliographic Services (Scott Brandwein)

Bibliographic Cleanup and Ongoing Maintenance

Having completed the bibliographic cleanup remaining from the February re-indexing and establishing the automation required to continue this work as of the last report, Bibliographic Services has turned to

more targeted cleanup of specific known problem areas. Claudia Nickson performed an audit of Blu-ray/DVD combo pack records to ensure libraries have adopted new cataloging rules established in 2019 and to get legacy records up to those standards. Samantha Dietel is beginning work to clean up volume information for serials, again ensuring consistency regarding a 2019 rule change.

We are also looking at local subject headings, genre/form headings, MARC holdings/serial control records, and general quality of incoming cataloging.

BLUEcloud Cataloging

In April, we offered technical services staff the opportunity to work with BLUEcloud Cataloging. So far, we've had about a dozen users requesting access. Though not a fully-featured cataloging tool like the WorkFlows cataloging module, BLUEcloud Cataloging provides users with basic bibliographic and item editing, creation, and maintenance capabilities as well as a method for bibliographic overlay from OCLC. The primary advantage of BLUEcloud Cataloging is that it is browser-based and circumvents the need for VPN access from employees' home offices to their libraries, expanding the types of tasks they may perform from home.

We can provide BLUEcloud Cataloging logins for any technical services staff that wish to explore it, and it is useful for both OCLC Cataloging Libraries and Pre-Cat Libraries.

Baker & Taylor Rental Collection

We have sent a contract and specifications to Baker & Taylor to begin a small rental collection. We are still determining how to select these materials, but the collection will be meant to fulfill high-demand holds and supplement the collections of member libraries who need it most. We will be using BLUEcloud Acquisitions to maintain these orders, which will give us further experience with this tool in anticipation of configuring new Acquisitions libraries on BLUEcloud rather than the WorkFlows Acquisitions module. The rental agreement begins July 1, 2020.

Cataloging Advisory Meeting – 5/7/2020

The May meeting of Cataloging Advisory was a chance for the group to reassess ongoing projects in the wake of COVID-19. Certain initiatives such as establishing a cataloging quality control and feedback process have been put on hold since cataloging activities ground to a halt in March and April, but we are continuing to assess activity to determine the right time to continue this development.

While the formal process has been suspended, we have been keeping the spirit of record quality control in mind and have compiled feedback for certain member libraries. One concern SWAN had was that providing this feedback would be overwhelming to or unwelcome by member staff as they are dealing with working from home, reopenings, and other pandemic-related concerns. The group, however, disagreed and expressed that this is a fine time to provide feedback, especially as cross-training becomes necessary with limited staff. This was reassuring, and SWAN will start opening the doors of communication in this respect soon.

The group was able to approve a final draft of a new Cataloging Library Agreement. Members had previously expressed concerns that the requirements and expectations of SWAN's OCLC Cataloging

Libraries were ambiguous and outdated. Together, we rewrote these requirements. In particular, we changed the language describing pre-requisite education and experience required of the cataloging supervisor while refining the role this person will play. While previously the cataloging supervisor was required to hold an MLS or have taken cataloging courses form an accredited school, we now allow for a broader range of equivalencies in these areas.

We will soon be reaching out to existing Cataloging Libraries to sign this new agreement. Rest assured that we are not reassessing Cataloging Libraries at this time and that all existing cataloging supervisors possess the qualifications required. The new agreement was designed with our existing membership in mind.

OHM Update (OSMOSIS Replacement)

OHM development continues, and we are preparing for the sunsetting of The MARC of Quality in July. We continue to assist the participating LLSAPs with OCLC configuration. Each group is now either finished or somewhere in the middle of this process.

We have also begun developing a simple user interface for OHM. We are still in the beginning phase of this development.

While we still anticipate being prepared for launch with participating LLSAPs by August after TMQ has shut down, we also understand that ILL activity is suspended for most participants. This lends us some flexibility in out timeline should we need it.

Cataloging Counts: SWAN Bibliographic Services

Counts do not include sixteen cataloging libraries. Original cataloging counts are new records created for SWAN and added to the OCLC WorldCat database. Copy cataloging counts are records downloaded from OCLC and added to SWAN's bibliographic database.
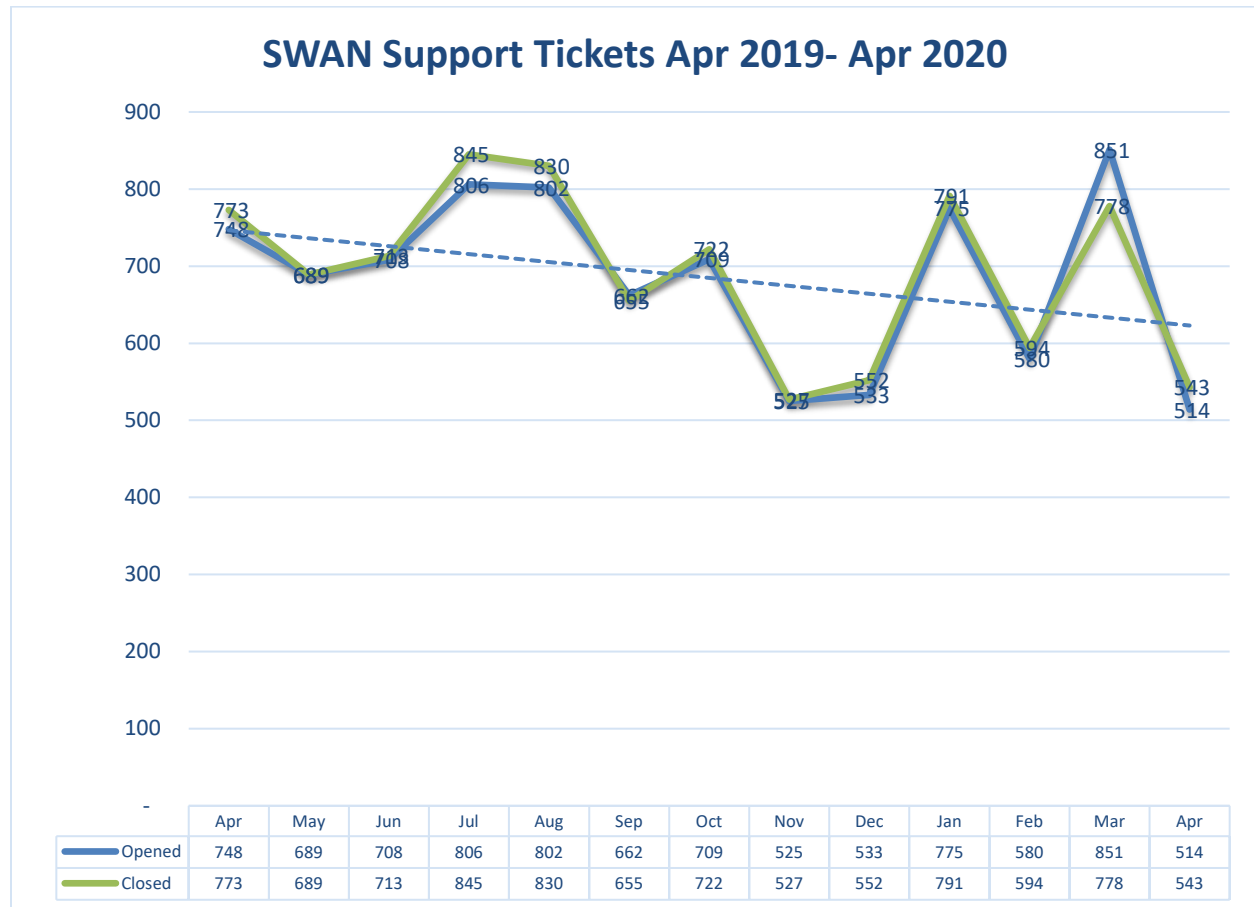
For April, there were 297 upgrades of minimal level records in OCLC to full records.

	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	152									
Copy 2020	1,908	1,717	1,863	2,270									

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Notable ticket trends this month coincided with form submissions for reopening requests and due date extensions, along with questions and customizations for reopening procedures. Many of these form submission tickets remain open until the library's opening day to communicate changes, resulting in a higher open ticket count.

SWAN Support Tickets Apr 2019- Apr 2020

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
Opened	748	689	708	806	802	662	709	525	533	775	580	851	514
Closed	773	689	713	845	830	655	722	527	552	791	594	778	543

Tickets Submitted to SWAN

General Projects

- Tracking/follow-up on SWAN community forums invite requests – Ian, Vickie, Michael
- Online Patron Registration form configuration requests and follow-up – Dave, Michael
- Self-Checkout integration setup request for D-Tech, Carol Stream – Ian
- External vendor integration setup request for OrangeBoy at Downers Grove – Dave
- OrangeBoy reconfiguration for Oak Park – Dave
- Project OHM development, live SWAN testing – Rudy with Scott (Bib Srvcs)
- Library "Fine Free" consultations – Vickie
- GoToWebinar account setup and testing – Steven with Admin Team

- Hold map discussion/changes to accommodate reopening –Dave, Michael, Vickie
- Miscellaneous Symphony system configuration changes to accommodate reopening – Dave, Michael, Vickie
- Holds Shelf procedures to accommodate curbside/reopening – Vickie with Crystal (UX), Sam (Bib Srvcs), and Dawne (Admin)
- Symphony script to modify item hold pickup options – Dave
- Symphony script to unsuspend holds – Michael, Rudy
- Aspen/ByWater project kickoff – Steven, Rudy, Dave, Ian

Curbside Communicator

SWAN has partnered with Unique Management Services to offer the newly-launched Curbside Communicator tool for all interested SWAN libraries. Curbside Communicator offers a simplified messaging platform to facilitate patrons/staff contact in retrieving materials when patrons arrive at the library. The service is opt-in based each library's response to the Opening Date & Services Request Form. SWAN libraries have been quick to embrace the standardized platform and response has been significant.

Steven has been coordinating efforts with Unique to process setup requests and configure links in the library's Enterprise profile and mobile app. As of May 15th, a little over a week after the announcement, 26 libraries have opted-in to use the service. Unique has also been fast to configure and deploy the library profiles for each request; 11 have been configured and shared to-date.

Reopening System Procedures

The IT team have been working diligently to process reopening requests. While the process to close libraries initially was frantic, configurations were more widespread and could be completed quickly. The reopening process, by contrast, varies slightly from one library to the next to allow flexibility in the opening process and involves many moving parts. That being the case, each request also requires more coordination with the libraries and verification of work.

Fortunately, the team has been able to refine the process down to a handful of steps:

1. Initial response to form/coordination with library and update of support site tracking information
2. Modification of WorkFlows configuration to accommodate days closed, due dates, fines processing, and system reports
3. Modification of Symphony settings to address unsuspension of local patron holds
4. Modification of Enterprise banner display
5. Incorporation of Curbside Communicator service (if opted-in)
6. Response/confirmation to the library prior to reopening

SWAN RFID Users Group Meeting

Ian Nosek and Ahren Sievers of the Elmwood Park Public Library hosted a meeting of the SWAN RFID Users group via GoToMeeting on April 25th. The meeting drew a little over 20 attendees online where topics discussed included best practices for sanitization of Automated Materials Handlers, quarantine

procedures, and accommodations for self-checkout. Takeaways from the discussion were incorporated into SWAN's published best practices for reopening.

Email Notice Tracking

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)
5/15/2020	10,297	98.47% (10,139)	0.38% (39)	0.09% (9)

Outage Tracking (as of May 15th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
4/20/2020	23:45	510	Enterprise	No	No	Web Services outage due to Tomcat service error
5/11/2020	23:45	480	Enterprise	No	No	Web Services outage due to Tomcat service restart

SWAN User Experience (Tara Wood)

User Groups

Circulation Users

Crystal coordinated the April meeting of the Circulation Users Group, which was led by chairs Peggy Tomzik from Eisenhower Public Library and Juan Estrada from Lansing Public Library. Reopening and curbside plans, PPE for staff, and disinfecting materials were major topics of discussion.

E-Resource Advisory

Robin lead the April E-Resources Advisory meeting and gave a presentation on the different types of patron authentication methods: SIP2, Web Services, Open Athens, and vendor supplied customer ID. They also shared developments on SimplyE – while it is not yet a tool that can meet our needs, primarily because it does not yet incorporate Hoopla, they are keeping in touch with the SimplyE contacts and following progress. Members also discussed how they are monitoring e-resource usage during the pandemic, meeting the demand, and if their libraries are budgeting additional funds for e-resources.

Outreach Users

Crystal coordinated the first online meeting of the Outreach Users Group, with new co-chairs Dana Hintz and Lynda Spraner from St. Charles Public Library. Dana and Lynda presented on the BARD Talking Books platform, and Crystal provided a demonstration of the SWAN Community Forums.

Trainings

Crystal worked with Vickie to record a training video for Fine Free for Now, and she also collaborated with Vickie, Peggy Tomzik, and Debbie Sheehan to conduct a Helpful Reports for Managing Circulation training. Tara conducted an online workshop on using the Patron Use Report. Robin conducted an online training on Article Search and EBSCO Discovery Service for Reference Support. All training recordings are posted to the SWAN support site.

EBSCO Group Database Purchase

Robin received responses from most libraries through the database selection form for the EBSCO group purchase. They reached out to the libraries that did not respond to verify their database selections and sent the final selections to RAILS on May 5th. RAILS will submit selections to EBSCO by May 15th.

Ian worked with Robin to get a current list of IP ranges for all public libraries to provide to EBSCO and RAILS, and Robin is working with EBSCO to update IP range settings in BSCO administration for all SWAN public library EBSCO databases. In addition, libraries that were to receive a credit from EBSCO for existing contracts have all been notified with the credit amount and next steps.

Robin and the rest of the UX team are working to make these resources available July 1st, 2020. There is significant work ahead to complete configurations for authentication and Article Search. More updates to come!

Fine Free

Crystal worked with Vickie on fine free consultations for Oak Lawn, Hinsdale, and Westmont.

Support Site

Crystal is working with SWAN staff to complete the Support Site content review by the end of May.

Tara and Crystal are continuing work on designing a documentation content type or BLUEcloud Analytics reports that will allow staff to search and filter through report descriptions.

Crystal worked on updates to the Patron Online Registration, Fine Free, Fine Free for Now, and the Clean Holdshelf documentation. Tara created documentation on setting notification preferences in the SWAN Community Forums.

SWAN Community Forums

Tara cleaned up the categories in the SWAN community forums, paring down from 42 categories to 10. Since notifications are set at the category level, this will make it much easier for members to set their notification settings so they're getting just the right amount of email updates. In addition, the notification labels and instructions were rewritten to hopefully make the options clearer.

Patron Use Report

The Patron Use Report is now live and shared with the membership on the SWAN Support Site. Tara is working on adding additional data on search limit and filter use in Enterprise, which was a suggestion from Michelle Kurczak at Messenger Public Library.

Aspen Discovery

The contract with ByWater Solutions to support a limited test of the Aspen Discovery platform has been signed, and our kickoff meeting with ByWater is scheduled for May 15th.

Tara and Steven are working together to define a project management plan for this project, which will include setup of the test instance server, configuration of a small set of individual library catalogs, and a rigorous set of evaluation activities. The goal of the test is to determine if Aspen could be a viable discovery platform for SWAN member libraries – if it is successful, we could potentially move onto a pilot project in which several libraries could offer Aspen to their patrons in a beta version, to run in parallel with Enterprise.

Currently, the UX team at Oak Lawn Public Library is planning an online, comparative usability test with library staff. Staff will perform a set of tasks in both Enterprise and Aspen to compare the usability of both platforms. A big thanks to Ang Romano, Meghan Moran, Laura Trotta, and Natalie DeJonghe for developing the testing script and planning all aspects of this test! We're excited to see the findings.

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 Succesion 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.

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 22, 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

Circulation Policy

Reviewed and approved by the SWAN Board on 2/15/2019.

If you are looking for policy configuration in Symphony WorkFlows, see ILS Configuration.

1. General circulation rules

A. Service should not be refused to any patron unless that user record is barred or blocked.
B. User blocks, holds, and borrowing limits of zero are established in the user profile by the user's home library and follow the user from library to library. It is the sole responsibility of the user's home library to correctly, appropriately, and legally establish, modify, and remove user blocks, holds, and borrowing limits in accordance with the home library's policies. SWAN and its member libraries, other than the user's home library, are not responsible for reviewing, correcting, imposing, or otherwise changing user blocks, holds, or borrowing limits. Do not override user blocks or borrowing limits when checking out to a reciprocal borrower unless permission is granted by the user's home library.
C. Circulation rules (loan period, fine rate, grace periods, number of renewals, and maximum charges by Itype) are established by the charging library.
    i. Book discussion due dates, may be extended.
    ii. DVD Boxed sets added to the catalog after 1/1/2015 (TV Series, movies series, etc.) circulate for at least 2 weeks.
    iii. The number of renewals are limited to either 0, 2, 5, or 10.
    iv. The optional grace period is 3 days.
D. Library staff should attempt to renew items for users regardless of due date or where items were checked out. Exception: Interlibrary Loan ("ILL") materials from outside of SWAN must only be renewed at the library where the item was checked out.
E. The circulation map and the hold map must reflect the actual ILL policy of the owning library.
F. Suspension of a user's library privileges must be set only by the user's home library. It is the sole responsibility of the user's home library to correctly, appropriately, and legally establish, modify, and remove user suspensions in accordance with the home library's policies. SWAN and its member libraries, other than the user's home library, are not responsible for reviewing, correcting, imposing, or otherwise changing user suspensions.

G. It is individual library policy to set the expiration date of their users' library privileges. "NEVER" is an acceptable option.
H. While the vast majority of library policy is established by the individual library, some policy can only be set by the consortia due to the limitations of the ILS software, such as but not limited to, run dates for overdue notices and bill notices, limits on the number of renewals.
 I. All items that can be checked out and/or returned at another SWAN library must have a codabar barcode on the item.

2. Holds

A. Hold queues should ~~must~~ be honored ~~unless it is your user and your item~~.
   i. Per patron request, any unavailable hold can be cancelled at any SWAN library.
   ii. When placing a hold, the pickup point can be any library that participates in "pickup anywhere".
   iii.   Hold queue reordering follows best practice.
B. Each SWAN library is required to completely process the ~~"~~On Shelf Item with Holds Report at least Monday through Friday. Items not in circulation or on shelf need to be checked out to a generic user.

C. Each SWAN library is required to physically process the "Clean Holds Shelf" report at least Monday through Friday. ~~"Pickup by" dates are not to be extended for I~~items on the hold shelf must reflect the item's status.~~.~~
D. Pick-up dates are not to be modified for items on the hold shelf.
E. ~~Holds can only be placed on the brief record created to circulate Non-SWAN ILL items by the library creating that brief record. After circulation of the item, the brief record must be deleted from SWAN.~~

3. Handling of materials

A. SWAN library materials are to be checked in and routed to appropriate destination, regardless of where they are returned.
B. Materials from Non-SWAN libraries that cannot be checked in, should be forwarded to the owning library.
C. According to local practice, the user may be held responsible for Non-SWAN materials until the items reach their final destination.
D. Always use a new routing label when sending items in delivery. Staff should transfer any notes to the new routing label.
E. Routing labels must include the library codes for both the TO: and FROM: libraries.
F. Due to patron confidentiality, the user's name or barcode should not appear on routing labels.

4. Financial concerns
A. All charges can be paid via eCommerce.
B. Billing is generated at 42 days overdue.
C. All charges must be accepted at any SWAN library. On a quarterly basis, SWAN debits and credits SWAN libraries for material replacement costs., including manual charges.

D. Library staff can no longer pursue reimbursement for materials with a current location of INTRANSIT or those items "Damaged in Delivery" from SWAN or other SWAN libraries.
E. Packing materials for ILL are not billable.
F. Replacement materials are not accepted for ILL and Reciprocal Borrowing losses.
G. Reimbursement for non-returned SWAN materials will be 365 days after due date. In order to abide by ILLINET ILL code, Non-SWAN libraries will be reimbursed 240 days after due date. All reimbursements will be processed on a quarterly basis.
G.H. Once the item has been reimbursed through quarterly billing for all lost ILL/RB, monies will not be refunded

5. Lost and claims returned items

A. The Mark Item as Lost wizard should be used only when payment is made.
B. The user Claims Return wizard is used only by SWAN staff for ILL/Reciprocal Borrowing transactions. This is done in consultation with the user's home library.
C. Once a user is sent to a collection agency, performing a "Claims Returned" on the item is no longer an option.

6. Patron accounts/records

A. Birthdate is a required field in patron user records.
B. All user records must conform to current standards (see appended USPS guidelines).
C. SWAN libraries must verify a user is in good standing before circulating to a new or renewing reciprocal borrower.
D. Creating multiple records is prohibited. There are only a few instances when a user may have more than one valid record in SWAN. Acceptable examples include: children in joint custody situations, staff, non-resident property owners, and records created for SWAN academic or special library members.
E. Academic and special library cards are not accepted valid for use at a public library.
F. When re-registering a user, modify the existing public library record following current user record entry standards.
G. Circulation to a user with an expired card should only be performed in consultation with the user's home library.
H.F. A user record from another SWAN library can only be modified when the user has moved into your service area. However, library staff can assist any user in editing the following fields: PIN, email address, any phone field, SMS Texting, language or notice preference.
I.G. All Non-SWAN user records should include the expiration date provided by the user's home library or be assigned an expiration date one year from the date of issue.

7. Responsibility for lost interlibrary loan and reciprocal borrowing materials

used to read:Once the patron has paid for and lost ILL/RB items monies will not be refunded.

A. When all libraries involved in an ILL or RB transaction are SWAN libraries, the user's home library is responsible for all costs.
B. When a Non-SWAN library is involved in the transaction, the ILLINET ILL Code requires that the borrowing library must reimburse the owning library for any losses.

United States Postal Service standards (USPS)

1. Use a return address.
2. User all caps, spaces between words, no punctuation and left justify the margin.
3. Use 2 letter state abbreviations.
4. Use Zip Code or Zip 4 (if known) on the last line following city and state.
5. Use applicable directional.
    1. N-North, S-South, E-East, W-West
6. Include applicable designations.
    1. RM-room, APT- apartment

Source URL (modified on 06/24/2019 - 12:28): https://support.swanlibraries.net/node/64780

SWAN Impact Study: Adding Glenside, Roselle, & Warrenville Public Library Districts

SWAN Board Recommendation

The public library districts Glenside, Roselle, and Warrenville have requested full membership in the SWAN consortium. Approve the admission of the three libraries for full member of SWAN contingent on receiving written notification of approval of the SWAN intergovernmental agreement from the three libraries.

The SWAN Tactical Plan freezes adding new libraries during the FY20 period, July 1, 2019 through June 30, 2020 and sets admitting libraries every two years, e.g. FY21, FY23, etc. No other libraries will be added to the admission schedule and project plan until the FY23 budget cycle (2022).

Background

The three standalone libraries approached SWAN separately over the past year for quotations on full membership. The libraries have provided SWAN a letter of intent agreeing to the annual membership fee quoted, the project timeline, and the one-time impact fee of 25% of the first year SWAN membership fee.

Benefit to SWAN Members

Funding and sustainability of SWAN will be impacted favorably as the addition of these libraries will help offset SWAN operating costs and increase the annual amount contributed to the reserve fund fee. SWAN would receive an estimated $26,283 in a one-time joining fee for SWAN's cash reserves.

Fee Revenue	Fiscal Year 2022 Projected
Glenside PLD	$ 44,554
Roselle PLD	$ 30,288
Warrenville PLD	$ 30,288
Total Additional Library Revenue	**$ 105,130**
Add-on Expenses	
SirsiDynix Maintenance Add-on	$15,840
EBSCO Discovery Service Add-on	$3,000
OpenAthens Add-on	$3,000
Novelist Select Add-on	$3,000
OCLC Add-on	$28,091
Total Add-on Expenses	**$ 52,931**
Over/(Under)	$ 52,199

Region

These libraries are in the area where the New 19 libraries are located. The pins in the map below note the location of the three libraries. The three libraries are all within SWAN's geographic region and have significant reciprocal borrower activity. For example, Bloomingdale Public Library had 5,537 checkouts during the past year with patrons from Roselle.
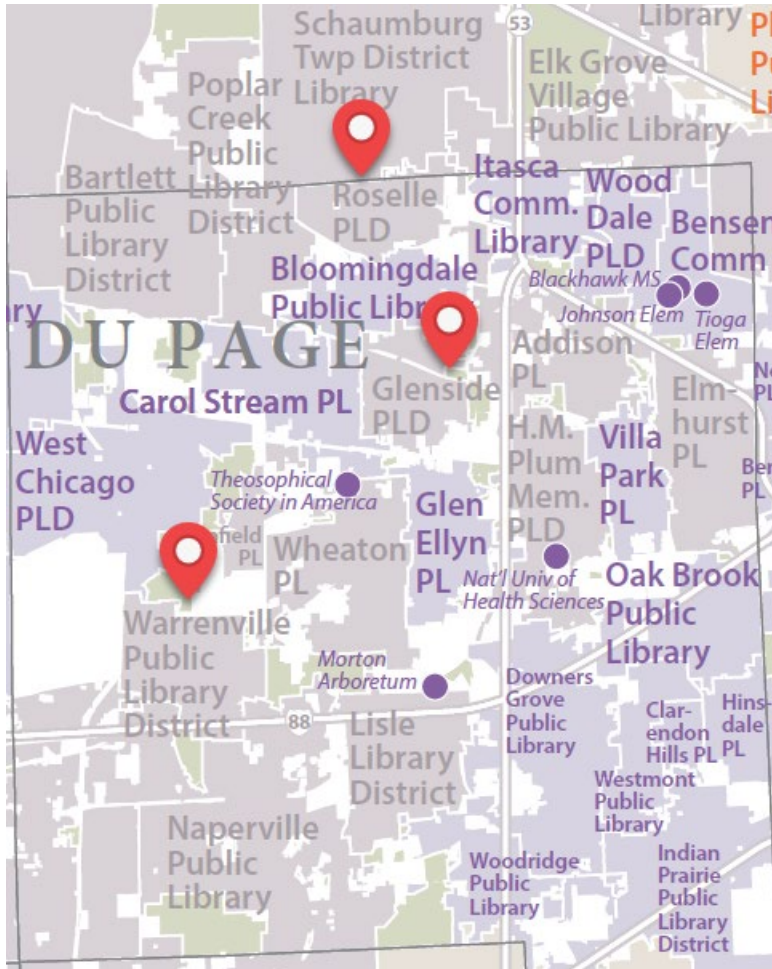
RAILS Catalog Grant

All three libraries have applied for a RAILS Catalog Grant to help defray the one-time cost of migrating to SWAN. The applications were submitted May 13, 2020. RAILS requires distributed grant funds to be spent within 18 months.

Migration Project Timeline: "SWAN100"

SWAN has confirmed with SirsiDynix their assessment for a successful migration of the three standalone ILS platforms into Symphony. We will use the same migration team at SirsiDynix that added the New 19

and Green Hills Public Library District. A projected go-live date of December 8, 2020 is contingent upon final approval of a project plan with SirsiDynix and SWAN's Executive Director. The project will be named after the total number of libraries in SWAN once the libraries have joined.

Information on Three Libraries

The data below was gathered from IPLAR, OCLC, and SWAN.

Library Name	Glenside Public Library District	Roselle Public Library District	Warrenville Public Library District
Library Director	Tom Bartenfelder	Samantha L. Millsap	Sandy Whitmer
Library Location	25 East Fullerton Avenue, Glendale Heights, IL 60139	40 South Park Street, Roselle, IL 60172	28W751 Stafford Place, Warrenville, IL 60555
Library Type	Public library district	Public library district	Public library district
Current ILS	Millennium (Ex Libris/Innovative)	Library.Solution (TLC)	Horizon (SirsiDynix)
Current OPAC	Encore (Ex Libris/Innovative)	LS2 PAC & LS2 Kids (TLC)	Enterprise (SirsiDynix)
Website	https://www.glensidepld.org	https://www.rosellepld.org	http://www.warrenville.com
Population residing in tax base	36,259	22,791	13,551
Total Cardholders	12,700	7,714	6,004
Total library revenue	$3,950,723	$2,005,356	$1,925,855
Total library operating expenditures	$3,595,730	$1,688,766	$1,592,011
Collection 2017 IPLAR			
Print Materials	96,932	84,719	79,479
Serials	192	171	197
Ebooks	57,960	41,330	14,625
Audio Recordings: Physical	6,395	5,705	6,758
Audio Recordings: Downloadable	23,423	10,385	3,778
DVDs/Videos: Physical	8,535	9,506	9,667
Circulation 2017 IPLAR			

Library Name	Glenside Public Library District	Roselle Public Library District	Warrenville Public Library District
Adult materials loaned	121,275	109,549	119,251
YA materials loaned	13,337	5,562	7,744
Children's materials loaned	149,494	108,768	78,115
Total circulation	284,106	223,879	205,110
OCLC Lending			
Received	2,513	2,467	3,165
Sent	1,512	1,091	914
Library Reciprocal Borrower Activity in SWAN			
Library patrons registered in SWAN as reciprocal borrowers	504	1,141	216
Library patron circulation activity in SWAN as reciprocal borrowers	10,959	9,715	882

SWAN Administrators' & Directors' Quarterly Meeting

June 4, 2020
10:00 a.m. – 12:00 p.m.
Online Meeting
[Details below]

Agenda

1. Call to Order and Welcome

2. Public Comment

3. Introduction of New Library Directors

4. Action Item – Approval of the March 5, 2020 Quarterly Meeting Minutes

5. Information Item – 2020 SWAN Board Election Results

6. Information Item – SWAN Projects & Goals for 2020-2021

7. Information Item – Update on Libraries Providing Curbside Service

8. Information Item – Update on EBSCO Group-purchase Implementation

9. Announcements and Questions

10. Next meetings

Meeting Information

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

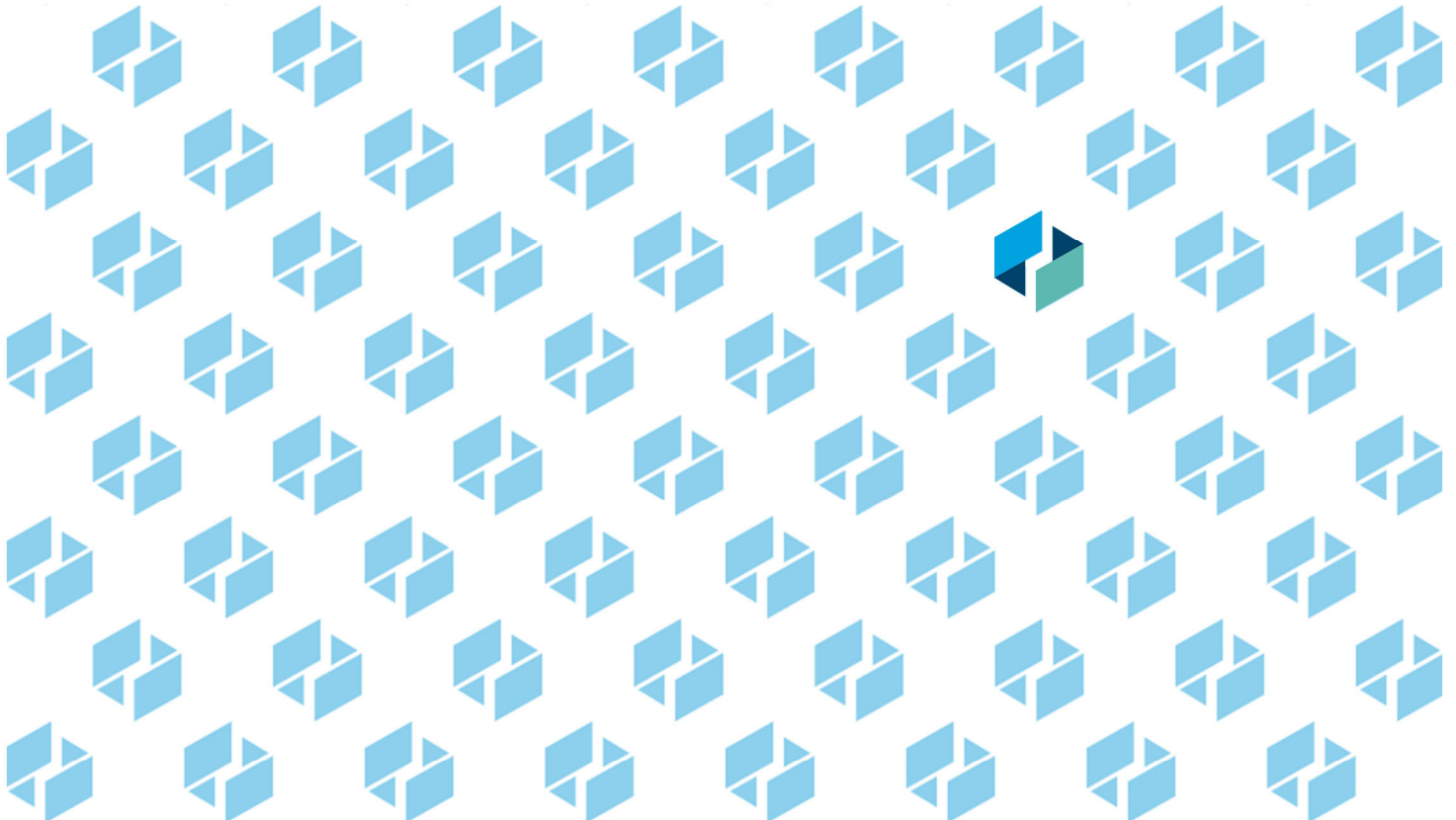[INSERT ONLINE MEETING DETAILS HERE]

HR Source™

PROPOSAL:

SWAN Library Services

Custom Member Satisfaction Survey

May 15, 2020

SUBMITTED BY:

Monica Sorenson, PHR, SHRM-CP
Senior HR & Survey Analyst

Table of Contents

About HR Source

HR Source has been a leader in providing service to employers for over a century. Through the years, HR Source has directed all of its efforts towards achieving a single purpose – to keep organizations strong, prosperous and competitive by partnering to strengthen their human resource practices. Today, our strong and growing not-for-profit employer's Association serves a diverse array of over 1,100 employers, including manufacturers, public employers, financial service providers and social service agencies.

Our Association delivers timely information, local and national benchmarking data, first-rate educational programs, forums for member networking and a menu of solutions to current management challenges. Our services focus on complying with complex regulations, attracting and retaining talent, training employees to keep pace with today's constantly changing work environment, and building relationships with other employers and valuable resources.

HR Source's dedicated and experienced staff strive to provide our members and clients with the most current information, counsel and best practices available. We believe the human side of the organization is the key differentiating factor and we endeavor to offer employers effective and efficient services which allow them to thrive.

Our Approach

The survey questions will be developed by SWAN with input from HR Source if desired. HR Source will develop an online version of the questionnaire. A final draft of the online questionnaire will be made available to SWAN for approval prior to the launch of the survey.

SWAN will provide an Excel file of contact information as well as text for the invitation email. The Excel file needs to contain the following fields to be uploaded into the online system: First name, Last name, Library Name, Email Address.

HR Source will send survey participation invitations via email through the online survey system which will include a custom link for participating online and additional instructions to download a PDF version of the questionnaire if desired (for printing and completing on paper, or to use as a worksheet prior to entering online).

Data will be collected mainly online (printed questionnaires will be entered online if received). Results will be generated, and a PDF copy of the final report will be prepared and sent to SWAN including any desired data breakouts.

Monica Sorenson and Kevin MacTaggart will provide administration, participant support, data entry and report generation services. Together, we will oversee the entire project, recommend enhancements to the final product, ensure validity of the results and ensure quality of the final product.

Proposed Timeline

By May 22	◆ SWAN sends finalized questions to HR Source
By May 29	◆ HR Source prepares the online and PDF questionnaires
June 1	◆ SWAN reviews the online and PDF questionnaires and provides final approval or changes ◆ SWAN provides invitation language
June 9	◆ Survey Launch – invitations sent via the online system
June 23	◆ First reminder email sent (if desired)
June 30	◆ Second reminder email sent (if desired)
July 3	◆ Participation Deadline
Week of July 13	◆ Preliminary results emailed to SWAN ◆ Approval of format and content by SWAN
Week of July 20	◆ Email final PDF report to SWAN
TBD	◆ Executive summary is prepared. HR Source to meet with SWAN's Executive team to review the final results and analysis.

Investment & Scope of Responsibility

HR Source will assume overall responsibility for conducting this project and specifically the following activities:

- Prepare the final online and PDF questionnaires for SWAN's approval
- Distribute survey invitations. Emails will appear as if they are coming from SWAN, with replies going to HR Source
- Receive and track questionnaire responses and report participation levels back to SWAN
- Compile responses and analyze data
- Prepare the final survey report via PDF
- Prepare an Executive Summary outlining survey highlights

SWAN will assume the following project responsibilities:

- Provide questions they wish to be included in the survey
- Prepare an Excel file of contact information in the requested format for the online system
- Prepare introductory email language for questionnaire distribution
- Prepare reminder language as needed
- Approve the final design of questionnaire and final report
- Approve contents of final report
- Distribute final reports (as appropriate)

Total Base Cost* ………………………………………………………….. *$1,250

Includes approx. 10-15 questions and one data breakout

Additional Options:

Additional data breakout……………………………………………………….$480 each

Analysis of written comments……………………….$185/hour not to exceed 12 hours

Project Team*

Monica Sorenson, PHR, SHRM-CP
Senior HR & Survey Analyst

Monica Sorenson manages all of the components of producing various compensation and benefits surveys for the Association's membership as well as two national surveys produced in cooperation with co-sponsoring members of the Employer Associations of America (EAA). Additionally, she works with external client organizations to oversee their custom survey projects. Beyond surveys, Monica assists member organizations via the Association's HR Hotline.

Ms. Sorenson is a graduate of Illinois State University and holds a Professional in Human Resources (PHR) designation through the HR Certification Institute (HRCI). She is also a Society for Human Resource Management-designated Certified Professional (SHRM-CP).

Kevin MacTaggart
Human Resources Assistant

Kevin MacTaggart assists with processing the various surveys conducted by HR Source and other groups. In addition, he works on numerous Affirmative Action Plan Programs and Compensation projects.

Kevin MacTaggart graduated from Saint Louis University with a bachelor's degree in Business Administration - Leadership and Change Management.

*Additional support staff may provide back-end survey administration assistance.

Disclaimer and Confidentiality

This custom survey is being conducted at the request of SWAN Library Services and is provided for informational purposes only. The custom survey report is not a legal document, nor does it contain legal advice.

The purchaser of this custom survey agrees to hold HR Source and its officers, agents and contractors harmless from any suit or other legal process, including court costs, other costs and attorney's fees, arising out of the reporting by HR Source to Purchaser.

Letter of Agreement

May 15, 2020

HR Source agrees to offer the proposed compensation services for:

Member Organization:	SWAN Library Services
Contact Name:	Aaron Skog, aaron@swanlibraries.net
Telephone:	(630) 326-7022
Services to be offered:	Custom Member Satisfaction Survey

In exchange for these services, the above organization agrees to pay $1,250 plus any other fees for options added. Prices may fluctuate if the project deviates from the project overview and scope as outlined above.

An invoice for half the above amount will be mailed after questionnaires are distributed. An invoice for the balance will be mailed on the day the final report is delivered.

SWAN Library Services hereby agrees to follow all of the confidentiality and disclaimer clauses within this proposal as outlined.

It is hereby understood and agreed that the parties to this agreement have the authority to enter into this agreement on behalf of their organizations and that the organizations will be bound by the explanation of procedures and fees described in this agreement.

_____   _____

SWAN Authorized Representative Signature   Date

_____   _____

SWAN Authorized Representative Printed Name   Date