

SWAN BOARD MEETING AGENDA

Online Meeting

Public Act 101-0640, this meeting will be held by remote attendance

<https://global.gotomeeting.com/join/111765357>

You can also dial in using your phone.

United States: (646) 749-3112

Access Code: 111-765-357

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 June 19, 2020 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JUNE 19, 2020 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, May (Exhibit pgs. 3-9)

- a. Balance sheet and detail of expenditures for May 2020
- b. Approval of the payment of bills for May 1, 2020 through May 31, 2020 in the amount of \$165,123.45

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

5. Action Item – Acceptance of the May 22, 2020 SWAN Board Meeting Minutes (Exhibit pgs. 10-12)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE MAY 22, 2020 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 13-20)
- c. Operations Report (Exhibit pgs. 21-35)
- d. Treasurer Report
- e. Board Calendar(Exhibit pgs. 36-37)

7. Discussion Item – Appointment for at-large SWAN Board representative Robin Wagner, vacating seat September 2020 (term expires July 1, 2022)

8. Next Board Meeting

The next SWAN Board Meeting will be held on July 17, 2020 online 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

May 2020	YTD Actual	FY20 Revised Budget	91.67%
Revenues	3,031,359.25	3,301,526.00	91.82%
Expenses	2,789,890.58	3,385,086.00	82.42%
Excess of Revenues over (under) Expenses	241,468.67	(83,560.00)	

SWAN
Balance Sheet
As of 5/31/2020

	Balance End Of Month		Average Interest Rates & Interest Earned during May
Assets			
Cash & cash equivalents			
Cash- MaxSafe	1,410,580.01	0.74%	\$ 880.58
Cash- Hinsdale Bank Checking	<u>1,072,281.75</u>	0.00%	<u>\$ -</u>
Total Cash & cash equivalents	2,482,861.76	Investment Income	<u><u>\$ 880.58</u></u>
ProPay Funds			
ProPay Funds	<u>42.86</u>		
Total ProPay Funds	42.86		
Accounts receivables			
Accounts Receivable	84,141.76		
Other Receivables	<u>4,678.76</u>		
Total Accounts receivables	88,820.52		
Prepaid expenses			
Deposits	23,467.08		
Vendor Credits	4,239.62		
Prepaid Expenses	<u>76,246.38</u>		
Total Prepaid expenses	103,953.08		
Capital assets, net			
Building And Improvements	6,895.00		
Equipment	36,500.50		
Computers	324,383.36		
Accumulated Depreciation	<u>(342,059.92)</u>		
Total Capital assets, net	25,718.94		
Total Assets	<u>2,701,397.16</u>		
Liabilities			
Deferred revenue			
Deferred Revenue	274,231.34		
Deferred Revenue - MAGIC Fee Supplement	<u>150,724.00</u>		
Total Deferred revenue	424,955.34		
Grant			
Compensated absences			
Compensated Absences	<u>99,559.16</u>		
Total Compensated absences	99,559.16		
Facilities			
Rent Payable	<u>46,247.39</u>		
Total Facilities	46,247.39		
Total Liabilities	<u>570,761.89</u>		
Net Assets			
Beginning Net Assets			
Unrestricted	<u>1,889,166.60</u>		
Total Beginning Net Assets	1,889,166.60		
Current YTD Net Income	<u>241,468.67</u>		
Total Net Assets	<u>2,130,635.27</u>		
Total Liabilities and Net Assets	<u>2,701,397.16</u>		

SWAN
Statement of Revenues and Expenses
From 5/1/2020 Through 5/31/2020
(91.67% 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	417.00	0.00	4,584.00	5,000.00	0.00%	RAILS Grants
4060	Fees For Services And Materials	228,385.33	228,385.00	2,508,095.63	2,512,239.00	2,740,626.00	91.51%	SWAN Quarterly, Annual, and Semi-Annual Fees
4061	Internet & Enhanced Access Fees	303.25	0.00	3,335.75	0.00	0.00	0.00%	SWAN Annual Internet Access Fees
4070	Reimbursements	0.00	633.00	8,482.69	6,966.00	7,600.00	111.61%	Member Reimbursements and SWANx Sponsor Table Registrations
4071	Reimbursements - Lost Materials	0.00	0.00	2,210.21	0.00	0.00	0.00%	Reciprocal Borrowing and ILL Losses
4072	Reimbursements - Collection Agency Fees	0.00	75.00	70.00	825.00	900.00	7.77%	Reciprocal Borrowing and ILL Loss Collection Agency Fees
4075	Group Purchase Receipts	4,678.76	60.00	5,632.91	660.00	721.00	781.26%	Group Purchases for Members
4080	Investment Income	1,817.32	1,833.00	22,576.55	20,166.00	22,000.00	102.62%	Interest
4090	Other Revenue	<u>43,723.23</u>	<u>43,723.25</u>	<u>480,955.51</u>	<u>480,955.75</u>	<u>524,679.00</u>	<u>91.66%</u>	RAILS Support to SWAN
Total Revenue		<u>278,907.89</u>	<u>275,126.25</u>	<u>3,031,359.25</u>	<u>3,026,395.75</u>	<u>3,301,526.00</u>	<u>91.82%</u>	
Expenses								
5000	Library Professionals	26,466.86	24,915.00	310,553.16	298,985.00	323,900.00	95.87%	Staff Salaries
5010	Other Professionals	55,720.02	74,208.00	656,208.25	890,492.00	964,700.00	68.02%	Staff Salaries
5020	Support Services	21,214.95	19,862.00	280,981.82	238,338.00	258,200.00	108.82%	Staff Salaries
5030	Social Security Taxes	7,714.94	9,108.00	90,715.14	109,292.00	118,400.00	76.61%	Social Security Taxes
5050	Worker's Compensation	263.75	183.00	2,964.49	2,016.00	2,200.00	134.74%	Worker's Compensation Insurance
5060	Retirement Benefits	9,917.35	10,838.00	120,432.59	130,062.00	140,900.00	85.47%	Retirement Benefits and Retirement Plan Fees
5070	Health, Dental, Life And Disability Insurance	19,662.59	19,550.00	152,750.39	215,050.00	234,600.00	65.11%	Health, Dental, Life & Disability Insurance
5080	Other Fringe Benefits	0.00	208.00	0.00	2,291.00	2,500.00	0.00%	Tuition Reimbursements
5085	Wellness Benefits	159.32	425.00	308.30	4,675.00	5,100.00	6.04%	Staff Wellness
5100	Recruiting	0.00	75.00	0.00	825.00	900.00	0.00%	Background Checks and Job Postings
5110	Print Materials	0.00	667.00	1,914.90	7,334.00	8,000.00	23.93%	Printed Items (Branded) and Materials for Office
5130	E-Resources	0.00	42.00	0.00	459.00	500.00	0.00%	ALA TechSource Subscription
5140	Rent/Lease	8,700.31	8,825.00	104,692.06	97,078.00	105,904.00	98.85%	Facility Lease (Including Tenant's Share of Real Estate Taxes, Operating Expenses, and Insurance)
5150	Utilities	434.52	533.00	5,198.42	5,866.00	6,400.00	81.22%	Gas and Electric
5160	Property Insurance	130.42	125.00	1,412.36	1,375.00	1,500.00	94.15%	Flood Insurance
5170	Repairs And Maintenance	0.00	98.00	713.96	1,081.00	1,180.00	60.50%	Key Fob Maintenance and Other Facility Maintenance
5180	Custodial/Janitorial Service And Supplies	920.38	708.00	8,838.07	7,791.00	8,500.00	103.97%	Cleaning Services and Supplies
5190	Other Buildings and Grounds	(5.00)	8.00	145.00	91.00	100.00	145.00%	Security Camera Surveillance Subscription

SWAN
Statement of Revenues and Expenses
From 5/1/2020 Through 5/31/2020
(91.67% 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	0.00	183.00	1,260.97	2,016.00	2,200.00	57.31%	In-State Travel
5260	Out-Of-State Travel	0.00	917.00	1,410.19	10,084.00	11,000.00	12.81%	Out-of-State Travel
5270	Registrations And Meeting, Other Fees	0.00	242.00	1,990.20	2,659.00	2,900.00	68.62%	Snacks, Supplies, and Lunches for Meetings and Staff Events
5280	Conferences And Continuing Education Meetings	0.00	1,167.00	21,233.28	12,834.00	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	8,387.78	8,159.00	8,900.00	94.24%	General Liability, Crime, Cyber Crime, and D&O Insurance
5310	Computers, Software And Supplies	4,963.88	5,202.00	48,294.74	57,223.00	62,426.00	77.36%	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, Online Patron Registration, Asana Project Management, Go To Assist Software, Go To Meeting Software, Microsoft pfSense Usage, and Microsoft Azure
5320	General Office Supplies And Equipment	0.00	333.00	5,003.43	3,666.00	4,000.00	125.08%	Office Supplies and Equipment under \$5,000 Individual Cost Including Coffee
5330	Postage	0.00	75.00	506.28	825.00	900.00	56.25%	Postage
5380	Telephone And Telecommunications	2,067.12	1,617.00	17,778.66	17,784.00	19,400.00	91.64%	Phone, Chat, Fax, and Internet
5390	Equipment Rental	0.00	308.00	2,506.60	3,391.00	3,700.00	67.74%	Copier Lease and Usage
5400	Equipment Repair And Maintenance Agreements	20,537.92	54,475.00	567,348.59	599,225.00	653,700.00	86.79%	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	1,704.00	417.00	6,595.00	4,584.00	5,000.00	131.90%	Legal Fees
5420	Accounting	0.00	1,796.00	5,350.00	19,758.00	21,555.00	24.82%	Audit and Actuary Expenses
5430	Consulting	86.67	167.00	953.37	1,834.00	2,000.00	47.66%	HR Source Membership
5435	Payroll Service Fees	341.25	325.00	3,299.70	3,575.00	3,900.00	84.60%	Paylocity Payroll Service Fees
5440	Contractual Staff	0.00	200.00	0.00	2,200.00	2,400.00	0.00%	Answering Service Costs

SWAN
Statement of Revenues and Expenses
From 5/1/2020 Through 5/31/2020
(91.67% 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	26,251.62	28,017.00	295,726.92	308,184.00	336,200.00	87.96%	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	0.00	3,775.00	27,144.63	41,525.00	45,300.00	59.92%	Unique Management Placements, Monthly Notice Printing, Aspen Discovery Testing Set-Up, and HR Support Costs
5485	Group Purchases	4,678.76	60.00	5,634.66	660.00	721.00	781.50%	Group Purchases for Members including Credit Card Swipes, Envisionware Subscriptions, and Personal Protective Equipment
5490	Depreciation	2,257.13	0.00	30,729.77	0.00	0.00	0.00%	Monthly Depreciation Expense
5500	Professional Association Membership Dues	0.00	33.00	686.00	366.00	400.00	171.50%	Professional Memberships for SWAN and Staff
5510	Miscellaneous	10.00	83.00	177.87	916.00	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	0.00	0.00	43.03	0.00	0.00	0.00%	Fees for SWAN ProPay Account Used for Testing
Total Expenses		<u>214,964.17</u>	<u>270,512.00</u>	<u>2,789,890.58</u>	<u>3,114,569.00</u>	<u>3,385,086.00</u>	<u>82.42%</u>	
Excess of Revenues over (under) Expenses		<u>63,943.72</u>	<u>4,614.25</u>	<u>241,468.67</u>	<u>(88,173.25)</u>	<u>(83,560.00)</u>		

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 5/1/2020 Through 5/31/2020

<u>Effective D...</u>	<u>Vendor Name</u>	<u>Transaction Description</u>	<u>Check Amount</u>
5/1/2020	Paylocity Corporation	Payroll Service Fees: April 25, 2020	88.55
5/11/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: May 9, 2020	4,956.01
5/11/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: May 9, 2020	1,479.90
5/13/2020	Frankfort Public Library District	Refund for Overpayment of RB #7399	10.00
5/13/2020	HR Source	Annual Dues 2020-June 2021	1,040.00
5/13/2020	Limricc-Phip	Health Insurance for May 2020	21,441.32
5/13/2020	Wellness Insurance Network-WIN	Life Insurance for May 2020	174.39
5/13/2020	Marcive, Inc.	Authority Processing	192.60
5/13/2020	T.A. Systems Inc.	Cleaning Service for April 2020 and Wax Floors	825.00
5/14/2020	Paylocity Corporation	Net Wages: May 9, 2020	36,493.00
5/14/2020	Paylocity Corporation	Payroll Taxes: May 9, 2020	15,243.08
5/15/2020	Paylocity Corporation	Payroll Service Fees: May 9, 2020	88.55
5/15/2020	First Bankcard	May 2020 Credit Card Payment of March/April Balances	4,110.92
5/26/2020	Quail Ridge Drive Investors, LLC	June 2020 Rent Payment	9,175.37
5/26/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: May 23, 2020	4,961.34
5/26/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: May 23, 2020	1,479.90
5/27/2020	Chicago Heights Public Library	Refund for Overpayment -Jan 2020 billing	20.00
5/27/2020	Comcast	Internet Service 5/15-6/14/20	1,260.00
5/27/2020	ComEd	Electric 4/17-5/18/20	352.31
5/27/2020	Klein, Thorpe and Jenkins, Ltd.	Legal Services for April 2020	1,704.00
5/27/2020	Nicor Gas	Gas 4/14-5/14/20	82.21
5/27/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for June 2020	892.68
5/27/2020	Team One Repair, Inc.	Gloves	472.48
5/27/2020	Team One Repair, Inc.	Gloves	1,392.80
5/27/2020	Team One Repair, Inc.	Hand Sanitizer	698.20
5/27/2020	Team One Repair, Inc.	Masks	229.54
5/27/2020	Team One Repair, Inc.	Masks	339.98
5/27/2020	Team One Repair, Inc.	Hand Sanitizer	1,545.76
5/28/2020	Paylocity Corporation	Net Wages: May 23, 2020	37,980.50
5/28/2020	Paylocity Corporation	Payroll Taxes: May 23, 2020	16,228.91
5/29/2020	Paylocity Corporation	Payroll Service Fees: May 23, 2020	164.15

SWAN

Check/Voucher Register - Check and Disbursement Register

1003 - Cash- Hinsdale Bank Checking

From 5/1/2020 Through 5/31/2020

<u>Effective D...</u>	<u>Vendor Name</u>	<u>Transaction Description</u>	<u>Check Amount</u>
		Total 1003 - Cash- Hinsdale Bank Checking	165,123.45
			<hr/>
Report Total			165,123.45
			<hr/> <hr/>

SWAN BOARD MEETING MINUTES

May 22, 2020 9:30 a.m.

Held Remotely

1. Call to Order, Roll Call

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

- a. Ted Bodewes
- b. Dawn Bussey
- c. Jane Jenkins
- d. Julie Milavec
- e. Robin Wagner

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director
Dawne Tortorella, SWAN Assistant Director
Ginny Blake, SWAN Office Manager
Jennifer Cottrill, Midlothian Public Library Director

No public comment

3. Action Item

Acceptance of May 22, 2020 SWAN Board Meeting Agenda

Milavec moved, seconded by Wagner that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE MAY 22, 2020 SWAN BOARD MEETING AGENDA AS PRESENTED

Motion carried by unanimous voice vote

4. Action Item

Approval of SWAN Financials April 2020

Wittmann moved, seconded by Milavec that it be

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

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Jenkins, Milavec, Wagner

5. Action Item

Acceptance of the April 17, 2020 SWAN Board Meeting Minutes

Milavec moved, seconded by Wagner that it be

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

Motion carried by unanimous voice vote

6. Action Item

Acceptance of the April 29, 2020 SWAN Committee of the Whole Meeting Minutes

Milavec moved, seconded by Wagner that it be

Motion carried by unanimous voice vote

7. Reports

a. Board President Report

Bodewes went over the process for Skog's annual review.

b. Executive Director Report

Skog discussed the libraries that will be doing curbside as well as the use of the Curbside Communicator App from Unique Management.

PPE supply orders have been going well. We have had approximately 20 libraries that have ordered so far.

Skog discussed the Tactical Plan (goals and objective when it comes to SyrsiDynix) and SWAN looking at Aspen.

RAILS had an online meeting with the 6 consortium and are looking at the potential of getting all bins out of storage and delivered to the libraries, most likely in June. Board members of SWAN are in favor of receiving material back from RAILS. A discussion continued regarding the Quarantine period of materials.

Skog discussed the SWAN100 Impact Study with regards to the three new libraries joining SWAN. The Library Director for Roselle Public Library District should have the last name changed to Johnson on the Impact Study.

Skog discussed with the board members what they would like to see on the Quarterly Agenda for June. They would like to see people discuss their experiences with the phases, how their curbside is going, what are their next steps after curbside. Skog discussed the proposal from HR Source on the Member Satisfaction Survey. The board members agreed with the proposal and the cost and agree it is something we should do but the launch time will be determined. The board approved signing of the agreement.

Operations Report

Tortorella mentioned we have had a lot more communication with our members during COVID19. The roll-out of Unique Management’s Online Communicator has been going well.

c. Treasurer Report

No report

d. Board Calendar

Skog will send closed session minutes to Bussey if needed. The Board self -evaluation form will be set aside for now.

8. Action Item

Approve Updated SWAN Circulation Policy

Milavec moved, seconded by Wagner that it be

Motion carried by unanimous voice vote

9. Adjournment

The next SWAN Board Meeting will be held on June 19, 2020 at 9:30 a.m. At this time, the meeting will most likely be remote.

Robin Wagner announced her retirement. Her last SWAN Board Meeting will be August.

Adjournment: 10:41 a.m.

Milavec moved, seconded by Wagner that it be

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Dawn Bussey

Board Secretary

SWAN Executive Director Report

June 19, 2020

COVID-19 Crisis Update

SWAN Reopening Plan

We are currently in Phase 2 of the SWAN Reopening Plan. That said, we are now working towards Phase 4 of the SWAN plan, almost skipping entirely over Phase 3. The table below outlines the phases of the SWAN plan (which was introduced in April).

Service Area	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Facilities	Library Facilities Closed to the Public	Library Facilities Open for Limited Staff-Provided Services	Library Facilities Open for Limited Patron Services	Library Facilities Open & Majority of Library Services are Reintroduced	Libraries Return to 100% Pandemic Free Services
Delivery	ILL delivery between libraries suspended	ILL delivery between libraries suspended	ILL delivery between libraries suspended	ILL & Reciprocal Borrowing active	ILL & Reciprocal Borrowing active
Services	Library facilities closed, virtual services	Library facility provides curbside, home delivery, open limited hours, PPE supplied to staff, virtual services	Same as phase 2, with library staff checking out locally available materials, limited facility Wifi use, limited access to open stacks	Library staff are checking out local and transited materials	Same as phase 4, with home delivery migrated into Outreach Services model
ILS Days Closed	Days Closed set for libraries	Days Closed updated to limited days libraries open	Same as phase 2	Days Closed schedule returns to normal	Same as phase 4

Service Area	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
ILS Holds/Requests	Patrons can place requests but are suspended via automated script	Patrons can place requests but only on local library material; requests denied on other library collections	Same as phase 2	Return to patron requests on all permitted library collections	Same as phase 4
Patron Notification	Patron notifications and billing via email, text, telephony, and print remain suspended	Same as phase 1	Hold notification enabled for libraries that allow patron self-service of requested items, e.g. open hold shelf	Notices, billing, collection reports return to normal schedules	Same as phase 4
Material Due Dates	Due dates are extended to a single fixed date for all closed libraries	Due dates are extended per library based on reopening plan	Same as phase 1	Circulation rules return to normal processing (no system-wide extensions)	Same phase 4
Library Cards	Card expirations are extended to a single fixed date	Same as phase 1	Same as phase 1	Card expirations return to normal processing (non system-wide extensions)	Same as phase 4
OCLC ILL	OCLC set as non-supplier	Same as phase 1	Same as phase 1	OCLC returns to supplier status	Same as phase 4

Service Area	Phase 1	Phase 2	Phase 3	Phase 4	Phase 5
Patron Status	Patrons with a status of either delinquent or blocked who owe less than \$100 have their status changed to OK through a nightly scripted task	Same as phase 1	Same as phase 1	Patron blocks and limits are put back in place	Same as phase 4

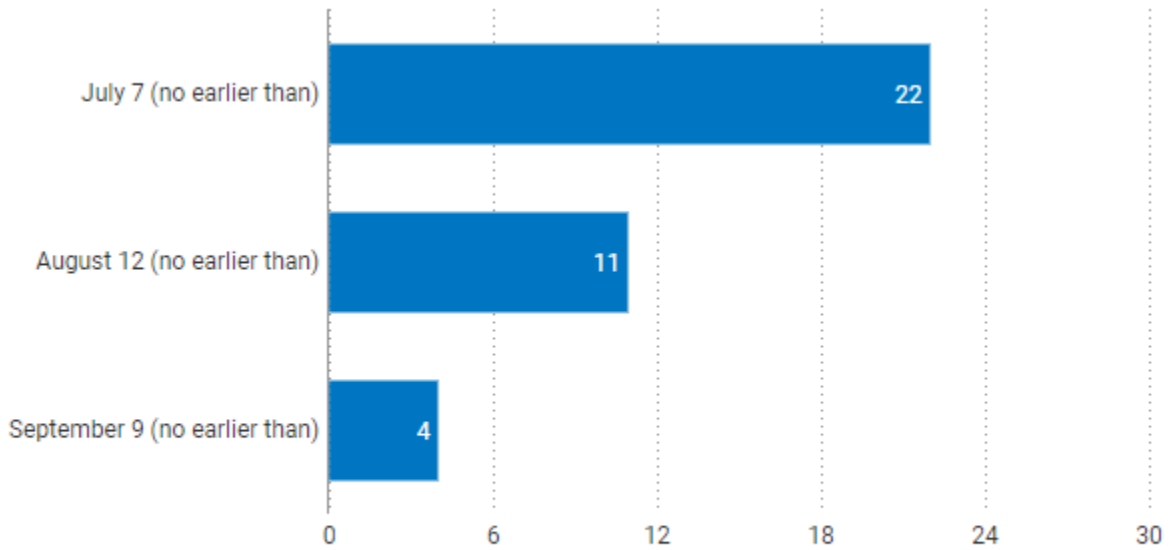
RAILS will be restarting its 5-day delivery upon request on June 29th. This step by RAILS has spurred many libraries in SWAN to want a resumption of full resource sharing, which is Phase 4 of the SWAN Reopening Plan. An additional complicating factor arose last week when the Illinois State Library announced that emergency rule suspending resource sharing, ILL, and reciprocal borrowing as a requirement.

Emergency Rule Temporarily Suspends Resource Sharing Requirements

Even while most libraries in Illinois are experiencing facilities closures due to the COVID-19 pandemic, the library community have come together to design and expand services that do not require the public to enter the building. After the issuance of Executive Order 2020-32 on April 30, 2020 by Governor J.B. Pritzker, library boards and governing bodies have considered providing services that they consider essential, such as curbside delivery of library materials. Because of staffing, hours of service, and library collection limitations when implementing these temporary service models, a library may need to restrict access to their own patrons. Recognizing this need, the Secretary of State and the Illinois State Library filed an emergency rule effective May 7, 2020 to temporarily suspend resource sharing, reciprocal borrowing, and interlibrary loan requirements for library system membership in the Illinois Library System Act (23 Ill. Adm. Code 3030). Due to the extension of the Gubernatorial Disaster Proclamation issued on May 29, 2020, Section 3030.200 (2) (C), (E) and (F) remain suspended until August 12, unless the proclamation is extended.

To help with planning a resumption of full resource sharing within SWAN we issued a survey to help gauge the dates of full ILL and reciprocal borrowing. The 35 responses received as of Monday, June 15th are below.

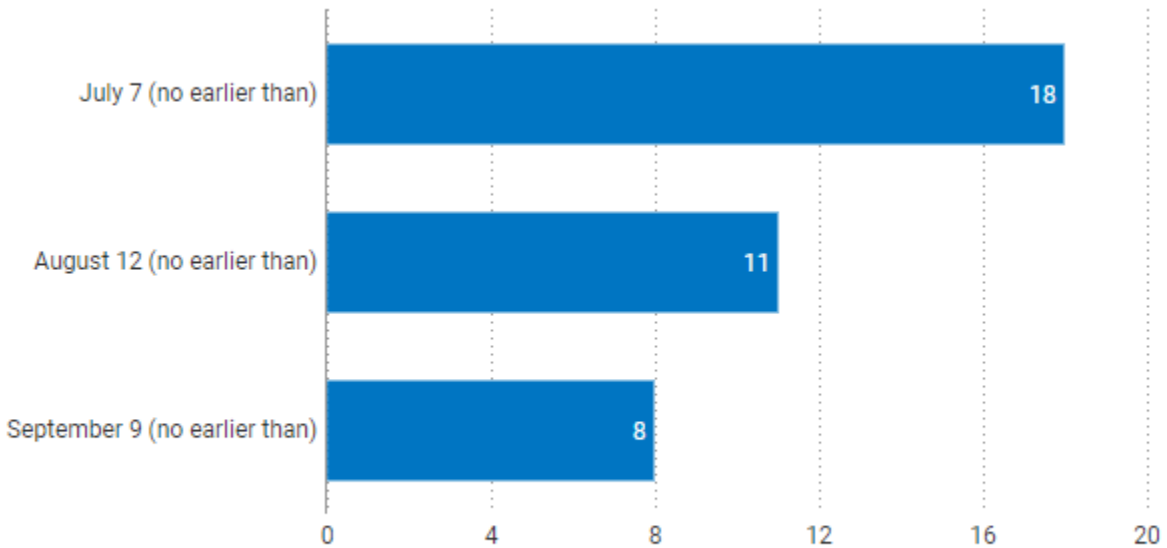
Given the choices below, which date would you prefer to resume full resource sharing? This means your items would return to pre-COVID holdability rules within the consortium and you would be willing to share your collections through interlibrary loan to other SWAN libraries.



37 responses in 37 results

Figure 1 Results on Resource Sharing (as of June 15)

When would your library like to provide reciprocal borrowing privileges to other patrons? This means patrons would be able to place holds for pick-up at your library who are outside your service area.



37 responses in 37 results

Figure 2 Results on Reciprocal Borrowing (as of June 15)

The resumption of full resource sharing for all member libraries on the same date would be ideal, but the membership has a split decision on the resumption date, particularly with the July and August dates. To this end, we are devising an arrangement where we have libraries opt-in to a one of those restart dates.

Currently we are looking to keep ILL and reciprocal borrowing closed until a library is ready to restart on our opt-in dates. To restart resource sharing, a library needs to communicate their opt-in date. We will develop a method of requesting that preference.

Most libraries are looking at resource sharing (borrowing items to satisfy holds for their own patrons) to help them have material that their patrons want. Libraries with manageable pull lists are ready to restart resource sharing. These are libraries that have been open for curbside for a few weeks. Those that have longer local pull lists would like to get these under control before opening full resource sharing. Generally, these are libraries that have not been offering curbside as long. SWAN can work to satisfy both methods of how libraries want to reopen.

Internally in SWAN we are developing a strategy that will work with different approaches based on what libraries need/want. It seems reasonable to not even consider reciprocal borrowing, pick-up anywhere, until a later phase of the SWAN Reopening Plan.

The big question we have is related to borrowing via ILL, not so much lending. It is very easy to shut down lending of ILL – we simply modify the hold maps as we already have. The challenge for us is the flip side-- if libraries don't lend, we can't automatically shut off borrowing. We need to redesign how the current system works a bit. If one library decides to lend, things they have will start coming through delivery to satisfy holds elsewhere, regardless of whether or not the borrowing library lends. Balancing this reciprocity will be critical when restarting interlibrary loan within SWAN.

Online Membership Meetings

SWAN hosted a "poolside chat" on June 9th. The meeting recording is posted, and the [online Q & A](#) is posted, which shows the discussion on a single proposed resource sharing restart date.

Board Considerations

Annual Write-off of Doubtful Accounts

After review, we are not going to recommend any accounts receivable write-offs this year. SWAN has two older reciprocal borrowing invoices totaling \$57 that will likely be paid. This possibility makes it inappropriate to classify these as Doubtful Accounts on the balance sheet.

Accounting Transition

SWAN accounting and financial services have been provided to the organization under an annual agreement with RAILS. At the direction of the SWAN Board and membership, we have contracted with Lauterbach & Amen to provide accounting services to SWAN and migrate away from RAILS Finance.

Wintrust/Hinsdale Bank

The SWAN online bank system operates as an umbrella account for RAILS Finance whereby the accountants can access the RAILS and SWAN accounts under a single interface. The SWAN-only interface was established in May and logins for Ginny, Dawne, and Aaron were created and verified as working. Hinsdale Bank staff provided online training for both Ginny and Aaron. The RAILS umbrella account with Wintrust will end on June 30th.

Lauterbach

Both Ginny, Dawne, and Aaron have been trained on the Lauterbach accounting software. All current SWAN vendors have been imported into the system. The new chart of accounts and FY21 budget has been entered. Ginny has check stock provided by Lauterbach.

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)

Implement Parallel Discovery Platform

The SWAN and ByWater teams held a second meeting and reviewed strategies for data harvesting from the Symphony ILS and SirsiDynix Web Services.

Create Structure/Procedures for Handling Libraries in Staff Furlough

The River Grove Public Library has reinstated its staff, lowering the priority of this goal.

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 was reviewed last month and a new timetable has been proposed between SWAN and HR Source.

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

EBSCO Subscription Database Group Purchase

Robin Hofstetter contacted all remaining public libraries to complete their selections. SWAN provided promotional graphics for the online resources and shared those at the June 4th Quarterly meeting.

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

We have designed an initial set of collapsed/combined AV Item Types and will use this list within the SWAN100 project (the addition of Glenside, Roselle, and Warrenville).

Pilot BLUEcloud Acquisitions and Baker & Taylor Rental

We have completed an agreement with B&T on the rental configuration. SWAN is awaiting configuration requirements from B&T.

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. (Same update as last month)

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. (Same update as last month)

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. (Same update as last month)

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)
Cataloging Genealogy Items 5/18
Providing Virtual Outreach Services 5/27

Libraries Joining SWAN: Glenside, Roselle, Warrenville

The three libraries were voted for approval on June 2nd. RAILS Catalog Grants were accepted on June 8th.

Glenside for \$32,985.95
Roselle for \$32,755.93
Warrenville for \$23,668.28

Monthly Financial Report

Accounts Receivable Update

SWAN has received \$608,656.75 of the total invoiced fourth quarter SWAN fees of \$657,888.00. As of May 30, the libraries with outstanding prior and current period SWAN fees, include:

Harvey – Owing \$21,191.94 in total, which includes the 3rd quarter of FY20 plus the January 2020 reciprocal borrowing invoices, the 1st and 4th quarters of FY19, as well as the 4th quarter of FY18 and partial fees for the third quarter of fiscal year 2018. Their most recent payment was received on May 18th in the amount of \$5,143.68 which was applied against their 4th quarter FY20 SWAN fees and their April 2020 reciprocal borrowing invoice.

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

Operations Report: June 19, 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 (May 17th – June 15th) – 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
5/18/2020	SWAN eXpo Web Series: Cataloging Genealogy Items	Dawne, Scott, Claudia	Bib Srvs	Training
5/18/2020	Training: OCLC WorldShare ILL - Setting up Groups & Deflection	Dawne	Admin	Training
5/19/2020	SWAN Fireside Chat #9	Aaron, Dawne, Steven, Tara, Vickie	Admin, Bib Srvs, IT, UX	Member meeting
5/19/2020	SirsiDynix Connections Summit: Presentation	Aaron	Admin	Member meeting
5/20/2020	SWAN Circulation Advisory & Users Meeting	Crystal, Sam, Vickie, Tara, Steven, Dawne, Helen	UX, Bib Srvs, IT, Admin	Member meeting
5/20/2020	Training: Getting to Know Curbside Communicator	Steven, Ian	IT	Training
5/22/2020	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
5/26/2020	SWAN Fireside Chat #10	Aaron, Dawne, Steven, Vickie	Admin, Bib Srvs, IT, UX	Member meeting
5/27/2020	Training: BLUEcloud Analytics Advanced	Dawne	Admin	Training
5/27/2020	SWAN eXpo Web Series: Providing Virtual Outreach Services (David Kelsey & Lynda Spraner, SCD)	Dawne, Crystal	Admin, UX	Training
5/28/2020	Discovery and User Experience	Tara, Robin, Crystal, Dawne	UX, Admin	Member meeting
6/3/2020	ILL Users Group	Helen, Dawne, Vickie	Admin, IT	Member meeting
6/3/2020	Virtual Site Visit (Dolton) Cash Management, Reopening planning	Dawne	Admin	Consultation
6/4/2020	Cataloging Users	Claudia, Scott, Sam, Sue, Angela, Diane, Crystal	Bib Srvs, UX	Member meeting
6/4/2020	SWAN Quarterly Meeting	Aaron, Dawne, Ginny, Steven, Scott, Tara	Admin, Bib Srvs, IT, UX	Governance

6/5/2020	Virtual Site Visit (Thornton) IPLAR and BLUEcloud Analytics	Dawne	Admin	Consultation
6/8/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam	Admin, Bib Srvs, IT	New member project
6/9/2020	SWAN Fireside Chat #11	Dawne, Vickie, Steven, Robin	Admin, Bib Srvs, IT, UX	Member meeting
6/11/2020	Acquisitions Users	Sam, Vickie, Bib Services team	Bib Srvs, IT	Member meeting
6/15/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam	Admin, Bib Srvs, IT	New member project
6/15/2020	SWAN eXpo Web Series: Using Collection HQ (Ang Romano, OLS)	Dawne	Admin	Training

SirsiDynix & Vendor Partner Support & Consulting

- 5/19; 6/2; 6/9 – ByWater Solutions – weekly pilot project meeting
- 6/2 – SirsiDynix – BLUEcloud User Management Strategic Partners Program meeting
- 6/2; 6/8; 6/15 – SirsiDynix – weekly project team for SWAN100 (project to add 3 libraries)
- 6/10 – Sure Sailing, consultation with SirsiDynix
 - API and Data Control for MARC record processing updates
 - Holds Management

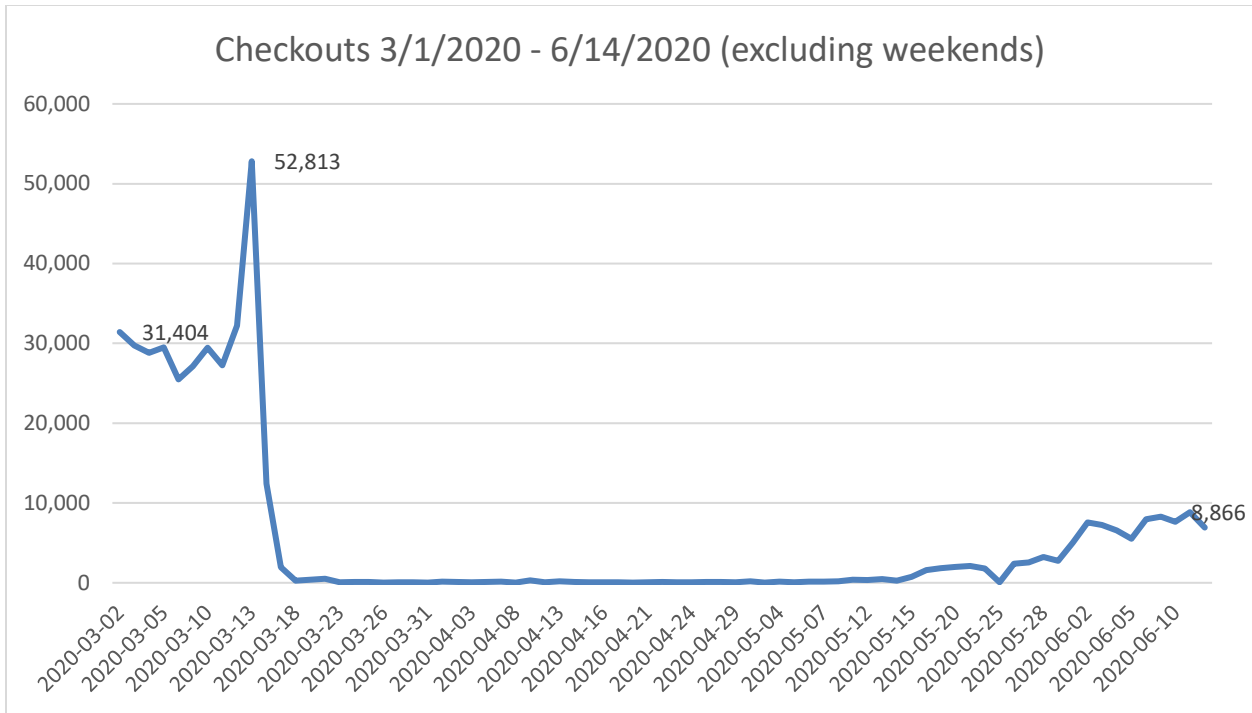
SWAN Assistant Director (Dawne Tortorella)

COVID-19

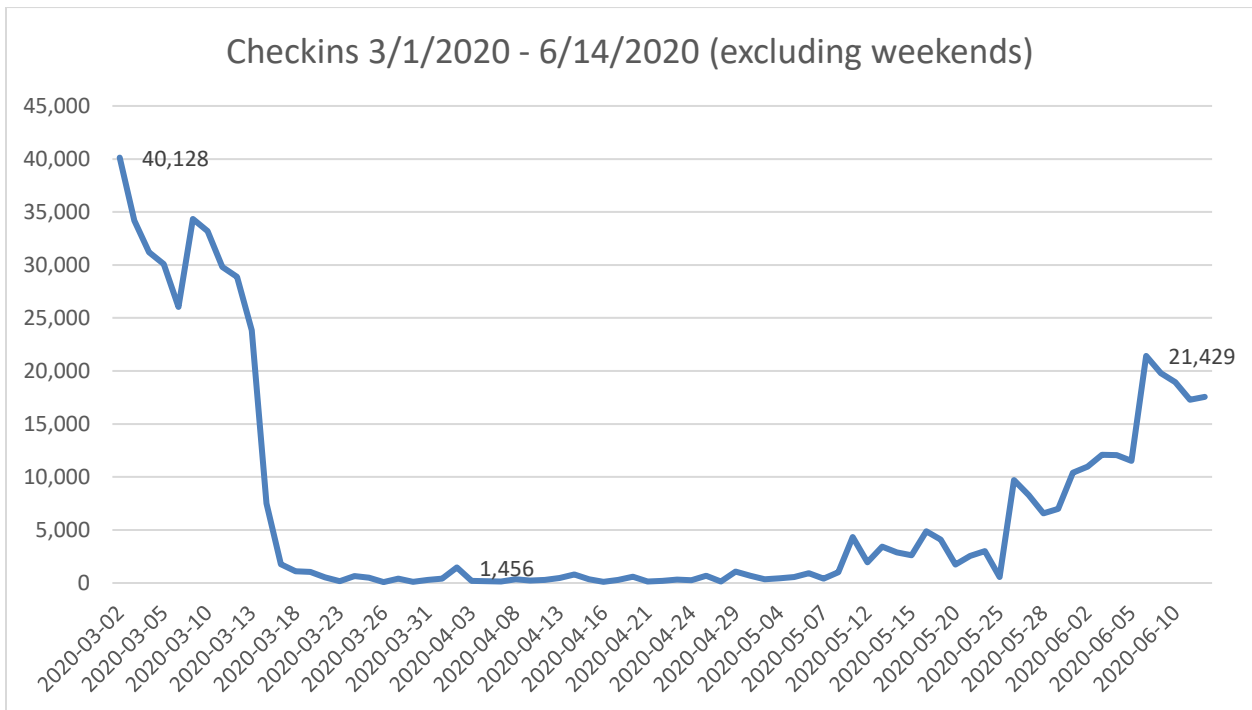
Starting in June, Fireside Chat sessions are scheduled bi-weekly and we have renamed them Poolside Chats as we move into the summer months. These continue to be recorded, with Q&A logs and presentation material posted - <https://support.swanlibraries.net/covid-19/fireside-chats>.

RAILS announced that delivery will resume with two special deliveries on June 17/18 and June 24/25, with full delivery returning June 29th. Libraries have been asked to notify RAILS for resumption of delivery services. SWAN libraries are participating in a survey to gauge readiness to return to full resource sharing capacity (interlibrary loan and reciprocal borrowing). The survey deadline is Monday, June 22nd. Based on results, SWAN will plan to offer a phased return to delivery to accommodate those requests.

Data illustrates a gradual return of circulation activity. This activity is based on curbside services offered and processing of extensive hold queues that have built up during the closures. Reviewing checkouts and checkins (excluding weekends) illustrates the trends. The data shown goes back to March 1, 2020 which also shows the pre-closure surge of checkouts we observed when closures began.

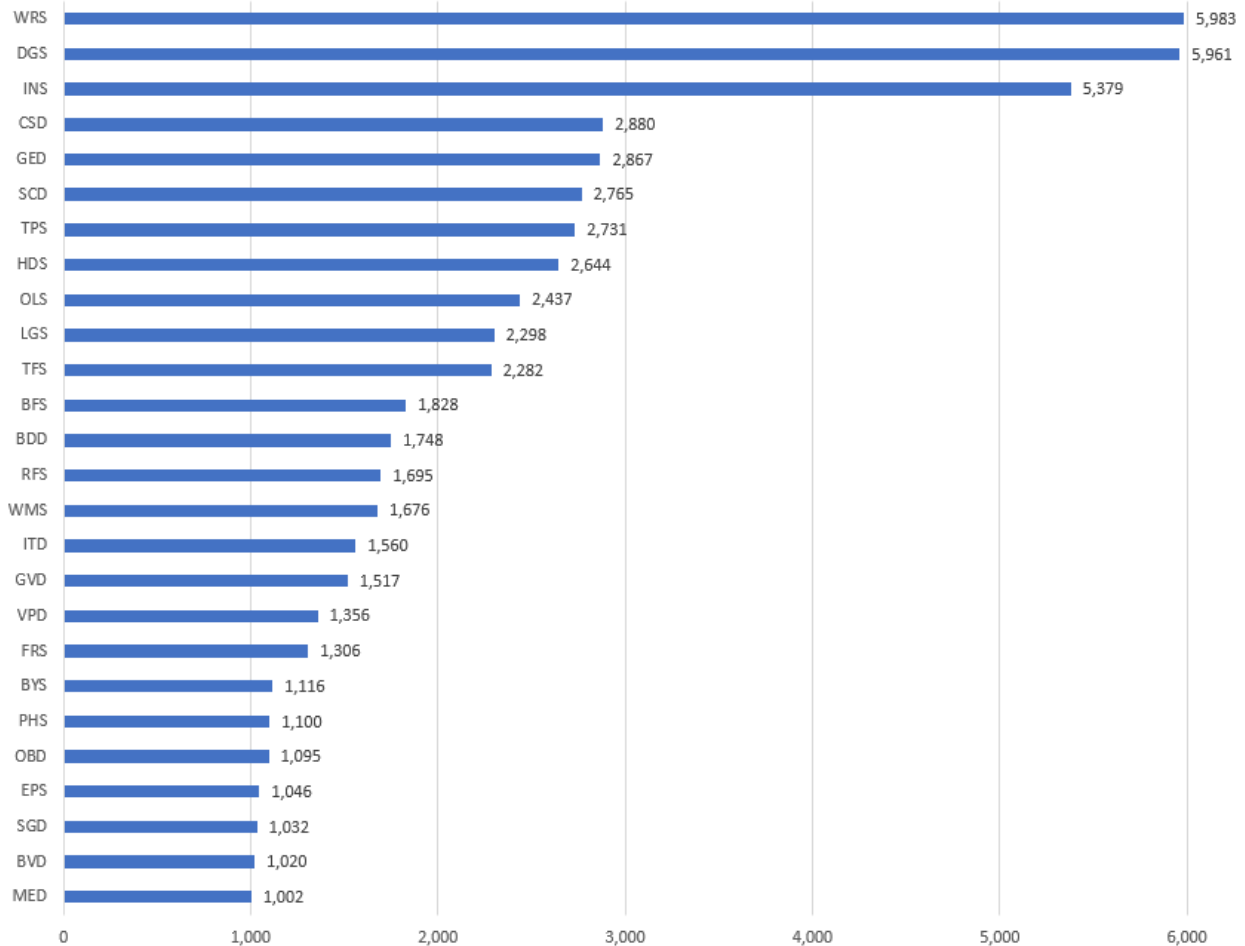


Checkins illustrate the growing return of materials, as well as activity throughout closures where some libraries continued to clear items from book drops.



Twenty-six libraries have processed over 1,000 checkouts in the past 2 weeks illustrating that curbside service is growing. Forty-three libraries processed over 500 checkouts in that period.

Checkouts in past 14 days (libraries > 1000)



We will continue to monitor these trends and share this data during our bi-weekly Fireside/Poolside Chats.

SWAN 100 Planning

With the membership approval of the Glenside, Roselle, and Warrenville libraries now behind us, the project of adding the libraries to SWAN has officially begun.

The core project team for the migration is Dawne Tortorella, Steven Schlewitt, Scott Brandwein, and Sam Dietel. The team meets weekly with Directors and system administrators of all three libraries to plan migration of data and review project tasks.

Work this summer will include MARC bibliographic review and matching against SWAN’s database and mapping of policies. Scott and Sam will be working on these tasks so that initial test data can be loaded. Working with three different ILS datasets (III, TLC, Horizon) will present additional challenges but the expertise and skill sets developed by Sam and Scott over past migrations allows us to keep the migration team small and focused.

Our three new libraries will soon be recognized in our SWAN catalog as GSD (Glenside Public Library District), ROD (Roselle Public Library District), and WVD (Warrenville Public Library District). A go-live date of December 9th is planned.

SWAN Bibliographic Services (Scott Brandwein)

Aspen Discovery Evaluation

Bibliographic Services' role in the evaluation of Aspen has begun with the drafting of "Search Sets." These are a list of targeted search scenarios that will demonstrate how Aspen performs searches and displays and organizes results. Our strategy in developing these searches is to:

- a) Develop searches that Enterprise does well to compare results to Aspen
- b) Target known sticking points in Enterprise searching and SWAN bibliographic data to see if Aspen handles these situations differently
- c) Test Aspen's "FRBRization" of SWAN data (i.e. the grouping of similar records) to test simple cases and potential problem areas.

An easy example of this last goal would be searching a title in the Harry Potter series. Since those titles apply to books and movies, each with multiple adaptations and formats, this will provide insight into how Aspen interprets SWAN data. We have expectations of how this will be handled, and we will see if Aspen's performance matches our philosophy.

Item Type Consolidation

We are beginning a long-term endeavor to try and tighten up our vocabulary of Item Types across the consortium. One of the issues surfaced through the Clarity Task Force was that circulation and hold rules can be confusing to patrons because similar items behave differently both across libraries and within a single library. One cause of this is an Item Type list that has become unwieldy.

We are starting this project small by looking at Item Types for video materials. After pulling usage reports and cross referencing with the hold map, we've identified a small collection of Item Types that are not widely used and when they are used, may have matching circ and hold rules. We will be reaching out to the libraries using these types to see if they are able to be merged. We will then do the same with audio types and proceed through the other formats. This will give us some easy changes and start the ball rolling.

We are also developing a unified recommended Item Type scheme. Based on how our member libraries use their current Item Types, we hope to put together a system that will meet their needs while encouraging a unified approach SWAN-wide. We will begin by working with the three libraries joining SWAN this fall. If we can work them into a single approach, it will be a good way to begin this conversation with existing SWAN members.

Overall, this process is causing us to evaluate the concept of Item Types, what they are used for, and what they should not be used for. For example, there has been some concern raised that Item Types are essential for statistics reporting. This may not align with our Item Type philosophy going forward as we

structure them to primarily govern circulation and hold rules. In that case, part of this project would involve identifying ways source from other bibliographic and item data so that statistical potential is preserved. Since our Item Type vocabulary was largely developed many years ago, the reporting landscape has changed significantly.

Right now, this is simply something for libraries to start thinking about. We will involve the membership in discussions as practical application requires and as we continue developing this process internally.

Cataloging User Meeting – 6/4/2020

The second Cataloging User Meeting of the year took place June 4th. Topics focused on ongoing cleanup projects and common errors discovered in our record evaluation process: combo packs, volume information, fixed fields. Libraries also discussed technical services operations during reopening.

Finally, we briefly went over some plans to improve our SWAN cataloging training operations. We hope to begin evaluating some online training platforms to create self-guided tracks in various subject areas such as SWAN cataloging orientation, local practices, pre-cat creation, and special formats.

Acquisitions User Meeting – 6/11/2020

Acquisitions Users met June 11th to discuss various issues, many of which involve reopening plans. We gave a brief update on developments on establishing a rental collection with Baker & Taylor tracked using BLUEcloud Acquisitions. Members discussed their experiences performing Acquisitions functions from home, both ordering in some cases receiving.

Lastly, members discussed some issues regarding delays due to furloughed staff at Baker & Taylor, growing pains alongside Midwest Tape's website upgrade, fiscal rollover, and prioritizing action on ordering backlogs based on holds.

OHM Update (OSMOSIS Replacement)

OHM progress has slowed, as we have long been prepared to process ours and the other LLSAP's holdings updates this summer. We do continue work on developing a user interface. This interface will be used to communicate configuration updates and processing requests to SWAN. As we are already in close contact with all current users, this is not a priority project, and we do not plan to implement it this July.

The Information Technology team has lent us Rudy Host's considerable skills on this project for a long time now, and he will be shifting his focus to other SWAN development projects for a while.

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 May, there were 214 upgrades of minimal level records in OCLC to full records.

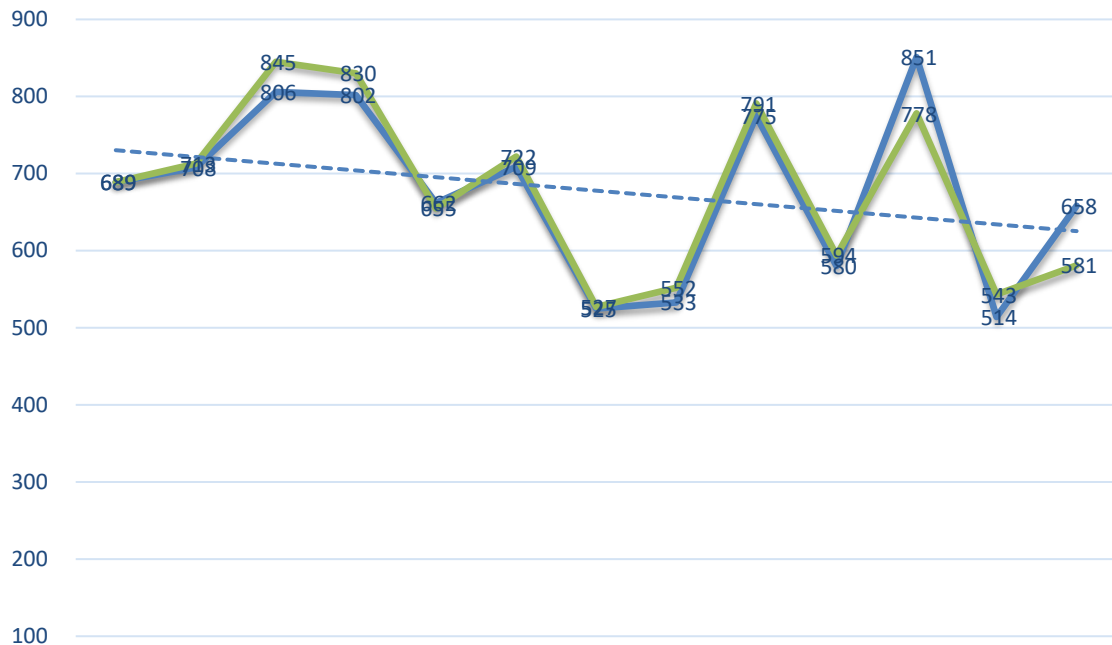
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2018	122	89	147	70	119	148	118	167	116	209	194	92	1,591
Copy 2018	3,896	3,348	5,157	4,614	2,851	1,493	2,138	2,459	2,010	1,866	1,376	2,056	33,264
Orig 2019	126	82	106	211	92	163	127	175	171	102	97	107	1,569
Copy 2019	2,565	1,952	1,939	2,352	2,032	2,070	1,672	1,872	2,362	2,605	1,648	1,587	24,656
Orig 2020	99	111	69	152	98								
Copy 2020	1,908	1,717	1,863	2,270	2,357								

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Notable ticket trends this month coincided with form submissions for reopening requests along with questions and customizations for reopening procedures. Customizations included circ map changes, Enterprise banner and receipt language updates. As with the previous period, since many of these tickets remain open until the library has resumed operations or provided feedback, a higher open count remains. Additionally, the team fielded a higher volume of consultation-based questions, seeking to guide libraries through possible options for offering curbside services or processing materials. Also notable was the volume of inquiries regarding Curbside Communicator, as both Unique and SWAN worked to iron out bugs following its launch at many libraries.

SWAN Support Tickets May 2019 - May 2020



	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May
Opened	689	708	806	802	662	709	525	533	775	580	851	514	658
Closed	689	713	845	830	655	722	527	552	791	594	778	543	581

Tickets Submitted to SWAN

General Projects

- Project OHM continued development and testing – Rudy with Scott (Bib Svcs)
- Library “Fine Free” consultations and configuration – Vickie
- Symphony system configuration changes to accommodate curbside/reopening – Dave, Michael, Vickie
- Curbside/Reopening configuration procedures per library – Michael, Ian, Steven
- Curbside Communicator setup and troubleshooting per library – Michael, Ian, Steven
- Vendor integration request, Plymouth Rocket for DOS – Ian
- API request to capitalize patron info for SCD – Dave
- API script to suspend non-SWAN reciprocal and Chicago patron holds – Michael
- API to extend due dates for patrons in exceptions report – Michael
- Aspen/ByWater project kickoff – Steven, Rudy, Dave

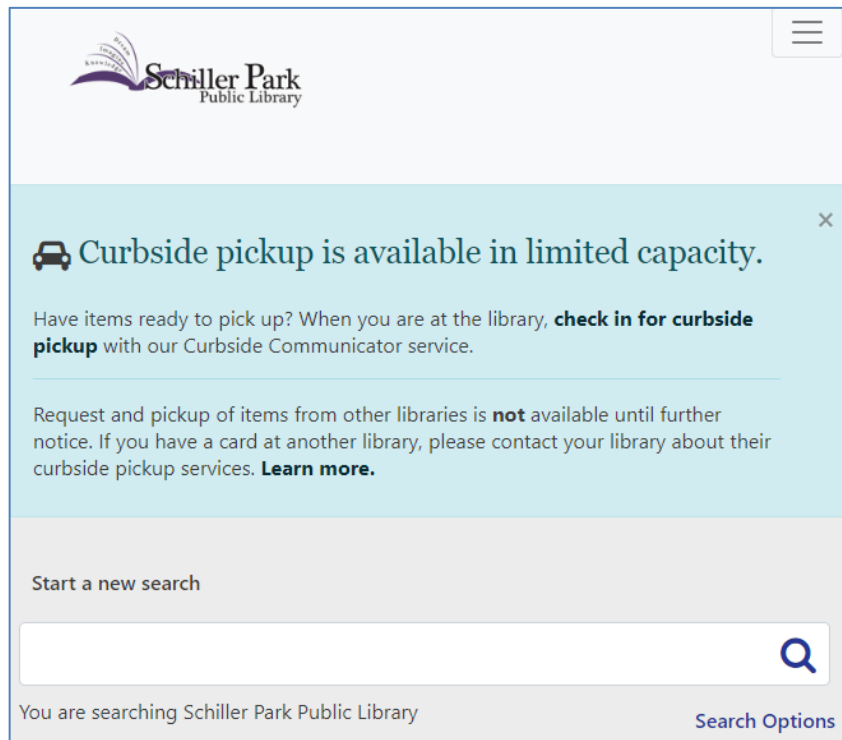
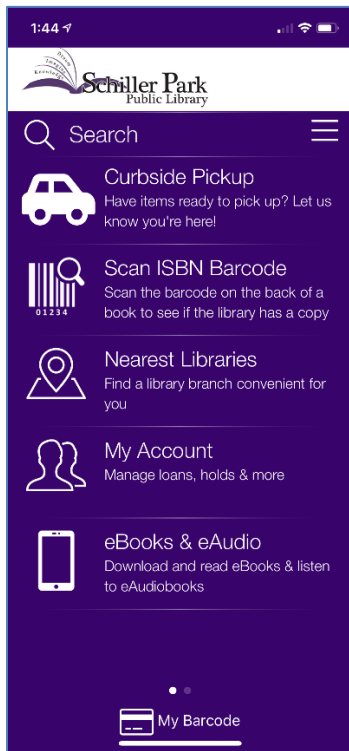
Aspen/ByWater Project Update

Following the kickoff to the Aspen/ByWater project, Rudy, Steven, and Dave quickly got to work on initial assignments. Steven worked with Tara in establishing project documentation, including a stakeholder register, communications plan, and project charter to clarify expectations and responsibilities for the project to keep team meetings minimal. Rudy and Dave worked on the initial



configuration required to install/host Aspen, building out the server and supporting system environment in Azure while also establishing secure methods of access for our ByWater counterparts. Rudy has also provided suggestions and documentation for how Aspen could connect more efficiently and securely to the Symphony ILS. The partnership with ByWater staff to this point seems promising and they have been accommodating to our expectations for security, efficiency, and transparency.





Curbside Communicator Update


With 74 libraries offering some form of curbside pickup services to patrons by June 15th and 56 of those libraries using Curbside Communicator to facilitate patron interactions, questions and troubleshooting requests have come in at a steady pace in the last several weeks. Steven, Ian, and Michael have been working alongside Unique to configure these Communicator instances, adding links to library's Enterprise banners, checkout receipts, and BLUEcloud Mobile app screens to simplify the patron curbside experience.



Checkout Receipt from Schiller Park Public Library

 SPS@notices.swanlibraries.net(SPS@notices.swanlibraries.net)
To  Steven Schlewitt 9:29 AM

 The actual sender of this message is different than the normal sender. Click here to learn more.

The life aquatic with Steve Zissou : original soundtrack	Libæk, Sven Erik	CD 782.85 LIF	31322004342409	Mar 16 2020	Jun 24 2020
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Total amount saved by using your library today: \$204.30.

Please note that the list above may only include today's checkouts and not material previously checked out to your account. If you have any questions, please contact us.

Have items ready to pick up? When you are at the library, check in for curbside pickup with our Curbside Communicator service:
<https://widget.uniquelibrary.com/configs/SWAN/spl.html>

Schiller Park Public Library
4200 Old River Road
Schiller Park, IL 60176
Ph. 847.678.0433
SMS. 847-652-9080<https://catalog.swanlibraries.net/sps>

Steven has also been working closely with Unique to troubleshoot issues that have come up at many libraries. Several issues have been pinpointed from that troubleshooting:

1. Delay in patron communication

This is the most significant of issues reported and can be caused by multiple factors. The bot automation that prompts the patron initially must receive answers to all patron questions prior to relaying the patron's information and chat to the library staff member. That being the case, if the patron skips a question or observes delays with their texting service, the information may not be relayed in a timely manner, if at all. To exacerbate the issue, if the library requests customization with several automated, single-line questions, this can cause further delays in the back-and-forth with patrons.

Resolution: Submit a request to Unique (support@uniquelibrary.com) to simplify or consolidate bot questions either to a single line asking for all necessary information or to a reduced series of questions. Keep in-mind, staff can also request chat shortcuts through Unique that they can quickly select to ask further questions or respond to patron requests.

2. Initial message from the patron is not relayed to library staff

The initial message from most patrons is typically "hello" or "I'm here," so in the initial programming, these messages were excluded from the handoff to library staff. As some libraries have posted signage requesting information in the initial message to expedite the process ("Text your parking space...", "Text your name/barcode...", etc), these messages are actually essential and need to be relayed.

Resolution: Unique has worked to roll back changes and reincorporated the initial patron message in the relayed information. If this message is still not appearing, submit a request to Unique (support@uniquelibrary.com) for further investigation.

3. Staff “Available” status in Communicator Hub

In cases where staff leave Curbside Communicator up on staff workstations overnight without changing the status or signing out, Unique has reported odd issues with the session appearing to be “available” while actually in a timed out status, causing patrons to receive an error when attempting to send a message, and creating confusion with library staff.

Resolution: Staff should sign out of Curbside Communicator completely each night or close the browser window to ensure the session does not timeout.

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)
6/12/2020	79,945	98.60% (78,826)	0.08% (67)	0.02% (16)

Outage Tracking (as of June 12th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
5/19/2020	23:45	300	Enterprise	No	No	Web Services outage due to Tomcat service restart

SWAN User Experience (Tara Wood)

User Groups

Discovery and User Experience (DUX)

Robin provided an update on the EBSCO group purchase and the group discussed training and communication needs. Ang Romano discussed the immediate takeaways from the comparative testing of Enterprise and Aspen that the Oak Lawn User Experience Team conducted with Oak Lawn staff. Tara lead a virtual group activity to develop “proto personas” to use in testing Aspen and developing feature and configuration priorities. The three proto personas are posted to the SWAN Support Site. The SWAN UX team will add to these to create our final set of personas for testing.

Aspen Discovery

SWAN staff are now meeting weekly with ByWater. The ITSS team has been heavily involved in this early stage setting up the infrastructure for our test system and providing documentation to Bywater.

Bywater expects to complete the initial installation of our test system in the next two weeks, and at that time we will be able to start initial testing with a focus on harvesting. Real-time-availability and the caching needs for an “available now” filter to function are a particular challenge that we want to be sure that Aspen can get right for us.

At this installation stage, the involvement of the UX team is fairly light. As we wait to get our hands on the test system, we are preparing tools to help us when we can dig into testing and configuration. Crystal created a set of test patron cards to use in testing. Robin worked with St. Charles and Kanopy to get a set of 22,000 records that will allow them to test the “sideloading” feature in Aspen. Tara developed a draft high-level testing plan, which the management team is reviewing and adding to, and she is working to develop more detailed testing tools and adding to the DUX proto-personas.

EBSCO Group Database Purchase

Robin is working with EBSCO to have our first batch of links ready for testing June 22nd. Once we have the links, the UX Team will go into full gear testing authentication. At 17 links per library, and 92 libraries, we will have over 1500 links to test – so no small feat!

EBSCO privacy policy

Robin was able to resolve an issue with the EBSCO privacy policy that has been an issue for several months. EBSCO databases displayed an intimidating full-page privacy policy the user had to agree to after they rolled out new personalization features. SWAN received several reports that the language dissuaded users from agreeing to the policy and blocked them from using the databases. Finally, Robin was able to work with EBSCO to disable personalization so that users are now passed directly to the databases.

Sharing links

Links to the EBSCO databases will appear on the SWAN patron site – when they are published, tested, and ready to go we will notify the membership.

Tara worked on a structure to more efficiently manage these links, both for the rollout and for long-term maintenance. Each library will have a page on the patron site that dynamically generates the links based on their unique EBSCO customer ID. If links change for any reason, SWAN staff will be able to update the resource once and more quickly share the new links to libraries. In addition, libraries that can't maintain their database links on their own website can

link to their page on the patron site.

The screenshot shows the SWAN Library Services website. At the top left is the SWAN Library Services logo. To the right is a search bar and an 'Online Catalog' button. Below the navigation bar are links for 'Searching the Catalog', 'Your Library Account', 'Articles & Databases', 'Downloadable eBooks & Audio', and 'Mobile App'. The main content area is titled 'SWAN Libraries > Acorn Public Library District'. It features a section for 'Acorn Public Library District' with links to the website and catalog, and contact information. Below this is a 'Databases' section with three entries: 'Academic Search Premier', 'Auto Repair Source', and 'Business Source Complete', each with a brief description. To the right of the databases is a 'LATEST NEWS' section with five bullet points listing recent updates and news items.

Enterprise and Article Search

Robin is working with ESBCO to configure the new databases into Article Search to be live by July 1st.

In addition, we plan to make a few changes to improve Article Search after the July 1st go-live.

- SWAN-wide databases that do not appear in Article Search results will show as links below the Article Search facets.
- In addition, SWAN-wide databases will appear as search suggestions in search results.
- Full text links will open in a new tab to solve an issue with OpenAthens authentication and using the back button – this actually violates accessibility standards, but in this case the usability issues are significant enough that this seems to be our best workaround at the moment.

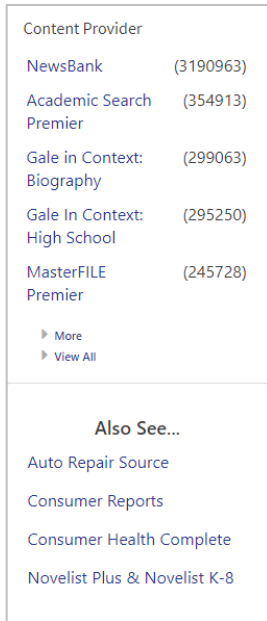


Figure 1 Link in facets

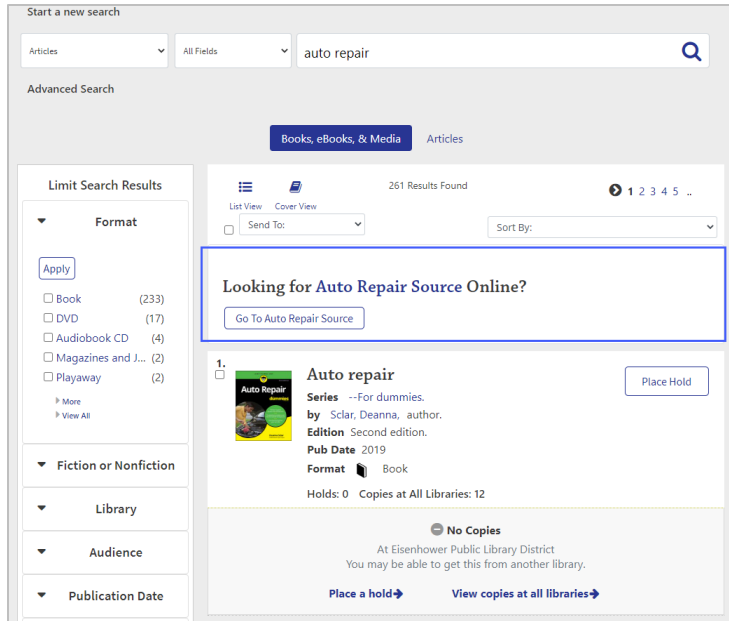


Figure 2 Search suggestions

Trainings and promotional materials

Robin create a page on the support site to share trainings available for library staff:

<https://support.swanlibraries.net/documentation/70949>

These trainings include webinars from EBSCO on individual library databases and Robin’s Article Search training, which are targeted to librarians supporting patrons in using these databases.

In addition, this page contains general promotional graphics for the EBSCO group purchase and a link to the EBSCO graphic database, which are very useful for promoting individual databases. We are encouraging libraries to continue to highlight individual databases after the initial rollout and we are thinking of ways to highlight databases through the catalog.

Patron Site – Downloads Help

Robin created a Downloads FAQ page on the patron site that has received some great feedback from members: <https://swanlibraries.net/ebooks-downloads/downloads-faq/>

Next they are working on some troubleshooting tips for library staff for the SWAN Support iste.

Support Site

SWAN staff completed the support site content review under Crystal’s leadership. Crystal is now creating follow-up tasks for page deletions and larger sections of the site that need to be reworked. Overall, staff reviewed 570 pages and nearly 60 pages were marked to be archived or removed. These efforts will help improve search and navigation on the support site for our members.

Crystal also worked on adding bookdrop information to the support site and improving how we manage and display information about libraries participating in fine free, pickup anywhere, the outreach module, and autorenewals.

Trainings

Robin participated in a training on the ROAM ConsortiaManager tool. The whole team is working through Course 4: From Concept to Prototype in the Coursera specialization in User Experience Research and Design.

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.
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 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.
		Closed session minutes 6 month review. (Moved from April)
Sunday, January 31, 2021		FY21 LLSAP Grant semiannual reports due to RAILS