SWAN BOARD MEETING AGENDA

Online Meeting
Per Illinois Public Act 101-0640, this meeting will be held by remote attendance
https://global.gotomeeting.com/join/553624637
You can also dial in using your phone.
United States: 312-757-3121
Access Code: 553-624-637

1. Call to Order, Roll Call

2. Introduction of Visitors/Public Comment

    Public comment is allowed at SWAN meetings

3. Action Item – Acceptance of the July 17, 2020 SWAN Board Meeting Agenda

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

4. Action Item – Appointment of Representative for Vacant Seat, September 1, 2020

5. Action Item – Appointment of SWAN Board Officers and Committee Members

6. Action Item – Approval of SWAN Financials, June (Exhibit pgs. 3-8)

    a. Balance sheet and detail of expenditures for June 2020
    b. Approval of the payment of bills for June 1, 2020 through June 30, 2020 in the amount
       of $661,588.31
       RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JUNE 1
       THROUGH JUNE 30, 2020 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
       EXPENDITURES FOR JUNE 2020

7. Action Item – Acceptance of the June 19, 2020 SWAN Board Meeting Minutes (Exhibit pgs. 9-11)

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

8. Reports
    a. Board President Report

b. Executive Director Report (Exhibit pgs. 12-17)
c. Operations Report (Exhibit pgs. 18-30)
d. Treasurer Report
e. Board Calendar (Exhibit pgs. 31-32)

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

   RESOLVED, THAT THE SWAN BOARD APPROVES THE FUND TRANSFER OF $420,000 FROM MAXSAFE MONEY MARKET ACCOUNT TO THE SWAN OPERATING ACCOUNT

10. Action Item – Authority to Pay Bills for July 2020 through December 2020

    RESOLVED, THAT THE SWAN BOARD AUTHORIZES THE EXECUTIVE DIRECTOR TO SIGN ALL CHECKS AND PAYMENTS, AND FOR THE SECOND SIGNATURE WILL UTILIZE THE TREASURER'S STAMP WITH PRIOR APPROVAL ELECTRONICALLY, UNTIL DECEMBER 31, 2020

11. Action Item – Approve August 2020 Board Meeting

    RESOLVED, THE NEXT SWAN BOARD MEETING WILL BE HELD ON AUGUST 14, 2020 ONLINE 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, 2023
Jennifer Cottrill	Midlothian Public Library		July 1, 2023
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

June 2020	YTD Actual	FY20 Revised Budget	100.00%
Revenues	3,310,016.95	3,301,526.00	100.26%
Expenses	3,131,978.52	3,385,086.00	92.52%
Excess of Revenues over (under) Expenses	178,038.43	(83,560.00)	

Preliminary and Unaudited

	Balance End Of Month		
Assets		Average Interest Rates & Interest Earned during June	
Cash & cash equivalents			
Cash- MaxSafe	1,411,104.05	0.45%	$524.04
Cash- Hinsdale Bank Checking	430,089.50	0.00%	$ -
Total Cash & cash equivalents	1,841,193.55	Investment Income	$524.04
ProPay Funds			
ProPay Funds	42.86		
Total ProPay Funds	42.86		
Accounts receivables			
Accounts Receivable	64,424.78		
Other Receivables	10,721.50		
Total Accounts receivables	75,146.28		
Inventory			
Spares Inventory	1,432.50		
Total Inventory	1,432.50		
Prepaid expenses			
Deposits	23,467.08		
Vendor Credits	3,865.59		
Prepaid Expenses	457,454.23		
Total Prepaid expenses	484,786.90		
Capital assets, net			
Building And Improvements	6,895.00		
Equipment	36,500.50		
Computers	324,383.36		
Accumulated Depreciation	(342,977.33)		
Total Capital assets, net	24,801.53		
Total Assets	2,427,403.62		
Liabilities			
Accrued Liabilities			
Accrued Liabilities	19,369.19		
Total Accrued Liabilities	19,369.19		
Payroll			
Salaries Payable	25,168.60		
PR Tax Withheld Payable	8,013.20		
Retirement Payable	4,508.87		
PR Tax Expense Payable	2,622.12		
Total Payroll	40,312.79		
Deferred revenue			
Deferred Revenue	1,819.50		
Deferred Revenue - MAGIC Fee Supplement Grant	150,724.00		
Total Deferred revenue	152,543.50		
Compensated absences			
Compensated Absences	101,725.72		
Total Compensated absences	101,725.72		
Facilities			
Rent Payable	46,247.39		
Total Facilities	46,247.39		
Total Liabilities	360,198.59		
Net Assets			
Beginning Net Assets			
Unrestricted	1,889,166.60		
Total Beginning Net Assets	1,889,166.60		
Current YTD Net Income	178,038.43		
Total Net Assets	2,067,205.03		
Total Liabilities and Net Assets	2,427,403.62		

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
Revenue								
4050	**Other Grants**	0.00	416.00	0.00	5,000.00	5,000.00	0.00%	**RAILS Grants**
4060	**Fees For Services And Materials**	228,385.37	228,387.00	2,736,481.00	2,740,626.00	2,740,626.00	99.84%	**SWAN Quarterly, Annual, and Semi-Annual Fees**
4061	**Internet & Enhanced Access Fees**	303.25	0.00	3,639.00	0.00	0.00	0.00%	**SWAN Annual Internet Access Fees**
4070	**Reimbursements**	0.00	634.00	8,482.69	7,600.00	7,600.00	111.61%	**Member Reimbursements and SWANx Sponsor Table Registrations**
4071	**Reimbursements - Lost Materials**	(320.92)	0.00	1,889.29	0.00	0.00	0.00%	**Reciprocal Borrowing and ILL Losses**
4072	**Reimbursements - Collection Agency Fees**	0.00	75.00	70.00	900.00	900.00	7.77%	**Reciprocal Borrowing and ILL Loss Collection Agency Fees**
4075	**Group Purchase Receipts**	6,042.74	61.00	11,675.65	721.00	721.00	1,619.36%	**Group Purchases for Members**
4080	**Investment Income**	524.04	1,834.00	23,100.59	22,000.00	22,000.00	105.00%	**Interest**
4090	**Other Revenue**	43,723.22	43,723.25	524,678.73	524,679.00	524,679.00	99.99%	**RAILS Support to SWAN**
Total Revenue		278,657.70	275,130.25	3,310,016.95	3,301,526.00	3,301,526.00	100.26%	
Expenses								
5000	**Library Professionals**	35,730.26	24,915.00	346,283.42	323,900.00	323,900.00	106.91%	**Staff Salaries**
5010	**Other Professionals**	75,222.03	74,208.00	731,430.28	964,700.00	964,700.00	75.81%	**Staff Salaries**
5020	**Support Services**	28,554.00	19,862.00	309,535.82	258,200.00	258,200.00	119.88%	**Staff Salaries**
5025	**Vacation Expense**	2,166.56	0.00	2,166.56	0.00	0.00	0.00%	**Compensated Absences for Accrued Vacation Time**
5030	**Social Security Taxes**	10,101.64	9,108.00	100,816.78	118,400.00	118,400.00	85.14%	**Social Security Taxes**
5040	**Unemployment Insurance**	2,350.00	0.00	2,350.00	0.00	0.00	0.00%	**Unemployment Insurance**
5050	**Worker's Compensation**	263.75	184.00	3,228.24	2,200.00	2,200.00	146.73%	**Worker's Compensation Insurance**
5060	**Retirement Benefits**	13,640.30	10,838.00	134,072.89	140,900.00	140,900.00	95.15%	**Retirement Benefits and Retirement Plan Fees**
5070	**Health, Dental, Life And Disability Insurance**	13,932.05	19,550.00	166,682.44	234,600.00	234,600.00	71.04%	**Health, Dental, Life & Disability Insurance**
5080	**Other Fringe Benefits**	0.00	209.00	0.00	2,500.00	2,500.00	0.00%	**Tuition Reimbursements**
5085	**Wellness Benefits**	110.00	425.00	418.30	5,100.00	5,100.00	8.20%	**Staff Wellness**
5100	**Recruiting**	0.00	75.00	0.00	900.00	900.00	0.00%	**Background Checks and Job Postings**
5110	**Print Materials**	0.00	666.00	1,914.90	8,000.00	8,000.00	23.93%	**Printed Items (Branded) and Materials for Office**
5130	**E-Resources**	0.00	41.00	0.00	500.00	500.00	0.00%	**ALA TechSource Subscription**
5140	**Rent/Lease**	0.00	8,826.00	104,692.06	105,904.00	105,904.00	98.85%	**Facility Lease (Including Tenant's Share of Real Estate Taxes, Operating Expenses, and Insurance)**
5150	**Utilities**	476.63	534.00	5,675.05	6,400.00	6,400.00	88.67%	**Gas and Electric**
5160	**Property Insurance**	130.42	125.00	1,542.78	1,500.00	1,500.00	102.85%	**Flood Insurance**
5170	**Repairs And Maintenance**	177.00	99.00	890.96	1,180.00	1,180.00	75.50%	**Key Fob Maintenance and Other Facility Maintenance**

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5180	Custodial/Janitorial Service And Supplies	221.61	709.00	9,059.68	8,500.00	8,500.00	106.58%	Cleaning Services and Supplies
5190	Other Buildings and Grounds	0.00	9.00	145.00	100.00	100.00	145.00%	Security Camera Surveillance Subscription
5250	In-State Travel	396.76	184.00	1,657.73	2,200.00	2,200.00	75.35%	In-State Travel
5260	Out-Of-State Travel	0.00	916.00	1,410.19	11,000.00	11,000.00	12.81%	Out-of-State Travel
5270	Registrations And Meeting, Other Fees	0.00	241.00	1,990.20	2,900.00	2,900.00	68.62%	Snacks, Supplies, and Lunches for Meetings and Staff Events
5280	Conferences And Continuing Education Meetings	766.67	1,166.00	21,999.95	14,000.00	14,000.00	157.14%	Sirsi Dynix Training and Staff Conference and Class and Test Registrations as well as SWANx and Usability Study Expenses
5300	Liability Insurance	765.41	741.00	9,153.19	8,900.00	8,900.00	102.84%	General Liability, Crime, Cyber Crime, and D&O Insurance
5310	Computers, Software And Supplies	10,953.55	5,203.00	59,248.29	62,426.00	62,426.00	94.90%	Computer, Software, and Supplies under $5,000 Individual Cost as well as Subscriptions for Envisionware for SWAN, TechSmith Snagit Software, Content View Plug-In, StatusCake System Monitoring, Adobe Creative Cloud, Adobe Acrobat Pro, Sonicwall Licenses, Microsoft Office 365, Panda Security, LastPass Password Management, 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	314.12	334.00	5,317.55	4,000.00	4,000.00	132.93%	Office Supplies and Equipment under $5,000 Individual Cost Including Coffee
5330	Postage	90.25	75.00	596.53	900.00	900.00	66.28%	Postage
5380	Telephone And Telecommunications	2,730.94	1,616.00	20,509.60	19,400.00	19,400.00	105.71%	Phone, Chat, Fax, and Internet
5390	Equipment Rental	490.40	309.00	2,997.00	3,700.00	3,700.00	81.00%	Copier Lease and Usage
5400	Equipment Repair And Maintenance Agreements	90,812.38	54,475.00	658,160.97	653,700.00	653,700.00	100.68%	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	168.00	416.00	6,763.00	5,000.00	5,000.00	135.26%	Legal Fees
5420	Accounting	3,060.00	1,797.00	8,410.00	21,555.00	21,555.00	39.01%	Audit, Accounting, and Actuary Expenses
5430	Consulting	86.63	166.00	1,040.00	2,000.00	2,000.00	52.00%	HR Source Membership

		Current Month Actual	Current Month Revised Budget	YTD Actual	YTD Revised Budget	Total Revised Budget	Percent of Annual Budget	General Ledger Line Item Detail
5435	**Payroll Service Fees**	252.70	325.00	3,552.40	3,900.00	3,900.00	91.08%	**Paylocity Payroll Service Fees**
5440	**Contractual Staff**	0.00	200.00	0.00	2,400.00	2,400.00	0.00%	**Answering Service Costs**
5450	**Information Service Costs**	26,305.58	28,016.00	322,032.50	336,200.00	336,200.00	95.78%	**Formsite Membership Costs, OCLC Fees, Authority Processing, Syndetics Solutions, SSL Certificate Costs, Survey Monkey Subscription, MailChimp Subscription, ALA RDA Toolkit, WebDewey, and EBSCO Novelist Subscription**
5480	**Other Contractual Services**	13,265.00	3,775.00	40,409.63	45,300.00	45,300.00	89.20%	**Unique Management Placements, Monthly Notice Printing, Curbside Communicator, Aspen Discovery Testing Set-Up, and HR Support Costs**
5485	**Group Purchases**	7,620.89	61.00	13,255.55	721.00	721.00	1,838.49%	**Group Purchases for Members including Credit Card Swipes, Envisionware Subscriptions, and Personal Protective Equipment**
5490	**Depreciation**	917.41	0.00	31,647.18	0.00	0.00	0.00%	**Monthly Depreciation Expense**
5500	**Professional Association Membership Dues**	0.00	34.00	686.00	400.00	400.00	171.50%	**Professional Memberships for SWAN and Staff**
5510	**Miscellaneous**	15.00	84.00	192.87	1,000.00	1,000.00	19.28%	**Member Overpayments and Double Payments to be Reimbursed, Credit Card Overage Charges, Bank Fees, 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		342,087.94	270,517.00	3,131,978.52	3,385,086.00	3,385,086.00	92.52%	
Excess of Revenues over (under) Expenses		(63,430.24)	4,613.25	178,038.43	(83,560.00)	(83,560.00)		

Effective Date	Vendor Name	Transaction Description	Check Amount
6/8/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: June 6, 2020	4,956.02
6/8/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: June 6, 2020	1,479.90
6/10/2020	Cintas	Mats for Doorway Entry	75.29
6/10/2020	ICMA Retirement Corporation	ICMA Dues-Q4	250.00
6/10/2020	Wellness Insurance Network-WIN	Life Insurance for June 2020	174.39
6/10/2020	Marcive, Inc.	Authority Processing	224.64
6/10/2020	SirsiDynix, Inc.	Annual Maintenance	485,597.00
6/10/2020	Team One Repair, Inc.	Hand Sanitizer	893.16
6/11/2020	Paylocity Corporation	Net Wages: June 6, 2020	35,834.32
6/11/2020	Paylocity Corporation	Payroll Taxes: June 6, 2020	15,141.85
6/12/2020	Paylocity Corporation	Payroll Service Fees: June 6, 2020	88.55
6/16/2020	First Bankcard	June 2020 Credit Card Payment of April/May Balances	11,954.89
6/22/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: June 20, 2020	4,961.34
6/22/2020	ICMA Retirement Corporation	Retirement Deductions and Contributions: June 20, 2020	1,479.90
6/24/2020	Comcast	Internet Service 6/15-7/15/20	1,260.00
6/24/2020	ComEd	Electric 5/18-6/17/20	428.22
6/24/2020	Dawne Tortorella	Staff Reimbursement 1/8-2/11/20	193.78
6/24/2020	Dawne Tortorella	Staff Reimbursement 2/19-3/13/20	107.53
6/24/2020	Genesis Technologies, Inc.	Copier Lease-5/19/20	128.35
6/24/2020	Genesis Technologies, Inc.	Copier Lease-June 2020	128.35
6/24/2020	Limricc-Phip	Health Insurance for June 2020	21,441.32
6/24/2020	Nicor Gas	Gas use 5/15-6/15/20	48.41
6/24/2020	Reliance Standard Life Insurance Co.	LTD/STD Insurance for July 2020	892.68
6/24/2020	Unique Management Services, Inc.	Curbside Communicator-June	13,265.00
6/24/2020	Virginia Blake	Staff Reimbursement 3/31-6/24/20	95.45
6/25/2020	Paylocity Corporation	Net Wages: June 20, 2020	35,955.14
6/25/2020	Paylocity Corporation	Payroll Taxes: June 20, 2020	15,193.31
6/26/2020	Paylocity Corporation	Payroll Service Fees: June 20, 2020	164.15
6/26/2020	Quail Ridge Drive Investors, LLC	July 2020 Rent Payment	9,175.37
		Total 1003 - Cash- Hinsdale Bank Checking	661,588.31
Report Total			**661,588.31**

SWAN BOARD MEETING MINUTES

June 19, 2020 9:30 a.m.
Held Remotely

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

   President Bodewes called the meeting to order at 9:35 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
   f. Stacy Wittmann

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 June 19, 2020 SWAN Board Meeting Agenda

   Milavec moved, seconded by Jenkins that it be

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

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

4. **Action Item**
   Approval of SWAN Financials May 2020

   Milavec moved, seconded by Jenkins that it be

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

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

5. **Action Item**

      Acceptance of the May 22, 2020 SWAN Board Meeting Minutes

      Milavec moved, seconded by Jenkins that it be

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

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

6. **Reports**

    a. **Board President Report**
       Bodewes has delivered Skog's review.
       Officers will be voted upon in July. Bodewes is willing to continue as President,
       Wittmann is willing to continue as Vice President, Bussey is willing to take over as
       Treasurer and Milavec is willing to take over as Secretary.

    b. **Executive Director Report**
       Skog discussed the reopening plans by phases. Curbside pickup by some of the libraries
       was discussed as well.
       SWAN does not have any A/R write-offs for FY20.
       The new internal controls document will be shared online.
       Skog received the FY22 grant application. An explanation of the formula was explained
       by Skog.
       The Board will discuss in July whether an August Board Meeting will be necessary.

    c. **Operations Report**
       Operations report has a lot of detail. Skog noted we have had a very good turnout for
       our online meetings.
       We are at about a 20% capacity on check ins compared to this time last year, which is
       encouraging since we do not have libraries open at this time.
       SWAN staff have been utilizing the online chat to work through issues.

    d. **Treasurers Report**
       None

7. **Discussion Item** – Appointment for at-large SWAN Board representative Robin Wagner, vacating
   seat September 2020 (term expires July 1, 2022)
   An action item will be on the July Agenda for the replacement.

8. The next SWAN Board Meeting will be held July 17, 2020 online at 9:30 a.m.

9. **Adjournment** – 10:21 a.m.

       Milavec moved, seconded by Jenkins that it be.

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

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Dawn Bussey

Board Secretary

SWAN Executive Director Report

July 17, 2020

COVID-19 Crisis Update

SWAN Reopening Plan

We are currently in Phase 3 and Phase 4 of the SWAN Reopening Plan. 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 restarted its 5-day delivery upon request on June 29th and there are now 88 SWAN libraries receiving bins.

Resource sharing restart

Libraries grouped by their ILL restart date

Tuesday, July 7, 2020	57
Tuesday, July 14, 2020	1
Wednesday, August 12, 2020	22
Wednesday, September 9, 2020	4
No Date Set	13

SWAN can now accommodate ILL restart dates on Tuesdays each week with a 1-week notice.

Hold pick list surge

Libraries are seeing huge volume in hold pick lists. This is due to several factors which include:

- Backlog of holds from March through June that have been placed and need processing
- Library facilities being closed and without browsing, patrons have been encouraged to place holds online

Our advice has been to:

- Process hold queue daily; but consider a rotation on patron last name range to process per day, reducing the number of patron pick-up days/bags
- Consider reasonable number of items patron can use within check-out period
- Reduce number of holds patron can place; while this will not impact the backlog, it will slow hold placement a bit moving forward

Figure 1: Graph showing Downers Grove June 29% surge in holds placed (left) compared against the entire SWAN consortium (right) down 10% from February

Online membership meetings

SWAN hosted a "poolside chat" on July 7th. The meeting recording is posted, and the online Q & A is posted, which shows use of polling within the webinar as a means to gather immediate feedback from the membership as we respond to reopening requests.

Board Considerations

Fund Transfer

With the start of the fiscal year, SWAN will have some large payments for renewal of services with SirsiDynix, EBSCO, and OCLC which require us to transfer some funds out of the savings account to the operating checking account.

In 2018 there were two transfers of $100,000 and $200,000 for a total of $300,000. In 2019, we transferred $200,000 to the checking account.

Some of the large FY21 Expenses	Total Amount
SirsiDynix renewal May 1, 2020 – April 30, 2021 (check cleared)	($485,597.00)
EBSCO subscriptions July 1, 2020 - June 30, 2021 (invoiced & approved)	($217,475.00)
EBSCO database group-purchase (RAILS invoice received)	($420,000.00)
OCLC subscription FY21 (no invoice received yet)	($233,356.47)

I have completed a cash flow analysis through September 30th considering these large expense payments, 8 payroll cycles, credit card and check payment estimates, and our first quarter membership fee and LLSAP grant revenue. I recommend we transfer $420,000 from the Max Safe account to the SWAN operations checking account.

Resolution on Check Signing
The resolution approved by the SWAN Board at its March 2020 meeting ended June 30, 2020. I recommend the Board extend this resolution through December 31, 2020 due to the coronavirus pandemic.

August 21st Board Meeting Date
The date for the August meeting was tentative and the board would decide if there was a reason to hold the summer meeting. I recommend the SWAN Board not meet in August.

Suspension of PPE Program
I recommend SWAN suspend the PPE supply program as libraries have ceased ordering from SWAN. Our inventory is low and we have not restocked it since July 1st so much of this activity will have occurred in FY20. I will bring a recommendation for the remaining supplies next meeting.

Accounting Transition
SWAN is now working with Lauterbach & Amen to provide accounting services to SWAN. This project is complete.

Wintrust/Hinsdale Bank
SWAN enabled the positive pay service for July 1st. This service will alert Ginny and I if any non-sanctioned checks are cashed. There are some instances where libraries have cashed SWAN checks cut back in April 2020, and we review and approve those through the positive pay system.

FY20 Audit
RAILS Finance will be involved in the audit for the fiscal year July 1, 2019 – June 30, 2020 (FY20). We anticipate the audit will be completed in October and will be presented to the Board at the November meeting.

Monthly Financial Report

Accounts Receivable Update

SWAN has received $620,642.50 of the total invoiced fourth quarter SWAN fees of $657,888.00. As of June 30, the libraries with outstanding prior 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 3rd quarter of FY18. Their most recent payment was received on May 18 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 membership fees were invoiced on January 29th in the total amount of $3,639.00, and, as of June 30th SWAN has received all invoiced fees with the exceptions of Bremen School District #228.

SWAN membership fees which include EBSCO fees were invoiced for the 1st quarter of FY21 on July 9th for a total of $791,220. SWAN anticipates receiving $140,504.48 of the $562,017.92 LLSAP grant from RAILS next month.

Operations Report: July 17, 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 (June 16th – July 13th) – Note, more SWAN staff attended but due to online meeting, attendance is not fully reflected. Staff presenting and primarily involved in facilitation are acknowledged.

Date	Event Name	Attendees	Teams Represented	Topic
6/17/2020	Circulation Users	Crystal, Sam, Vickie, Dawne	Admin, Bib Srvs, IT, UX	Member meeting
6/17/2020	Virtual Site Visit (Tinley Park) Website redesign and web services/api access	Tara, Steven, Dawne	Admin, IT, UX	Consultation
6/19/2020	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
6/19/2020	Virtual Site Visit (Chicago Ridge) Fine Free	Vickie, Crystal	IT, UX	Consultation
6/19/2020	Virtual Site Visit (Bensenville) Fine Free	Vickie, Crystal	IT, UX	Consultation
6/22/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam, Aaron	Admin, Bib Srvs, IT	New member project
6/24/2020	SWAN Fireside Chat #12	Aaron, Dawne, Vickie, Steven, Robin	Admin, Bib Srvs, IT, UX	Member meeting
6/24/2020	SWAN eXpo Web Series: Virtual Book Clubs (Lauren Maxwell, GVD; Shannon Kizmierczak, OLS)	Dawne, Helen, Robin	Admin, UX	Training
6/25/2020	e-Resource Advisory	Robin, Tara, Dawne	UX, Admin	Member meeting
6/29/2020	SWAN100 Weekly Project Mtg	Steven, Scott, Sam, Aaron	Admin, Bib Srvs, IT	New member project
7/6/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam, Aaron	Admin, Bib Srvs, IT	New member project
7/7/2020	SWAN Fireside Chat #13	Aaron, Dawne, Steven	Admin, Bib Srvs, IT, UX	Member meeting
7/8/2020	Book Club Users	Helen, Dawne	Admin	Member meeting
7/8/2020	Training: EBSCO Databases - Group Purchase Update	Robin, Tara, Dawne	UX, Admin	Training

		Crystal, Claudia, Scott, Sam, Steven, Dawne	Admin, Bib Srvs, IT, UX	Research & Development
7/9/2020	BLUEcloud Pilot Team - BLUEcloud Central 20.05 Update			
7/9/2020	Cataloging Advisory	Scott, Claudia, Sam	Bib Srvs	Member meeting
7/13/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam	Admin, Bib Srvs, IT	New member project
7/13/2020	SWAN100 Profiling Mtg - Roselle	Sam, Dawne	Bib Srvs, Admin	New member project

SirsiDynix & Vendor Partner Support & Consulting

- 6/16; 6/23; 7/7 – ByWater Solutions – weekly pilot project meeting
- 6/15; 6/22; 7/2; 7/6; 7/13 – SirsiDynix – weekly project team for SWAN100 (project to add 3 libraries)
- 6/26 – SirsiDynix – Product Development (SDK and partner agreements) – Aaron, Dawne

SWAN Assistant Director (Dawne Tortorella)

COVID-19

Fireside/Poolside Chats are provided as an opportunity for sharing updates, system changes, and recommendations to members. These sessions are presented bi-weekly through the end of August (7/21, 8/4, 8/18). All are recorded, with Q&A logs and presentation material posted - https://support.swanlibraries.net/covid-19/fireside-chats.

During COVID we have implemented new procedures, configured system policies, and modified data to best address the challenges we all continue to face. Many of these procedures, new tools and policies will become part of our ongoing resources in managing the system.

Resource Sharing

SWAN is facilitating a return to resources sharing (interlibrary loan and reciprocal borrowing), as well as reopening based on member library needs. Within SWAN interlibrary loan resource sharing can resume based on member request on 7/7, 8/12, 9/9. As of July 7th, over half of SWAN libraries had elected to resume resource sharing, facilitating both lending and borrowing with SWAN libraries. Based on member input, additional dates have been added in July and August to facilitate more requested dates. We will support "turn on" of resource sharing, effective every Tuesday (requests must be submitted prior to Monday to guarantee changes).

The first day of resource sharing, July 7th, introduced an unwelcome flood of holds available processed by libraries who restarted resource sharing. Unfortunately, the first day did not enforce the rule of reciprocity required to limit borrowing for those libraries not yet ready to resume resource sharing. This problem was resolved the following day by implementing a new configuration of managing holds within SWAN. A news post, Resource Sharing – Flood Control, provided an update on the situation.

During this time, we have examined how to better manage the hold shelf for expired, cancelled, and suspended holds. Previously a report was run nightly to identify the items that should be removed from the hold shelf and automatically checked-in those items, triggering the next transit, local hold, or reshelving action. With the release of Symphony 3.6.2 in January 2020, we gained a more reliable tool for assisting staff in locating items that should be removed from the hold shelf and checked-in by staff to properly trigger the next action. Documentation for the Manage Hold Shelf Wizard provides the new procedures for clearing hold shelves.
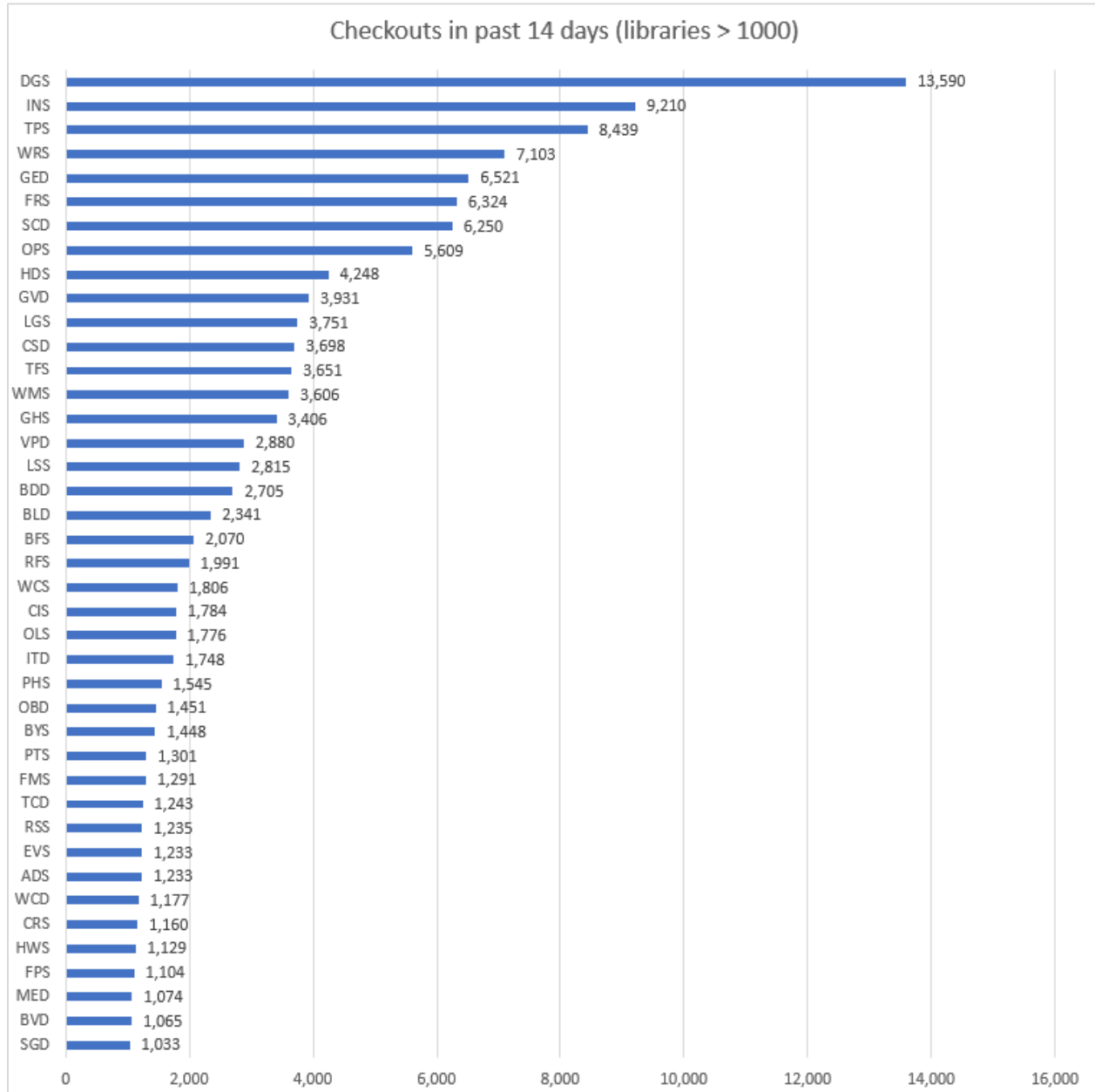
A look at the numbers

Data illustrates the continued return of circulation activity. Checkouts have more than doubled in the past month. Weekend data is excluded from comparison because weekend operational reports such as discard and long overdue processing exaggerate these counts and do not reflect patron activity.

Chart Checkouts 3/1/2020 - 7/10/2020 (excluding weekends)
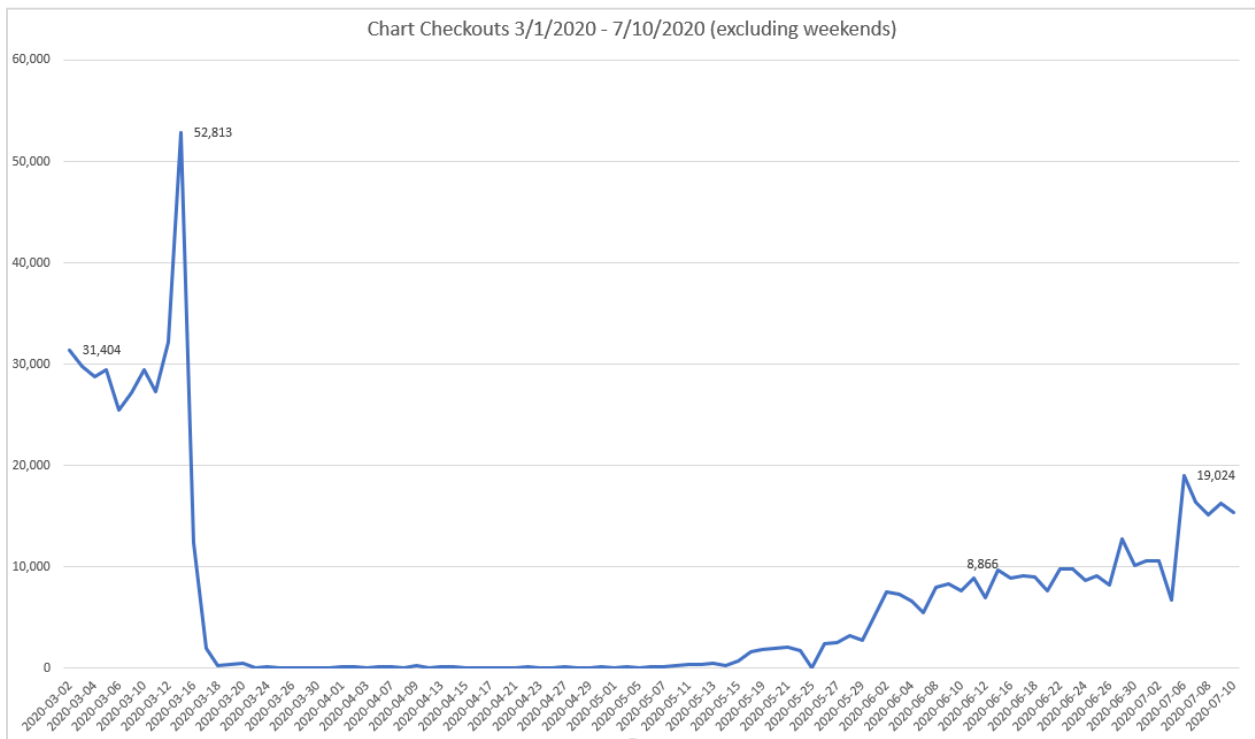
Many libraries began limited patron access to physical space starting in early July. With RAILS delivery resuming, material held in transit and at other SWAN libraries has primarily made its way home. The spikes in late June correlate to material received through delivery that was returned to the home library.

Checkins 3/1/2020 - 7/10/2020 (excluding weekends)
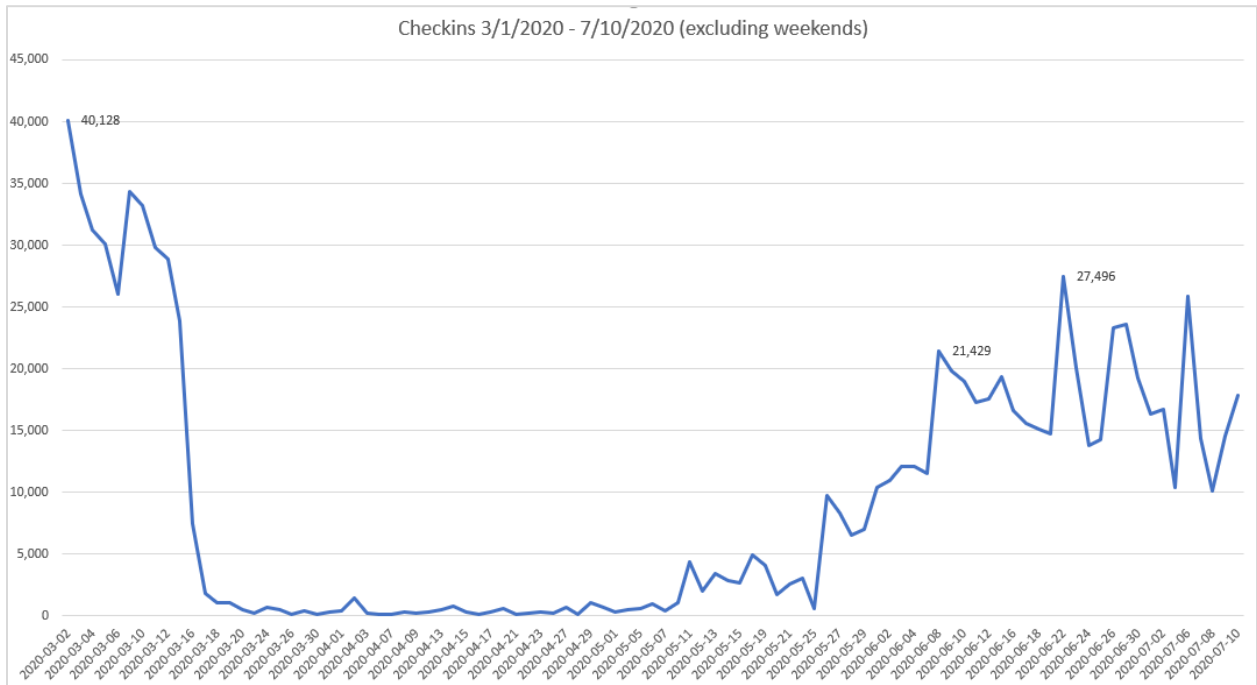
A month ago, twenty-six libraries had processed over 1,000 checkouts in the past 2 weeks. The number of libraries processing over 1,000 checkouts in the past 2 weeks has grown to 41. Seventy-eight SWAN libraries processed over 100 checkouts in the past 2 weeks illustrating the reopening and extension of patron services throughout our libraries.

Checkouts in past 14 days (libraries > 1000)

Library	Checkouts
DGS	13,590
INS	9,210
TPS	8,439
WRS	7,103
GED	6,521
FRS	6,324
SCD	6,250
OPS	5,609
HDS	4,248
GVD	3,931
LGS	3,751
CSD	3,698
TFS	3,651
WMS	3,606
GHS	3,406
VPD	2,880
LSS	2,815
BDD	2,705
BLD	2,341
BFS	2,070
RFS	1,991
WCS	1,806
CIS	1,784
OLS	1,776
ITD	1,748
PHS	1,545
OBD	1,451
BYS	1,448
PTS	1,301
FMS	1,291
TCD	1,243
RSS	1,235
EVS	1,233
ADS	1,233
WCD	1,177
CRS	1,160
HWS	1,129
FPS	1,104
MED	1,074
BVD	1,065
SGD	1,033

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

SWAN 100 Planning

Work is progressing well and quickly on initial data load for analysis and profiling. Scott has provided bibliographic match keys for data loaders to match SWAN bibliographic records avoiding duplicates

during the data load. Helen and Dave have analyzed existing reciprocal borrowers from our incoming libraries within the SWAN database and purged inactive records. This will help minimize problems in matching and loading patron data.

Sam is working closely with our SirsiDynix team and our new libraries to map their existing policies and data to SWAN policies. This profiling work is going well. All libraries are fine free and will be using a patron expiration date of NEVER. Sam is also leading the analysis on SWAN item type consolidation as recommended by the Clarity Task Force – this work will inform and guide profiling work with the new members.

Initial load of new policies and test data is scheduled for early August with testing to start mid-August through the fall.

Steven is providing project management which includes weekly project sprint planning and assignment review. We will be working with Gannt and resource management allocation charts as we try to minimize impact across SWAN departments and staff – targeting specific activity to best balance workload and priorities. The following snapshot provides an overview look of work scheduled during the next month.
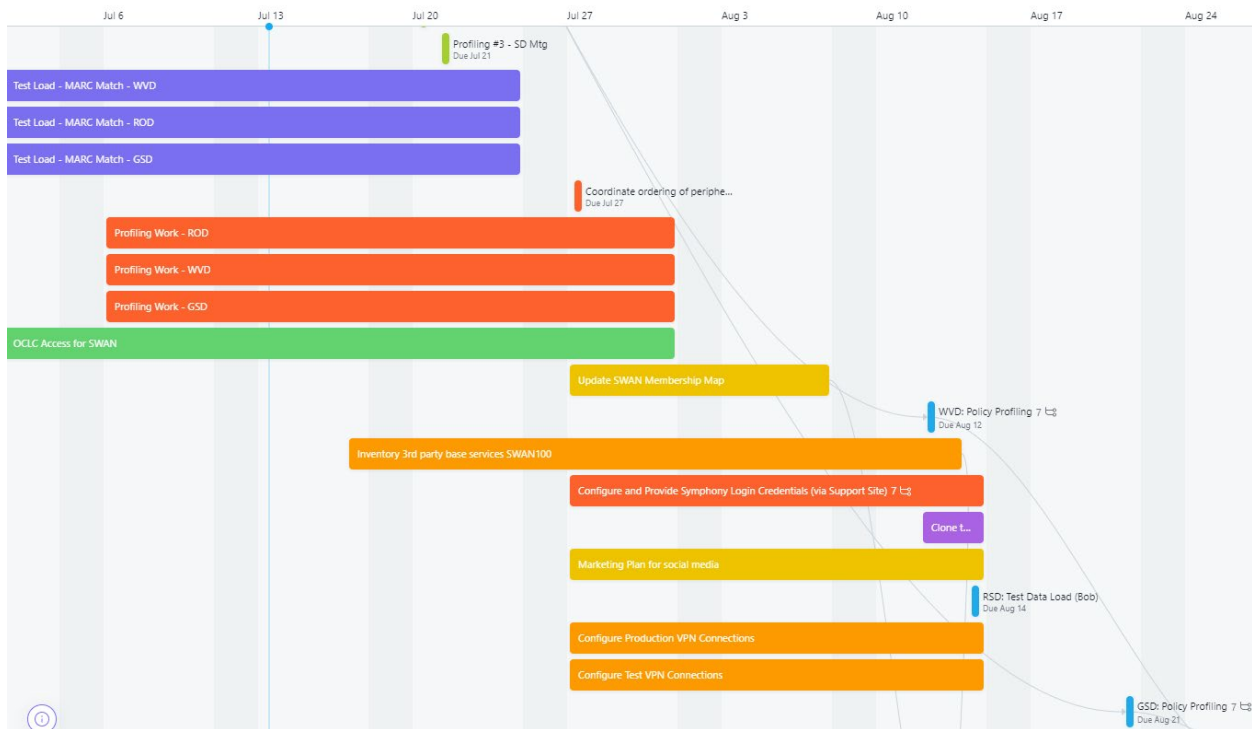
SWAN Bibliographic Services (Scott Brandwein)

SWAN100 Project

This month, we ran a successful comparison of Roselle, Warrenville, and Glenside's MARC extracts against the SWAN database to generate a pathway to attach their items to our bibliographic records. Only the bibliographic records that did not find a match will be imported. Warrenville's MARC extract

has a match rate of 96%, which is comparable to the rate during the Green Hills migration. The other two libraries' extracts contain large numbers of e-resource records that will not be imported, so it was difficult to obtain accurate numbers. But their matching results appear similar.

We are continuing to work on this in order to fine-tune results, focusing on areas where duplicate match points may exist (serials, booksets, Blu-ray/DVD combo packs) and adjusting for the libraries' ephemera, equipment, and other types of records where local practices vary the most. We expect the MARC import to go very smoothly in the fall.

Item Type Consolidation (Clarity Task Force Recommendation)
We have gotten some good feedback on our attempts to encourage a few libraries to consolidate video item types of low use. We have made a few changes with libraries that have been okay with the prospect, but we respect other libraries' reasons to keep their type as they are. Overall, it is helping us understand how these edge-cases are being used. We have generated similar data for audio item types and will be doing similar analysis and communication soon.

The next step in the process involves the three libraries joining SWAN this year. Sam Dietel has scheduled data profiling calls with each of them will be paying special attention to item types to see how we can work towards a unified vocabulary.

Cataloging Advisory Meeting – 7/9/2020
Cataloging Advisory met to regroup after staff were off or focused on other concerns for the past few months. We shared the results of Claudia Nickson's work developing our Record Management process of evaluating incoming cataloging. The results were not surprising to the group, and they appreciate that we are taking steps to clean up at the source some common inconsistencies in our data.

We also discussed what to focus on next, and our next focus will be on local data and Library of Things. At a meeting last year in our old format, a member proposed re-evaluating these records and looking for opportunities to consolidate our data. Bibliographic Services will be developing a model to propose at our next meeting.

We also had some detailed discussion of MARC records for foreign-language materials, and we will be developing documentation to assist cataloging and pre-cat members with processing these challenging materials. We'd also like to develop a means through which members may request assistance or lend their help with language expertise.

OHM Update (OSMOSIS Replacement)
Rudy Host was recently able to adjust the processing environment for OHM to process MARC extracts 4x faster than previously possible. This is an exciting development with our upcoming release. Starting on July 27th, SWAN will be processing extracts for our participating LLSAPs. We have scheduled one of the five LLSAPs per week throughout August so we are able to troubleshoot if necessary. After August, we will be allowing the LLSAPs to request processing on their own schedules.

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 June, there were 234 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	129							
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496							

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Notable ticket trends this month were again largely related to reopening requests and resource sharing updates, along with questions and customizations for reopening. Customizations included circ map/hold map changes, Fine Free selections, Enterprise banner and receipt language updates. In many cases, the library needs to review and provide input on Symphony policies that were configured to accommodate closing or curbside in addition to any temporary Fine Free selections prior to offering full services. That being the case, the IT team complete many of these reopening tasks in the form of email consultations with library staff, as opposed to more straightforward webforms submissions.

While libraries are able to reopen their doors at any time prior to the consultation, their Symphony policies and many patron-facing communications (Enterprise banner, receipt language, Mobile App configuration) will continue to reflect the library's closed or curbside status until the consultation and configuration changes are completed. As these consultations have proven time consuming and must be processed promptly, nearly the entire IT team has devoted their attention to these matters, holding multiple weekly meetups to discuss proposed solutions for each library while reviewing each other's configuration work. 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.

SWAN Support Tickets June 2019 - June 2020
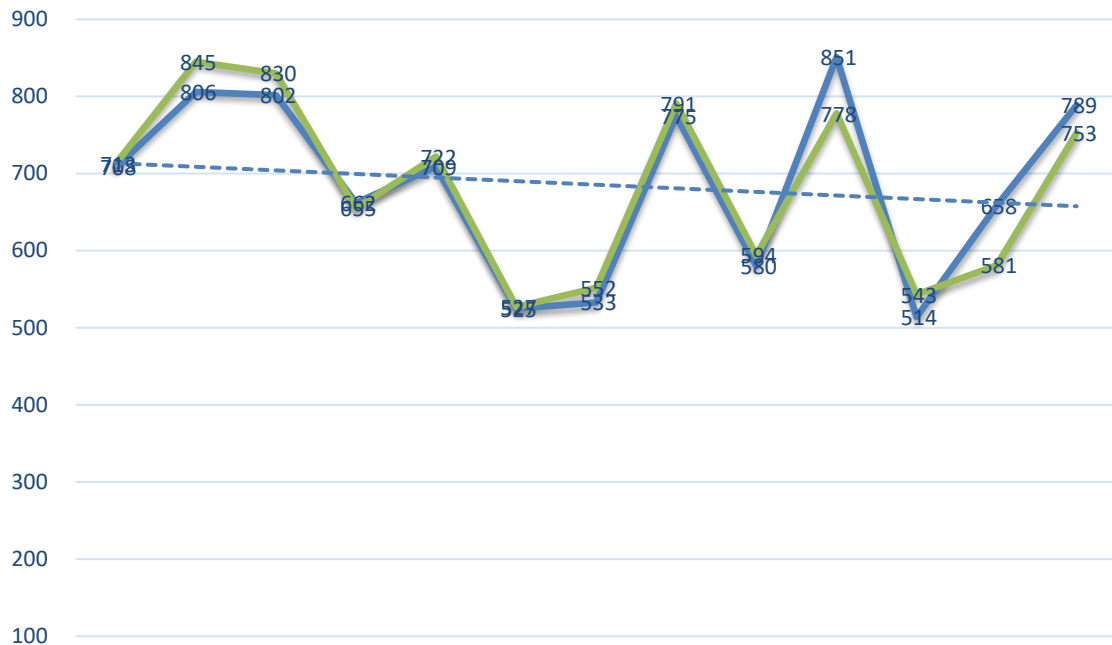
	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	Apr	May	June
Opened	708	806	802	662	709	525	533	775	580	851	514	658	789
Closed	713	845	830	655	722	527	552	791	594	778	543	581	753

Tickets Submitted to SWAN

General Projects

- Project OHM continued development and testing – Rudy with Scott (Bib Srvcs)
- Reopening consultations/Restart ILL configuration procedures per library – Michael, Ian, Vickie, Dave, Steven
- Notice language and schedule updates – Michael, Ian, Vickie, Dave
- Manage Hold Shelf Wizard / Clean Hold Shelf testing – Michael, Vickie, with Crystal (UX)
- Enterprise banner script updates – Steven with Tara (UX)
- Hold map changes to accommodate resource sharing – Vickie, Michael
- Library "Fine Free" consultations and configuration – Vickie with Crystal (UX)
- Vendor integration request, Plymouth Rocket for DOS – Ian, Rudy
- Aspen/ByWater Web Services queries and troubleshooting – Rudy
- Aspen/ByWater general project coordination and documentation – Steven with Tara (UX)
- SWAN100 general project coordination – Steven with Dawne (Admin)
- L2 Replacement API testing – Rudy
- Credit card swipe deployments to WCS, RPS – Steven, Rudy, Dave
- Zoom/GoToMeeting service comparisons, pricing – Steven
- Fiscal year rollovers, June and July – Vickie

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)
7/10/2020	167,274	98.77% (165,221)	0.35% (583)	0.01% (15)

Outage Tracking (as of July 10th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
6/30/2020	3:00	60	Enterprise	Yes	No	Planned Enterprise SaaS maintenance
7/5/2020	20:07	70	Enterprise	No	No	Enterprise SaaS server outage and services restart
7/8/2020	8:53	5	Symphony	Yes	Yes	WorkFlows/Symphony restart to correct circ map error

SWAN User Experience (Tara Wood)

User Groups

Circulation Advisory

Circulation Advisory will meet on July 15th. Slated topics include changes to using the clean hold shelf reports, raising bill thresholds, preparations for the L2 relaunch, and the EBSCO Group Purchase and how database usage impacts the patron record.

Circulation Users

Circulation Users Group met June 17th. Topics discussed included curbside pickup practices, ILL and resource sharing resumption, and best practices for reopening to the public.

E-Resource Advisory

The E-Resource Advisory Group met June 25th. Robin shared information on the EBSCO Group Purchase and the new Downloads FAQ on the SWAN patron site, and the group discussed e-resource collection development. Robin and Sarah Slack presented on license and price negotiation tips. Slides from that presentation are available on the SWAN support site.

Aspen Discovery

The initial installation of our test system is complete, and ByWater is working with SWAN staff on configuration of patron account features, e-resource integration, and harvesting. In addition, ByWater conducted their first administrator training for SWAN staff, which will continue weekly through August. We are on the verge of entering our rigorous testing and configuration phase – we are excited to dig in!

Crystal will lead patron accounts testing, and she created a set of test barcodes for us to work with during this project. Robin has been working to get API keys for e-resources and the records needed to test the sideloading feature to import records from e-resources that do not offer APIs, such as Kanopy.

On August 20th, ByWater will conduct staff training for DUX members. While we know there is likely great interest in these trainings beyond DUX, we would like to keep this first training small and use it as an opportunity to gather feedback on both Aspen staff features and the training itself. If SWAN moves forward with Aspen into a pilot phase, we will offer additional trainings.

BLUEcloud Mobile
The most recent version of BLUEcloud Mobile was released this month. It was expected to add patron self-service features, but those have been delayed to the next release. We are expecting that release in a month or so.

BLUEcloud Pilot
Crystal lead a BLUEcloud Pilot update on new features available for BLUEcloud Circulation, with support from Scott and Claudia on the status of BLUEcloud Cataloging and from Sam on BLUEcloud Acqusitions. You can view the recording for that update on the SWAN support site: https://support.swanlibraries.net/documentation/76773. Going forward all member updates for the BLUEcloud Pilot will be available on the SWAN support site so any interested library staff can follow the progress of this platform.

EBSCO Group Database Purchase
EBSCO database links have been distributed to all 92 public libraries, but around 10% of links are still not functional due to errors in order processing at EBSCO. E-resource contacts at all SWAN libraries received spreadsheets on Friday, July 10th, with the non-functioning links highlighted. Robin and Tara are testing links daily and working with EBSCO to resolve issues with the remaining database links, and we will notify the membership when all links are functional. Testing and re-testing links has been an enormous effort, and we are disappointed that the full set of database links was not ready on July 8th as promised. The feedback we've received from members indicates that libraries are excited to start using the databases that are ready!

Issues
We ran into several unfortunate issues in this process. First, our order was entered very late on EBSCO's end – just a few days before our expected July 1st go-live date – even though SWAN members submitted their requests by April 30th and Robin submitted those requests to EBSCO May 15th. Second, Robin had established a positive and productive working relationship with our dedicated EBSCO support specialist, and they began working together in March to plan the implementation process. Unfortunately, unbeknownst to SWAN, EBSCO laid off 5% of their workforce and our EBSCO support specialist was among those affected. Working through this process without a dedicated support specialist over July 3rd -5th holiday weekend caused significant delays, and as of July 13th we are still working to get all of the databases configured with EBSCO.

EBSCO staff training

Robin conducted training for SWAN member staff on the EBSCO Group Database Purchase on July 8th, which is available to view on the SWAN support site: https://support.swanlibraries.net/tutorial/76697.

Next steps

Robin is working with EBSCO to complete Article Search configuration.

When that work is complete, we can add features in Enterprise that will surface links in search results.
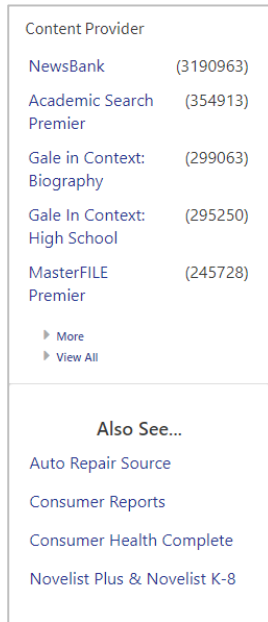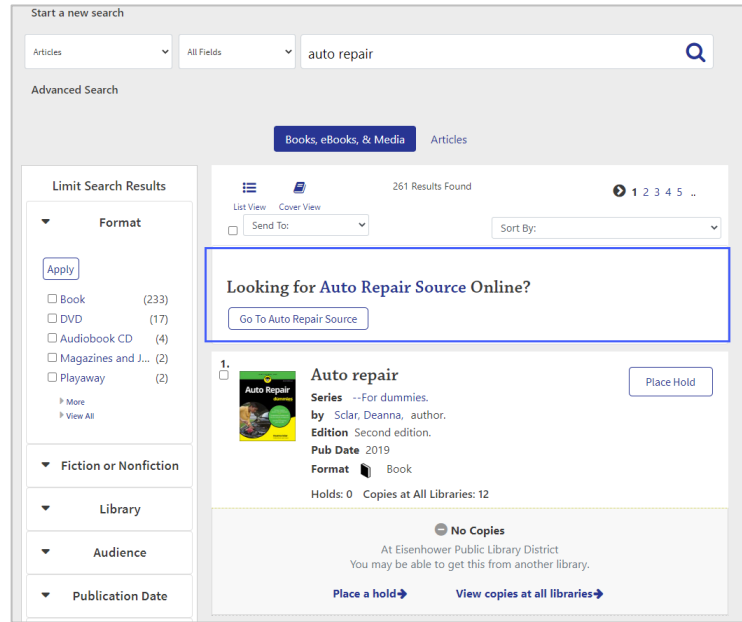

Figure 1 Link in facets

Figure 2 Search suggestions

Each library has a page on the patron site that lists their links, which can be accessed by adding your library's three-letter code to this URL in place of the xxx: https://swanlibraries.net/xxx

These pages are available to libraries but suppressed from search results. When all links are functional, we will link to these pages from elsewhere on the patron site and libraries can link to them from their own websites.

In the long term, we would like to work with our libraries to facilitate sharing of training and marketing resources and highlight databases in the catalog.

Research visit to Woodridge Public Library

Crystal is planning a research visit to Woodridge Public Library to learn more about library operations and services to the public during COVID-19. She plans to conduct interviews and a desk observation, and she will use the results of this visit to generate ideas to improve SWAN services to our libraries during the pandemic and with the changing model of services adopted.

Support site

As our libraries reopen, it is time for us to evaluate our COVID-19 content strategy. We have documentation that is living in temporary locations, such as news posts and Fireside Chat slides, and we need to better integrate that documentation throughout the site. Nielsen-Norman recommends moving to a more integrated approach over time: https://www.nngroup.com/articles/covid19-intranet-ia/. Crystal will lead these cleanup efforts over the next month, combing through our news posts and slides and making sure important documentation is findable.

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.
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.
		Closed session minutes 6 month review. (Moved from April)
Friday, July 31, 2020		FY20 LLSAP Grant semiannual report due to RAILS
Sunday, January 31, 2021		FY21 LLSAP Grant semiannual reports due to RAILS