

# SWAN BOARD MEETING AGENDA

September 18, 2020 9:30 a.m.

Online Meeting

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

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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 September 18, 2020 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 18, 2020 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, July (Exhibit pgs. 3-13)
  - a. Balance sheet and detail of expenditures for July 2020
  - b. Approval of the payment of bills for July 1, 2020 through July 31, 2020 in the amount of \$706,002.45

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

5. Action Item – Approval of SWAN Financials, August (Exhibit pgs. 14-18)
  - a. Balance sheet and detail of expenditures for August 2020
  - b. Approval of the payment of bills for August 1, 2020 through August 31, 2020 in the amount of \$280,854.56

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

6. Action Item – Acceptance of the July 17, 2020 SWAN Board Meeting Minutes (Exhibit pgs.19-22)

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

7. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 23-30)
- c. Operations Report (Exhibit pgs. 31-43)
- d. Treasurer Report
- e. Board Calendar (Exhibit 44-45)

8. Discussion Item –Aspen Discovery pilot recommendation (Exhibit pgs. 46-48)

9. Discussion Item – FY22 Budget process overview (Exhibit pgs. 49-53)

10. 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	Secretary	July 1, 2021
Dawn Bussey	Glen Ellyn Public Library	Treasurer	July 1, 2022
Jesse Blazek	Palos Heights Public Library		July 1, 2022
Jane Jenkins	Green Hills Public Library District		July 1, 2022

**SWAN Library Services  
Balance Sheet  
As of July 31, 2020**

	<b>Balance End of Month</b>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 546,249.39
Hinsdale Bank - MM - 5010	991,374.00
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 1,537,666.25
 Current Assets	
Accounts Receivable	(31,808.72)
REINT Receivable	-
Other Receivables	10,781.50
Deposits	23,467.08
Vendor Credits	3,865.59
Prepaid Expenses	457,454.23
Spares Inventory	1,732.50
Total Current Assets	\$ 465,492.18
 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	\$ 2,027,959.96
<b>LIABILITIES</b>	
Current Liabilities	
Accounts Payable	\$ (17,897.95)
Accrued Liabilities	19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	147,655.00
Accrued Payroll	25,168.60
Federal Income Taxes Payable	10,635.32
Roth 401k Payable	4,508.87
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	\$ 339,772.44
 Long Term Liabilities	
Total Liabilities	\$ 339,772.44
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	2,067,024.23
Total Beginning Net Assets	2,067,024.23
Current YTD Net Income	(378,836.71)
Total Fund Balance	1,688,187.52
Total Liabilities and Fund Balances	\$ 2,027,959.96

## Statement of Revenue and Expenses

### For the 1 Month Ended July 31, 2020

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 248,803.50	\$ 248,803.50	\$ 2,851,863.00	\$ 2,603,059.50	8.72%
4110 - Member One-Time Project Receipts	0.00	0.00	14,000.00	14,000.00	0.00%
4190 - Member Group Purchase Receipts	40,193.75	40,193.75	421,394.00	381,200.25	9.54%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	140,504.50	140,504.50	562,018.00	421,513.50	25.00%
4320 - Other Grant Revenue	0.00	0.00	61,500.00	61,500.00	0.00%
4499 - Annual Conference Receipts	0.00	0.00	7,600.00	7,600.00	0.00%
4510 - Interest Income	269.95	269.95	37,000.00	36,730.05	0.73%
4600 - Reserve Fund Transfer	0.00	0.00	62,379.00	62,379.00	0.00%
<b>Total Revenue</b>	<b>429,771.70</b>	<b>429,771.70</b>	<b>4,018,654.00</b>	<b>3,588,882.30</b>	<b>10.69%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	107,776.53	107,776.53	1,546,800.00	1,439,023.47	6.97%
5021 - FICA Expense	7,830.66	7,830.66	118,400.00	110,569.34	6.61%
5023 - Worker's Compensation	0.00	0.00	3,000.00	3,000.00	0.00%
5024 - Retirement Benefits	10,343.85	10,343.85	140,900.00	130,556.15	7.34%
5025 - Health, Dental, Life And Disability Insurance	16,816.79	16,816.79	246,300.00	229,483.21	6.83%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	110.00	110.00	5,100.00	4,990.00	2.16%
5110 - Rent/Lease	9,175.37	9,175.37	105,904.00	96,728.63	8.66%
5120 - Utilities	605.84	605.84	6,400.00	5,794.16	9.47%
5130 - Property Insurance	0.00	0.00	1,500.00	1,500.00	0.00%
5140 - Repairs & Maintenance	0.00	0.00	1,300.00	1,300.00	0.00%
5150 - Custodial Service & Supplies	390.00	390.00	8,100.00	7,710.00	4.81%
5190 - Other Building Maintenance	0.00	0.00	100.00	100.00	0.00%
5210 - Conference Travel	0.00	0.00	11,000.00	11,000.00	0.00%
5220 - Staff Meetings	0.00	0.00	600.00	600.00	0.00%
5230 - Staff Professional Development	0.00	0.00	5,400.00	5,400.00	0.00%
5240 - Professional Association Membership Dues	0.00	0.00	2,500.00	2,500.00	0.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	50.97	50.97	4,500.00	4,449.03	1.13%
5310 - Travel Reimbursement	243.31	243.31	2,800.00	2,556.69	8.69%
5320 - Membership Meetings	0.00	0.00	2,900.00	2,900.00	0.00%
5350 - Marketing & Promotional Material	0.00	0.00	1,200.00	1,200.00	0.00%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5410 - Infrastructure Licensing	503.75	503.75	42,000.00	41,496.25	1.20%
5420 - Application Software Licensing	37.18	37.18	18,400.00	18,362.82	0.20%
5430 - Server Software Licensing	0.00	0.00	13,900.00	13,900.00	0.00%
5440 - Library Services Platform	163,077.00	163,077.00	927,200.00	764,123.00	17.59%
5450 - Data Management Services	0.00	0.00	27,500.00	27,500.00	0.00%
5460 - Information Subscription Service	54,398.00	54,398.00	74,600.00	20,202.00	72.92%
5470 - Subscription Support Services	0.00	0.00	10,100.00	10,100.00	0.00%
5480 - Telecommunications	2,023.00	2,023.00	19,400.00	17,377.00	10.43%
5490 - Group Purchases - Services	0.00	0.00	600.00	600.00	0.00%
5510 - Office Supplies	250.90	250.90	4,000.00	3,749.10	6.27%
5520 - Postage	110.00	110.00	900.00	790.00	12.22%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	180.35	180.35	3,700.00	3,519.65	4.87%
5620 - Hardware	82.28	82.28	63,200.00	63,117.72	0.13%
5690 - Group Purchases - Hardware	711.50	711.50	14,800.00	14,088.50	4.81%
5700 - Insurance	0.00	0.00	9,200.00	9,200.00	0.00%
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%

**Statement of Revenue and Expenses**  
**For the 1 Month Ended July 31, 2020**

	<b>Month-to-Date Actual</b>	<b>Year-to-Date Actual</b>	<b>Annual Budget</b>	<b>Remaining Budget</b>	<b>% Collected Expended</b>
5820 - Accounting	0.00	0.00	20,610.00	20,610.00	0.00%
5830 - Consulting	0.00	0.00	5,000.00	5,000.00	0.00%
5840 - Payroll Service Fees	252.70	252.70	3,900.00	3,647.30	6.48%
5850 - Contractual Agreements	0.00	0.00	56,500.00	56,500.00	0.00%
5860 - Notification & Collection	0.00	0.00	35,300.00	35,300.00	0.00%
5870 - Recruitment	250.00	250.00	900.00	650.00	27.78%
5899 - Annual Conference Facility Contract	0.00	0.00	12,000.00	12,000.00	0.00%
5910 - Print Materials	4,963.31	4,963.31	5,000.00	36.69	99.27%
5920 - Reimburse for Resource Sharing	8,338.00	8,338.00	0.00	(8,338.00)	0.00%
5990 - Group Purchases - Content	420,060.12	420,060.12	420,000.00	(60.12)	100.01%
6010 - Bank Fees	27.00	27.00	3,700.00	3,673.00	0.73%
6020 - Merchant Account Fees	0.00	0.00	40.00	40.00	0.00%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
<b>Total Expenses</b>	<u>808,608.41</u>	<u>808,608.41</u>	<u>4,018,654.00</u>	<u>3,210,045.59</u>	<u>20.12%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ (378,836.71)</u>	 <u>\$ (378,836.71)</u>	 <u>\$ 0.00</u>	 <u>\$ 378,836.71</u>	

## SWAN Library Services

### Check Register

All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
ComEd				8000	07/20/20	<u>511.73</u>
5120	Utilities	ComEd	511.73			
T.A. Systems Inc.				8001	07/20/20	<u>130.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc.	130.00			
T.A. Systems Inc.				8002	07/20/20	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc.	260.00			
Comcast				8003	07/21/20	<u>1,260.00</u>
5480	Telecommunications	Comcast	1,260.00			
Dawne Tortorella				8004	07/21/20	<u>316.31</u>
5310	Travel Reimbursement	Dawne Tortorella	301.31			
6010	Bank Fees	Dawne Tortorella	15.00			
EBSCO Information Services				8005	07/21/20	<u>217,475.00</u>
5440	Library Services Platform	EBSCO Information Services	52,425.00			
5440	Library Services Platform	EBSCO Information Services	110,652.00			
5460	Information Subscription Service	EBSCO Information Services	54,398.00			
Genesis Technologies, Inc.				8006	07/21/20	<u>180.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc.	180.35			
Klein, Thorpe and Jenkins, Ltd.				8007	07/21/20	<u>168.00</u>
2000	Accounts Payable	Klein, Thorpe and Jenkins, Ltd.	168.00			
Lauterbach & Amen, LLP				8008	07/21/20	<u>3,060.00</u>
2000	Accounts Payable	Lauterbach & Amen, LLP	3,060.00			
LIMRiCC				8009	07/21/20	<u>21,441.32</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC	21,441.32			
Michael Szarmach				8010	07/21/20	<u>255.31</u>
5310	Travel Reimbursement	Michael Szarmach	243.31			

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All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
6010	Bank Fees	Michael Szarmach	12.00			
Nicor Gas 5120	Utilities	Nicor Gas	45.70	8011	07/21/20	<u>45.70</u>
Nicor Gas 5120	Utilities	Nicor Gas	48.41	8012	07/21/20	<u>48.41</u>
Reliance Standard Life Insurance Co. 5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co.	892.68	8013	07/21/20	<u>892.68</u>
Team One Repair, Inc. 5990	Group Purchases - Content	Team One Repair, Inc.	60.12	8014	07/21/20	<u>60.12</u>
Wellness Insurance Network-WIN 5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN	174.39	8015	07/21/20	<u>174.39</u>
Acorn Public Library 5920	Reimburse for Resource Sharing	Reimburse Resource Shaing - July 2020	124.00	8016	07/28/20	<u>124.00</u>
Alsip-Merrionette Park Public Library 5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	203.97	8017	07/28/20	<u>203.97</u>
Baker & Taylor 5910	Print Materials	Baker & Taylor	4,963.31	8018	07/28/20	<u>4,963.31</u>
Batavia Public Library 5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	214.48	8019	07/28/20	<u>214.48</u>
Bedford Park Public Library District 5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	259.00	8020	07/28/20	<u>259.00</u>
Beecher Community Library District 5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	16.00	8021	07/28/20	<u>16.00</u>

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All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Bensenville School District 2				8022	07/28/20	<u>18.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	18.00			
Berkeley Public Library				8023	07/28/20	<u>63.01</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	63.01			
Bloomington Public Library				8024	07/28/20	<u>113.83</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	113.83			
Blue Island Public Library				8025	07/28/20	<u>100.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	100.00			
Bridgeview Public Library				8026	07/28/20	<u>166.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	166.00			
Broadview Public Library District				8027	07/28/20	<u>212.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	212.00			
Brookfield Public Library				8028	07/28/20	<u>245.01</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	245.01			
Calumet City Public Library				8029	07/28/20	<u>40.06</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	40.06			
Chicago Ridge Public Library				8030	07/28/20	<u>225.12</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	225.12			
Crestwood Public Library District				8031	07/28/20	<u>22.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	22.00			
Dolton Public Library District				8032	07/28/20	<u>134.00</u>



## SWAN Library Services

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All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	134.00			
Downers Grove Public Library				8033	07/28/20	<u>715.53</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	715.53			
Eisenhower Public Library District				8034	07/28/20	<u>135.05</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	135.05			
Evergreen Park Public Library				8035	07/28/20	<u>58.63</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	58.63			
Flossmoor Public Library				8036	07/28/20	<u>396.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	396.00			
Forest Park Public Library				8037	07/28/20	<u>550.29</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	550.29			
Frankfort Public Library District				8038	07/28/20	<u>234.01</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	234.01			
Franklin Park Public Library District				8039	07/28/20	<u>37.75</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	37.75			
Geneva Public Library District				8040	07/28/20	<u>240.12</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	240.12			
Glen Ellyn Public Library				8041	07/28/20	<u>364.97</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	364.97			
Green Hills Public Library District				8042	07/28/20	<u>92.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	92.00			

# SWAN Library Services

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All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Hinsdale Public Library				8043	07/28/20	<u>236.82</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	236.82			
Hodgkins Public Library District				8044	07/28/20	<u>77.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	77.00			
HR Source				8045	07/28/20	<u>250.00</u>
5870	Recruitment	HR Source	250.00			
Indian Prairie Public Library District				8046	07/28/20	<u>35.60</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	35.60			
Itasca Community Library				8047	07/28/20	<u>55.85</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	55.85			
La Grange Public Library				8048	07/28/20	<u>637.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	637.00			
Lyons Public Library				8049	07/28/20	<u>79.01</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	79.01			
Markham Public Library				8050	07/28/20	<u>133.32</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	133.32			
Matteson Public Library				8051	07/28/20	<u>158.05</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	158.05			
Messenger Public Library of North Aurora				8052	07/28/20	<u>167.36</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	167.36			
Nancy L. McConathy Public Library District				8053	07/28/20	<u>45.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	45.00			

## SWAN Library Services

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All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Oak Lawn Public Library				8054	07/28/20	<u>131.01</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	131.01			
Oak Park Public Library				8055	07/28/20	<u>103.15</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	103.15			
Palos Heights Public Library				8056	07/28/20	<u>120.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	120.00			
Prairie State College				8057	07/28/20	<u>204.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	204.00			
Riverside Public Library				8058	07/28/20	<u>3.37</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	3.37			
South Holland Public Library				8059	07/28/20	<u>18.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	18.00			
St. Charles Public Library District				8060	07/28/20	<u>565.24</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	565.24			
Stickney-Forest View Public Library District				8061	07/28/20	<u>10.00</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	10.00			
System Wide Automated Network				8062	07/28/20	<u>23.00</u>
5920	Reimburse for Resource Sharing	System Wide Automated Network	23.00			
System Wide Automated Network				8062	07/28/20	<u>(23.00)</u>
5920	Reimburse for Resource Sharing	To void check 8062	-23.00			
Theosophical Society				8063	07/28/20	<u>110.00</u>

## SWAN Library Services

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All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	110.00			
Thomas Ford Memorial Library				8064	07/28/20	<u>3.07</u>
5920	Reimburse for Resource Sharing	reimburse resource sharing july 2020	3.07			
United States Treasury				8065	07/28/20	<u>50.80</u>
2000	Accounts Payable	PCORI Form 720 2nd qtr. 2020	50.80			
Villa Park Public Library				8066	07/28/20	<u>173.22</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	173.22			
West Chicago Public Library District				8067	07/28/20	<u>101.24</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	101.24			
Westmont Public Library				8068	07/28/20	<u>155.44</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	155.44			
Worth Public Library District				8069	07/28/20	<u>34.42</u>
5920	Reimburse for Resource Sharing	Reimburse Resource Sharing July 2020	34.42			
Reaching Across Illinois Library System				8070	07/28/20	<u>420,000.00</u>
5990	Group Purchases - Content	Invoice # 6956 - EBSCO Package B	420,000.00			
First Bankcard				50000	07/14/20	<u>9,537.31</u>
2000	Accounts Payable	CC May & June Charges FY20	9,537.31			
Quail Ridge Drive Investors, LLC				50001	07/29/20	<u>9,175.37</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC August 2020	9,175.37			
FY20 = Unemployment Ins. thru 6=30				50005	07/02/20	<u>2,350.00</u>
2000	Accounts Payable	FY20 = Unemployment Ins. thru 6=30	2,350.00			

## SWAN Library Services

### Check Register

All Bank Accounts

July 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
First Bankcard				50011	07/17/20	<u>3,023.76</u>
2000	Accounts Payable	First Bankcard charges FY20	3,023.76			
First Bankcard FY21 charges				50012	07/17/20	<u>2,034.58</u>
5260	Online Learning	First Bankcard FY21 charges Udemy online course, 3 employees	50.97			
5410	Infrastructure Licensing	First Bankcard FY21 charges microsoft monthly	18.00			
5410	Infrastructure Licensing	First Bankcard FY21 charges microsoft monthly	24.00			
5410	Infrastructure Licensing	First Bankcard FY21 charges microsoft pf sense	172.75			
5410	Infrastructure Licensing	First Bankcard FY21 charges Sendgrid	289.00			
5420	Application Software Licensing	First Bankcard FY21 charges mailchimp	37.18			
5480	Telecommunications	First Bankcard FY21 charges Microsoft Skype	288.00			
5510	Office Supplies	First Bankcard FY21 charges amazon - toner cartridge	55.48			
5510	Office Supplies	First Bankcard FY21 charges vistaprint - signature stamp	24.43			
5510	Office Supplies	First Bankcard FY21 charges amazon - thermal receipt printer	170.99			
5520	Postage	First Bankcard FY21 charges USPS Charges stamps	110.00			
5620	Hardware	First Bankcard FY21 charges - amazon - headsets	49.98			
5620	Hardware	First Bankcard FY21 charges - amazon - headsets	32.30			
5690	Group Purchases - Hardware	First Bankcard FY21 charges Propay	711.50			
					<b>Check List Total</b>	<u><u>706,002.45</u></u>

**SWAN Library Services  
Balance Sheet  
As of August 31, 2020**

	<b>Balance End of Month</b>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 543,723.60
Hinsdale Bank - MM - 5010	991,508.45
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 1,535,274.91
 Current Assets	
Accounts Receivable	(33,311.23)
REINT Receivable	-
Other Receivables	10,781.50
Deposits	23,467.08
Vendor Credits	3,865.59
Prepaid Expenses	457,454.23
Spares Inventory	1,732.50
Total Current Assets	\$ 463,989.67
 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	\$ 2,024,066.11
<b>LIABILITIES</b>	
Current Liabilities	
Accounts Payable	\$ (20,903.51)
Accrued Liabilities	19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	148,676.25
Accrued Payroll	25,168.60
Federal Income Taxes Payable	10,635.32
457B Payable	(1,239.64)
Roth 401k Payable	3,838.77
Medical Insurance Payable	(5,090.01)
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	\$ 330,788.38
 Long Term Liabilities	
Total Liabilities	\$ 330,788.38
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	2,067,024.23
Total Beginning Net Assets	2,067,024.23
Current YTD Net Income	(373,746.50)
Total Fund Balance	1,693,277.73
Total Liabilities and Fund Balances	\$ 2,024,066.11

## Statement of Revenue and Expenses

### For the 2 Months Ended August 31, 2020

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 336,576.75	\$ 585,380.25	\$ 2,851,863.00	\$ 2,266,482.75	20.53%
4110 - Member One-Time Project Receipts	0.00	0.00	14,000.00	14,000.00	0.00%
4190 - Member Group Purchase Receipts	57,010.25	97,204.00	421,394.00	324,190.00	23.07%
4220 - Reimbursement Losses for Resource Sharing	4,952.72	4,952.72	0.00	(4,952.72)	0.00%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	0.00	140,504.50	562,018.00	421,513.50	25.00%
4320 - Other Grant Revenue	0.00	0.00	61,500.00	61,500.00	0.00%
4499 - Annual Conference Receipts	0.00	0.00	7,600.00	7,600.00	0.00%
4510 - Interest Income	134.45	404.40	37,000.00	36,595.60	1.09%
4600 - Reserve Fund Transfer	0.00	0.00	62,379.00	62,379.00	0.00%
<b>Total Revenue</b>	<b>398,674.17</b>	<b>828,445.87</b>	<b>4,018,654.00</b>	<b>3,190,208.13</b>	<b>20.62%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	105,991.15	213,767.68	1,546,800.00	1,333,032.32	13.82%
5021 - FICA Expense	7,685.67	15,516.33	118,400.00	102,883.67	13.11%
5023 - Worker's Compensation	0.00	0.00	3,000.00	3,000.00	0.00%
5024 - Retirement Benefits	10,180.04	20,523.89	140,900.00	120,376.11	14.57%
5025 - Health, Dental, Life And Disability Insurance	16,837.46	33,654.25	246,300.00	212,645.75	13.66%
5026 - Tuition Reimbursements	0.00	0.00	2,500.00	2,500.00	0.00%
5085 - Staff Wellness	0.00	110.00	5,100.00	4,990.00	2.16%
5110 - Rent/Lease	9,175.37	18,350.74	105,904.00	87,553.26	17.33%
5120 - Utilities	437.41	1,043.25	6,400.00	5,356.75	16.30%
5130 - Property Insurance	0.00	0.00	1,500.00	1,500.00	0.00%
5140 - Repairs & Maintenance	0.00	0.00	1,300.00	1,300.00	0.00%
5150 - Custodial Service & Supplies	260.00	650.00	8,100.00	7,450.00	8.02%
5190 - Other Building Maintenance	0.00	0.00	100.00	100.00	0.00%
5210 - Conference Travel	0.00	0.00	11,000.00	11,000.00	0.00%
5220 - Staff Meetings	0.00	0.00	600.00	600.00	0.00%
5230 - Staff Professional Development	0.00	0.00	5,400.00	5,400.00	0.00%
5240 - Professional Association Membership Dues	250.00	250.00	2,500.00	2,250.00	10.00%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	0.00	50.97	4,500.00	4,449.03	1.13%
5310 - Travel Reimbursement	0.00	243.31	2,800.00	2,556.69	8.69%
5320 - Membership Meetings	0.00	0.00	2,900.00	2,900.00	0.00%
5350 - Marketing & Promotional Material	0.00	0.00	1,200.00	1,200.00	0.00%
5399 - Annual Conference	0.00	0.00	2,500.00	2,500.00	0.00%
5410 - Infrastructure Licensing	0.00	503.75	42,000.00	41,496.25	1.20%
5420 - Application Software Licensing	0.00	37.18	18,400.00	18,362.82	0.20%
5430 - Server Software Licensing	0.00	0.00	13,900.00	13,900.00	0.00%
5440 - Library Services Platform	233,356.47	396,433.47	927,200.00	530,766.53	42.76%
5450 - Data Management Services	4,725.18	4,725.18	27,500.00	22,774.82	17.18%
5460 - Information Subscription Service	0.00	54,398.00	74,600.00	20,202.00	72.92%
5470 - Subscription Support Services	0.00	0.00	10,100.00	10,100.00	0.00%
5480 - Telecommunications	1,735.00	3,758.00	19,400.00	15,642.00	19.37%
5490 - Group Purchases - Services	0.00	0.00	600.00	600.00	0.00%
5510 - Office Supplies	0.00	250.90	4,000.00	3,749.10	6.27%
5520 - Postage	0.00	110.00	900.00	790.00	12.22%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	206.35	386.70	3,700.00	3,313.30	10.45%
5620 - Hardware	0.00	82.28	63,200.00	63,117.72	0.13%
5690 - Group Purchases - Hardware	0.00	711.50	14,800.00	14,088.50	4.81%
5700 - Insurance	0.00	0.00	9,200.00	9,200.00	0.00%

**Statement of Revenue and Expenses  
For the 2 Months Ended August 31, 2020**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%
5820 - Accounting	1,363.70	1,363.70	20,610.00	19,246.30	6.62%
5830 - Consulting	0.00	0.00	5,000.00	5,000.00	0.00%
5840 - Payroll Service Fees	252.70	505.40	3,900.00	3,394.60	12.96%
5850 - Contractual Agreements	0.00	0.00	56,500.00	56,500.00	0.00%
5860 - Notification & Collection	711.02	711.02	35,300.00	34,588.98	2.01%
5870 - Recruitment	0.00	250.00	900.00	650.00	27.78%
5899 - Annual Conference Facility Contract	0.00	0.00	12,000.00	12,000.00	0.00%
5910 - Print Materials	0.00	4,963.31	5,000.00	36.69	99.27%
5920 - Reimburse for Resource Sharing	0.00	8,338.00	0.00	(8,338.00)	0.00%
5990 - Group Purchases - Content	0.00	420,060.12	420,000.00	(60.12)	100.01%
6010 - Bank Fees	416.44	443.44	3,700.00	3,256.56	11.98%
6020 - Merchant Account Fees	0.00	0.00	40.00	40.00	0.00%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
<b>Total Expenses</b>	<u>393,583.96</u>	<u>1,202,192.37</u>	<u>4,018,654.00</u>	<u>2,816,461.63</u>	<u>29.92%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ 5,090.21</u>	 <u>\$ (373,746.50)</u>	 <u>\$ 0.00</u>	 <u>\$ 373,746.50</u>	



## SWAN Library Services

### Check Register

All Bank Accounts

August 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Comcast				8071	08/20/20	<u>1,260.00</u>
5480	Telecommunications	Invoice # 106449623, Acct. # 930890934	1,260.00			
ComEd				8072	08/20/20	<u>392.64</u>
5120	Utilities	acct. # 7347559092	392.64			
ICMA Retirement Corporation				8073	08/20/20	<u>250.00</u>
5240	Professional Association Membership Dues	Invoice # 44278 7/1/20- 9/30/20	250.00			
IHLS-OCLC				8074	08/20/20	<u>233,356.47</u>
5440	Library Services Platform	Invoice # 21831 FY21 Service Fee	233,356.47			
LIMRICC				8075	08/20/20	<u>21,441.32</u>
5025	Health, Dental, Life And Disability Insurance	August 2020	21,441.32			
Marcive, Inc.				8076	08/20/20	<u>4,725.18</u>
5450	Data Management Services	Invoice # 390624	4,725.18			
Nicor Gas				8077	08/20/20	<u>44.77</u>
5120	Utilities	Acct. # 57-44-18-6411 3	44.77			
Reaching Across Illinois Library System				8078	08/20/20	<u>1,170.70</u>
5820	Accounting	Invoice # 7208 July 2020	1,170.70			
Reliance Standard Life Insurance Co.				8079	08/20/20	<u>913.35</u>
5025	Health, Dental, Life And Disability Insurance	STD, LTD Insurance September 2020	913.35			
Unique Integrated Communications, Inc.				8080	08/20/20	<u>711.02</u>
5860	Notification & Collection	Invoice # 595335	711.02			
Wellness Insurance Network-WIN				8081	08/20/20	<u>174.39</u>
5025	Health, Dental, Life And Disability Insurance	August 2020	174.39			
Illinois Department of Employment Security				50006	08/28/20	<u>6,580.00</u>

# SWAN Library Services

## Check Register

All Bank Accounts

August 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
2000	Accounts Payable	Illinois Department of Employment Security	6,580.00			
Quail Ridge Drive Investors, LLC				50009	08/27/20	<u>9,175.37</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC September 2020	9,175.37			
Genesis Technologies, Inc.				50010	08/19/20	<u>206.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc.	206.35			
T.A. Systems Inc.				50013	08/20/20	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. July	260.00			
Klein, Thorpe and Jenkins, Ltd.				500014	08/05/20	<u>193.00</u>
5820	Accounting	Klein, Thorpe and Jenkins, Ltd.	193.00			
					<b>Check List Total</b>	<u><u>280,854.56</u></u>

# SWAN BOARD MEETING MINUTES

July 17, 2020 9:30 a.m.

Held remotely, per Illinois Public Act 101-0640

## 1. Call to Order, Roll Call

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

- a. Ted Bodewes
- b. Dawn Bussey
- c. Jennifer Cottrill
- 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 Business Manager

No public comment

## 3. Action Item

Acceptance of July 17, 2020 SWAN Board Meeting Agenda

Cottrill moved, seconded by Wagner that it be

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

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

## 4. Action Item

Approval of Representative for Vacant Seat, September 2020

Cottrill moved, seconded by Wagner that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE VACANT SEAT TO JESSIE BLASEK, BEGINNING SEPTEMBER 1, 2020

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

## 5. Action Item

Appointment of SWAN Board Officers and Committee Members

Cottrill moved, seconded by Wagner that it be

RESOLVED, THAT THE SWAN BOARD APPROVES THE OFFICERS AS FOLLOWS: TED BODEWES BE NOMINATED AS SWAN BOARD PRESIDENT

Bodewes accepted this nomination

RESOLVED, THAT STACY WITTMANN BE NOMINATED AS SWAN BOARD VICE-PRESIDENT

Wittmann accepted this nomination

RESOLVED, THAT DAWN BUSSEY BE NOMINATED AS SWAN BOARD TREASURER

Bussey accepted this nomination

RESOLVED, THAT JULIE MILAVEC BE NOMINATED AS SWAN BOARD SECRETARY

Milavec accepted this nomination

Skog will be the Official Representative to the RAILS Consortia Committee: Milavec will be the alternate

Personnel Committee: Cottrill accepted the position, Jenkins was assigned

Finance Committee: Bussey, Milavec & Wittmann accepted the positions

By-Laws Committee: Bodewes & Wittmann accepted the positions

Strategic Planning Committee & Nominating Committee will be removed

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

**6. Action Item**

Approval of Financials, June 2020

Cottrill moved, seconded by Wagner that it be

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

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

**7. Action Item**

Acceptance of the June 19, 2020 SWAN Board Meeting Minutes

Cottrill moved, seconded by Wagner that it be

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

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

## 8. Reports

### a. **Board President Report**

Bodewes wanted to thank the SWAN Board staff again for their support during COVID19.

### b. **Executive Report**

Skog discussed the Resource sharing restart. He also discussed the Hold pick up surge. Skog went through the funds transfer for the large payments that occur at this time of the year.

The last of the PPE orders are winding down and a decision to end the ordering has been decided upon.

The process for obtaining a new Auditing Firm was discussed by Skog with possibly the help of the Finance Committee. SWAN accounts receivable is looking good.

### c. **Operations Report**

SWAN 100 Planning was discussed with the three new libraries coming on board. Skog discussed the EBSCO data base links that were created. Robin Hofstetter is working with EBSCO to complete the Article Search configuration.

### d. Skog will provide an updated Board Calendar.

## 9. Action Item

Approve SWAN Fund Transfer from Money Market Account to Operating Account (\$420,000.00)

Cottrill moved, seconded by Wagner that it be

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

## 10. Action Item

Authority to pay bills for July through December 2020

Cottrill moved, seconded by Wagner that it be

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

**11: Discussion Item**

Cancel the August Board Meeting and reconvene in September

The Board agreed and there will not be an August Board Meeting

**Adjournment**

Board meeting adjourned at 10:22 a.m.

Cottrill moved, seconded by Wagner that it be

Motion carried by roll call vote with the following results:

Ayes: Bodewes, Bussey, Cottrill, Milavec, Wagner

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Dawn Bussey

Board Secretary

# SWAN Executive Director Report

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September 18, 2020

## COVID-19 Crisis Update

### Online membership meetings

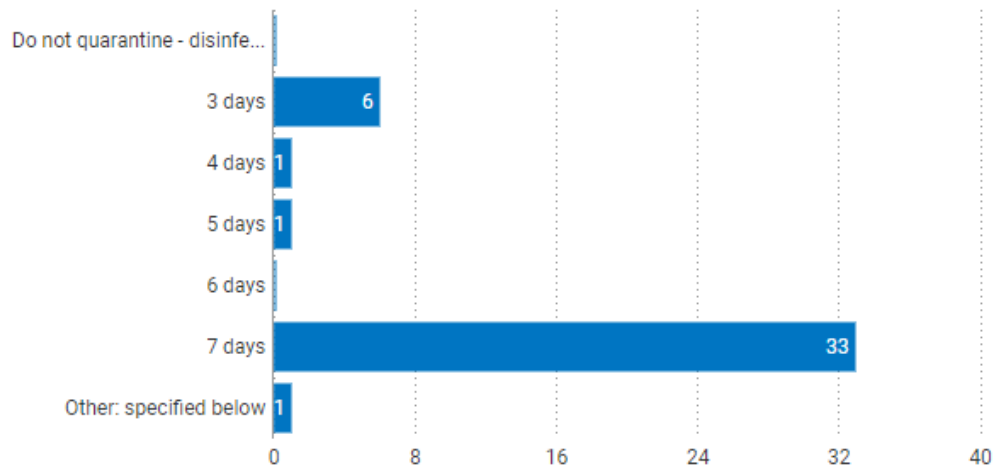
SWAN hosted an “emergency” poolside chat on August 28<sup>th</sup> immediately after the RAILS 7-day quarantine for delivery was announced. The meeting recording is posted, and the online Q & A is posted, and the actions taken are detailed in the September 2020 Operations Report.

SWAN will continue to host monthly meetings that pertain to our response to the pandemic.

### Quarantine Survey Results

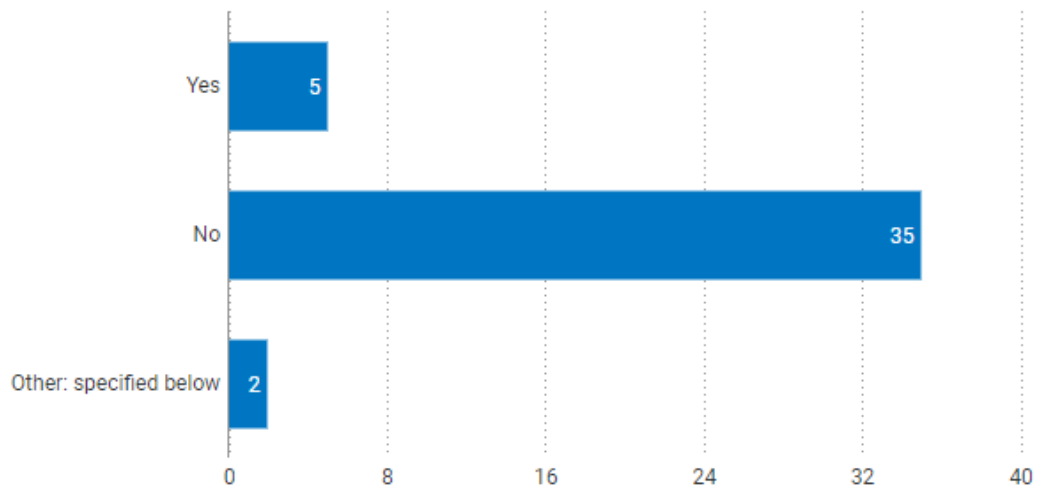
The survey was issued after the membership meeting. 42 libraries responded to the survey which confirmed the quick action SWAN took to change the patron blocking for fine-free libraries to 21 days was correct. The survey also confirmed our suggestion to increase the grace period of 7 days and 8 days for those non-fine-free libraries with 0 and 7-day grace periods respectively.

How long do you quarantine material once retrieved from the book drop? If other, provide a short description.



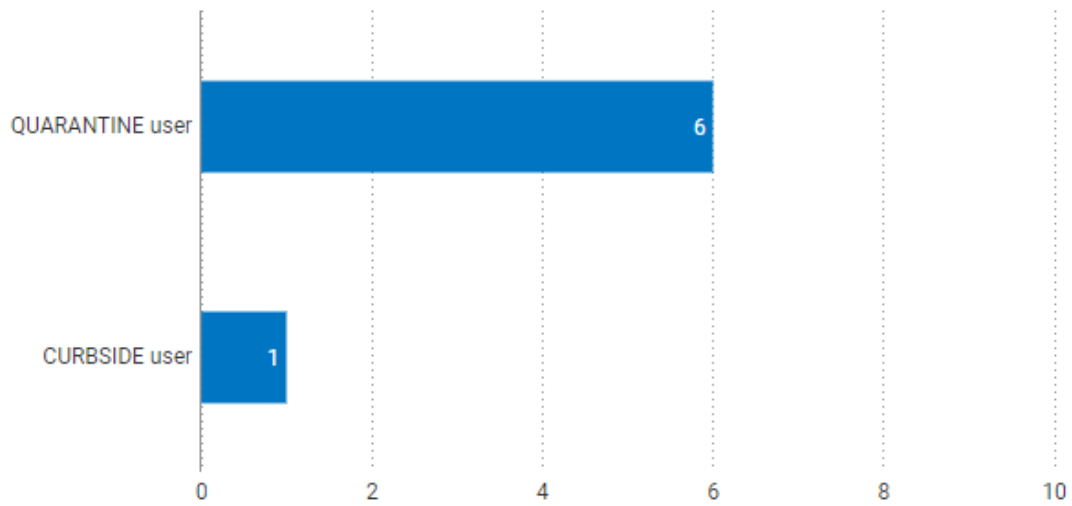
42 responses in 42 results

Do you disinfect materials received from book drop/patron returns?



42 responses in 42 results

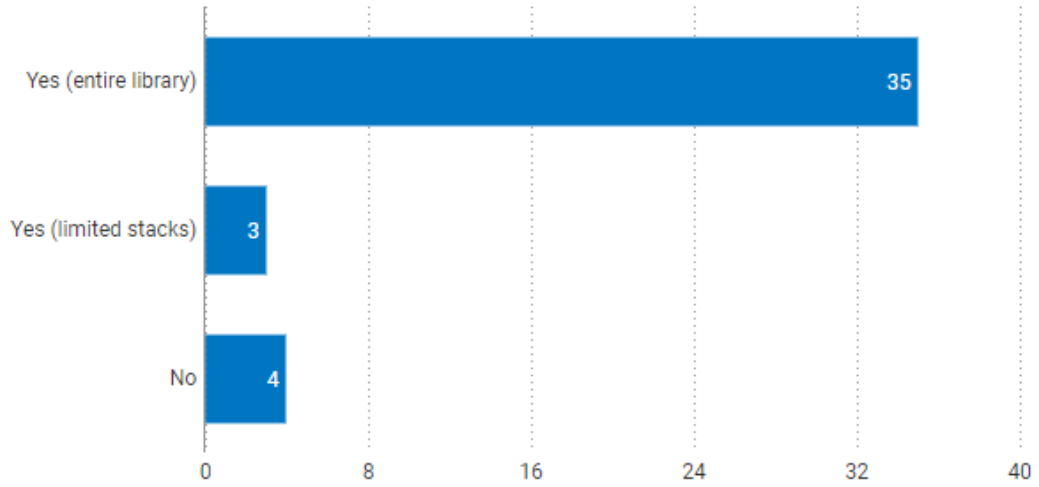
Does your library use either of the special in-house users created for handling materials?



7 responses in 42 results

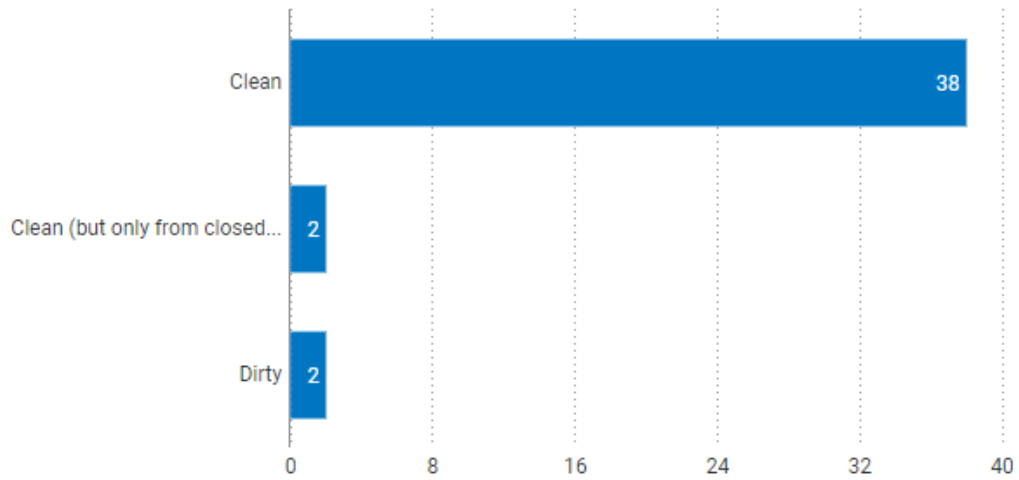


Does your library currently have stacks open to the public?



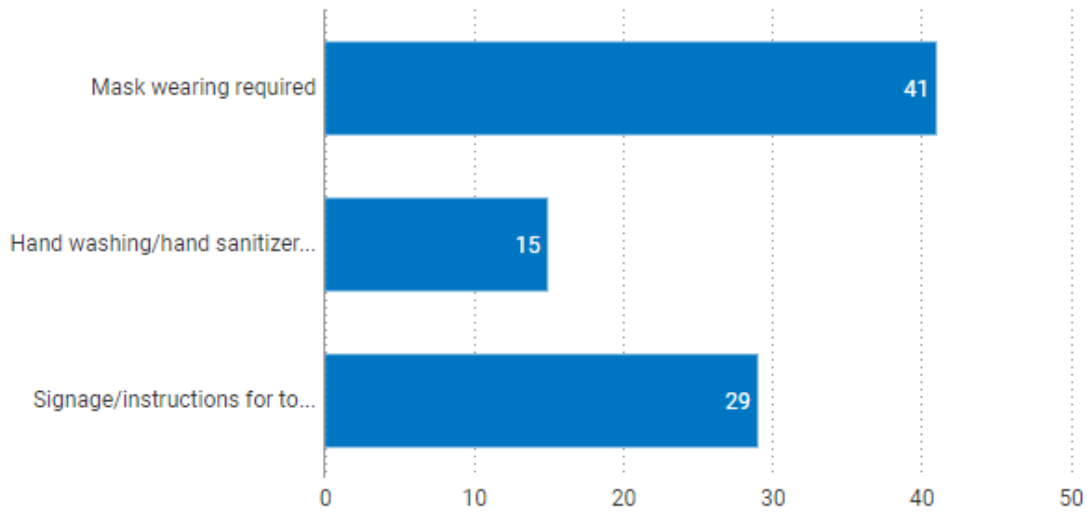
42 responses in 42 results

When pulling items from shelves, do you consider these items "clean" or "dirty" in terms of quarantining requirements?



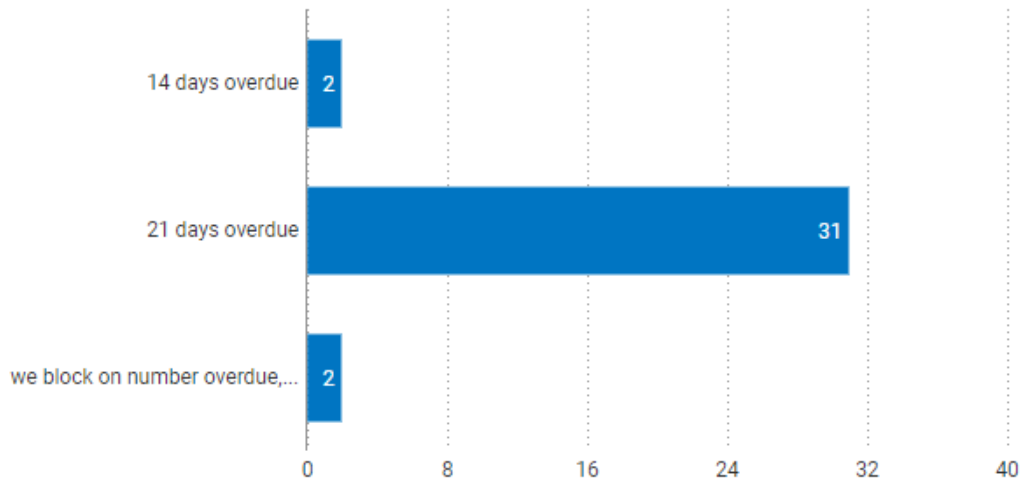
42 responses in 42 results

Which of the following are in place at your library related to patron access to physical space?



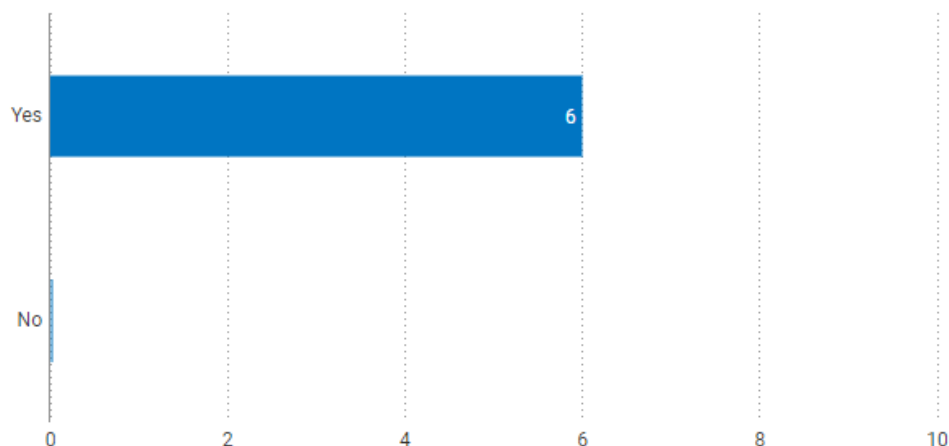
85 responses in 42 results

Which of the following do you prefer for blocking on overdue items (Fine Free)?



35 responses in 35 results

For libraries currently assessing fines, are you in favor of extending grace periods across SWAN? 0 days grace changed to 7 days; 3 days grace changed to 8 days; academic reserves and special collections will not change



6 responses in 7 results

**Anything else you would like to share regarding quarantine practices at your library? (12 comments received)**

1. Although I think we are set to block a patron after 21 day, we would like to extend that to be the same number of days as when the item will be billed as lost. I think it is 42 days. Is this possible?
2. As patrons and staff are all masking, using sanitizer and hand washing, we consider open shelving to be 'clean'. Items are removed from the book drop each morning by masked and gloved staff, and then sit on carts (not stacked) for the quarantine period before being checked in (back dated). Additionally, as the risk of transmission of Covid from surfaces is considered to be very low (even if staff or patrons make a habit of licking library items?) feel that this procedure is more than adequate, particularly since the items sit around in bins at RAILS, are sorted by masked and gloved RAILS staff, and then sit around in bins some more before being checked in at a library by masked and gloved staff.
3. Closing off stacks has made a lot of these issues much simpler for us. When we open stacks, we will have a slew of new procedures to put in place for ensuring cleanliness of materials.
4. In light of the latest REALM study, we are planning on extending our quarantine period. (We currently quarantine for seven days.) If we extend beyond seven days, we will begin checking all our materials out to the Quarantine User as the book drops are emptied.

5. The grace period change would make things much easier for both patrons and staff by reducing the # of BLOCKED patrons due to the estimated fines.
6. The only items we have closed and not open for browsing are magazines. Since these are frequently items that are used on-site more than by being checked out and they also take longer in quarantine to disinfect, we wanted to limit these for circulation by patron request. Also, while we do not currently use the quarantine user, we would want to set that up and use it if RAILS decide that items pulled from open stacks need to be quarantined prior to being added to blue bins.
7. We also quarantine incoming packages, but not mail.
8. We are a permanently fine free library. Any items that patrons touch and remove from the shelf are checked out to the quarantine card and quarantined for 7 days. There are tables placed around the library for patrons to place these items. Magazines are behind the desk away from patrons and we paused any newspaper subscriptions. We close at 12 to clean the workstations, doors, and shelf check every day. We have hand sanitizer readily available around the library and at the entrance.
9. We are limiting the number of patrons in library to 25. We have bins to disinfect any items touched by patrons when browsing. The 21 day is good with having to quarantine for 7 days.
10. We did FF4N but reverted to our old circ map to avoid patron confusion regarding the 14/21 day overdue auto-blocking. We are checking in all items using fine-free check-in as a workaround. Very much in favor of the 7-day grace period due to the new increased quarantine time.
11. We disinfect items we pull from the stacks before sending them through delivery.
12. We were fines free before COVID so we're just continuing with that.

## LLSAP FY22 Grant Application

I completed the grant application for RAILS and collected the required data that will be used to determine funding for the upcoming FY22 budget.

## Board Considerations

### Financial Reports

The July and August reports generated by Lauterbach & Amen are included in this month's packet. Feel free to provide any feedback on the reports and make suggestions for improvement.

### EBSCO

The EBSCO subscription for the 91 public libraries in SWAN is invoiced over four quarters. We have been asked by a few libraries to invoice the full amount rather than spread the payments over four quarters.

Having these payments spread over the entire year does present some cash-flow issues for SWAN, so it might be worthwhile asking member libraries in next year’s budget cycle if they would prefer a single EBSCO invoice from SWAN.

**Villa Park FY21 SWAN Membership Fee**

The membership fee calculation for Villa Park Public Library contained an error that was identified after the first quarter of membership invoices were sent out in July 2020. The calculation for Villa Park did not include the deduction of the library’s two bond payments, which resulted in a large membership fee increase. After discussion with the SWAN Board President and Treasurer, I will work with Villa Park to adjust the remaining three invoices and adjust the overpayment

SWAN Fiscal Year	Primary County	Total Tax Revenue Issued	Bond Amount (Deducted)	Public Library Tax Revenue Total	SWAN Membership Fee	Fee Increase	Overcharge
FY20	DuPage	\$2,056,173.38	\$0.00	\$2,056,173.38	<b>\$32,624.00</b>		
FY21	DuPage	\$2,946,779.94	\$0.00	\$2,946,779.94	<b>\$41,521.00</b>	\$8,897.00	
FY21 Corrected	DuPage	\$2,946,779.94	<b>(\$835,242.94)</b>	\$2,111,537.00	<b>\$33,222.74</b>	\$598.74	\$8,298.26
FY22	DuPage	\$3,001,457.04	<b>(\$847,450.00)</b>	\$2,154,007.04	<b>Not avail yet</b>		

**Monthly Financial Report**

SWAN’s Hinsdale Bank account is now utilizing positive pay as an additional security feature for checks issued by SWAN. We are seeing some outstanding checks issued by SWAN from the prior fiscal year now being deposited by member libraries—some as old as March 2020. This is likely due to the pandemic disrupting routine library business for much of the spring and now libraries are catching up on deposits. Our goal next quarter is to have any uncashed checks older than 90-days be canceled.

**Accounts Receivable Update: August 2020**

4010 - SWAN Full Membership Fees: SWAN has received 82% of the total invoiced first quarter SWAN fees of \$712,965.75.

4190 - Member Group Purchase Receipts: the EBSCO payments for the first quarter are 92% of the \$105,348 invoiced. At least one library has paid the full year.

4220 - Reimbursement Losses for Resource Sharing: the invoices issued in July as part of the SWAN-to-SWAN member library for lost and paid material are recorded in this line. This line will offset against the 5920 Reimburse for Resource Sharing expense line. We do not have a budget amount for this line in FY21.

4310 - RAILS Support to SWAN: the first quarter LLSAP grant payment to SWAN was received and the next payment should be anticipated in October.

**Accounts Payable Update: August 2020**

5460 - Information Subscription Service budget line is 72.92% spent as the EBSCO subscription to Novelist Select.

5910 - Print Materials budget line is 99% spent as the Baker & Taylor rental collection pilot project is underway and fully funded for FY21.

5920 Reimburse for Resource Sharing: the expenses for this budget line are part of the SWAN-to-SWAN member library for lost and paid material. This line will offset against the 4220 Reimbursement Losses for Resource Sharing revenue line.

# Operations Report: September 18, 2020

## Member Engagement – All Staff

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

## Site Visits, Training, and Networking

During the past reporting period (July 14<sup>th</sup> – September 14<sup>th</sup>) – Note, more SWAN staff attended but due to online meeting, attendance is not fully reflected. Staff presenting and primarily involved in facilitation are acknowledged.

While we had fewer member meetings scheduled in August, our one-on-one consultations with members filled that open schedule.

Date	Event Name	Attendees	Teams Represented	Topic
7/15/2020	Circulation Advisory	Crystal, Sam, Dawne	UX, Bib Svcs, Admin, IT	Member meeting
7/17/2020	SWAN Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
7/20/2020	Consortia Directors Meeting	Aaron	Admin	Collaboration
Mondays 7/20/2020	-	Dawne, Steven, Scott, Sam, Aaron	Admin, Bib Svcs, IT	New member project
9/14/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam, Aaron	Admin, Bib Svcs, IT	New member project
7/21/2020	Training: Quarterly billing Overview & Check-in	Helen, Dawne	Admin	Training
7/21/2020	SWAN Fireside Chat #14	Aaron, Dawne, Scott, Steven, Tara, Robin	Admin, Bib Svcs, IT, UX	Member meeting
7/23/2020	SWAN100 BLUEcloud Analytics-Profiling	Dawne, Sam	Admin, Bib Svcs	New member project
7/23/2020	Discovery and User Experience	Tara, Robin, Crystal, Dawne, Scott, Sam, Claudia	UX, Admin, Bib Svcs	Member meeting
7/24/2020	Outreach Users	Crystal	UX	Member meeting
7/27/2020	SWAN100 - GSD Profiling	Sam, Dawne	Bib Svcs, Admin	New member project
7/29/2020	Circulation & Hold Map Evaluation (Elmwood Park)	Vickie	IT, Bib Svcs	Consultation
7/30/2020	Fine Free Consultation (Crestwood)	Vickie, Crystal	IT, UX	Consultation
8/4/2020	SWAN Fireside Chat #15	Aaron, Dawne, Scott, Steven, Tara, Robin	Admin, Bib Svcs, IT, UX	Member meeting
8/4/2020	Fine Free Consultation (Downers Grove)	Vickie, Crystal	IT, UX	Consultation

8/12/2020	Fine Free Consultation (Midlothian)	Vickie	IT, UX	Consultation
8/18/2020	SWAN Fireside Chat #16	Aaron, Dawne, Scott, Steven, Tara, Robin	Admin, Bib Srvs, IT, UX	Member meeting
8/19/2020	Fine Free Consultation (Clarendon Hills)	Vickie	IT	Consultation
8/19/2020	Acquisitions File Retrieval Consultation (Glen Ellyn)	Sam, Vickie	Bib Srvs, IT	Consultation
8/26/2020	Aspen/EDS Usability Testing	Tara, Robin	UX	Research & Development
8/26/2020	Item Type Consolidation Consultation (Elmwood Park)	Sam	Bib Srvs	Consultation
8/28/2020	SWAN Fireside Chat #17 (Special)	Aaron, Dawne	Admin, Bib Srvs, IT, UX	Member meeting
8/31/2020	Training: SWAN100 - SWAN Support	Dawne	Admin	New member project
9/1/2020	Item Type Consolidation Consultation (Elmwood Park)	Sam	Bib Srvs	Consultation
9/1/2020	Item Type Consolidation Consultation (Westmont)	Sam	Bib Srvs	Consultation
9/2/2020	Training: SWAN100 Office Hours - Testing	Dawne	Admin, IT	New member project
8/26/2020 9/2/2020	Patron Point Consultation (Tinley Park)	Dawne, Steven	Admin, IT	Consultation
9/3/2020	SWAN Quarterly Meeting	Aaron, Dawne, Ginny, Steven, Scott, Tara, Robin	Admin, Bib Srvs, IT, UX	Governance
9/3/2020	Cataloging Advisory	Scott, Bib Srvs Team, Dawne	Bib Srvs, Admin	Member meeting
9/4/2020	Fine Free Consultation (Bedford Park)	Vickie, Sam	IT, Bib Srvs	Consultation
9/4/2020	SWAN100 Consultation - Data Testing	Dawne, Steven	Admin, IT	New member project
9/9/2020	ILL/WorldCat Discovery Consultation (Hinsdale)	Dawne	Admin	Consultation
9/10/2020	ILL/WorldCat Discovery Consultation (Bloomingtondale)	Dawne	Admin	Consultation
9/11/2020	ILL Consultation (Bellwood)	Dawne, Vickie, Helen	Admin, IT	Consultation
9/11/2020	Public Service Users	Crystal, Tara	UX	Member meeting
9/14/2020	Training: SWAN100 Patron Management	Crystal	UX	New member project

## SirsiDynix & Vendor Partner Support & Consulting



- Tuesdays, 7/21; 7/28; 8/4; 8/11; 8/19; 8/25; 9/1; 9/8 – ByWater Solutions – weekly pilot project meeting
- 8/20 – ByWater Solutions – Aspen Training for DUX and Cataloging Advisory
- Mondays, 7/20; 7/27; 8/3; 8/10; 8/17; 8/24; 8/31; 9/14 – SirsiDynix – weekly project team for SWAN100 (project to add 3 libraries)
- 7/21 – SirsiDynix – Profiling Data Review
- 8/14; 9/11 – SirsiDynix – Sure Sailing
- 9/14 – SirsiDynix – Data Load Review
- 8/24 – OCLC – ILA Presentation on OHM prep

## SWAN Assistant Director (Dawne Tortorella)

### L2 Update & SWAN Events

The new L2 has launched. SWAN is working with RAILS to ensure that our event feeds into the SWAN Support Site are properly populating events in our [Meetings & Documents](#) page. A news post from 9/11, [L2 Status with SWAN Events](#), provides information on this situation.

### SWAN 100 Planning

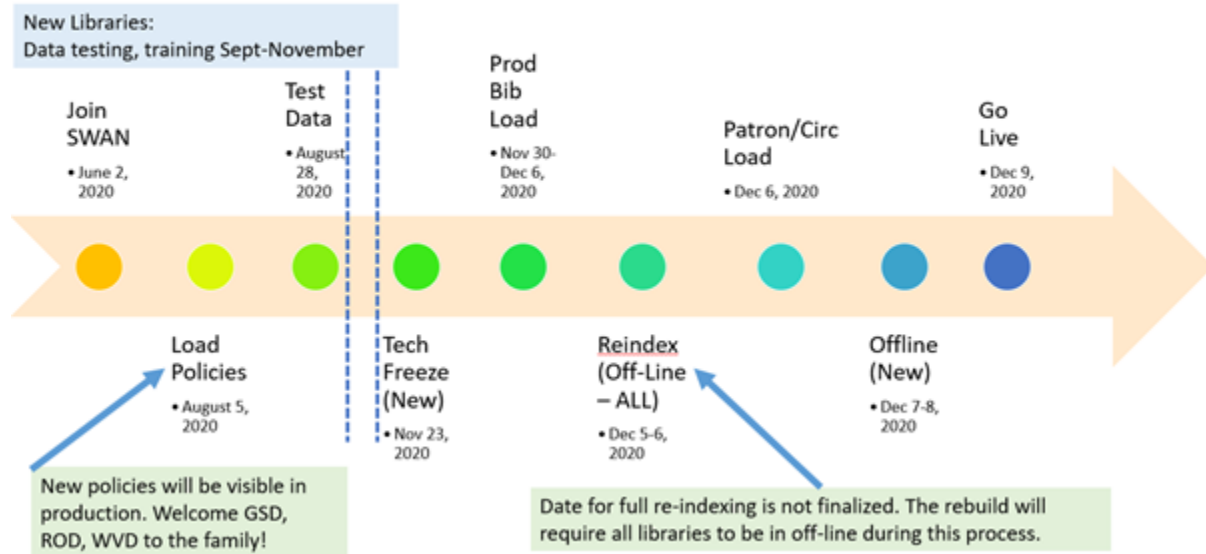
All test data has been loaded and libraries have reviewed for accuracy. Profiling is complete and policies have been loaded into production, so all SWAN libraries will be seeing the new library codes in the system – GSD (Glenside), ROD (Roselle), WVD (Warrenville).

Weekly training and office sessions are scheduled through January for these libraries. While these live sessions are reserved for our incoming libraries, sessions are recorded for all members. The support page for the [SWAN100 project](#) lists these resources and recordings.

The migration timeline is on track. These milestones represent major work completed and impact for members.

- June 2, 2020 - SWAN members vote to approve new libraries
- August 5, 2020 - Policies loaded into Symphony
- August 28, 2020 - Test data loaded into test system
- September-November, 2020 - Testing and training for new libraries
- November 23, 2020 - Technical Freeze for new libraries
- November 30-December 6, 2020 - Loading of catalog/item records into SWAN bibliographic database
- **December 5-6, 2020 - Re-indexing of SWAN catalog (all libraries in offline mode)**
- December 6, 2020 - Patron and circulation data load for new libraries
- December 7-8, 2020 - New libraries work in offline mode
- **December 9, 2020 - Go-Live**

# SWAN100 Migration Timeline



## COVID-19

Fireside/Poolside Chats continue to serve as an effective method of providing member updates. We have started to expand information shared to include SWAN projects and updates, not necessarily related to COVID. We held a special Fireside on August 28<sup>th</sup> to share updates on the increased quarantine requirements of 7-day for delivery. [Fireside Chat sessions](#) are scheduled monthly through December.

We anticipate continued flux in services provided and the need to respond to specific community/library needs, but have moved to a single [Library Services Status](#) page for tracking library changes.

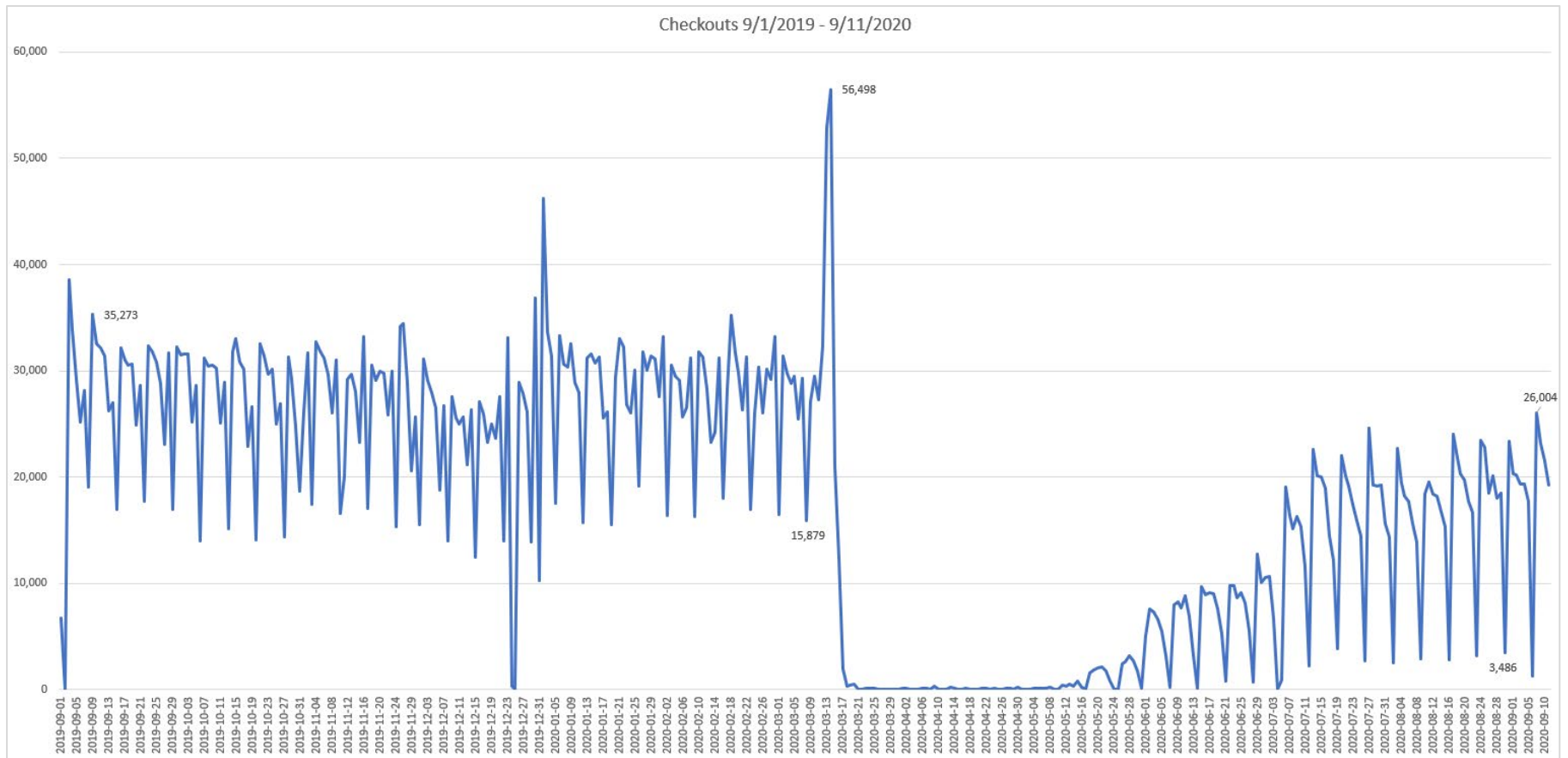
With our last major resource sharing restart date of 9/8, we are largely back to pre-COVID resource sharing practice. The increased quarantine requirements of 7-days for delivery has required a review of internal processes and consideration of how this may impact long term resource sharing practice.

Additionally, grace periods have been modified across all 0-day grace periods in the circulation rules to allow for a 7-day grace period to accommodate the quarantine period.

Many of our libraries have returned to also supplying materials through OCLC ILL, both in-state and some further afield. Some libraries have reached out for additional training and support as patron ILL requests may provide additional support for patrons from home.

## *A look at the numbers*

A review of circulation, holds, and cataloging numbers show continued return to more consistent activity.



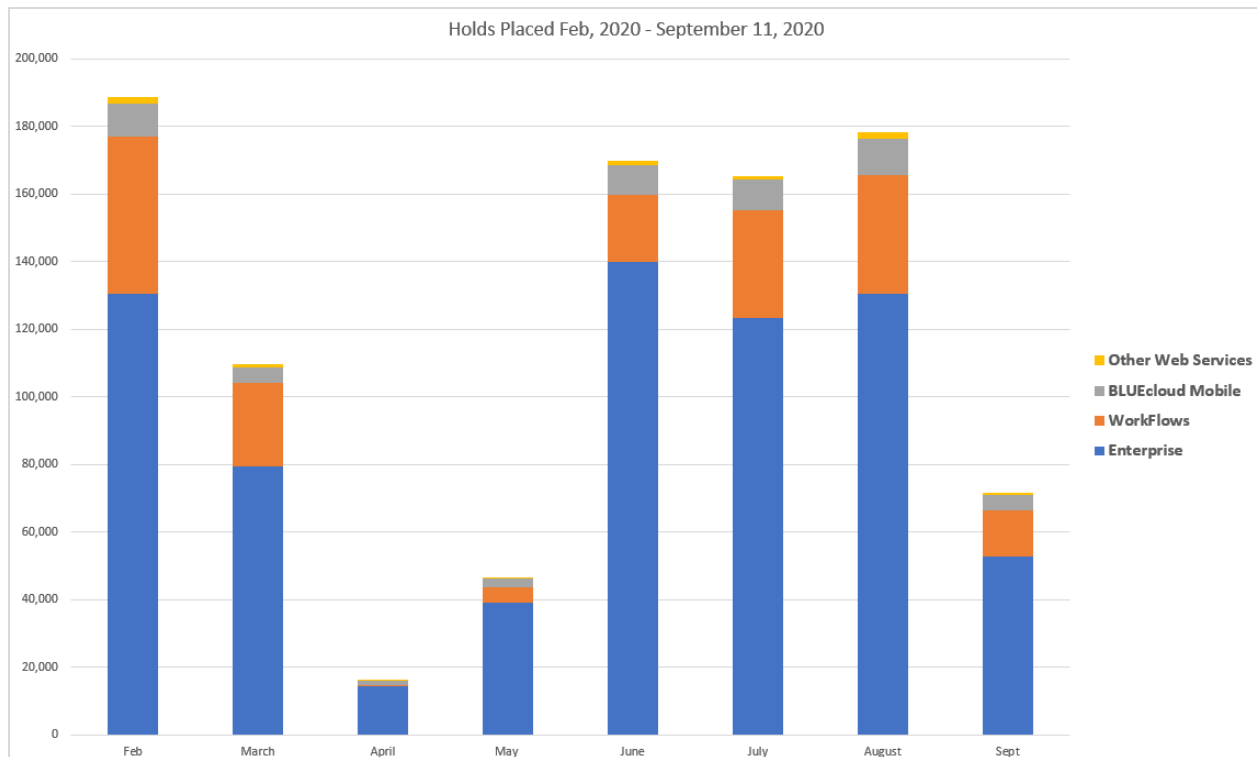
Daily high circulation checkout count in September 2020 compared to September 2019 is 74%. Weekend decreases in circulation are more dramatic, with low daily comparison of at 22% compared to pre-COVID lows. This illustrates a changed circulation pattern where weekend activity has not returned at the same rate – no doubt due to reduced weekend hours.

Holds placed from February 2020 – September 11, 2020 show a steady return to pre-COVID numbers, with an increase in percentage of holds placed by patrons, either through Enterprise, BLUEcloud Mobile, or other Web Services (3<sup>rd</sup> party apps).

Pre-COVID patron-placed holds were around 75% of total holds placed. In April this percentage was 98% showing the impact of closures. As libraries have reopened, patron-placed holds are hovering around 80%, showing a change in behavior for patrons more familiar with placing their own holds.

Use of BLUEcloud Mobile and other mobile app usage during library closures climbed to 9% but has remained relatively steady at 6-7%.

Hold Client	Feb	March	April	May	June	July	August	Sept	Total
Enterprise	130,418	79,426	14,232	39,091	139,859	123,369	130,554	52,672	<b>709,621</b>
WorkFlows	46,661	24,577	381	4,628	20,051	31,761	35,159	13,896	<b>177,114</b>
BLUEcloud Mobile	9,800	4,597	1,235	2,601	8,557	9,137	10,683	4,332	<b>50,942</b>
Other Web Services	1,814	951	167	212	1,410	1,196	1,995	712	<b>8,457</b>
Bookmyne	317	95	11	18	41	167	129	86	<b>864</b>
Unknown	231	127	0	1	0	6	1	5	<b>371</b>
SIP2	27	31	0	0	0	9	18	7	<b>92</b>
BLUEcloud Circ	14	20	0	0	12	3	21	0	<b>70</b>
	189,282	109,824	16,026	46,551	169,930	165,648	178,560	71,710	<b>947,531</b>
% Placed by Patron	75%	77%	98%	90%	88%	81%	80%	81%	81%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	7%	6%



## SWAN Bibliographic Services (Scott Brandwein)

### Baker & Taylor Rental Collection

Over the past month, we have begun our pilot of a SWAN-curated rental collection. Using a high demand holds report filtered to highlight collection needs of some of our smaller libraries, we placed a rental order with Baker & Taylor of about 30 books to float in the SWAN collection. These included multiple copies of bestsellers and popular items such as *Too Much and Never Enough* by Mary Trump and *Midnight Sun* by Stephenie Meyer.

The copies are currently fulfilling holds among the SWAN membership. They are holdable by anyone at any library and will fill holds from the top of the hold queue first. Once the holds lists for these items dwindle, they will naturally return to SWAN's Quail Ridge office to be either returned to Baker & Taylor or kept.

The first order was a small test run. We expect to be placing monthly orders for a greater number of materials for the duration of this pilot.

The pilot is also an opportunity for SWAN staff to get hands-on experience with BLUEcloud Acquisitions. We did not use the tool for our first order, but future orders will be processed through BCACq, and we will also place small firm orders for select materials in order to test the new EDIFACT functionality that was released over the summer.

### **Item Type Consolidation (Clarity Task Force Recommendation)**

We have incorporated an Item Type Consolidation data review into the Fine Free process. Libraries wishing to go fine free undergo a data assessment involving the same data required for Item Type Consolidation, so it poses a good opportunity. We have already started having these discussions with applicant libraries. One will be adjusting their item types to align with SWAN recommendations, which another is unable due to local circulation policy differences between adult and juvenile materials.

### **Cataloging Advisory Meeting – 9/3/2020**

One of the discussion topics at September's Cataloging Advisory meeting was inconsistencies in cataloging of graphic novels and series representation in general. Graphic novels pose some difficult cataloging situations because copy cataloging often inconsistent in representing title and series information, the items themselves can show conflicting representations of this data, and deciphering collected comic book trade paperbacks and their contents and sorting through multiple similar series names and comic crossover events can require more expertise in the genre that many catalogers have. We attempted to isolate some of the common issues but getting a handle on such a broad problem is difficult. We will be working on cleanup of graphic novel data with an eye towards finding ways to simplify the process of importing these records into SWAN, whether through trainings or new documentation. This will be a slow, ongoing project.

The group also decided to officially begin using the OLAC Video Game Terminology vocabulary. This is a collection of video game genre terms, providing more granular description of video game materials than is possible using the Library of Congress Genre/Form Terms that we currently use. The vocabulary is largely static, so we will be importing a MARC file of the associated authority records and communicating this to the Cataloging Libraries soon.

Other topics included a brief update on Aspen and our plans to continue testing and adopting the BLUEcloud Cataloging and Acquisitions tools.

### **OHM Update (OSMOSIS Replacement)**

We have successfully used OHM to process holdings updates for all of the participating Illinois LLSAPs. We have learned a lot from this process and debriefed with the members involved. We will continue to offer monthly updates indefinitely.

We are putting OHM on hold for a while to focus on more internal projects, but we do have development plans for the future. We will develop a user interface and statistics dashboard, and hopefully develop functionality to process MARC holdings records for better representation of serials on OCLC. We also may build a sister tool to perform MARC analysis and cleanup feedback using the MARC parser Rudy Host developed for OHM.

### **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 August, there were 120 upgrades of minimal level records in OCLC to full records.

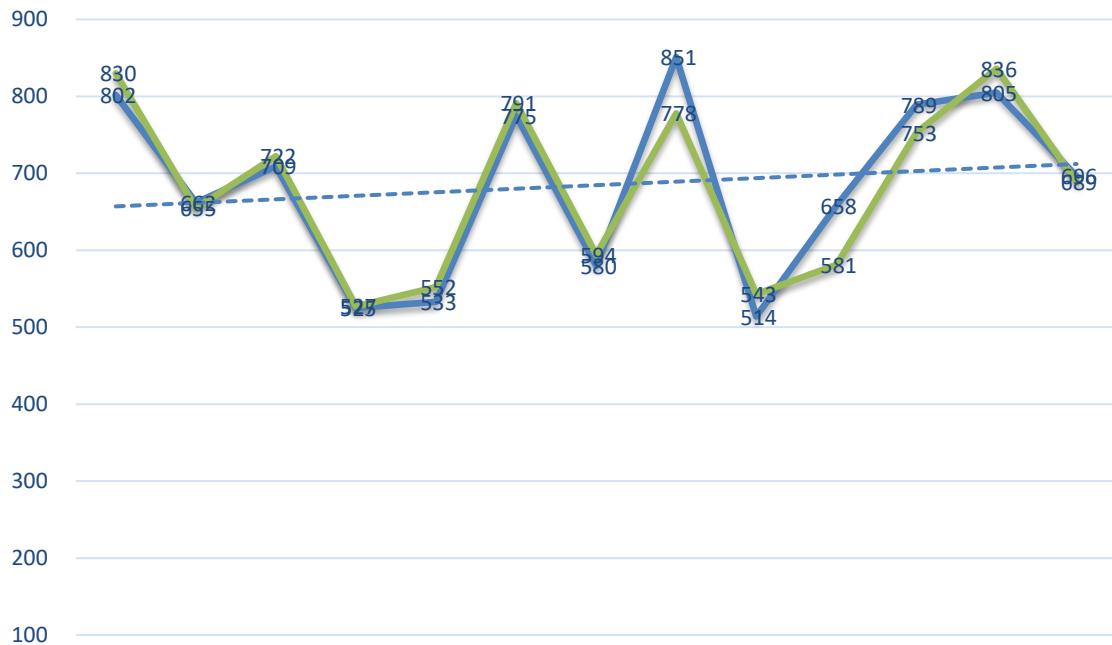
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Orig 2018</b>	122	89	147	70	119	148	118	167	116	209	194	92	<b>1,591</b>
<b>Copy 2018</b>	3,896	3,348	5,157	4,614	2,851	1,493	2,138	2,459	2,010	1,866	1,376	2,056	<b>33,264</b>
<b>Orig 2019</b>	126	82	106	211	92	163	127	175	171	102	97	107	<b>1,569</b>
<b>Copy 2019</b>	2,565	1,952	1,939	2,352	2,032	2,070	1,672	1,872	2,362	2,605	1,648	1,587	<b>24,656</b>
<b>Orig 2020</b>	99	111	69	152	98	129	88	102					
<b>Copy 2020</b>	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886					

## SWAN IT & System Support Services (Steven Schlewitt)

### Support Tickets

Notable ticket trends over the past two months largely related to Symphony policy consultations for Fine Free, circ map, and hold map changes. Many questions also arose regarding extended quarantine periods, as this impacted grace periods along with blocking policies for Fine Free libraries. With an uptick in library staff turnover, the team also began taking requests to update BLUEcloud Analytics logins and reports to generic library accounts from the previously individually assigned staff accounts. Many libraries also submitted requests to extend patron privileges and extend due dates for further COVID-19 accommodations.

## SWAN Support Tickets August 2019 - August 2020



	Aug	Sep	Oct	Nov	Dec	Jan-20	Feb	Mar	Apr	May	June	July	August
Opened	802	662	709	525	533	775	580	851	514	658	789	805	696
Closed	830	655	722	527	552	791	594	778	543	581	753	836	689

Tickets Submitted to SWAN

### General Projects

- Aspen/ByWater performance metrics and system testing – Rudy, Steven, Dave with Tara (UX)
- Aspen/ByWater general project coordination and documentation – Steven with Tara (UX)
- COVID-19 Reopening consultations/restart ILL configuration procedures per library – Michael, Ian, Vickie, Dave
- COVID-19 library services tracking and Symphony updates – Michael, Dave, Vickie, Ian, Steven
- SWAN100 VPN setup consultation calls – Steven, Rudy
- SWAN100 general project coordination – Steven with Dawne (Admin)
- Vendor integration/Plymouth Rocket for DOS – Ian
- Vendor integration/MeeScan self-checkout for OPS – Ian, Rudy
- Vendor integration/Patron Point for TPS – Steven with Dawne (Admin)
- OHM continued development and testing – Rudy with Scott (Bib Svcs)
- Library “Fine Free” consultations and configuration – Vickie with Crystal (UX) and Sam (Bib Svcs)
- Development of script to purge inactive RB\_ILL accounts – Dave
- Development of script to manage Symphony grace period policies – Dave
- FY21 staff laptop hardware refresh research and pricing quotes – Steven, Ian
- Quail Ridge failover Domain Controller and VPN – Rudy, Ian



- Microsoft O365 staff login policy updates and further security improvements – Rudy, Ian
- SharePoint troubleshooting and policy updates – Steven
- BLUEcloud Mobile self-checkout tool configuration and testing – Steven with Tara (UX)
- L2 Refresh testing and troubleshooting – Steven, Rudy with Dawne and Aaron (Admin)
- Symphony test server clone/refresh – Ian
- EPSON TM-T88IV Restick replacement recommendation – Ian
- Library VPN status tracking tool (Cacti) cleanup and troubleshooting – Ian
- Credit card swipe deployments to WOS, DOS – Dave

### OHM Progress

Rudy completed work this week on a third iteration of the OHM (OCLC Holdings Manager) development. Most notably, this iteration utilizes a class structure, affording simplified expansion of the tool to support other library systems while also paving the way to create a user-facing web interface. This iteration also ensures easier adoption of the project in the Open Source community. The project has proven useful for the expanded knowledge of the SWAN API team, as Rudy regularly shares best practices that he’s learned through this development.

### 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)
9/11/2020	353,921	99.00% (350,374)	0.20% (719)	0.00% (14)

### Outage Tracking (as of September 11<sup>th</sup>)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
7/17/2020	21:05	5	Symphony	Yes	No	WorkFlows/Symphony server planned patching

## SWAN User Experience (Tara Wood)

### User Groups

#### Circulation Advisory

Circulation Advisory will meet on September 16<sup>th</sup>. Slated topics include the MISHLDShLF user, training development, item type consolidation, and the upcoming Circulation Advisory election. In addition,

Crystal will share the newly rewritten Circulation Advisory charge. In the July meeting, the group discussed changes to the hold shelf clearing procedure, notices, and adjusting billing thresholds to ensure patrons can access e-resources. Robin shared the ESBCO group purchase.

### *Discovery & User Experience*

DUX met on July 23<sup>rd</sup> and the majority of the meeting was focused on a relevancy activity comparing searches and search relevancy between Aspen and Enterprise. You can [view the relevancy activity results](#) on the support site. In addition, the results of the activity were shared in the August 4<sup>th</sup> Fireside/Poolside Chat.

In addition, DUX members participated in a training on using Aspen as public services staff. This training is posted on the support site at [support.swanlibraries.net/aspen](http://support.swanlibraries.net/aspen).

### *Public Service Users*

The second Public Service Users meeting is scheduled for Friday, September 11<sup>th</sup>. Thus far, interest for this group has been low. One co-chair stepped down and we were unable to get an agenda from the remaining co-chair. In this meeting we will discuss the future of this group, gauge interest in future meetings, and identify a new co-chair

### *Aspen Discovery*

In the past month, there have been two major releases of Aspen, 20.11 and 20.12 which include many SWAN-requested features. These include:

- Integration of the EBSCO Discovery Service (EDS)
- Baker & Taylor Axis 360 integration
- Accessibility updates, many of which came straight from SWAN's accessibility audit
- Themeing updates that give libraries more options to customize their catalogs, including an accessible color contrast checker
- Layout changes to the administration interface, which included SWAN requests for more robust permissions and better breadcrumbs
- Layout changes to navigation in the patron interface that improve the mobile experience and incorporate additional accessibility improvements

The SWAN Aspen test instance now includes the consortia catalog as well as four individual library catalogs for Elmwood Park, Oak Park, St. Charles, and National University. We are continuing to test and identify improvements to our Symphony integration, especially around indexing and serials. Recently, ByWater completed changes to availability functionality that will allow us to begin usability testing of catalog search functionality with patrons. In addition, we are troubleshooting issues with our Overdrive configuration and continuing to integrate e-resources.

Robin and Tara conducted remote usability testing of the EDS integration with St. Charles Public Library patrons. This was the first remote usability testing session that we have conducted at SWAN, and while we had some initial concerns about how comfortable patrons would be with the online format, all of the patrons had no issues – and one even participated in the entire test on their phone! We identified some

minor improvements to make to the EDS integration, which you can view in the [Aspen/EDS usability testing report](#).

In addition, we received the results usability testing with library staff, conducted by Natalie DeJonghe, Meghan Moran, and Ang Romano from the Oak Lawn Public Library. This testing compared the Oak Lawn Enterprise catalog with a test instance of Aspen. At the time of this testing, the SWAN Aspen instance was not available, so this test was performed with a generic test instance, found at [aspen-model.bywatersolutions.com](http://aspen-model.bywatersolutions.com). You can [view the full comparison report](#) on the SWAN support site. The results identified potential improvements to the display of search term spelling suggestion and the sorting tool. Interestingly, the testing revealed that staff tended to default to Enterprise search strategies of heavily using filters, which was not always to their benefit – by using multiple filters, staff often filtered out results for the item they were looking for.

### **BLUEcloud Mobile**

Tara and Steven tested the most recent version of BLUEcloud Mobile, which includes patron self-service features. Unfortunately, we found that the barcode scanning functions are not working correctly. We've submitted a ticket to SirsiDynix and are waiting for the barcode scanning issues to be resolved before testing further.

### **Curriculum Development**

Crystal is working with Dawne and Claudia on the Curriculum Development project. She has been heavily focused on learning best practices for instructional design and the technical side of developing interactive trainings using Rise and Storyline. Tara is working with Dawne to identify a style guide to ensure trainings are consistent and accessible.

### **EBSCO Database Statistics**

Robin has worked with Crestwood, Glen Ellyn, Hinsdale, Indian Prairie, Oak Park, Richton Park, South Holland, and West Chicago in one-on-one training on using EBSCO statistics. They also have a [class on October 7<sup>th</sup>](#) on working with the EBSCO administration portal. In addition, they began compiling the SWAN-wide EBSCO statistics each month, and these can be found at [support.swanlibraries.net/statistics](http://support.swanlibraries.net/statistics)

### **Support site**

In August, Crystal completed documentation on the Quarantine and Curbside users and student and teacher cards that is available on the SWAN 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: [nngroup.com/articles/covid19-intranet-ia/](http://nngroup.com/articles/covid19-intranet-ia/). Tara and Crystal are working on this cleanup with SWAN staff, and it will be complete by our September 29<sup>th</sup> Fireside Chat.

**SWAN**  
**Calendar-Timetable of Deadlines and Board Action Requirements**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
Wednesday, July 1, 2020		SWAN FY21 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.
Saturday, August 1, 2020		LLSAP Grant application package due to RAILS
Friday, August 14, 2020	Regular SWAN Board Meeting	CANCELLED
Friday, August 21, 2020	SWAN Expo	Annual conference at Moraine Valley Community College
Thursday, September 3, 2020	Quarterly	Introduce new SWAN Board members
Friday, September 18, 2020	Regular SWAN Board Meeting	Closed session minutes 6 month review Identify SWAN policies to review. Review budget process timetable with SWAN Board.
August–September 2020		RAILS reviews LLSAP grant applications and determines awards
Thursday, October 1, 2020		RAILS responds with award letter and grant agreement
Friday, October 16, 2020	Regular SWAN Board Meeting	Aaron begins work on FY22 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 20, 2020	Regular SWAN Board Meeting	Board accepts FY20 audit.
		Aaron to bring FY21 Budget draft; Board discuss Fees and determines next steps.
		Set Board approves meeting dates for 2021 calendar.
Thursday, December 3, 2020	Quarterly	Announce FY22 Budget Process
Wednesday, December 18, 2019	Regular SWAN Board Meeting	Review of FY22 Budget Draft.
		Approve FY22 LLSAP grant agreement
Friday, January 1, 2021		Signed LLSAP grant agreements due to RAILS
Friday, January 22, 2021	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 2, 2021	Membership Meeting	Meeting to discuss FY21 budget, fees, and reserves worksheet.
Friday, February 19, 2021	Regular SWAN Board Meeting	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 4, 2021	Quarterly	Roll call vote to approve SWAN budget. Announce Board election process.
Friday, March 19, 2021	Regular SWAN Board Meeting	Determine if Personnel Committee meeting is needed.

**SWAN**  
**Calendar-Timetable of Deadlines and Board Action Requirements**

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
March 2021 [TBD]	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Thursday, April 23, 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 21, 2021	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 3, 2021	Quarterly	Board Election Results. Vote on Bylaw amendments (if any).
Friday, June 18, 2021	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).
Wednesday, June 30, 2021		OCLC State-wide Group Services Agreement Ends
Thursday, July 1, 2021		SWAN FY21 Budget goes into effect
		FY22 RAILS LLSAP grant payments and in-kind services begin
Friday, July 23, 2021	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.
Saturday, July 31, 2021		FY21 LLSAP Grant semiannual report due to RAILS
Monday, January 31, 2022		FY22 LLSAP Grant semiannual reports due to RAILS

**Date:** September 15, 2020  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** Aspen Discovery Project Update & Recommendation

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## Background

SWAN contracted with ByWater Solutions in April 2020 to build Aspen Discovery server hosted by SWAN for \$12,275. This was 50% of a total \$24,550 complete installation of Aspen.

To date SWAN has completed:

- Aspen Discovery in SWAN's server hosting environment
- Built the connection to SWAN's catalog
- Completed new functionality in Aspen with EBSCO Discovery Service (EDS)
- Completed accessibility requirements
- Completed a relevancy search study
- Completed a patron usability study on Aspen integration with EDS

The next phase for the remaining \$12,275 payment to ByWater Solutions:

- Complete install/configuration for all 100 SWAN member libraries
- Complete Axis360 integration with Aspen

SWAN will run a pilot with a call to member libraries:

- 5-7 SWAN libraries
- Include Aspen as a "beta catalog" option linked from library websites
- Promoting the beta catalog through newsletters and social media services
- Participate in targeted usability studies with patrons
- Support patrons in the use of the beta catalog and report issues to SWAN
- Designate one or more Aspen project leads at the library that can meet weekly with SWAN staff for the pilot check-ins
- Participate in all-staff training on using the public-service functions and the Aspen administration training for library team leads

## Next Steps

**Sept 3, 2020:** SWAN quarterly membership presentation on Aspen Discovery project to-date

**Sept 18, 2020:** SWAN board discusses the Aspen project and decides if all 100 library profiles should be created, approval of additional \$12,275 with ByWater

**November – January:** SWAN arranges pilots Aspen with selected member libraries

**March 2020:** SWAN quarterly meeting Aspen Discovery presentation with final recommendation and decision to begin switch away from Enterprise to Aspen. This will have some tie-in with the FY22 budget approval

## Budget Considerations

Aspen Discovery is licensed as an open source software. So, while theoretically SWAN could support Aspen and develop features on our own, we do not recommend this approach. ByWater Solutions is committed to developing Aspen and providing support, even in the arrangement where SWAN hosts Aspen within its own Azure cloud-based infrastructure.

The annual cost of ByWater support and development is roughly the same cost for Enterprise. There are two unknowns at this stage. SirsiDynix has indicated that if SWAN dropped Enterprise, there would be a new charge for use of the SirsiDynix Web Services, which was stated roughly to be 25% of the Enterprise cost.

The other unknown is the true cost is what Azure resources would be dedicated in the final arrangement to have Aspen support 100 member libraries and the server resources that would entail. We think \$10,000 would be sufficient to support Aspen within SWAN’s Azure infrastructure.

Cost Description	FY21 (Current)	FY22	FY23
<b>One-time Aspen setup &amp; development of e-content integration with ByWater Solutions</b>	\$24,550		
<b>Aspen annual support with ByWater Solutions (under negotiation)</b>		\$85,000	\$85,000
<b>Enterprise annual subscription and support with SirsiDynix</b>	\$81,685	\$81,685	
<b>SirsiDynix Web Services Software Development Kit license (estimate)</b>			\$20,000
<b>SWAN Azure hosting</b>		\$10,000	\$10,000
	<b>\$106,235</b>	<b>\$176,685</b>	<b>\$115,000</b>

SWAN would continue to use BLUEcloud Mobile and eResource Central. However, there are some potential cost savings for SWAN in the near future. These savings would involve ByWater creating an Aspen mobile app which would replace SWAN’s current SirsiDynix BLUEcloud Mobile app.

Currently, Aspen Discovery does not have a mobile app, although it is a fully responsive designed website that will work with small screen devices. ByWater Solutions does plan on creating a mobile app for Aspen over the next year. Discussions with ByWater Solutions indicate that the Aspen mobile app would not have an additional subscription charge. If the Aspen mobile app includes all of the features of Aspen, including some of those features SWAN likes about BLUEcloud Mobile, SWAN could remove the

BLUEcloud Mobile and eResource Central subscriptions from the annual SirsiDynix maintenance. The combined SirsiDynix cost of the Mobile and eResource Central subscriptions is \$120,450.

### **Recommendation to SWAN Board**

Move forward with the remaining 50% payment to ByWater Solutions which will include outlining in as much detail as possible the remaining development of Aspen. SWAN staff will lead the pilot with member libraries and continue to meet weekly with ByWater Solutions staff.

SWAN would bring forward a second recommendation to the membership at the March 2021 SWAN Quarterly meeting. This meeting would decide to move forward with a transition from SirsiDynix Enterprise to Aspen Discovery from April 1, 2021 ending March 30, 2022. SWAN would sign an annual maintenance contract with ByWater Solutions for support, development, and ongoing software upgrades of Aspen. SWAN would continue to host Aspen in its Azure environment.

SWAN would need to inform SirsiDynix to remove Enterprise from the annual maintenance renewal prior to May 1, 2022.



**Date:** September 18, 2020  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** FY22 Budget Timeline



We are about to start preparation of the fiscal year 2022 budget for the July 1, 2021 – June 30, 2022 period. Below is a timeline of the budget process.

<b>DATE</b>	<b>MEETING TYPE</b>	<b>ACTION ITEMS</b>
September 1 - 30, 2020	Executive Director	Collect county tax data, submit FOIA to Cook County Treasurer for 2018 tax data.
Friday, October 16, 2020	Regular SWAN Board Meeting	Aaron begins work on FY22 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 20, 2020	Regular SWAN Board Meeting	Board accepts FY20 audit. Aaron to bring FY22 Budget draft; Board discuss Fees and determines next steps. Aaron to bring FY22 Budget draft; Board discuss Fees and determines next steps.
Thursday, December 3, 2020	Quarterly	Announce FY22 Budget Process. Remind directors to report any changes to bond payment schedule.
Wednesday, December 18, 2019	Regular SWAN Board Meeting	Review of FY22 Budget Draft. Approve FY22 LLSAP grant agreement
Friday, January 1, 2021		Signed LLSAP grant agreements due to RAILS
Friday, January 22, 2021	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.

DATE	MEETING TYPE	ACTION ITEMS
January 2020 [TBD]	SWANcom	Board present draft budget to membership. Aaron Skog/Board announcement of draft budget to membership. Set February COW date and possible location of meeting.
Tuesday, February 2, 2021	Membership Meeting	Meeting to discuss FY21 budget, fees, and reserves worksheet.
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