

SWAN BOARD MEETING AGENDA

October 16, 2020 9:30 a.m.

Online Meeting

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

<https://www.gotomeet.me/SWANBoard>

You can also dial in using your phone.

United States: +1 (571) 317-3122

Access Code: 327-092-957

New to GoToMeeting? Get the app now and be ready when your first meeting starts:

<https://global.gotomeeting.com/install/763185053>

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 October 16, 2020 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE OCTOBER 16, 2020 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, September (Exhibit Pgs. 3-9)
 - a. Balance sheet and detail of expenditures for September 2020
 - b. Approval of the payment of bills for September 1, 2020 through September 30, 2020 in the amount of \$62,130

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

5. Action Item – Acceptance of the September 18, 2020 SWAN Board Meeting Minutes (Exhibit Pgs. 10-12)

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

6. Action Item – Acceptance of the September 18, 2020 SWAN Personnel Committee Meeting Minutes Exhibit Pgs. 13-14)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE SEPTEMBER 18, 2020 SWAN PERSONNEL COMMITTEE MEETING MINUTES AS PRESENTED

7. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit Pgs. 15-18)
- c. Operations Report (Exhibit Pgs. 19-33)
- d. Treasurer Report
- e. Board Calendar (Exhibit Pgs. 34-35)

8. Discussion Item – SWAN Executive Director goals for review period (Exhibit Pg. 36)

9. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 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 September 30, 2020**

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 353,666.50
Hinsdale Bank - MM - 5010	991,612.76
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	\$ 1,345,322.12
Current Assets	
Accounts Receivable	27,655.76
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	\$ 524,956.66
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	\$ 1,895,080.31
 LIABILITIES	
Current Liabilities	
Accounts Payable	\$ (20,722.36)
Accrued Liabilities	19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	146,546.25
Accrued Payroll	25,168.60
Federal Income Taxes Payable	10,635.32
457B Payable	(1,239.64)
Retirement Payable	3,838.77
Dental Insurance Payable	360.15
Life X Payable	99.54
Medical Insurance Payable	2,920.59
Vision Insurance Payable	67.11
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	\$ 337,376.93
Long Term Liabilities	
Total Liabilities	\$ 337,376.93
 FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,067,024.23
Total Beginning Net Assets	2,067,024.23
Current YTD Net Income	(509,320.85)
Total Fund Balance	1,557,703.38
Total Liabilities and Fund Balances	\$ 1,895,080.31

SWAN Revenue & Expenses at a Glance
Months Ended September 30, 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>
Revenue					
4000 - Membership Fees	\$100,137.50	\$681,329.25	\$2,851,863.00	\$ 2,170,533.75	23.89%
4100 - Membership Reimbursements	16,075.25	112,676.25	435,394.00	322,717.75	25.88%
4200 - Reimbursement for Losses	2,569.78	7,502.50	900.00	(6,602.50)	833.61%
4300 - Grant Revenue	-	140,504.50	623,518.00	483,013.50	22.53%
4400 - Registration & Event Receipts	-	-	7,600.00	7,600.00	0.00%
4500 - Investment & Interest	104.31	508.71	37,000.00	36,491.29	1.37%
4600 - Reserve Fund Transfer	-	-	62,379.00	62,379.00	0.00%
Total Revenue	<u>118,886.84</u>	<u>942,521.21</u>	<u>4,018,654.00</u>	<u>3,076,132.79</u>	<u>23.45%</u>
Expenses					
5000 - Salaries & Wages	158,828.61	372,596.29	1,546,800.00	1,174,203.71	24.09%
5020 - Personnel Benefits	52,670.25	122,474.72	516,200.00	393,725.28	23.73%
5100 - Building & Grounds	11,520.91	31,564.90	123,304.00	91,739.10	25.60%
5200 - Professional Development	(250.00)	50.97	24,800.00	24,749.03	0.21%
5300 - Membership Development	-	243.31	9,400.00	9,156.69	2.59%
5400 - Information & Technology Services	10,814.04	470,669.62	1,133,700.00	663,030.38	41.52%
5500 - General Office	233.99	594.89	5,300.00	4,705.11	11.22%
5600 - Hardware & Equipment	928.35	2,108.83	81,700.00	79,591.17	2.58%
5700 - Insurance	9,340.00	9,340.00	9,200.00	(140.00)	101.52%
5800 - Contractual Services	5,130.95	7,961.07	139,210.00	131,248.93	5.72%
5900 - Library Materials & Content	-	433,361.43	425,000.00	(8,361.43)	101.97%
6000 - Interest & Fees	432.59	876.03	4,040.00	3,163.97	21.68%
Total Expenses	<u>249,649.69</u>	<u>1,451,842.06</u>	<u>4,018,654.00</u>	<u>2,566,811.94</u>	<u>36.13%</u>
Excess Revenues less Expenses	<u>\$ (130,762.85)</u>	<u>\$ (509,320.85)</u>	<u>\$ 0.00</u>	<u>\$ 509,320.85</u>	

Statement of Revenue and Expenses

For the 3 Months Ended September 30, 2020

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	\$ 100,137.50	\$ 681,329.25	\$ 2,851,863.00	\$ 2,170,533.75	23.89%
4110 - Member One-Time Project Receipts	0.00	0.00	14,000.00	14,000.00	0.00%
4190 - Member Group Purchase Receipts	16,075.25	112,676.25	421,394.00	308,717.75	26.74%
4220 - Reimbursement Losses for Resource Sharing	2,569.78	7,502.50	0.00	(7,502.50)	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	104.31	508.71	37,000.00	36,491.29	1.37%
4600 - Reserve Fund Transfer	0.00	0.00	62,379.00	62,379.00	0.00%
Total Revenue	118,886.84	942,521.21	4,018,654.00	3,076,132.79	23.45%
Expenses					
5000 - Salaries & Wages	158,828.61	372,596.29	1,546,800.00	1,174,203.71	24.09%
5021 - FICA Expense	11,516.43	27,032.76	118,400.00	91,367.24	22.83%
5023 - Worker's Compensation	3,587.00	3,587.00	3,000.00	(587.00)	119.57%
5024 - Retirement Benefits	15,270.06	35,793.95	140,900.00	105,106.05	25.40%
5025 - Health, Dental, Life And Disability Insurance	22,296.76	55,951.01	246,300.00	190,348.99	22.72%
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	27,526.11	105,904.00	78,377.89	25.99%
5120 - Utilities	355.54	1,398.79	6,400.00	5,001.21	21.86%
5130 - Property Insurance	1,665.00	1,665.00	1,500.00	(165.00)	111.00%
5140 - Repairs & Maintenance	0.00	0.00	1,300.00	1,300.00	0.00%
5150 - Custodial Service & Supplies	325.00	975.00	8,100.00	7,125.00	12.04%
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)	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	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	3,530.72	4,034.47	42,000.00	37,965.53	9.61%
5420 - Application Software Licensing	4,280.68	4,317.86	18,400.00	14,082.14	23.47%
5430 - Server Software Licensing	0.00	0.00	13,900.00	13,900.00	0.00%
5440 - Library Services Platform	0.00	396,433.47	927,200.00	530,766.53	42.76%
5450 - Data Management Services	460.00	5,185.18	27,500.00	22,314.82	18.86%
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	2,542.64	6,300.64	19,400.00	13,099.36	32.48%
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	233.99	343.99	900.00	556.01	38.22%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	204.85	591.55	3,700.00	3,108.45	15.99%
5620 - Hardware	0.00	82.28	63,200.00	63,117.72	0.13%
5690 - Group Purchases - Hardware	723.50	1,435.00	14,800.00	13,365.00	9.70%
5700 - Insurance	9,340.00	9,340.00	9,200.00	(140.00)	101.52%
SWAN Board Meeting					

Statement of Revenue and Expenses
For the 3 Months Ended September 30, 2020

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5810 - Legal	0.00	0.00	5,000.00	5,000.00	0.00%
5820 - Accounting	3,553.07	4,916.77	20,610.00	15,693.23	23.86%
5830 - Consulting	0.00	0.00	5,000.00	5,000.00	0.00%
5840 - Payroll Service Fees	340.85	846.25	3,900.00	3,053.75	21.70%
5850 - Contractual Agreements	0.00	0.00	56,500.00	56,500.00	0.00%
5860 - Notification & Collection	1,237.03	1,948.05	35,300.00	33,351.95	5.52%
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	432.59	876.03	3,700.00	2,823.97	23.68%
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%
Total Expenses	<u>249,649.69</u>	<u>1,451,842.06</u>	<u>4,018,654.00</u>	<u>2,566,811.94</u>	<u>36.13%</u>
 Excess Revenues less Expenses	 <u>\$ (130,762.85)</u>	 <u>\$ (509,320.85)</u>	 <u>\$ 0.00</u>	 <u>\$ 509,320.85</u>	

SWAN Library Services

Check Register

All Bank Accounts

September 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
LIMRiCC				8082	09/15/20	<u>21,441.32</u>
5025	Health, Dental, Life And Disability Insurance	LIMRiCC - September Health, Dental, Vision, Life	21,441.32			
Reaching Across Illinois Library System						
5820	Accounting	Reaching Across Illinois Library System Invoice # 7236 - SWAN transition & FY20 Audit prep	1,057.07	8083	09/15/20	<u>1,057.07</u>
Selective Insurance						
5130	Property Insurance	Flood Insurance 101/20-10/1/21 FLD#2425349	1,665.00	8084	09/15/20	<u>1,665.00</u>
The Hartford, Inc.						
5700	Insurance	The Hartford, Inc.- Business Owners Insurance 10/1/20-10/1/21 -Acct. # 13809943	3,840.00	8085	09/15/20	<u>3,840.00</u>
The Hartford, Inc.						
5023	Worker's Compensation	The Hartford, Inc. W/C 10/1/20-10/1/21 Acct # 13742216	3,587.00	8086	09/15/20	<u>3,587.00</u>
Unique Integrated Communications, Inc.						
5860	Notification & Collection	Unique Integrated Communications, Inc. Invoice # 595641 August charges	1,237.03	8087	09/15/20	<u>1,237.03</u>
Wellness Insurance Network-WIN						
5025	Health, Dental, Life And Disability Insurance	Wellness Insurance Network-WIN - September Life Insurance	174.39	8088	09/15/20	<u>174.39</u>
Comcast						
5480	Telecommunications	Comcast 8/15/20-9/15/20	1,260.00	8089	09/17/20	<u>1,260.00</u>
ComEd						
5120	Utilities	ComEd - 8/17/20-9/16/20 Acct # 7347559092	308.39	8090	09/17/20	<u>308.39</u>
Nicor Gas						
5120	Utilities	Nicor Gas - 8/14/20-9/15/20 Acct # 57-44-18-6411 3	47.15	8091	09/17/20	<u>47.15</u>

SWAN Library Services

Check Register

All Bank Accounts

September 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Reliance Standard Life Insurance Co.				8092	09/22/20	<u>431.05</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. STD LTD Sept 2020	431.05			
to record c/c charges 9/14 statement				50020	09/14/20	<u>9,456.88</u>
5410	Infrastructure Licensing	Microsoft Azure pfsense	178.54			
5410	Infrastructure Licensing	Sendgrid	289.00			
5410	Infrastructure Licensing	Microsoft Pay as you go	2,756.56			
5410	Infrastructure Licensing	Microsoft standard support	100.00			
5410	Infrastructure Licensing	logmein	103.63			
5410	Infrastructure Licensing	logmein	60.99			
5410	Infrastructure Licensing	Microsoft Azure Premium	18.00			
5410	Infrastructure Licensing	Microsoft Azure Basic	24.00			
5420	Application Software Licensing	Guardian Network- Panda	2,295.00			
5420	Application Software Licensing	Mailchimp	37.18			
5420	Application Software Licensing	Interactive Communications	1,948.50			
5450	Data Management Services	Smartystreets	460.00			
5480	Telecommunications	Microsoft Skype	288.00			
5480	Telecommunications	grasshopper	44.64			
5520	Postage	UPS store	52.84			
5610	Equipment Rental/Maintenance	genesis technologies	76.50			
5690	Group Purchases - Hardware	ProPay	723.50			
T.A. Systems Inc.				50021	09/23/20	<u>325.00</u>
5150	Custodial Service & Supplies	Cleaning Service - August	325.00			
Klein, Thorpe and Jenkins, Ltd.				50022	09/23/20	<u>486.00</u>
5820	Accounting	Klein, Thorpe and Jenkins, Ltd. July	486.00			
Genesis Technologies, Inc.				50023	09/21/20	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc.	128.35			
Lauterbach & Amen, LLP				50025	09/23/20	<u>1,005.00</u>
5820	Accounting	Lauterbach & Amen, LLP monthly fee	1,005.00			

SWAN Library Services

Check Register

All Bank Accounts

September 2020

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Quail Ridge Drive Investors, LLC				500015	09/30/20	<u>9,175.37</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC September Invoice #318180	9,175.37			
Lauterbach & Amen, LLP				500016	09/01/20	<u>1,005.00</u>
5820	Accounting	Lauterbach & Amen, LLP Invoice # 48752	1,005.00			
Travelers				500017	09/11/20	<u>5,500.00</u>
5700	Insurance	Travelers Liability 10/1/20-10/1/21 Acct # 2549R3197	5,500.00			
					Check List Total	<u><u>62,130.00</u></u>

SWAN Board Meeting Minutes

September 18, 2020 9:30 a.m.
Online Meeting
Per Illinois Public Act 101-0640
Meeting recording
<https://youtu.be/o9sr5p7pKks>

1. Call to Order, Roll Call

President Bodewes called the meeting to order at 9:30 a.m. The following Board members were present to establish a quorum.

- a. Jesse Blazek
- b. Ted Bodewes
- c. Dawne Bussey
- d. Jennifer Cottrill
- e. Jane Jenkins
- f. Julie Milavec
- g. Stacy Wittmann

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 September 18, 2020 SWAN Board Meeting Agenda

Cottrill moved, seconded by Milavec that it be

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

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

4. Action Item

Approval of SWAN Financials, July 2020

Cottrill moved, seconded by Milavec that it be

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

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Bussey, Cottrill, Jenkins, Milavec, Wittmann

5. Action Item

Approval of Financials, August 2020

Cottrill moved, seconded by Milavec that it be

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

6. Action Item

Approval of July 17,2020 Board Meeting Minutes

Cottrill moved, seconded by Milavec that it be

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

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Bussey, Cottrill, Jenkins, Milavec, Wittmann

7. Reports

a. Board President Report

Bodewes welcomed Jesse Blazek to the SWAN Board.

Executive Report

Skog gave an update to the COVID-19 Crisis as well as the Quarantine Survey Results. Almost all libraries are back to Resource Sharing. The RAILS LLSAP Grant Funding application for FY22 has been completed. Skog discussed how the numbers have been affected by COVID-19 in relation to the formula for 2022 membership fees. Skog discussed briefly the monthly financial report, both Accounts Receivable and Accounts Payable and updated the Board. The Board members are pleased with the new fiscal year financial reports/layout. A discussion amongst the Board members on EBSCO fees going forward was discussed. The membership fee for Villa Park Public Library was discussed and the situation was explained, and a decision was made going forward. A

discussion continued with a background and explanation of Aspen by Skog. The budget consideration would be a double payment while the transition happens from Enterprise to Aspen. An explanation on a possible charge from SirsiDynix for the switch was given as well. Skog recommended to make a payment to ByWater and move forward with a pilot with our member libraries. The board is ready to move forward. The FY22 Budget Timeline was explained and discussed.

- b. Skog will make corrections and updates to the Board Calendar.

Operations Report

The planning for the new libraries is going very well. Training is currently going on. The chart for checkouts was discussed with commenting on weekends being dropped since COVID-19. The chart on "Holds" was explained as well. The Baker and Taylor rental collection had its first batch, was processed, and sent out to fill holds.

The next SWAN Board Meeting will be October 16, 2020 at 9:30 a.m.

Adjournment

Board meeting adjourned at 10:26 a.m.

Cottrill moved, seconded by Milavec that it be

Motion carried by roll call vote with the following results:

Ayes: Blazek, Bodewes, Bussey, Cottrill, Jenkins. Milavec, Wittmann

Minutes Prepared by Ginny Blake

Respectfully Submitted,

Dawn Bussey

Board Secretary

SWAN Personnel Committee Meeting Minutes

September 18, 2020 11:00 a.m.

Online Meeting

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

Meeting recording

<https://www.youtube.com/watch?v=drLuRwvX4ik&feature=youtu.be>

1. Call to Order, Roll Call

Meeting called to order 11:03 a.m.

Jennifer Cottrill, Midlothian Public Library

Jane Jenkins, Green Hills Public Library District

2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director

Ted Bodewes, Thomas Ford Memorial Library

Jesse Blazek, Palos Heights Public Library

Ginny Blake, SWAN Business Manager

Dawne Tortorella, SWAN Assistant Director

3. Discussion Item – Library Insurance Management and Risk Control Combination (LIMRiCC) 2021 Purchase of Health Insurance Program (PHIP)

Skog presented the changes to the LIMRiCC PHIP for the 2021 calendar year. LIMRiCC is changing from BlueCross BlueShield to Aetna. The change in insurance was announced on August 25, 2020 by LIMRiCC. The date to inform LIMRiCC per its bylaws was 120 days' notice, which would have been September 1, 2020. LIMRiCC did extend that notice date to October 1, 2020. If SWAN were to leave LIMRiCC, there would be 3 months overlap of paying LIMRiCC (January, February, March 2022) and the new medical provider for SWAN.

4. Discussion Item – Wellness Insurance Network (WIN) 2021 Medical benefits program

Skog presented the WIN medical insurance options for the 2021 calendar year. While the WIN plans are BlueCross BlueShield, they differ from LIMRiCC in that no HMO medical is provided, and the dental and vision plans have different coverage from LIMRiCC.

5. Discussion Item – Medical insurance benefits through insurance broker HUB International

Skog shared that the insurance broker HUB provided medical insurance options for SWAN. These are ACA plans and are age-based. The plans were not included in the meeting packet due to timing issues, but Skog provided a verbal update on those plans. These plans did include some personal information regarding SWAN employees so the plans would need to be summarized if shared publicly.

6. Discussion Item – Recommendations and next steps

Due to the notification requirements for LIMRiCC and WIN, the budget implications for SWAN’s FY21 expenses due to additional 3 months medical insurance coverage payments, and additional research required, SWAN Personnel Committee agreed to remain with LIMRiCC for the 2021 renewal. The Committee agreed to meet again mid-2021 to review the Aetna plan and if a change in providers should be considered.

7. Adjournment

Meeting adjourned at 11:53 a.m.

SWAN Personnel Committee	Library	Office	Term Expires
Jennifer Cottrill	Midlothian Public Library		July 1, 2023
Jane Jenkins	Green Hills Public Library District		July 1, 2022

SWAN Executive Director Report

October 16, 2020

COVID-19 Crisis Update

Summary of Activity

- SWAN has held 18 online membership meetings as fireside chats since March.
- In order to accommodate the 7-day RAILS delivery quarantine where patrons with returned items in 7-day quarantine, SWAN's fine-free libraries were updated to block patrons at 21 days overdue items, and fine-collecting libraries were updated from 0 grace to 7-day grace days, and 3 days grace were updated to 8 days grace.
- Three libraries temporarily closed due to employees testing positive for coronavirus.

Curbside Communicator

We announced within the fireside updates that Unique Management's Curbside Communicator will no longer be funded by SWAN as of January 1, 2021. The monthly cost of Curbside Communicator is \$40 per month per library.

LLSAP FY22 Grant Application

The application was submitted last month. The award of the grant has not been announced by RAILS as of yet. This grant will utilize a new funding formula, using metrics that occurred during the pandemic period, such as library ILL and reciprocal borrowing activity. These metrics will be incorporated into a three-year average.

For reference, the annual report SWAN submits to the "regional library system" (SLS, MLS, now RAILS) has two reported metrics in the "zILLANE" annual report that are used in the funding formula. The three metrics are in the table below with the 3-year average calculation which will be used as part of the LLSAP funding formula.

SWAN Annual Report - zILLANE	FY18	FY19	FY20	3-year Average
J3. Total interlibrary loan transactions	1,191,077	1,578,467	1,093,739	1,287,761
J4. Total reciprocal borrowing transactions	1,439,642	3,385,410	1,205,915	2,010,322

Below is the RAILS LLSAP funding formula which will make its debut in the FY22 award grant.

RAILS FY22 LLSAP FUNDING FORMULA						
		Quartile Allocations				
Metric	Allocated	Tier 1 Bottom 25%	Tier 2 25-50%	Tier 3 50-75%	Tier 4 Top 25%	Data Source
Collection Expenditures Collection expenditures per capita (total budget for books, periodicals, audiovisual, CDs, and electronic resources)	\$750,000	40%	30%	20%	10%	Public libraries: IPLAR Nonpublic libraries: collected and reported by LLSAP, as of mid-September in year of application Three year average.
Annual Fee % of Operating Budget LLSAP annual fee as a percentage of library's total annual operating budget (public libraries only)	\$700,000	40%	30%	20%	10%	Operating budget: IPLAR Annual fee: reported by LLSAP in application, including OCLC
ILL/RB Transactions Total annual interlibrary loan and reciprocal borrowing transactions	\$400,000	Allocation is relative to the percent of the total transactions each LLSAP accounts for.				zILLANE reports (LLSAP section of RAILS Annual Report to the Illinois State Library). Three year average.
Multi-type Bonus Multitype membership bonus (nonpublic libraries only)	\$400,000	Allocation is relative to the percent of the total nonpublic member library agencies each LLSAP accounts for.				Reported by LLSAP in application. Three year average.

Board Considerations

RAILS Consortia Committee

The next meeting will be held on Monday, October 19th. The agenda and meeting packet is posted on the RAILS website under the [RAILS Board Consortia Committee Meeting](#). Julie Milavec and I will attend the meeting and provide an update next month.

Consortia Special Interest Group Report

The annual meeting of library consortia that are customers of SirsiDynix was held online September 30th – October 1st. This two-day meeting held each year usually alternates between Lehi, Utah (where SirsiDynix is headquartered) and Cleveland, Ohio (hosted at the Cleveland Public Library). The virtual meeting this year allowed more consortia representatives to attend and also allowed SWAN managers to attend sessions they were interested in. The virtual meeting format also allowed many SirsiDynix product managers to present to the group and listen to our discussion.

Highlights of the two-day meeting.

- The hot button issue continues to be Enterprise search relevancy. Some attendees shared they are considering Aspen Discovery as a replacement option.
- New features within BLUEcloud Mobile app include a curbside scheduling and communication component called “Click and Collect.”
- BLUEcloud Mobile app will be getting a self-checkout feature.
- Cloudsource Open Access is a new content platform SirsiDynix has created that features open access digital content that feeds into Enterprise. SWAN was invited to participate in a pilot of Cloudsource earlier this year, but I declined as SWAN had approved the EBSCO database group-purchase in March.

I volunteered to be the chair-elect for the Consortia SIG group and will be organizing and leading next year’s meeting, likely to be online.

Many of these products and new features were shared at the SLUI meeting October 12th. Many SWAN library staff attended that meeting. Dawne and I are planning to cover several of these new features and products at upcoming SWAN Fireside meetings.

ILA Annual Conference

I will be presenting a session with Angela Romano, Fiction & Reference Librarian, Oak Lawn Public Library and Michelle Kurczak, Head of Youth & Teen Services, Messenger Public Library of North Aurora on Thursday, October 22nd. The session covers the research methodologies used within the Clarity Task Force and is titled “Clarity – Developing a Shared Diagnosis of Dissatisfaction with a Library Services Platform.”

Monthly Financial Report

The board financials for September includes an “at a glance” of SWAN’s current revenue and expense. This summary was part of the new design of the chart of accounts.

The revenue and expense reports for July, August, and September reflect reports on a cash basis. SWAN is a government entity that is required to use accrual accounting within its proprietary funds. I will be discussing with Lauterbach & Amen the approach taken for these reports up through September 30th.

Accounts Receivable Update: September 2020

4010 - SWAN Full Membership Fees: the only outstanding membership fees were from one library which we contacted and will issue a check this week.

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.

Accounts Payable Update: August 2020

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

5700 – Insurance budget line records the business and liability insurance covered by Hartford and Travelers insurance. This line is the full year’s expense for SWAN.

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: October 16, 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 (September 15th - October 12th) we continue to show increased consulting sessions and SWAN100 project on training and meetings. 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
9/16/2020	Circulation Advisory	Crystal, Sam, Dawne	UX, Bib Svcs, Admin, IT	Member meeting
9/16/2020	SWAN100 Office Hours	Dawne	Admin	New member project
9/18/2020	Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
Mondays 9/21/2020 - 10/12/2020	SWAN100 Weekly Project Mtg	Dawne, Steven, Scott, Sam, Aaron (+others)	Admin, Bib Svcs, IT	New member project
9/21/2020	Training: SWAN100 - Circulation Policy & Practice	Crystal, Dawne	UX, Admin	Training
9/22/2020	Item Type Consolidation Consultation (Batavia)	Sam	Bib Svcs	Consultation
9/23/2020	SWAN100 Consultation (Roselle)	Scott, Sam, Dawne	Bib Svcs, Admin	New member project
9/23/2020	Item Type Consolidation Consultation (Hinsdale)	Sam	Bib Svcs	Consultation
9/23/2020	Training: SWAN100 - Patron Notifications	Dawne, Crystal, Vickie	Admin, UX, IT	New member project
9/24/2020	SWAN Tech	Steven, Ian, Dave, Vickie, Michael	IT	Member meeting
9/24/2020	Discovery and User Experience	Tara, Crystal, Robin, Dawne	UX, Admin	Member meeting
9/28/2020	Training: SWAN100 - Cataloging Standards	Scott	Bib Svcs	New member project
9/29/2020	SWAN Fireside Chat #18	Aaron, Dawne, Scott, Steven, Tara	Admin, Bib Svcs, IT, UX	Member meeting
9/30/2020	Usability Testing	Tara, Crystal, Robin	UX	Research & Development
9/30/2020	Training: SWAN100 - Cataloging Pre-Cats	Claudia, Scott	Bib Svcs	New member project

Date	Event Name	Attendees	Teams Represented	Topic
10/1/2020	Cataloging Users	Claudia, Scott, Sam, Diane, Sue, Angela	Bib Srvs	Member meeting
10/1/2020	Fine Free Consultation (Clarendon Hills)	Vickie	IT	Consultation
10/1/2020	Usability Testing	Tara, Crystal, Robin	UX	Research & Development
10/1/2020	Fine Free Consultation (Oak Brook)	Vickie, Sam	IT, Bib Srvs	Consultation
10/5/2020	Training: SWAN100 - Serials Practice & Standards	Sam, Scott	Bib Srvs	New member project
10/7/2020	ILL Users Group	Helen, Dawne	Admin	Member meeting
10/7/2020	Training: EBSCO Statistics	Robin	UX	Training
10/7/2020	Training: SWAN100 - Centralized Billing	Helen, Dawne	Admin	New member project
10/8/2020	Acquisitions Users	Sam, Vickie, Scott, Claudia	Bib Srvs, IT	Member meeting
10/9/2020	Book Club Users Consultation (Kitkeeper Demo - Geneva, Downers Grove)	Helen, Dawne	Admin	Consultation
10/12/2020	SLUI User Group Meeting	Crystal, Vickie, Aaron, Steven, Scott, Tara, Dawne	UX, IT, Admin, Bib Srvs	Member meeting
10/12/2020	Training: SWAN100 - Enterprise	Tara, Dawne, Robin	UX, Admin	New member project

SirsiDynix & Vendor Partner Support & Consulting

- Tuesdays, 9/15 – 10/6 – ByWater Solutions – weekly pilot project meeting
- Mondays, 9/21 – 10/5 – SirsiDynix – weekly project team for SWAN100 (project to add 3 libraries)
- 9/25 – SirsiDynix – BLUEcloud Central
- 9/30 – 10/1 – SirsiDynix Consortia SIG
- 10/6 – SirsiDynix – Final Consultation Review for SWAN100
- 10/7, 10/8, 10/9 – ILA Presentation Prep (Aaron & Clarity Task Force – Messenger, Oak Lawn)
- 10/7 – OCLC – ILA Presentation on OHM prep
- 10/9 – SirsiDynix – Sure Sailing

SWAN Assistant Director (Dawne Tortorella)

L2 Update & SWAN Events

SWAN events through the end of December 2020 are now posted in L2. We will be updating all 2021 membership meetings by the end of October. Our [next Fireside Chat](#) is scheduled for October 29th where we plan to highlight the SWAN100 project impact and updates in our library services platform.

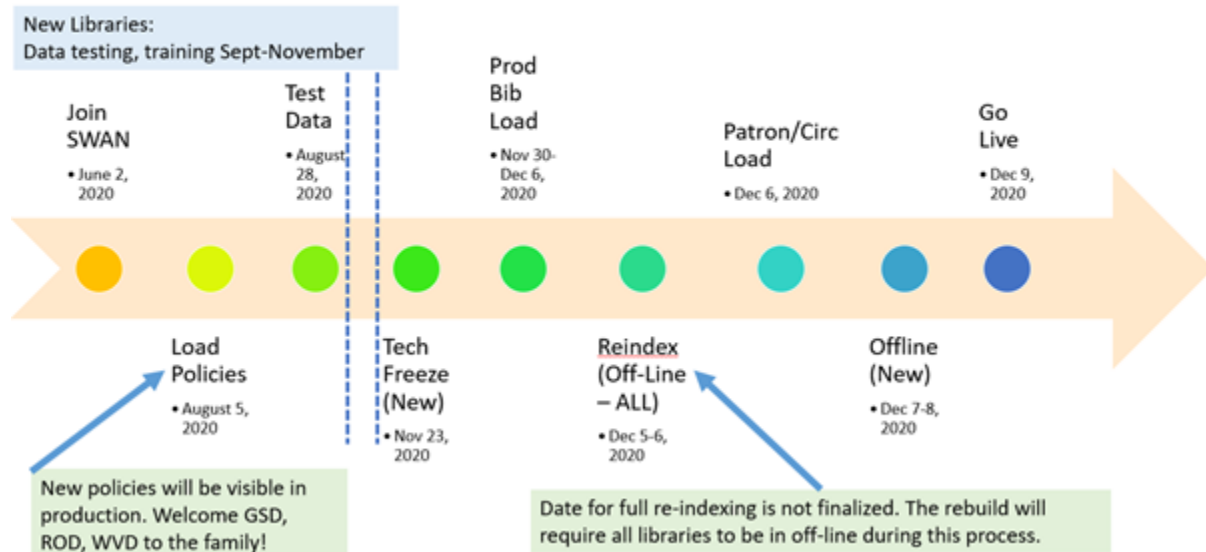
SWAN 100 Planning

The SWAN100 project remains on track with GSD (Glenside), ROD (Roselle), WVD (Warrenville) participating in weekly meetings and training. Training sessions are archived and accessible for all SWAN members on the [SWAN100 project](#) page.

As we approach the Go Live date of December 9th, additional messaging will be sent to the membership regarding offline circulation days and impact. As a reminder, 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

SWAN has offered 18 Fireside Chat sessions since March. The last Fireside Chat, September 29th, recapped changes made to the COVID pages on the support site. The resources have been incorporated into our general pages, where appropriate. The COVID-19 banner has been removed as well. We've

transitioned to a state of ongoing monitoring for each of our libraries. The [Library Services Status](#) page is where members can review services of colleague libraries. We have encountered situations where libraries have closed temporarily and will continue to track those changes on the Library Services Status page.

The current state of changes across SWAN were shared at the September 29th Fireside Chat:

- 7-day quarantine required for items going in delivery
- Fine free block based on days overdue is 21 days (normally 14)
- Fine accrual delayed for 7 days to match quarantine
- 1st overdue notice sent at 14 days; 2nd at 21 days
- Hold pick-up notices run once a day at 2 PM
- Notice wording changes for COVID-19 are outlined on the [Patron Notices & Notifications](#) page.

Some configuration changes and re-set to pre-COVID settings require libraries to notify SWAN to opt-in for:

- Hold notifications
- Unique Collections service
- Pick-up anywhere
- Resource Sharing

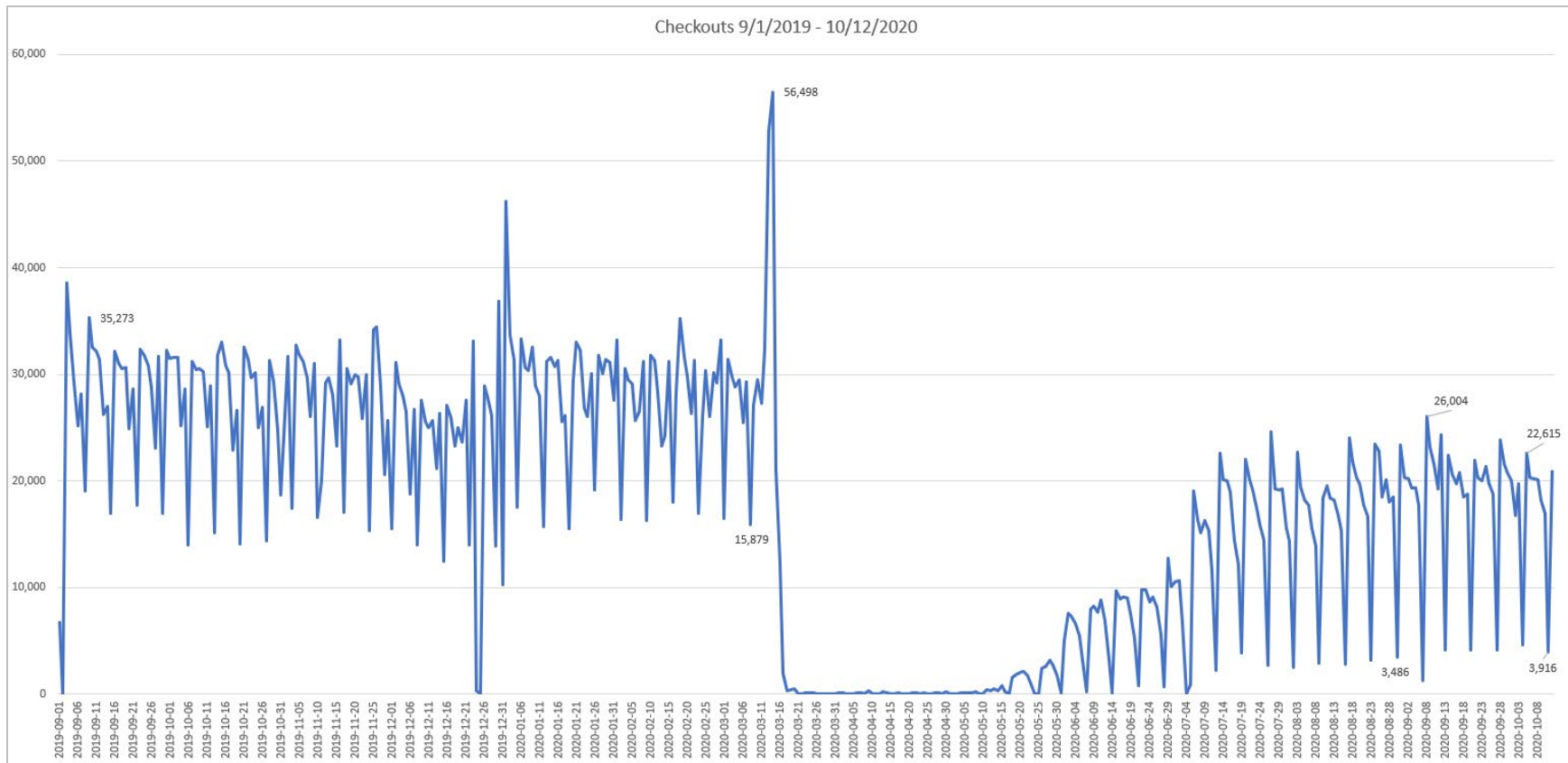
We expect these changes to remain in effect for the foreseeable future.

To help libraries make adjustments in common practices such as processing of cash payments and billing for services/for-sale items, procedures and documentation were developed to support [Cashless Transaction Management](#). Libraries accepting payment through ProPay via Enterprise, can further minimize cash handling by billing through WorkFlows, allowing patrons to pay online through Enterprise.

Helen has helped several libraries wishing to deflect out-of-state ILL requests in OCLC WorldShare ILL. Libraries wishing to deflect requests can request assistance through a support ticket.

[A look at the numbers](#)

A review of circulation, holds, and cataloging numbers show a leveling of activity, reflecting some consistent patterns. We will continue to track these patterns to respond to changes.

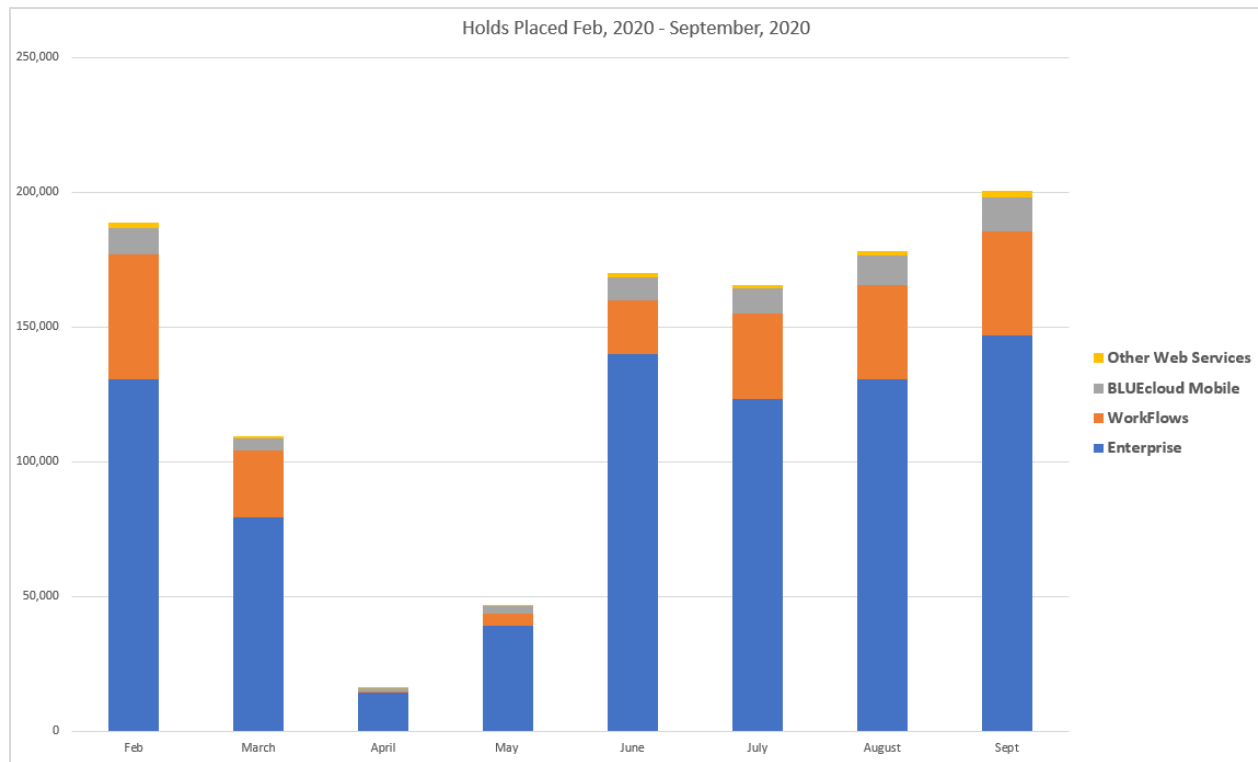


Little change in circulation pattern has occurred since most libraries returned to reduced hours of operations and modified service models. Since the library reopenings in May, thus far as of October 12th, activity shows the first decline. This reduction in activity is larger than a normal drop in activity from September to October, attributed to historical circulation patterns in the fall.

Comparing total circulation activity of September 2019 vs September, 2020 libraries are at 66% of prior year total. Daily peaks showed activity up to 74% of prior year. However, overall circulation for the month reflects the dramatic decrease in weekend activity. October 1-12, 2020 total circulation activity is at 60% of October 1-12, 2019. Our data shows that recovery is slowing and perhaps showing signs of further reductions.

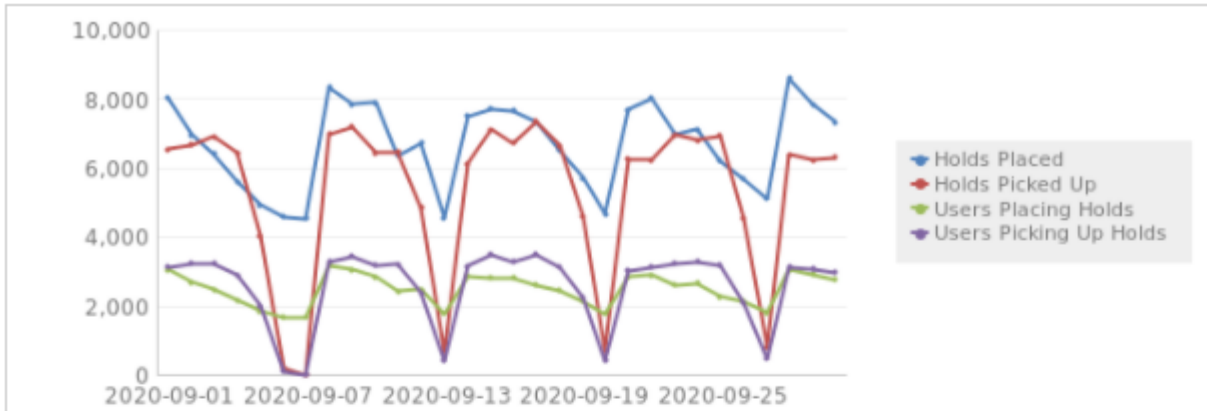
Holds continue to be the engine that drives circulation in these times. Patron placed holds percentage is steady since July at approximately 81%. September holds placed has surpassed pre-COVID holds placed in February.

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	146,813	803,762
WorkFlows	46,661	24,577	381	4,628	20,051	31,761	35,159	38,774	201,992
BLUEcloud Mobile	9,800	4,597	1,235	2,601	8,557	9,137	10,683	12,735	59,345
Other Web Services	1,814	951	167	212	1,410	1,196	1,995	2,104	9,849
BookMyne	317	95	11	18	41	167	129	185	963
Unknown	231	127	0	1	0	6	1	40	406
SIP2	27	31	0	0	0	9	18	12	97
BLUEcloud Circ	14	20	0	0	12	3	21	1	71
	189,282	109,824	16,026	46,551	169,930	165,648	178,560	200,664	1,076,485
% Placed by Patron	75%	77%	98%	90%	88%	81%	80%	81%	81%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	7%	7%



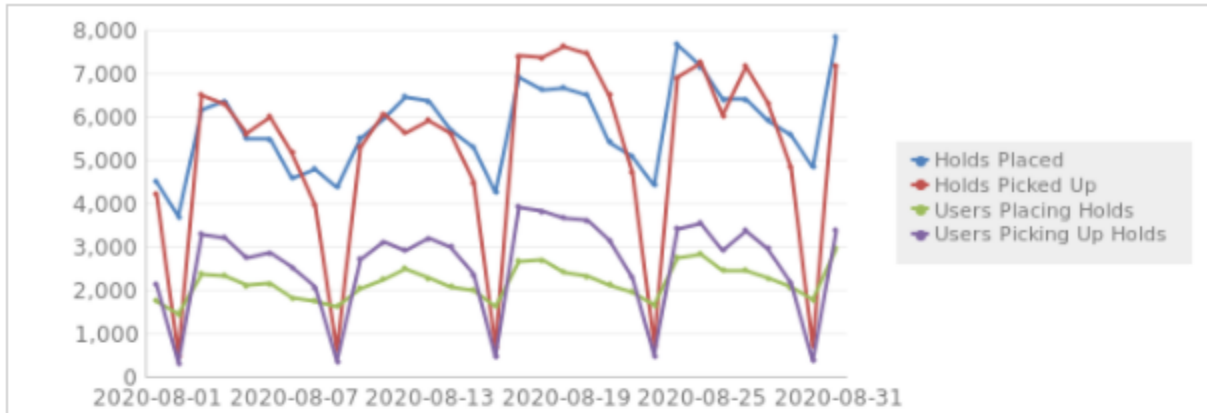
The following charts show daily activity across the consortium on holds placement and pickup. These charts for September and August reflect not only volume of holds, but number of users placing those holds and picking up items.

September 2020 - Holds Placed & Picked Up Daily



Date	Metrics	Holds Placed	Holds Picked Up	Users Placing Holds	Users Picking Up Holds
2020-09-01		8,032	6,555	3,059	3,141
2020-09-02		6,961	6,675	2,690	3,229
2020-09-03		6,429	6,915	2,481	3,224
2020-09-04		5,601	6,444	2,169	2,891
2020-09-05		4,936	4,042	1,852	2,005
2020-09-06		4,591	210	1,658	93
2020-09-07		4,555		1,670	
2020-09-08		8,347	6,974	3,197	3,273
2020-09-09		7,855	7,198	3,053	3,439
2020-09-10		7,895	6,445	2,847	3,177
2020-09-11		6,380	6,458	2,433	3,217
2020-09-12		6,736	4,853	2,481	2,383
2020-09-13		4,570	682	1,762	429
2020-09-14		7,515	6,126	2,874	3,162
2020-09-15		7,724	7,118	2,818	3,501
2020-09-16		7,651	6,736	2,810	3,302
2020-09-17		7,323	7,350	2,597	3,502
2020-09-18		6,536	6,652	2,465	3,127
2020-09-19		5,721	4,605	2,131	2,230
2020-09-20		4,676	713	1,762	421
2020-09-21		7,702	6,256	2,844	3,037
2020-09-22		8,018	6,234	2,897	3,146
2020-09-23		7,002	6,968	2,596	3,224
2020-09-24		7,124	6,806	2,656	3,286
2020-09-25		6,191	6,945	2,279	3,170
2020-09-26		5,703	4,549	2,145	2,081
2020-09-27		5,100	822	1,809	459
2020-09-28		8,607	6,394	3,056	3,141
2020-09-29		7,854	6,226	2,927	3,088
2020-09-30		7,333	6,312	2,756	2,973
Total		200,668	160,263	35,640	33,141

August 2020 – Holds Placed & Picked Up Daily



Date	Metrics	Holds Placed	Holds Picked Up	Users Placing Holds	Users Picking Up Holds
<u>2020-08-01</u>		4,511	4,218	1,742	2,131
<u>2020-08-02</u>		3,691	480	1,445	320
<u>2020-08-03</u>		6,160	6,506	2,393	3,306
<u>2020-08-04</u>		6,361	6,296	2,330	3,219
<u>2020-08-05</u>		5,495	5,617	2,117	2,764
<u>2020-08-06</u>		5,493	5,999	2,145	2,867
<u>2020-08-07</u>		4,585	5,164	1,813	2,528
<u>2020-08-08</u>		4,802	3,966	1,763	2,066
<u>2020-08-09</u>		4,390	635	1,624	358
<u>2020-08-10</u>		5,521	5,290	2,045	2,705
<u>2020-08-11</u>		5,976	6,066	2,254	3,117
<u>2020-08-12</u>		6,464	5,638	2,494	2,910
<u>2020-08-13</u>		6,356	5,938	2,281	3,193
<u>2020-08-14</u>		5,691	5,611	2,096	3,010
<u>2020-08-15</u>		5,308	4,481	2,016	2,359
<u>2020-08-16</u>		4,260	677	1,625	452
<u>2020-08-17</u>		6,926	7,408	2,673	3,925
<u>2020-08-18</u>		6,628	7,364	2,687	3,823
<u>2020-08-19</u>		6,669	7,625	2,420	3,680
<u>2020-08-20</u>		6,518	7,466	2,319	3,605
<u>2020-08-21</u>		5,419	6,511	2,142	3,151
<u>2020-08-22</u>		5,088	4,703	1,971	2,299
<u>2020-08-23</u>		4,423	730	1,656	480
<u>2020-08-24</u>		7,688	6,911	2,768	3,420
<u>2020-08-25</u>		7,154	7,265	2,827	3,554
<u>2020-08-26</u>		6,411	6,034	2,453	2,910
<u>2020-08-27</u>		6,407	7,171	2,465	3,394
<u>2020-08-28</u>		5,913	6,320	2,273	2,963
<u>2020-08-29</u>		5,582	4,840	2,074	2,180
<u>2020-08-30</u>		4,833	711	1,774	385
<u>2020-08-31</u>		7,837	7,193	2,976	3,374
Total		178,560	160,834	33,557	34,457

SWAN Bibliographic Services (Scott Brandwein)

Baker & Taylor Rental Collection and BLUEcloud Acquisitions

We continued the pilot of this project last month by placing a second rental order. About half of the materials that order have arrived and are on hold or checked out to SWAN patrons. The remainder are backordered, which was the same situation we faced in August. The pending titles will trickle in over the coming weeks.

We've gained a lot of insight into the BLUEcloud Acquisitions software using this project including the EDI configuration that was implemented this summer. We have EDI ordering fully configured and working, which required conversations with both the Product Manager at SirsiDynix and an EDI specialist at Baker & Taylor. The only feature we are still working out is EDI invoicing.

The project has helped us highlight the strengths of BLUEcloud Acquisitions and the pending features that will be essential to full implementation: multi-line order support, manual invoicing, and a bug preventing bibliographic matching from taking place on items created through Web Services. Meanwhile, we will onboard the SWAN100 libraries on a hybrid setup and transition as these features become available.

Item Type Consolidation (Clarity Task Force Recommendation)

This project has continued with some conversations with interested libraries and changes to Item Types for some video collections. We have also finished developing a recommended framework of Item Types for audio recordings. But the primary push in this arena has been getting information to the members. We have presented on Item Type Consolidation at Cataloging Advisory, Cataloging Users, Circ Users, and Acquisitions users, which has generated a lot of interest. Finally, we are working on an information portal for the SWAN Support Site.

Cataloging Users Meeting – 10/1/2020

The Cataloging Users focused on consistency in specific areas of cataloging, including pre-cats, that have been highlighted by the membership in recent months: graphic novels, VOX-brand talking books, binge boxes, and Blu-ray combo packs. We also discussed how spoken word sound recordings should be treated with respect to our format vocabulary. This conversation will conclude at November's Cataloging Advisory meeting.

Acquisitions Users Meeting – 10/1/2020

Acquisitions Users this month included some reminders about note fields in 9xx configuration and an update on fixing the Remove Fiscal Cycle report, though the bulk of the time was spent on a tour of BLUEcloud Acquisitions and an update on Item Type consolidation.

Self-Paced Training Development

Claudia Nickson has finished a working draft of a self-paced training program on creating pre-cats, which is currently being beta-tested by member volunteers. The training was developed on the Articulate 360/Rise platform and teaches users how to use the Symphony cataloging interface and how to create pre-cat records for print materials using text, video, and interactive exercises.

Once development of this training is ready for a full release, Claudia will continue developing on the platform. Next we plan to train on serial management and the Symphony Serial Control module before considering other topics with as Acquisitions configuration and tasks, local SWAN cataloging standards, and special formats.

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 September, there were 185 upgrades of minimal level records in OCLC to full records.

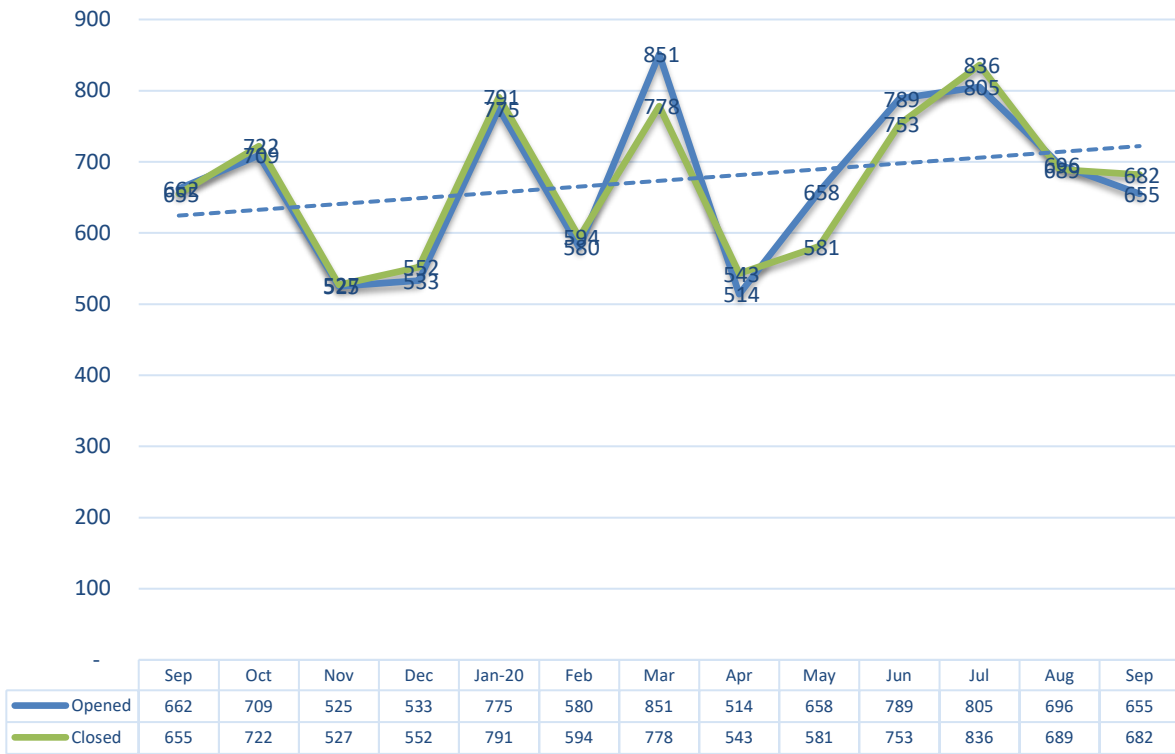
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2018	122	89	147	70	119	148	118	167	116	209	194	92	1,591
Copy 2018	3,896	3,348	5,157	4,614	2,851	1,493	2,138	2,459	2,010	1,866	1,376	2,056	33,264
Orig 2019	126	82	106	211	92	163	127	175	171	102	97	107	1,569
Copy 2019	2,565	1,952	1,939	2,352	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	88	102	76				
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405				

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

Ticket during this period did not follow a notable trend, but COVID-19 reopening/closing consultations and rapid system changes have subsided. Several libraries submitted closing requests out of an abundance of caution and reopened typically within a week after. A short network VPN outage relating to an ISP routing issue caused an influx of tickets on October 7th.

SWAN Support Tickets September 2019 - September 2020



Tickets Submitted to SWAN

Aspen Project

- Aspen/ByWater performance metrics and system testing – Rudy, Steven, Dave with Tara (UX)
- Aspen/ByWater general project coordination and documentation – Steven with Tara (UX)
- Aspen Symphony user profile setup – Dave

OHM Project

- Development of menu-driven interface – Rudy
- Code cleanup and publishing to GitHub – Rudy
- Preparation of ILA presentation – Rudy with Dawne (Admin), Scott (Bib Svcs)

SWAN100 Project

- Ongoing SWAN100 project coordination – Steven with Dawne (Admin)
- SWAN100 generic user configuration – Dave
- BLUEcloud Acquisitions configuration for SWAN100 libraries in Test and Production environments – Dave, Steven, Michael with Sam and Scott (Bib Svcs)
- SWAN100 BLUEcloud Commerce policy setup – Steven
- SWAN100 email receipt templates – Michael

Library Vendor Integrations

- Vendor integration of MeeScan self-checkout for OPS – Ian
- Barcode printer research and recommendation in conjunction with PatronPoint integration, Online Patron Registration – Ian

General Projects

- COVID-19 library services tracking and Symphony updates – Michael, Dave, Vickie, Ian, Steven
- COVID-19 API script to perform quarantine adjustment in fine accrual updates – Dave
- Development/updates of patron privilege renewal API script – Michael
- Development of script to purge inactive RB_ILL accounts – Dave
- Development of script to manage Symphony grace period policies – Dave
- Library “Fine Free” consultations and configuration – Vickie with Crystal (UX) and Sam (Bib Srvcs)
- FY21 staff laptop hardware refresh research, evaluation, and pricing – Steven, Ian
- Quail Ridge failover Domain Controller and VPN – Rudy, Ian
- Hosting setup for SWAN Articulate Training – Rudy, Ian, Steven
- GoToMeeting/L2 event creation for SWAN user groups – Steven w/Dawne (Admin)
- Patron record cleanup of sensitive/unneeded data – Dave with Crystal (UX)

SWAN Technology Users Group

The SWAN Technology Users Group met on September 24th via GoToWebinar, gathering representation from 10 libraries. Topics discussed included SWAN technology project updates, insights on the SWAN development process, and pointers on managing technology projects.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
10/9/2020	366,634	99.09% (363,287)	0.08% (285)	0.01% (21)

Outage Tracking (as of October 9th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
10/13/2020	11:55	5	Library ISP	No	No	Non-SWAN outage, ISP routing issue caused sporadic VPN outages

SWAN User Experience (Tara Wood)

User Groups

Circulation Advisory

Circulation Advisory met on September 16th. Topics include the MISHLDSHLF user, training development, item type consolidation, and the upcoming Circulation Advisory election. In addition, Crystal shared the work she has been doing on curriculum development using Articulate 360/Rise, a platform for creating interactive courses and tutorials.

Circulation Advisory elections have started, and self-nomination forms are due Friday, October 16th. Once Crystal has received the self-nominations, she will proceed with setting up and sending out the voting form.

Discovery & User Experience

DUX met on September 24th. Topics included search limits in Enterprise and the Aspen Discovery pilot phase. Robin, Crystal, Tara, and Dawne conducted a show-and-tell of Aspen administrative features.

Public Service Users

The second Public Service Users meeting was Friday, September 11th. Attendance was low at just six attendees. Three people volunteered to co-chair and plan the next meeting in November.

Aspen Discovery

Usability testing

The UX team and Jason Stuhlmann completed a second round of usability testing in our Aspen test instance. This testing focused on the search experience in Aspen with patrons from Elmwood Park Public Library.

Testing identified that the grouped records were intuitive for patrons to use and navigate, but Kindle items were challenging to find. We also identified some minor style changes to search suggestions and the “Advanced Search” button that could improve usability for patrons. You can view the full report on the SWAN support site: <https://support.swanlibraries.net/documentation/78234>

Recent releases

Aspen version 20.13 released on September 29th, and it includes the addition of Baker & Taylor Axis 360 integration and EBSCO EDS integration improvements that were requested following usability testing with St. Charles Public Library patrons. In addition, this release included several critical improvements for Symphony integration, which resolved issues we were having trying to run a full re-index of MARC data. With the indexing issues fully resolved, SWAN staff are now able to dig into testing edge cases in our bibliographic data to ensure they are displaying as desired in Aspen.

Testing and development progress

SWAN staff continue to meet weekly with ByWater staff for a ticket review. High priority features remaining to configure and test include:

- Handling grouping and holds for serials
- Email editing for patron accounts
- Changing hold pickup location for placed holds
- Scoping for e-resources and website integrations, which ensures just your library's e-resource collections and website appear in your library catalog
- Tweaks to library staff permissions that will ensure staff have access to what they need, but can't bring down your catalog or make changes to another library's catalog – we want to make sure staff are empowered and feel safe to dig in and try things out!

In addition, the ITSS team is working on load testing to identify any performance issues or improvements that will need to be addressed before a potential go live.

Tara is developing a comprehensive testing plan that SWAN and pilot library staff can use before our beta go-live.

Aspen pilot project

By early November, we plan to send out an application form for the Aspen Pilot Project and we will select 5-7 libraries to participate. We're anticipating the first Pilot Project meeting would be in mid-December, and the pilot would run through March 2021. During this time, the UX team would work closely with pilot libraries to train them in configuring their Aspen test instance.

BLUEcloud Mobile

SirsiDynix recently shared their progress on the Click and Collect feature in BLUEcloud Mobile. This feature would allow app users to request curbside pickup through the BLUEcloud Mobile app, and it would provide a staff interface for library staff to manage curbside requests from the app. This service is not yet available, but it will be free-of-charge and opt-in when it is available. At this time, patrons would have to use the app to use this service as there are not yet call or text options for curbside pickup available.

We're anticipating a bug fix to the patron self-service features this month. The bug is that codabar barcodes used by SWAN libraries are not scannable. When the update is available, SWAN staff will test and announce to the membership that they can opt in for patron self-service, which would allow patrons to check items out through the BLUEcloud Mobile app.

Curriculum Development

Crystal has gone through several rounds of revisions and feedback on her inaugural interactive training course on patron management, and she has shared the course with Circulation Advisory and the SWAN 100 group to test out before it is finally published. This has been a huge effort to learn both new platforms and instructional design skills, and it is very exciting to start releasing the course out to the SWAN membership!

SWAN 100 configuration

Robin is working with EBSCO to set up database packages and OpenAthens authentication for the new three libraries, in addition to working with them to complete their eRC integrations into the catalog.

Tara has completed the initial configuration of the SWAN 100 Enterprise profiles and supplied the BLUEcloud Mobile app configuration settings to SirsiDynix.

Trainings

Robin conducted a training on EBSCO statistics that is posted to the SWAN support site. Tara conducted a training on Enterprise for patrons for the SWAN 100 project, and Robin conducted a SWAN 100 training on Article Search and OpenAthens.

SWAN
Calendar-Timetable of Deadlines and Board Action Requirements

DATE	MEETING TYPE	ACTION ITEMS
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
Friday, December 18, 2020	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

DATE	MEETING TYPE	ACTION ITEMS
March 2021 [TBD]	Personnel Committee [if needed]	SWAN potential policies are reviewed. Yearly Employee Handbook review based on employment law requirements/recommendations.
Friday, April 23, 2021	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 2021 [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

SWAN Executive Director Goals

For July 2020- June 2021, I propose the following goals.

1. Oversee and execute Tactical Plan for SWAN: coordinate projects with SWAN Board, staff, and membership.
 - a. Align the five-year strategic and tactical plan with the FY21 (year 3) and FY22 (year 4) SWAN budgets
2. Create more awareness of SWAN's services within membership
 - a. Engage new library directors as they join the SWAN consortium through online orientation
 - b. Create online classes and recordings for library staff detailing SWAN's strategic plan, our services, and industry trends.
3. Build on SWAN's partnerships with vendors and library consortium
 - a. Develop a better working relationship with OCLC, using SirsiDynix as a model
 - b. Streamline the effectiveness of EBSCO solutions for SWAN's e-content platform
 - c. Create a sharing environment with Illinois consortia and forward-thinking consortia in the US
4. Provide timely communication to membership by asking: "is this information that membership needs to get everyone on board, information that needs to get to patrons, or is impacting staff doing their job."

What can SWAN Board do to help you perform your job duties effectively?

The SWAN Board should work with me to outline areas of interest that would help orient the SWAN Board, particularly with new board representatives. Topics could be an overview of SWAN operations, industry trends, technology jargon, and library consortium.

SWAN Strategic Objectives, Goals, Tactical Plan

The six objectives are listed on the SWAN Support site and the current tactical plan in PDF format is shared on the link below.

<https://support.swanlibraries.net/documentation/78424>