

# SWAN BOARD MEETING AGENDA

February 19, 2021 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 February 19, 2021 SWAN Board Meeting Agenda

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 19, 2021 SWAN BOARD MEETING AGENDA AS PRESENTED

4. Action Item – Approval of SWAN Financials, January (Exhibit pgs. 3-13)

- a. Balance sheet and detail of expenditures for January 2021
- b. Approval of the payment of bills for January 1, 2021 through January 31, 2021 in the amount of \$59,769.23

RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR JANUARY 1 THROUGH JANUARY 31, 2021 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF EXPENDITURES FOR JANUARY 2021

5. Action Item – Acceptance of the January 22, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 14-17)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 22, 2021 SWAN BOARD MEETING MINUTES AS PRESENTED

6. Action Item – Acceptance of the February 9, 2021 Committee of the Whole Meeting Minutes (Exhibit pg. 18)

RESOLVED, THAT THE SWAN BOARD ACCEPTS THE FEBRUARY 9, 2021 COMMITTEE OF THE WHOLE MEETING MINUTES AS PRESENTED

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

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

8. Reports

- a. Board President Report
- b. Executive Director Report (Exhibit pgs. 19-22)
- c. Operations Report (Exhibit pgs. 23-41)
- d. Treasurer Report
- e. Board Calendar (Exhibit pgs. 42-43)

9. Action Item – Approve Library Use Policy (Exhibit pgs. 44-46)

10. Discussion Item – EBSCO group-purchase year-2 renewal (Exhibit pgs. 47-50)

11. Discussion Item – SWAN Fiscal Year 2022 budget (Exhibit pgs. 51-85)

12. Discussion Item – March 4, 2021 SWAN Quarterly Meeting Agenda (Exhibit pg. 86)

13. Information Item – Updated SWAN Internal Controls (Exhibit pgs. 87-92)

14. 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 January 31, 2021**

	<b>Balance End of Month</b>
<b>ASSETS</b>	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	\$ 1,024,371.34
Hinsdale Bank - MM - 5010	991,922.21
Propay Funds	\$ 42.86
Total Cash and Cash Equivalents	<u>\$ 2,016,336.41</u>
Current Assets	
Accounts Receivable	40,818.26
REINT Receivable	-
Other Receivables	10,781.50
Deposits	23,467.08
Prepaid Expenses	129,048.97
Spares Inventory	1,732.50
Total Current Assets	<u>\$ 205,848.31</u>
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	<u>\$ 24,801.53</u>
Total Assets	<u>\$ 2,246,986.25</u>
<b>LIABILITIES</b>	
Current Liabilities	
Accrued Liabilities	\$ 19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	139,299.50
Accrued Payroll	31,748.60
GTL Payable	(88.92)
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	<u>\$ 340,661.78</u>
Long Term Liabilities	
Total Liabilities	<u>\$ 340,661.78</u>
<b>FUND BALANCE</b>	
Beginning Net Assets	
Unrestricted	2,060,444.23
Total Beginning Net Assets	<u>2,060,444.23</u>
Current YTD Net Income	<u>(154,119.76)</u>
Total Fund Balance	<u>1,906,324.47</u>
Total Liabilities and Fund Balances	<u><u>\$ 2,246,986.25</u></u>

# Statement of Revenue and Expenses Summary

## For the 7 Months Ended January 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4000 - Membership Fees	\$412,748.75	\$1,754,040.01	\$2,851,863.00	\$ 1,097,822.99	61.51%
4100 - Membership Reimbursements	57,871.50	278,637.49	435,394.00	156,756.51	64.00%
4200 - Reimbursement for Losses	(80.05)	18,978.82	900.00	(18,078.82)	2,108.76%
4300 - Grant Revenue	-	281,009.00	623,518.00	342,509.00	45.07%
4400 - Registration & Event Receipts	-	-	7,600.00	7,600.00	0.00%
4500 - Investment & Interest	71.96	818.16	37,000.00	36,181.84	2.21%
4600 - Reserve Fund Transfer	8,952.75	30,637.00	62,379.00	31,742.00	49.11%
<b>Total Revenue</b>	<u>479,564.91</u>	<u>2,364,120.48</u>	<u>4,018,654.00</u>	<u>1,654,533.52</u>	<u>58.83%</u>
<b>Expenses</b>					
5000 - Salaries & Wages	107,611.01	797,969.89	1,546,800.00	748,830.11	51.59%
5020 - Personnel Benefits	35,002.81	255,408.75	516,200.00	260,791.25	49.48%
5100 - Building & Grounds	11,869.30	83,843.05	123,304.00	39,460.95	68.00%
5200 - Professional Development	1,389.00	9,625.30	24,800.00	15,174.70	38.81%
5300 - Membership Development	263.24	3,422.24	9,400.00	5,977.76	36.41%
5400 - Information & Technology Services	50,724.76	831,289.38	1,133,700.00	302,410.62	73.33%
5500 - General Office	-	738.81	5,300.00	4,561.19	13.94%
5600 - Hardware & Equipment	204.85	9,476.94	81,700.00	72,223.06	11.60%
5700 - Insurance	778.33	14,749.63	9,200.00	(5,549.63)	160.32%
5800 - Contractual Services	1,803.90	47,344.44	139,210.00	91,865.56	34.01%
5900 - Library Materials & Content	14,856.74	461,632.68	425,000.00	(36,632.68)	108.62%
6000 - Interest & Fees	374.26	2,739.13	4,040.00	1,300.87	67.80%
<b>Total Expenses</b>	<u>224,878.20</u>	<u>2,518,240.24</u>	<u>4,018,654.00</u>	<u>1,500,413.76</u>	<u>62.66%</u>
<b>Excess Revenues less Expenses</b>	<u>\$ 254,686.71</u>	<u>\$ (154,119.76)</u>	<u>\$ 0.00</u>	<u>\$ 154,119.76</u>	

# Statement of Revenue and Expenses

## For the 7 Months Ended January 31, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
<b>Revenue</b>					
4010 - SWAN Full Membership Fees	\$ 412,748.75	\$ 1,754,040.01	\$ 2,851,863.00	\$ 1,097,822.99	61.51%
4110 - Member One-Time Project Receipts	0.00	0.00	14,000.00	14,000.00	0.00%
4190 - Member Group Purchase Receipts	57,871.50	278,637.49	421,394.00	142,756.51	66.12%
4220 - Reimbursement Losses for Resource Sharing	(80.05)	18,978.82	0.00	(18,978.82)	0.00%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	0.00	281,009.00	562,018.00	281,009.00	50.00%
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	71.96	818.16	37,000.00	36,181.84	2.21%
4600 - Reserve Fund Transfer	8,952.75	30,637.00	62,379.00	31,742.00	49.11%
<b>Total Revenue</b>	<b>479,564.91</b>	<b>2,364,120.48</b>	<b>4,018,654.00</b>	<b>1,654,533.52</b>	<b>58.83%</b>
<b>Expenses</b>					
5000 - Salaries & Wages	107,611.01	797,969.89	1,546,800.00	748,830.11	51.59%
5021 - FICA Expense	7,804.39	47,407.63	118,400.00	70,992.37	40.04%
5022 - State Unemployment Insurance	0.00	8,930.00	0.00	(8,930.00)	0.00%
5023 - Worker's Compensation	298.92	6,075.91	3,000.00	(3,075.91)	202.53%
5024 - Retirement Benefits	9,993.57	66,728.71	140,900.00	74,171.29	47.36%
5025 - Health, Dental, Life And Disability Insurance	16,905.93	126,156.50	246,300.00	120,143.50	51.22%
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	9,240.37	73,532.96	105,904.00	32,371.04	69.43%
5120 - Utilities	2,053.18	5,264.87	6,400.00	1,135.13	82.26%
5130 - Property Insurance	138.75	2,611.22	1,500.00	(1,111.22)	174.08%
5140 - Repairs & Maintenance	0.00	177.00	1,300.00	1,123.00	13.62%
5150 - Custodial Service & Supplies	260.00	2,080.00	8,100.00	6,020.00	25.68%
5190 - Other Building Maintenance	177.00	177.00	100.00	(77.00)	177.00%
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	5,179.00	5,400.00	221.00	95.91%
5240 - Professional Association Membership Dues	148.00	1,021.00	2,500.00	1,479.00	40.84%
5250 - Educational Material	0.00	0.00	800.00	800.00	0.00%
5260 - Online Learning	1,241.00	3,425.30	4,500.00	1,074.70	76.12%
5310 - Travel Reimbursement	263.24	506.55	2,800.00	2,293.45	18.09%
5320 - Membership Meetings	0.00	0.00	2,900.00	2,900.00	0.00%
5350 - Marketing & Promotional Material	0.00	2,615.69	1,200.00	(1,415.69)	217.97%
5399 - Annual Conference	0.00	300.00	2,500.00	2,200.00	12.00%
5410 - Infrastructure Licensing	5,171.27	34,723.68	42,000.00	7,276.32	82.68%
5420 - Application Software Licensing	405.33	13,021.17	18,400.00	5,378.83	70.77%
5430 - Server Software Licensing	0.00	779.03	13,900.00	13,120.97	5.60%
5440 - Library Services Platform	41,491.41	690,698.31	927,200.00	236,501.69	74.49%
5450 - Data Management Services	1,405.62	11,800.60	27,500.00	15,699.40	42.91%
5460 - Information Subscription Service	1,465.91	66,159.37	74,600.00	8,440.63	88.69%
5470 - Subscription Support Services	0.00	1,392.14	10,100.00	8,707.86	13.78%
5480 - Telecommunications	785.22	12,065.08	19,400.00	7,334.92	62.19%
5490 - Group Purchases - Services	0.00	650.00	600.00	(50.00)	108.33%
5510 - Office Supplies	0.00	568.22	4,000.00	3,431.78	14.21%
5520 - Postage	0.00	170.59	900.00	729.41	18.95%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	204.85	1,797.65	3,700.00	1,902.35	48.59%
5620 - Hardware	0.00	6,242.28	63,200.00	56,957.72	9.88%
5690 - Group Purchases - Hardware	0.00	1,437.01	14,800.00	13,362.99	9.71%

**Statement of Revenue and Expenses**  
**For the 7 Months Ended January 31, 2021**

	<u>Month-to-Date Actual</u>	<u>Year-to-Date Actual</u>	<u>Annual Budget</u>	<u>Remaining Budget</u>	<u>% Collected Expended</u>
5700 - Insurance	778.33	14,749.63	9,200.00	(5,549.63)	160.32%
5810 - Legal	0.00	848.00	5,000.00	4,152.00	16.96%
5820 - Accounting	1,005.00	17,716.43	20,610.00	2,893.57	85.96%
5830 - Consulting	86.67	856.69	5,000.00	4,143.31	17.13%
5840 - Payroll Service Fees	249.10	1,846.65	3,900.00	2,053.35	47.35%
5850 - Contractual Agreements	0.00	12,275.00	56,500.00	44,225.00	21.73%
5860 - Notification & Collection	463.13	13,551.67	35,300.00	21,748.33	38.39%
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	5,001.49	5,000.00	(1.49)	100.03%
5920 - Reimburse for Resource Sharing	14,856.74	33,892.99	0.00	(33,892.99)	0.00%
5930 - Electronic Resources	0.00	1,059.89	0.00	(1,059.89)	0.00%
5990 - Group Purchases - Content	0.00	421,678.31	420,000.00	(1,678.31)	100.40%
6010 - Bank Fees	374.26	2,736.03	3,700.00	963.97	73.95%
6020 - Merchant Account Fees	0.00	3.10	40.00	36.90	7.75%
6099 - Annual Conference Merchant Fees	0.00	0.00	300.00	300.00	0.00%
<b>Total Expenses</b>	<u>224,878.20</u>	<u>2,518,240.24</u>	<u>4,018,654.00</u>	<u>1,500,413.76</u>	<u>62.66%</u>
 <b>Excess Revenues less Expenses</b>	 <u>\$ 254,686.71</u>	 <u>\$ (154,119.76)</u>	 <u>\$ 0.00</u>	 <u>\$ 154,119.76</u>	

# SWAN Library Services

## Check Register

All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
<b>Vendor Checks</b>						
Alsip-Merrionette Park Public Library				8189	01/15/21	<u>664.76</u>
5920	Reimburse for Resource Sharing	Alsip-Merrionette Park Public Library	664.76			
Batavia Public Library				8190	01/15/21	<u>12.22</u>
5920	Reimburse for Resource Sharing	Batavia Public Library	12.22			
Bedford Park Public Library District				8191	01/15/21	<u>50.00</u>
5920	Reimburse for Resource Sharing	Bedford Park Public Library District	50.00			
Bensenville Community Public Library District				8192	01/15/21	<u>151.98</u>
5920	Reimburse for Resource Sharing	Bensenville Community Public Library District	151.98			
Bensenville School District 2				8193	01/15/21	<u>65.41</u>
5920	Reimburse for Resource Sharing	Bensenville School District #2	65.41			
Bloomington Public Library				8194	01/15/21	<u>1,075.24</u>
5920	Reimburse for Resource Sharing	Bloomington Public Library	1,075.24			
Bridgeview Public Library				8195	01/15/21	<u>796.71</u>
5920	Reimburse for Resource Sharing	Bridgeview Public Library	796.71			
Chicago Ridge Public Library				8196	01/15/21	<u>215.52</u>
4220	Reimbursement Losses for Resource Sharing	Chicago Ridge Public Library	215.52			
Chicago Ridge Public Library				8196	01/15/21	<u>(215.52)</u>
5920	Reimburse for Resource Sharing	To void check 8196	-215.52			
Cicero Public Library				8197	01/15/21	<u>215.52</u>
5920	Reimburse for Resource Sharing	Cicero Public Library	215.52			
Crestwood Public Library District				8198	01/15/21	<u>177.00</u>
5920	Reimburse for Resource Sharing	Crestwood Public Library District	177.00			
Crete Public Library District				8199	01/15/21	<u>48.01</u>
5920	Reimburse for Resource Sharing	Crete Public Library District	48.01			
SWAN Board Meeting		Exhibit Page 7 of 101			February 19, 2021	

# SWAN Library Services

## Check Register

All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Downers Grove Public Library				8200	01/15/21	<u>702.90</u>
5920	Reimburse for Resource Sharing	Downers Grove Public Library	702.90			
Eisenhower Public Library District				8201	01/15/21	<u>688.21</u>
5920	Reimburse for Resource Sharing	Eisenhower Public Library District	688.21			
Elmwood Park Public Library				8202	01/15/21	<u>372.41</u>
5920	Reimburse for Resource Sharing	Elmwood Park Public Libray	372.41			
Flossmoor Public Library				8203	01/15/21	<u>616.10</u>
5920	Reimburse for Resource Sharing	Flossmoor Public Library	616.10			
Forest Park Public Library				8204	01/15/21	<u>7.69</u>
5920	Reimburse for Resource Sharing	Forest Park Public Library	7.69			
Franklin Park Public Library District				8205	01/15/21	<u>239.64</u>
5920	Reimburse for Resource Sharing	Franklin Park Public Library	239.64			
Glenside Public Library				8206	01/15/21	<u>10.00</u>
5920	Reimburse for Resource Sharing	Glenside Public Library	10.00			
Hillside Public Library				8207	01/15/21	<u>177.03</u>
5920	Reimburse for Resource Sharing	Hillside Public Library	177.03			
Hinsdale Public Library				8208	01/15/21	<u>202.31</u>
5920	Reimburse for Resource Sharing	Hinsdale Public Library	202.31			
Hodgkins Public Library District				8209	01/15/21	<u>22.00</u>
5920	Reimburse for Resource Sharing	Hodgkins Public Library District	22.00			
La Grange Public Library				8210	01/15/21	<u>1,084.44</u>
5920	Reimburse for Resource Sharing	La Grange Public Library	1,084.44			
Lansing Public Library				8211	01/15/21	<u>588.38</u>
5920	Reimburse for Resource Sharing	Lansing Public Library	588.38			



# SWAN Library Services

## Check Register

All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Markham Public Library				8212	01/15/21	<u>323.00</u>
5920	Reimburse for Resource Sharing	Markham Public Library	323.00			
Matteson Public Library				8213	01/15/21	<u>577.56</u>
5920	Reimburse for Resource Sharing	Matteson Public Library	577.56			
Messenger Public Library of North Aurora				8214	01/15/21	<u>459.94</u>
5920	Reimburse for Resource Sharing	Messenger Public Library of North Aurora	459.94			
Morton Arboretum				8215	01/15/21	<u>200.00</u>
5920	Reimburse for Resource Sharing	Morton Arboretum	200.00			
North Riverside Public Library District				8216	01/15/21	<u>38.03</u>
5920	Reimburse for Resource Sharing	North Riverside Public Library District	38.03			
Northlake Public Library District				8217	01/15/21	<u>289.68</u>
5920	Reimburse for Resource Sharing	Northlake Public Library District	289.68			
Oak Brook Public Library				8218	01/15/21	<u>95.08</u>
5920	Reimburse for Resource Sharing	Oak Brook Public Library	95.08			
Oak Lawn Public Library				8219	01/15/21	<u>606.11</u>
5920	Reimburse for Resource Sharing	Oak Lawn Public Library	606.11			
Oak Park Public Library				8220	01/15/21	<u>898.83</u>
5920	Reimburse for Resource Sharing	Oak Park Public Library	898.83			
Palos Heights Public Library				8221	01/15/21	<u>505.23</u>
5920	Reimburse for Resource Sharing	Palos Heights Public Library	505.23			
Palos Park Public Library				8222	01/15/21	<u>61.80</u>
5920	Reimburse for Resource Sharing	Palos Park Public Library	61.80			
Park Forest Public Library				8223	01/15/21	<u>135.03</u>
5920	Reimburse for Resource Sharing	Park Forest Public Library	135.03			

# SWAN Library Services

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All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Prairie State College				8224	01/15/21	<u>97.00</u>
5920	Reimburse for Resource Sharing	Prairie State College	97.00			
Richton Park Public Library District				8225	01/15/21	<u>120.75</u>
5920	Reimburse for Resource Sharing	Richton Park Public Library District	120.75			
River Grove Public Library District				8226	01/15/21	<u>111.98</u>
5920	Reimburse for Resource Sharing	River Grove Public Library District	111.98			
Riverside Public Library				8227	01/15/21	<u>26.00</u>
5920	Reimburse for Resource Sharing	Riverside Public Library	26.00			
Schiller Park Public Library				8228	01/15/21	<u>40.00</u>
5920	Reimburse for Resource Sharing	Schiller Park Public Library	40.00			
South Holland Public Library				8229	01/15/21	<u>453.01</u>
5920	Reimburse for Resource Sharing	South Holland Public Library	453.01			
St. Charles Public Library District				8230	01/15/21	<u>327.25</u>
5920	Reimburse for Resource Sharing	St. Charles Public Library District	327.25			
Stickney-Forest View Public Library District				8231	01/15/21	<u>168.00</u>
5920	Reimburse for Resource Sharing	Stickney-Forest View Public Library District	168.00			
Sugar Grove Public Library District				8232	01/15/21	<u>54.66</u>
5920	Reimburse for Resource Sharing	Sugar Grove Public Library District	54.66			
Summit Public Library District				8233	01/15/21	<u>8.00</u>
5920	Reimburse for Resource Sharing	Summit Public Library District	8.00			
Tinley Park Public Library				8234	01/15/21	<u>391.42</u>
5920	Reimburse for Resource Sharing	Tinley Park Public Library	391.42			
Town & Country Public Library District				8235	01/15/21	<u>201.22</u>
5920	Reimburse for Resource Sharing	Town & Country Public Library District	201.22			

# SWAN Library Services

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All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Woodridge Public Library				8236	01/15/21	<u>39.66</u>
5920	Reimburse for Resource Sharing	Woodridge Public Library	39.66			
Worth Public Library District				8237	01/15/21	<u>42.00</u>
5920	Reimburse for Resource Sharing	Worth Public Library District	42.00			
Chicago Ridge Public Library				8238	01/15/21	<u>833.06</u>
5920	Reimburse for Resource Sharing	Chicago Ridge Public Library	833.06			
LIMRiCC				8239	01/18/21	<u>21,687.09</u>
5025	Health, Dental, Life And Disability Insurance	January 2021	21,687.09			
Marcive, Inc.				8240	01/18/21	<u>1,405.62</u>
5450	Data Management Services	Invoice # 392077	1,405.62			
Unique Integrated Communications, Inc.				8241	01/18/21	<u>463.13</u>
5860	Notification & Collection	Invoice # 598222	463.13			
Wellness Insurance Network-WIN				8242	01/18/21	<u>177.18</u>
5025	Health, Dental, Life And Disability Insurance	Life Insurance - January	177.18			
Comcast				8243	01/18/21	<u>1,260.00</u>
5120	Utilities	SERVICES FROM 01/15/2021 - 02/14/2021	1,260.00			
Nicor Gas				8244	01/18/21	<u>155.24</u>
5120	Utilities	Account Number: 57-44-18-6411 3	155.24			
First Bankcard				50049	01/14/21	<u>7,135.15</u>
5190	Other Building Maintenance	Imperial Surveillance qtrly.	177.00			
5240	Professional Association Membership Dues	ALA membership dues - Aaron	148.00			
5260	Online Learning	ALA Technology reports - subscription	441.00			
5260	Online Learning	Coursera Online Training quarterly pymt	800.00			
5410	Infrastructure Licensing	Microsoft Azure PF Sense	178.54			
5410	Infrastructure Licensing	Microsoft "pay as you go"	3,200.52			
5410	Infrastructure Licensing	Logmein "go to meeting"	103.63			
SWAN Board Meeting		Exhibit Page 11 of 101			February 19, 2021	

# SWAN Library Services

## Check Register

All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
5410	Infrastructure Licensing	Microsoft Azure support	100.00			
5410	Infrastructure Licensing	Microsoft Azure Premium	18.00			
5410	Infrastructure Licensing	Microsoft Azure basic	24.00			
5410	Infrastructure Licensing	Sendgrid	315.09			
5410	Infrastructure Licensing	Emergent (Red Hat)	1,179.41			
5420	Application Software Licensing	Mailchimp monthly	38.24			
5480	Telecommunications	Grasshopper.com	47.22			
5480	Telecommunications	Microsoft Skype	288.00			
5610	Equipment Rental/Maintenance	Genesis monthly printer charge	76.50			
Nicor Gas				50050	01/04/21	<u>112.33</u>
5120	Utilities	Nicor Gas 12-15/1-15	112.33			
ComEd				50051	01/05/21	<u>251.75</u>
5120	Utilities	ComEd 12/17	251.75			
Genesis Technologies, Inc.				50052	01/19/21	<u>128.35</u>
5610	Equipment Rental/Maintenance	Genesis Technologies, Inc. - monthly leasing fee	128.35			
Michael Szarmach				50053	01/27/21	<u>33.12</u>
5310	Travel Reimbursement	Michael Szarmach - WVD mileage to/from for SWAN100	33.12			
Dawne Tortorella				50054	01/27/21	<u>82.80</u>
5310	Travel Reimbursement	Dawne Tortorella - Roselle Lib. Mileage to/from for SWAN100	82.80			
David Pacin				50055	01/27/21	<u>147.32</u>
5310	Travel Reimbursement	David Pacin Glenside Lib. Mileage to/from for SWAN100	147.32			
T.A. Systems Inc.				50056	01/28/21	<u>260.00</u>
5150	Custodial Service & Supplies	T.A. Systems Inc. - December office cleaning	260.00			
Lauterbach & Amen, LLP				50057	01/01/21	<u>1,005.00</u>
5820	Accounting	Lauterbach & Amen, LLP - Monthly acctg. fee Invoice # 52204	1,005.00			

# SWAN Library Services

## Check Register

All Bank Accounts

January 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Quail Ridge Drive Investors, LLC				50058	01/28/21	<u>9,240.37</u>
5110	Rent/Lease	Quail Ridge Drive Investors, LLC - Feb. 2021	9,240.37			
ComEd				50059	01/20/21	<u>273.86</u>
5120	Utilities	ComEd 1/20/21	273.86			
Reliance Standard Life Insurance Co.				50060	01/01/21	<u>878.66</u>
5025	Health, Dental, Life And Disability Insurance	Reliance Standard Life Insurance Co. STD/LTD Insurance	878.66			
<b>Check List Total</b>						<u><u>59,769.23</u></u>

# SWAN Board Meeting Minutes

January 22, 2021 9:30 a.m.  
Online Meeting  
Per Illinois Public Act 101-0640  
Meeting recording

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

Note: The video transmission was recovered at 9:36 a.m. which did not capture call to order/roll call and introduction of guests.

## 2. Introduction of Visitors/Public Comment

Aaron Skog, SWAN Executive Director  
Dawne Tortorella, SWAN Assistant Director  
Ginny Blake, SWAN Business Manager  
Deirdre Brennan, Executive Director – RAILS  
Monica Harris, Associate Executive Director – RAILS  
Anne Slaughter, Director of Technology Services – RAILS  
Paul Mills, Executive Director – Fountaindale Public Library District  
Tim Jarzemsky, Director – Bloomingdale Public Library  
Christyn Rayford, Director – South Holland Public Library, left at 10:08 a.m.

No public comment

## 3. Action Item

Acceptance of January 22, 2021 SWAN Board Meeting Agenda

Milavec moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE JANUARY 22, 2021 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. Discussion Item**

RAILS LLSAP FY22 Funding

Paul Mills began the discussion with his background in the library system and his perspective on the system. Deirdre Brennan discussed the basis of how RAILS funding is calculated, (area, per capita). Anne Slaughter explained the LLSAP budget, the funding, the increasing of the pie and the formula. Ted Bodewes thanks the RAILS group for their explanation of the LLSAP funding.

**5. Action Item**

Approval of the SWAN Financials, December 2020

Milavec moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE DECEMBER 1, 2020 THROUGH DECEMBER 31, 2020 AND ACCEPTS THE BALANCE SHEETS AND DETAIL OF EXPENDITURES FOR DECEMBER 2020 AS PRESENTED

Motion carried by roll call vote with the following results:

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

**6. Action Item**

Acceptance of December 18, 2020 SWAN Board Meeting Minutes

Milavec moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE DECEMBER 18, 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. Action Item**

Acceptance of the January 12, 2021 Committee of the Whole Meeting Minutes

Milavec moved, seconded by Bussey that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE JANUARY 12, 2021 COMMITTEE OF THE WHOLE MEETING MINUTES AS PRESENTED

**8. Action Item**

Authority to pay bills for January 2021 through June 2021

RESOLVED, THAT THE SWAN BOARD AUTHORIZES THE EXECUTIVE DIRECTOR TO SIGN ALL CHECKS AND PAYMENTS, AND FOR THE SECOND SIGNATURE WILL UTILIZE THE TREASURER'S STAMP WITH PRIOR APPROVAL ELECTRONICALLY, UNTIL JUNE 30, 2021

Milavec moved, seconded by Bussey that it be

Motion carried by roll call vote with the following results:

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

## **9. Reports**

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

Bodewes thanked the SWAN team again for being so agile during this pandemic.

### **b. Executive Report**

An orientation with new directors will be promoted again by Skog. The online process of voting is still in progress. The budget process was discussed along with the removal of Niche Academy but KitKeeper will remain. The budget presentation will be coming up in two weeks.

### **c. Operations Report**

Reviewed as presented. Skog discussed the data charts provided in the packet. The priorities within the IT Department: Migrating out the server and the laptop replacement for SWAN Staff, The Aspen Pilot is underway with our libraries.

### **d. Treasurers Report**

None

### **e. Board Calendar**

Two outstanding action items: closed session minutes six-month review and succession plan document.

## **10. Discussion Item**

EBSCO Group-purchase year – 2-year renewal

Skog discussed the memo that will go out to the libraries along with timeline, process and resolutions. A straw poll was a suggestion, but the Board decided to just focus on the mechanics of the vote.

## **11. Discussion Item**

SWAN Fiscal Year 2022 Draft Budget

The budget highlights were explained by Skog. The reduced expenses, the three new libraries, along with the reduced revenue and the Aspen Discovery Catalog.

## **12. Adjournment**

**The Board Meeting adjourned at 10:46 a.m.**



Milavec moved, seconded by Bussey that it be

Motion carried by roll call vote with the following results:

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

Minutes Prepared by Ginny Blake

Respectfully Submitted,

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Julie Milavec

Board Secretary

# SWAN BOARD COMMITTEE MEETING OF THE WHOLE Administrators & Directors

## MINUTES

February 9, 2021

Held Remotely Per Illinois Public Act 101-0640

**Call to Order:** Ted Bodewes called the meeting to order at 10:01 a.m.

### **Discussion Item**

Proposed SWAN Fiscal Year 2022

Skog reviewed the FY22 budget, membership fees and reserves

### **Announcements**

Next Membership Meeting: SWAN Quarterly March 4, 2021

### **Adjourn**

Meeting ended 10:30 a.m.

# SWAN Executive Director Report

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*February 19, 2021*

## Update on Activities

### SWAN User Agreement

With the proliferation of cloud-based services, integration with 3<sup>rd</sup> party services, and planning for deployment of directory services for authentication, the SWAN Use Agreement has been drafted to specify a code of conduct for using SWAN's application and services.

### SWAN FY22 Budget

The final draft of the SWAN budget is included for your review.

- Updated for Carol Stream Public Library bond payment
- Updated for Stickney Forest-view Public Library bond payment
- Eliminated 2 budget lines and combined them for a more streamlined expense
  - 5410 Infrastructure Licensing is now combined with 5430 Server Software Licensing
  - 5190 Other Building Maintenance is now combined with 5140 Repairs & Maintenance

### Aspen Discovery Contract

The Aspen Discovery pilot will continue over the next several months, but we are ready to move into a full support arrangement with ByWater Solutions. Several key components need to be developed within Aspen, and SWAN moving forward with a full agreement is my recommendation. Our plan is to run Enterprise and Aspen catalogs concurrently for the next year and make a decision to either renew Enterprise or discontinue it if Aspen Discovery is ready.

The contract for Aspen Discovery is ready for SWAN Board approval next month at the regularly scheduled meeting. This agreement was reviewed by SWAN's attorney Klein Thorpe Jenkins.

Highlights of the agreement with ByWater Solutions:

- Start date March 29, 2021
- Locks in ByWater support of Aspen at \$85,000 annually for three years
- Cancellation with 60-days' notice
- Roll-out to libraries over the next year has milestones and fixed maintenance costs; this will allow SWAN to stop at any midpoint of this roll-out and stop work on Aspen if it is determined that is what our pilot and library adoption requires.

Details on the Aspen pilot are detailed in the SWAN Operations Report.

### Recently Completed

- New Director's Orientation
- Membership Voting Platform

## Board Considerations

### Resolution for fund transfer

The agenda this month contains an action to approve moving \$420,000 from SWAN checking to the MaxSafe account. This reverses a transfer that occurred in July 2020.

### Financial Internal Controls

I have a proposed change for the internal controls SWAN follows to allow for the use of the Hinsdale Bank Bill Pay feature. This document with changes is included in the packet. The Bill Pay will issue a check with approval from Aaron or Dawne after Ginny has created the payment. The cost to use Bill Pay is 59 cents per transaction. I propose it be limited in its use, but this does present some interesting and more flexible options for SWAN should we decide to go in that direction later.

### EBSCO Year-2 Renewal

The SWAN Membership vote completed Monday, February 15<sup>th</sup> at midnight. The totals were 43 in favor of the opt-out (59%), 29 in favor of all public library required (40%), and 1 vote to abstain. The opt-out period will begin following the SWAN Board meeting and end February 28<sup>th</sup> at midnight. The library will only need to submit the opt-out, otherwise SWAN will assume the library is participating in the year-2 renewal.

### March SWAN Quarterly

The meeting will be held Thursday, March 4<sup>th</sup> at 10 a.m. using GoToWebinar. This meeting will focus only on the FY22 budget, membership fees, and reserves.

## Monthly Financial Report

This month would be 58% of the budgeted revenue and expenses. SWAN's financial are presented in a cash basis for this current fiscal year 2021. Monthly reports from years prior were presented on accrual basis. Lauterbach & Amen's advice on this change was that GASB requires SWAN to present its fiscal audit on an accrual basis, but that does not actually mean the monthly financial reports would also need to follow the same accrual presentation.

### Accounts Receivable Update:

4010 - SWAN Full Membership Fees: the third quarter invoices were sent out in January. We are near 61% revenue for this line as expected.

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 second payment to SWAN was received in October, so this line is now precisely at 50%.

4510 – Interest Income: SWAN's Money Market is performing very poorly due to the economic downturn. The interest revenue is only at 1.8% where it would have been expected to be 42%.

4600 – Reserve Fund Transfer: the activity in this line reflects the joining fee paid by Glenside, Roselle, and Warrenville as a reserve fund contribution. This line was not budgeted for, so it will appear as additional revenue.

**Accounts Payable Update:**

5023 – Worker's Compensation: this line is over the budgeted amount for two reasons. The first is that our full payment for FY21 was made in September at \$3,587 for the renewal of October 1, 2020 through September 30, 2021. The second reason is there are 3 months of pre-paid worker's compensation insurance expenses from the prior year that was recorded in October. This will be adjusted at the end of the fiscal year to reduce the 3 months July, August, and September 2021 pre-paid insurance expenses. We will just have to live with this line being overbudget for now.

5110 – Rent/Lease: the expenses in this line will reflect 1 additional months of rent payments.

5130 – Property Insurance: this line is temporarily over budget. As noted in the introduction above, this will be adjusted next month to reduce the 3 months July, August, and September 2021 pre-paid insurance expenses.

5230 – Staff Professional Development: recent expenses include HR Source's "boot camp" that was a three-day training session we requested SWAN's three managers attend.

5350 – Marketing & Promotional Material: the SWAN100 project expenses for providing the three incoming libraries printed bookmarks, signage, and some library staff stress kits is recorded in November's expenses and it listed in the check register.

5440 – Library Services Platform: activity includes an EBSCO Discovery Service, and OpenAthens payment and one-time setup for the three new libraries.

5460 - Information Subscription Service budget line is 84.76% spent as the EBSCO subscription to Novelist Select is fully recorded in this budget line. November has the \$1,500 payment to add Novelist Select licensing for the three new libraries.

5620 – Hardware: the staff replacement of laptops will begin to have activity in December. The laptops and peripherals have been ordered, and they will be switched out early next year.

5690 – Group Purchases Hardware: the budgeted \$14,000 for EMV/”chip & PIN” devices for libraries to replace the ProPay magnetic swipes has yet to be spent as no device has been released.

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. However, 3 months of FY20 pre-paid expenses have been recorded in this line as part of the fiscal close for FY20. This will be adjusted at the end of the fiscal year to reduce the 3 months July, August, and September 2021 pre-paid insurance expenses. We will just have to live with this line being overbudget for now.

5820 – Accounting: the financial audit was completed by Lauterbach & Amen and the \$5,500 payment is reflected in this month’s report and is listed on the check register. This line also is where the RAILS Finance total expenses of \$3,850.45 charged to SWAN in support provided in support of the FY20 audit during the July – November 2020 months. Lauterbach’s monthly expense to SWAN is \$1,005 which is a 5-month total of \$5,025.

5850 – Contractual Agreements: the second \$12,275 payment to ByWater Solutions for development and support of the Aspen Discovery pilot is recorded in this line.

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: February 2020

## Member Engagement – All Staff

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

## Site Visits, Training, and Networking

During the past reporting period (January 18<sup>th</sup> – February 15<sup>th</sup>) the SWAN100 consultation and training support continued and our Aspen pilot project went into full swing. Note, more SWAN staff attended events 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
1/19/2021	SWAN100 Training: BLUEcloud Analytics	Dawne	Admin	Training
1/20/2021	SWAN Circulation Advisory Meeting	Crystal, Sam, Vickie, Dawne, Steven	UX, Admin, IT, Bib Srvs	Member meeting
1/20/2021	SWAN100 Training: EBSCO Admin	Robin, Dawne	UX, Admin	Training
1/22/2021	Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
1/22/2021	Serials Call Number Training	Scott, Sam	Bib Srvs	Training
1/22/2021	Book Club Reservation Pilot (KitKeeper) Project Meeting (Downers Grove, Geneva)	Helen, Dawne	Admin	Research & Development
1/25/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
1/26/2021	SWAN Fireside Chat #22	Aaron, Dawne, Tara, Robin, Steven	Admin, Bib Srvs, IT, UX	Member meeting
1/26/2021	LPS Cat Users Pre-Meeting	Claudia	Bib Srvs	Member meeting
1/27/2021	Aspen Library Staff Training #1	Tara, Crystal, Robin, Scott	UX, Bib Srvs	Training
1/27/2021	SWAN100 Training: Analytics	Dawne	Admin	Training
1/28/2021	Aspen Library Staff Training #2	Tara, Crystal, Robin, Scott	UX, Bib Srvs	Training
1/28/2021	Discovery and User Experience	Tara, Robin, Crystal, Scott, Dawne	UX, Bib Srvs, Admin	Member meeting
1/29/2021	Serial Consultation (Berwyn)	Claudia, Sam	Bib Srvs	Consultation
1/29/2021	Serials Call Number Training	Claudia, Sam, Scott	Bib Srvs	Training
2/1/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
2/3/2021	ILL Users Group	Helen, Dawne	Admin	Member meeting
2/3/2021	Fine Free Consultation (Town & Country)	Sam, Vickie	Bib Srvs, IT	Consultation
2/3/2021	SWAN100 Training: Analytics	Dawne	Admin	Training

2/4/2021	Cataloging Users	Claudia, Scott, Sam, Diane, Sue, Angela	Bib Srvs	Member meeting
2/5/2021	Review ILLNET Traffic Survey (Theosophical)	Dawne, Helen	Admin	Consultation
2/9/2021	SWAN COW - FY22 Budget	Aaron, Dawne, Ginny	Admin	Governance
2/9/2021	Firewall Consultation (Prairie State)	Rudy, Steven	IT	Consultation
2/10/2021	Aspen Usability Testing (Downers Grove)	Tara, Crystal	UX	Research & Development
2/10/2021	Aspen Usability Testing (Downers Grove)	Tara, Crystal	UX	Research & Development
2/11/2021	Aspen Usability Testing (Downers Grove)	Tara, Crystal	UX	Research & Development
2/11/2021	Fine Free Consultation (Steger - South Chicago Heights)	Sam, Vickie	Bib Srvs, IT	Consultation
2/11/2021	Amigos Online Conference: Moving On Presentation	Scott, Sam	Bib Srvs	Member meeting
2/11/2021	Inventory Consultation (Bellwood)	Vickie, Michael	IT	Consultation
2/15/2021	Aspen Pilot: Weekly Meeting	Robin, Crystal	UX	Research & Development

### Research & Development, Vendor Engagement

Meetings represent formal project-based meetings with vendors and collaboration projects within the larger library community.

Date	Event Name	Attendees	Teams Represented	Topic
Tuesdays: 1/19 - 2/9	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
1/20/2021	Luxer One Smart Locker Discussion for VPD	Steven	IT	Vendor Relationship
1/25/2021	Sure Sailing	Dawne, Michael, Vickie, Scott (+others)	Bib Srvs, IT, UX, Admin	Support
1/27/2021	ByWater - Aspen Database Walkthrough	Steven, Rudy	IT	Vendor Relationship
1/29/2021	EBSCO/NoveList/Visibility - Linked Library Review	Robin, Tara, Dawne	UX, Admin	Vendor Relationship
2/3/2021	Luxer One Smart Locker Discussion for VPD	Steven, Ian, Rudy	IT	Vendor Relationship
2/10/2021	RAILS Server Migration Project	Steven, Rudy	IT	Collaboration
2/11/2021	Unique - SWAN Dialer Migration Project	Steven	IT	Research & Development



## SWAN Assistant Director (Dawne Tortorella)

### SWAN100 Update

Training concluded for the new libraries and the training archive is available for all members – <https://support.swanlibraries.net/swan100>

### KitKeeper

The Book Club Reservation system, KitKeeper, continues with configuration and testing coordinated by Helen Pinder and Dawne Tortorella. Lauren Maxwell, Geneva and Lizzie Matkowski, Downers Grove are actively adding content, testing and developing best practice/guidelines for deployment. Ian Nosek is working with the vendor on user authentication with Symphony. Early feedback from Lauren is that the system greatly streamlines reservation and planning in assigning titles for book clubs.

The following guidelines have been established for initial testing:

- Items managed through KitKeeper will be assigned Item Type – KIT\_SPEC3
  - This item type will be reserved for book club kits
- Items are unholdable (reserved in KitKeeper)
- Circulation for 8W0F0G0R (8 weeks, no fines, 0 grace, 0 renewals)
- Only staff and designated book club moderators (with user profiles of BOOK\_DISC) will be authorized to make reservations for these items
- Creation of controlled vocabulary for genres
- Kits can be reserved for local reservation only

### Challenges

Since KitKeeper does not communicate directly with Symphony for reservation and circulation purposes, internal processes need to be revised in working with these shared book club kits. We are working through the following challenges as we develop shared practice in reservation, circulation, and transit between libraries.

- Book club kits circulate as one kit checked out to moderator (individual pieces are not checked out to individuals)
- Processing time on either end of circulation must provide time for transit and review, thus creating a larger reservation window than checkout
- Since items will not be holdable, moving through transit requires special labeling and instructions of what receiving library needs to do to process (e.g. we may need to check out items to a book club transit in-house account for tracking transiting items)
- The interface is not accessible in terms of web design; we are working with the vendor to update and enhance their CSS and make their HTML code compliant.

A sneak peak of the interface illustrates the work we have ahead in making this more accessible, as well as the progress Lauren and Lizzie have made in adding book club kits.



## KitKeeper



List

The SWAN Library Services's book group collection has 145 titles.

Click GO to see a list of the kits.

GO



Reserve

If you know the kit that you would like to reserve...

select it from the list below and then click GO.

- Select a Kit to Reserve -

GO



Dates

To see what kits are available for a given month...

select the month from the list below and then click GO.

2021 - February

GO

[WELCOME/HELP](#) | [STAFF LOGIN](#)

TESTING :All KitKeeper Emails will be DISPLAYED but not SENT to anybody.

### Details of the Kit(s)

[Return to KitKeeper Main Menu](#)

All Kits

All Authors

All Genres

All Age Groups

All Home Locations

All Info

Sort by Title

SELECT

The usability concerns center on color, font, and layout of detail data which does not conform to standards. We believe we can correct most of these problems through working with Plymouth Rocket on customizations. The primary problem is that the interface uses inaccessible colors to convey status. These problems are particularly apparent in the staff interface for managing reservations.

**Staff - Action Table (New) :** All Actions (any branch and any time) ▼

ROW COLOR LEGEND: DO NOW OVERDUE FUTURE PAST

**Ready to Start In Transit On Hold Shelf Checked Out In Transit Maintenance Tracking**

---

**Backman, Fredrik GVD : A Man called Ove /**

Geneva Public Library To Geneva Public Library Geneva Public Library RESERVED To Geneva Public Library Geneva Public Library TRACK

FUTURE : Geneva Public Library check the Kit and send it to Geneva Public Library by Monday - April 26, 2021

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**Benedict, Marie GVD : The other Einstein /**

Geneva Public Library To Geneva Public Library Geneva Public Library RESERVED To Geneva Public Library Geneva Public Library TRACK

Geneva Public Library give the Kit to PATRON (GVD Book Club Service) by Tuesday - February 2, 2021

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**Benedict, Marie GVD : The other Einstein /**

Geneva Public Library To Geneva Public Library Geneva Public Library RESERVED To Geneva Public Library Geneva Public Library TRACK

FUTURE : Geneva Public Library check the Kit and send it to Geneva Public Library by Wednesday - April 14, 2021

---

**Bennett, Brit GVD : The Vanishing Half /**

Geneva Public Library To Geneva Public Library Geneva Public Library CHECKED OUT To Geneva Public Library Geneva Public Library TRACK

Geneva Public Library get the Kit from Patron and send to Geneva Public Library by Monday - March 29, 2021


---

**Chung, Nicole DGS: All You Can Ever Know/**

Downers Grove Public Library To Geneva Public Library Geneva Public Library RESERVED To Downers Grove Public Library Downers Grove Public Library TRACK

Downers Grove Public Library check the Kit and send it to Geneva Public Library by Monday - January 25, 2021

Listing of kit detail requires less work to bring into accessibility compliance.



**Title:** GVD : 18 tiny deaths /

**Author:** Bruce Goldfarb

**Genre:** Biography & Memoir

**Age Group:** Adult

**Contents:** 1 kit (10 books and 1 discussion guide) ; bag 14 x 21 x 7 in.

**Location:** Geneva Public Library

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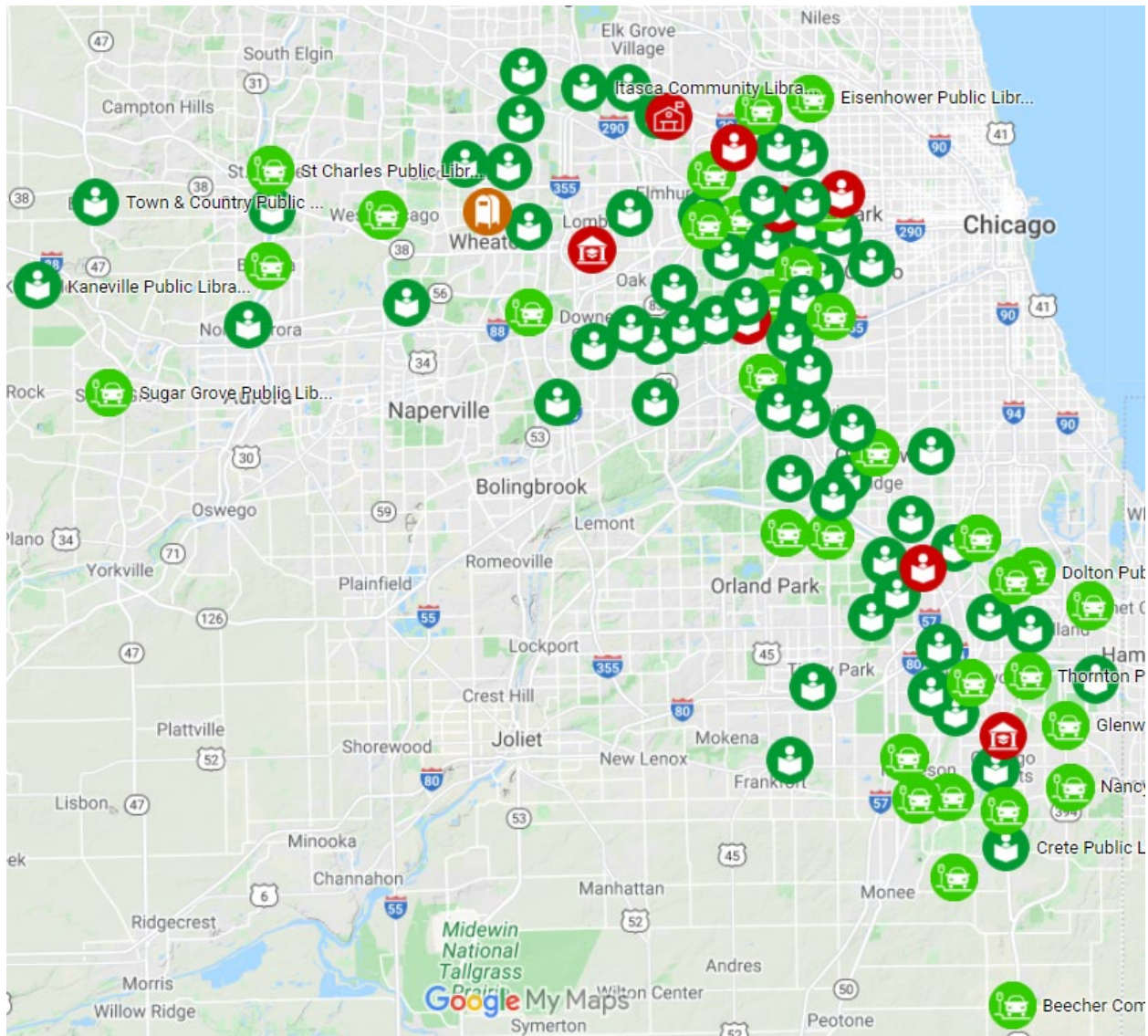
Frances Glessner Lee, born a socialite to a wealthy and influential Chicago family in the 1870s, was never meant to have a career, let alone one steeped in death and depravity. Yet she developed a fascination with the investigation of violent crimes and made it her life's work. Best known for creating the Nutshell Studies of Unexplained Death, a series of dioramas that appear charming-until you notice the macabre little details: an overturned chair, a blood-spattered comforter. And then, of course, there are the bodies-played out on the floor, draped over chairs-clothed in garments that Lee lovingly knit with sewing pins. Lee developed a system that used the Nutshells dioramas to train law enforcement officers to investigate violent crimes, and her methods are still used today. 18 Tiny Deaths is the story of a woman who overcame the limitations and expectations imposed by her social status and pushed forward an entirely new branch of science that we still use today.

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RESERVE THIS KIT

## COVID-19

Closures continue to be monitored through our [Library Services Status](#) page. February 1<sup>st</sup> was a major milestone date for libraries reopening to the public. While restrictions continue, we are seeing more libraries open to the public.



## *Reciprocal Borrowers Limit Change*

In late January we received 3 inquiries concerning limits on non-SWAN reciprocal borrowers. The problems these patrons were encountering was due to delay in processing of returned items and blocks being applied to these accounts based on checkout limits. The increased number of fine free libraries and immediately blocking with one overdue item created a cascading impact on these patrons ability to place holds and get material during periods of quarantine, despite their return of material.

Using Chicago Public Library's increase of hold limits to 8, we increased CHICAGO\_P user profiles to a hold limit of 8. NONSWAN\_RB user profiles are currently set to a limit of 10 holds and will follow the Chicago Public Library and CHICAGO\_P limits within the next couple of weeks.

We are monitoring this increase in hold limits and the impact it has on libraries. As of 2/15/2021, there were 741 active holds for CHICAGO\_P patrons and 609 for NONSWAN\_RB patrons. Of those, 23 CHICAGO\_P patrons had more than 5 active holds (20 of which selected ESS as pick-up library); 22 NONSWAN\_RB patrons had more than 5 active holds. These patrons have discovered the relaxed limits. Total active holds are 115,274 with non-SWAN reciprocal borrowers representing 1,350 of those or 1.2% of total. While this represents a low percentage of holds in the system overall, libraries that serve large numbers of non-SWAN reciprocal borrowers feel the impact much more heavily. As a point of reference, there are 1,915 active holds for pick-up at ESS – 435 or 23% represent non-SWAN reciprocal borrowers.

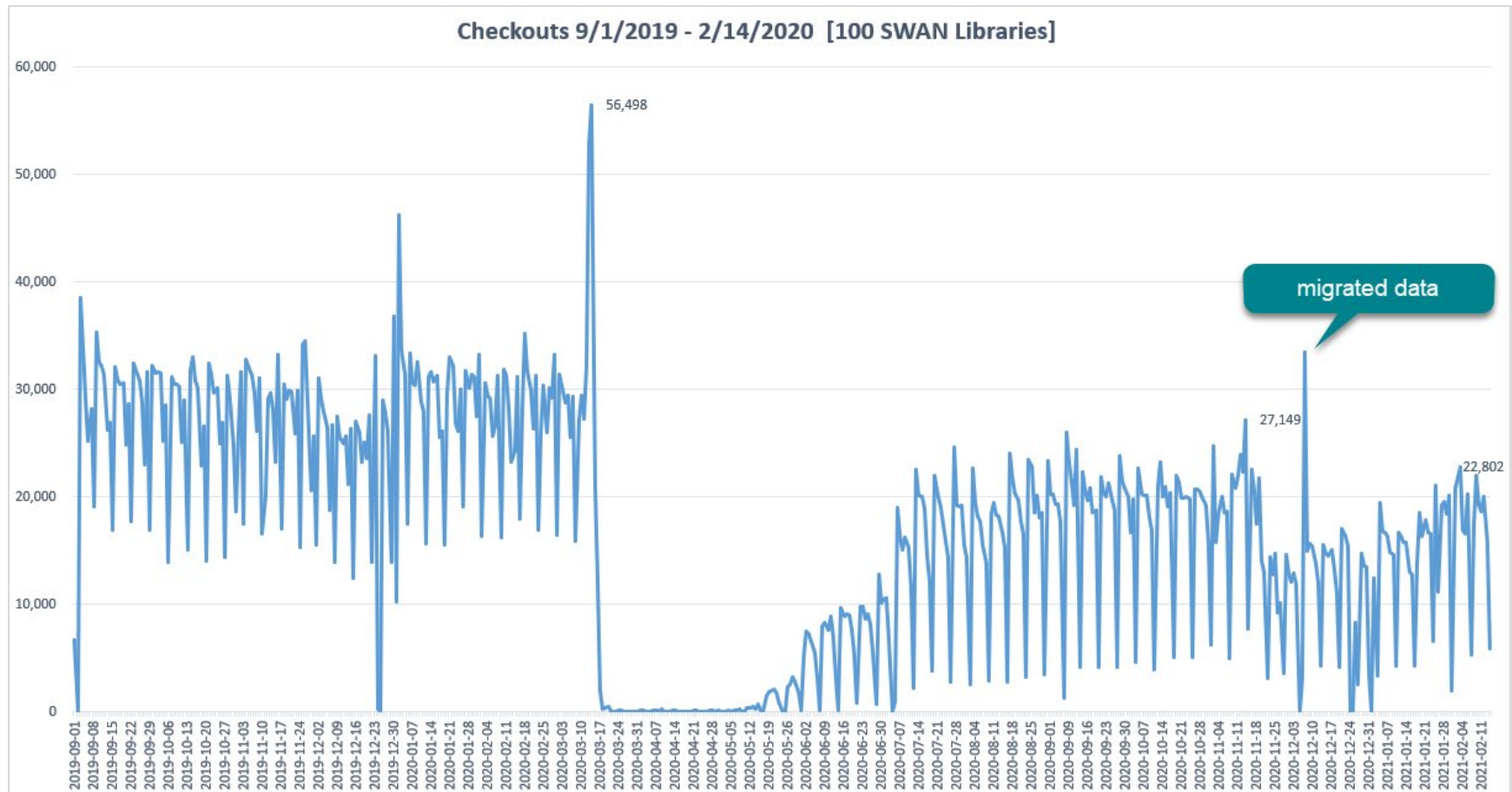
This increase in limits was intentionally quietly changed to get us through a difficult situation/catch-22 caused by COVID closures. We will discuss and examine the implications of this change at our next Fireside Chat on 2/23.

### *A look at the numbers*

With many libraries reopening, we see a slight increase in circulation after February 1<sup>st</sup>. Circulation on February 3<sup>rd</sup> of 22,802 represents the largest daily circulation since November 14, 2020. Comparing the first Wednesday in February 2020 vs 2021, circulation was 29,057 vs 22,802. This is 78% of circulation compared with last February.

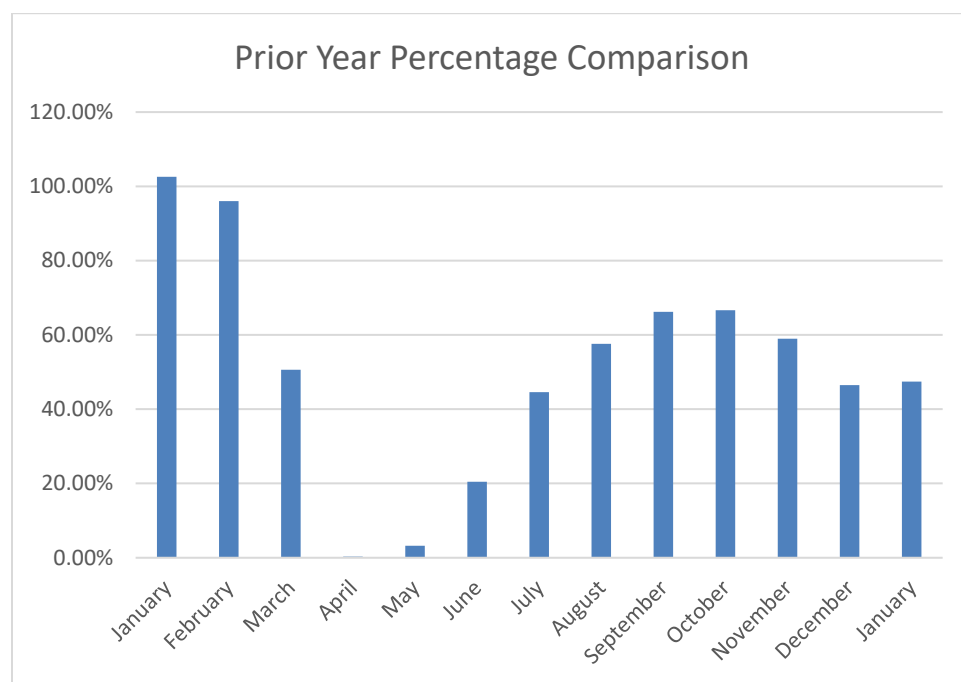
While the overall picture is difficult to predict, this one-day-in-time view is encouraging. However, it should also be noted that adding Glenside, Roselle, and Warrenville circulation data to our overall counts does account for approximately 5% of total circulation.





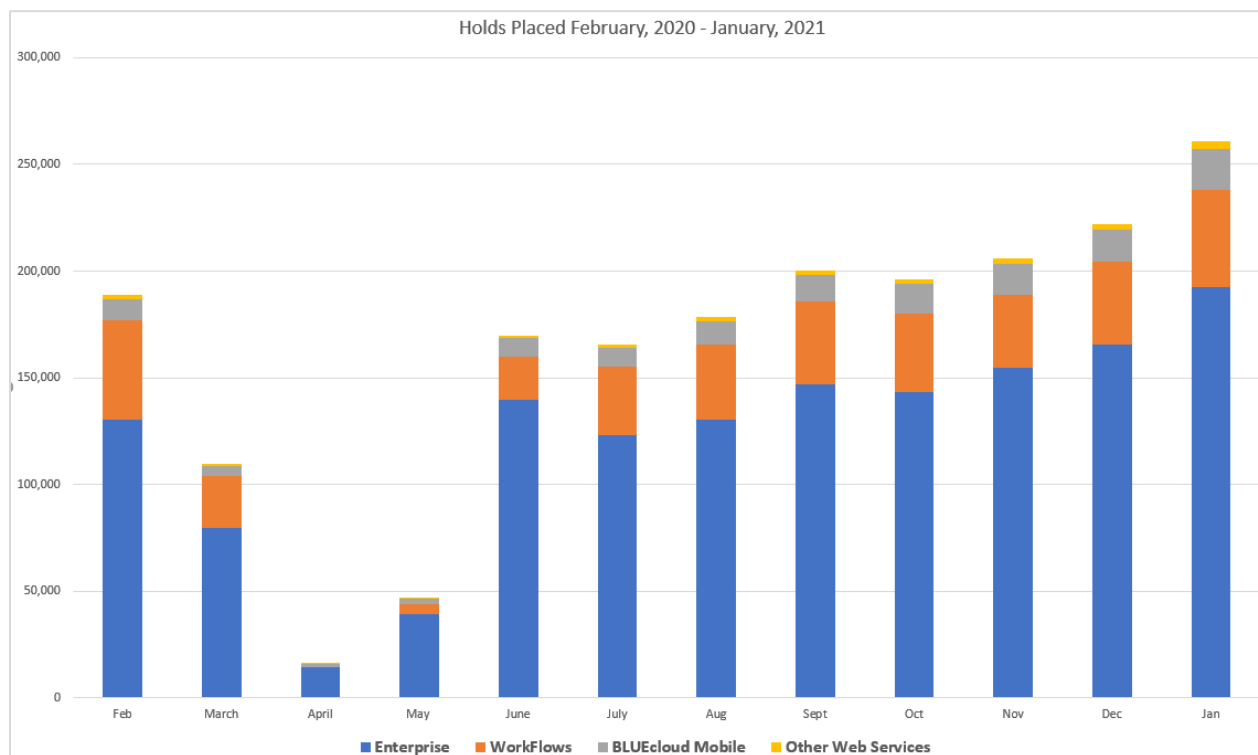
Transitioning to comparison data using all 100 SWAN libraries, the following table shows the impact of both COVID and our new libraries on circulation counts. Overall, 2020 accounted for half of the circulation in the prior year. And, January 2021 is close to that annual percentage.

Month	2019	2020 (97)	2020 (100)	% of Circ	% of Circ
January	846,917	868,829		102.59%	
February	834,114	800,859		96.01%	
March	926,662	469,133		50.63%	
April	817,234	2,315		0.28%	
May	802,145	26,238		3.27%	
June	994,677	203,368		20.45%	
July	999,962	446,208		44.62%	
August	882,998	508,270		57.56%	
September	805,570	533,762		66.26%	
October	837,184	557,772		66.62%	
November	789,186	465,498		58.98%	
December	697,229	323,875		46.45%	
January	869,179	412,224	433,108	47.43%	49.83%
	<b>11,103,057</b>	<b>5,618,351</b>		<b>50.60%</b>	



Patterns of holds remain consistent. These numbers are so stable, that any deviation in this data will be worth further inquiry. For example, will we see any shift in behavior once Aspen is in full beta for patrons.

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Total
Enterprise	130,418	79,426	14,232	39,091	139,859	123,369	130,554	146,813	143,171	154,839	165,671	192,620	1,460,063
WorkFlows	46,661	24,577	381	4,628	20,051	31,761	35,159	38,776	37,014	33,936	38,838	45,214	356,996
BLUEcloud Mobile	9,800	4,597	1,235	2,601	8,557	9,137	10,683	12,735	13,718	14,568	14,935	19,318	121,884
Other Web Services	1,814	951	167	212	1,410	1,196	1,995	2,104	2,320	2,681	2,673	3,541	21,064
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	2,751
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	1,453
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	118
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	86
	189,297	109,843	16,048	46,561	170,073	165,756	178,680	200,885	196,906	207,059	222,514	260,793	1,964,415
% Placed by Patron	75%	77%	98%	90%	88%	81%	80%	81%	81%	84%	83%	83%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	7%

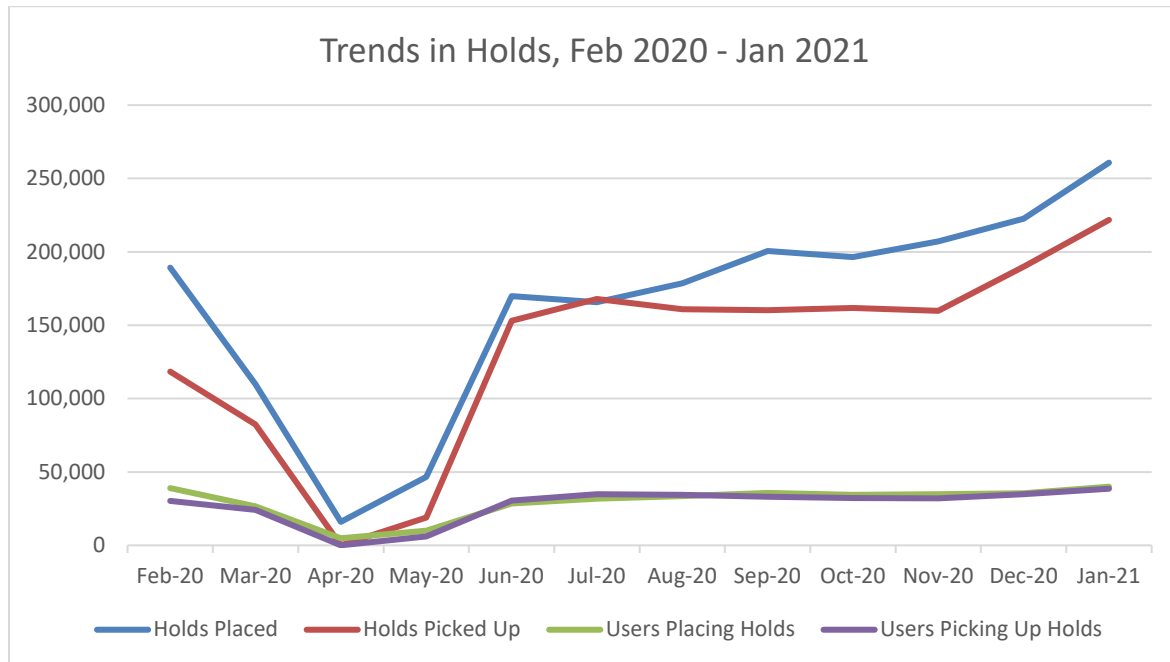


Again, of note: Mobile app use was slightly up, but still only slightly more than 10% of holds placed by patrons. Enterprise is overwhelmingly the most used platform for placing holds.



The number of holds placed in January rose, following trends identified since August.

We did see approximately 10% increase in the number of users both placing and picking up holds. What was a flat line from July through December is showing signs of rapid increase. Of course 5% of this can be attributed to our new libraries. We should look for a leveling off of these January numbers, if this population of new SWAN users is the primary factor in January's growth.



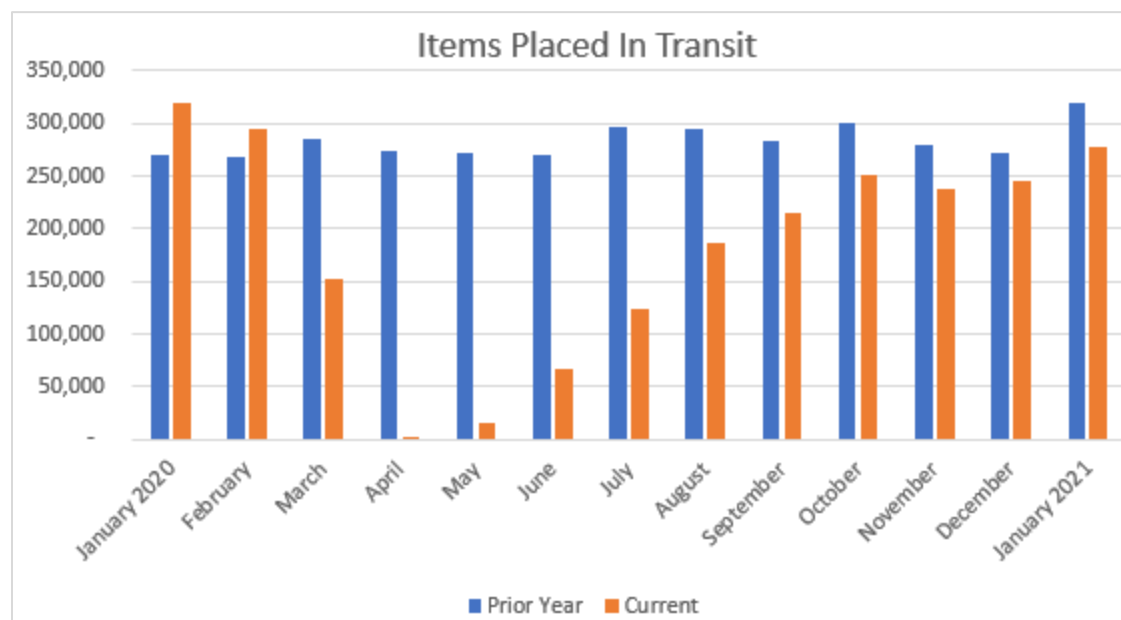
	Holds Placed	Holds Picked Up	Users Placing Holds	Users Picking Up Holds
Jan-20				
Feb-20	189,282	118,451	38,982	30,320
Mar-20	109,824	82,356	26,678	24,235
Apr-20	16,026	65	4,845	36
May-20	46,551	18,875	10,072	6,054
Jun-20	169,930	153,061	28,556	30,607
Jul-20	165,648	167,893	31,816	34,825
Aug-20	178,560	160,834	33,557	34,457
Sep-20	200,668	160,263	35,640	33,141
Oct-20	196,482	161,777	34,529	32,265
Nov-20	207,062	159,751	34,758	31,945
Dec-20	222,514	189,803	35,626	34,856
Jan-21	260,793	221,770	39,972	38,602
NOTE: log files only provide hold details transactions since 2/10/2020				

These patterns of hold activity, steady number of consistent users placing and picking up holds while increasing pace of total holds placed and filled may show some decline as libraries reopen. With the service model primarily curbside and pick-up for circulation, patrons have adapted their behavior to replace materials they once would obtain through browsing.

### Resource sharing story during COVID

While our overall circulation numbers approach 50% of the prior year, we've observed an increase in holds placed and filled throughout the membership. Once resource sharing resumed, the number of items transited quickly returned to near pre-pandemic numbers. January 2021 items transited (287,152) was in line with 2019 transit counts. These numbers are calculated as unique items transited to another library in a month period (transaction = hE).

	Prior Year	Current	% change
January 2020	269,481	320,142	19%
February	268,464	294,829	10%
March	286,066	151,830	-47%
April	274,734	1,340	-100%
May	272,468	15,287	-94%
June	270,908	66,066	-76%
July	296,871	123,522	-58%
August	294,591	186,020	-37%
September	284,312	215,022	-24%
October	300,220	250,734	-16%
November	279,280	237,628	-15%
December	271,716	244,905	-10%
January 2021	320,142	278,152	-13%
	3,689,253	2,385,477	-35%



Resource sharing is in full swing and critically important to holds fulfillment throughout the consortium.

## SWAN Bibliographic Services (Scott Brandwein)

### OCLC Holdings Manager (OHM)

Last month, Bibliographic Services took over OCLC holdings processing using OHM for SWAN as well as the 5 participating Illinois consortia. Rudy Host from the Information Technology and System Support team had been doing this previously. The first SWAN run of this year is also handling the final stage in the reclamation process for the SWAN100 libraries, adding their holdings after the deletion step that took place in December.

### Aspen Discovery

Bibliographic Services' role in preparing for the Aspen beta has been ramped up as we turn our attention to record grouping and format issues. We have been collecting issues reported by our participating member libraries and our own observations and working to synthesize the reported cases into a collection of root causes. We provided a suite of recommendations to ByWater and plan to work closely with them in their implementation.

Our recommendations include:

- Using Uniform Titles (MARC 1xx fields) to improve grouping of non-English materials and movies.
- Using part and enumeration fields (MARC 245 \$p and \$n) to improve grouping of monographic series, graphic novels, and television series.
- Reducing reliance on repeatable and variable fields for format designations and instead use a "top-down" approach using the fixed field to help with mis-identified "combination" records such as books with accompanying CDs.
- Incorporating the SWAN format field (MARC 590) to assign formats to brief and pre-cat records where necessary identifying fields may be lacking.
- Other small-scale tweaks to grouping and format assignment targeting specific but less-common problems areas.

### Cataloging Users Meeting (2/4/2021)

The first Cataloging Users this year focused on refreshers of some topics and common problems we have observed including usage of local notes vs. item notes, Blu-ray/4K combo packs, and the identification of pirated DVDs often acquired through the Amazon Marketplace. The Cataloging Users co-chair for 2021 is Diana DiPierro from LaGrange Park Public Library District, who gave a demonstration of her cataloging workflow and talked about supplementary bibliographic data she finds useful to include in brief records.

We also discussed recent difficulties we've had with holds placement due to errors in call number analytics, reviewing our call number practices and detailing ongoing cleanup work.

The meeting had 60 attendees making it among the better-attended Cataloging Users meetings we've had. To build on that, Claudia Nickson will be reaching out to catalogers who were unable to attend. She will pass on information and encourage future attendance.

## Serials/Multi-Volume Call Number Training and Cleanup

This month we concluded the first major phase of our call number analytic cleanup. Between January and February, we removed |z indicators from about 30,000 call numbers. The |z indicator is a hidden marker that separates a base call number from call number volume information. When patrons are placing holds, items eligible to fill the hold are grouped by volume information. If a patron chooses to place a hold on “VOL. 1”, only holds with “VOL. 1” can fill it. The call numbers we cleaned up had unnecessary |z indicators and in many cases were preventing holds from being efficiently fulfilled.

This cleanup has targeted items going as far back as our migration to Symphony in 2015. Many of these errors were caused by migrations themselves or automated call number settings that have since been changed, but we suspect these may continue to appear on new call numbers due to human error. To combat this, we are focusing on updating our training and documentation.

A second phase of this project will also help continue our cleanup efforts. We created a daily report of new holds that Bibliographic Services staff will examine every day to see if incorrect volume information may present on in-demand items. This will help us target cleanup on items that most need it and also help us reach out to catalogers who may need a refresher on call number construction.

## 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 January, there were 63 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 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	76	62	56	46	1,088
<b>Copy 2020</b>	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	24,467
<b>Orig 2021*</b>	41												
<b>Copy 2021*</b>	1,632												

\* In January 2021, one of our Bibliographic Services Support Specialists reduced hours from 37.5 to 19.5 per week.

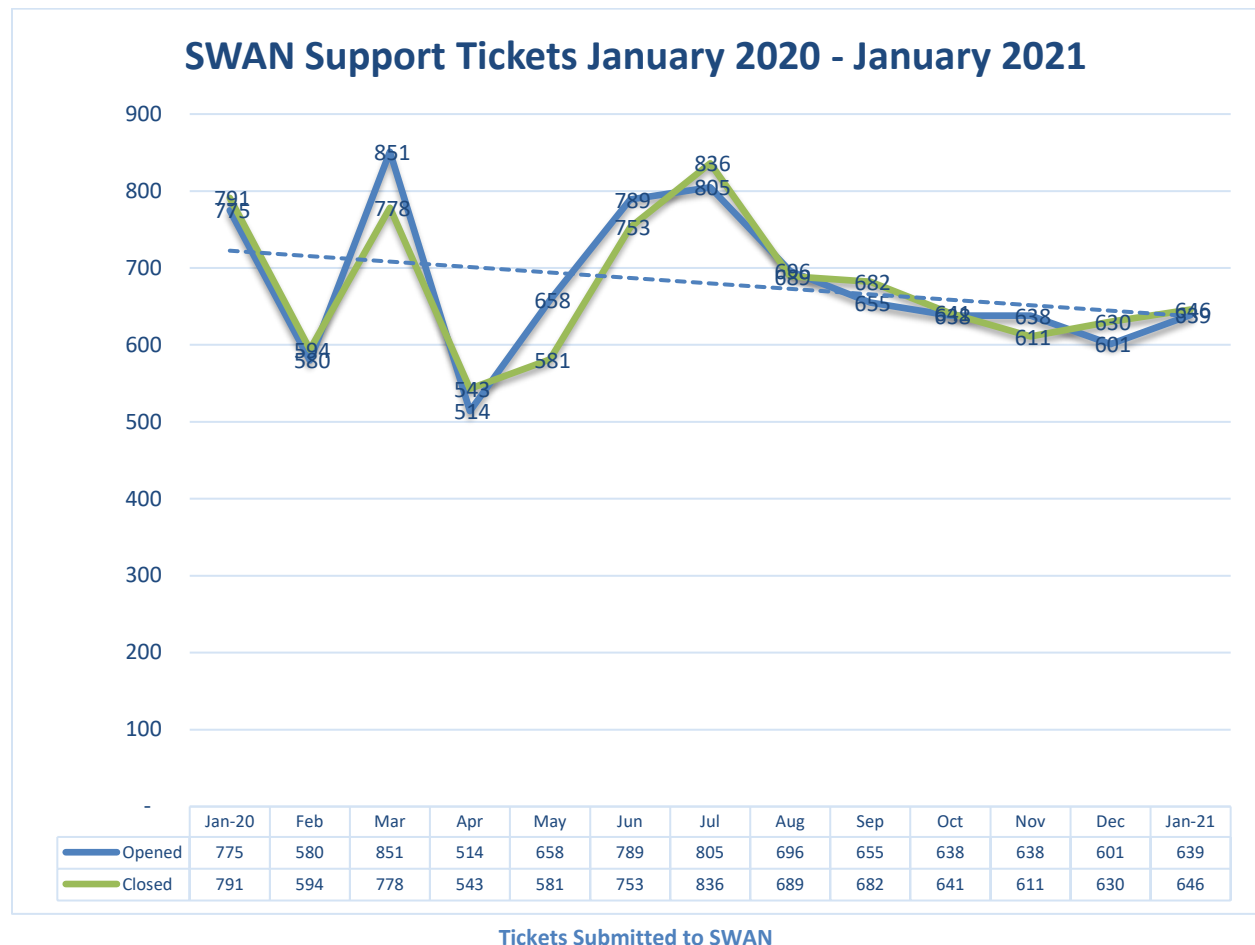
## Professional Development

Scott Brandwein and Sam Dietel presented at Amigos' conference [Moving On: Migrating Library Content and Data](#), providing an overview of migration bibliographic analysis and profiling to effectively transition data into a consortium.

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

### Support Tickets

There were no notable trends in support tickets for the previous month. The support team continues to see a lot of Library Status Update form submissions as libraries close temporarily, reopen, and reinstate services.



### Aspen Project

- Migration to alternate Aspen server instance – Rudy
- Email routing through SendGrid services – Steven
- Rescheduling of harvest/indexing windows – Steven

### Vendor Integrations

- Luxer One ILS integration discussions for Villa Park (VPD) – Steven, Ian, Rudy
- Lynda.com migration to LinkedIn Learning setup – Steven, Ian with Robin (UX)
- KOIOS scripted export for Oak Park (OPS) – Ian
- KitKeeper authentication – Ian
- Patron Point scripted export for Lansing (LSS) – Michael, Steven

## General Projects

- COVID-19 library services tracking and Symphony updates – Michael, Dave, Vickie, Ian
- Library Fine Free consultations and configuration – Vickie with Sam (Bib Svcs)
- FY21 staff laptop hardware refresh preparation – Ian, Steven
- Click & Collect setup and testing – Ian, Dave
- BLUEcloud Mobile self-checkout and beacon testing – Rudy
- Creation and testing of internal support knowledge base – Steven, Michael
- Support site vendor database – Steven with Tara (UX)
- SonicWall firewall replacement for River Grove (RGS) – Ian
- Symphony test server re-cloning – Ian

## Patron Notice Dialer (SVA) Replacement

Steven has formalized an agreement with Unique Management Services to outsource and retire the ageing and unsupported phone notice system, commonly referred to as SVA (SirsiDynix Voice Automation). Unique will leverage a cloud-based platform to recreate hold and overdue notices currently provided via SVA, while also offering more robust reporting and customization on a platform that should prove more technically reliable than SVA. The new system will also allow for the porting of SWAN's existing toll-free number, along with an alternative option for libraries to display their own phone numbers for a small setup fee.

The setup for the new system kicked off on February 11<sup>th</sup>. As the configuration comes together in the upcoming month, Steven will prepare documentation for the membership detailing differences with the new system and formally announce a cutover date.

## RAILS Server Migrations

This month, Steven and Rudy kicked off a project in collaboration with RAILS IT to migrate the last remaining servers hosted in the RAILS environment to SWAN's Azure Cloud environment. As a part of the RAILS support agreement, the SWAN support site, OTRS ticketing system, and MailMan (SWANcom) servers were previously hosted by RAILS in a shared management model. SWAN will be taking over management of these systems to coincide with the changing RAILS agreement. SVA is also hosted in the RAILS environment but will migrate to the contracted Unique service as noted.

Rudy has used this opportunity to test advanced features of the Azure environment which permit greater control of database storage and performance. If these benefits are realized, we plan to use this setup as a model for future hosting for the Aspen and Symphony servers.

## Web Services Outages

Between January 21<sup>st</sup> and January 26<sup>th</sup>, SWAN experienced several days of sporadic, several-minute long outages of the Symphony Web Services utility. Web Services controls many of our external platform and vendor integrations, including authentication for Enterprise and Aspen, along with catalog search queries for all associated discovery products. Reviewing Web Services logs alongside SirsiDynix, we determined the outages stemmed from massive volumes of simultaneous queries originating from an EBSCO IP addresses. Working then with EBSCO support, we determined that this was due to a recent

implementation of the NoveList On-The-Shelf (OTS) product, which submits blanket availability queries to coincide with recommended materials.

Due to the volume of materials and associated libraries in SWAN's catalog, we are unable to support the OTS product. Realizing this error, EBSCO has disabled further subscriptions to the OTS service, but NoveList will continue to provide recommendations without specifying availability, as was previously available in our catalog.

### Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
11/12/2020	361,783	99.08% (354,451)	0.06% (217)	0.00% (15)
12/14/2020	301,838	99.10% (299,135)	0.05% (163)	0.00% (13)
1/17/2021	304,087	98.84% (300,559)	0.12% (369)	0.00% (12)
2/12/2021	350,485	99.17% (347,573)	0.05% (176)	0.01% (23)

### Outage Tracking (as of February 12<sup>th</sup>)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
1/21/2021	N/A	Intermittent	Web Services	No	Yes	Brief outages of Web Services caused by search floods originating from NoveList On-The-Shelf service.
1/22/2021	N/A	Intermittent	Web Services	No	Yes	Brief outages of Web Services caused by search floods originating from NoveList On-The-Shelf service.
1/26/2021	N/A	Intermittent	Web Services	No	Yes	Brief outages of Web Services caused by search floods originating from NoveList On-The-Shelf service.
1/27/2021	23:00	5	Enterprise	Yes	No	Planned outage for SaaS server patching.

## SWAN User Experience (Tara Wood)

### User groups

#### Circulation Advisory

Circ Advisory met Jan 20<sup>th</sup> and are working on hold and circulation mapping along with consolidation of item types.

#### Circulation Users Group

Circulation Users Group is meeting Feb 17<sup>th</sup> and will be discussing various topics including patron searching techniques before issuing library cards.

#### Discovery & User Experience Advisory

DUX met January 28<sup>th</sup> and spent most the meeting in a brainstorming activity, designing testing tasks for Aspen usability testing. Attendees were split into 4 groups, designing tasks around the key research

areas defined by the Aspen pilots. This meeting was not recorded, since we do not have the ability to record multiple breakout groups; however, the results of the activity are available on the support site.

### *E-Resources Advisory*

E-Resource Advisory group will meet February 25<sup>th</sup>.

### *Aspen Discovery*

#### *Aspen Pilot*

We have a tentative beta launch date set of March 3<sup>rd</sup>.

Crystal, Robin, Scott, and Tara conducted the SWAN All-Staff Trainings January 27<sup>th</sup> and 28<sup>th</sup>. We received feedback that the trainings were a bit overwhelming for staff – they were a very intense 2 hours! For go live preparations, we’re considering a series of shorter trainings, with the goal that staff could pick and choose trainings based on their work with the catalog and patron support.

Usability testing for the pilot begins February 10<sup>th</sup> at Downers Grove Public Library, followed by testing at Tinley Park on February 17<sup>th</sup> and Villa Park on February 24<sup>th</sup>.

In addition to usability testing, we plan to conduct the following research activities:

- SUPR-Q survey (Standardized User Experience Percentile Rank Questionnaire) to compare patron attitudes around Enterprise and Aspen
- At least one additional feature-specific survey in Aspen
- Usage statistics analysis, comparing usage metrics in Enterprise and Aspen

SWAN had previously planned a diary activity for pilot library staff supporting patrons. However, pilot libraries felt that this activity might be too demanding of staff time in effort. Instead, we are conducting a Plus/Delta activity, posted as a brief survey to the pilot library catalogs. We will run the Plus/Delta activity until the beta launch.

### *Testing and development progress*

SWAN staff continue to meet weekly with ByWater staff for to prioritize development and enhancement requests.

The recent 21.02 update included:

- The addition of a “Kindle” format facet and button to help Kindle users more easily find items
- Preview option for Overdrive items
- Ability to import author authorities, which will help to improve record grouping in some cases

Before the beta launch, we hope that most or all of these development requests are addressed:

- Enhancements to record grouping functionality using \$p (name of part/section of a work), \$n (number of part/section of a work), and uniform title



- Improved loading times for large checkouts – users with more than 50 items checked out experience slowness in their account features
- Format changes for combo packs and video games
- The ability to masquerade as a patron that hasn't previously logged in to Aspen
- SMS notice integration
- Better handling of records with large volume holdings

Overdrive indexing has drastically improved with this release, though we are still seeing some discrepancies in collection counts and titles missing from Aspen. Robin has been working closely with ByWater to thoroughly test Overdrive collections for all three consortia.

### **Curbside and pandemic services research**

The report on Crystal's research into curbside and pandemic services is now available and included in this packet. She identified areas in SWAN documentation that could be improved, as well as opportunities to help libraries share their marketing tools and highlight virtual programs. Use of the Curbside Communicator tool was low. As we investigate the Click & Collect tool for curbside with pilot libraries, SWAN should investigate how and if Click & Collect resolves any of the Curbside Communicator pain points, while also recognizing that a technology solution may be a very small – or unnecessary – part of curbside service models.

### **Professional development**

The UX team is continuing to work on Course 5 of the User Experience and Design Specialization in Coursera, which covers surveys, analytics, and online testing at scale.

Robin is presenting at the upcoming Electronic Resources in Libraries (ER&L) Conference with Steven. Their session, [Remote Access Demand: Creating Temporary User Accounts Online](#), shares SWAN's development work in creating digital-only cards.

Tara will attend the [Designing for Digital](#) conference in February, the sister conference to ER&L that focuses on user experience in libraries.

**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 2021 [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 FY23 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

**Date:** February 19, 2021  
**To:** SWAN Board  
**From:** Aaron Skog, Executive Director  
**Re:** SWAN Library Use Policy

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### **New Policy for SWAN Libraries: SWAN Library Use Policy**

With the proliferation of cloud-based services, integration with 3<sup>rd</sup> party services, and planning for deployment of directory services for authentication, Dawne, Steven, Aaron, and Tara have drafted the SWAN Library Use Policy to specify library responsibilities when using SWAN's applications and services. As new services permit greater and more widespread access to sensitive patron data, this agreement is needed to clarify the expectations of handling and reviewing the data.

This agreement is included in the meeting agenda for Board review.

### **Examples of why this policy is needed**

*Access to SWAN Systems* – SWAN's platform continues to expand Cloud-based offerings that are accessible from anywhere in the world to accommodate the increasing need to access patron data and perform library functions outside of the library. This policy ensures logins are maintained securely using strong passwords and are not shared among library staff, whenever applicable. This ensures greater protection from potentially malicious outside access, instills staff accountability, and requires that staff are adequately trained before handling sensitive information.

*Handling of Patron Data* – As patron data is being collected from an increasing number of outlets, this policy ensures data is collected, reviewed, and retained in a manner that is secure and compliant with expanding state and federal laws while also protecting the privacy of our patrons. It also specifies data that is explicitly prohibited from storing in the database.

*Vendor Relationships* – SWAN now provides integration with over 100 third-party vendors throughout the world to provide various services to our libraries and patrons. This policy defines the limitations of those relationships and the extent of permitted access for vendors. Vendors are required to sign and adhere to SWAN's Vendor Access Policy to protect patron privacy and data integrity.

# SWAN Library Use Policy

January 28, 2021 Draft

The SWAN Library Services Platform (LSP), is a suite of SWAN-supported tools and databases which include, but are not limited to SWAN Support systems, Symphony WorkFlows, EBSCO, BLUEcloud Central (and associated tools), BLUEcloud Analytics, Enterprise, and Aspen Discovery. These tools allow library staff access to a large amount of patron data along with personally identifiable information (PII) which includes circulation activity and sensitive contact information. SWAN and its member libraries have an obligation to protect the privacy, security, and integrity of users' personally identifiable information (PII) as part of our professional ethics and to satisfy obligations under state and federal laws

This policy specifies member library's responsibilities for using any tools or databases in conjunction with the SWAN LSP. By using the SWAN LSP suite of tools and signing this agreement, you agree on behalf of your library that:

- Your library will ensure that individual library staff have all relevant training and are familiar with this agreement before gaining access to any SWAN LSP logins. Procedures are followed for onboarding new staff.
- Your library will maintain staff in the L2 directory.
- Your library will protect the security of SWAN LSP accounts by using strong passwords whenever applicable that incorporate letters, numbers, and symbols.
- Your library will refrain from saving passwords in ways that they may be accessible by non-designated staff, vendors, or patrons.
- Your library will not share SWAN LSP accounts, passwords, or access with any non-designated staff, vendors, or patrons.
- Your library will not share access to or privileged information from the SWAN LSP with external vendors or 3<sup>rd</sup> parties without coordinating a SWAN Vendor Access Policy agreement with SWAN staff beforehand.
- Your library will avoid exporting or printing out unnecessary patron information and will safeguard any data that has been exported/printed. Exported data that includes patron PII must be password protected and/or encrypted if transferred by any means.
- Your library will only collect patron data using SWAN-designed or approved tools. Data collected by non-SWAN tools must be encrypted end-to-end and appropriately secured to prevent unauthorized access.
- Your library will only use patron data for library purposes. Accessing this data for non-library use is prohibited.
- Your library will notify SWAN immediately when a staff member with SWAN LSP access is no longer employed at your library so that the account can be deactivated or removed, or shared logins updated.

- If your library suspects a breach of your SWAN LSP accounts, the accounts of others, or the SWAN LSP in general, you will notify SWAN immediately.
- Your library will not store sensitive information in patron records, including social security number, driver's license number, or credit card.

Failure to respect any aspect of this policy may result in the suspension of access to SWAN LSP services at your library.

DRAFT



## SWAN E-Ballot for Public Library Year-2 EBSCO Group-purchase Renewal

Total Eligible:	95
Total Ballots Cast:	73
Percent of Eligible:	76.84 %



\*See [Terms of Use](#) for details.



## SWAN E-Ballot for Public Library Year-2 EBSCO Group-purchase Renewal

### Resolved that SWAN renew with RAILS the EBSCO database group purchase:

Vote for 1

Year-2 Renewal: Allow Public Library Opt-Out	43	58.9 %
Year-2 Renewal: All Public Libraries Required	29	39.7 %
Abstain	1	1.4 %

Total Valid Votes: 73

Unexercised Votes: 0

Total Votes: 73

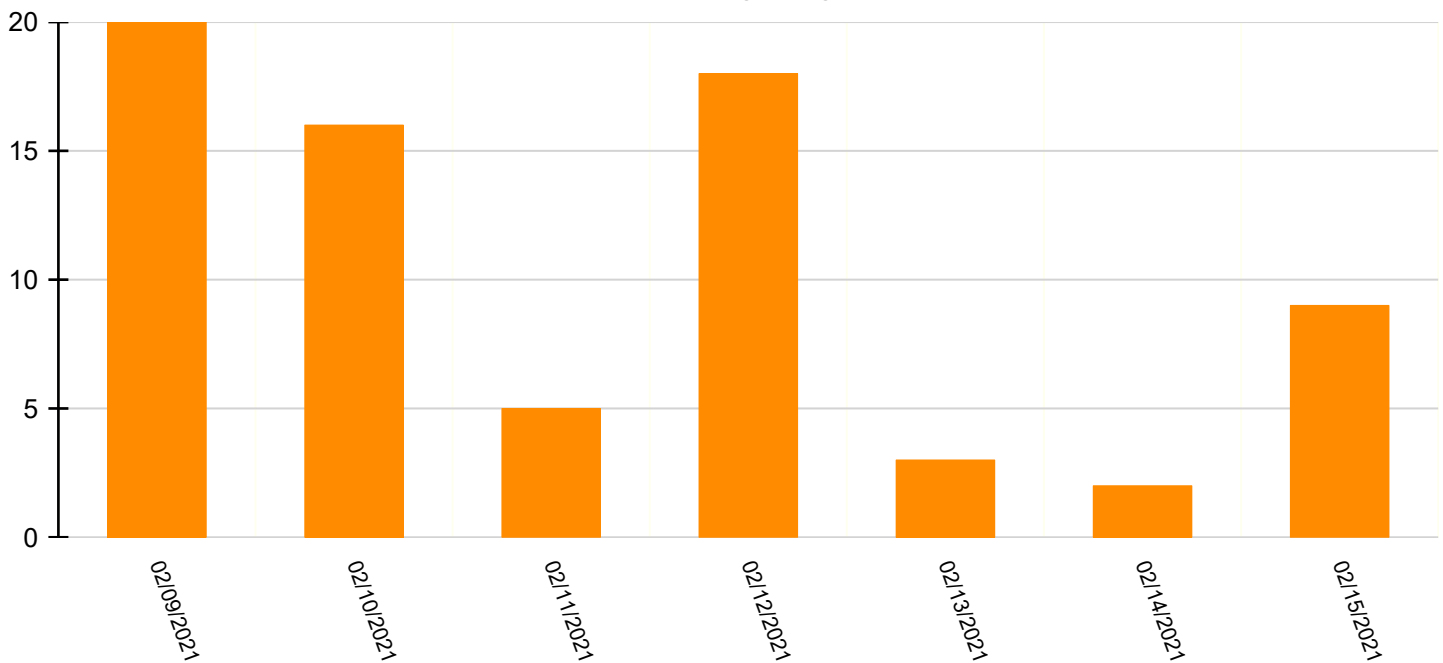


## SWAN E-Ballot for Public Library Year-2 EBSCO Group-purchase Renewal

Open From: 2/8/2021 12:01:00 AM Central Time (UTC -6) to 2/15/2021 11:59:00 PM Central Time (UTC -6)

<u>Date</u>	<u>Eligible Voters</u>	<u>Count of Voters</u>	<u>Percent of Eligible</u>	<u>Percent of Voters</u>
02/09/2021	95	20	21.05 %	27.40 %
02/10/2021	95	16	16.84 %	21.92 %
02/11/2021	95	5	5.26 %	6.85 %
02/12/2021	95	18	18.95 %	24.66 %
02/13/2021	95	3	3.16 %	4.11 %
02/14/2021	95	2	2.11 %	2.74 %
02/15/2021	95	9	9.47 %	12.33 %
<b><u>Totals</u></b>	<b>95</b>	<b>73</b>	<b>76.84 %</b>	

Voters by Day



## BOUNCED EMAIL ADDRESSES



<u><b>User Name:</b></u>	<u><b>First Name:</b></u>	<u><b>Last Name:</b></u>	<u><b>Email Address:</b></u>
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# SWAN Budget Information & Guidelines

Fiscal Year 2022 (July 1, 2021 – June 30, 2022)

February 19, 2021 SWAN Board Meeting Draft

## Introduction

### Revenue & Expense, Reserves, & Membership Fees

The SWAN budget is introduced to the SWAN Board at its November meeting, with scheduled input from library directors at a February Committee of the Whole meeting, and concluding with a membership approval at the March SWAN Quarterly meeting.

### New Budget Lines

This year we added expense line #5920 "Reimbursement for Resource Sharing" to record any of the expenses which occur within SWAN's centralized billing for unreturned materials between libraries.

## Budget Highlights

### Reduced Expenses

The FY22 budget reduced expenses and froze various budget lines in an effort to reflect the changing services brought upon SWAN by the global pandemic. The total expenses in SWAN increased only 0.9% with the FY22 budget, while adding some new features for libraries.

### Three New Libraries

The libraries Glenside, Roselle, and Warrenville bring in additional revenue through membership fees. The associated expenses with adding on libraries do not exceed the new revenue, bringing \$52,200 in net revenue to SWAN.

### Reduced Revenue: Money Market Interest & RAILS Grant Funding

RAILS reduced SWAN's state funding by \$39,327 to a total of \$522,691. Combined with the loss of interest revenue from the Money Market account, a total of \$74,327 revenue loss needed to be generated in an increase to membership fees at an overall rate of 2.8%.

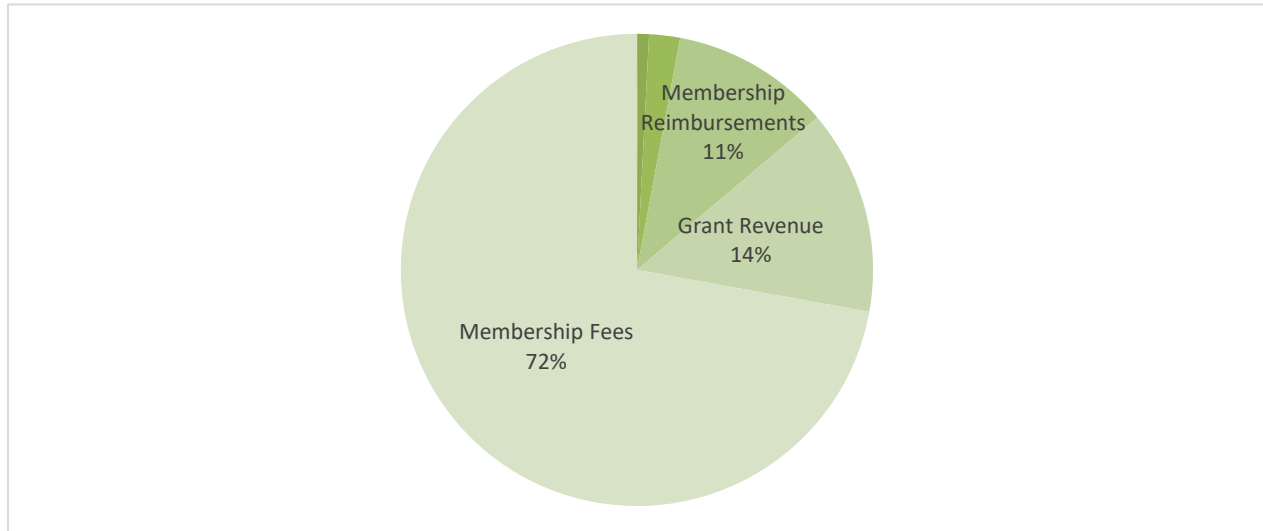
### New: Aspen Discovery

Pending the affirmation of member libraries, the Aspen Discovery catalog will run concurrently with Enterprise for this budget year. The support expense will be taken from reserves, see revenue line #4600 and expense line #5440. You can read more about SWAN's Aspen Discovery on the support site at <https://support.swanlibraries.net/aspen>

### New: KitKeeper, & Book Club Kits

KitKeeper is an online subscription through Plymouth Rocket that will help member libraries better manage bookclub kits. KitKeeper will be managed as a group-purchase for participating member libraries at \$25 per library. This budget funds at \$5,000 a pilot to create shared book club kits that can be requested by participating libraries in the book club kit pilot.

## Revenue



## Membership Fees

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<b>4010</b>	<b>SWAN Full Membership Fees</b>	<b>\$2,917,863</b>
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SWAN assesses membership fees based on academic, school, special, and public library. The formulas used for each are detailed on the SWAN support site under About > Board > Budget & Fees. FY21 membership fee revenue on average does not increase. There are exceptions however, based on the formula, particularly for public libraries undergoing property tax or debt service changes within a given year. SWAN's FY21 membership fees are based on the 2017 tax year.

<b>4011</b>	<b>SWAN Internet Access Membership Fees</b>	<b>\$3,700</b>
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The Internet Access level service for school libraries continues through this fiscal year with 10 schools participating with partner SWAN member public libraries.

## Membership Reimbursements

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<b>4110</b>	<b>Member One-Time Project Receipts</b>	<b>\$0</b>
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This budget line would be used if a library needed to reimburse SWAN for one-time expenses incurred. For example, if the RAILS Catalog Grant were no longer available, a library joining SWAN would pay SWAN for the one-time expenses for the vendor expenses. No one-time projects are anticipated for the FY22 budget.

<b>4190</b>	<b>Member Group Purchase Receipts</b>	<b>\$463,984</b>
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Libraries that reimburse SWAN for group purchases are indicated in this budget line. EBSCO database group-purchase revenue collected from public libraries is \$420,000 for year 2. Additional group purchases are ongoing with renewals with Envisionware for self-check software.

## Reimbursement for Losses

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<b>4220</b>	<b>Reimbursement Losses for Resource Sharing</b>	<b>\$30,000</b>
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Revenue associated with reimbursement for ILL or reciprocal borrowing with libraries outside of the SWAN consortium, e.g. Chicago Public Library.

<b>4230</b>	<b>Collection Agency Fees</b>	<b>\$900</b>
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SWAN will collect a modest fee for administering services within the Unique Management collection of unpaid reciprocal borrower invoices.

## Grant Revenue

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<b>4310</b>	<b>RAILS Support to SWAN</b>	<b>\$522,691</b>
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RAILS provides support to SWAN through an annual grant to support regional resource sharing. The grant amount for FY22 to SWAN is divided equally between all public libraries and is indicated as a discount off SWAN membership fees.

<b>4320</b>	<b>Other Grant Revenue</b>	<b>\$0</b>
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The one-time grant revenue from adding new libraries would be recorded in this line. No new libraries are planned in this budget year, as SWAN now adds new member libraries every other year.

## Registration & Event Receipts

4499	Annual Conference Receipts	\$0
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Any revenue collected as part of the SWAN Expo are recorded in this budget line. This includes vendor table fees or libraries invoices for the event to offset event catering. The FY22 budget does not plan for an annual conference.

## Investment & Interest

4510	Interest Income	\$2,000
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SWAN interest income fell mid-way through last year's budget.

4520	Investment Income	\$0
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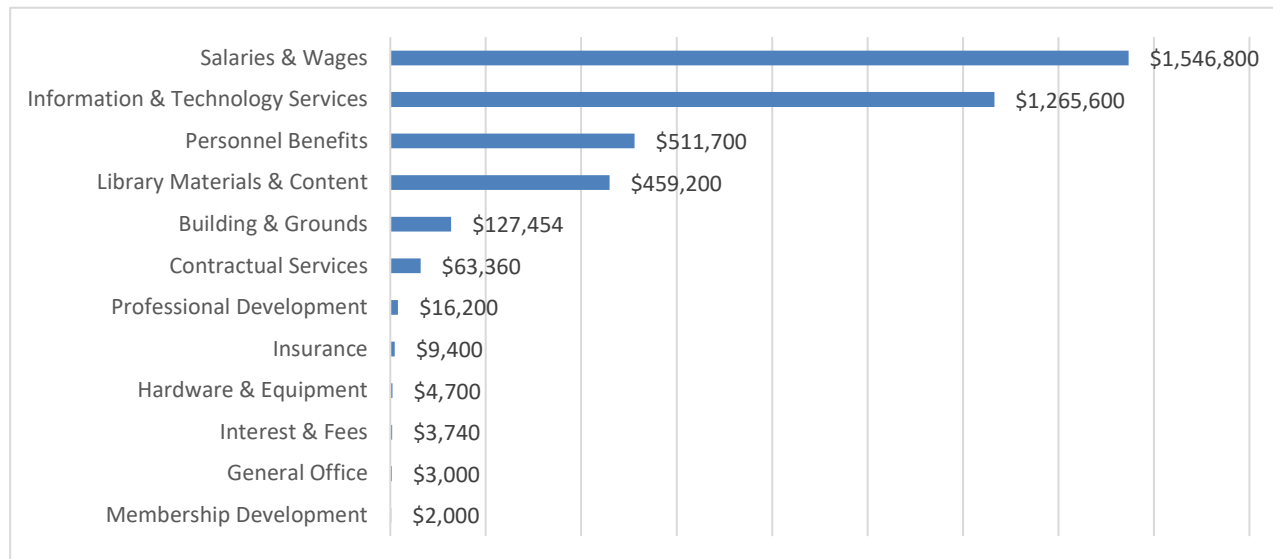
SWAN currently does not invest reserve funds. Should the organization decide to invest, the annual income would be recorded in this budget revenue line.

## Reserve Fund Transfer

4600	Reserve Fund Transfer	\$90,000
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Aspen Discovery support with ByWater Solutions will be taken from reserves. See the expense line 5440 Library Services Platform for its one-time expense increase for FY22.

## Expenses



### Salaries & Wages

<b>5000</b>	<b>Salaries &amp; Wages</b>	<b>\$1,546,800</b>
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SWAN has left positions unfilled and eliminated a position to remain flexible within the strategic plan. The FY21 budget has no increases from the prior year's budget. There is one proposed position that is on hold that this budget could support.

### Personnel Benefits

<b>5021</b>	<b>Social Security Taxes</b>	<b>\$118,400</b>
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Payroll taxes and fringe benefits-- employer's share only. Social Security taxes (FICA). No change from the prior budget.

<b>5022</b>	<b>State Unemployment Insurance</b>	<b>-</b>
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Organization pays unemployment directly should it be required.

<b>5023</b>	<b>Worker's Compensation</b>	<b>\$3,000</b>
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Organization insurance provided by insurance vendor.

<b>5024</b>	<b>Retirement Benefits</b>	<b>\$140,900</b>
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SWAN provides its employees a 401a retirement plan through ICMA-RC. The organization does not provide a defined benefit plan or participate in Illinois Municipal Retirement Fund (IMRF).

<b>5025</b>	<b>Health, Dental, Life And Disability Insurance</b>	<b>\$234,600</b>
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Employee health insurance is provided by LIMRiCC Purchase of Health Insurance Program (PHIP). The FY22 rates from LIMRiCC are lower based on the switch from BlueCross BlueShield to Aetna.

<b>5026</b>	<b>Tuition Reimbursements</b>	<b>\$2,500</b>
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Tuition reimbursement benefit for employees.

<b>5085</b>	<b>Staff Wellness</b>	<b>\$600</b>
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Benefit offered to SWAN employees for participation within the employee Wellness Plan which includes incentives for breaktimes for walking, pedometers, exercise, and healthy lifestyles. No change from the prior budget.

## **Building & Grounds**

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SWAN headquarters located at 800 Quail Ridge Drive in Westmont, Illinois includes expenses for the lease and operations of the headquarters.

<b>5110</b>	<b>Rent/Lease</b>	<b>\$110,104</b>
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SWAN signed a 7-year lease in 2016 for office space. The rent escalation is included for this year's budget, along with the anticipated shared operating expenses and property taxes for FY22. Refer to SWAN's FY20 audit for the full debt obligation of the office lease.

<b>5120</b>	<b>Utilities</b>	<b>\$5,700</b>
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Facility electricity and natural gas expenses are recorded in this line. Based on 6 months of actual expenses in 2020, this expense is lower for the FY22 budget.

<b>5130</b>	<b>Property Insurance</b>	<b>\$0</b>
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Property and flood insurance covers office space furniture and equipment, and the RAILS 125 Tower Drive data center equipment. There will no longer be any active equipment at the RAILS data center, so this insurance is no longer needed.

<b>5140</b>	<b>Repairs &amp; Maintenance</b>	<b>\$1,050</b>
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Used for facility repairs including door fob security maintenance and repairs.

<b>5150</b>	<b>Custodial Service &amp; Supplies</b>	<b>\$9,000</b>
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SWAN's cleaning service was changed for two days per week.

<b>5190</b>	<b>Other Building Maintenance</b>	<b>\$0</b>
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Used for alarms and security cameras related to facility expense.



## Professional Development

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SWAN's 2019-2023 five-year strategic plan places emphasis on delivering solutions to libraries using the talent of the SWAN employees. Prior budgets mixed the staff professional development and efforts to provide membership development. The new SWAN budget structure ensures expenses associated with each category are understood and budgeted appropriately, as they have at times made it difficult to understand mid-year expenses properly.

### **5210 Conference Travel \$0**

SWAN staff attend various conferences annually such as ILA, COSUGI, ALA, or the COSUGI Consortia Special Interest Group meeting. This includes expenditures for overnight lodging, fares for airfare, planes, trains, taxicabs, auto rental, meals, etc. Due to the pandemic, there is no planned conference travel in the FY22 budget.

### **5220 Staff Meetings \$600**

Expenses related to SWAN staff meetings, mostly food and a holiday luncheon, are recorded in this line.

### **5230 Staff Professional Development \$8,800**

SWAN employees participate in presentations at ILA, ALA, COSUGI and other professional organization events. Attending the annual COSUGI conference is a must for SWAN staff as it allows the organization to plan for upcoming library software features and functions.

### **5240 Professional Association Membership Dues \$2,500**

SWAN employees participate in ALA, ILA, and COSUGI activities, often presenting at conferences. Individual

### **5250 Educational Material \$800**

The FY22 budget reduced some of the online learning expenses for employees.

### **5260 Online Learning \$3,500**

SWAN employees will participate in online learning with companies Coursera, OS Training, and Microsoft.

## Membership Development

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This budget category focuses on providing professional development for the member libraries within SWAN. This includes SWAN staff consulting, leading meetings, and facilitating membership networking events.

### **5310 Travel Reimbursement \$800**

The SWAN organization has no vehicles and reimburses employees for mileage attending the 50+ membership meetings held annually. Travel reduced for the FY22 budget due to the pandemic, but some mileage reimbursement will occur.

Refreshments for the 50+ membership advisory and user group meetings held annually, such as coffee and donuts, or other activity supplies. Reduced to zero for the FY22 budget due to the pandemic.

Expenses related to printing library promotional material such as bookmarks or brochures.

SWAN’s annual conference, called SWAN Expo (or SWANx), supports speaker fees, honorarium, and travel expense for speakers. Costs associated with the facility and event are noted with the budget lines ending in “99” within this budget chart of accounts. The SWAN Expo for 2021 will remain suspended and this expense is reduced to zero.

This budget category includes technology expenses related to SWAN's resource sharing platform. The platform includes expenses related to the technology required to run the platform for library content within the consortium.

Expenses related to SWAN's support infrastructure including SSL Certificates for SWAN, domain subscription, SonicWALL Security licensing and subscription, Microsoft Active Directory, Microsoft Azure, and Microsoft Server licenses. The FY22 budget includes an increase to cover expenses for SWAN hosting Aspen and additional servers within our Azure infrastructure.

Expenses related to SWAN's support software application include employee tools to create videos, deploy client software, design presentations, run meetings, and create instructional material. Vendor licensing includes: Formsite (webform software subscription), SurveyMonkey (for ongoing usability Input), MailChimp for e-newsletter, Envisionware One-Stop Self-Checkout Software, Adobe Acrobat, Adobe Creative Suite, Asana, Axure RP 8 Perpetual Pro License, Articulate Storyline, Storyblocks, LastPass, Microsoft Office O365, Microsoft Visio Pro O365, Ecobee, Panda Virus Protection & Patch Management, and MSI Package Installer.

The server licensing expenses related to SWAN's library services platform to run SirsiDynix Symphony and test systems. The membership virtual private network utilizing SonicWALL is supported through a group purchase of 100 nodes at \$12,155 annually for FY22 to keep SonicWALL appliances on the most current version of the software.

<b>5440</b>	<b>Library Services Platform</b>	<b>\$1,036,800</b>
The heart of SWAN's resource sharing software platform expenses is recorded in this budget line, including expenses from SirsiDynix, OCLC, and EBSCO Discovery Services, and OpenAthens. For FY22, SirsiDynix expenses are budgeted for \$512,632, OCLC at \$268,449, and the Article Search integration through EBSCO Discovery Services and OpenAthens is \$170,708 total. This line includes licensing three libraries to licensing for OCLC, EBSCO Discovery Services, and OpenAthens. New for this year is support from ByWater Solutions for SWAN's Aspen Discovery Services at \$85,000.		
<b>5450</b>	<b>Data Management Services</b>	<b>\$27,500</b>
Expenses related to maintaining bibliographic and user data within the SWAN library services platform. This includes software provided to cataloging libraries to maintain bibliographic standards of the consortium. Vendors expenses include: ALA RDA Toolkit for Cataloging Libraries, WebDewey (OCLC negotiated directly with SWAN), MARCIVE (ongoing authority updates), The MARC of Quality (TMQ), and Unique Management Services National Change of Address (NCOA) patron database update expense at \$10,000 annually.		
<b>5460</b>	<b>Information Subscription Service</b>	<b>\$76,600</b>
SWAN's discovery platform includes multiple add-on services to add cover artwork and reading recommendations. Vendor expenses include: ProQuest Syndetic Solutions (book jackets, enhanced content), EBSCO Novelist Select (reviews content). The addition of three libraries to SWAN increased Novelist Select licensing.		
<b>5470</b>	<b>Subscription Support Services</b>	<b>\$9,900</b>
SWAN's support platform includes remote desktop assistance to library staff, online training, and remote monitoring of systems for SWAN on-call staff. New to FY21 is the TalentLMS learning management system. This service will be used to create library staff coursework and classes provided through SWAN, SirsiDynix, EBSCO, and OCLC depending on library role. Expenses associated with this budget line include: Citrix GoToAssist, Citrix GoToMeeting (Plus for 100 attendees), StatusCake (for site monitoring and alerting SWAN staff to outages), Articulate Storyline (for interactive, online learning) and the volume email service through SendGrid (patron notification plus library notification).		
<b>5480</b>	<b>Telecommunications</b>	<b>\$20,400</b>
Expenses associated with SWAN facility connection to the internet and phone support.		
<b>5490</b>	<b>Group Purchases - Services</b>	<b>\$12,600</b>
SWAN will periodically arrange a software group purchase. Those expenses are recorded here if libraries are invoiced back for the expense, which would be recorded as revenue in the budget line 4190. The budget is supporting an ongoing Envisionware software group purchase for a self-check system, which has annual maintenance for support. New to this budget in FY22 is Curbside Communicator with Unique Management, which is a \$12,000 expense offset by revenue from SWAN invoicing member libraries for the service.		

## General Office

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This category is primarily the expenses associated with running the organization's headquarters at 800 Quail Ridge Drive.

### **5510 Office Supplies \$1,500**

Expenses associated with routine office work including paper, staff supplies, and anything costing less than \$5,000.

### **5520 Postage \$1,500**

Expenses associated with shipping printed material are recorded in this line. SWAN staff make best attempts to control shipping costs through bringing printed material to membership events.

### **5550 Furniture \$0**

If SWAN needs to add any training or collaboration furniture for the facility conference room or work areas, this is the budget and expense is recorded.

### **5599 Annual Conference Supplies \$0**

All supply expenses associated with the annual conference SWAN Expo which include envelopes, paper, and presentations. SWAN Expo for 2021 will be suspended due to the global pandemic.

## Hardware & Equipment

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SWAN utilizes a very light footprint for its headquarters, staff, and services to libraries.

### **5610 Equipment Rental/Maintenance \$3,700**

All expenses associated with equipment leased at 800 Quail Ridge, including the single staff multi-use copier printer.

### **5620 Hardware \$1,000**

Expenses for this budget related to SWAN staff peripheral devices.

### **5690 Group Purchases - Hardware \$0**

Any pass-through purchases for equipment required for membership, such as firewall, commerce, or print solutions required by SWAN. No group purchases planned for the FY22 budget.

## Insurance

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SWAN organization insurance includes insuring the SWAN governing board, facility, and business for risk of crime, cybercrime, and flood.

### **5700 Insurance \$9,400**

The SWAN organization insurance for directors and officers, and business owner's insurance.

\_\_\_\_\_

**\$5,000**

**\$17,560**

[illegible]

**\$1,000**

**\$3,600**

\_\_\_\_\_

**\$0**

**\$38,000**

**\$900**

**\$0**

5910	Print Materials	\$5,000
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This line is intended for print collections supplied to member libraries, either through a direct order through Baker & Taylor, or rental copies via the jobber. SWAN is also dedicating \$5,000 from the reserves in a book rental trial with Baker & Taylor to supplement popular titles to reduce hold queue wait times.

5920	Reimbursement for Resource Sharing	\$30,000
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Expenses related to the SWAN member libraries centralized reimbursement of unreturned material. The expenses in this line are offset by revenue in the 4220 Reimbursement Losses for Resource Sharing line.

<b>5930</b>	<b>Electronic Resources</b>	<b>\$0</b>
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This line's purpose is for online content provided to all libraries as part of SWAN's membership fees. It may include eBook content, online databases subscriptions, or other e-content.

5990	Group Purchases - Content	\$450,584
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SWAN negotiated group purchase for online subscriptions through EBSCO anticipates a 3% increase for FY22. The associated revenue offset in the revenue 4190 budget line.

## Interest & Fees

6010	Bank Fees	\$3,700
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Expenses associated with bank fees for stopping checks or other services are recorded in this line. The banking service for lock box deposits was added to this budget line at \$2,700 annually.

6020	Merchant Account Fees	\$40
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SWAN subscribes to ProPay as part of the BLUEcloud Commerce required for online Enterprise payments. SWAN pays \$40 annually, as do all member libraries within the ProPay service.

6030	Interest Payment	\$0
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Expenses for any loan or debt service payments would be recorded in this line. SWAN currently has no expenses for this line.

<b>6099</b>	<b>Annual Conference Merchant Fees</b>	<b>\$0</b>
<p>Expenses associated with any online transaction fees for processing annual conference SWAN Expo online payments are recorded in this line. The SWAN Expo is suspended for FY22 due to the global pandemic.</p>		

## Asset Management

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<b>6110</b>	<b>Depreciation</b>	<b>\$2,322</b>
<p>For proprietary funds and government-wide financial statements only. Depreciation charges are intended to allocate the cost of a fixed asset over the estimated useful life of the unit in a systematic and rational manner using the straight-line method. The number of physical assets depreciated has fallen dramatically since SWAN moved to an infrastructure-as-a-service model and no longer needs to purchase servers over \$5,000. SirsiDynix migration and operating system server migration expenses are in their final years of depreciation.</p>		

<b>6120</b>	<b>(Gain)/Loss on Asset Disposal</b>	<b>\$0</b>
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<b>6130</b>	<b>Vacation Expense</b>	<b>\$2,200</b>
<p>Per GASB, Vacation Expense is the account created to segregate the amount of the expense incurred by SWAN for the current years' addition or subtraction to the balance of earned but unused staff vacation time. The Balance Sheet reflects the fact that Compensated Absences has been adjusted for the year-end to show, as of June 30 of the given fiscal year, the current value of this earned but unused vacation. This is more a potential than actual liability as employees most likely will use most of their vacations while being employed.</p>		

## SWAN Budget Summary

SWAN Budget	FY21 Budget	FY22 Budget	Change
4000 Membership Fees	\$2,851,863	\$2,921,563	\$69,700
4100 Membership Reimbursements	\$435,394	\$463,984	\$28,590
4200 Reimbursement for Losses	\$900	\$30,900	\$30,000
4300 Grant Revenue	\$623,518	\$522,691	(\$100,827)
4400 Registration & Event Receipts	\$7,600	\$0	(\$7,600)
4500 Investment & Interest	\$37,000	\$2,000	(\$35,000)
4600 Reserve Fund Transfer	\$62,379	\$90,000	\$27,622
<b>Total Revenue</b>	<b>\$4,018,654</b>	<b>\$4,031,138</b>	<b>\$12,485</b>
5000 Salaries & Wages	\$1,546,800	\$1,546,800	\$0
5020 Personnel Benefits	\$516,200	\$500,000	(\$16,200)
5100 Building & Grounds	\$123,304	\$125,854	\$2,551
5200 Professional Development	\$24,800	\$16,200	(\$8,600)
5300 Membership Development	\$9,400	\$2,000	(\$7,400)
5400 Information & Technology Services	\$1,133,100	\$1,255,200	\$122,100
5500 General Office	\$5,300	\$3,000	(\$2,300)
5600 Hardware & Equipment	\$81,700	\$4,700	(\$77,000)
5700 Insurance	\$9,200	\$9,400	\$200
5800 Contractual Services	\$139,210	\$66,060	(\$73,150)
5900 Library Materials & Content	\$425,000	\$485,584	\$60,584
6000 Interest & Fees	\$4,040	\$3,740	(\$300)
<b>Total Operating Expenses</b>	<b>\$4,018,054</b>	<b>\$4,018,538</b>	<b>\$485</b>
6100 Asset Management	\$13,607	\$4,522	(\$9,085)
Excess of revenues over (under) estimated expenses	\$21,500	\$0	



Revenue & Expense Budget		FY21 Budget	FY22 Budget	Change
Revenue				
<b>4000</b>	<b>Membership Fees</b>			
4010	SWAN Full Membership Fees	\$2,851,863	\$2,917,863	\$66,000
4011	SWAN Internet Access Membership Fees	\$0	\$3,700	\$3,700
<b>4100</b>	<b>Membership Reimbursements</b>			
4110	Member One-Time Project Receipts	\$14,000	\$0	(\$14,000)
4190	Member Group Purchase Receipts	\$421,394	\$463,984	\$42,590
<b>4200</b>	<b>Reimbursement for Losses</b>			
4220	Reimbursement Losses for Resource Sharing	\$0	\$30,000	\$30,000
4230	Collection Agency Fees	\$900	\$900	\$0
<b>4300</b>	<b>Grant Revenue</b>			
4310	RAILS Support to SWAN	\$562,018	\$522,691	(\$39,327)
4320	Other Grant Revenue	\$61,500	\$0	(\$61,500)
<b>4400</b>	<b>Registration &amp; Event Receipts</b>			
4499	Annual Conference Receipts	\$7,600	\$0	(\$7,600)
<b>4500</b>	<b>Investment &amp; Interest</b>			
4510	Interest Income	\$37,000	\$2,000	(\$35,000)
4520	Investment Income	\$0	\$0	\$0
<b>4600</b>	<b>Reserve Fund Transfer</b>	\$62,379	\$90,000	\$27,622
<b>Total Revenue</b>		<b>\$4,018,654</b>	<b>\$4,031,138</b>	<b>\$12,485</b>

## Expenses

<b>5000</b>	<b>Salaries &amp; Wages</b>	\$1,546,800	\$1,546,800	\$0
<b>5020</b>	<b>Personnel Benefits</b>			
5021	Social Security Taxes	\$118,400	\$118,400	\$0
5022	State Unemployment Insurance	-	-	
5023	Worker's Compensation	\$3,000	\$3,000	\$0
5024	Retirement Benefits	\$140,900	\$140,900	\$0
5025	Health, Dental, Life And Disability Insurance	\$246,300	\$234,600	(\$11,700)
5026	Tuition Reimbursements	\$2,500	\$2,500	\$0
5085	Staff Wellness	\$5,100	\$600	(\$4,500)
<b>5100</b>	<b>Building &amp; Grounds</b>			
5110	Rent/Lease	\$105,904	\$110,104	\$4,201
5120	Utilities	\$6,400	\$5,700	(\$700)

Revenue & Expense Budget		FY21 Budget	FY22 Budget	Change
5130	Property Insurance	\$1,500	\$0	(\$1,500)
5140	Repairs & Maintenance	\$1,300	\$1,050	(\$250)
5150	Custodial Service & Supplies	\$8,100	\$9,000	\$900
5190	Other Building Maintenance	\$100	\$0	(\$100)
<b>5200</b>	<b>Professional Development</b>			
5210	Conference Travel	\$11,000	\$0	(\$11,000)
5220	Staff Meetings	\$600	\$600	\$0
5230	Staff Professional Development	\$5,400	\$8,800	\$3,400
5240	Professional Association Membership Dues	\$2,500	\$2,500	\$0
5250	Educational Material	\$800	\$800	\$0
5260	Online Learning	\$4,500	\$3,500	(\$1,000)
<b>5300</b>	<b>Membership Development</b>			
5310	Travel Reimbursement	\$2,800	\$800	(\$2,000)
5320	Membership Meetings	\$2,900	\$0	(\$2,900)
5350	Marketing & Promotional Material	\$1,200	\$1,200	\$0
5399	Annual Conference	\$2,500	\$0	(\$2,500)
<b>5400</b>	<b>Information &amp; Technology Services</b>			
5410	Infrastructure Licensing	\$42,000	\$0	(\$42,000)
5420	Application Software Licensing	\$18,400	\$22,000	\$3,600
5430	Server Software Licensing	\$13,900	\$62,000	\$48,100
5440	Library Services Platform	\$927,200	\$1,036,800	\$109,600
5450	Data Management Services	\$27,500	\$27,500	\$0
5460	Information Subscription Service	\$74,600	\$76,600	\$2,000
5470	Subscription Support Services	\$10,100	\$9,900	(\$200)
5480	Telecommunications	\$19,400	\$20,400	\$1,000
5490	Group Purchases - Services	\$600.00	\$12,600.00	\$12,000
<b>5500</b>	<b>General Office</b>			
5510	Office Supplies	\$4,000	\$1,500	(\$2,500)
5520	Postage	\$900	\$1,500	\$600
5550	Furniture	\$0	\$0	\$0
5599	Annual Conference Supplies	\$400	\$0	(\$400)
<b>5600</b>	<b>Hardware &amp; Equipment</b>			
5610	Equipment Rental/Maintenance	\$3,700	\$3,700	\$0
5620	Hardware	\$63,200	\$1,000	(\$62,200)
5690	Group Purchases - Hardware	\$14,800	\$0	(\$14,800)
<b>5700</b>	<b>Insurance</b>	<b>\$9,200</b>	<b>\$9,400</b>	<b>\$200</b>

Revenue & Expense Budget		FY21 Budget	FY22 Budget	Change
<b>5800</b>	<b>Contractual Services</b>			
5810	Legal	\$5,000	\$5,000	\$0
5820	Accounting	\$20,610	\$17,560	(\$3,050)
5830	Consulting	\$5,000	\$1,000	(\$4,000)
5840	Payroll Service Fees	\$3,900	\$3,600	(\$300)
5850	Contractual Agreements	\$56,500	\$0	(\$56,500)
5860	Notification & Collection	\$35,300	\$38,000	\$2,700
5870	Recruitment	\$900	\$900	\$0
5899	Annual Conference Facility Contract	\$12,000	\$0	(\$12,000)
<b>5900</b>	<b>Library Materials &amp; Content</b>			
5910	Print Materials	\$5,000	\$5,000	\$0
5920	Reimbursement for Resource Sharing	\$0	\$30,000	\$30,000
5930	Electronic Resources		\$0	\$0
5990	Group Purchases - Content	\$420,000	\$450,584	\$30,584
<b>6000</b>	<b>Interest &amp; Fees</b>			
6010	Bank Fees	\$3,700	\$3,700	\$0
6020	Merchant Account Fees	\$40	\$40	\$0
6030	Interest Payment	\$0	\$0	\$0
6099	Annual Conference Merchant Fees	\$300	\$0	(\$300)
<b>Subtotal Expenses</b>		<b>\$3,997,154</b>	<b>\$4,031,138</b>	<b>\$12,485</b>
<b>6100</b>	<b>Asset Management</b>			
6110	Depreciation	\$3,607	\$2,322	(\$1,285)
6120	(Gain)/Loss on Asset Disposal		\$0	
6130	Vacation Expense	\$10,000	\$2,200	(\$7,800)
<b>Total Expenses</b>		<b>\$3,997,154</b>	<b>\$4,031,138</b>	<b>\$33,985</b>
<b>Total Revenue (from above)</b>		<b>\$4,018,654</b>	<b>\$4,031,138</b>	
<b>Excess of revenues over (under) estimated expenses</b>		<b>\$21,500.00</b>	<b>\$0.00</b>	
		<b>FY21 Budget</b>	<b>FY22 Budget</b>	

**Chart 1: Membership Fee Chart for FY22 SWAN Budget**  
(July 1, 2021 - June 30, 2022)

SWAN Library	Base + Funding Fees (No State LLSAP Grant)	State LLSAP Grant Discount	Fee Total FY22	FY21 Fees	Change FY22 vs FY21
Acorn Public Library District	\$ 28,013	(\$5,502)	\$ 22,511	\$ 22,171	\$ 340
Alsip-Merrionette Park Public Library District	\$ 40,290	(\$5,502)	\$ 34,788	\$ 34,743	\$45
Batavia Public Library District	\$ 51,893	(\$5,502)	\$ 46,391	\$ 46,672	(\$281)
Bedford Park Public Library District	\$ 31,214	(\$5,502)	\$ 25,712	\$ 25,233	\$479
Beecher Community Library District	\$ 20,723	(\$5,502)	\$ 15,221	\$ 14,772	\$449
Bellwood Public Library	\$ 34,378	(\$5,502)	\$ 28,876	\$ 29,723	(\$847)
Bensenville Community Public Library District	\$ 33,133	(\$5,502)	\$ 27,631	\$ 27,371	\$260
Bensenville Elementary School District #2	\$ 17,500		\$ 17,500	\$ 17,500	\$0
Berkeley Public Library	\$ 21,414	(\$5,502)	\$ 15,912	\$ 15,478	\$434
Berwyn Public Library	\$ 51,146	(\$5,502)	\$ 45,644	\$ 46,379	(\$735)
Bloomington Public Library	\$ 46,486	(\$5,502)	\$ 40,984	\$ 41,052	(\$68)
Blue Island Public Library	\$ 29,340	(\$5,502)	\$ 23,838	\$ 23,783	\$55
Bridgeview Public Library	\$ 28,578	(\$5,502)	\$ 23,076	\$ 23,038	\$38
Broadview Public Library District	\$ 29,040	(\$5,502)	\$ 23,538	\$ 23,089	\$449
Brookfield Public Library	\$ 39,833	(\$5,502)	\$ 34,331	\$ 34,142	\$189
Calumet City Public Library	\$ 32,173	(\$5,502)	\$ 26,671	\$ 26,916	(\$245)
Calumet Park Public Library	\$ 19,359	(\$5,502)	\$ 13,857	\$ 13,468	\$389
Carol Stream Public Library	\$ 51,667	(\$5,502)	\$ 46,165	\$ 46,862	(\$697)
Chicago Heights Public Library	\$ 25,594	(\$5,502)	\$ 20,092	\$ 19,985	\$107
Chicago Ridge Public Library	\$ 31,133	(\$5,502)	\$ 25,631	\$ 25,479	\$152
Cicero Public Library	\$ 34,652	(\$5,502)	\$ 29,150	\$ 29,264	(\$114)
Clarendon Hills Public Library	\$ 25,169	(\$5,502)	\$ 19,667	\$ 19,236	\$431
Crestwood Public Library District	\$ 22,968	(\$5,502)	\$ 17,466	\$ 17,039	\$427
Crete Public Library District	\$ 34,933	(\$5,502)	\$ 29,431	\$ 29,631	(\$200)
Dolton Public Library District	\$ 28,578	(\$5,502)	\$ 23,076	\$ 23,716	(\$640)
Downers Grove Public Library	\$ 70,343	(\$5,502)	\$ 64,841	\$ 58,340	\$6,501
Eisenhower Public Library District	\$ 53,830	(\$5,502)	\$ 48,328	\$ 47,554	\$774
Elmwood Park Public Library	\$ 33,436	(\$5,502)	\$ 27,934	\$ 27,573	\$361
Evergreen Park Public Library	\$ 29,201	(\$5,502)	\$ 23,699	\$ 23,338	\$361
Flossmoor Public Library	\$ 30,614	(\$5,502)	\$ 25,112	\$ 24,882	\$230
Forest Park Public Library	\$ 35,699	(\$5,502)	\$ 30,197	\$ 30,024	\$173
Frankfort Public Library District	\$ 41,044	(\$5,502)	\$ 35,542	\$ 35,042	\$500
Franklin Park Public Library District	\$ 35,788	(\$5,502)	\$ 30,286	\$ 29,909	\$377
Geneva Public Library District	\$ 66,802	(\$5,502)	\$ 61,300	\$ 61,537	(\$237)
Glen Ellyn Public Library	\$ 58,470	(\$5,502)	\$ 52,968	\$ 53,438	(\$470)
Glenside Public Library District	\$ 50,800	(\$5,502)	\$ 45,298		
Glenwood-Lynwood Public Library District	\$ 27,144	(\$5,502)	\$ 21,642	\$ 21,890	(\$248)
Grande Prairie Public Library District	\$ 32,119	(\$5,502)	\$ 26,617	\$ 26,496	\$121
Green Hills Public Library District	\$ 39,296	(\$5,502)	\$ 33,794	\$ 36,226	(\$2,432)
Harvey Public Library District	\$ 26,003	(\$5,502)	\$ 20,501	\$ 20,486	\$15
Hillside Public Library	\$ 29,957	(\$5,502)	\$ 24,455	\$ 23,771	\$684
Hinsdale Public Library	\$ 45,514	(\$5,502)	\$ 40,012	\$ 39,765	\$247
Hodgkins Public Library District	\$ 23,360	(\$5,502)	\$ 17,858	\$ 17,365	\$493
Homewood Public Library District	\$ 39,111	(\$5,502)	\$ 33,609	\$ 33,432	\$177
Indian Prairie Public Library District	\$ 52,953	(\$5,502)	\$ 47,451	\$ 47,988	(\$537)
Itasca Community Library	\$ 32,651	(\$5,502)	\$ 27,149	\$ 26,671	\$478
Justice Public Library District	\$ 20,778	(\$5,502)	\$ 15,276	\$ 14,785	\$491
Kaneville Public Library District	\$ 18,525	(\$5,502)	\$ 13,023	\$ 12,570	\$453
La Grange Public Library	\$ 41,169	(\$5,502)	\$ 35,667	\$ 35,373	\$294
LaGrange Park Public Library District	\$ 35,718	(\$5,502)	\$ 30,216	\$ 30,094	\$122
Lansing Public Library	\$ 39,900	(\$5,502)	\$ 34,398	\$ 34,996	(\$598)
Lyons Public Library	\$ 24,302	(\$5,502)	\$ 18,800	\$ 18,405	\$395
Markham Public Library	\$ 22,652	(\$5,502)	\$ 17,150	\$ 16,623	\$527

**Chart 1: Membership Fee Chart for FY22 SWAN Budget**  
(July 1, 2021 - June 30, 2022)

SWAN Library	Base + Funding Fees (No State LLSAP Grant)	State LLSAP Grant Discount	Fee Total FY22	FY21 Fees	Change FY22 vs FY21
Matteson Area Public Library District	\$ 40,984	(\$5,502)	\$ 35,482	\$ 34,615	\$867
Maywood Public Library District	\$ 30,088	(\$5,502)	\$ 24,585	\$ 24,418	\$167
McCook Public Library District	\$ 21,782	(\$5,502)	\$ 16,280	\$ 15,725	\$555
Melrose Park Public Library	\$ 26,881	(\$5,502)	\$ 21,379	\$ 20,909	\$470
Messenger Public Library of North Aurora	\$ 35,180	(\$5,502)	\$ 29,678	\$ 29,217	\$461
Midlothian Public Library	\$ 31,757	(\$5,502)	\$ 26,255	\$ 24,505	\$1,750
Morton Arboretum	\$ 12,500		\$ 12,500	\$ 12,500	\$0
Nancy L. McConathy Public Library District	\$ 20,170	(\$5,502)	\$ 14,668	\$ 14,321	\$347
National University of Health Sciences	\$ 11,667		\$ 11,667	\$ 11,667	\$0
North Riverside Public Library District	\$ 27,558	(\$5,502)	\$ 22,056	\$ 21,735	\$321
Northlake Public Library District	\$ 36,166	(\$5,502)	\$ 30,664	\$ 30,521	\$143
Oak Brook Public Library	\$ 26,916	(\$5,502)	\$ 21,414	\$ 21,255	\$159
Oak Lawn Public Library	\$ 70,806	(\$5,502)	\$ 65,304	\$ 66,262	(\$958)
Oak Park Public Library	\$ 104,677	(\$5,502)	\$ 99,175	\$ 97,015	\$2,160
Palos Heights Public Library	\$ 29,926	(\$5,502)	\$ 24,424	\$ 24,464	(\$40)
Palos Park Public Library	\$ 22,264	(\$5,502)	\$ 16,762	\$ 16,336	\$426
Park Forest Public Library	\$ 36,187	(\$5,502)	\$ 30,685	\$ 31,271	(\$586)
Prairie State College	\$ 23,333		\$ 23,333	\$ 23,333	\$0
Prairie Trails Public Library District	\$ 36,144	(\$5,502)	\$ 30,642	\$ 30,251	\$391
Richton Park Public Library District	\$ 26,747	(\$5,502)	\$ 21,245	\$ 20,715	\$530
River Forest Public Library	\$ 30,142	(\$5,502)	\$ 24,640	\$ 24,309	\$331
River Grove Public Library District	\$ 21,956	(\$5,502)	\$ 16,454	\$ 16,018	\$436
Riverdale Public Library District	\$ 22,449	(\$5,502)	\$ 16,947	\$ 16,754	\$193
Riverside Public Library	\$ 28,516	(\$5,502)	\$ 23,014	\$ 22,669	\$345
Roselle Public Library District	\$ 35,683	(\$5,502)	\$ 30,181		
Schiller Park Public Library	\$ 27,871	(\$5,502)	\$ 22,369	\$ 21,943	\$426
South Holland Public Library	\$ 38,119	(\$5,502)	\$ 32,617	\$ 32,092	\$525
St Charles Public Library District	\$ 95,822	(\$5,502)	\$ 90,320	\$ 91,246	(\$926)
Steger-South Chicago Heights Public Library District	\$ 21,621	(\$5,502)	\$ 16,119	\$ 15,810	\$309
Stickney-Forest View Public Library District	\$ 28,273	(\$5,502)	\$ 22,771	\$ 23,767	(\$996)
Sugar Grove Public Library District	\$ 23,980	(\$5,502)	\$ 18,478	\$ 18,037	\$441
Summit Public Library District	\$ 21,167	(\$5,502)	\$ 15,665	\$ 15,294	\$371
Theosophical Society in America	\$ 12,500		\$ 12,500	\$ 12,500	\$0
Thomas Ford Memorial Library	\$ 31,700	(\$5,502)	\$ 26,198	\$ 25,602	\$596
Thornton Public Library	\$ 19,132	(\$5,502)	\$ 13,630	\$ 13,123	\$507
Tinley Park Public Library	\$ 68,014	(\$5,502)	\$ 62,512	\$ 63,364	(\$852)
Town and Country Public Library District	\$ 30,592	(\$5,502)	\$ 25,090	\$ 24,577	\$513
University Park Public Library District	\$ 23,219	(\$5,502)	\$ 17,717	\$ 17,264	\$453
Villa Park Public Library	\$ 38,781	(\$5,502)	\$ 33,279	\$ 41,521	(\$8,242)
Warrenville Public Library District	\$ 34,641	(\$5,502)	\$ 29,139		
West Chicago Public Library District	\$ 39,555	(\$5,502)	\$ 34,053	\$ 33,829	\$224
Westchester Public Library	\$ 30,185	(\$5,502)	\$ 24,683	\$ 24,334	\$349
Westmont Public Library	\$ 36,584	(\$5,502)	\$ 31,082	\$ 30,731	\$351
William Leonard Public Library District	\$ 20,041	(\$5,502)	\$ 14,539	\$ 13,616	\$923
Wood Dale Public Library District	\$ 41,710	(\$5,502)	\$ 36,208	\$ 35,813	\$395
Woodridge Public Library	\$ 54,755	(\$5,502)	\$ 49,253	\$ 49,171	\$82
Worth Public Library District	\$ 25,424	(\$5,502)	\$ 19,922	\$ 19,560	\$362

Chart 2: Public Library County Tax Payments

Library Name	Cook County Treasurer Tax Year 2018	DuPage County Treasurer Tax Year 2018	Kane County Treasurer Tax Year 2018	Will County County Treasurer Tax Year 2018	Total Tax Revenue Issued 2018	Bond Amount (Removed)	Public Library Tax Revenue Total 2018
Acorn Public Library District	\$1,114,513.21				\$1,114,513.21	(\$60,825.00)	\$1,053,688.21
Alsip-Merrionette Park Public Library District	\$2,893,217.08				\$2,893,217.08	(\$585,000.00)	\$2,308,217.08
Batavia Public Library District			\$4,209,374.29		\$4,209,374.29	(\$715,575.00)	\$3,493,799.29
Bedford Park Public Library District	\$1,380,795.45				\$1,380,795.45	\$0.00	\$1,380,795.45
Beecher Community Library District				\$308,873.61	\$308,873.61	\$0.00	\$308,873.61
Bellwood Public Library	\$1,704,127.07				\$1,704,127.07	\$0.00	\$1,704,127.07
Bensenville Community Public Library District		\$1,576,909.64			\$1,576,909.64	\$0.00	\$1,576,909.64
Berkeley Public Library	\$379,480.70				\$379,480.70	\$0.00	\$379,480.70
Berwyn Public Library	\$3,417,440.72				\$3,417,440.72	\$0.00	\$3,417,440.72
Bloomington Public Library		\$2,941,293.65			\$2,941,293.65	\$0.00	\$2,941,293.65
Blue Island Public Library	\$1,189,279.08				\$1,189,279.08	\$0.00	\$1,189,279.08
Bridgeview Public Library	\$1,369,938.59				\$1,369,938.59	(\$258,462.50)	\$1,111,476.09
Broadview Public Library District	\$1,427,023.88				\$1,427,023.88	(\$268,305.00)	\$1,158,718.88
Brookfield Public Library	\$2,261,524.53				\$2,261,524.53	\$0.00	\$2,261,524.53
Calumet City Public Library	\$1,578,766.67				\$1,578,766.67	(\$100,000.00)	\$1,478,766.67
Calumet Park Public Library	\$169,524.39				\$169,524.39	\$0.00	\$169,524.39
Carol Stream Public Library		\$3,705,176.27			\$3,705,176.27	(\$234,461.00)	\$3,470,715.27
Chicago Heights Public Library	\$806,610.55				\$806,610.55	\$0.00	\$806,610.55
Chicago Ridge Public Library	\$1,372,499.82				\$1,372,499.82	\$0.00	\$1,372,499.82
Cicero Public Library	\$1,732,122.87				\$1,732,122.87	\$0.00	\$1,732,122.87
Clarendon Hills Public Library		\$763,119.62			\$763,119.62	\$0.00	\$763,119.62
Crestwood Public Library District	\$538,277.00				\$538,277.00	\$0.00	\$538,277.00
Crete Public Library District				\$1,760,766.73	\$1,760,766.73	\$0.00	\$1,760,766.73
Dolton Public Library District	\$1,111,491.52				\$1,111,491.52	\$0.00	\$1,111,491.52
Downers Grove Public Library		\$5,378,934.10			\$5,378,934.10	\$0.00	\$5,378,934.10
Eisenhower Public Library District	\$4,358,781.13				\$4,358,781.13	(\$667,147.00)	\$3,691,634.13
Elmwood Park Public Library	\$1,607,840.41				\$1,607,840.41	\$0.00	\$1,607,840.41
Evergreen Park Public Library	\$1,175,161.59				\$1,175,161.59	\$0.00	\$1,175,161.59
Flossmoor Public Library	\$1,319,488.10				\$1,319,488.10	\$0.00	\$1,319,488.10
Forest Park Public Library	\$1,839,037.81				\$1,839,037.81	\$0.00	\$1,839,037.81
Frankfort Public Library District	\$22,647.27			\$2,362,528.30	\$2,385,175.57	\$0.00	\$2,385,175.57
Franklin Park Public Library District	\$1,848,137.20				\$1,848,137.20	\$0.00	\$1,848,137.20
Geneva Public Library District			\$6,621,022.03		\$6,621,022.03	(\$1,603,882.88)	\$5,017,139.15
Glen Ellyn Public Library		\$4,669,993.11			\$4,669,993.11	(\$504,182.00)	\$4,165,811.11
Glenside Public Library District		\$3,750,230.10			\$3,750,230.10	(\$368,157.52)	\$3,382,072.58
Glenwood-Lynwood Public Library District	\$1,423,356.59				\$1,423,356.59	(\$458,412.50)	\$964,944.09
Grande Prairie Public Library District	\$1,473,236.36				\$1,473,236.36	\$0.00	\$1,473,236.36



## Chart 2: Public Library County Tax Payments

Library Name	Cook County Treasurer Tax Year 2018	DuPage County Treasurer Tax Year 2018	Kane County Treasurer Tax Year 2018	Will County County Treasurer Tax Year 2018	Total Tax Revenue Issued 2018	Bond Amount (Removed)	Public Library Tax Revenue Total 2018
Green Hills Public Library District	\$2,561,630.45				\$2,561,630.45	(\$355,000.00)	\$2,206,630.45
Harvey Public Library District	\$848,310.35				\$848,310.35	\$0.00	\$848,310.35
Hillside Public Library	\$1,252,411.54				\$1,252,411.54	\$0.00	\$1,252,411.54
Hinsdale Public Library	\$385,959.47	\$2,679,323.66			\$3,065,283.13	(\$223,312.00)	\$2,841,971.13
Hodgkins Public Library District	\$578,312.29				\$578,312.29	\$0.00	\$578,312.29
Homewood Public Library District	\$2,329,095.76				\$2,329,095.76	(\$141,395.00)	\$2,187,700.76
Indian Prairie Public Library District	\$223,035.61	\$ 3,379,077.13			\$3,602,112.74	\$0.00	\$3,602,112.74
Itasca Community Library		\$2,472,699.88			\$2,472,699.88	(\$945,039.00)	\$1,527,660.88
Justice Public Library District	\$314,510.31				\$314,510.31	\$0.00	\$314,510.31
Kaneville Public Library District			\$84,262.76		\$84,262.76	\$0.00	\$84,262.76
La Grange Public Library	\$3,024,431.34				\$3,024,431.34	(\$626,450.00)	\$2,397,981.34
LaGrange Park Public Library District	\$1,853,738.69				\$1,853,738.69	(\$12,738.00)	\$1,841,000.69
Lansing Public Library	\$2,454,202.92				\$2,454,202.92	(\$185,900.00)	\$2,268,302.92
Lyons Public Library	\$689,566.48				\$689,566.48	(\$15,000.00)	\$674,566.48
Markham Public Library	\$773,180.28				\$773,180.28	(\$267,218.75)	\$505,961.53
Matteson Area Public Library District	\$2,379,118.59				\$2,379,118.59	\$0.00	\$2,379,118.59
Maywood Public Library District	\$1,265,706.77				\$1,265,706.77	\$0.00	\$1,265,706.77
McCook Public Library District	\$578,273.25				\$578,273.25	(\$161,217.50)	\$417,055.75
Melrose Park Public Library	\$938,080.61				\$938,080.61	\$0.00	\$938,080.61
Messenger Public Library of North Aurora			\$1,786,052.05		\$1,786,052.05	\$0.00	\$1,786,052.05
Midlothian Public Library	\$1,436,320.71				\$1,436,320.71	\$0.00	\$1,436,320.71
Nancy L. McConathy Public Library District	\$307,065.54			\$92.71	\$307,158.25	(\$54,772.44)	\$252,385.81
North Riverside Public Library District	\$1,007,242.03				\$1,007,242.03	\$0.00	\$1,007,242.03
Northlake Public Library District	\$2,529,887.72				\$2,529,887.72	(\$643,100.00)	\$1,886,787.72
Oak Brook Public Library		\$941,675.00			\$941,675.00	\$0.00	\$941,675.00
Oak Lawn Public Library	\$5,756,513.97				\$5,756,513.97	(\$330,275.00)	\$5,426,238.97
Oak Park Public Library	\$9,956,538.98				\$9,956,538.98	(\$1,069,345.03)	\$8,887,193.95
Palos Heights Public Library	\$1,249,213.91				\$1,249,213.91	\$0.00	\$1,249,213.91
Palos Park Public Library	\$466,284.00				\$466,284.00	\$0.00	\$466,284.00
Park Forest Public Library	\$1,543,409.14			\$345,503.26	\$1,888,912.40	\$0.00	\$1,888,912.40
Prairie Trails Public Library District	\$1,884,559.68				\$1,884,559.68	\$0.00	\$1,884,559.68
Richton Park Public Library District	\$1,346,525.57				\$1,346,525.57	(\$422,187.50)	\$924,338.07
River Forest Public Library	\$1,271,263.21				\$1,271,263.21	\$0.00	\$1,271,263.21
River Grove Public Library District	\$434,884.62				\$434,884.62	\$0.00	\$434,884.62
Riverdale Public Library District	\$485,232.90				\$485,232.90	\$0.00	\$485,232.90
Riverside Public Library	\$1,105,118.85				\$1,105,118.85	\$0.00	\$1,105,118.85
Roselle Public Library District		\$1,837,492.46			\$1,837,492.46	\$0.00	\$1,837,492.46

Chart 2: Public Library County Tax Payments

Library Name	Cook County Treasurer Tax Year 2018	DuPage County Treasurer Tax Year 2018	Kane County Treasurer Tax Year 2018	Will County County Treasurer Tax Year 2018	Total Tax Revenue Issued 2018	Bond Amount (Removed)	Public Library Tax Revenue Total 2018
St Charles Public Library District		\$577,238.54	\$7,405,162.19		\$7,982,400.73	\$0.00	<b>\$7,982,400.73</b>
Schiller Park Public Library	\$1,039,225.86				\$1,039,225.86	\$0.00	<b>\$1,039,225.86</b>
South Holland Public Library	\$2,086,400.80				\$2,086,400.80	\$0.00	<b>\$2,086,400.80</b>
Steger-South Chicago Heights Public Library District	\$284,362.57			\$133,875.28	\$418,237.85	(\$17,647.32)	<b>\$400,590.53</b>
Stickney-Forest View Public Library District	\$1,221,904.19				\$1,221,904.19	(\$141,550.00)	<b>\$1,080,354.19</b>
Sugar Grove Public Library District			\$1,384,960.93		\$1,384,960.93	(\$743,300.00)	<b>\$641,660.93</b>
Summit Public Library District	\$854,099.73				\$854,099.73	(\$499,913.50)	<b>\$354,186.23</b>
Thomas Ford Memorial Library	\$1,698,635.85				\$1,698,635.85	(\$268,147.00)	<b>\$1,430,488.85</b>
Thornton Public Library	\$146,321.51				\$146,321.51	\$0.00	<b>\$146,321.51</b>
Tinley Park Public Library	\$4,461,139.34			\$1,213,401.34	\$5,674,540.68	(\$533,600.00)	<b>\$5,140,940.68</b>
Town and Country Public Library District			\$1,317,303.53		\$1,317,303.53	\$0.00	<b>\$1,317,303.53</b>
University Park Public Library District	\$9,313.32			\$554,547.46	\$563,860.78	\$0.00	<b>\$563,860.78</b>
Villa Park Public Library		\$3,001,457.04			\$3,001,457.04	(\$847,450.00)	<b>\$2,154,007.04</b>
Warrenville Public Library District		\$1,898,505.40			\$1,898,505.40	(\$167,511.50)	<b>\$1,730,993.90</b>
West Chicago Public Library District		\$2,233,045.39			\$2,233,045.39	\$0.00	<b>\$2,233,045.39</b>
Westchester Public Library	\$1,275,629.27				\$1,275,629.27	\$0.00	<b>\$1,275,629.27</b>
Westmont Public Library		\$1,929,551.58			\$1,929,551.58	\$0.00	<b>\$1,929,551.58</b>
William Leonard Public Library District	\$239,163.87				\$239,163.87	\$0.00	<b>\$239,163.87</b>
Wood Dale Public Library District		\$2,453,302.70			\$2,453,302.70	\$0.00	<b>\$2,453,302.70</b>
Woodridge Public Library		\$3,528,171.40		\$257,972.34	\$3,786,143.74	\$0.00	<b>\$3,786,143.74</b>
Worth Public Library District	\$789,247.05				\$789,247.05	\$0.00	<b>\$789,247.05</b>



### Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY22 Fee Formula (2018)	Schedule Submitted?	Bond?	County	End of Bond Date
Acorn Public Library District	\$ 60,825	Yes	Yes	Cook	12/1/2029
Alsip-Merrionette Park Public Library District	\$ 585,000	Yes	Yes	Cook	12/15/2020
Batavia Public Library District	\$ 715,575	Yes	Yes	Kane	12/31/2018
Bedford Park Public Library District	\$ -		No		
Beecher Community Library District	\$ -		No		
Bellwood Public Library	\$ -		No	Cook	
Bensenville Community Public Library District	\$ -		No		
Berkeley Public Library	\$ -		No	Cook	
Berwyn Public Library	\$ -		No	Cook	
Bloomington Public Library	\$ -		No		
Blue Island Public Library	\$ -		Unknown	Unknown	
Bridgeview Public Library	\$ 258,463	Yes	Yes	Cook	12/1/2027
Broadview Public Library District	\$ 268,305	Yes	Yes	Cook	12/31/2033
Brookfield Public Library	\$ -		No		
Calumet City Public Library	\$ 100,000	Yes	Yes	Cook	
Calumet Park Public Library	\$ -		Unknown	Unknown	
Carol Stream Public Library	\$ 234,461	Yes	Yes		
Chicago Heights Public Library	\$ -		No		
Chicago Ridge Public Library	\$ -		No		
Cicero Public Library	\$ -		No	Cook	
Clarendon Hills Public Library	\$ -		No		
Crestwood Public Library District	\$ -		No		
Crete Public Library District	\$ -		No		
Dolton Public Library District	\$ -		No		
Downers Grove Public Library	\$ -	Yes	Yes	DuPage	1/31/2017
Eisenhower Public Library District	\$ 667,147	Yes	Yes	Cook	6/15/2027
Elmwood Park Public Library	\$ -		No		
Evergreen Park Public Library	\$ -		No		
Flossmoor Public Library	\$ -		No		

### Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY22 Fee Formula (2018)	Schedule Submitted?	Bond?	County	End of Bond Date
Forest Park Public Library	\$ -		No		
Frankfort Public Library District	\$ -		No		
Franklin Park Public Library District	\$ -		No		
Geneva Public Library District	\$ 1,603,883	Yes	Yes	Kane	12/31/2037
Glen Ellyn Public Library	\$ 504,182	Yes	Yes	DuPage	
Glenside Public Library District	\$ 368,158	Yes	Yes		
Glenwood-Lynwood Public Library District	\$ 458,413	yes	Yes	Cook	12/1/2030
Grande Prairie Public Library District	\$ -		No		
Green Hills Public Library District	\$ 355,000				
Harvey Public Library District	\$ -		Unknown	Unknown	
Hillside Public Library	\$ -		No		
Hinsdale Public Library	\$ 223,312	Yes	Unknown	Unknown	
Hodgkins Public Library District	\$ -		No		
Homewood Public Library District	\$ 141,395	Yes	Yes	Cook	4/1/2020
Indian Prairie Public Library District	\$ -		No		
Itasca Community Library	\$ 945,039	Yes	Yes	DuPage	12/31/2023
Justice Public Library District	\$ -		No		
Kaneville Public Library District	\$ -		Unknown	Unknown	
La Grange Public Library	\$ 626,450	Yes	Yes	Cook	12/1/2024
LaGrange Park Public Library District	\$ 12,738	yes	Yes	Cook	12/16/2023
Lansing Public Library	\$ 185,900	Yes	Yes	Unknown	
Lyons Public Library	\$ 15,000	Yes	Yes	Cook	
Markham Public Library	\$ 267,219	Yes	Yes	Cook	1/1/2025
Matteson Area Public Library District	\$ -		No		
Maywood Public Library District	\$ -		No		
McCook Public Library District	\$ 161,218	No	Yes	Cook	12/15/2022
Melrose Park Public Library	\$ -		No	Cook	
Messenger Public Library of North Aurora	\$ -		No	Kane	
Midlothian Public Library	\$ -		No		

### Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY22 Fee Formula (2018)	Schedule Submitted?	Bond?	County	End of Bond Date
Nancy L. McConathy Public Library District	\$ 54,772		No		
North Riverside Public Library District	\$ -		No		
Northlake Public Library District	\$ 643,100	No	Yes	Cook	12/31/2024
Oak Brook Public Library	\$ -		Unknown	Unknown	
Oak Lawn Public Library	\$ 330,275	Yes	Yes	Cook	12/31/2021
Oak Park Public Library	\$ 1,069,345	Yes	Yes	Cook	3/30/2021
Palos Heights Public Library	\$ -		No		
Palos Park Public Library	\$ -		No		
Park Forest Public Library	\$ -		No		
Prairie Trails Public Library District	\$ -		No		
Richton Park Public Library District	\$ 422,188	Yes	Yes	Cook	6/30/2033
River Forest Public Library	\$ -		No		
River Grove Public Library District	\$ -		No	Cook	
Riverdale Public Library District	\$ -		No	Cook	
Riverside Public Library	\$ -		No	Cook	
Roselle Public Library District	\$ -				
St Charles Public Library District	\$ -		No	Kane	#N/A
Schiller Park Public Library	\$ -		Unknown	Unknown	
South Holland Public Library	\$ -		No		
Steger-South Chicago Heights Public Library District	\$ 17,647	Yes	Yes	Cook Will	7/20/2021
Stickney-Forest View Public Library District	\$ 141,550		Yes		
Sugar Grove Public Library District	\$ 743,300		Unknown	Unknown	
Summit Public Library District	\$ 499,914	Yes	Yes	Unknown	
Thomas Ford Memorial Library	\$ 268,147		No		
Thornton Public Library	\$ -		No		
Tinley Park Public Library	\$ 533,600	Yes	Yes	Cook Will	12/22/2022
Town and Country Public Library District	\$ -		Unknown	Unknown	
University Park Public Library District	\$ -		No		
Villa Park Public Library	\$ 847,450	Yes	Yes	DuPage	12/31/2036

### Chart 3: Public Library Bond Amounts Reported

Public Library	Bond Amt for FY22 Fee	Schedule Submitted?	Bond?	County	End of Bond Date
	Formula (2018)				
Warrenville Public Library District	\$ 167,512	Yes		DuPage	12/1/2029
West Chicago Public Library District	\$ -		No		
Westchester Public Library	\$ -		No		
Westmont Public Library	\$ -		No	DuPage	
William Leonard Public Library District	\$ -		No	Cook	
Wood Dale Public Library District	\$ -		No	DuPage	
Woodridge Public Library	\$ -		No		
Worth Public Library District	\$ -		No		

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2015	Annual Debt Service 2016	Annual Debt Service 2017	Annual Debt Service 2018
Acorn Public Library District	\$ 61,605.00	\$ 61,380.00	\$ 61,120.00	\$ 60,825.00
Alsip-Merrionette Park Public Library District	\$ 585,325.00	\$ 588,075.00	\$ 585,450.00	\$ 585,000.00
Batavia Public Library District	\$ 708,500.00	\$ 726,975.00	\$ 721,500.00	\$ 715,575.00
Bedford Park Public Library District				
Beecher Community Library District				
Bellwood Public Library				
Bensenville Community Public Library District				
Berkeley Public Library				
Berwyn Public Library				
Bloomington Public Library				
Blue Island Public Library				
Bridgeview Public Library	\$ 254,062.50	\$ 259,112.50	\$ 258,462.50	\$ 258,462.50
Broadview Public Library District		\$ 222,702.50	\$ 271,905.00	\$ 268,305.00
Brookfield Public Library				
Calumet City Public Library	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00	\$ 100,000.00
Calumet Park Public Library				
Carol Stream Public Library				\$ 234,461.00
Chicago Heights Public Library				
Chicago Ridge Public Library				
Cicero Public Library				
Clarendon Hills Public Library				
Crestwood Public Library District				
Crete Public Library District				
Dolton Public Library District				
Downers Grove Public Library	\$ 614,076.00	\$ 623,487.00	\$ 617,829.00	
Eisenhower Public Library District	\$ 773,805.00	\$ 748,505.00	\$ 665,899.33	\$ 667,147.00
Elmwood Park Public Library				
Evergreen Park Public Library				
Flossmoor Public Library				

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2015	Annual Debt Service 2016	Annual Debt Service 2017	Annual Debt Service 2018
Forest Park Public Library				
Frankfort Public Library District				
Franklin Park Public Library District				
Geneva Public Library District			\$ 317,985.00	\$ 1,603,882.88
Glen Ellyn Public Library	\$ 510,328.00	\$ 508,108.00	\$ 503,982.00	\$ 504,182.00
Glenside Public Library District	\$ 363,715.02	\$ 365,615.02	\$ 367,115.02	\$ 368,157.52
Glenwood-Lynwood Public Library District	\$ 454,912.50	\$ 454,512.50	\$ 454,012.50	\$ 458,412.50
Grande Prairie Public Library District				
Green Hills Public Library District	\$ 335,000.00	\$ 335,000.00	\$ 350,000.00	\$ 355,000.00
Harvey Public Library District				
Hillside Public Library				
Hinsdale Public Library	\$ 199,582.00	\$ 209,712.00	\$ 216,612.00	\$ 223,312.00
Hodgkins Public Library District				
Homewood Public Library District	\$ 142,625.00	\$ 139,025.00	\$ 140,350.00	\$ 141,395.00
Indian Prairie Public Library District				
Itasca Community Library	\$ 206,476.00	\$ 205,738.00	\$ 204,787.00	\$ 945,039.00
Justice Public Library District				
Kaneville Public Library District				
La Grange Public Library	\$ 627,850.00	\$ 627,550.00	\$ 622,050.00	\$ 626,450.00
LaGrange Park Public Library District				\$ 12,738.00
Lansing Public Library	\$ 191,425.00	\$ 191,787.50	\$ 186,625.00	\$ 185,900.00
Lyons Public Library	\$ 10,000.00	\$ 10,000.00	\$ 15,000.00	\$ 15,000.00
Markham Public Library	\$ 252,575.00	\$ 257,718.75	\$ 262,600.00	\$ 267,218.75
Matteson Area Public Library District				
Maywood Public Library District				
McCook Public Library District	\$ 164,250.00	\$ 160,290.00	\$ 161,030.00	\$ 161,217.50
Melrose Park Public Library				
Messenger Public Library of North Aurora				
Midlothian Public Library				

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2015	Annual Debt Service 2016	Annual Debt Service 2017	Annual Debt Service 2018
Nancy L. McConathy Public Library District		\$ 55,543.54	\$ 54,772.44	\$ 54,772.44
North Riverside Public Library District				
Northlake Public Library District	\$ 692,619.00	\$ 845,269.00	\$ 633,600.00	\$ 643,100.00
Oak Brook Public Library				
Oak Lawn Public Library	\$ 326,150.00	\$ 329,400.00	\$ 327,400.00	\$ 330,275.00
Oak Park Public Library	\$ 3,067,594.00	\$ 2,594,238.00	\$ 1,088,804.00	\$ 1,069,345.03
Palos Heights Public Library				
Palos Park Public Library				
Park Forest Public Library				
Prairie Trails Public Library District				
Richton Park Public Library District	\$ 423,187.50	\$ 423,087.50	\$ 422,587.50	\$ 422,187.50
River Forest Public Library				
River Grove Public Library District				
Riverdale Public Library District				
Riverside Public Library				
Roselle Public Library District				
St Charles Public Library District				
Schiller Park Public Library				
South Holland Public Library				
Steger-South Chicago Heights Public Library District		\$ 8,823.66	\$ 17,647.32	\$ 17,647.32
Stickney-Forest View Public Library District			\$ 142,583.33	\$ 141,550.00
Sugar Grove Public Library District	\$ 678,550.00	\$ 702,950.00	\$ 721,150.00	\$ 743,300.00
Summit Public Library District		\$ 548,985.23	\$ 492,790.00	\$ 499,913.50
Thomas Ford Memorial Library				\$ 268,147.00
Thornton Public Library				
Tinley Park Public Library	\$ 517,400.00	\$ 522,200.00	\$ 531,000.00	\$ 533,600.00
Town and Country Public Library District				
University Park Public Library District				
Villa Park Public Library			\$ 835,241.94	\$ 847,450.00

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2015	Annual Debt Service 2016	Annual Debt Service 2017	Annual Debt Service 2018
Warrenville Public Library District			\$22,636.25	\$167,511.50
West Chicago Public Library District				
Westchester Public Library				
Westmont Public Library				
William Leonard Public Library District				
Wood Dale Public Library District				
Woodridge Public Library				
Worth Public Library District				



### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2019	Annual Debt Service 2020	Annual Debt Service 2021
Acorn Public Library District	\$ 61,495.00	\$ 61,095.00	\$ 60,660.00
Alsip-Merrionette Park Public Library District	\$ 589,100.00	\$ 587,600.00	
Batavia Public Library District	\$ 726,150.00		
Bedford Park Public Library District			
Beecher Community Library District			
Bellwood Public Library			
Bensenville Community Public Library District			
Berkeley Public Library			
Berwyn Public Library			
Bloomington Public Library			
Blue Island Public Library			
Bridgeview Public Library	\$ 257,450.00	\$ 259,850.00	\$ 256,850.00
Broadview Public Library District	\$ 269,705.00	\$ 271,005.00	\$ 266,630.00
Brookfield Public Library			
Calumet City Public Library	\$ 100,000.00		
Calumet Park Public Library			
Carol Stream Public Library	\$ 234,461.00	\$ 234,461.00	\$ 234,461.00
Chicago Heights Public Library			
Chicago Ridge Public Library			
Cicero Public Library			
Clarendon Hills Public Library			
Crestwood Public Library District			
Crete Public Library District			
Dolton Public Library District			
Downers Grove Public Library			
Eisenhower Public Library District	\$ 667,187.00	\$ 668,571.00	\$ 670,311.00
Elmwood Park Public Library			
Evergreen Park Public Library			
Flossmoor Public Library			

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2019	Annual Debt Service 2020	Annual Debt Service 2021
Forest Park Public Library			
Frankfort Public Library District			
Franklin Park Public Library District			
Geneva Public Library District	\$ 1,537,071.26	\$ 1,562,196.26	\$ 1,565,271.26
Glen Ellyn Public Library	\$ 497,562.00		
Glenside Public Library District	\$ 368,625.02	\$ 368,682.52	\$ 368,140.02
Glenwood-Lynwood Public Library District	\$ 452,612.50	\$ 453,912.50	\$ 454,912.50
Grande Prairie Public Library District			
Green Hills Public Library District	\$ 365,000.00	\$ 370,000.00	\$ 380,000.00
Harvey Public Library District			
Hillside Public Library			
Hinsdale Public Library	\$ 229,812.00	\$ 241,112.00	\$ 247,112.00
Hodgkins Public Library District			
Homewood Public Library District	\$ 142,053.75	\$ 137,396.25	
Indian Prairie Public Library District			
Itasca Community Library			
Justice Public Library District			
Kaneville Public Library District			
La Grange Public Library	\$ 625,550.00	\$ 629,450.00	\$ 623,050.00
LaGrange Park Public Library District	\$ 148,600.00	\$ 149,775.00	\$ 155,725.00
Lansing Public Library	\$ 184,500.00	\$ 187,800.00	\$ 185,900.00
Lyons Public Library	\$ 15,000.00	\$ 15,000.00	\$ 15,000.00
Markham Public Library	\$ 93,150.00	\$ 93,150.00	\$ 93,150.00
Matteson Area Public Library District			
Maywood Public Library District			
McCook Public Library District	\$ 161,017.50	\$ 165,415.00	\$ 164,035.00
Melrose Park Public Library			
Messenger Public Library of North Aurora			
Midlothian Public Library	\$ 212,609.69	\$ 209,708.50	\$ 212,069.50

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2019	Annual Debt Service 2020	Annual Debt Service 2021
Nancy L. McConathy Public Library District	\$ 54,772.44	\$ 527,467.40	
North Riverside Public Library District			
Northlake Public Library District	\$ 647,200.00	\$ 689,000.00	\$ 691,750.00
Oak Brook Public Library			
Oak Lawn Public Library	\$ 327,900.00	\$ 328,900.00	\$ 329,600.00
Oak Park Public Library	\$ 1,075,733.95	\$ 1,070,807.08	
Palos Heights Public Library			
Palos Park Public Library			
Park Forest Public Library			
Prairie Trails Public Library District			
Richton Park Public Library District	\$ 422,187.50	\$ 421,000.00	\$ 419,000.00
River Forest Public Library			
River Grove Public Library District			
Riverdale Public Library District			
Riverside Public Library			
Roselle Public Library District			
St Charles Public Library District			
Schiller Park Public Library			
South Holland Public Library			
Steger-South Chicago Heights Public Library District	\$ 17,647.32	\$ 17,647.32	\$ 116,200.68
Stickney-Forest View Public Library District	\$ 139,250.00	\$ 141,950.00	\$ 139,550.00
Sugar Grove Public Library District	\$ 764,250.00	\$ 789,000.00	\$ 812,400.00
Summit Public Library District	\$ 506,771.50	\$ 508,364.00	\$ 539,779.50
Thomas Ford Memorial Library	\$ 245,800.00	\$ 243,800.00	\$ 241,600.00
Thornton Public Library			
Tinley Park Public Library	\$ 535,200.00	\$ 510,800.00	\$ 536,400.00
Town and Country Public Library District			
University Park Public Library District			
Villa Park Public Library	\$ 838,250.00	\$ 831,850.00	\$ 840,050.00

### Chart 3: Public Library Bond Amounts Reported

Public Library	Annual Debt Service 2019	Annual Debt Service 2020	Annual Debt Service 2021
Warrenville Public Library District	\$169,874.75	\$167,188.25	\$169,452.00
West Chicago Public Library District			
Westchester Public Library			
Westmont Public Library			
William Leonard Public Library District			
Wood Dale Public Library District			
Woodridge Public Library			
Worth Public Library District			

## Chart 4: Academic, School, Special Library Fees

### Academic Libraries

- 1) Student Population (IBHE Profile), rounded to nearest 1,000 \* 2 [2018 data reported]
- 2) Title Count rounded to nearest 1,000 / 3

	Population	Item Count	Pop Fee	Item/Title Fee	FY22 Total
<b>National University of Health Sciences</b>	365	28,618	\$ 2,000	\$ 9,667	\$ 11,667
<b>Prairie State College</b>	3,765	46,264	\$ 8,000	\$ 15,333	\$ 23,333

### School Libraries

- 1) Student Population (Illinois Report Card), rounded to nearest 1000 \* 5 [2018-2019 Report Card data]
- 2) Building Location/Branch Fee \$2,500 per building

	Population	Buildings	Pop Fee	Building Fee	FY22 Total
<b>Bensenville School District #2</b>	2,218	3	\$ 10,000	\$ 7,500	\$ 17,500

### Special Libraries

- 1) Title Fee (Tier 1 <10,000 \$7,500; Tier 2 <40,000 \$10,000; Tier 3 > 40,000 \$12,500)
- 2) Building Location/Branch Fee \$2,500 per building

	Buildings	Title Count	Building Fee	Title Fee	FY22 Total
<b>Morton Arboretum</b>	1	23,534	\$ 2,500	\$ 10,000	\$ 12,500
<b>The Theosophical Society in America</b>	1	29,044	\$ 2,500	\$ 10,000	\$ 12,500



## SWAN Administrators' & Directors' Quarterly Meeting

March 4, 2021

10:00 a.m. – 12:00 p.m.

Online Meeting (details below)

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

### Agenda

1. Call to Order and Welcome
2. Public Comment
3. Introduction of New Library Directors
4. Action Item – Approval of the December 5, 2020 Quarterly Meeting Minutes
5. Discussion Item – SWAN FY22 budget, membership fees, reserves
6. Information Item – 2021 SWAN Board Election Process
7. Information Item—Aspen Discovery pilot update
8. Announcements and Questions
9. Next meetings

### Meeting Information

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

[Insert GoToMeeting information here]

# Financial Internal Controls

Last updated July 28, 2020

Proposed revisions February 19, 2021

SWAN internal financial controls are practiced to provide checks and balances in approvals for payment and expenditures.

## Individuals & Positions

This document refers to the following individuals or positions.

### SWAN Staff

- Aaron Skog, Executive Director
- Dawne Tortorella, Assistant Director
- Ginny Blake, Office Manager

### Lauterbach & Amen, LLP

- Wes Levy, Director
- Kyle Nichol, Accountant

## Expenses/Accounts Payable

### Signers

SWAN signers, by title are the SWAN Executive Director, Board President, Board Vice-President, Board Treasurer, and Board Secretary.

- Two signatures are required for all checks
- One signature must be from a board signer whether live or facsimile

### Signature stamp

1. SWAN uses one facsimile signature (signature stamp) for the Board Treasurer
2. This signature stamp is only used to countersign checks for utility bills and facility rent when a live signature is not possible; however, the SWAN Board may authorize the stamp use for emergency purposes through an official Board resolution
3. The stamp is locked in a cabinet that is only able to be accessed by the SWAN Executive Director
4. Every time that the signature stamp is used, a copy of the vendor invoice and payment approval are emailed to the SWAN Treasurer for his or her review and email approval prior to the signature stamp being used
5. This email approval is saved, and a copy is attached to the check documentation for filing

**Commented [AS1]:** We now have the ability to utilize Bill Pay within our banking system. No board or Executive Director signatures are required. The Bill Pay does generate a check which is mailed from the bank.

**Commented [AS2]:** I propose we use the Hinsdale Bank Bill Pay service for only utility bills and facility rent. See the "Access" section below for the revised language.

## Banking

SWAN has two bank accounts: Hinsdale Bank operating account and Hinsdale Bank money market account.

- All SWAN receivables deposit to the operating account lockbox
- The money market account has no activity, but is interest bearing
- Both accounts are insured through the MaxSafe program which provides \$250,000 of insurance per banking institution (FDIC coverage) with 15 participating charters for \$3.75 million maximum insurance coverage without additional collateral
- The one Wisconsin-located Wintrust chartered institution is excluded from the list of depositors, lowering the maximum coverage to \$3.50 million

## Access

1. Hinsdale Bank online access is available to the SWAN Executive Director, SWAN Assistant Director, SWAN Office Manager, and RAILS Staff Accountant Sharon Swanson
2. Aaron Skog is the administrator of the accounts
3. SWAN Executive Director's and SWAN Office Manager's login is used to review statements online and monitor activity
4. Each user has a personalized secure token sign-on for extra security
5. SWAN Office Manager Ginny Blake's login is able to initiate internal transfers and ACH transactions
6. All ACH transfers must be approved by another user with approval authority, namely the Executive Director Aaron Skog, or, in his absence, the SWAN Assistant Director Dawne Tortorella
7. Bill Pay within Hinsdale Bank online access is only used to generate checks sent from Hinsdale Bank for utility bills and facility rent, and must be approved by another user with approval authority, namely Executive Director Aaron Skog, or, in his absence, the SWAN Assistant Director Dawne Tortorella

## Positive Pay

SWAN utilizes Positive Pay which is a Hinsdale Bank service where all checks issued are uploaded to the bank and any checks which are not on the list are not accepted or cashed.

## Process

1. All invoices are reviewed by the SWAN Executive Director or his designee
2. Formal payment approval is created by the SWAN Office Manager
3. SWAN Executive Director reviews and signs approvals



4. SWAN Office Manager prepares the accounting software accounts payable
5. All blank checks are locked in a secure drawer at SWAN headquarters
6. SWAN checks are blank stock provided by Lauterbach & Amen
7. Check number sequencing is printed through the Accounting Creative Solutions (ACS) accounting system
8. SWAN Office Manager cuts the checks
9. Cut checks are delivered to the SWAN Executive Director, who reviews them, signs the checks where appropriate, and locks them up until ready for an additional SWAN Board signature
10. SWAN Board policy requires two signatures
11. Signed checks are returned to SWAN Office Manager for mailing, or, in her absence, they are mailed by the SWAN Executive Director
12. Hinsdale Bank Positive Pay on the operating account is managed by the SWAN Office Manager and exceptions/alerts to Positive Pay are reviewed and approved/denied by the SWAN Executive Director or the Office Manager

#### **Payroll Overview**

##### **Finance**

1. Paylocity automatically withdraws the payroll each period from the Hinsdale Bank operating account per the reports submitted to Paylocity by the SWAN Office Manager or the SWAN Executive Director
2. The amounts are reconciled against the payroll reports by the SWAN Office Manager Ginny Blake

##### **Human Resources**

1. Positions are benchmarked for salary by an independent organization with the amount based upon similar positions in the industry via a fair market survey analysis
2. Once a decision has been made on a new hire, Assistant Director and Executive Director determine salary within that benchmarked range based upon experience and education level of the applicant
3. New hires are given an offer letter signed by the Executive Director, which they must then sign to accept the terms of the position
4. This signed letter is kept in a confidential employee file, with a backup file in a confidential access location in the shared drive
5. Payroll is issued every 2 weeks--typically processed on Monday and paid on Friday (exceptions include holidays), and all employees are currently paid via direct deposit
6. Hourly employees are paid by timecard, which are reviewed by their managers

7. Both employee and manager sign off on timecard via email with an excel document that is signed electronically and the manager giving an email approval
8. Office Manager prepares the payroll through the payroll software provided by Paylocity

#### **ICMA-RC**

SWAN retirement benefits are provided through ICMA-RC.

1. Each payroll the SWAN Executive Director or SWAN Office Manager will process the contribution to ICMA-RC using a password protected account
2. The reports from the ICMA-RC payroll contribution are used by the Office Manager to create an ACH transfer from the Hinsdale Bank operating account
3. A template is used to ensure that the transfer will go to ICMA-RC's bank
4. All ACH transfers must be approved by a second user with approval authority, namely the SWAN Executive Director, or, in his absence, the SWAN Assistant Director

#### **Other automatic withdrawals/payments**

1. The SWAN credit card is paid, when possible, with a recurring payment from the Hinsdale operating account
2. Two member libraries pay their fees via ACH directly into SWAN's operating account and then email a copy of the remittance advice to SWAN Office Manager

#### **Credit Card**

Four credit cards exist. One of which is in the SWAN Executive Director's name and retained by them, another is in the SWAN Assistant Director's name and retained by them, another is in the SWAN Office Manager's name and retained by them and another is in the SWAN IT Manager's name and retained by them.

1. Payment approval is made if possible, prior to the cards being used
2. In some instances, such as ordering food, the approval is made after the fact
3. Payment to Wintrust is made with an electronic fund transfer (EFT) automatically, when possible
4. Credit card statements arrive monthly, which are reviewed by the SWAN Office Manager and reconciled with expense receipts
5. Expenses are matched up with charges on the statement and a written approval is signed by the SWAN Executive Director
6. At least one SWAN Board Officer reviews Wintrust credit card statements and approvals/receipts at the Board Meetings (these are not included in the online board packet for security reasons)

#### **Reciprocal borrowing and ILL loss AR and AP**

1. The SWAN Office Manager generates RB and ILL Loss invoices and accounts payable per the information provided by the SWAN Resource Sharing Consultant, Helen Pinder
2. All billings and payables are reviewed by SWAN Assistant Director
3. The summary spreadsheet is then reviewed and approved with a signed payment approval by the SWAN Executive Director

**Journal entries**

All monthly journal entries are entered and posted by Lauterbach & Amen. Lauterbach & Amen then provides the SWAN Executive Director Aaron Skog and Office Manager Ginny Blake a copy of all entries for sign off / approval.

**Fixed assets**

Capital Assets are assets with an initial, individual cost in excess of \$5,000 and an estimated useful life in excess of one year. Capital assets are depreciated using a straight-line method over their estimated useful lives. All additions and deletions of fixed assets are communicated from the SWAN Executive Director or a SWAN manager who has responsibility for the assets in question to the Lauterbach & Amen accountant who records the deletions in the accounting system.

**Bank reconciliations**

Bank reconciliations are performed on a monthly basis, within the accounting system by the SWAN Office Manager. These reconciliations are then attached to the bank statement and given to Lauterbach & Amen who reviews them against the system and supporting documentation.

**Closing/Reporting**

Monthly financial reports are generated and sent by Lauterbach & Amen to the SWAN Executive Director, SWAN Assistant Executive Director, and SWAN Office Manager. When these reports are sent, the month in question is essentially "closed" to additional entries, with the exception of entries that are the result of the year-end audit. The books are closed on an annual basis following the completion of the year-end audit.

**Revenue/Accounts Receivable**

The SWAN Office Manager generates all member fee invoices per the information provided by the SWAN Executive Director, with the exception of RB and ILL Loss invoices which are generated by the SWAN Resource Sharing Consultant, Helen Pinder. Member fees are determined by the Board and are approved by the membership at the quarterly meeting. A list of fees by library is posted on the SWAN Support website.

**Process**

1. All SWAN invoices/billings are reviewed by SWAN Executive Director prior to being posted in the accounting system
2. All SWAN invoices/billings name the Hinsdale Bank lockbox, so all checks received are deposited through the lockbox

3. Any checks sent to Quail Ridge by mistake are forwarded to the lockbox by the SWAN Office Manager
4. SWAN Office Manager pulls copies of all checks received from the lockbox through the online access
5. SWAN Office Manager enters all deposits for SWAN into the accounting system

SWAN Executive Director reviews all deposits after they are posted.

# Research Interviews-Curbside & Beyond Library Services during a Pandemic

Prepared by Crystal Vela, February 2021

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## Summary

To learn about the way libraries are serving their communities, SWAN staff virtually interviewed four SWAN libraries.

SWAN identified the following as key points on how libraries are providing services to their communities:

- Providing curbside has created an opportunity for and revealed the necessity of cross-departmental coverage.
- Curbside has been a catalyst for new programs.
- Many will continue with curbside in some format after they are open to the public.
- Physical layout of the library buildings plays an extremely significant role in how curbside services are offered.
- Layout of buildings coupled with technology barriers limited the Curbside Communicator transactions.

## Methods

UX Consultant Crystal Vela reached out to four SWAN libraries and asked them to participate in interviews on curbside and pandemic services. Each library was selected based on their size and varying curbside models. Through support SWAN noticed added challenges large libraries face in offering these services.

## Polling

SWAN polled libraries in the fireside chat on December 12<sup>th</sup>, 2020 on how libraries were offering curbside services. There were 76 attendees at this fireside which was held virtually through GoToWebinar.

- Curbside/in-lobby pickup is being offered (Yes 98%).
- Checking out to patrons as soon as holds immediately versus waiting until the patron comes to pick up materials is split (51% waiting for patron arrival), and (46% trapping immediately).
- Do libraries rely on hold notices to let patrons know to pick up items? (Yes 80%).
- Is curbside going to be offered post pandemic (Yes 76%).

## Interviews

Crystal Vela, UX Consultant, moderated the interviews. The interview participants had access to the interview questions prior to the interview. The interviews were done remotely with GoToMeeting software and lasted an hour each. All interviews were scheduled for the first week of January 2021.

## Interview Participants

The participants were promised anonymity, so they will be referred to by LIB followed by a numeric value instead of their names.

Library	Library size*	Curbside Communicator	Open or Closed to Public
LIB01	Large	No	No
LIB02	Large	Yes	No
LIB03	Large	Yes	No
LIB04	Medium	No	Yes

\*Library size was determined on collection size.

LIB01: Is the manager of Circulation Services at a large library where they not only coordinate Circulation staff but also schedule all library staff to work curbside shifts.

LIB02: Is the head of Library Services at a large library where they have staff broken into two separate teams providing curbside services.

LIB03: Is the Circulation Services Manager at a large library where they lead a team in providing curbside services without any changes to library hours.

LIB04: Is the Head of Circulation and Technical Services at a medium size library that is also open to the public simultaneously while providing curbside.

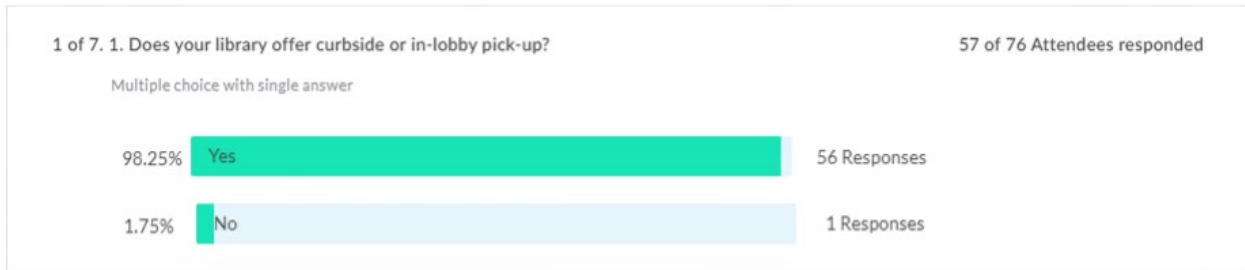
## Findings & Recommendations

Polls from a recent Fireside Chat provided an initial insight on how libraries are offering Curbside. These poll questions were a guidepost when creating the interview questions.

### 1. Physical space is essential to Curbside success

Interviewed libraries mentioned their physical layout as either something that lent itself well to providing curbside or as an obstacle that needed to be considered when working out the logistics. When libraries were polled initially, SWAN was gauging if libraries were even offering this service.

Overwhelmingly, 98% of participating libraries responded that they were indeed offering curbside services. This question led to asking the interviewees how they have set up curbside and how that looks on an average day.



LIB01 is a large library with extremely limited parking. Based on the configuration of their building they have set up relay staff outside who walk up to the parked car and gather the patron's name. They then relay the information through walkie talkies to one of the 4 stations with computers where runners are stationed. One of these stations is designated for walkups. Runners gather materials and check them out at their specific station, email the patron a receipt, and take the materials out to the trunk of the car. If a patron is not comfortable with that, staff will leave items on the curb in a bin and the patron will retrieve them.



LIB02 is a large size library with ample parking. They designated 5 spots for curbside and have signage for patrons.



If a patron is walking, they can ring the doorbell and that bell is hooked up to the library phone system. Their work room has a view of these spots so staff can easily see when there is someone there to pick up items. The patron will call or use Curbside Communicator. Staff will pull items from the hold shelf, check them out, email the receipt, put the hold wrapper on a brown paper bag, write the parking space number, add pamphlets, and then take them to the car.

LIB03 is a large library with 3 designated curbside spots in their parking lot. Patrons will pull up and follow the signage to text the library through Curbside Communicator, identifying the parking spot they occupy. Staff will then put the already checked out items in a bag and take them to the car that is in the designated spot.



LIB04 is a medium size library. In addition to offering curbside services, are open to the public during this time. Each of 2 designated parking spots is marked with a numbered chair. The patron calls the library and states their name, library card number, and their parking space number. After obtaining the patron information, staff pulls the items and checks them out to the patron, bags the items, and places them on the chair in front of the space the patron indicated.



#### Recommendation 1

Create a space on the forums for libraries to share their physical set up and signage designs when offering curbside.

#### 2. The Curbside Communicator tool usage is split

The use of the Curbside Communicator tool is used by half of the interviewed libraries. While the tool is appreciated by all, the decision to use the tool was based on space and general layouts of the libraries.

LIB01: While initially Curbside Communicator appeared appealing, they wanted to follow their service model of having the least amount of “touch points” as possible. When a patron pulls into the curbside spots, they have direct sightline to staff and the lack of interaction caused confusion with patrons, so the library decided to have relay positions outside and communicate with the patrons face-to-face.

LIB02: While they do use the Curbside Communicator for some of their transactions, they are finding that patrons mainly call the library to let them know that they have arrived. Since the workroom overlooks the parking spots, they are immediately aware when a patron has arrived.



LIB03: They have used Curbside Communicator for the bulk of their curbside transactions. Some less tech savvy patrons prefer to call the library to let someone know that they are there. They have not received complaints about using the Curbside Communicator tool. The challenge is mostly for staff to sit and be patient and wait for that text to come in. They appreciate that the Curbside Communicator information was added to email receipts.

LIB04: They are not using Curbside Communicator; rather, they have affixed a banner to their building displaying the library phone number.

## Recommendations 2

Our recommendation would be to continue to investigate curbside communication tools with the understanding that this technology is a small part of this service.

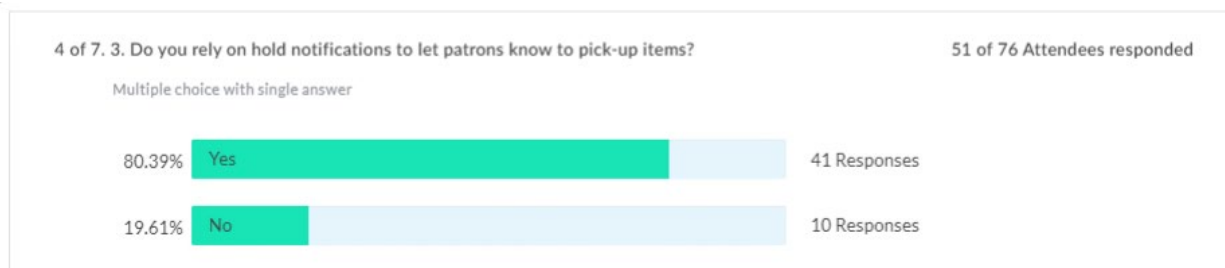
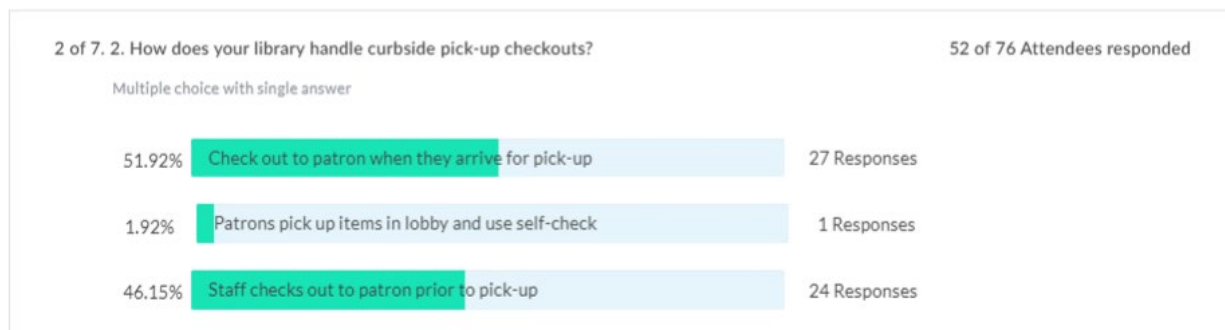
### 3. Considering factors when determining how to process materials

There are many factors when considering how to process materials. Libraries are taking the following into consideration when creating internal workflows:

- Is the library open or closed
- Physical space and limitations of the library and parking
- Library policy

Procedure 1: Check out materials to patrons upon the patron arrival. When a hold becomes available, the patron will then receive a hold notification that their holds are ready for pick up. Poll results show 51% of libraries are following this procedure, and 80% of libraries are waiting for patrons to receive hold notifications.

Procedure 2: Check out materials when the hold is available and email patron a checkout receipt, which serves as a notice for them to come and pick up their materials. Another possible procedure is to check out materials immediately, and in the poll 46% said they are using that method.



Out of the 4 libraries that were interviewed 3 of them were using Procedure 1, while one library preferred using Procedure 2.

LIB01 processes items throughout the day, so they have chosen to check out materials when the patron arrives at their library. They rely on the SWAN hold notices that run once a day to notify the patrons that they have holds to pick up. Procedure 1 was like the pre-COVID process which fit into their guiding principles of how they can keep things simple with the least amount of touch points.

LIB02 also uses Procedure 1. They allow the SWAN-generated notices to inform the patron of their hold. They felt strongly that it is not in the patron's best interest to checkout materials on their behalf even if they put those items on hold. They received a patron complaint about an item being checked out on their account when they had not yet picked it up from another library.

LIB03 is the only library that checks out the materials as soon as they became available for the patron. They gather all holds for patrons that have come in through bins or hold lists and check them out to the patron at once. Staff will then email the patron their checkout receipt, so the patron is notified if that they have materials ready for pick up. If there is no email in the patron record, they will call the patron and print the receipt for them.

LIB04 uses Procedure 2 because they are also open and do not want to assume that a patron wants curbside for every transaction. They process holds normally and let the SWAN generated hold notices notify the patron.

### Recommendations 3

SWAN will provide documentation on each procedure and the benefits of each. It would also be beneficial to see if there are changes in a libraries procedure when they open to the public.

## 4. Hold Reports processing accomplished with teamwork

The On-Shelf Items with Holds report, more commonly referred to as the Pick or Pull List, is generally the sole responsibility of the Circulation Department. Each library reported that other departments have pitched in and have assisted with gathering items from the Pick List.

LIB01 noted that the library staff has really come together and offered their assistance. Not only does everyone cover a curbside shift, but each department is also responsible for pulling items that are on the Pick List. This large library had to limit the maximum hold threshold due to volume of holds. With this limit in place, their Pick List generally contains about 800 items. The Circulation Department copies the report from WorkFlows into Excel and then sorts it based on floor and call number. Due to the manipulation of the report that is required, the participant stated, "This is my least favorite report". Clerks from the respective areas are the ones that pull the items and process the holds. Once a hold is trapped it is brought down and placed on the hold shelf.

LIB02 states that the Pull List is the highest priority in the morning, and it is done by the library pages. A Library Services Clerk sorts the report by location, prints the report, and hands it off to the page on duty. Pages then pull the items and bring them back to the Library Services Department. The Library Services Department then processes the holds. All of this is done before 2PM when the notices are run.

LIB03 the Circulation Department pulls the report from Workflows and manipulates the report in Word. They sort it by library department, and staff in each of those departments will pull the items. The Circulation Department then checks out the materials to the patron and sets them on a designated table.

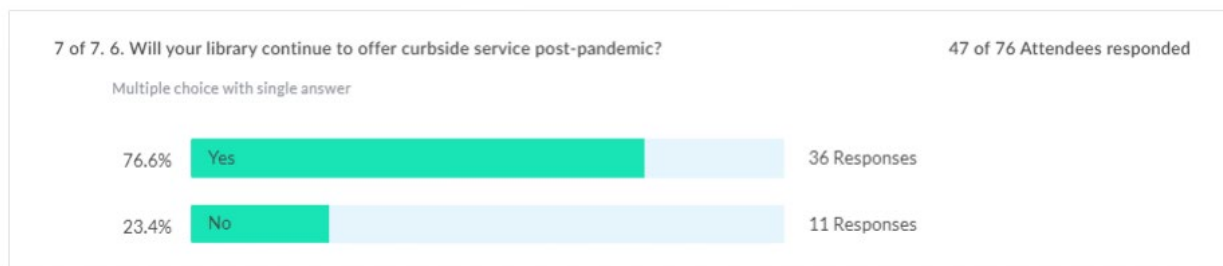
LIB04 The Circulation Department handles pulling the items on the Pick List. They do not manipulate the report at all because "When I have tried to export the list in the past, it jumbles the information that appears to be in columns in a way that is unusable and cannot be manipulated easily".

#### Recommendations 4

SWAN will investigate the existing documentation and make additions and edits to make sorting by location clearer.

### 5. Curbside & new services are here to stay

Each library has decided that curbside and some of the programs that were created during the pandemic will continue to be supported. The poll indicated that 76% of libraries would continue to offer curbside services in some capacity.



LIB01 has decided that they will continue to offer curbside; however, the layout will change, and they are purchasing lockers to bridge the gap in service that this curbside experience has brought to light. They will also continue to offer virtual programming and their Online Book-An-Expert assistance program as well as curbside printing.

#### Available Services Upon Reopening

- Browsing for books, movies, audiobooks/playaways, CDs, magazines, puzzles, and kids room resource kits
- Walk-through one-hour visits
- 45-minute computer appointments
- Copiers and Scanners
- Curbside Pickup and in-library hold pickup
- Reference and readers advisory (also available via online chat and telephone)
- Wireless printing and Curbside Pickup printing
- Virtual Programming
- Wifi access (available in the parking lot, too!)
- The Cupboard
- Online Book-An-Expert assistance

LIB02 is the only library interviewed that is still currently closed to public. They currently offer curbside printing, laptop and hotspot checkouts, curbside library card applications, and virtual programs. Once they open, they will continue providing curbside and home delivery services.

LIB03 will continue offering curbside along with a few new services like their Take & Make Kits that have been highly successful. They also are offering 3-D printing and Kid Book Bundles



### Curbside Pickup & More

### Kids Book Bundles

Let our Children's librarians pick out books for you! Fill out the [Kid Book Bundle request form](#) with your child's interests and age and we'll contact you when the items are ready to be picked up.

LIB04 was already open and continuing with curbside services along with remote printing and online patron registration.



#### What items can I get?

Books, audiobooks, magazines, DVDs, Blu-rays, CDs, video games, Chromebook Laptops, WiFi hotspots, and any other material that is owned by   Library. You can also pickup [Remote Print Jobs](#).

Items from other libraries are also available for you to place holds and checkout through Curbside Pickup. Please note that at this time not all SWAN libraries are sending out material.

#### Recommendations 5

Further investigation is needed to see if there are areas where SWAN can offer support with technology for virtual programming and highlighting virtual programs in the catalog.

### Lessons Learned

Each participant was asked about their failures, successes, and any advice they would offer to other libraries.

LIB01 would tell libraries to investigate walkie talkies, which they feel were integral to a smooth curbside experience for both patrons and staff. Also “don’t be afraid to reduce the number of holds”; this step was instrumental for this library to have a manageable Pick List.

LIB02 recommended checking out materials when the patron is present. Having a dedicated person running the materials out to the car that is not working the desk is also vital to a smooth curbside transaction. “If you can keep things the same, that helps the patron maintain normalcy”.

LIB03 said that libraries should try to make things as simple as possible for the patrons and try not to confuse them. Also, try to make the flow easy for your staff and let your physical space inform how you best serve your patrons. Due to the space and set up of their building they made the decision to check items out to patrons right away so staff would not have to run back and forth and outside for a curbside transaction. “Ask how your building can help you”. They did not change library hours, so patrons had one less adjustment to make.

LIB04 said “don’t overthink everything”. They said a good foundation is key; however, one can get lost in all the “what ifs”, many of which may not happen. “We have been navigating and altering things quickly all year, so these ‘what ifs’ will be easier to navigate if they come to fruition than trying to plan for everything”.

## Next steps

SWAN will use the recommendations created based off the findings to do the following:

- Provide opportunities to libraries to share marketing tools.
- Re-examine documentation to ensure it is clear and concise, including tips on sorting and printing.
- Investigate other Curbside Communication tools.
- Investigate areas on how to help libraries highlight virtual programs with the catalog.

## Appendix

### Introduction

I wanted to meet with you all today to see the processes that SWAN libraries are using to offer curbside and other services. While this interview will be recorded all shared findings will be anonymous. I am the only person who will have access to the recording and will be using it solely for note taking. I will take out your names and libraries and use a numbering system, so feel free to speak freely.

### Questions and Talking Points

1. Give me a rundown of what a typical curbside interaction is at your library?
  - a. What do you use to communicate with your patrons when they are there?
  - b. Are you checking materials out right away or are you waiting and letting the notices run?
2. When do you process your On Shelf Items with Holds list?
  - a. Do you print those reports out or do you use a device to pull?
    - i. If printing what extent of manipulation to the report do you have to do?
    - ii. Who pulls the items?
3. How have you advertised pickup options to your patrons? Do you have any links?
4. What has been the most difficult aspect of curbside for your patrons and staff?
5. Has offering curbside been a catalyst to any new services? If so, what are they?
6. When all this is over, is curbside something that you are going to keep offering?
7. If a library were looking into offering curbside what advice would you give them to help their transition?
8. Can you tell me about a **success** story and a **failed** attempt at curbside or any other new service?
9. Depending on the number of cases in your service area what are the library plans to increase/decrease services?
  - a. In making these plans have you conferred with other libraries/colleagues or SWAN?
10. How do you staff these special services? Have you developed training and documentation to support your staff in learning how to support these services?
11. What else do I need to know?
12. Who else should I talk to?

### Closing

If you think of something later, please feel free to contact me. In the coming months I will write a report of my findings and will share with all of you if you are interested.