SWAN BOARD MEETING AGENDA

March 19, 2021 9:30 a.m.
Online Meeting
Per Illinois Public Act 101-0640, this meeting will be held by remote attendance
https://www.gotomeet.me/SWANBoard
You can also dial in using your phone.
United States: +1 (571) 317-3122
Access Code: 327-092-957

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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 March 19, 2021 SWAN Board Meeting Agenda

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

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

   a. Balance sheet and detail of expenditures for February 2021
   b. Approval of the payment of bills for February 1, 2021 through February 28, 2021 in the
      amount of $46,056.66

   RESOLVED, THAT THE SWAN BOARD APPROVES THE PAYMENT OF BILLS FOR FEBRUARY 1
   THROUGH FEBRUARY 28, 2021 AND ACCEPTS THE BALANCE SHEET AND DETAIL OF
   EXPENDITURES FOR FEBRUARY 2021

5. Action Item – Acceptance of the February 19, 2021 SWAN Board Meeting Minutes (Exhibit pgs. 10-13)

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

6. Reports
    a. Board President Report
    b. Executive Director Report (Exhibit pgs. 14-18)
    c. Operations Report (Exhibit pgs. 19-34)
    d. Treasurer Report
    e. Board Calendar (Exhibit pgs. 35-36)

7. Action Item – Ratify fiscal year 2022 budget vote (Exhibit pgs. 37-38)

    RESOLVED, THAT THE SWAN BOARD APPROVES THE FISCAL YEAR 2022 BUDGET FOR
    JULY 1, 2021 THROUGH JUNE 30, 2022 AS VOTED ON BY THE SWAN FULL MEMBER
    LIBRARIES ON MARCH 12, 2021

8. Action Item – Approve ByWater agreement for 3-year support of Aspen Discovery (Exhibit pgs. 39-43)

    RESOLVED, THAT THE SWAN BOARD APPROVES THE AGREEMENT WITH BYWATER SOLUTIONS
    FOR APRIL 1, 2021 THROUGH MARCH 30, 2024.

9. Action Item – Approve financial auditor for FY21 and FY22   (Exhibit pg. 44)

10. Adjournment

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

SWAN Board Member	Library	Office	Term Expires
Ted Bodewes	Thomas Ford Memorial Library	President	July 1, 2023
Jennifer Cottrill	Midlothian Public Library		July 1, 2023
Stacy Wittmann	Eisenhower Public Library District	Vice President	July 1, 2021
Julie Milavec	Downers Grove Public Library	Secretary	July 1, 2021
Dawn Bussey	Glen Ellyn Public Library	Treasurer	July 1, 2022
Jesse Blazek	Palos Heights Public Library		July 1, 2022
Jane Jenkins	Green Hills Public Library District		July 1, 2022

SWAN Library Services
Balance Sheet
As of February 28, 2021

	Balance End of Month
ASSETS	
Cash and Cash Equivalents	
Hinsdale Bank - Operating - 2176	$ 901,019.00
Hinsdale Bank - MM - 5010	1,411,984.51
Propay Funds	$ 42.86
Total Cash and Cash Equivalents	$ 2,313,046.37
Current Assets	
Accounts Receivable	25,273.62
REINT Receivable	-
Other Receivables	10,781.50
Deposits	23,467.08
Prepaid Expenses	84,369.81
Spares Inventory	1,732.50
Total Current Assets	$ 145,624.51
Capital Assets, net	
Building and Improvements	6,895.00
Equipment	36,500.50
Computers	324,383.36
Accumulated Depreciation	(342,977.33)
Total Capital Assets, net	$ 24,801.53
Total Assets	$ 2,483,472.41
LIABILITIES	
Current Liabilities	
Accrued Liabilities	$ 19,909.99
Deferred Revenue	1,819.50
Deferred Revenue - MAGIC Fee Supplement Grant	139,549.75
Accrued Payroll	31,748.60
GTL Payable	(76.56)
Compensated Absences	101,725.72
Lease Payable	46,247.39
Total Current Liabilities	$ 340,924.39
Long Term Liabilities	
Total Liabilities	$ 340,924.39
FUND BALANCE	
Beginning Net Assets	
Unrestricted	2,060,444.23
Total Beginning Net Assets	2,060,444.23
Current YTD Net Income	82,103.79
Total Fund Balance	2,142,548.02
Total Liabilities and Fund Balances	$ 2,483,472.41

Statement of Revenue and Expenses Summary
For the 8 Months Ended February 28, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4000 - Membership Fees	$234,437.11	$1,988,477.12	$2,851,863.00	$ 863,385.88	69.73%
4100 - Membership Reimbursements	34,831.80	313,469.29	435,394.00	121,924.71	72.00%
4200 - Reimbursement for Losses	11,764.14	30,958.48	900.00	(30,058.48)	3,439.83%
4300 - Grant Revenue	163,432.83	444,441.83	623,518.00	179,076.17	71.28%
4400 - Registration & Event Receipts	-	-	7,600.00	7,600.00	0.00%
4500 - Investment & Interest	62.30	880.46	37,000.00	36,119.54	2.38%
4600 - Reserve Fund Transfer	-	30,637.00	62,379.00	31,742.00	49.11%
Total Revenue	444,528.18	2,808,864.18	4,018,654.00	1,209,789.82	69.90%
Expenses					
5000 - Salaries & Wages	104,155.14	902,125.03	1,546,800.00	644,674.97	58.32%
5020 - Personnel Benefits	33,989.43	289,398.18	516,200.00	226,801.82	56.06%
5100 - Building & Grounds	10,338.77	94,181.82	123,304.00	29,122.18	76.38%
5200 - Professional Development	667.24	10,292.54	24,800.00	14,507.46	41.50%
5300 - Membership Development	-	3,422.24	9,400.00	5,977.76	36.41%
5400 - Information & Technology Services	52,749.07	884,038.45	1,133,700.00	249,661.55	77.98%
5500 - General Office	513.41	1,252.22	5,300.00	4,047.78	23.63%
5600 - Hardware & Equipment	208.65	9,685.59	81,700.00	72,014.41	11.86%
5700 - Insurance	867.33	15,616.96	9,200.00	(6,416.96)	169.75%
5800 - Contractual Services	4,612.52	51,956.96	139,210.00	87,253.04	37.32%
5900 - Library Materials & Content	(208.56)	461,639.64	425,000.00	(36,639.64)	108.62%
6000 - Interest & Fees	411.63	3,150.76	4,040.00	889.24	77.99%
Total Expenses	208,304.63	2,726,760.39	4,018,654.00	1,291,893.61	67.85%
Excess Revenues less Expenses	$ 236,223.55	$ 82,103.79	$ 0.00	$ (82,103.79)	

Statement of Revenue and Expenses
For the 8 Months Ended February 28, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
Revenue					
4010 - SWAN Full Membership Fees	$ 234,437.11	$ 1,988,477.12	$ 2,851,863.00	$ 863,385.88	69.73%
4110 - Member One-Time Project Receipts	515.50	515.50	14,000.00	13,484.50	3.68%
4190 - Member Group Purchase Receipts	34,316.30	312,953.79	421,394.00	108,440.21	74.27%
4220 - Reimbursement Losses for Resource Sharing	11,764.14	30,958.48	0.00	(30,958.48)	0.00%
4230 - Collection Agency Fees	0.00	0.00	900.00	900.00	0.00%
4310 - RAILS Support to SWAN	140,504.50	421,513.50	562,018.00	140,504.50	75.00%
4320 - Other Grant Revenue	22,928.33	22,928.33	61,500.00	38,571.67	37.28%
4499 - Annual Conference Receipts	0.00	0.00	7,600.00	7,600.00	0.00%
4510 - Interest Income	62.30	880.46	37,000.00	36,119.54	2.38%
4600 - Reserve Fund Transfer	0.00	30,637.00	62,379.00	31,742.00	49.11%
Total Revenue	444,528.18	2,808,864.18	4,018,654.00	1,209,789.82	69.90%
Expenses					
5000 - Salaries & Wages	104,155.14	902,125.03	1,546,800.00	644,674.97	58.32%
5021 - FICA Expense	7,552.04	54,959.67	118,400.00	63,440.33	46.42%
5022 - State Unemployment Insurance	0.00	8,930.00	0.00	(8,930.00)	0.00%
5023 - Worker's Compensation	298.92	6,374.83	3,000.00	(3,374.83)	212.49%
5024 - Retirement Benefits	9,807.09	76,535.80	140,900.00	64,364.20	54.32%
5025 - Health, Dental, Life And Disability Insurance	16,331.38	142,487.88	246,300.00	103,812.12	57.85%
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	9,430.01	82,962.97	105,904.00	22,941.03	78.34%
5120 - Utilities	445.01	5,709.88	6,400.00	690.12	89.22%
5130 - Property Insurance	138.75	2,749.97	1,500.00	(1,249.97)	183.33%
5140 - Repairs & Maintenance	177.00	354.00	1,300.00	946.00	27.23%
5150 - Custodial Service & Supplies	325.00	2,405.00	8,100.00	5,695.00	29.69%
5190 - Other Building Maintenance	(177.00)	0.00	100.00	100.00	0.00%
5210 - Conference Travel	0.00	0.00	11,000.00	11,000.00	0.00%
5220 - Staff Meetings	144.24	144.24	600.00	455.76	24.04%
5230 - Staff Professional Development	523.00	5,702.00	5,400.00	(302.00)	105.59%
5240 - Professional Association Membership Dues	0.00	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	0.00	3,425.30	4,500.00	1,074.70	76.12%
5310 - Travel Reimbursement	0.00	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	3,635.13	38,358.81	42,000.00	3,641.19	91.33%
5420 - Application Software Licensing	545.73	13,566.90	18,400.00	4,833.10	73.73%
5430 - Server Software Licensing	0.00	779.03	13,900.00	13,120.97	5.60%
5440 - Library Services Platform	42,991.41	733,689.72	927,200.00	193,510.28	79.13%
5450 - Data Management Services	0.00	11,800.60	27,500.00	15,699.40	42.91%
5460 - Information Subscription Service	1,465.91	67,625.28	74,600.00	6,974.72	90.65%
5470 - Subscription Support Services	656.52	2,048.66	10,100.00	8,051.34	20.28%
5480 - Telecommunications	2,520.22	14,585.30	19,400.00	4,814.70	75.18%
5490 - Group Purchases - Services	934.15	1,584.15	600.00	(984.15)	264.03%
5510 - Office Supplies	387.31	955.53	4,000.00	3,044.47	23.89%
5520 - Postage	126.10	296.69	900.00	603.31	32.97%
5599 - Annual Conference Supplies	0.00	0.00	400.00	400.00	0.00%
5610 - Equipment Rental/Maintenance	208.65	2,006.30	3,700.00	1,693.70	54.22%
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 8 Months Ended February 28, 2021

	Month-to-Date Actual	Year-to-Date Actual	Annual Budget	Remaining Budget	% Collected Expended
5700 - Insurance	867.33	15,616.96	9,200.00	(6,416.96)	169.75%
5810 - Legal	0.00	848.00	5,000.00	4,152.00	16.96%
5820 - Accounting	2,010.00	19,726.43	20,610.00	883.57	95.71%
5830 - Consulting	86.67	943.36	5,000.00	4,056.64	18.87%
5840 - Payroll Service Fees	435.85	2,282.50	3,900.00	1,617.50	58.53%
5850 - Contractual Agreements	0.00	12,275.00	56,500.00	44,225.00	21.73%
5860 - Notification & Collection	2,080.00	15,631.67	35,300.00	19,668.33	44.28%
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	851.33	34,959.84	0.00	(34,959.84)	0.00%
5930 - Electronic Resources	(1,059.89)	0.00	0.00	0.00	0.00%
5990 - Group Purchases - Content	0.00	421,678.31	420,000.00	(1,678.31)	100.40%
6010 - Bank Fees	411.63	3,147.66	3,700.00	552.34	85.07%
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%
Total Expenses	208,304.63	2,726,760.39	4,018,654.00	1,291,893.61	67.85%
Excess Revenues less Expenses	$ 236,223.55	$ 82,103.79	$ 0.00	$ (82,103.79)	

SWAN Library Services
Check Register
All Bank Accounts
February 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Vendor Checks						
Franklin Park Public Library District				8112	02/28/21	(208.56)
5920	Reimburse for Resource Sharing	Franklin Park Public Library District - To Void Ck 8112	-208.56			
Comcast				8245	02/18/21	1,260.00
5480	Telecommunications	Comcast 2/15-3/14 Invoice # 45452	1,260.00			
LIMRiCC				8246	02/18/21	20,999.66
5025	Health, Dental, Life And Disability Insurance	Feb.	20,999.66			
Nicor Gas				8247	02/18/21	196.99
5120	Utilities	Nicor Gas 1/15- 2/15 Acct # 57-44-18-6411 3	196.99			
Reliance Standard Life Insurance Co.				8248	02/18/21	878.66
5025	Health, Dental, Life And Disability Insurance	LTD, STD March	878.66			
SirsiDynix, Inc.				8249	02/18/21	1,500.00
5440	Library Services Platform	Invoice # INV06061	1,500.00			
SirsiDynix, Inc.				8250	02/18/21	66,423.33
5850	Contractual Agreements	Invoice # INV05822 - Warrenville	22,928.33			
5850	Contractual Agreements	Invoice # INV05822 - Roselle	20,824.00			
5850	Contractual Agreements	Invoice # INV05823 - Glenside	22,671.00			
SirsiDynix, Inc.				8250	02/18/21	(66,423.33)
5850	Contractual Agreements	Invoice # INV05822 - Warrenville (VOID)	-22,928.33			
5850	Contractual Agreements	Invoice # INV05822 - Roselle (VOID)	-20,824.00			
5850	Contractual Agreements	Invoice # INV05822 - Glenside (VOID)	-22,671.00			
Unique Integrated Communications, Inc.				8251	02/18/21	2,080.00
5860	Notification & Collection	Unique Integrated Communications, Inc.	1,040.00			
5860	Notification & Collection	Curbside Communicator Invoice #-598937	1,040.00			

SWAN Library Services
Check Register
All Bank Accounts
February 2021

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
Wellness Insurance Network-WIN				8252	02/18/21	171.00
5025	Health, Dental, Life And Disability Insurance	Life Insurance - Feb.	171.00			
First Bankcard				50062	02/17/21	6,948.53
5470	Subscription Support Services	LOGMEIN	113.99			
5470	Subscription Support Services	Sendgrid	289.00			
5470	Subscription Support Services	ZOOM.US	149.90			
5470	Subscription Support Services	LOGMEIN	103.63			
5480	Telecommunications	Microsoft Skype	288.00			
5480	Telecommunications	Grasshopper	47.22			
5490	Group Purchases - Services	Envisionware	934.15			
5510	Office Supplies	Office Depot - fax charges	3.00			
5510	Office Supplies	SWAN Holiday Party - supplies, gift cards, food	384.31			
5520	Postage	USPS - postage	16.10			
5520	Postage	USPS - postage	110.00			
5610	Equipment Rental/Maintenance	Genesis Monthly copier fee	80.30			
5220	Staff Meetings	Lunch for SWAN staff holiday	144.24			
5230	Staff Professional Development	ER&L conference - Steven	199.00			
5230	Staff Professional Development	COSUGI -Aaron	100.00			
5230	Staff Professional Development	HR Source webinar - GB	25.00			
5230	Staff Professional Development	ER&L conference for Robin	199.00			
5410	Infrastructure Licensing	Microsoft azure PF Sense	172.77			
5410	Infrastructure Licensing	Microsoft azure support	100.00			
5410	Infrastructure Licensing	Microsoft pay as you go	3,268.28			
5410	Infrastructure Licensing	Microsoft azure basic	24.00			
5410	Infrastructure Licensing	Microsoft azure premium	18.00			
5420	Application Software Licensing	Techsmith, Snagit	149.18			
5420	Application Software Licensing	Mailchimp Monthly	38.24			
5420	Application Software Licensing	Techsmith snagit	-8.78			
The Hartford, Inc.				50063	02/01/21	89.00
5700	Insurance	Final audit & endorsement fee	89.00			
Genesis Technologies, Inc.				50064	02/19/21	128.35
5610	Equipment Rental/Maintenance	Monthly charge for copier lease	128.35			

Payee/Account #	Account Description	Description	Amount	Check Number	Check Date	Check Amount
ComEd				50065	02/25/21	248.02
5120	Utilities	1/20/21-2/18/21	248.02			
T.A. Systems Inc.				50066	02/26/21	325.00
5150	Custodial Service & Supplies	January service Invoice # 48514	325.00			
Lauterbach & Amen, LLP				50067	02/26/21	2,010.00
5820	Accounting	Nov. 2020 Inv.50809	1,005.00			
5820	Accounting	Invoice # 52724	1,005.00			
Quail Ridge Drive Investors, LLC				50068	02/26/21	9,430.01
5110	Rent/Lease	March 2021	9,430.01			
					Check List Total	46,056.66

SWAN Board Meeting Minutes

February 19, 2021
Online Meeting
Per Illinois Public Act 101-0640
Meeting recording

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

   President Bodewes called the meeting to order at 9:32 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

2. **Introduction of Visitors/Public Comment**

   No public comment

3. **Action Item**

   Acceptance of the February 19, 2021 SWAN Board Meeting Agenda

   Wittmann moved, seconded by Cottrill that it be

   > RESOLVED, THAT THE SWAN BOARD APPROVED THE FEBRUARY 19, 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. **Action Item**

   Approval of the SWAN Financials, January 2021

   Wittmann moved, seconded by Cottrill that it be

   > RESOLVED, THAT THE SWAN BOARD APPROVES PAYMENT OF BILLS FOR JANUARY 1, 2021 THRU JANUARY 31,2021 AND ACCEPTS THE BALANCE SHEETS AND DETAIL OF EXPENDITURES FOR JANUARY 2021 AS PRESENTED

   Motion carried by roll call vote with the following results:

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

5.   Action Item

Acceptance of the January 22,2021 Board Meeting Minutes

Wittmann moved, seconded by Cottrill that it be

> RESOLVED, THAT THE SWAN BOARD ACCEPTS THE JANUARY 22, 2021 SWAN BOARD MEETING 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 February 9, 2021 SWAN Committee of the Whole Meeting Minutes

Wittmann moved, seconded by Cottrill that it be

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

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

7.   Action Item

Approve SWAN Fund Transfers from Operating to M/M Account

Wittmann moved, seconded by Cottrill that is be

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

Discussion: Per Skog's written Executive Director report, this transfer reverses the same amount into SWAN checking account in July 2020.

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

8. Reports

a.   Board President Report
Board elections are coming up with two seats vacating, of which are officer seats.

b.   Executive Directory Report
Skog gave an update on SWAN activities: SWAN user agreement, the SWAN FY22 budget – with a few changes to review. The Aspen Discovery contract is ready to go

with an update to be given at the March Quarterly. Skog completed the New Director Orientation. A SWAN Com went out on the EBSCO opt-out.

    c.   <u>Operations Report</u>
Tortorella gave an update on Kitkeeper, Reciprocal Borrowing Limit Changes, RAILS update on quarantine time of materials. HOLDS remain steady. Scott Brandwein and his team have gone through a massive cleanup. Skog gave an update on the IT projects currently going on. Tortorella explained the Web Service Outage. Tara Wood will give an update on the Aspen project at the March Quarterly. The research on curbside pickup during the pandemic was very impressive.

    d.   <u>Treasurer Report</u>
None

    e.   <u>Board Calendar</u>
We have an outstanding item. Bylaws will be put on hold for now.

9. <u>Action Item</u>
Approve Library Use Policy

A few changes to the wording will be completed by Skog.

Wittmann moved, seconded by Cottrill that it be

RESOLVED, THAT THE SWAN BOARD APPROVED THE LIBRARY USE POLICY

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

10. <u>Discussion Item</u> – EBSCO group-purchase year-2 renewal
Skog discussed the voting and results.

11. <u>Discussion Item</u> – SWAN Fiscal Year 2022 Budget
Skog went over the FY22 budget. An electronic ballot will be used for approval.

12. <u>Discussion Item</u> – March 4, 2021 SWAN Quarterly Meeting Agenda
The SWAN Use Policy will be added to the Agenda.

13. <u>Information Item</u> – Updated SWAN Internal Controls
Bill Pay will be added and will post updated Internal Controls on the SWAN support site.

14. <u>Adjournment</u>
The Board Meeting adjourned at 10:47 a.m.

Wittmann moved, seconded by Cottrill that is be

Motion carried by roll call vote with the following results:

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

Minutes Prepared by Ginny Blake

Respectfully Submitted,

_____

Julie Milavec

Board Secretary

SWAN Executive Director Report

March 19, 2021

Update on Activities

Budget Approval

The electronic ballot (eBallot) results for the FY22 budget approval is included in the SWAN Board packet. The vote concluded Friday, March 12 at midnight with final participation at 70 votes out of 100 possible cast; 69 yes votes, 1 abstain, 0 no votes, and 30 absent. I sent 2 SWANcom emails about the voting process, and a SWAN e-newsletter with a reminder midweek during the final week of voting.

Here is a summary of the eBallot features with MyDirectVote:

- Upload a CSV list of current library directors/administrators exported from L2 with name, email, and library agency information
- Customize the first email from MyDirectVote, and the final, reminder email to those voters
- MyDirectVote processes and sends the emails, alerts you if the email sending process encounters any issues, and tracks any bounced emails
- Vendor support for those voters who reported not receiving either emails from MyDirectVote
- SWAN staff could not view the passcodes, it was solely up to the voter to contact MyDirectVote to obtain the passcode

To my knowledge, only one library director never received the emails sent by MyDirectVote. They contacted MyDirectVote per instruction and was able to communicate with the vendor support via email (oddly enough) and was able to vote.

Here is a comparison of the in-person voting versus the electronic vote with two weeks' time to participate.

Budget Approval Vote	FY21	FY22
Yes	41	69
No	0	0
Abstain	0	1
Total	41	70
Possible	97	100
Absent	56	30
Percentage Participation	42%	70%
Gain		28%

Matteson Trustee Presentation

I presented at the board meeting on March 9th via Zoom an overview of SWAN and its services.

SWAN Intern

SWAN User Experience Manager approached Dominican University for internship opportunities at SWAN. We were accepted and now have an undergraduate student from the [Informatics program](). We specifically aimed for students in the Capstone Experience course (INF 480).

The expectations of the internship are the following:

The student will participate in user experience research activities that will support the SWAN Aspen Pilot. Aspen is a library discovery platform that provides access to library resources, account management features such as fines payments and checkouts management, and reader's advisory features to help patrons find new resources. The Aspen Pilot will run from December 2020 through April 2021, and during this time, seven libraries will use the Aspen discovery platform as a beta catalog to run alongside their primary catalog platform. Between January 22nd, 2021 and May 6th, 2021, SWAN expects 6-10 hours of work per week from the student, including the following meetings and research activities:

- *Recruitment for usability testing*
- *Usability testing script*
- *Usability testing notes*
- *Affinity diagram*
- *Usability testing report*
- *Usage analysis report*
- *Survey data analysis*

Board Considerations

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 software components need to be developed within Aspen, and these are prioritized by SWAN UX and the pilot libraries. I recommend SWAN should move forward with a full agreement at this stage. Our plan is to run Enterprise and Aspen catalogs concurrently for the next year and by March 2022 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 at this month's 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. There will be a SWAN membership update held online for Wednesday, April 14th at 11 a.m. which SWAN Board members should register for within SWAN's GoToMeeting platform: https://librarylearning.org/event/2021-04-14/aspen-update

Financial Auditor Recommendation
Please refer to the memo dated March 19, 2021 for the recommendation on a financial auditor for SWAN.

Monthly Financial Report

This month would be 66% 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.

SWAN FY21	Year-to-date
Total Revenue	$2,808,864.18
Total Expenses	$2,726,760.39
Over / (Under)	$82,103.79

Accounts Receivable Update:
4010 - SWAN Full Membership Fees: the third quarter invoices were sent out in January. We are at 69% for this line and need to get to 75% revenue for the period. This past month, Ginny has contacted the libraries with outstanding membership fee invoices. The final fourth quarter invoices will go out next month, April.

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 third payment to SWAN was received in January, so this line is now precisely at 75%.

4510 – Interest Income: SWAN's Money Market is performing very poorly due to the economic downturn. The interest revenue is only at 2.8% where it would have been expected to be 66%.

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. The budget allocated $62,379 in reserves be transferred to operating revenue. I recommend we see where the revenue and expenses are in May before deciding.

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: this line has gone over budget, but this is mostly due to SWAN staff attending various library conferences as presenters. SWAN staff have presented at the ILA 2020 conference (Aaron, Dawne, Rudy, and Scott), the Electronic Resources & Libraries Conference (Steven and Robin), the Amigos Library Services Conference: Moving on (Scott and Sam), , and the upcoming COSUGI 2021 conference (Aaron and Steven). Other 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.

5490 – Group Purchases – Services: this line budgeted at $600 for the annual Envisionware self-check software group purchase renewed at a higher subscription of $934.15. This budget line also includes the Kitkeeper software pilot license of $650 that was detailed in the FY22 budget.

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: March 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 (February 15th – March 15th) regular user group meetings and increased engagement with members through pilot projects are reflected. 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
2/17/2021	Circulation Users	Crystal, Sam	UX, Bib Srvs, IT, Admin	Member meeting
2/18/2021	Item Type Consolidation (Prairie Trails)	Sam	Bib Srvs	Consultation
2/18/2021	Directors' Orientation	Aaron	Admin	Training
2/19/2021	Board Meeting	Aaron, Ginny, Dawne	Admin	Governance
2/19/2021	Serials Call Number Training	Claudia, Sam	Bib Srvs	Training
2/19/2021	Weeding Consultation (Crestwood)	Vickie, Michael	IT	Consultation
2/19/2021	KitKeeper Pilot	Helen, Dawne	Admin	Research & Development
2/19/2021	Policy Consultation (Batavia)	Vickie, Michael	IT	Consultation
2/22/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
2/23/2021	SWAN Fireside Chat #23	Scott, Aaron, Tara, Dawne	Admin, Bib Srvs, IT, UX	Member meeting
2/24/2021	Aspen Usability Testing (Villa Park)	Tara, Crystal	UX	Research & Development
2/25/2021	E-Resource Advisory	Robin	UX	Member meeting
2/26/2021	Serials Call Number Training	Claudia, Sam	Bib Srvs	Training
3/1/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
3/3/2021	Serials Call Number Training	Claudia, Sam	Bib Srvs	Training
3/4/2021	SWAN Quarterly	Aaron, Dawne, Ginny, Tara, Steven	Admin, UX, IT	Member meeting
3/5/2021	Favorite Authors Consultation (Roselle, Glenside)	Dawne, Scott, Sam	Admin, Bib Srvs, IT, UX	Consultation
3/5/2021	KitKeeper Pilot	Helen, Dawne	Admin	Research & Development
3/8/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development

Date	Event Name	Attendees	Teams Represented	Topic
3/5/2021	KitKeeper Pilot	Helen, Dawne	Admin	Research & Development
3/8/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
3/8/2021	Item Type Consolidation (Bedford Park)	Sam	Bib Srvs	Consultation
3/8/2021	Patron Point Consultation (Lansing)	Dawne, Steven	Admin, IT	Consultation
3/9/2021	Transfer Wizard Training (Roselle)	Sam, Claudia	Bib Srvs	Training
3/10/2021	Book Club Users	Helen, Dawne, Scott, Dave, Michael, Vickie	Admin, Bib Srvs, IT	Member meeting
3/10/2021	Building Move Consultation (St. Charles)	Dawne, Scott, Sam	Admin, Bib Srvs	Consultation
3/10/2021	Circulation & Hold Map Consultation (Chicago Heights)	Vickie	IT	Consultation
3/11/2021	Acquisition Users	Sam, Vickie, Scott	Bib Srvs, IT	Member meeting
3/11/2021	OCLC IFM/non-SWAN billing Consultation (Warrenville)	Vickie, Helen, Dawne	IT, Admin	Consultation
3/12/2021	Cataloging Advisory	Scott, Claudia, Sam, Diane, Angela, Sue	Bib Srvs	Member meeting
3/12/2021	Fine Free Consultation (Franklin Park)	Vickie	Bib Srvs, IT	Consultation
3/12/2021	Fine Free Consultation (Bedford Park)	Vickie	IT	Consultation
3/15/2021	Aspen Pilot: Weekly Meeting	Tara, Scott, Crystal, Robin (+others)	UX, Bib Srvs, IT, Admin	Research & Development
3/15/2021	Renovation Consultation (Indian Prairie)	Dawne, Michael	Admin, IT	Consultation
3/15/2021	Circulation & Hold Map Consultation (Dolton)	Dawne	Admin	Consultation

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: 2/16 - 3/9	ByWater - Aspen weekly pilot check-in	Tara, Steven, Scott, Rudy, Dawne, Aaron, Crystal, Robin	UX, Admin, IT, Bib Srvs	Research & Development
2/22/2021	Sure Sailing	Dawne, Michael, Vickie, Scott (+others)	Bib Srvs, IT, UX, Admin	Support
2/24/2021	Chicago Public Library RBP (CPL)	Dawne, Helen, Ginny	Admin	Collaboration
3/4/2021	SirsiDynix (holds configuration development)	Aaron, Dawne	Admin	Research & Development

SWAN Assistant Director (Dawne Tortorella)

KitKeeper & Book Club Users Group

The Book Club Users group met on March 10th where the KitKeeper pilot libraries demonstrated the process flow for using KitKeeper for book club kit reservations. There is great interest in expanding participating libraries, but also some hesitancy due to change in practice this requires. Most libraries circulate the items in a kit separately and allow holds to be placed on those titles. KitKeeper supports the model of a complete kit being reserved and checked out to a moderator. These complete kits can be reserved and transitted between libraries as a complete kit only. Rather than a replacement for existing processes, libraries may consider KitKeeper (reservation of complete kits) as a supplemental service.

Sharing of book club kits also expands the opportunity to work together to identify and procure titles/kits while dispersing the responsibilities for storing these kits collectively.

The pilot team is working on cataloging standards to ensure that these kits are discoverable in the OPAC, and clearly identified as special kits. The standards proposed will clearly identify the format as a Book Club Kit making it distinguishable from other formats. If desired, these works can be grouped in Aspen.

1) **The splendid and the vile: A Saga of Churchill, Family, and Defiance During the Blitz**

Author: Larson, Erik
Language: English

Choose a Format

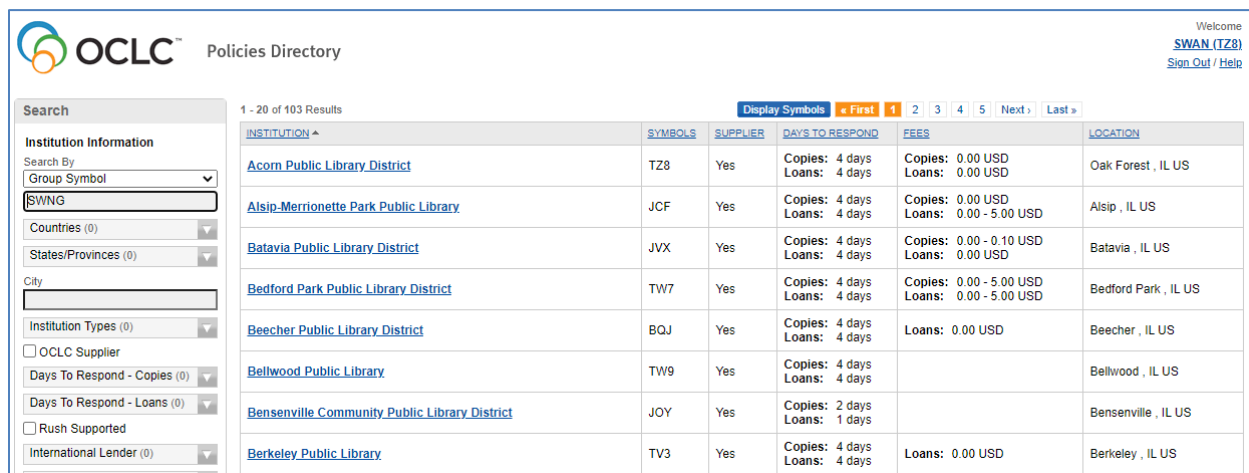| Book | Available from another library | Place Hold |
| Show Edition | Quick Copy View | |

| Audiobook CD | Available from another library | Place Hold |
| Show Edition | Quick Copy View | |

| Large Print | Available from another library | Place Hold |
| Show Edition | Quick Copy View | |

"The #1 New York Times bestselling author of The Devil in the White City and Dead Wake delivers a fresh and compelling portrait of Winston Churchill and London during the Blitz. On Winston Churchill's first day as prime minister, Hitler invaded Holland and Belgium. Poland and Czechoslovakia had already fallen, and the Dunkirk evacuation was just two weeks away. For the next twelve months, Hitler would wage a relentless bombing campaign, killing 45,000...

More Info   Add to list   SHARE

2) **SWAN: The splendid and the vile : a saga of Churchill, family, and defiance during the blitz**

Author: Larson, Erik
Language: English

Choose a Format

| Book Club Kit | Available from another library | Place Hold |
| Show Edition | Quick Copy View | |

"The #1 New York Times bestselling author of The Devil in the White City and Dead Wake delivers a fresh and compelling portrait of Winston Churchill and London during the Blitz. On Winston Churchill's first day as prime

The Book Club Users are starting a project to share book discussion guides. These will be housed on the SWAN Support Site as we develop a process for uploading/sharing these resources across the membership.

Resource Sharing

Working with OCLC, SWAN libraries have been assigned an OCLC group (SWAN GROUP), symbol SWNG. Having this grouping allows SWAN libraries to use this group symbol for deflection policies and listing of OCLC symbols/lending policies outside of SWAN. It also enables non-SWAN libraries to make requests to our group symbol, instead of specifying individual OCLC symbols for each library in the lender string. The system will automatically populate a lending string based on holdings.

Related, work continues with OCLC in accessing real-time availability to bypass lending requests (automatic no due to availability) on titles not available through the Z39.50 protocol. This protocol is used widely throughout the library software industry for real-time status checking of catalogs for item availability (checked-out, on-shelf, etc.).

To assist libraries in borrowing/lending through OCLC, an ILL Boot Camp Series of workshops will be offered in May-June by SWAN.

Library Renovations & Expansion

SWAN libraries are coordinating moves into new and renovation spaces. We are currently working with both St. Charles and Indian Prairie to coordinate a smooth transition.

COVID-19

Closures continue to be monitored through our Library Services Status page. More libraries are returning to pre-COVID circulation policies and expanding in-library access.

As we approach the summer, we will be reviewing policies adopted during COVID closures such as fine-free for now circulation rules, extension of grace period for checkouts, and return to open hold shelves.

A look at the numbers

We continue to see an upward trend since the holiday surge of COVID. Monday, March 1st had circulation of 24,668. This was the highest daily circulation since November 14th, 2020. On the first Monday in March, 2020, circulation was 31,404. Comparing these first Mondays, we are at 86% of prior year's circulation activity at that point in time. This clearly shows we are headed in a positive direction.

Checkouts 9/1/2019 - 3/14/2020 [100 SWAN Libraries]
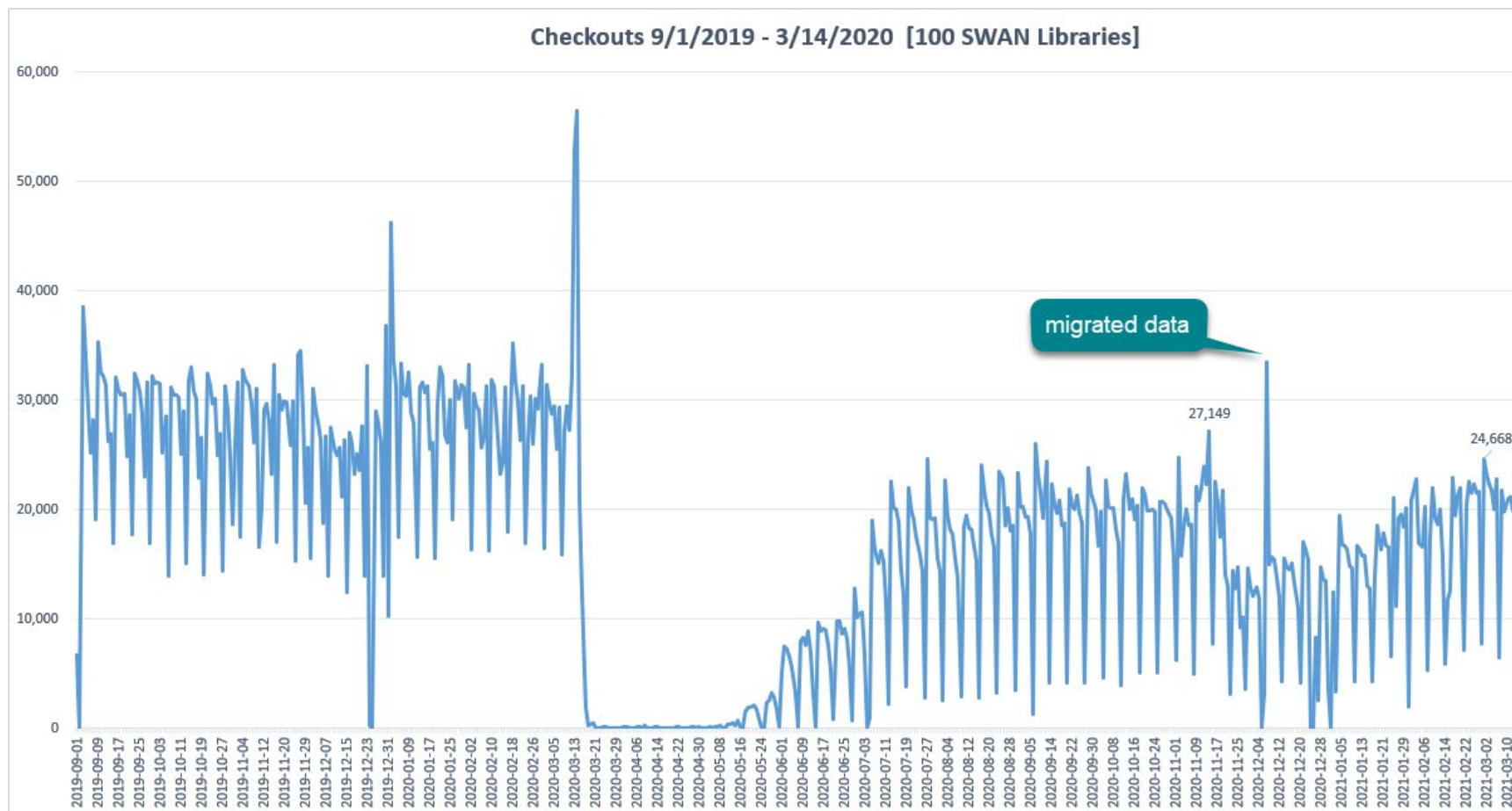
February 2021 circulation statistics did show an upward trend of 12-13% from January 2021. Focusing on the past 12 months, a clear picture of the impact of COVID closures on library circulation emerges. It also reflects the encouraging signs of growth.

| Month	2019	2020 (97)	2020 (100)	% of Circ	% of Circ
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%
February	800,859	477,100	499,165	59.57%	62.33%
	10,222,885	**4,425,763**		**43.29%**	

Prior Year Percentage Comparison
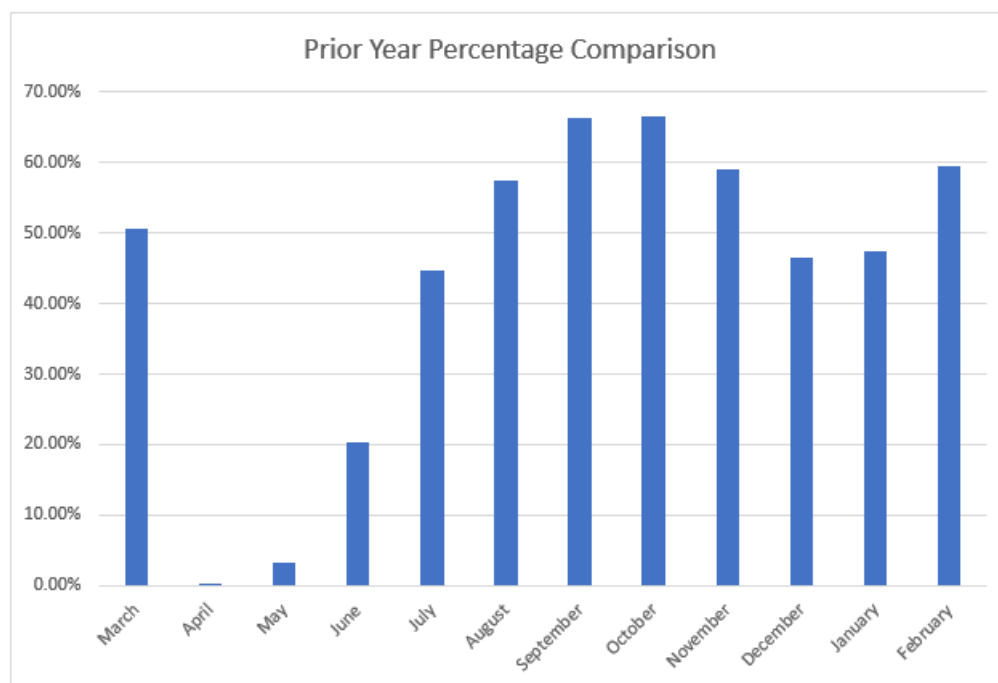
Holds placed on items continue to be the engine that drives much of our circulation. Even with a shorter month, February 2021 saw a reduction in the number of holds placed compared to January when more libraries were closed. Daily holds placement average was down from the prior month (January 2021 - 8,413, February 2021 - 7,679). With return to more extended library access and warmer weather a big question is how our holds behavior consortium-wide will reflect changes in how our patrons use the library? Will holds overall continue to drop from pandemic highs as patrons are able to return in in-library selection of material?

Hold Client	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	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	156,930	1,616,993
WorkFlows	46,661	24,577	381	4,628	20,051	31,761	35,159	38,776	37,014	33,936	38,838	45,214	37,888	394,884
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	17,121	139,005
Other Web Services	1,814	951	167	212	1,410	1,196	1,995	2,104	2,320	2,681	2,673	3,541	2,975	24,039
Unknown	246	146	22	11	143	114	121	259	451	931	307	0	30	2,781
Bookmyne	317	95	11	18	41	167	129	185	212	97	88	93	73	1,526
SIP2	27	31	0	0	0	9	18	12	18	2	0	1	6	124
BLUEcloud Circ	14	20	0	0	12	3	21	1	2	5	2	6	1	87
	189,297	109,843	16,048	46,561	170,073	165,756	178,680	200,885	196,906	207,059	222,514	260,793	215,024	2,179,439
% Placed by Patron	75%	77%	98%	90%	88%	81%	80%	81%	81%	84%	83%	83%	82%	82%
% mobile apps	6%	5%	9%	6%	6%	6%	7%	8%	8%	9%	8%	9%	9%	8%

Holds Placed February, 2020 - Feburary, 2021
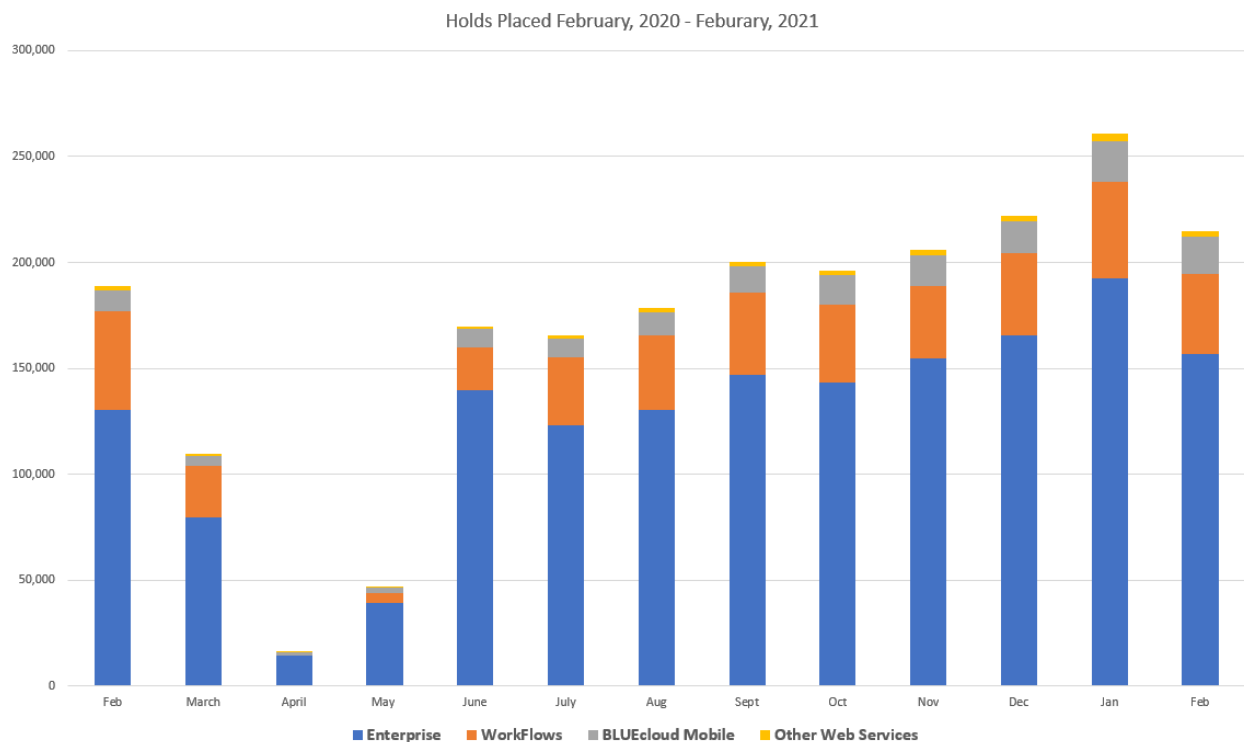
Mobile app usage is steady around 9%.

For the first time since, August 2020, we saw a decline in number of holds placed and number of users placing and picking up holds. Levels of hold placement are still above pre-pandemic levels. We expect to see fewer holds and fewer users placing/picking up holds as patrons return to in-library visiting and browsing/checkout behavior.


Trends in Holds, Feb 2020 - Feb 2021
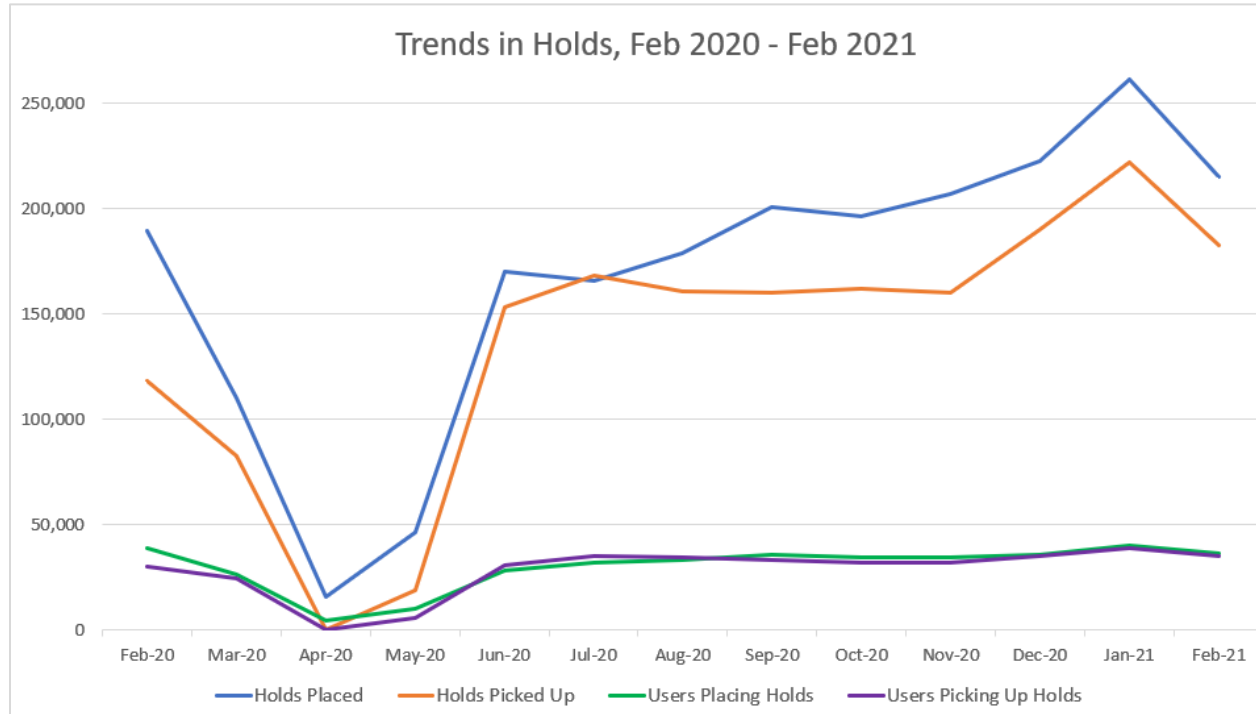
	Holds Placed	Holds Picked Up	Users Placing Holds	Users Picking Up Holds
Jan-20				
Feb-20	189,282	118,451	38,982	30,320
Mar-20	109,824	82,356	26,678	24,235
Apr-20	16,026	65	4,845	36
May-20	46,551	18,875	10,072	6,054
Jun-20	169,930	153,061	28,556	30,607
Jul-20	165,648	167,893	31,816	34,825
Aug-20	178,560	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
Feb-21	215,024	182,143	36,175	34,983
NOTE: log files only provide hold details transactions since 2/10/2020				

Resource sharing story during COVID

SWAN now submits these monthly transit counts to RAILS. They noted similar trends in other consortium where resource sharing/delivery/transit of items is returning to pre-COVID counts more quickly than circulation. The reliance that patrons have in placing holds and receiving items across our entire service area has been a critical component in offering services during the past year.

SWAN hE - Transit Item to Another Library Statistics			
	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%
February 2021	294,829	273,757	-7%
	3,984,082	2,659,234	-33%
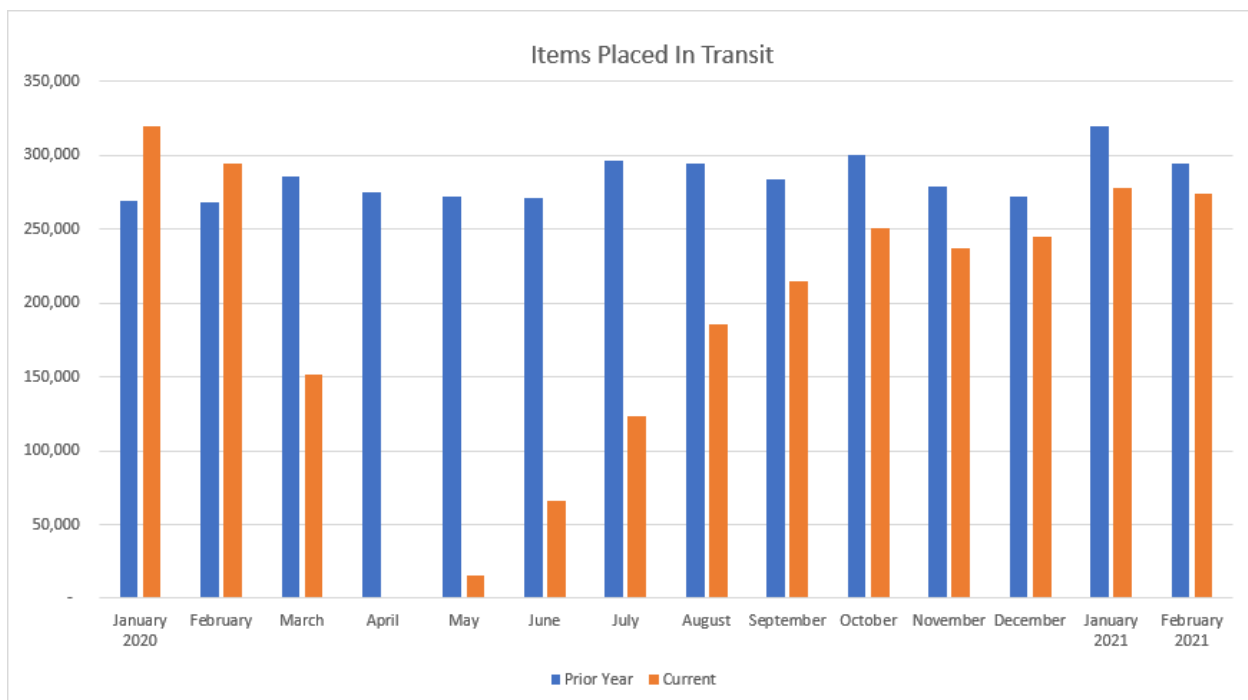
The data clearly shows it has been a roller coaster ride over the past 12 months, showing improvement/stability.

SWAN Bibliographic Services (Scott Brandwein)

Aspen Discovery

During the past month, we have successfully worked with the developers at ByWater to implement some necessary changes to record grouping and format designation in our Aspen catalog. We are already seeing drastic improvements in the grouping of movies, television series, monographic series, and graphic novels. There is still work ahead of us tweaking the system to match our expectations, but many of our concerns have been resolved. We are grateful that they have embraced and directly implemented some of our ideas.

Cataloging Advisory Meeting

Cataloging Advisory met on March 12th after technical difficulties prevented us from meeting on our original March 4th date. The group discussed improving clarity and promoting use of shared Library of Things and equipment records. We also began highlighting areas of redundancy and ambiguity in the MARC 590 format vocabulary associated with these items. Bibliographic Services will be performing some analysis on use of these terms with an eye towards cleanup and consolidation to make cataloging simpler and the patron experience more consistent.

Diversity & Inclusion in Metadata

Cataloging Advisory also began discussing a project to promote inclusivity and respect in our metadata by examining subject headings and other descriptive data that applies to individuals and groups of people. We are in the process of putting together a small working group to tackle this issue and provide recommendations to SWAN administration and Cataloging Advisory.

Topics will include the subject term "Illegal aliens" which is under scrutiny by many in the library community. We will also consider the representation of ethnic groups, people with disabilities, people with medical conditions, and people who identify as LGBTQ+. Ideally, any changes to practice will be easy to automate if we collaborate with MARCIVE, who performs bibliographic and authority cleanup on a regular basis, and if we make use of existing infrastructure that updates local data.

We are still determining the scope of this project and finding interested participants. We will soon know more about a timeline and plan for implementation.

Item Category 5 – Carrier Type

To support our efforts with the Symphony ILS Item Type Consolidation project we are going to make use of the final Item Category available in Symphony. We have a number of members hesitant to move forward with Item Type Consolidation because they will lose essential statistical insight into the composition and performance of their collection. For example, converting to a universal Item Type of "VIDEO" can obscure the distinction between DVD, Blu-ray, and other video formats.

Our answer to this problem is establishing a policy vocabulary in Item Category 5 that we are loosely calling "Carrier Type." These policies will describe the physical medium of the item and take on the burden of providing statistical analysis, allowing us to focus on a high-level Item Type policy list focused on driving circulation rules only.

Other requests we will include in Item Category 5 are the ability to label books as "hardcover" or "paperback", distinguish CD audio recordings from vinyl, and label branded formats such as Playaway, VOX audio, and video game consoles.

We will announce Item Category 5's availability and begin accepting requests for additional terms and batch edits during the week of March 15th.

Serials Cleanup

Following up on call number cleanup from the first two months of this year, we are continuing to keep a close eye on new serials items and working with libraries to ensure our call number data is clean.

Alongside our call number work, we will be starting a cleanup of old records that may no longer belong in our catalog. We have item records for serials dating back as many as 20 years that we have reason to believe fell through the cracks during cleanup projects, inventories, and weeding over the years. To accurately target items that may require cleanup, we will be sending a brief survey to each library. The survey contains questions about collection retention policy and local practice creating items and holdings records. We will use this information to ensure we restrict our reports to actionable items.

The next step in this process will be to run the reports and distribute them to members requesting feedback on whether anything can be removed. As we have mentioned plans for this in recent weeks during member meetings, we have had a couple of member libraries volunteer with lists of serial items to delete, so we are optimistic that this project will have a strong impact on our catalog.

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 February, there were 94 upgrades of minimal level records in OCLC to full records.
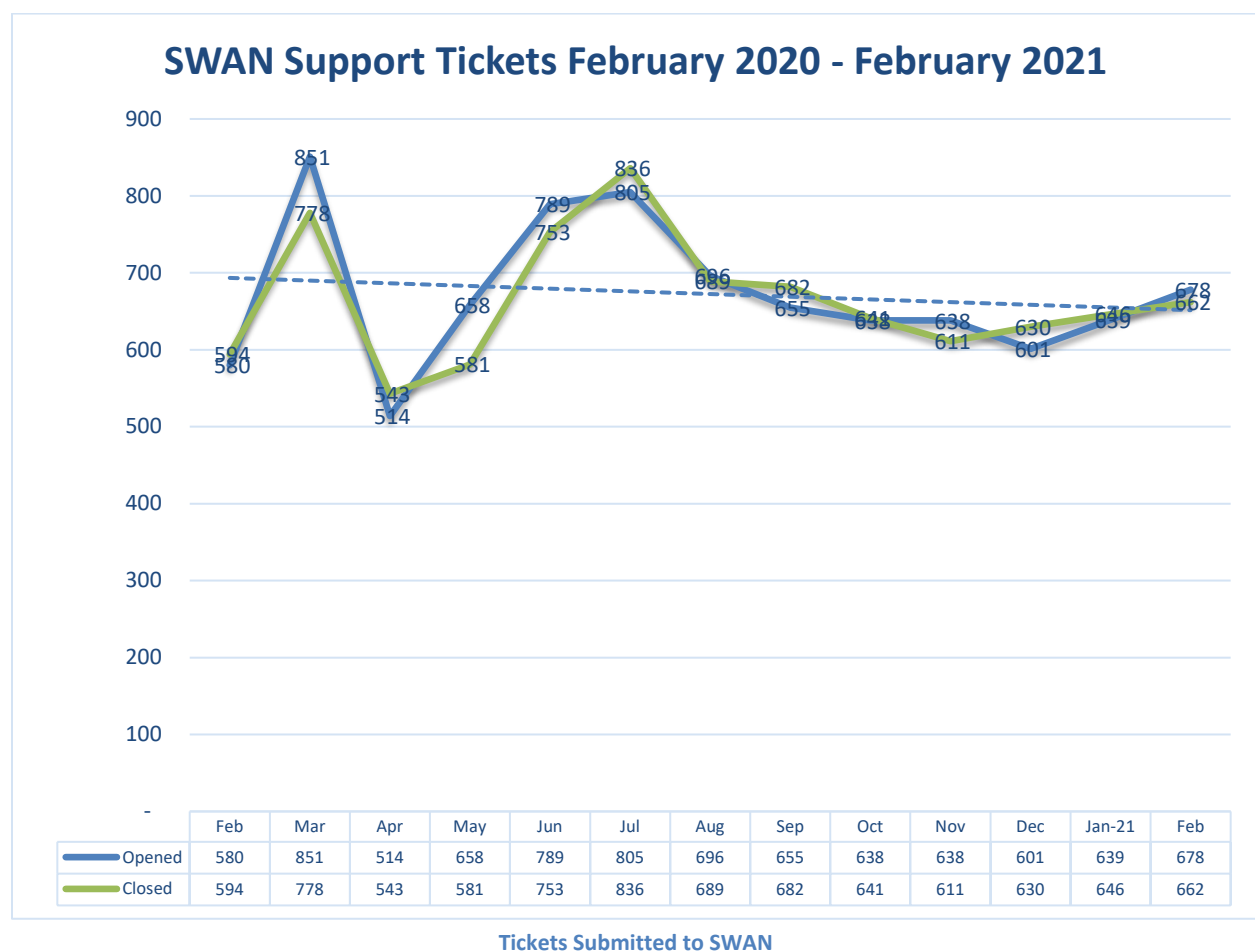
	Jan	Feb	Mar	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
Orig 2019	126	82	106	211	92	163	127	175	171	102	97	107	**1,569**
Copy 2019	2,565	1,952	1,939	2,352	2,032	2,070	1,672	1,872	2,362	2,605	1,648	1,587	**24,656**
Orig 2020	99	111	69	152	98	129	88	102	76	62	56	46	**1,088**
Copy 2020	1,908	1,717	1,863	2,270	2,357	2,496	2,237	1,886	2,405	1,723	1,901	1,704	**24,467**
Orig 2021*	41	53											
Copy 2021*	1,632	1,847											

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

SWAN IT & System Support Services (Steven Schlewitt)

Support Tickets

In late February, there was an influx of support tickets related to an intermittent SWAN library VPN network issue. Following an update of firewall server software, the IT team encountered several bugs that impacted membership VPN connections, typically in the morning hours prior to library opening. When the issue occurred, the library was unable to establish their VPN connection or connect to SWAN servers. Over several days of troubleshooting, the team was able to determine a temporary fix involving scheduled overnight service restarts until patches are released to resolve the bugs fully. In the meantime, connections have been stable, and the team checks for connectivity issues daily before library hours.

SWAN Support Tickets February 2020 - February 2021

	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan-21	Feb
Opened	580	851	514	658	789	805	696	655	638	638	601	639	678
Closed	594	778	543	581	753	836	689	682	641	611	630	646	662

Tickets Submitted to SWAN

Aspen Project

- Migration to new Aspen server – Rudy with Mark Nobel (ByWater)
- Aspen server patron data encryption, OS permissions – Rudy, Steven with Mark Nobel (ByWater)
- Search performance troubleshooting – Rudy, Steven with Tara (UX) and Mark Nobel (ByWater)
- Web Services query testing for large checkouts – Rudy
- Authority record daily extract script – Rudy with Scott (Bib Srvs)

Vendor Integrations

- Luxer One ILS integration discussions for Villa Park (VPD) – Steven, Ian, Rudy
- D-Tech self-checkout integration for Carol Stream (CSD) – Ian
- MAGMEDIALIST SIP2 integration for Roselle (ROD) to unlock cases at self-checkout – Ian
- KitKeeper integration setup – Dave, Ian
- Patron Point for Lansing (LSS) – Steven with Dawne (Admin)
- Envisionware PC Reservation script and logic updates for Glenside (GSD) – Dave

RAILS & SVA Server Migrations

- Setup and troubleshooting of new OTRS ticket server – Rudy
- Setup and troubleshooting of new Support Site server – Rudy, Steven with RAILS IT
- Setup of new MailMan (SWANcom) email server – Steven
- Continued setup and testing of new Unique phone notices server – Steven with Unique (UMS) Team

General Projects

- COVID-19 library services tracking and Symphony updates – Michael, Dave, Vickie, Ian
- Library Fine Free consultations and configuration – Vickie with Sam (Bib Srvs)
- OCLC Holdings Manager tool cross-training – Rudy, Dave with Scott (Bib Srvs)
- Electronic Resources & Libraries (ER&L) conference presentation on Online Patron Registration – Steven with Robin (UX)
- Enterprise library closure banner script adjustments – Rudy
- FY21 staff laptop hardware refresh preparation – Ian
- SWAN SharePoint site building, reorganization – Steven

Microsoft Ignite

March 2nd through the 3rd, Ian, Rudy, and Steven attended the annual Microsoft Ignite conference virtually where nearly 400 recorded and live breakout sessions were offered from Microsoft staff and affiliates on topics ranging from Azure Cloud development to Office 365 security and new Microsoft Teams enhancements (all software used by SWAN). Most notably, Microsoft introduced new virtual workspace tools which included Microsoft Mesh, a mix reality platform expanding on virtual meeting and knowledge-sharing, and Microsoft Viva, an AI-driven knowledge base platform intended to make organization knowledge more easily accessible and integrated throughout Microsoft services.

SWAN could benefit especially from advancements in Azure platform security (our infrastructure hosting service) and continually simplified Azure development opportunities. Microsoft has emphasized a focus on making tools across their platforms easier for anyone to pick up and start creating, even those with limited development backgrounds, using "low-code" or a form of coding using graphical logic rather than traditional hand-coded programming. This should be helpful in reducing some of SWAN's hurdles to Azure development.

Email Notice Tracking (Last 6 Months)

Reading Date	Total Emails Sent	Success Rate	Bounces	Marked SWAN as SPAM
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)
3/12/2021	353,368	98.89% (349,449)	0.07% (238)	0.01% (18)

Outage Tracking (as of March 12th)

Date	Time	Elapsed (Min)	Service	Planned?	Lib Hours?	Reason
2/21/2021	11:15	15	SWAN VPN Network	No	Yes	Outage of SWAN VPN networks caused by a bug in SWAN's network firewall software

SWAN User Experience (Tara Wood)

User groups

Circulation Advisory
Circ Advisory meets March 17th. Crystal and Sam will begin work on item type consolidation with the group.

Circulation Users Group
Circulation Users Group met Feb 17th. Topics included duplicate record checking, the Cards for Kids act, library lockers, RFID, resuming collections/billing, and COVID-19 procedures after the RAILS reduction in quarantine.

E-Resources Advisory
E-Resource Advisory group met Feb 25th. Robin gave a presentation on how to use your library's e-resources statistics and differences in how vendors collect these. They also shared the top performing databases in SWAN along with some of the low performers, which may be of interest as libraries make their EBSCO database selections. They also shared e-content features in Aspen and an overview of the LinkedIn Learning migration.

Aspen Pilot
We are live on beta with the 7 SWAN member libraries enlisted in the pilot!

Usability testing
Tara, Robin, Crystal, and Kat Buczek, the SWAN UX intern from Dominican University, worked with pilot libraries to conduct 3 rounds of usability testing over 3 weeks with patrons from Downers Grove, Tinley

Park, and Villa Park. This very compressed testing schedule was designed to quickly identify any major usability problems.

On average, participants across all three tests were able to complete 77% of tasks. No serious usability problems were identified; however, we observed many minor but impactful changes that could improve patron experience in Aspen. Tara is working with the SWAN UX intern, Kat Buczek, to finalize testing reports and present to the Aspen pilot libraries.

Aspen patron surveys

With the beta, we launched our first Aspen patron survey. The survey is designed to gauge patron attitudes around Aspen. We immediately noticed that staff were also taking the survey, so we've included a question to ask staff to self-identify if they take the survey so we can analyze those results separately.

As of March 11th, with the survey posted for 1 week, 73 patrons have responded. Around 70% have responded they prefer the beta catalog (Aspen).

Which catalog do you prefer to use?

Beta catalog, 37

Current catalog, 16
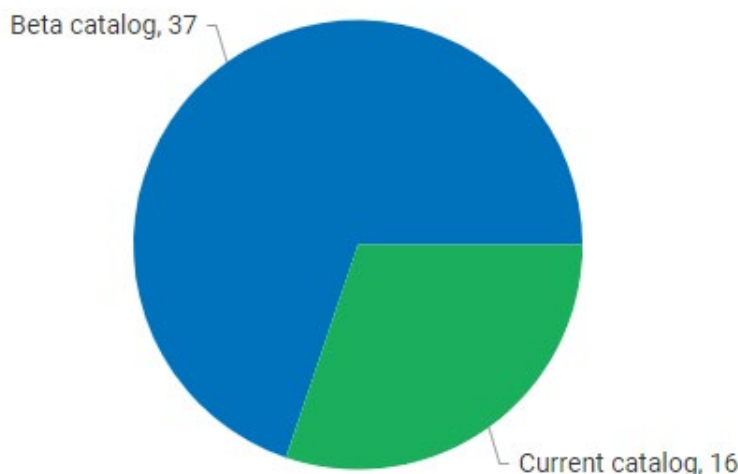
53 responses in 67 results

Testing and development progress

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

The recent 21.03 update included:

- Several SWAN requested format changes, including the addition of combo pack formats and several video game formats
- Improvements to grouping movies and television series
- An update to format facets to perform an OR search instead of an AND search, which came out of usability testing

We anticipate that the upcoming 21.04 release will include changes to how Aspen handles checkouts and holds in patrons' accounts. Currently, page load speeds are slower the more checkouts you have, and for patrons with many checkouts account information loads extremely slowly. This release should resolve that issue, while paving the way for some added value features like showing "You have this on hold" instead of a hold button in catalog searches.

In the March 15th meeting, the Aspen pilot libraries will participate in a prioritization activity that will set development priorities up to and after an Aspen go-live.

Consortia consulting on OpenAthens
Aaron and Robin met with WYLD to talk about Athens for a consortium. Robin also responded to a questionnaire from NALIS, National Library and Information System Authority of Trinidad and Tobago. EBSCO asked Robin and SWAN if they would be willing to respond to other SirsiDynix libraries considering Athens and they agreed, so we may see more consulting requests from other consortia.

Outreach module
Crystal worked with Homewood Public Library to begin using the Outreach module.

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 attended and presented at the 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 attended two workshops in Designing for Digital, the sister conference to ER&L that focuses on user experience in libraries.

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 Succesion 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.
		Ratify budget

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

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SWAN Fiscal Year 2022 Budget Approval

Total Eligible:	101
Total Ballots Cast:	70
Percent of Eligible:	69.31 %

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GENUINE RESULTS*

*See Terms of Use for details.

3/15/2021

SWAN Fiscal Year 2022 Budget Approval

Resolved, the fiscal year 2022 budget, membership fees, and EBSCO group purchase fees are hereby approved as presented.

Vote for 1

Yes	69	98.6 %
Abstain	1	1.4 %

Total Valid Votes:	70
Unexercised Votes:	0
Total Votes:	70

3/15/2021

CONTRACT FOR SERVICES

This Contract for Services ("Contract") is made effective as of 3/19/2021, by and between the System Wide Automated Network (SWAN) of Westmont, IL 60559 ("Client"), and ByWater Solutions LLC, of Santa Barbara, California 93102 ("ByWater").

1. TERM. The service term shall be effective from 3/29/2021 to 5/1/2022. Upon completion of this initial term, the Client will have the option to renew for additional three-year terms. Either party must notify the other in writing sixty (60) days prior to the end of the then-current Term of their intention to modify the service term of this Contract. A renewal Contract may include different terms and conditions, as the Client and ByWater agree. Continued payments after the expiration of any term of this Contract will signify that the Client renews the Contract for a new three (3) year term.

2. DESCRIPTION OF SERVICES. ByWater will provide the Client the following services (collectively, the "Services"):

(a)   Terms regarding technical support for the Client are as follows:
  (1) Critical support will be available (24) hours per day, 7 days per week. Critical support includes system failure or complete loss of access to the Aspen system. Other support calls during hours in which the Client's facility is closed will be addressed by level of importance; i.e. system failure dictates immediate response time, training questions will be addressed within 24 hours;
  (2) The support package will also cover software updates and Aspen enhancements that may be applicable to the Client, including the application of the Aspen Mobile App and all existing e-content connections once complete.

(b)   Hosting for the Client's data will be located on a server maintained by the Client. Hardware maintenance and backups are the responsibility of the Client. ByWater will assist in the configuration of backup scripts on the software. Support response times may be affected for server configurations that do not allow 24 hour SSH access.

(c)   Training is required and will be provided via webinar. Additional training will be provided at no cost upon request of Client. Clients not previously using Aspen as the library's Discovery must receive training.

3. PAYMENT FOR SERVICES. In exchange for the Services the Client will pay ByWater according to the following schedule:

> (a) Annual Support fee : $85,000.00, payable according to the following schedule:
>
> > 1. $21,250.00 due on or before 3/29/2021
> > 2. $21,250.00 due on or before 6/29/2021
> > 3. $21,250.00 due on or before 9/29/2021
> > 4. $21,250.00 due on or before 12/29/2021
>
> (b) Ongoing Annual Support fee : $85,000.00, due on or before 5/1 of each year, beginning on 5/1, 2022.
>
> (c) Live Webinar Training: $2,600.00. Payment due on or before 3/29/2021

Payments may be made via check and direct deposits (ACH). Alternate payment methods will result in a convenience fee based on a sliding scale. For avoidance of doubt, any delay in implementation of the Software requested or caused by the Client shall not be grounds for the Client to likewise delay payment of any fees then due and owing.

4. FUTURE GROWTH OF CLIENT CATALOG: In the event of further additions to the Client's union catalog, additional charges will be applied according to the following payment terms:

(a)   Installation/Configuration: $900.00 per library added by ByWater, payment due upon library go live. Libraries configured by the Client will not charged for implementation.

(b)   Annual support and hosting increases: $600.00 for each added library, first year's payment to be pro-rated on a monthly basis and due upon completion of installation. Subsequent payments will be due as stated in section Contract for Services section 3 (b), "Annual Support Fee." Costs per library will be determined based on the number of bibliographic records contained in the libraries' catalog prior to migration.

5. FUNDS AVAILABLE AND AUTHORIZED. Client has sufficient funds currently available and authorized for expenditure to finance the costs of this contract within the Client's fiscal year budget. ByWater understands and agrees that Client's payment of amounts under this contract attributable to work performed after the last day of the current fiscal year is contingent on Client appropriations, or other expenditure authority sufficient to allow Client, in the exercise of its reasonable administrative discretion, to continue to make payments under this contract. In the event the Client has insufficient appropriations, limitations or other expenditure authority, Client may terminate this contract without penalty or liability to the Client, effective upon the delivery of written notice to ByWater, with no further liability to ByWater.

6. WORK PRODUCT OWNERSHIP. Any copyrightable works, ideas, discoveries, inventions, patents, products, or other information (collectively the "Work Product") developed in whole or in part by ByWater solely in connection with the Services will be the exclusive property of the Client. Upon request, ByWater will execute all documents necessary to confirm or perfect the

exclusive ownership of the Client to the Work Product. All such Work Product developed on behalf of the Client will be made available under the terms of the open source license in effect for Aspen at the time the code is written (currently GPL v2). Upon request, a copy of the code will be given to the Client even though the code may be hosted. Upon expiration or termination of this Contract, ByWater will: (a) return to the Client all records, notes, documentation and other items owned by the Client that were used, created, or controlled by ByWater during the term of this Contract; and (b) assist Client in exporting data from ByWater's data cloud to Client, at no additional charge.

7. CONFIDENTIALITY. ByWater, and its employees, agents, or representatives will not at any time or in any manner, either directly or indirectly, use for the personal benefit of ByWater, or divulge, disclose, or communicate in any manner, any information that is proprietary to the Client, except (a) if and to the extent the information is already a matter of public knowledge; (b) such disclosures as may be necessary to ByWater's attorney or accountant (collectively, "Permitted Confidants"); or (c) such disclosures as are required by law or by any litigation between the parties hereto with respect to this Contract. ByWater shall also timely require each of its Permitted Confidants to keep that information confidential. Before making any disclosure required by law, ByWater, or the Permitted Confidant, as the case may be, shall give Client as much notice thereof as is legally permitted, along with a copy of the proposed disclosure. The foregoing duties of confidentiality shall survive the termination of this Contract.

8. RELATIONSHIP OF PARTIES. Client and ByWater agree that the status of ByWater is that of independent contractor, and not that of employee, principal, agent or joint venture partner of Client. Neither party has authority to enter into contracts or assume any obligations for or on behalf of the other party or to make any warranties or representations for or on behalf of the other party.

9. WARRANTY. ByWater shall provide the Services and meet its obligations under this Contract in a timely and workmanlike manner, using knowledge and recommendations for performing the Services which meet generally accepted standards in ByWater's industry. Aside from the express warranties stated in this Contract, ByWater hereby disclaims any and all other warranties related to the products and services offered under this Contract, including but not limited to warranties of non-infringement, merchantability or fitness for a particular purpose, and whether such warranties are oral or written, express or implied. ByWater does not in any way warrant that Aspen will operate without interruption or be error free. ByWater shall have no liability for damages resulting from the following, including, but not limited to: hosting inoperability, interruption due to product or delivered software malfunction (provided that regular daily backups are conducted by ByWater), loss of profits, goodwill, damage or loss of data, or any other indirect, special or consequential damages suffered by Client.

10. REMEDIES. If Client or ByWater fails to perform its obligations under this Contract, the non-breaching party shall have the right to terminate the Contract and to seek whatever remedy may be available to it, either in law or in equity. In the event that a claim or cause of action arises out of the interpretation, performance, or breach of this contract, the prevailing party shall be entitled to a reasonable attorney's fee in addition to costs of suit. The parties hereto hereby consent to the personal jurisdiction and venue of the State of Illinois with respect to any claim or

cause of action arising from this Contract, and hereby waive any objection to such venue based upon the doctrine of forum non conveniens.

11. LIMITATION OF LIABILITY. EXCEPT FOR DAMAGES RESULTING FROM BYWATER'S NEGLIGENCE, BYWATER WILL HAVE NO LIABILITY FOR ANY INDIRECT, CONSEQUENTIAL, EXEMPLARY, SPECIAL, INCIDENTAL, OR PUNITIVE DAMAGES FOR ANY MATTER ARISING FROM OR RELATING TO THIS CONTRACT OR THE PRODUCTS AND SERVICES, INCLUDING BUT NOT LIMITED TO ANY UNAUTHORIZED ACCESS TO, OR ALTERATION, THEFT, LOSS, INACCURACY, OR DESTRUCTION OF INFORMATION OR DATA COLLECTED, STORED, DISTRIBUTED, OR MADE AVAILABLE VIA THE PRODUCTS AND SERVICES, CLIENT'S USE OR INABILITY TO USE THE PRODUCTS AND SERVICES, ANY CHANGES TO OR INACCESSIBILITY OF THE PRODUCTS AND SERVICES, ANY DELAY OR FAILURE OF THE SERVICES, OR FOR LOST PROFITS, OR COSTS OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES, EVEN IF BYWATER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS SECTION WILL NOT APPLY TO DAMAGES THAT CANNOT BE LIMITED OR EXCLUDED BY LAW (IN WHICH EVENT THE LIABILITY SHALL BE LIMITED TO THE FULLEST EXTENT PERMITTED).

12. ENTIRE AGREEMENT. This Contract contains the entire agreement of the parties, and there are no other promises or conditions in any other Contract whether oral or written concerning the subject matter of this Contract. This Contract supersedes any prior written or oral Contracts between the parties.

13. SEVERABILITY. If any provision of this Contract will be held to be invalid or unenforceable for any reason, the remaining provisions will continue to be valid and enforceable, provided that no party is, as a result thereof, deprived of its substantial benefits under this Contract. If a court finds that any provision of this Contract is invalid or unenforceable, but that by limiting such provision it would become valid and enforceable, then such provision will be deemed to be written, construed, and enforced as so limited.

14. AMENDMENT. This Contract may only be changed, modified, amended or discharged by a Contract in writing executed by the parties hereto.

15. GOVERNING LAW. This Contract shall be construed in accordance with the laws of the State of Illinois.

16. NOTICE. Any notice or communication required or permitted under this Contract shall be sufficiently given if delivered in person or by certified mail, return receipt requested, to the address set forth in the opening paragraph or to such other address as one party may have furnished to the other in writing.

17. ASSIGNMENT. Neither party may assign or transfer this Contract without the prior written consent of the other party.

18. BINDING EFFECT. This Contract shall inure to the benefit of and be binding upon the parties named herein and their respective heirs, successors and assigns.

19. EXECUTION. This Contract may be executed in two or more counterparts, each of which together shall be deemed an original, but all of which together shall constitute one and the same instrument. In the event that any signature is delivered by facsimile transmission or by e-mail delivery of a ".pdf" format data file, such signature shall create a valid and binding obligation of the Party executing (or on whose behalf such signature is executed) with the same force and effect as if such facsimile or ".pdf" signature page were an original hereof.

20. INDEMNIFICATION.   The parties hereto shall fully indemnify, hold harmless and defend one another from and against all claims, demands, actions, suits, damages, liabilities, losses, settlements, judgments, costs and expenses (including but not limited to reasonable attorney's fees and costs) (collectively, "Claims") which arise out of or relate to (1) any breach of any representation or warranty of a party hereto contained in this Contract, (2) any breach or violation of any covenant or other obligation or duty of a party hereto under this Contract or under applicable law, in each case whether or not caused by the negligence of a party hereto and whether or not the relevant Claim has merit. Neither ByWater or Client shall be liable to the other for loss, damage, or delay in the work caused by war, riot, the act or order of any competent civil or military authority, strikes, unauthorized work stoppage or by rain, fire, flood, act of God or by any cause which is unavoidable and beyond its reasonable control. In addition, ByWater is not liable for loss or damage suffered by the Client or any third party not caused by the employees, agents or equipment of ByWater.

SYSTEM WIDE AUTOMATED NETWORK (SWAN)

By: _____

Name: Aaron Skog
Title: Executive Director
Duly Authorized

BYWATER SOLUTIONS LLC

By: _____

Name: Brendan Gallagher
Title: Chief Executive Officer
Duly Authorized

Date:_____

Date:	**March 19, 2021**
To:	**SWAN Board**
From:	**Aaron Skog, Executive Director**
	Dawn Bussey, SWAN Treasurer
Re:	**Financial auditor**

SWAN needed to seek out a new financial auditor after the decision to use Lauterbach & Amen as our accounting service. SWAN could no longer have Lauterbach be our organization's financial auditor and provide accounting services simultaneously.

We issued a call for proposal for audit services for the organization. Six firms were contacted, and we received three total proposals. The deadline for proposals was February 26, 2021. The request for proposals was posted on SWAN's public website (https://swanlibraries.net/open-rfps/) along with any follow-up inquiries from the audit firms with our replies.

We received three proposals, which is one less than the total received back in 2017. The prices quoted for audit services are listed below.

Audit Price	Mueller		Seldon Fox		Sikich	
FY2021	$	12,000.00	$	6,800.00	$	9,500.00
FY2022	$	12,400.00	$	7,100.00	$	10,000.00
Two-year total cost	**$**	**24,400.00**	**$**	**13,900.00**	**$**	**19,500.00**

The references for Seldon Fox as supplied by Homewood Public Library and Blue Island Public Library were excellent. Based on price, the proposal, and the positive references, we recommend SWAN move forward with Seldon Fox.